Consultation Report

Transport Strategy

Consultation Report

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have your say

Hackney

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Introduction

To gather insights on key transport issues in Hackney, the Council consulted residents and businesses to learn more about what transport issues mattered most to them. This report focuses on the feedback from the first phase of consultation, which will be used to inform a new Transport Strategy for the next ten years . A public consultation on the full Transport Strategy will take place in Autumn 2025 before its adoption in 2026.

Background

The Streetscene team at Hackney Council is developing a new Hackney Transport Strategy for the next decade The Strategy will shape how we move and use our streets, and aims to make it easier and safer for everyone to get around. It also focuses on enhancing the quality of our public spaces, making them more enjoyable and resilient to the challenges of climate change.

The twelve key transport issues identified have been categorised into three themes:

- Transport basics - connecting places: Making it easier for everyone to get to work, school, and leisure, by foot, wheeling, or public transport.
- Safer, greener and healthier transport: We want Hackney to be safer, greener, and healthier.
- Fair transport: Everyone should be able to get around Hackney, no matter their age, income, or ability.

A draft evidence base was provided to inform respondents of the work we've done to improve our streets and transport over the last 10 years, and the challenges we're facing now.. It was used to guide respondents on the journey to forming the twelve key transport issues and three themes they sit under.

Consultation & engagement approach

The consultation ran for 12 weeks from Monday 17 March to Monday 9 June. An online survey was hosted on the Hackney Council's consultation webpage, consultation.hackney.gov.uk, with printed copies available upon request. An in-person drop-in event was held for interested community members at Homerton Library on 15th May 2025, with 25 people attending. There were also a series of in-person and online engagement events to reach out to residents, businesses and stakeholders for their views, and focus groups with the elderly, disabled and young people that indicated interest in the online survey.

The consultation and drop-in event at Homerton Library was promoted through a range of channels to ensure broad participation:

- Posts on Facebook and X (formerly Twitter)
- Love Hackney magazine
- Promotion through the Council's newsletters
- Direct emails and meetings with a number of relevant organisations:
    - Organisations representing protected groups, such as disabled people's groups, ethnic minority and migrant community groups, groups representative of religious communities and groups for younger and elderly people.
    - Campaign groups, such as environmental and transport campaign/pressure groups and representative organisations for certain groups.

Methodology

The data from the consultation was collected via Citizen Space, and the quantitative data was analysed in excel format.

The comments were analysed using a variety of prompts with artificial intelligence (AI) to generate the breakdown of themes, description, count of comments, sentiments and example quotes. A sample of these comments were then sense-checked manually to ensure they captured a true representation. Any personal data submitted as part of the survey or focus groups were not included in any AI prompts for the analysis.

Comment counts refer to the number of respondents who made a comment which was assigned to that theme. The comment counts shown under each theme will not necessarily amount to the total comments received for the related question. Comments that were duplicates, very short, rhetorical, or statements that did not offer any insight or strong sentiment, may not be categorised under the defined themes. There are also comments that will fall under multiple themes.

Percentages have been rounded to the nearest decimal place.

Response rate

1,437 respondents took part in the survey.

Executive summary

This Transport Strategy consultation report synthesises feedback gathered from Hackney residents and businesses. The report addresses the 12 transport issues presented in the consultation and organises the responses into a series of themes. These themes, identified from the 12 issues and comments received, represent key areas of discussion and consideration.

The consultation identified six overarching themes:

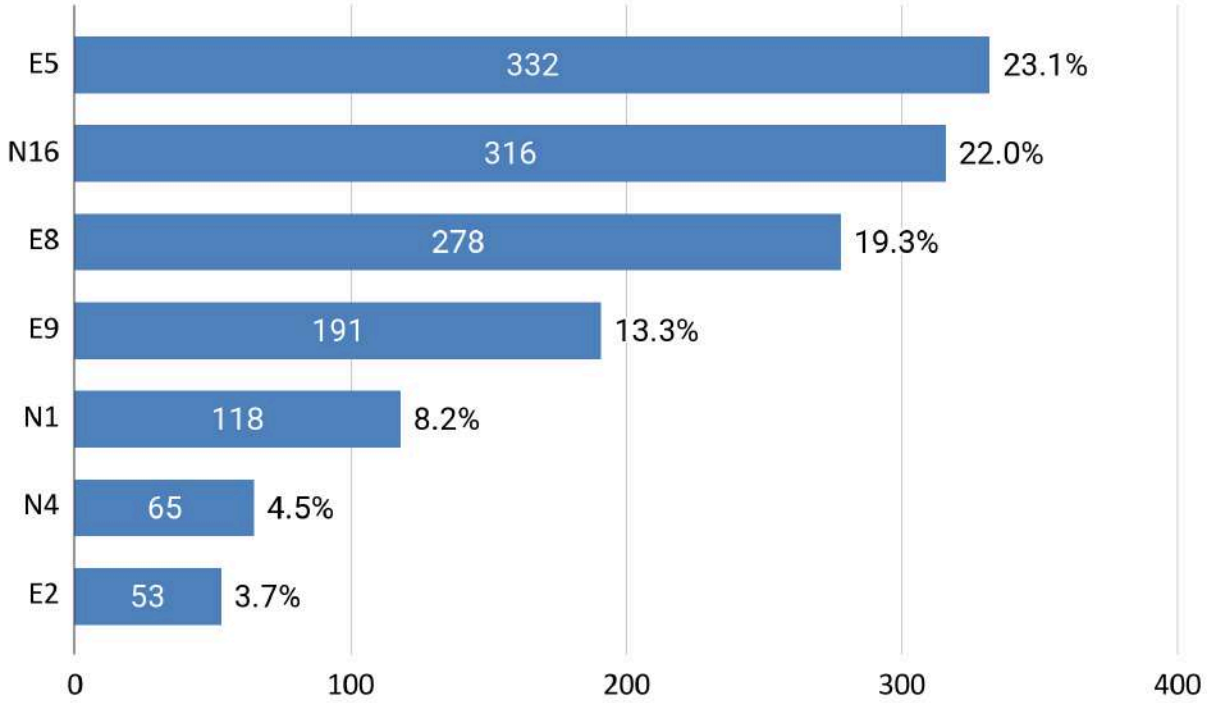
- **The impact of Low Traffic Neighbourhoods (LTNs)** - responses show a division of opinion on LTNs. Reported benefits for some residents were balanced by criticisms from others regarding increased congestion and pollution on main roads.
- **Greater inclusivity and accessibility for all** - a frequent request in the responses was a clear and urgent call for improved accessibility for disabled, elderly, and less mobile residents.
- **Quality, reliability, and affordability of public transport** - concerns about public transport's ability to serve as a reliable alternative to private vehicles were raised, with mentions of quality, reliability and affordability.
- **Safety beyond traffic (crime and antisocial behaviour)** - respondents expressed a desire for safer public spaces, free from crime and inconsiderate road user behaviour.
- **Quality of road and pavement infrastructure** - concerns were raised about the condition of roads and pavements, with frequent requests for stricter enforcement and better maintenance.
- **Nuances in active travel and greener spaces** - while environmental goals are generally supported, their practical implementation and perceived local impacts are a source of frequent discussion.

This report presents a summary of responses for each of the 12 issues set out in the consultation, identifying the themes emerging under each issue from the responses received. It also features a separate analysis on LTN-related responses, which was a recurring topic across responses received under the 12 issues. Additionally, in the ‘Summary’ section, an analysis of six overarching themes is presented. These are cross-cutting themes that emerged across responses to some or all of the 12 issues. This approach aims to offer a clearer, more holistic understanding of community sentiment and to inform the next steps in developing Hackney's Transport Strategy.

Overview of results

Introduction

What is your postcode? (Base 1437)

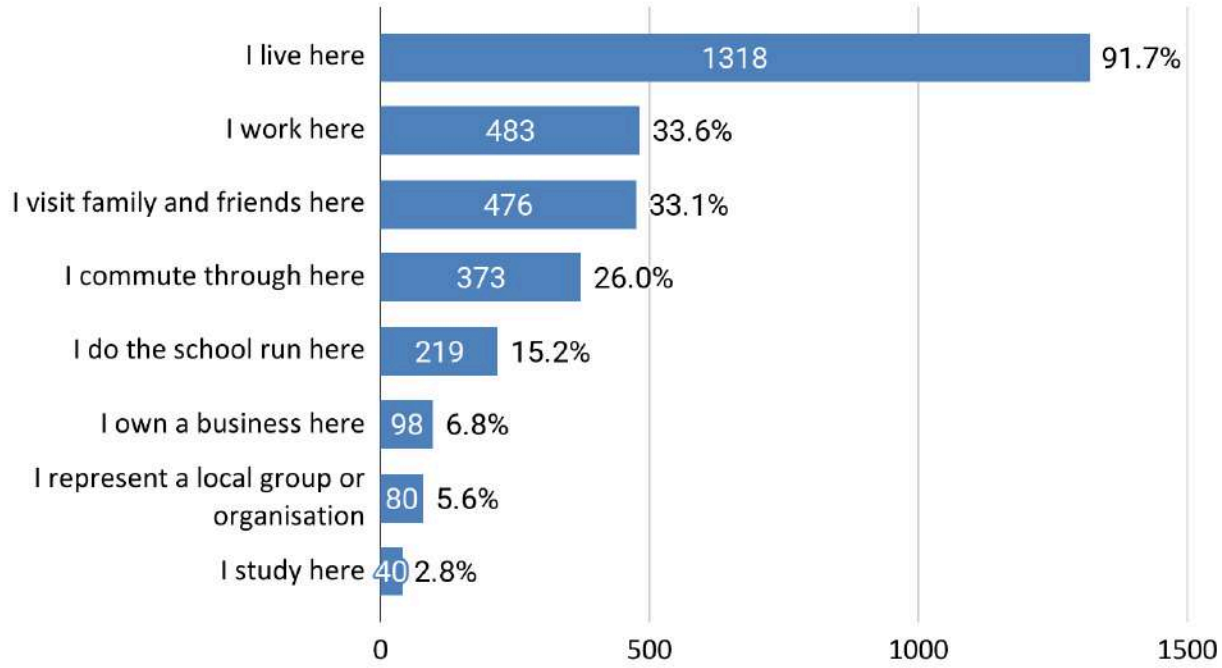


The chart above represents the postcode areas of respondents who took part in the survey.

The majority of respondents, 95.5% (1372), were from Hackney (E5, N16, E8, E9, N1, N4, E2, E1, E10, N5, EC1V, E15, E20 and EC2A), and the remaining 4.5% of responses were from those who lived outside of the borough (65).

23.1% of respondents were from the E5 area (332), followed by 22% from N16 (316), 19.3% from E8 (278), 13.3% from E9 (191), 8.2% from N1 (118), 4.5% from N4 (65) and 3.7% from E2 (53). Respondents from other postcode areas accounted for a smaller number.

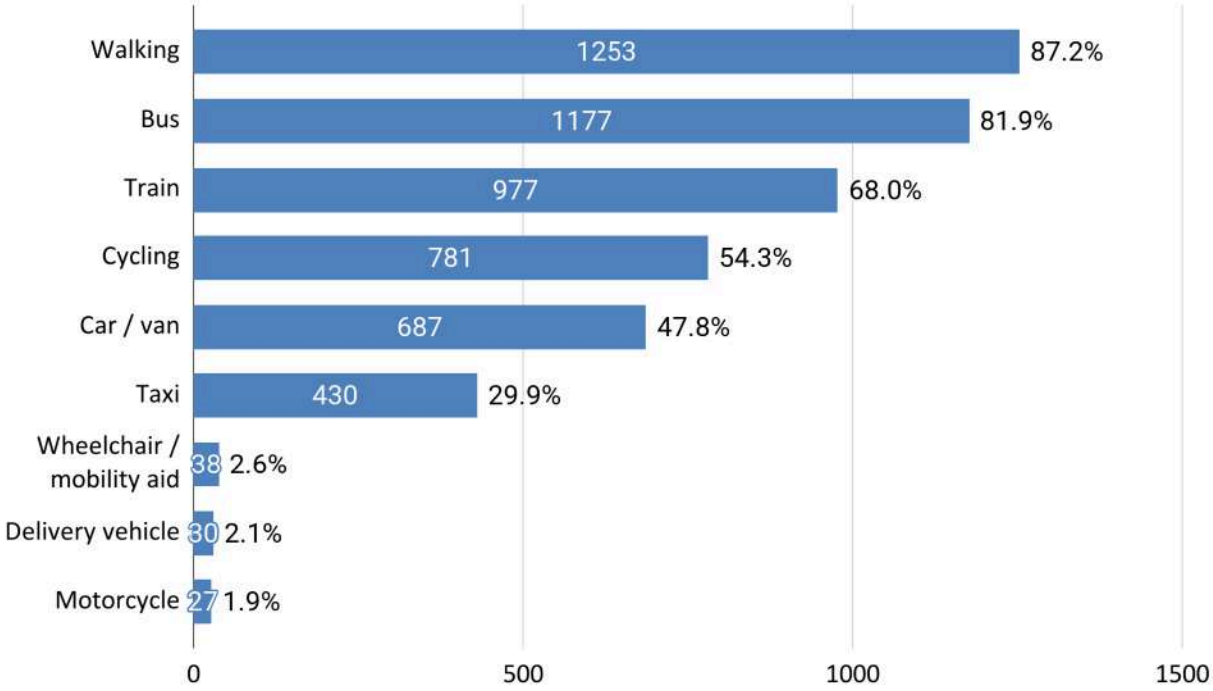
What is your connection to Hackney? (Base 1437)



The chart above shows that The majority of respondents, 91.7%, live in Hackney (1312), followed by 33.6% that work here (483), 33.1% that visit family and friends here (476), 26% that commute through here (373), 15.2% that do the school run here (219), 6.8% that own a business here (98), 5.6% that represent a local group or organisation (80) or 2.8% that study here (40). Respondents were able to select multiple options to explain their connection to Hackney.

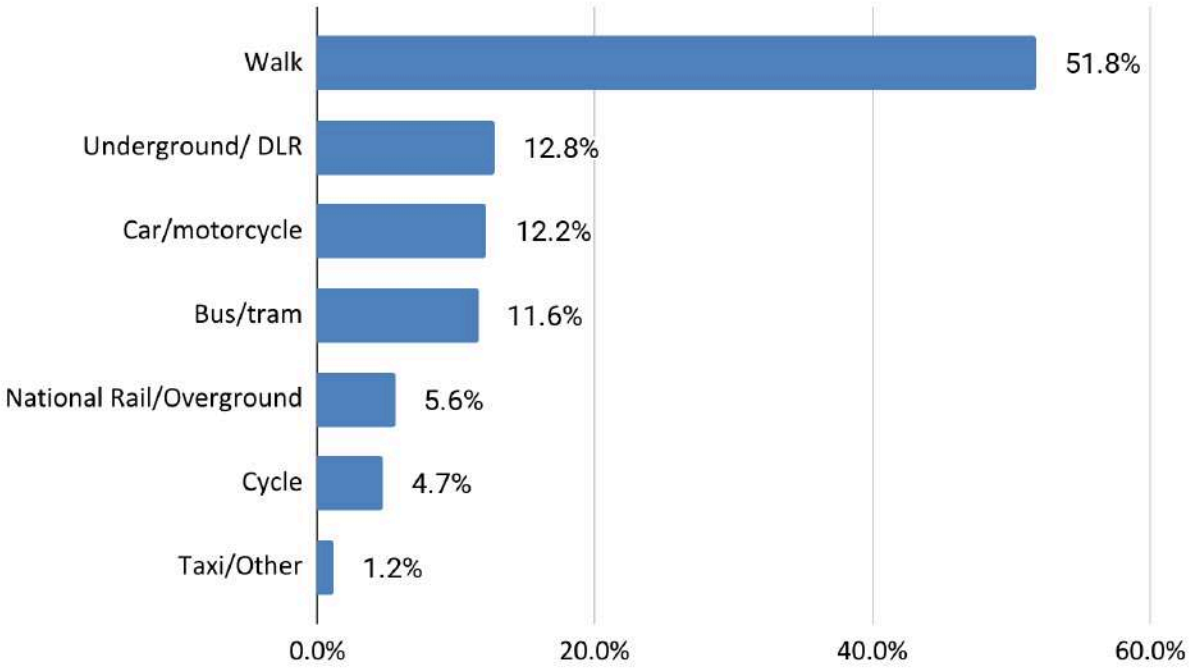
Respondents that selected 'Other', were asked to explain their connection. The connections included visiting for social activities, using local amenities and recreational purposes.

Please select which modes of transport you use to move around in Hackney. (Base 1437)



The chart above shows that the majority of respondents, 87.2%, walk (1253), followed by 81.9% that use the bus (1177) or 68% that use the train (977) to move around in Hackney. This was followed by 54.3% that cycle (781), 47.8% that use a car/van (687), 29.9% that use a taxi (430), 2.6% that use a wheelchair/mobility aid (38), 2.1% that use a delivery vehicle (30) and 1.9% that use a motorcycle (27). Respondents were able to select multiple options for the modes of travel that they used.

Respondents that selected 'Other', were able to comment. These included electric or hire bikes, running, and other modes of personal transport such as scooter and roller skating.

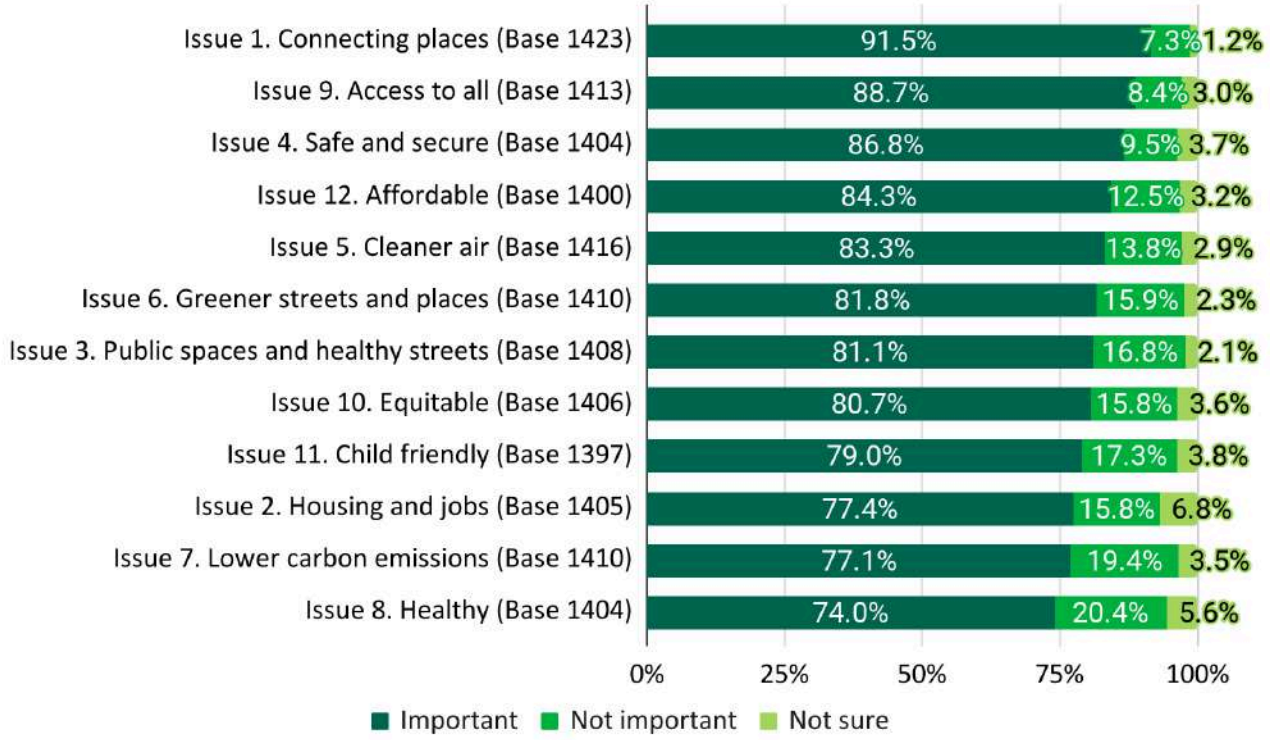


The chart above shows the percentage of Hackney residents' travel mode share for trips in 2023 to 2024 taken from the London Travel Demand Survey (LTDS), with households randomly selected and asked about their travel habits. This data looks at trips per day and mode shares by main mode over a 7 day week. The data shows that just over half of respondents (51.8%) use walking as their main mode of transport, followed by the Underground/DLR (12.8), car/motorcycle (12.2%) and bus/tram (11.6%).

Although both datasets represent Hackney's population, the data in the LTDS cannot directly be compared; the LTDS represents one main mode of transport used as part of a trip, as opposed to the option of selecting multiple modes in the consultation. However, despite the differences, a qualitative comparison can still be made.

Walking is the most frequent mode, selected by 87.2% of respondents in the consultation, and a 51.8% share of trips in the LTDS. Public transport is a widely used mode with buses (81.9%) and trains (68%) selected by a large percentage in the consultation. In the LTDS, public transport modes collectively account for a significant portion of all trips, which includes bus/tram (11.6%), National Rail/Overground (5.6%) and Underground DLR (12.8%). Cycling is broadly used but a less frequent mode, with a high percentage of consultation respondents cycling (54.3%), compared to only 4.7% of trips in the LTDS. Car/motorcycle usage is occasional for many, with almost half of the consultation respondents (47.8%) using a car/van, whereas car/motorcycle trips only account for a small share of trips (12.2%) in the LTDS.

The twelve issues



The chart above represents the views of respondents towards the twelve key issues. Respondents were asked to rank how important each issue is to them. The top three most important issues were 'Connecting places' (91.5%), 'Access to all' (88.7%), and 'Safe and secure' (86.8%). Conversely, the three least important issues were 'Housing and jobs' (77.4%), 'Lower carbon emissions' (77.1%), and 'Healthy' (74.0%).

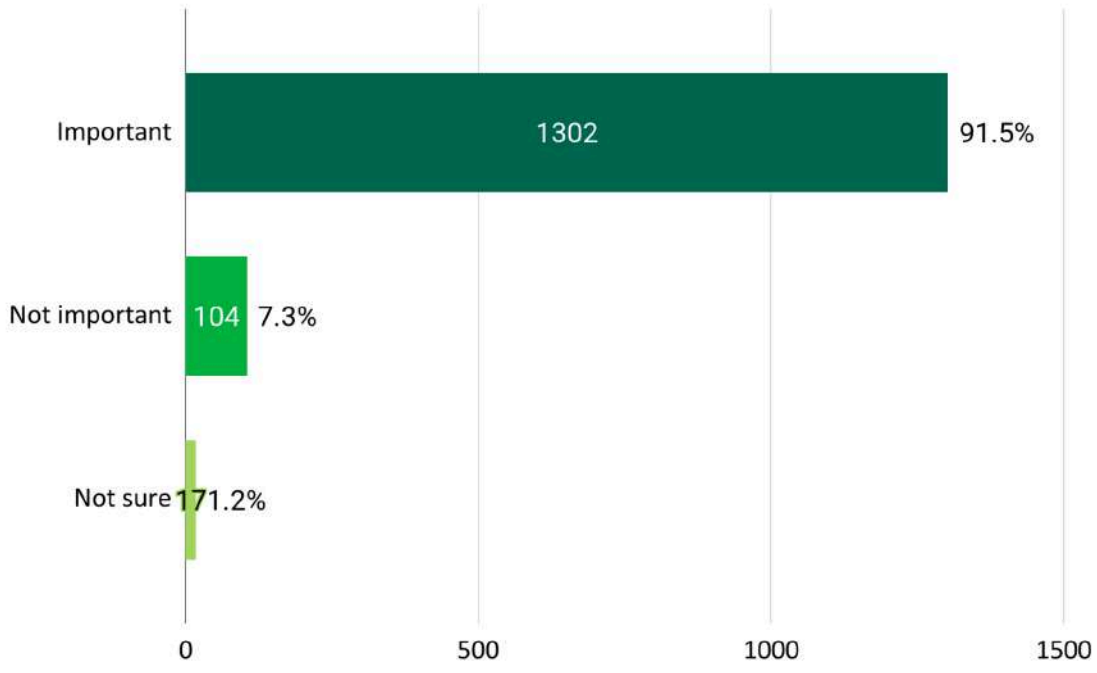
Issue	**Comment count**
Issue 1. Connecting places	568
Issue 2. Housing and jobs	334
Issue 3. Public spaces and healthy streets	618
Issue 4. Safe and secure	584
Issue 5. Cleaner air	576
Issue 6. Greener streets and places	465
Issue 7. Lower carbon emissions	393
Issue 8. Healthy	480

Issue 9. Access to all	412
Issue 10. Equitable	374
Issue 11. Child friendly	412
Issue 12. Affordable	330

The table above shows a summary of the comment count of each of the twelve issues. A further 922 comments were received from respondents who were asked about if they had any other issues that they think should be included in the Transport Strategy. Further thematic analysis of all twelve issues, followed by 'other issues' is found in the section below.

Transport basics - connecting places

Issue 1. Connecting places: Ensuring all residents can easily reach the majority of places either in their local neighbourhoods or further afield that they need to get to for jobs, leisure or training within a reasonable journey whether by walking, wheeling or by public transport. (Base 1423)



The chart above represents the views of respondents towards the issue 'Connecting Places'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 91.5%, stated that this issue was important (1302 - very important and somewhat important combined), with 7.3% of those stating it was not important (104 - not very important and not important at all combined), and 1.2% of respondents stating not sure (17).

Respondents were asked if they had any comments, with a total of 568 comments received which were analysed into key themes:

Theme 1: Impact of Low Traffic Neighbourhoods (LTNs)

- **Description:** This theme encompasses all comments discussing the effects of LTNs and 'road closures', including increased traffic on main roads, longer journey times, heightened pollution in specific areas, and perceived negative impacts on local businesses and emergency services. It also includes counter-arguments from those who support LTNs for promoting active travel and safety.
- **Comment count:** 150
- **Sentiment:** Feedback on the schemes was divided. The majority of responses expressed concerns about negative impacts. A minority of responses, however, were supportive of the schemes and highlighted positive outcomes.
- **Relevant quotes:**
    - "The LTNs have resulted in what was a two hour job (three times a week) becoming close to four hours."
    - "Closing so many roads to through traffic has slowed down road traffic causing more congestion and pollution in the streets where people walk and shop."
    - "I live in an LTN and it's great."
    - "You've isolated us and screwed up our access to local shops, you've messed up the bus routes, you've pushed lots of traffic in the way of buses."
    - "While I support LTNs and enjoy them , I'm concerned that they are forcing car traffic onto a limited number of roads."

Theme 2: Accessibility and inclusion for car users (including disabled and elderly)

- **Description:** This theme highlights the concerns of residents who rely on cars, particularly disabled individuals, the elderly, parents with young children, and tradespeople. Responses frequently raised concerns about policies that were perceived as favouring other modes of transport. These comments highlighted increased costs, longer journeys, and reduced access to essential services as a result.

- **Comment count:** 96
- **Sentiment:** Critical. These comments frequently cited policies that were perceived as overlooking specific groups, leading to impacts such as increased costs, longer journey times, and reduced access to essential services.
- **Relevant quotes:**
    - "I can't answer your question because it ignores the fact that disabled people like me cannot connect to places without driving a car."
    - "As a pensioner I think it is vitally important I can drive to my medical appointments and to get groceries. This has become much more difficult since the LTNs came in place and all traffic funnelled to main roads."
    - "Why would you not include driving? Not everybody can walk, wheel or use public transport. You are discriminating against the disabled."
    - "My disability means that I need my car. I can not walk any distance and if I use my mobility scooter there is a battle to get on a bus."

Theme 3: Public transport service (buses and Overground)

- **Description:** Comments in this theme address the quality, reliability, frequency, and coverage of bus and Overground services. The responses frequently mentioned issues such as overcrowding, delays, cancellations, and inadequate routes (particularly regarding East-West connections). The impact of road changes on bus journey times was also a recurring topic in the feedback.
- **Comment count:** 91
- **Sentiment:** Critical, with a focus on a perceived decline in service quality and reliability.
- **Relevant quotes:**
    - "Public transport is often overcrowded and often too hot... It's not always reliable either. Buses driving past bus stops, signage on the buses is not always clear."
    - "Buses are often delayed due to high volumes of cars on the roads. I'd like to see the number of cars reduced so that buses run more effectively."
    - "The 149 in both directions is not frequent enough and so often heading North from Liverpool Street the drivers will not let anyone on as the bus is too full already."
    - "Buses in Hackney have become too slow over the last few years. The more road space is narrowed and given over to cyclists, the slower it is for those of us who take buses to travel."
    - "Lifts should be a priority at all Overground stations, as the OG serves areas that lack other rail transportation."

Theme 4: Cycling and active travel infrastructure & safety

- **Description:** This theme covers comments related to cycling safety, the need for more segregated cycle lanes, the condition of cycling infrastructure (potholes, glass), and the behaviour of cyclists (pavement cycling, running red lights). It also includes calls for more bike storage and criticism of rental bikes (Lime bikes) obstructing pavements.
- **Comment count:** 70
- **Sentiment:** Mixed. Many comments are positive, advocating for more and safer cycling infrastructure. However, there is also pushback against cyclist behaviour and safety concerns for pedestrians.
- **Relevant quotes:**
    - "Would love more streets reserved for walking and wheeling."
    - "Still need more safe cycle lanes separated from cars. Dalston junction is really horrible to cycle through but is often unavoidable."
    - "The prevalence of pavement cycling, cyclists running red lights has made walking around Hackney a fraughtful experience."
    - "It feels really dangerous to cycle around Hackney Central, especially the junction Amhurst Rd and Mare St."
    - "More segregated cycle paths and low traffic roads would make me feel safer cycling around my local area."

Theme 5: Safety for pedestrians and general road safety

- **Description:** This theme focuses on broader safety concerns for pedestrians. It includes comments about unsafe road crossings, lack of lighting, perceived increased crime in quieter roads, and the need for better enforcement of traffic laws.
- **Comment count:** 38
- **Sentiment:** Critical, with many citing concerns about personal safety and security.
- **Relevant quotes:**
    - "You've missed safety as a key priority. As using public transport and walking requires women to feel safe walking. Closed roads do not do that as a lack of passing traffic leaves us feeling vulnerable."
    - "At the moment crossing the roads at Clapton Pond and Lea Bridge Roundabout and Road is pretty dicey."
    - "It's the scary youth in balaclavas stealing mobile phones, and the gun and knife crime, that makes walking and cycling scary. Having quiet roads feels even more scary."
    - "Please make the streets and pavements safer for pedestrians when planning your next programme of developments."

Theme 6: Impact on local businesses and economy

- **Description:** This theme covers how transport policies, particularly 'road closures' and parking restrictions, are reported to affect local businesses. Comments mention reduced customer footfall and increased operational costs for tradespeople and deliveries.
- **Comment count:** 20
- **Sentiment:** Critical, with many citing concerns about the economic impact of policies on the borough.
- **Relevant quotes:**
    - "Open the bloody roads back so that businesses can start coming back instead of leaving. The whole point of business coming to the high street was due to the flow of traffic, which brought people to the high street. LTN's are just killing Hackey."
    - "I'm [an] electrician with tools, so [a] car is necessary to my business. You're making life very difficult for us right now."
    - "I have had builders, plumbers, electricians cancel appointments with me because they now refuse to come to Hackney because the traffic increases their journey by over an hour for simple call outs."

Theme 7: Quality of life and environment (beyond pollution)

- **Description:** This theme covers broader aspects of quality of life, including noise pollution, the visual appeal of streets, the impact of traffic on children playing, and the general pleasantness of travel routes. It also touches on concerns about specific road conditions like potholes.
- **Comment count:** 19
- **Sentiment:** Mixed, with some positive comments about improved walking environments, but also critical about noise and unpleasantness due to traffic.
- **Relevant quotes:**
    - "And ideally via a pleasant route, not just easily."
    - "Hackney has improved streets and parks/green spaces in the past 10 years, much nicer walking around."
    - "The traffic is disruptive and many drivers do not follow traffic laws on the road."

Theme 8: Specific routes and locations needing improvement

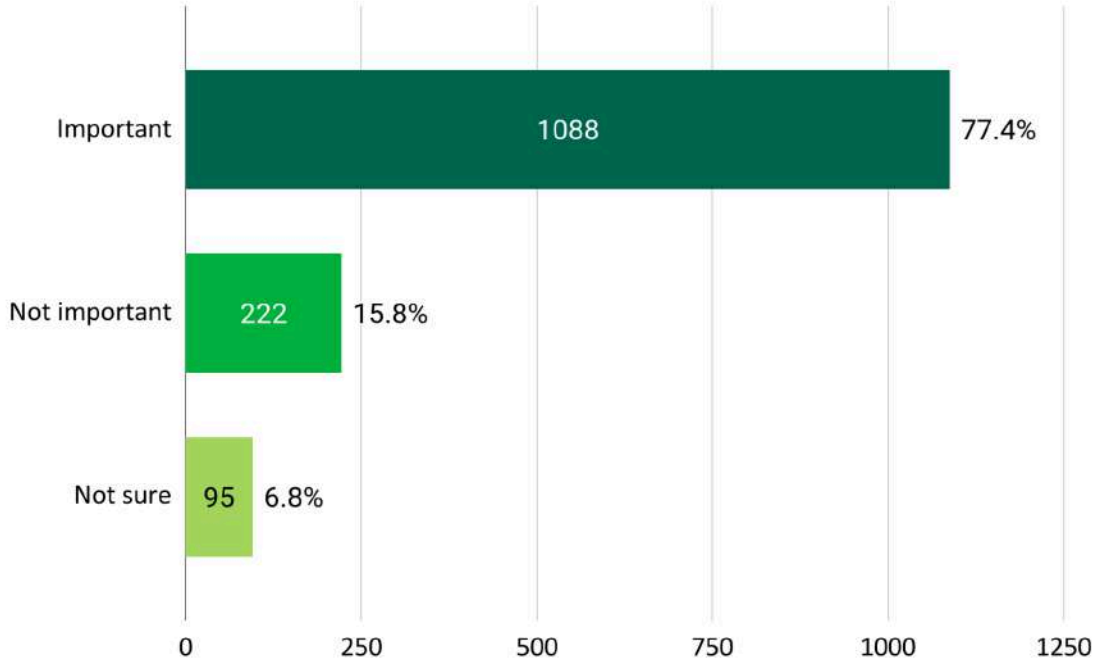
- **Description:** This theme includes comments that identify specific roads, junctions, or areas within Hackney. The comments address issues related to connectivity, congestion, or safety and frequently include suggestions for specific improvements.
- **Comment count:** 15

- **Sentiment:** Critical, with comments identifying specific problematic areas and proposing targeted improvements.
- **Relevant quotes:**
    - "In lower Clapton where I am at the top of 3 estates we are very cut off."
    - "Hackney Downs station is inaccessible."
    - "Dalston junction is really horrible to cycle through but is often unavoidable."
    - "Victoria Park to Olympic park needs a better, safer connection."

Theme 9: Role of taxis (black cabs and private hire)

- **Description:** This theme specifically addresses the role of black cabs and private hire vehicles in connecting places, particularly for disabled and elderly residents. It includes arguments for their exemption from LTN restrictions and calls for them to be recognised as part of public transport.
- **Comment count:** 14
- **Sentiment:** Critical, with many citing challenges faced by taxis and their passengers as a result of current policies.
- **Relevant quotes:**
    - "Licensed London taxis need to be able to give door to door service. Especially at night and during the day for residents that are less able. Full access to all roads is paramount."
    - "London Taxis as public transport are important for the disabled."
    - "Electric Black Cabs are part of TFL, clean, accessible for wheelchair users and others [with] disabilities, and are already allowed to do this in other boroughs."

Issue 2. Housing and jobs: New developments can sometimes lack sustainable transport connections and unlocking opportunities through sustainable transport isn't always prioritised. (Base 1405)



The chart above represents the views of respondents towards the issue 'Housing and Jobs'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 77.4%, stated that this issue was important (1088 - very important and somewhat important combined), with 15.8% of those stating it was not important (222 - not very important and not important at all combined), and 6.8% of respondents stating not sure (95).

Respondents were asked if they had any comments, with a total of 334 comments received which were analysed into key themes:

Theme 1: Importance of sustainable/active transport in new developments

- **Description:** This theme highlights the strong desire expressed by respondents for new developments to actively incorporate and prioritise sustainable and active transport options. This includes cycling infrastructure, public transport links, and walkable areas, often with a sentiment against or limitation of private car parking.
- **Comment count:** 56
- **Sentiment:** Strongly positive
- **Relevant quotes:**

    - "Car free development should be the default and developers should pay for sustainable transport infra as part of their planning permission."
    - "Having a place to store a bike or having clear dedicated spaces close to entrances to drop off rental bikes is very important"
    - "Adding bike routes, parking and hire is important"
    - "Cycling infrastructure e.g. lanes and storage prioritised. Cut down on car parking spots and have more shared car club hire opportunities for trips out of london or carrying heavy things."
    - "Sustainable transport connections should have absolute priority over private vehicles in new developments. Only Blue Badge holders parking should be made available."

Theme 2: Impact of Low Traffic Neighbourhoods (LTNs) on transport

- **Description:** Many comments are critical of Low Traffic Neighbourhoods (LTNs) and 'road closures', citing increased traffic, congestion, longer journey times, and reduced accessibility, particularly for public transport and personal vehicles.
- **Comment count:** 35
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "LTNs only cause more delays not less delays to getting about Hackney. Why is the emphasis on closing roads rather than better public transport."
    - "People need to be able to do this by car. If you reverse all LTNs and allow vehicles to go down all roads it will reduce pollution and traffic and enable everyone to get [to] their destination in a reasonable time."
    - "Road closures have made it harder than ever for buses to get around. Journeys are longer. Many buses (38/106) often terminate early without warning causing additional delays. Hackney is less accessible than ever before by public transport."
    - "Walking, cycling, electric public transport and electric vehicles would clean up London air overnight. Your approach isn't compatible with clean air or sustainability, since you've turned Hackney into one massive gridlock."

Theme 3: Accessibility and inclusion for all modes of transport

- **Description:** This theme emphasises the perceived need for transport planning in new developments to consider all users, including those who rely on cars due to age, disability, family needs, or job requirements. There's a call

for balance between sustainable options and accommodating personal vehicles, with specific mentions of parking for disabled users and families.

- **Comment count:** 33
- **Sentiment:** Mixed to critical (expressing concerns about exclusion)
- **Relevant quotes:**
    - "Developments should have parking too. Why is underground parking not included in these developments?"
    - "New developments need parking facilities for elderly & disabled"
    - "Sustainable transport includes road usage. Not all people can use public transport, some people are prohibited from public transport by the transport network due to work needs."
    - "By only including sustainable options you are discriminating against all forms of personal vehicles and not every individual person can walk, cycle or use public transport for various reasons, one of them [being] health!"
    - "And what if inconveniently disabled and elderly live in the new developments can walk or cycle, oh whoops we the disabled are demanding that we too are included in these plans."

Theme 4: Adequacy and improvement of public transport

- **Description:** Comments in this theme focus on the current state of public transport in Hackney, including buses and overground trains. There's a mixed sentiment, with some believing existing links are sufficient, while others highlight issues like reduced frequencies, cut routes, and the need for better investment in bus services.
- **Comment count:** 30
- **Sentiment:** Mixed (some positive, some critical)
- **Relevant quotes:**
    - "Transport is fairly good throughout Hackney so shouldn't be a constraint when planning new housing"
    - "The bus network needs to be maintained and re-expanded. The loss of routes to Highbury and Islington and the city has been damaging."
    - "Hackney does not have a tube line but what it does have is buses and Overground stations, making sure there is access for all should be a priority."
    - "No place in Hackney is badly connected... overall each site within Hackney is well connected to the rest of London."
    - "Existing residents must be prioritised when developing and maintaining transport"

Theme 5: Housing quantity, quality, and affordability

- **Description:** This theme encompasses concerns about the volume of new developments, their impact on existing infrastructure (such as GP practices and schools). Comments also address the affordability of new housing, frequently claiming that new housing does not meet the needs of local residents or those on social housing lists.
- **Comment count:** 30
- **Sentiment:** Critical
- **Relevant quotes:**
    - "You can't increase [the] number of residents and workers and not provide the infrastructure required!"
    - "Hackney Council takes a narrow view when it comes to designing new builds. The Council fails to consider the impact on residents already living in the locality of a new build... the impact on local services that an increase in the local population will have, such as are there enough GP practices nearby, nursery and school places, increases in crime and ASB and parking spaces for those who definitely need to have a car."
    - "I agree that we need more homes for people, but the emphasis should be on quality builds and not on quantity."
    - "You haven't built any housing and the housing you've built is less than 7% for Hackney residents and social housing while you have a huge housing backlog maybe focus more on building houses and not closing roads"

Theme 6: Developer contributions and planning enforcement

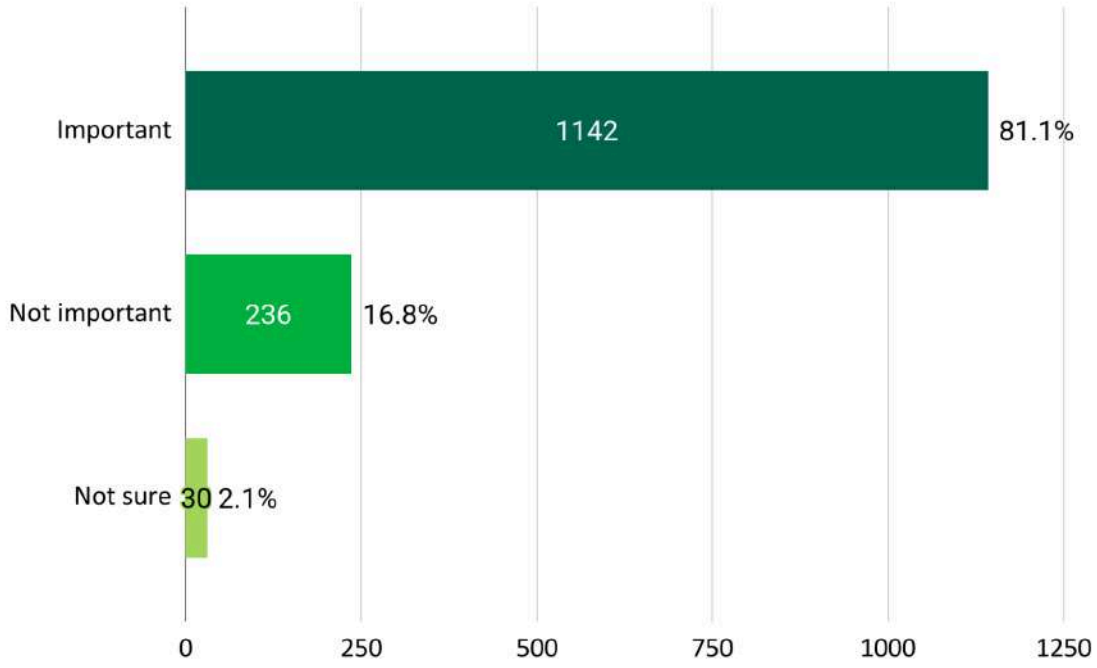
- **Description:** Comments in this theme address the role of developers and the council in ensuring adequate transport infrastructure. The feedback indicates that some respondents believe developers do not fulfill their obligations and that the council should more effectively impose and enforce conditions, potentially through mechanisms like Section 106 agreements.
- **Comment count:** 9
- **Sentiment:** Critical, with comments citing a perceived lack of accountability.
- **Relevant quotes:**
    - "Developers pay lip service to transport infrastructure but seldom improve sustainable travel, and never consider making it enjoyable or desirable"
    - "I'd ask how new developments are given permission without sustainable transport connections."
    - "All developments should be made to prioritise these options in planning and development"

    - "Developers need to work with the council to provide better transport opportunities. All they seem to do is take take take and deprive local communities."
    - "This should be sorted at the planning time, just throwing up new developments anywhere and everywhere causes this problem, so it is the Council that is causing this problem."

Theme 7: Negative experiences with shared bikes (Lime bikes)

- **Description:** A specific concern raised by a few comments is the issue of shared bikes (specifically Lime bikes) being poorly parked or creating obstructions on pavements.
- **Comment count:** 3
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Please install Santander cycling docks around Hackney Central station and Hackney Downs park area. It's much much needed. We hate lime bikes."
    - "Borough is overwhelmed with Lime bikes, often left poorly parked."
    - "Stop allowing hire bikes to be parked on the pavements"

Issue 3. Public spaces and healthy streets: Many public spaces and streets are unattractive for those walking, wheeling, or using public transport due to high traffic, poor air quality and a lack of shade, greenery, safe crossings, poor lighting and places to rest. (Base 1408)



The chart above represents the views of respondents towards the issue 'Public spaces and healthy streets'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 81.1%, stated that this issue was important (1142 - very important and somewhat important combined), with 16.8% of those stating it was not important (236 - not very important and not important at all combined), and 2.1% of respondents stating not sure (30).

Respondents were asked if they had any comments, with a total of 618 comments received which were analysed into key themes:

Theme 1: Impact of Low Traffic Neighbourhoods (LTNs)

- **Description:** This theme addresses the implementation and effects of Low Traffic Neighbourhoods (LTNs) and 'road closures'. Responses frequently mention increased traffic, congestion, and pollution on main or boundary roads to these schemes, while acknowledging that side streets within LTNs might be quieter. A recurring point of concern is the perceived inequitable

distribution of impacts, with some residents reporting that they are disproportionately affected.

- **Comment count:** 113
- **Sentiment:** Critical, with many citing concerns about the impacts of LTNs. Comments frequently mentioned increased traffic, congestion, and longer journey times on boundary roads. While some responses were supportive, highlighting the benefits of quieter side streets within LTNs, they were fewer in number than the critical comments.
- **Relevant quotes:**
    - "Changes to the roads in Hackney means that I'm driving more miles, I'm sat in more traffic and I'm on the road longer... You're simply moving the air pollution and adding to it in other areas!"
    - "Some roads are becoming nice because they're shut to traffic and others becoming much worse because the traffic is funnelled down fewer roads causing much more standing traffic"
    - "The Low Traffic Neighbourhood scheme has moved traffic from side streets causing large amounts of traffic build-up on main roads. This is causing pollution, poor air quality, unsafe crossings"
    - "This has been made worse by badly planned LTNs which funnel traffic through particular areas and exacerbate disparities"

Theme 2: Cyclist behaviour and safety concerns

- **Description:** This theme addresses comments related to the behaviour of cyclists, including cycling on pavements, ignoring traffic signals, and speeding. Responses from pedestrians, including the elderly, disabled people, and parents with buggies, frequently cited concerns about personal safety and security. Additionally, the topic of hire bikes (such as Lime bikes) and issues with their improper parking was also frequently raised.
- **Comment count:** 62
- **Sentiment:** Critical. Comments frequently cited concerns about cyclist behaviour, including a lack of adherence to traffic regulations, and highlighted the impact on safety.
- **Relevant quotes:**
    - "Worried about those on bikes/e bikes/scooters etc who ride at speed on pavements and who ignore traffic lights."
    - "Pedestrians use the pavements but cyclists should not. You should not blame vehicles when it is your policies that are creating the problem"
    - "Aggressive cycling on footpaths (and elsewhere) is an increasing problem, making walking less safe. Laws should be enforced, e.g. cycling on footpaths, traffic lights, one-way streets etc."
    - "KEEP CYCLES AND SCOOTERS AWAY FROM PEDESTRIANS!"

    - "There are so many bikes in my local area that I now have to pay more attention to not being hit by one than I do crossing busy roads."

Theme 3: Street cleanliness and maintenance (litter, fly-tipping, potholes)

- **Description:** This theme focuses on the cleanliness and physical maintenance of streets and pavements. Responses frequently mention issues such as litter, fly-tipping, dog fouling, uncollected rubbish, and the condition of pavement surfaces (potholes, unevenness). These comments frequently link these issues to concerns about the aesthetic appeal and safety of public spaces.
- **Comment count:** 39
- **Sentiment:** Critical. Comments frequently cited concerns about the cleanliness of streets and the condition of roads and pavements, and called for more effective action from the council.
- **Relevant quotes:**
    - "Think the unattractiveness has a lot to do with litter and filthy pavements rather than transport related causes."
    - "Many parts of Hackney are like a rubbish tip. Hackney council sprays weeds outside my shop without consulting if I want glyphosate on my shop front, but the street is filthy and never washed."
    - "Lots of litter and broken glass in certain areas"
    - "The state of the pavements in places is below par. I noticed especially when I was moving around on crutches. Many wobbly pavement tiles or small obstructions in the pavement."

Theme 4: Accessibility and inclusivity for vulnerable users (disabled, elderly, parents)

- **Description:** This theme highlights the challenges faced by disabled individuals, the elderly, and parents with buggies in navigating Hackney's public spaces. Comments cite issues such as narrow and uneven pavements, lack of safe crossings, difficulty with public transport access, and obstructions caused by parked vehicles or hire bikes. The feedback frequently requests inclusive policies that consider the needs of all residents, rather than prioritising certain modes of transport over others.
- **Comment count:** 40
- **Sentiment:** Critical. Many comments cited concerns about policies that were perceived to exclude certain users from urban environments and called for policies that support diverse mobility needs.
- **Relevant quotes:**
    - "Also even out the footpaths so disabled people can walk on them. I wrote to Hackney when I could walk to Broadway market from my

house because the pavement near the canal on the other side of ‘cat & mutton’ bridge is steep and on a slant but Hackney’s wrote back & said they are fine with that. I can’t walk that far anymore so the little pleasure I could have had walking to the market is gone and driving there is very difficult thanks to Hackney anti-disabled policies"
    - "As a parent of three autistic children, I rely on car access for essential daily activities... Restricting car access through LTNs or poorly planned street designs creates unnecessary barriers, making simple journeys more stressful and time-consuming."
    - "People leave the lime bikes lying on the pavement. They are a hazard especially for disabled people."
    - "what you've done is create pocket areas and no go zones where crime has exponentially increased"
    - "stop excluding those of us that are vehicle dependent, can’t walk, cycle or access public transport."

Theme 5: Public safety (crime, antisocial behaviour, lighting)

- **Description:** This theme addresses concerns about public safety beyond traffic-related incidents. Comments raise issues such as crime (mugging, theft), antisocial behaviour (drug use, drinking, gangs), and a perceived sense of insecurity, particularly in quieter or less-trafficked areas. The lack of adequate lighting is frequently cited as a contributing factor.
- **Comment count:** 62
- **Sentiment:** Critical, with many citing concerns about safety. Comments frequently requested increased policing and security measures.
- **Relevant quotes:**
    - "Roads closed to vehicles are often quiet and frankly unsafe at night time."
    - "Hackney Central is full of unfortunate people; drunks, drug addicts, beggars. Why on earth would anyone want to sit amongst that?"
    - "More light for women to feel safe when walking alone."
    - "The point is not just about sustainability. The local area's residents need to be consulted in regards to how the LTN’s impact on their daily life. Since the LTN’s I do not feel safe at all. Thieves don’t use vehicles, they use mopeds and bikes."
    - "Good lighting is vital to people feeling safe and this could be improved in some cases where roads are now quieter with less motor traffic"

Theme 6: Greenery, shade, and places to rest

- **Description:** This theme addresses comments related to green spaces, trees for shade, and public seating. Responses frequently requested more integration of greenery into streetscapes. While existing parks were often acknowledged, some comments raised concerns about the maintenance of new planting, and a few noted that benches can be associated with antisocial behaviour (ASB).
- **Comment count:** 69
- **Sentiment:** Positive. Comments frequently cited an appreciation for greenery and shade, particularly in the context of climate change. However, some comments also raised concerns about maintenance and the potential for antisocial behaviour (ASB).
- **Relevant quotes:**
    - "Plant trees along the streets, light them up better, and loosen up LTNs so that not all the traffic is pouring onto one street."
    - "There are not enough places to rest, especially where there are long distances between bus stops."
    - "Creating pockets over LTNs is unfair to those who shoulder the additional traffic created by them is unjust and to be honest feels discriminatory!"
    - "Shade and greenery are going to become increasingly important with climate change. Streets where traffic is going slowly (20 miles an hour) feel much nicer and safer to walk and cycle down."
    - "Street trees are clearly important but the newer street lamps seem to throw very bright light upwards, which isn't good for wildlife, particularly birds, and makes it hard to see the stars from anywhere."

Theme 7: Poor air quality (general)

- **Description:** This theme addresses comments concerning air quality in Hackney's public spaces and streets. Some responses link poor air quality to LTNs and traffic displacement (covered in Theme 1), while others raise it as a general health and environmental issue. The feedback also includes requests for more transparent data on air quality.
- **Comment count:** 26
- **Sentiment:** Critical, citing concerns about the health impacts of pollution.
- **Relevant quotes:**
    - "High traffic, poor air quality and a lack of shade, greenery, safe crossings, poor lighting and places to rest.”
    - "It's awful the amount of car pollution that still spews out when I walk my son to school. I know you've done a lot but more needs to be done."
    - "Improving air quality should definitely be a major consideration in any plans"

    - "I feel concerned as a cyclist about the amount of air pollution I am likely breathing in, especially when travelling alongside high volumes of traffic."
    - "Poor air quality is a major concern on Cricketfield Road - especially with so many young families living."

Theme 8: Prioritisation of different road users (cars vs. active travel)

- **Description:** This theme addresses the varying needs and priorities of different road users, specifically between motorists and pedestrians, cyclists, and public transport users. Comments frequently express differing views on whether motorists are disproportionately impacted by policies, or whether active travel is over-prioritised. Other comments advocate for a "people-first" approach and reduced car dependency.
- **Comment count:** 20
- **Sentiment:** Responses were varied, but the majority were critical. Comments frequently cited a perceived imbalance between the needs of different road users and called for a more balanced approach that considers the diverse needs of all residents.
- **Relevant quotes:**
    - "Sustainable transport should be prioritised over driving. For too long pedestrian needs have been forgotten, under funded or ill considered"
    - "The focus on cycling, while beneficial for some, has created new challenges. The implementation of cycle lanes that force buses and other vehicles into single lanes increases congestion and potentially compromises safety."
    - "Everybody breathes. A minority drives. The priority needs to be given to pedestrians/wheelers/cyclists rather than drivers who I think make up about 30% of the population."

Theme 9: Existing green spaces and parks

- **Description:** Some comments reference Hackney's existing parks and green spaces. A portion of these responses suggest that further investment in street-level greenery is unnecessary or an inefficient allocation of funds, particularly when considering other issues.
- **Comment count:** 17
- **Sentiment:** Responses were varied. While some comments acknowledged the presence of existing green spaces, others questioned the need for additional greenery, particularly when considering other services or issues.
- **Relevant quotes:**

    - "There are enough trees and green areas in Hackney already! Hackney has the highest number of parks in London!"
    - "Hackney has wonderful green spaces which are well maintained I think. But creating more green spaces and maintaining them well is essential for good mental health."
    - "Hackney is very green and I have never heard of this being of concern to anybody."

Theme 10: Public transport issues (buses, journey times)

- **Description:** This theme addresses challenges related to public transport, primarily buses. Comments frequently cite road changes and congestion as factors contributing to bus delays, longer journey times, and a perceived reduction in the efficiency and attractiveness of public transport.
- **Comment count:** 16
- **Sentiment:** Critical. Comments frequently cited a perceived decreased efficiency and convenience of bus services.
- **Relevant quotes:**
    - "Restricting traffic movement is the cause why buses are running late."
    - "Buses become slower as lanes are closed for cycle lanes, so public transport users have much longer journeys."
    - "I hate public spaces with bicycles whizzing past me. I go [to] the local high street less because there are so many bikes on the pavement. I go into the west end less as the buses are so slow because you have put all the traffic on the main roads where the buses go."
    - "If the traffic wasn't diverted to main roads, buses would travel faster"

Theme 11: Need for safe crossings

- **Description:** This theme directly addresses the view that there is a critical need for more and safer pedestrian crossings. Concerns include drivers not stopping at existing crossings (zebra and pelican), insufficient crossing times, and the absence of crossings in high-footfall or dangerous areas.
- **Comment count:** 15
- **Sentiment:** Strongly negative/urgent. Residents feel current crossings are inadequate and pose significant safety risks.
- **Relevant quotes:**
    - "Sort safe crossings as number one. Listen to residents when they ask for one. As today, you need a fatal accident to put a zebra crossing, IF residents complain enough."
    - "There are a number of crossings that need to be revamped. Well Street and Mare Street junction, Stamford Hill Broadway, Dalston Junction,

Shoreditch High Street, they’re big junctions and really intimidating for pedestrians."
    - "More should be done to ease the experience of pedestrians, particularly those with kids/buggies or mobility issues. More zebra crossings, longer lights, fewer restrictions that favour cars"
    - "I don't want my kid to get run over - they should be able to walk to school from very young, but cars are dangerous."
    - "Unsafe crossing is a particularly dangerous issue. Some drivers fail to observe 'basic places to slow down and allow pedestrians to cross', they don't want to stop, even with safety humps."

Theme 12: General driving behaviour and enforcement

- **Description:** This theme encompasses concerns about general driver behaviour, including speeding, aggressive driving, and non-compliance with traffic laws (e.g. red lights, one-way streets). The comments frequently request stricter enforcement through cameras and policing.
- **Comment count:** 15
- **Sentiment:** Critical, with many citing concerns about a lack of control over dangerous driving practices.
- **Relevant quotes:**
    - "Too many cars, which is not only polluting but dangerous as they often speed."
    - "The turn at Englefield Road onto Southgate is unsafe as cars ignore the no right turn sign. I have nearly been hit. There should be camera enforcement."
    - "The high traffic including heavy vehicles and speeding on Victoria park road is dangerous and contributes to poor air quality."
    - "Reducing the speed limit to 20mph leads to more pile ups"
    - "I’m sometimes put off going on my bike by cars that come off the A12 racing down Homerton Road at very high speed."

Theme 13: Funding and council priorities

- **Description:** This theme raises questions about the allocation of council funds and their priorities. Some comments suggest money is being spent on street enhancements while essential services or other issues, such as crime or social care, are not being addressed. The feedback also includes expressions of scepticism regarding the council's financial management and its responsiveness to resident concerns.
- **Comment count:** 12

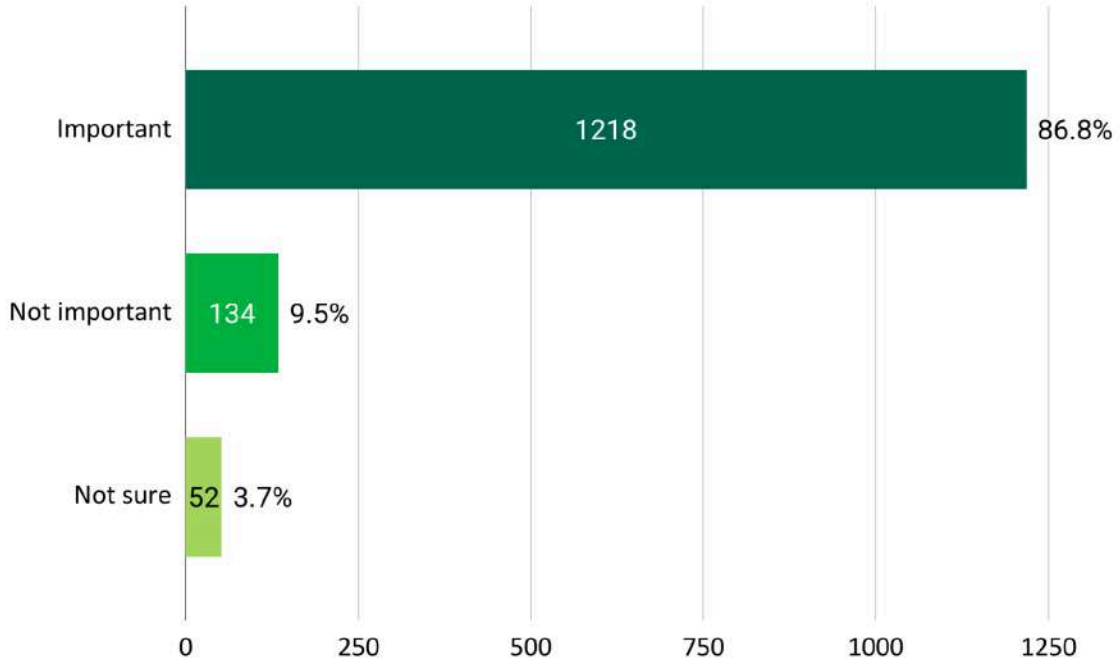
- **Sentiment:** Critical. Comments frequently cited dissatisfaction with how taxes are being used and question the council's focus.
- **Relevant quotes:**
    - "Public money should be used on essential services such as social care and special educational needs and not on beautifying public spaces"
    - "You DO NOT HAVE THE FUNDS TO DO ANY OF THIS."
    - "I'm not interested in the aesthetics of a road... looking unattractive isn't a priory... What is a priority is me and all other disabled and elderly people being able to get to where we need to go comfortably"
    - "The council does not know how to appropriate money for important issues, like fixing the tarmac on roads [and] not putting plant pots in the middle of the road."

Theme 14: Impact on businesses and economy

- **Description:** This theme addresses concerns about the economic impact of road changes, particularly LTNs, on local businesses. Comments frequently cite reduced accessibility for customers and deliveries, leading to business closures or difficulties.
- **Comment count:** 6
- **Sentiment:** Critical, with many citing concerns about the economic viability of local businesses.
- **Relevant quotes:**
    - "Hackney council has caused high traffic areas through its road closures. The roads are unattractive because businesses are closing because people can't get there because of road closures."
    - "Open up the roads... No more LTNs! Make Hackney residents want to spend money in the borough rather than spend in other boroughs"
    - "Hackney is [an] expensive place to eat and travel, the streets of Hackney are riddled with crime and antisocial behaviour... the council imposed high business rates and complicated parking restrictions makes it difficult to travel and work or own a business"

Safer, greener and healthier transport

Issue 4. Safe and secure: Vulnerable users, and especially women, children and disabled people, often feel unsafe using public transport and in public spaces. There are also unacceptable numbers of injuries and collisions as road design is not always sufficiently safe to help prevent this. (Base 1404)



The chart above represents the views of respondents towards the issue 'Safe and secure'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 86.8%, stated that this issue was important (1218 - very important and somewhat important combined), with 9.5% of those stating it was not important (134 - not very important and not important at all combined), and 3.7% of respondents stating not sure (52).

Respondents were asked if they had any comments, with a total of 584 comments received which were analysed into key themes:

Theme 1: Impact of Low Traffic Neighbourhoods (LTNs) and diversions on safety & congestion

- **Description:** This theme addresses concerns about the effects of Low Traffic Neighbourhoods (LTNs) and 'road closures'. Comments frequently cite increased traffic, congestion, and pollution on main roads. Responses also

mention side streets that are perceived as deserted and potentially unsafe.. Comments highlight impacts such as longer journey times and a perceived reduction in safety for pedestrians, along with an increase in frustration. Specific concerns mentioned include difficulties for taxis and emergency services due to restricted access.

- **Comment count:** 101
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "If you reverse all LTNs and allow vehicles to go down all roads it will decrease traffic and air pollution overall in Hackney. This will also result in a reduction in collisions and make the main roads and where public transport is in use more safe"
    - "Side roads are deserted as cars drive down the main roads which has made it very unsafe for all people, not just women and children."
    - "As a woman I mostly feel unsafe because the traffic is so stagnant. I could be at a bus stop waiting for certain buses for 20+ minutes. If something happens at these stops there's no help! The bus won't arrive for a long time, a cab can't reach you and should you be able to get a cab or bus it'll be sat in traffic for ages anyway."
    - "The amount of road closures, diversions and roadworks currently in Hackney is making travelling in cars/on foot/on wheels so much more dangerous, the current closures at Queensbridge Rd and resulting diversion have forced everyone onto Graham Road, cutting through tiny streets that aren't wide enough, this has been going on over a month"

Theme 2: Cyclist behaviour and safety concerns for pedestrians

- **Description:** This theme addresses concerns about the behaviour of some cyclists and e-scooter users. The feedback frequently cites issues such as ignoring traffic lights, cycling on pavements, excessive speeds, lack of indication, and causing near misses or collisions with pedestrians. The increasing use of e-bikes and e-scooters is often mentioned as a factor for more training, regulation, and enforcement.
- **Comment count:** 61
- **Sentiment:** Critical/concerned
- **Relevant quotes:**
    - "Cyclists ignore the lights and frequently cycle over crossings on a red light endangering pedestrians. They cycle through Broadway market on the pavement. It's very dangerous"
    - "Some electric bikes and scooters are very fast and silent. Please ensure a code of conduct and provide training for users"

    - "As an elderly person I am scared to use paths/pavements that are shared both legally and illegally with bicycles and electric bi/tricycles and electric scooters."
    - "A huge factor in addressing road safety and collisions (including on pavements in Hackney) is to ensure that all wheel users - which includes cyclists and especially hire bike riders - know the highway code."

Theme 3: Public transport safety and accessibility

- **Description:** This theme addresses concerns about personal safety on public transport, frequently citing antisocial behaviour, harassment, or a lack of security presence. Comments also raise issues regarding the accessibility of public transport for disabled individuals and parents with prams. Additionally, the feedback covers broader issues such as reliability, cleanliness, and the placement of routes and bus stops.
- **Comment count:** 43
- **Sentiment:** Critical/concerned
- **Relevant quotes:**
    - "Public transport can feel unsafe for women, especially at night"
    - "There are not many road collisions, but public transport is unsafe... I often drive my wife around in the evening because she has been harassed several times on public transport."
    - "As a parent of three autistic children, safety in public spaces and transport is a significant concern. Vulnerable users—including disabled people, children, and carers—face multiple barriers that make using public transport and navigating public spaces not just difficult, but sometimes outright unsafe."
    - "Feeling safe on public transport is a wide issue across London... too many times have there been fights, men heckling women and not taking no for an answer."
    - "Train stations in Hackney still need to be made fully accessible e.g. Dalston Kingsland."

Theme 4: Road design and infrastructure (beyond LTNs)

- **Description:** This theme addresses perceived problematic aspects of road design and infrastructure that are not directly linked to LTN policy but are cited as contributing to dangers and collisions. Comments identify issues such as poorly designed junctions, inadequate crossings, lack of segregated cycle lanes on main roads. Feedback also raises concerns about potholes and poor

lighting in public spaces, and includes requests for new or improved infrastructure solutions.

- **Comment count:** 68
- **Sentiment:** Critical/suggestive of improvements
- **Relevant quotes:**
    - "road design needs improving, we need better designed schemes and more of them. Pembury Circus and Downham Rd are just two examples of unambitious design"
    - "Increasing complexity of junctions doesn't always improve safety. The junction at Highbury Islington for example is a nightmare"
    - "Lots of injuries around Pembury Circus, also lots of potholes makes cycling dangerous as you have to swerve around it"
    - "The Victoria Road Mare Street intersection is completely unsafe."
    - "Create separated bicycle lanes on major roads - directed behind bus stops... Increase by 30% green traffic light phases for pedestrian crossings (i.e. approx. 20 secs)... Create "safety isles" in the middle of roads or raised road table pedestrian crossings on long stretches of roads (e.g. Graham Rd)"

Theme 5: Crime and antisocial behaviour (general public space safety)

- **Description:** This theme encompasses concerns about crime and antisocial behaviour in public spaces, separate from traffic incidents. The feedback includes comments related to phone snatching, muggings, stabbings, drug use, and gangs. Many comments link these issues to a perceived lack of police presence and also suggest that quieter, LTN-affected streets might be more vulnerable to such crimes.
- **Comment count:** 39
- **Sentiment:** Critical/serious concern
- **Relevant quotes:**
    - "Often feel scared to walk alone at night around Hackney."
    - "Get the kids off the roads who steal phones"
    - "Street robbery in Hackney frightens almost everybody I know and creates no go zones limiting their movements, especially at night."
    - "Ongoing issues with phone theft, antisocial behaviour (e.g. in Hackney Downs) and knowing there have been multiple shootings and stabbings in the neighbourhood in recent years makes me feel unsafe, sometimes even in daylight hours. There should be more regular and more frequent police patrols"
    - "There's more crime inside LTN areas due to the lack of police and other traffic moving in these areas."

Theme 6: Drivers' behaviour and enforcement

- **Description:** This theme addresses concerns about motor vehicle driver behaviour, including speeding, non-compliance with traffic rules (e.g. red lights or no-turn signs), and a lack of consideration for other road users (cyclists, pedestrians). Comments frequently request stronger enforcement of existing traffic laws and speed limits through cameras and police presence.
- **Comment count:** 35
- **Sentiment:** Critical/frustrated
- **Relevant quotes:**
    - "People drive like crazy in Hackney"
    - "Enforcing Road restrictions is important. Many drivers appear to routinely disregard them."
    - "As a cyclist I have had car drivers drive AT me or pull out of turns even though I have priority. Only this morning a driver nearly hit me at a junction. There is a lack of respect for cyclists (and possibly women cyclists in particular)."

Theme 7: Importance of safety (general agreement)

- **Description:** This theme includes comments that express a high level of importance for safety in public spaces and on transport. These are broad statements that affirm the value of safety for all users.
- **Comment count:** 25
- **Sentiment:** Positive/supportive
- **Relevant quotes:**
    - "Focus on making it safe for everyone"
    - "Everyone should be safe"
    - "Safety is very important."

Theme 8: Accessibility challenges for disabled individuals

- **Description:** This theme addresses the barriers and difficulties reported by disabled individuals in navigating public spaces and using transport. Comments cite issues such as blocked pavements (e.g. by dumped hire bikes), a lack of accessible infrastructure (broken lifts, long distances to stops), and restricted car/taxi access due to road changes.
- **Comment count:** 20
- **Sentiment:** Critical/challenged
- **Relevant quotes:**
    - "The justification for removing LTNs are disabled and or old folks access and mobility so this is an extremely serious concern"

- "Some areas are completely closed to traffic or severely restricted. I as a disabled person and a woman do not feel safe to use public transport neither walk nor cycle. I feel excluded from society and I am anxious when I need to go out as vehicle restrictions apply severely to my road."
- "As a person with a long term walking disability I am not happy with the increased gaps between bus stops... Some of us need stops that don't need such long walking distances to and from our homes! Pavements too should be maintained better as there are increasing trip hazards"
- "My partner is disabled with a mobility problem. The number of cycle hire bikes that are dumped on the pavement after use, blocking the way, is a real problem for my partner."
- "I'm in a wheelchair, and the constant congestion on the LTN boundary roads make them very difficult to cross. People don't realise that fumes are at eye/nose level for me."

Theme 9: Personal safety (women & men)

- **Description:** This theme addresses comments about safety in public spaces and on transport, with many responses citing gendered experiences. Comments include instances of verbal/sexual harassment, and a perceived lack of safety when walking alone at night (particularly for women). Responses also cite general anxieties related to personal vulnerability in specific areas or circumstances. Some comments also note that men can feel unsafe.
- **Comment count:** 20
- **Sentiment:** Mixed (concerned, some feeling safe, some challenging specific focus on women)
- **Relevant quotes:**
  - "As a woman I mostly feel unsafe because the traffic is so stagnant. I could be at a bus stop waiting for certain buses for 20+ minutes. If something happens at these stops there's no help!"
  - "As a woman I have been verbally, sexually harassed on my bike and approached while on foot. It makes me scared to go out alone"
  - "Often feel scared to walk alone at night around Hackney."
  - "Men also can feel unsafe .. especially later in the evening"
  - "As a woman, getting the night tube is amazing but also if getting off/on the stations the staff aren't always around e.g from platform to the gates at Haggerston is a long way for something to happen."

Theme 10: Support for cycling infrastructure and active travel

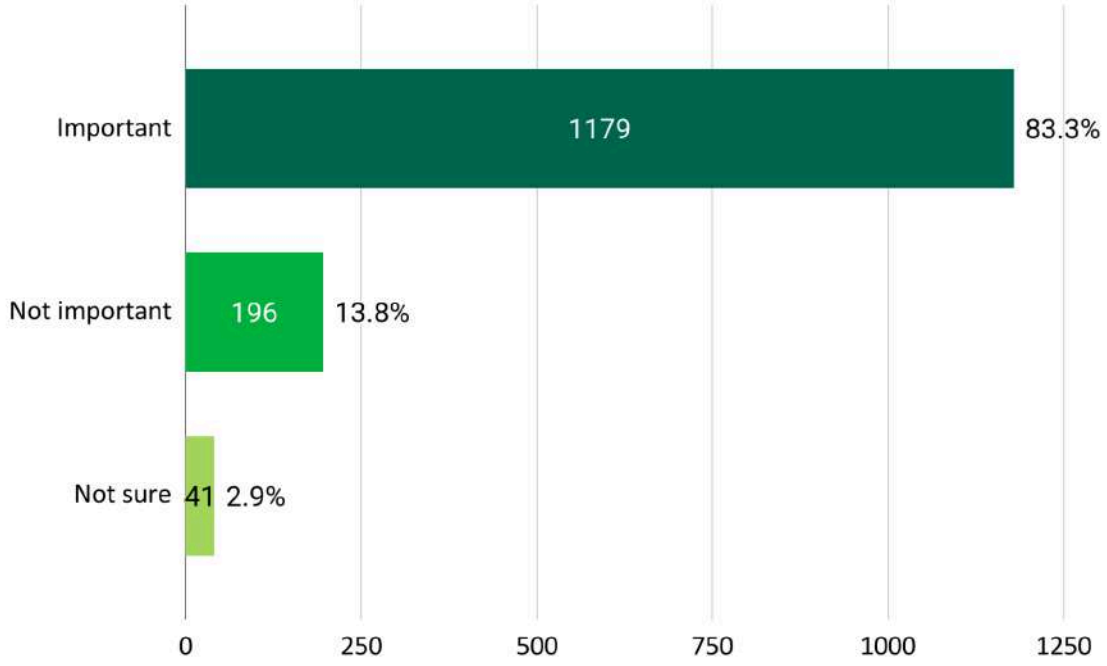
- **Description:** This theme includes comments that advocate for improved infrastructure, citing the need for dedicated bike lanes, safer crossings and

policies that prioritise sustainable modes of transport over private car use. Some comments specifically praise existing cycle infrastructure.
- **Comment count:** 15
- **Sentiment:** Positive/supportive
- **Relevant quotes:**
    - "We need to actively discourage driving by removing space used by cars and giving it to sustainable modes."
    - "More dedicated bike lanes are needed."
    - "The cycle superhighways and segregated bike lanes are excellent!"
    - "Protected bike lanes are key as are raised tables."
    - "Please keep improving [the] cycling infrastructure!! Create liveable neighbourhoods like Islington!"

Theme 11: Traffic speed and safety

- **Description:** This theme addresses concerns about vehicle speeds exceeding limits in various areas, leading to dangerous situations and near misses. Comments request measures to control speed, including more speed cameras and clearer signage. The feedback also highlights the risk posed by fast-moving traffic.
- **Comment count:** 10
- **Sentiment:** Critical/concerned
- **Relevant quotes:**
    - "Too many cars that don't observe the speed limits."
    - "I see so many drivers jumping red lights at the Stamford Hill/Manor Rd crossroads - this needs better enforcement. Plus [the] 20mph speed limit is regularly broken throughout the borough."
    - "More speed cameras are needed on major roads as people drive too fast. I have seen too many near misses."
    - "Traffic speeding along Victoria Park Road"

Issue 5. Cleaner air: Hackney's residents breathe in unhealthy amounts of air pollution due to traffic on London roads. (Base 1416)



The chart above represents the views of respondents towards the issue 'Cleaner air'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 83.3%, stated that this issue was important (1179 - very important and somewhat important combined), with 13.8% of those stating it was not important (196 - not very important and not important at all combined), and 2.9% of respondents stating not sure (41).

Respondents were asked if they had any comments, with a total of 576 comments received which were analysed into key themes:

Theme 1: Impact of Low Traffic Neighbourhoods (LTNs)on air quality

- **Description:** This theme addresses the perceived impact of Low Traffic Neighbourhoods (LTNs) and 'road closures' on air pollution. Comments frequently cite a belief that these measures have led to increased traffic, congestion, and longer journey times, which are seen as concentrating pollution in specific areas rather than reducing it overall.
- **Comment count:** 201
- **Sentiment:** Critical, with many comments citing concerns that the policies are counterproductive and inequitable.
- **Relevant quotes:**

    - "By closing roads and installing LTNs traffic has skyrocketed in specific locations such as the road I live on. This means that these areas unfairly suffer with the most pollution from vehicles."
    - "Pollution on Graham Road is so much worse than pre-LTNs. Stationary traffic backs up every day from about 3pm. The plants in my garden are black with exhaust pollution."
    - "My air is filthy now all the traffic has been concentrated outside my house. My quality of life and health is compromised so others can have pollution free streets. Why are they more important than me? We all pay the same council tax. We all have a right to clean air!"
    - "LTNs have forced traffic into concentrated areas resulting in heavier traffic, congestion and much worse air pollution on main roads."

Theme 2: General concern about air pollution and health impacts

- **Description:** This theme addresses concerns about the health implications of air pollution, particularly for groups such as children, the elderly, and individuals with pre-existing respiratory conditions. The feedback includes a call for cleaner air and recognition of the seriousness of the issue.
- **Comment count:** 60
- **Sentiment:** Critical, with many comments citing concerns about the negative health consequences.
- **Relevant quotes:**
    - "As a parent of three autistic children, air quality is a serious concern for my family."
    - "My health is affected severely by air pollution, and many others as well. If you have a pre-existing health condition or elderly or babies their health becomes a lot worse."
    - "I have developed severe asthma since moving to London/Hackney due to air quality. This is very important to me."
    - "Cleaner air should be the top priority... too many deaths caused by air pollution."

Theme 3: Alternative solutions and broader pollution sources

- **Description:** This theme addresses suggestions for mitigating air pollution beyond just restricting private car traffic and identifies other significant sources of pollution. Respondents suggest improvements to public transport, disincentivising specific vehicle types, and addressing non-traffic pollution (e.g. wood burners, construction, planes). The feedback also included requests for a more holistic, city-wide approach.
- **Comment count:** 57

- **Sentiment:** Critical, with comments suggesting a perceived narrow focus by the council and advocating for more comprehensive strategies.
- **Relevant quotes:**
    - "Hackney Council has failed to tackle the use of wood burners especially from narrow boats and households. Wood burners are harmful to health and the planet."
    - "Why is it assumed that only traffic causes pollution? London is a hub for planes with take off and landing every minute at Heathrow alone. Most planes give off more pollution than all the cars in london."
    - "More trees could also be planted to help absorb pollution."
    - "Discourage driving actively!!! Cut off through traffic in more places and prioritise sustainable modes."
    - "This includes stopping long traffic jams on roads that have got busier due to LTNs. Focus more on stopping through traffic but enabling local traffic to exit and enter residential areas where they live."

Theme 4: Call for opening roads and improving traffic flow

- **Description:** This theme addresses comments opposing current road closure policies, and requesting the reopening of roads to allow traffic to flow more freely. The feedback suggests this would reduce congestion and lower pollution levels by minimising idling time.
- **Comment count:** 50
- **Sentiment:** Critical, with many requesting a return to previous road layouts.
- **Relevant quotes:**
    - "By reducing traffic flow in one area you'll only increase it in another"
    - "Open all the closed roads so pollution won't be only in certain areas... Gridlocks, long queues will not help pollution."
    - "Scrap LTNs, so there are shorter journey times... and no stationary, chaotic traffic on main roads"

Theme 5: Impact on local residents and equity concerns

- **Description:** This theme addresses concerns about the equitable distribution of policy impacts. Comments frequently cite instances where residents in certain areas, such as those on main roads, report an increase in pollution and inconvenience. At the same time, other areas are reported to be benefiting from reduced traffic.
- **Comment count:** 12
- **Sentiment:** Critical, with many advocating for fairness and equal consideration for all residents.
- **Relevant quotes:**

    - "Clean air for all, not just those living zones where traffic has been prohibited..."
    - "People who live in non LTN neighbourhoods unfortunately pay the price for other peoples cleaner air neighbourhoods. This is very unfair and very biased."
    - "The LTNs feel as though they have favoured the more affluent areas and schools at the expense of other less affluent locations."

Theme 6: Role of Electric Vehicles (EVs) and public transport

- **Description:** This theme addresses comments on EVs and improved public transport as solutions to air pollution. Some comments advocate for more EV charging points and incentives, while others raise concerns about the current state of public transport or the pollution generated by EVs themselves (e.g. tire wear).
- **Comment count:** 12
- **Sentiment:** Responses were varied, ranging from hopeful for EV adoption, while others were critical of their limitations and emphasised the need for improved public transport.
- **Relevant quotes:**
    - "Remove the LTNs and let traffic flow properly but incentivise use of electric vehicles would be a more constructive use of our public money."
    - "EVs generate large amounts of air pollution from braking and tyre wear..."
    - "More rapid EV chargers and an EV charging point within 100m of every home."
    - "If bus service was improved, for example, we could perhaps reduce the number of cars."

Theme 7: Perceived improvement or normalcy of air quality

- **Description:** A smaller segment of comments suggests that air quality in Hackney is either acceptable, has improved, or is a normal consequence of living in a major city. These comments often question the severity of the problem.
- **Comment count:** 10
- **Sentiment:** Critical, with many comments suggesting the issue is overstated or inherent to urban living.
- **Relevant quotes:**
    - "Not so polluted for a big city. Not a priority and it's not something that the council can fix."

    - "I don’t think the air quality is bad and there’s already lots of green spaces in Hackney."
    - "London's air is the cleanest it has been."
    - "Air quality is much improved in Hackney now, other issues are [of] higher priority."

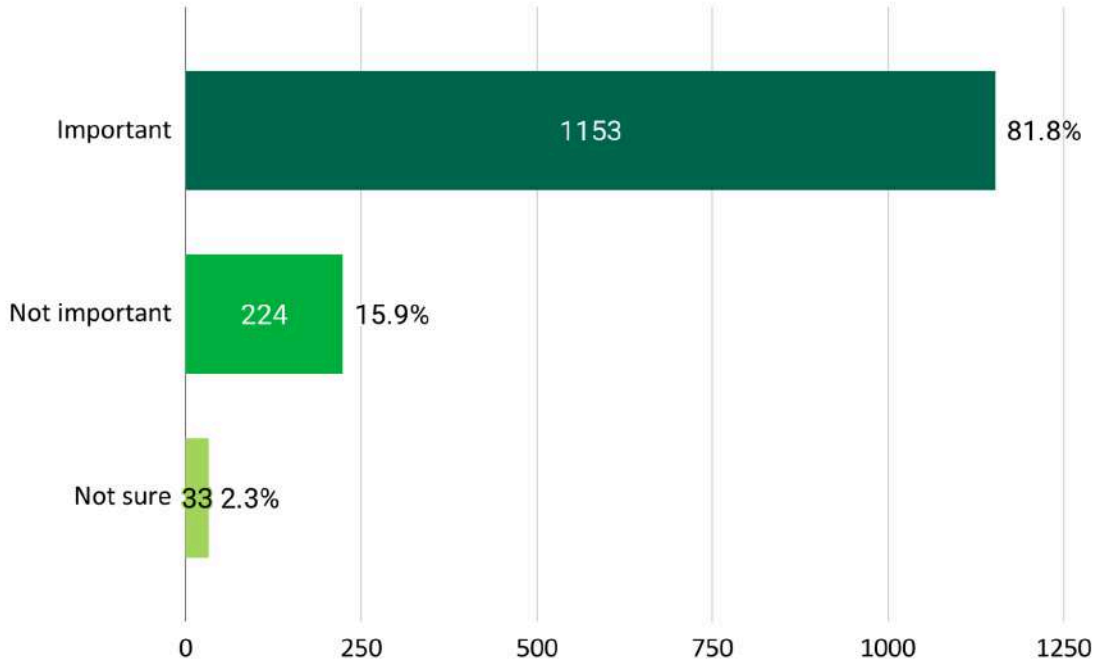
Theme 8: Traffic enforcement and infrastructure specifics

- **Description:** This theme addresses specific concerns related to traffic management, including the need for better enforcement (e.g. of idling, speeding, no-right-turn violations), requests for more cycle infrastructure, and concerns about particular road junctions or features.
- **Comment count:** 11
- **Sentiment:** Specific and actionable, identifying areas for direct intervention.
- **Relevant quotes:**
    - "There needs to be more bicycle hangers for any version of a non-car centric London."
    - "The turn at Englefield Road onto Southgate is unsafe as cars ignore the no right turn sign. I have nearly been hit. There should be camera enforcement."
    - "Nobody polices the many cars who park with engines idling."
    - "More cycle lanes please and cycle parking zones w/ trees."

Theme 9: Role of ULEZ and Congestion Charge

- **Description:** This theme includes comments on the effectiveness of the ULEZ and Congestion Charge in addressing air pollution. The feedback suggests that these existing measures may be and questions why Hackney's policies appear to contradict their stated success.
- **Comment count:** 7
- **Sentiment:** Questioning or acknowledging, with a focus on how borough-level policies interact with wider London schemes.
- **Relevant quotes:**
    - "[It] comes back to reducing the number of cars. ULEZ was a good start, we need to go further."
    - "If this is so, then how come the Mayor of London has used statistics to highlight that air pollution has decreased since introducing ULEZ? Is Hackney exempt from these statistics?"
    - "Did ULEZ not sort this out?"

Issue 6. Greener streets and places: Our streets too often lack greenery that could help reduce the risk of flooding and extreme heat. Residents need more access to parks and other green spaces which have many social and environmental benefits. (Base 1410)



The chart above represents the views of respondents towards the issue 'Greener streets and places'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 81.8%, stated that this issue was important (1153 - very important and somewhat important combined), with 15.9% of those stating it was not important (224 - not very important and not important at all combined), and 2.3% of respondents stating not sure (33).

Respondents were asked if they had any comments, with a total of 465 comments received which were analysed into key themes:

Theme 1: Sufficiency and existing green spaces

- **Description:** Many respondents commented that Hackney already possesses ample green spaces, including parks and street trees. The feedback suggests that the borough is perceived as relatively green compared to other areas in London.
- **Comment count:** 98

- **Sentiment:** Positive about the current state, but often dismissive of the need for more green spaces.
- **Relevant quotes:**
    - "Hackney has many green spaces already!"
    - "Hackney is [a] very Green borough with most homes within walking distance to a park or Green area."
    - "London has so many trees it qualifies as a forest under UN definition. We have over 300 public green spaces, we are not short of green spaces."

Theme 2: Desire for more greenery (trees, plants, SuDS, rewilding)

- **Description:** Many comments requested more trees, plants, rain gardens (SuDS), and rewilding initiatives on streets and in public spaces. This was frequently linked to benefits such as reduced heat, improved air quality, and flood prevention.
- **Comment count:** 88
- **Sentiment:** Strongly supportive of increasing greenery.
- **Relevant quotes:**
    - "More trees and greenery are needed"
    - "Rain gardens are fab when they go in, the more the better!"
    - "Please continue to plant more street trees, they are great"
    - "More trees and planting not only looks better but helps reduce urban heating in hot and sunny weather. This is only going to get more important as the world warms"
    - "More SUDS and trees."

Theme 3: Maintenance and care of green spaces

- **Description:** A recurring theme in the feedback is the maintenance of existing and newly planted green spaces, including street trees, planters, and parks. Comments cited issues such as unkempt areas, lack of watering, and unclean drains are highlighted.
- **Comment count:** 58
- **Sentiment:** Critical, with many citing frustration and disappointment with current maintenance practices.
- **Relevant quotes:**
    - "The trees on pavements cause both pedestrians and vehicles to not see each other. They look messy, overgrown and unkempt. They are an obstruction and dangerous"
    - "Green spaces no use when they are not maintained"

    - "I have lost track of how many dead or dying trees I see in public spaces from not being cared for. Expensive trees dying from lack of water etc."
    - "The rain gardens are pathetic, there are not enough of them. What there is is poorly planted and maintained."

Theme 4: Safety and antisocial behaviour in green spaces

- **Description:** Many respondents cite concerns about safety in parks and green spaces. The feedback frequently mentions issues such as antisocial behaviour, drug use and dealing, loutish behaviour, and muggings. The presence of off-leash dogs was also a recurring concern for some.
- **Comment count:** 36
- **Sentiment:** Critical, expressing fear and dissatisfaction with the current safety levels.
- **Relevant quotes:**
    - "There are already nice parks in Hackney, worth keeping security and police around to ensure they remain nice"
    - "Greener places & parks should be ‘dogs on a lead at all times’"
    - "Clapton Square & St. John's Church is rife with... boozing and smoking as well as drugs, severe lack of policing is very apparent. It is off putting for people to spend time in these green spaces."
    - "The park spaces that we do have often are hang out spots for drug users and other such characters which makes it unpleasant to hang out in."

Theme 5: Impact on traffic and accessibility (LTNs and parking)

- **Description:** A substantial number of comments link greenery initiatives to transportation issues, particularly the perceived negative impact of Low Traffic Neighbourhoods (LTNs), and the loss of parking spaces. The feedback frequently suggests that these initiatives hinder accessibility, increase congestion, and affect car users, including disabled individuals.
- **Comment count:** 74
- **Sentiment:** Critical, with many citing frustration and anger regarding traffic restrictions and reduced accessibility.
- **Relevant quotes:**
    - "Car parking spaces need to go on so many streets and replaced with greenery"
    - "The street can be green and not have LTN!"
    - "Rain gardens (SUDs) often take up space where cycle tracks can go."
    - "All of which is/was possible without the cruelty and farce of the LTNS."

    - "STOP RESTRICTING CARS WHERE THEY CAN DRIVE YOU ARE CAUSING EXTREME HARDSHIP AND EXTRA POLLUTION BY CAUSING SO MUCH STANDSTILL"

Theme 6: Flooding and drainage

- **Description:** While some comments support greenery for flood prevention, a significant portion dismisses flooding as a major issue in Hackney or attributes it primarily to poor drain maintenance rather than a lack of green spaces.
- **Comment count:** 30
- **Sentiment:** Mixed, with scepticism about flooding as a primary driver for more greenery, and a focus on existing drainage issues.
- **Relevant quotes:**
    - "Flooding is a result of drains issue, not lack of green."
    - "This is rubbish, clearing drains & gulleys is important"
    - "When is the last time anywhere in Hackney flooded”
    - "I haven't seen much flooding here in my life. If the council unblock the drains better there would be even less risk of flooding."
    - "Keeping streets clean and in good repair and drains free of debris would be a great help in reducing flooding."

Theme 7: Competing priorities (housing, health, other issues)

- **Description:** Many respondents commented that increasing green spaces is not the most pressing issue in Hackney. The feedback frequently suggests that priorities should instead be focused on affordable housing, improving existing council flats (damp, mould), better public transport, and addressing social issues.
- **Comment count:** 34
- **Sentiment:** Critical, with many commenting that the council's focus is misplaced given other critical needs.
- **Relevant quotes:**
    - "Do I think money could be spent better and affordable housing is more important, YES!"
    - "This is not a priority while funds are scarce for basic provision that people need to make their lives bearable"
    - "Instead of spending money on [an] environment that gets destroyed by graffiti, why don't the council spend more money on doing up flats that have damp and mould in them."
    - "Forget green spaces build more homes and reduce homelessness"

    - "Better housing, better education and training facilities are just as important, planting more trees could cause longer term damage to properties"

Theme 8: Design and implementation of greenery

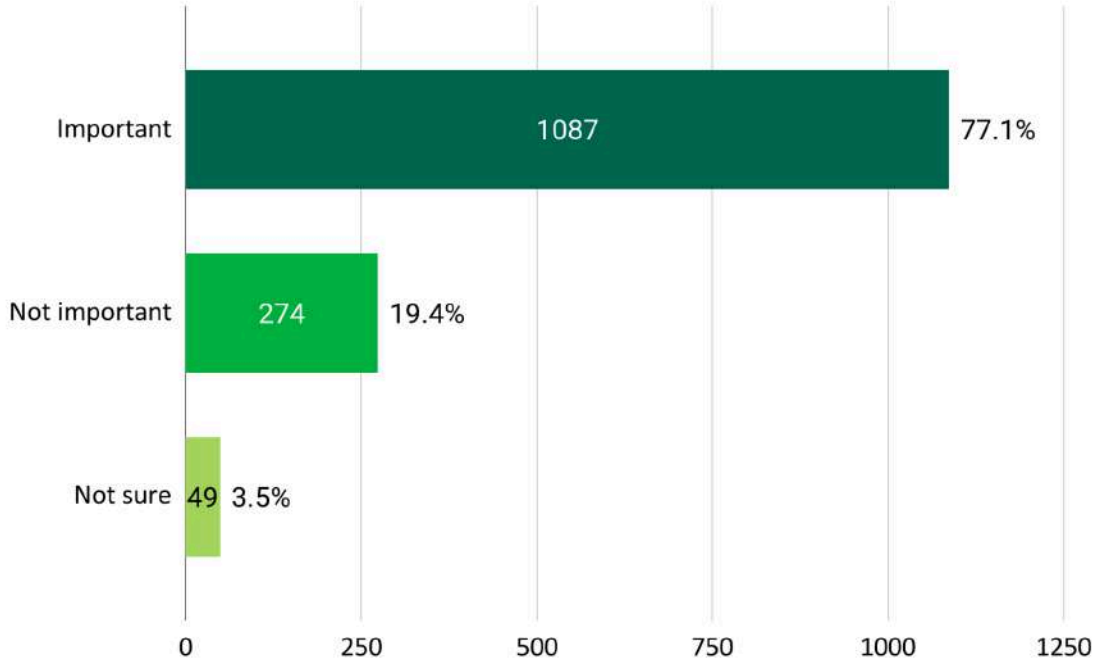
- **Description:** This theme addresses the practical design and implementation of greening initiatives. Comments frequently cite issues such as greenery obstructing pavements, "parklets" being unused or attracting antisocial behaviour, and the selection of appropriate tree types.
- **Comment count:** 36
- **Sentiment:** Mixed to critical, with constructive criticism about how greening projects are planned and executed.
- **Relevant quotes:**
    - "It is important that greenery is thought about as a long term solution, by which I mean that plants and trees grow which affect the pavement and make life difficult for disabled people and people pushing buggies"
    - "What I find a complete waste of time & money is those silly curb-side plant beds that take away a big chunk of road space for cars & cyclists (for example along parts of Queensbridge Rd) that are totally neglected and overgrown with mostly weeds and full of rubbish"
    - "Parklets are equally pointless and are rightly seen as a crude method of cutting parking spaces."
    - "I feel that some of the planting is used to control pedestrians and ignores peoples desire lines and behaviour which leads to plantings being damaged"
    - "Plant trees on the roadside, not in boxes on the road"

Theme 9: Positive impact of greenery on well-being and environment

- **Description:** Many comments acknowledge the diverse benefits of green spaces, including improved mental health, air quality, biodiversity, and aesthetic appeal.
- **Comment count:** 32
- **Sentiment:** Strongly positive and supportive of the inherent value of greenery.
- **Relevant quotes:**
    - "Parks and large green open spaces are vital to good health."
    - "The street trees initiative in Hackney has really made a difference and also the tree planting in parks. They add beauty to our environment and also useful shade as summers get hotter."

- "As a parent of three autistic children, access to greener streets and well-maintained green spaces is not just a luxury—it's essential for my children's well-being, sensory regulation, and overall quality of life."
- "More trees and planting not only looks better but helps reduce urban heating in hot and sunny weather."

Issue 7. Lower carbon emissions: The level of carbon emissions from the transport network remains a huge challenge to achieving London-wide carbon reduction targets. (Base 1410)



The chart above represents the views of respondents towards the issue 'Lower carbon emissions'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 77.1%, stated that this issue was important (1087 - very important and somewhat important combined), with 19.4% of those stating it was not important (274 - not very important and not important at all combined), and 3.5% of respondents stating not sure (49).

Respondents were asked if they had any comments, with a total of 393 comments received which were analysed into key themes:

Theme 1: Impact of Low Traffic Neighbourhoods (LTNs) on emissions and congestion

- **Description:** This theme addresses comments on the impact of Low Traffic Neighbourhoods (LTNs) and ‘road closures’. The feedback suggests these measures increase traffic congestion on main roads, which is perceived to lead to higher carbon emissions and worsened air quality. Comments frequently cited longer journey times and reduced mobility.
- **Comment count:** 33
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "Again created by the councils policies and road closures of LTNs and bus gates and time restrictions, creating bottle necking and congestion on arterial routes."
    - "I think ULEZ will help but LTNs don't!"
    - "So many streets are already closed off to traffic. It’s done nothing to reduce pollution. Quite the opposite. There are bumper to bumper cars every morning- side roads are congested. It’s practically impossible to drive on Greenwood Road or Dalston Lane."
    - "Due to the excessive congestion, how does this reduce carbon emissions? A journey which would take 5 mins has increased to 15 mins, overall contributing to further carbon emissions"

Theme 2: Promotion of sustainable and electric transport

- **Description:** This theme includes comments that advocate for and support the adoption of electric vehicles (EVs), improved public transport (especially electric buses), cycling, and car-sharing schemes as ways to reduce carbon emissions. Many see these as positive steps but highlight existing barriers.
- **Comment count:** 77
- **Sentiment:** Positive/supportive (with caveats)
- **Relevant quotes:**
    - "Obviously support electric buses and maximum use of public transport."
    - "Could you partner with a car share service to help limit the number of vehicle owners."
    - "Make all buses electric."
    - "More cycling including tfl bike hires"
    - "The roll out of electric buses is positive. Providing good public transport is the key to less cars"

Theme 3: Concerns about the effectiveness and fairness of carbon reduction policies

- **Description:** This theme addresses questions about the impact of local carbon reduction efforts on global emissions. Comments frequently cite the financial burden on residents (particularly those with lower incomes and those reliant on cars). The feedback also includes responses that the council's focus is misdirected or driven by other agendas.
- **Comment count:** 61
- **Sentiment:** Critical/sceptical
- **Relevant quotes:**
    - "Carbon is not the worst thing that is emitted by cars. The thing that will reduce carbon emissions is not within the control of the council"
    - "Technology is already reducing carbon emissions, taxing & fining people doesn't clean the air"
    - "What you're actually applying is a tax to the poorest residents for owning a vehicle which is vital to them."
    - "London wide carbon reduction is irrelevant when global carbon is not even affected"

Theme 4: Impact on vulnerable groups and essential car users

- **Description:** This theme addresses concerns about how current or proposed carbon reduction strategies affect disabled residents, carers, families with young children, tradespeople, and others who rely on vehicles for essential travel or work. Comments cite a need for accessibility and consideration of diverse needs.
- **Comment count:** 32
- **Sentiment:** Critical/concerned
- **Relevant quotes:**
    - "I understand the need to reduce carbon emissions for a healthier, more sustainable future. However, carbon reduction strategies must be designed with accessibility in mind, ensuring they do not create additional barriers for disabled residents, carers, and families who rely on vehicles for essential travel."
    - "You are not thinking about the people who are disabled and need to get around in a car, how you are slowly cutting them off from everything."
    - "It is important that any measures in this direction should not disadvantage people with the least money or people who drive for a living."
    - "Mothers with children and buggies and the disabled cannot walk huge distances or go by bike."

Theme 5: Alternative pollution sources and broader environmental concerns

- **Description:** This theme includes comments that broaden the discussion beyond transport, pointing to other sources of pollution such as industrial heating, large office blocks, wood burners, HGV emissions, and even the underground tube network. Some comments also mention particulate matter from tires and brakes as a concern.
- **Comment count:** 30
- **Sentiment:** Neutral/critical (of narrow focus)
- **Relevant quotes:**
    - "Industrial heating and carbon from the city and huge office blocks which are consistently lit need to be considered as compared to individual road users"
    - "The emissions from the trains in the underground is way worse than the emissions coming from the cars."
    - "EV's have delivered change. Now show leadership and address the issue of gas cooking and central heating. This is the major health risk in our community."
    - "Try getting rid of wood burners, congestion caused by reduced road capacity."

Theme 6: Questioning the science/data of climate change and emissions

- **Description:** This theme comprises comments that express doubt about the severity of climate change, the impact of CO2, or the accuracy of data related to carbon emissions and reduction targets.
- **Comment count:** 34
- **Sentiment:** Critical/sceptical
- **Relevant quotes:**
    - "I see no evidence that the London wide carbon reduction targets are achievable. These targets were plucked out of the air"
    - "Not important. Climate change alarmism is based on climatic models which consistently have forecasted too high temperatures compared to actual temperatures."
    - "This is another 21st century government policy incentive to generate new and more revenue by intensifying fear."
    - "London wide carbon reduction is irrelevant when global carbon is not even affected"
    - "There's no data to prove that"

Theme 7: Specific road and traffic management suggestions

- **Description:** This theme includes comments that offer localised suggestions for improving traffic flow, opening specific roads, or re-configuring junctions to reduce congestion and emissions.
- **Comment count:** 28
- **Sentiment:** Constructive/proactive
- **Relevant quotes:**
    - "Make less congestion by re-opening the roads"
    - "Remove traffic in Homerton High Street area"
    - "A 13-15 mins journey to Asda in Leyton to millfields estate now takes 25 minutes. Doesn't that affect the air quality more?"
    - "Open back the roads so less cars stuck in traffic"

Theme 8: General support for carbon reduction

- **Description:** This theme includes comments that express a general agreement with the need to reduce carbon emissions from transport, without necessarily offering specific solutions.
- **Comment count:** 14
- **Sentiment:** Positive/agreeable
- **Relevant quotes:**
    - "Lowering carbon emissions from transport is essential."
    - "This is important for now and generations to come and to stop people from becoming ill and dying."
    - "We have to reduce our carbon emissions as quickly as we can, for the future not just of Hackney but people kind!"

Theme 9: Concerns about public transport service quality

- **Description:** This theme addresses concerns about the quality, reliability, cost, and comfort of public transport services. The feedback suggests that these issues may hinder people's willingness to switch from private cars.
- **Comment count:** 11
- **Sentiment:** Critical/dissatisfied
- **Relevant quotes:**
    - "Stop sabotaging the bus services."
    - "Bus routes are being cancelled. Shortened. Delayed. How is this helping residents to get around?"
    - "Only if TFL and Hackney provide good, reliable service, and affordable."
    - "Some of your buses are awful, it's like I've stepped back to the 1970's"
    - "Public transport is the answer here, not more private vehicles that are electric."

Theme 10: Encouraging behavioural change and discouraging car use

- **Description:** This theme encompasses comments that suggest direct measures to discourage short car trips, reduce individual car ownership, and promote walking, cycling, and public transport use through incentives or disincentives.
- **Comment count:** 10
- **Sentiment:** Positive/proactive
- **Relevant quotes:**
    - "Discourage short trips, make personal cars less convenient."
    - "Less cars on the road would be better."
    - "Discourage school runs by cars through expanding school streets into adjacent streets, not permitting any cars in"
    - "Owning a car needs to be discouraged, but protection for people cycling needs to be in place because you can't trust drivers not to use their vehicles as weapons."

Theme 11: Enforcement and regulation

- **Description:** This theme includes suggestions for stricter enforcement of existing traffic laws (e.g. speeding, idling, pavement parking), regulating specific vehicle types (e.g. HGVs, noisy vehicles), and ensuring compliance with emissions standards.
- **Comment count:** 9
- **Sentiment:** Proactive/requesting
- **Relevant quotes:**
    - "Police the 'rogue' cyclists and others who use pavements and the roads. All road users should be licensed and follow the rules."
    - "Request the police to monitor and enforce speed limits and (illegal) exhaust modifications (noise pollution)"
    - "Strict regulations on individual driving to lower emissions"
    - "I still see old polluting cars on the road so tightening up these would be good."
    - "Ban HGVs from Victoria Park Road, Make Victoria Park Road electric vehicles only for non residents."

Theme 12: Need for more infrastructure (cycling/EV charging)

- **Description:** Comments in this theme focus on the need for increased infrastructure to support sustainable transport options, such as more bicycle hangers, Santander cycling docks, and electric vehicle charging points.
- **Comment count:** 8

- **Sentiment:** Proactive/requesting
- **Relevant quotes:**
    - "There needs to be more bicycle hangers for any version of a non-car centric London. It is not reasonable to be waiting 5+ years for a space in an on street hanger."
    - "Please install Santander cycling docks around Hackney Central station and Hackney Downs park area. It's much much needed."
    - "Increase EV charging points and modify planning so that supermarkets and other car parks are required to have EV charging. All new builds should include a clear view south for solar panels."
    - "Obtain contracts with EV charging companies to offer lower rates to Hackney residents to motivate residents to switch to EV"

Theme 13: Challenges of electric vehicles

- **Description:** This theme includes comments that raise concerns about electric vehicles, such as their manufacturing carbon footprint, battery sourcing issues, weight causing road damage, and current lack of charging infrastructure for residents without off-street parking.
- **Comment count:** 7
- **Sentiment:** Critical/sceptical (about EV as a sole solution)
- **Relevant quotes:**
    - "Hackney must not let the demands of the EV industry and EV drivers shape its programme, or allow them to present EVs as a solution to carbon emissions: even if the electricity is generated from 100% renewable sources (which it isn't) EVs embody huge amounts of carbon"
    - "Other problems with electric vehicles is that pollution is moved elsewhere, even if using so called green energy that requires much carbon energy to build the solar and wind generators none of which will ever produce enough energy to meet the needs of the country as a whole."
    - "You say about electric cars. There's no ports, what am I meant to do, hang an electric cable from the top floor of my flat; then the corner, across the street to charge my car?"
    - "Electric vehicles cause more carbon emissions through charging and production than any petrol car ever will"

Theme 14: Air quality as a higher priority than carbon emissions

- **Description:** This theme highlights that local air quality and the direct health impacts of pollutants (such as particulate matter and nitrous oxide) are a

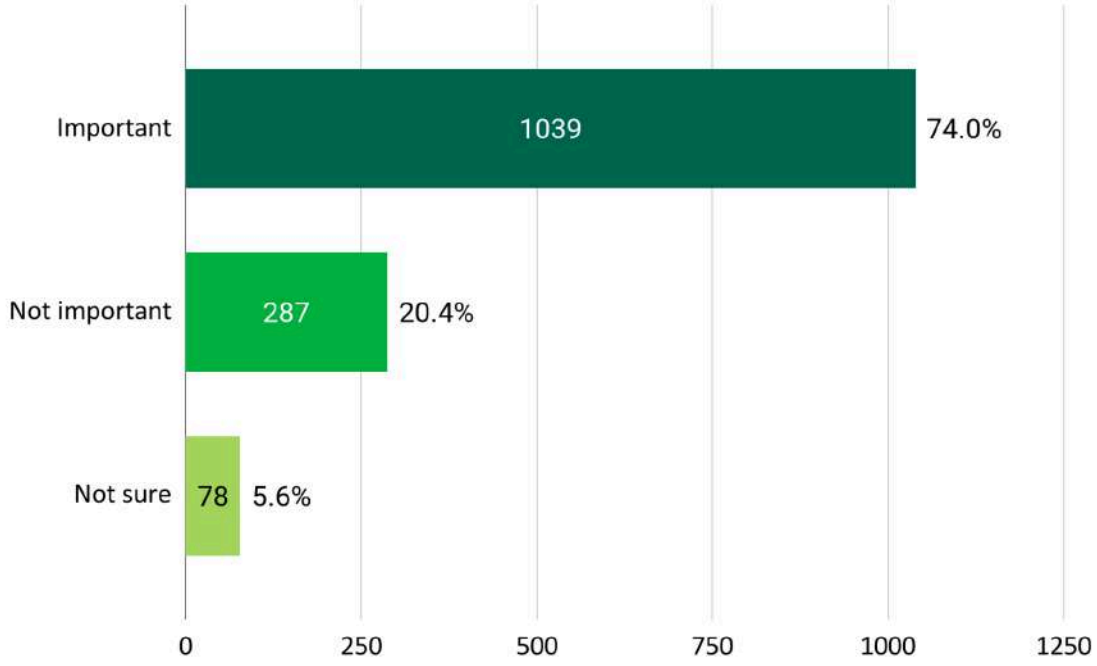
priority for some residents, and that these issues should be r seen as distinct from broader carbon emission targets.

- **Comment count:** 6
- **Sentiment:** Prioritising
- **Relevant quotes:**
    - "Cleaner air/lower pollution is important but ideology should not override sensible planning."
    - "Carbon emissions reduction is less important to me than air quality for pedestrians. If the two go together, that's fine, but reducing co2 at any cost is not."
    - "There are pollutants we need to reduce that directly affect residents. Carbon is a secondary priority in those terms."
    - "It is far more important to tackle LOCAL air pollution than London's carbon emissions. Fortunately, though, by tackling the former we can also progress on the latter."

Theme 15: Technology and industry as solution providers

- **Description:** This theme includes comments suggesting that technological advancements and industry innovation will naturally solve the carbon emission challenge, implying less need for local government intervention.
- **Comment count:** 3
- **Sentiment:** Optimistic/trusting
- **Relevant quotes:**
    - "Technology is already reducing carbon emissions, taxing & fining people doesn’t clean the air"
    - "There are lots of innovative solutions and technological advances and industry will solve this as long as we keep investing in it."
    - "Technology is advancing, new less carbon emission public transport and even the ULEZ carbon emissions for all vehicles is a good idea"

Issue 8. Healthy: Many Hackney residents get little or no exercise from their everyday travel, contributing to a wide range of chronic health conditions and diseases. (Base 1404)



The chart above represents the views of respondents towards the issue 'Healthy'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 74%, stated that this issue was important (1039 - very important and somewhat important combined), with 20.4% of those stating it was not important (287 - not very important and not important at all combined), and 5.6% of respondents stating not sure (78).

Respondents were asked if they had any comments, with a total of 480 comments received which were analysed into key themes:

Theme 1: Individual responsibility & choice

- **Description:** This theme addresses comments that exercise and health are primarily individual choices and responsibilities, not something the council should mandate or control through transport policy. Many comments suggest that residents have ample opportunities to exercise elsewhere (gyms, parks) and that mandatory behaviour changes are inappropriate or ineffective.
- **Comment count:** 86
- **Sentiment:** Critical (towards council intervention)

- **Relevant quotes:**
    - "There's a big element of free choice in this. By all means encourage people to travel more healthily but can't force people to change ."
    - "Personal exercise is not the responsibility of the council."
    - "[It's] up to people themselves how much exercise they do."

Theme 2: Call for better/cheaper exercise facilities & green spaces

- **Description:** This theme addresses comments that instead of dictating travel methods, the council should improve and make more affordable dedicated exercise facilities (gyms, pools, outdoor gyms) and ensure green spaces are accessible, pleasant, and safe for recreational exercise.
- **Comment count:** 51
- **Sentiment:** Positive/proactive
- **Relevant quotes:**
    - "Access to exercise is too expensive! There are over 55 exercise classes run by the council for free. What about people who are younger?"
    - "Costs of joining a gym or swimming are barriers to exercise."
    - "More free outdoor gyms would be welcome."
    - "Gym membership subsidies for people on low income better work life balance so people have leisure time to use the many parks."
    - "Well having sports facilities shut down like Haggerston pool sit empty for decades does not help the matter."

Theme 3: Need for safer and more appealing active travel infrastructure

- **Description:** Many comments advocate for improved infrastructure, specifically safer and more consistent cycle lanes and better-maintained, walking environments. Comments frequently cite a perceived lack of safety due to traffic, speeding cars, and inconsiderate cyclists, which deters them from choosing active travel.
- **Comment count:** 47
- **Sentiment:** Positive/requesting
- **Relevant quotes:**
    - "Active travel is a great way of building exercise into your day without even thinking about it and more residents would do so if it was safe and pleasant to walk, wheel or cycle."
    - "The roads aren't that inviting and walking around can be a pain. The pavements are small and more often than not in disrepair"
    - "If there were more cycle lanes I would cycle to work but I'm scared to cycle especially during rush hours with buses and crazy car drivers in Dalston."

    - "More people would walk and/or cycle if it were safer. Cars speeding down Mare Street, and using cut through to avoid traffic lights, make it feel dangerous."
    - "Better bike lanes and crossings"

Theme 4: Accessibility and barriers for vulnerable groups

- **Description:** This theme addresses comments stating that "active travel" is not a feasible option for everyone, particularly disabled individuals, parents with young children, carers, and the elderly. The feedback frequently requests that policies consider these unique challenges and avoid penalising those who rely on vehicles out of necessity.
- **Comment count:** 35
- **Sentiment:** Critical/concerned
- **Relevant quotes:**
    - "Many Hackney residents may not get enough exercise through daily travel, but for disabled individuals, carers, and families with additional needs, the barriers to active travel are often more complex than just personal choice."
    - "Car travel is often a necessity, not a choice – public transport and walking routes are not always accessible or suitable for disabled children, meaning that cars and taxis remain essential for many"
    - "I'm not able to exercise due to the health conditions."
    - "I am also disabled so walking and exercising ‘on a journey’ wouldn't be suitable if half way into my journey I cannot continue or go back"

Theme 5: Questioning the premise/data of the statement

- **Description:** A significant number of comments directly challenge the opening statement, requesting r evidence, questioning its truthfulness, or suggesting it's a biased or misleading generalisation about Hackney residents' exercise habits.
- **Comment count:** 41
- **Sentiment:** sceptical/challenging
- **Relevant quotes:**
    - "Is this actually true? Most people in Hackney use a mixture of public transport and walking as well as their cars."
    - "Where are the facts to support this?"
    - "What evidence is this and what is the difference in boroughs where no traffic calming measures have been put in place"

Theme 6: Impact of transport policies (LTNs and congestion) on health/exercise

- **Description:** This theme addresses comments that link the council's transport policies (particularly LTNs) and resulting congestion, directly to negative impacts on residents' health and willingness to exercise. Comments frequently cite that these measures isolate people, make travel stressful, or create less appealing environments for active travel.
- **Comment count:** 40
- **Sentiment:** Critical
- **Relevant quotes:**
    - "The roads aren't that inviting and walking around can be a pain."
    - "Probably as buses cut, feel unsafe walking on deserted streets and afraid of being knocked down by lime bikes etc"
    - "Walking on residential roads with 5 thousand vehicle a day is not attractive"
    - "You created the issue. It was less of a problem 5 years ago before all the closures."
    - "I see a lot more cycling which should be encouraged."

Theme 7: Promotion of active travel (general)

- **Description:** This theme includes comments that generally support or call for encouraging active travel (walking, cycling, wheeling) as a means to improve public health and integrate exercise into daily routines, often without specific infrastructure suggestions.
- **Comment count:** 37
- **Sentiment:** Positive/supportive
- **Relevant quotes:**
    - "Cycling!!! Silver bullet for so many problems. Can be done quickly and cheaply by cutting off through traffic for cars with bollards"
    - "Active travel is a great way of building exercise into your day"
    - "More people would walk and/or cycle if it were safer."
    - "Promoting bike usage is not only a clean environmental choice, but also a healthy one. With a connected network in the borough a lot more people would opt for that option"
    - "Improving the cycling infrastructure, providing cycling training and also possibly opportunities to lease bicycles."

Theme 8: Broader social/economic factors affecting health/exercise

- **Description:** This theme includes comments that shift the focus from transport to wider societal issues impacting health and exercise levels, such as poverty, cost of living, lack of time, poor diet, mental health challenges, and antisocial behaviour (crime, drugs, unsafe public spaces).

- **Comment count:** 36
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Gym membership subsidies for people on low income better work life balance so people have leisure time to use the many parks."
    - "Up to people themselves how much exercise they do. Getting rid of all the rubbish chicken and chip shops would be a start."
    - "More community activities needed - but also this needs consultation not a load of middle class local politicians telling people to go out and get some fresh air"
    - "But making more walkways or cycle lanes won't suddenly make residents get up and move! Help with poverty then maybe you will get healthier people"

Theme 9: Transport's primary purpose is travel, not exercise

- **Description:** This theme addresses comments stating that the main purpose of transport is to move people from one place to another quickly and efficiently, not to provide exercise. Some comments suggest that making journeys longer for the sake of exercise is impractical or counterproductive to the goals of a transport network.
- **Comment count:** 16
- **Sentiment:** Neutral/prioritising function
- **Relevant quotes:**
    - "The emphasis needs to be to get people from place to place easily, cheaply and quickly. It should not be part of a transport policy function to dictate how people exercise or used as an excuse not to provide transport."
    - "Travel is for travel. If journeys are made shorter people have more time to exercise in their free time."
    - "Travel is not primarily about exercise. If one can combine the two. good enough."
    - "Not relevant to travel its not an excuse to remove cars"

Theme 10: Support for exercise from travel (general)

- **Description:** This theme includes comments that generally agree with the idea that residents could benefit from integrating more exercise into their daily travel, often expressing a positive personal experience with active commuting.
- **Comment count:** 9
- **Sentiment:** Positive/agreeable

- **Relevant quotes:**
    - "Yes, this is extremely important; note that in some cases this may even mean encouraging walking and cycling over bus use"
    - "I cycle to work and to see friends etc. and that incidental exercise (which I almost don't realise I am doing) makes a big difference to my overall fitness levels and mental health."
    - "Movement is vital to a healthy citizen and city; it is linked to positive mental health, greater senses of community and is proven to shift negative emotions in place of euphoria."
    - "Clearly important but more outside of the councils control as this depends so much on individual lifestyle choices and will."

Theme 11: Specific recommendations for encouraging active travel

- **Description:** This theme includes more specific, actionable suggestions for encouraging active travel, beyond just infrastructure, such as promoting walking maps, offering bike schemes, regulating specific vehicle types (e.g. e-scooters), or leveraging technology.
- **Comment count:** 11
- **Sentiment:** Proactive/suggestive
- **Relevant quotes:**
    - "Please install Santander cycling docks around Hackney Central station and Hackney Downs park area... We hate lime bikes... Promoting bike usage is not only a clean environmental choice, but also a healthy one. With a connected network in the borough a lot more people would opt for that option"
    - "Walking maps of the borough, encouraging a status shift away from aspirational car ownership where people drive for the sake of it."
    - "Ban e-scooters as these require no physical exercise whatsoever and are a clear danger to pedestrians and other road users. Likewise, ban e-bikes which are overwhelmingly used by young people who otherwise would be walking."

Theme 12: Criticism of other road users/antisocial behaviour

- **Description:** This theme addresses concerns about the behaviour of other road users (e.g. speeding cars, reckless cyclists, lime bikes, motorbikes on pavements) and general antisocial behaviour (crime, phone snatching). The feedback cites these issues as factors that affect the perceived safety of streets and discourage active travel.
- **Comment count:** 23
- **Sentiment:** Critical/frustrated

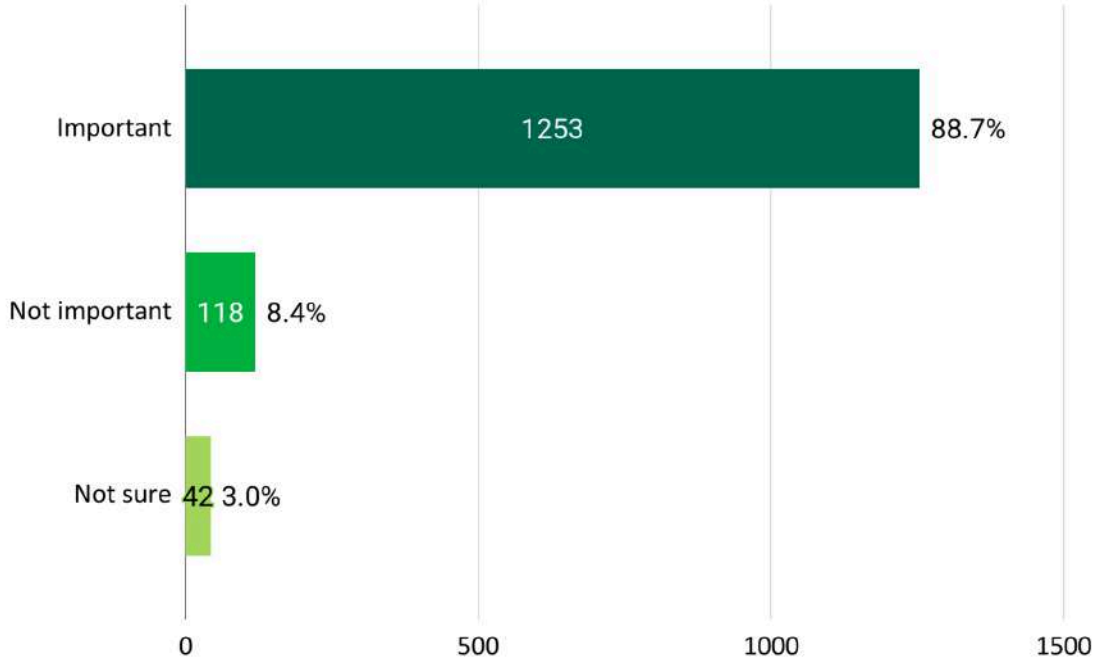
- **Relevant quotes:**
    - "More people would walk and/or cycle if it were safer. Cars speeding down Mare Street, and using cut through to avoid traffic lights, make it feel dangerous."
    - "Probably as buses cut, feel unsafe walking on deserted streets and afraid of being knocked down by lime bikes etc"
    - "For older people, walking has become a bit fraught with the concentration of traffic on some roads... It takes a lot of pleasure out of walking when you have to spend the whole time checking that a cyclist isn't coming up behind you"
    - "I'm a car driver but I still walk places. Obviously too scared to walk the back streets that have been closed off now, we also now have the additional threat of the phone snatchers"
    - "The bad behaviour of cyclists on the pavements and jumping red lights doesn't help. Control of antisocial behaviour should be a priority."

Theme 13: Time & convenience as barriers to active travel

- **Description:** This theme addresses comments stating that for many residents, especially those working long hours, with family commitments, or long commutes, time and convenience are significant factors that make active travel difficult or impossible. The feedback indicates that quick travel methods are a priority for these individuals.
- **Comment Count:** 18
- **Sentiment:** Neutral
- **Relevant quotes:**
    - "Exercise should be optional and not forced through travel. People use gyms, work out at home, walk, run and use equipment in parks for exercise and better health."
    - "The emphasis needs to be to get people from place to place easily, cheaply and quickly."
    - "Unless you're fortunate enough to work 15 min walk from home, most people are gonna need to drive or commute to work. Also, unfortunately many people work from home. Surely this doesn't help either."
    - "Many residents are old, infirm, disabled, frightened of being mown down on pavements by selfish cyclists/e-scooterists. Many residents work in occupations where they can't work from home and so just getting from A to B in time is the most they can hope for."

Fair transport

Issue 9. Access to all: Many people, especially the elderly, disabled and less mobile, face issues using Hackney's transport system, including footways, roads and stations, due to lack of modern accessible transport facilities. (Base 1413)



The chart above represents the views of respondents towards the issue 'Access to all'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 88.7%, stated that this issue was important (1253 - very important and somewhat important combined), with 8.4% of those stating it was not important (118 - not very important and not important at all combined), and 3% of respondents stating not sure (42).

Respondents were asked if they had any comments, with a total of 412 comments received which were analysed into key themes:

Theme 1: Accessibility of train stations

- **Description:** This theme addresses concerns about a lack of step-free access, lifts, and ramps at Overground and Tube stations in Hackney. Comments cite these issues as creating difficulties for elderly, disabled, and less mobile individuals, as well as those with prams or heavy luggage.
- **Comment count:** 74

- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "No ramp access for elderly people, people with special needs and parents with prams in the new entrance in Hackney Central"
    - "All stations should have access via lifts for elderly and disabled and buggies."
    - "Hackney Downs still has no disabled access. It's outrageous that this has not been corrected yet."
    - "The brand new entrance [Hackney Central] is not wheelchair accessible!!!"
    - "This is such an important issue. It's baffling that not all stations like london fields have a lift, excluding so many people from travelling and participating in everyday life"

Theme 2: Impact of Low Traffic Neighbourhoods (LTNs) on accessibility

- **Description:** A substantial number of comments address the impact of LTNs and 'road closures', citing concerns that these measures have made it harder for elderly, disabled, and less mobile individuals to travel. The feedback frequently mentions that those reliant on cars or taxis experienced increased journey times and congestion on main roads.
- **Comment Count:** 63
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "Mainly because of the road being closed (LTNs etc)"
    - "This should be prioritised instead of LTNs and increasing traffic and journey times"
    - "No mention here of the impact of the LTNs creating congestion, which leads to buses continually changing their destination"
    - "Lack of disability access in Low Traffic Neighbourhoods (LTNs) – while reducing traffic can improve air quality, it can also trap disabled residents and carers who rely on taxis or private vehicles for essential travel. Exemptions for disability badge holders, carers, and SEND transport must be standard to prevent further isolation."

Theme 3: Pavement obstructions and conditions

- **Description:** Many comments address the condition of pavements, including uneven surfaces, potholes, and blockages caused by dumped rental bikes (especially Lime bikes), parked cars, rubbish, and street furniture. The feedback cites these issues as creating hazards and difficulties for pedestrians,

particularly those with mobility challenges, visual impairments, or using wheelchairs and buggies.

- **Comment Count:** 65
- **Sentiment:** Critical
- **Relevant quotes:**
    - "The state of some of the pavements, the inconsiderate parking of some motorists and the dumping of lime backs at drop curbs make it a challenge for wheelchairs and buggies to navigate."
    - "Biggest issue for me in this regard is the number of bikes, e-bikes and scooters on the pavements and in the parks which marginalises the vulnerable and makes walking a stressful experience."
    - "very inaccessible and dangerous pavements, rubbish and debris on sides of road making it difficult to alight buses"
    - "The state of the pavements is challenging. I've tripped on uneven pavements and I can see it's difficult for those in wheelchairs especially."
    - "Too many bikes are left strewn across pavements and are a hazard to disabled , elderly or any other walkers"

Theme 4: Bus service issues

- **Description:** This theme addresses concerns about bus services, including regularity, overcrowding, routes being cut or diverted due to congestion. Comments also cite difficulties with boarding (e.g. space for wheelchairs/buggies, drivers not waiting). Some comments also touch on the safety of bus stops due to adjacent cycle lanes.
- **Comment Count:** 37
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Access should include the regularity with which local buses arrive. For example, the 394 bus (a "community bus") now comes less regularly, mostly every 15 minutes. It is often packed with elderly and disabled people, and there are not enough seats for them so many have to stand."
    - "Local bus routes have been cut (near me the 21) and buses are overcrowded and stuck in traffic jams as all traffic is forced onto the main roads."
    - "There's a very small area on a bus, which is used by wheelchairs and pushchairs."
    - "The cycle lines that have been added near me cut across bus stops making it potentially dangerous to get on or off the bus"

Theme 5: Prioritisation of cyclists over other users

- **Description:** A significant number of comments address a perceived prioritisation of cyclists over other road users, particularly the elderly, disabled, and less mobile. . The feedback frequently cites the creation of dedicated cycle lanes that reduce road space for cars and buses, and perceived disregard for pedestrian safety from cyclists on pavements.
- **Comment Count:** 34
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "Too much priority given to unused cycle lanes, hangers and other obstacles placed in the way of the vulnerable."
    - "This should be covered by TFL and not specifically local councils. More access to disabled would be a great thing but you instead have made cycling a massive priority even reducing walking space on some roads that have double bike lanes (that are empty) making it hard for wheelchair users and the differently abled"
    - "I don't think it's just about lack of facilities but more about who you have been prioritising. Cyclists are a small portion of road users yet they have been prioritised above all other users, particularly bus users"
    - "Although I support cycle users in the borough their needs have taken priority with regard to cycle racks and no lift for disability access."

Theme 6: Necessity of car/taxi access for disabled and less mobile individuals

- **Description:** Many commenters stated that for a significant portion of disabled, elderly, or medically vulnerable individuals, cars (either personal, taxis, or assisted transport) are not a luxury but a necessity for essential travel (e.g. hospital appointments, shopping, family visits). The feedback frequently suggests that 'road closures' and congestion negatively impact their ability to use this mode of transport.
- **Comment Count:** 14
- **Sentiment:** Critical
- **Relevant quotes:**
    - "This includes driving. Many elderly disabled and less mobile like myself cannot use public transport"
    - "They often rely on cars and assistance from friends and family supporting them"
    - "It's not that access to transport itself is unimportant, but this issue is easily hijacked by those who pretend that car driving is the only possible form of transport for less mobile people: Hackney should not allow this bad faith agenda [to] influence its programme."

    - "Disabled rely on cars or someone with cars to ferry them around- or for family members to help them, if it now takes double time to get to one place to another in Hackney then the less abled get affected more"

Theme 7: Concerns about cyclist behaviour and safety

- **Description:** This theme addresses concerns about cycling behaviour, including cyclists using pavements, non-compliance with traffic laws (red lights, zebra crossings) and speeding. The feedback cites these issues as contributing to a perceived lack of safety for pedestrians, particularly for the elderly and less mobile. The silent nature of e-bikes and e-scooters is also frequently mentioned.
- **Comment Count:** 30
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "Get cyclists off pavements and pedestrian areas such as Narrow Way."
    - "Shared cycle lanes next to footpaths are a nightmare, My mother was badly injured by a speeding cyclists on the monstrosity you created down Wick Road E9"
    - "The number of bikes, e-bikes and scooters on the pavements and in the parks which marginalises the vulnerable and makes walking a stressful experience."
    - "dangerous cycles, unregistered delivery cycles, illegal electric cycles exceeding speeds, cyclists who ignore road signs, lights and road safety."
    - "As an elderly person I find many pavements and pathways in Hackney dangerous because of the increasing number of bicycles (and even worse electric bikes)."

Theme 8: General importance of accessibility/inclusive design

- **Description:** Many comments state the importance of accessible transport for all, emphasising that it is a fundamental right, a necessity for mental health, and crucial for participation in daily life. This theme also includes requests for new facilities to be built with accessibility in mind and for existing ones to be improved.
- **Comment Count:** 10
- **Sentiment:** Positive
- **Relevant quotes:**
    - "I think it’s very important to make transport accessible for disabled people."

- "Please do not isolate the disabled, elderly and people with prams. it is important for mental health to get out and about."
- "Access to transport should not be a privilege—it is a necessity."
- "They should be made more accessible."
- "To encourage more use of transport facilities they have to be good & accessible by everyone."

Theme 9: Financial barriers to transport

- **Description:** This theme addresses the cost of public transport fares, particularly for low-income individuals, young adults, and families with children. The feedback frequently mentions existing concessions like the Freedom Pass for the elderly, and includes suggestions for more affordable or free travel schemes.
- **Comment Count:** 10
- **Sentiment:** Critical/suggestive
- **Relevant quotes:**
  - "Cost is an issue, my young adult sons can't afford the bus fares on universal credit"
  - "TfL should offer disabled and carer fares for free"
  - "How about lobbying for the restoration of the 60+ and Freedom Pass access to free transport before 9am? It was removed for entirely spurious reasons during the COVID epidemic!"
  - "Public transport also needs to be frequent , efficient and cheap."

Theme 10: General discontent/scepticism with Council policies

- **Description:** A recurring theme is general dissatisfaction with Hackney Council's policies, particularly regarding transport. Comments frequently question the effectiveness of public consultation, suggest the council is not aligned with residents' needs, or cite a prioritisation of certain groups over others.
- **Comment Count:** 15
- **Sentiment:** Strongly critical
- **Relevant quotes:**
  - "Where are the questions about whether we want LTNs?"
  - "Is the statement true to begin with?"
  - "This is important but Hackney do not care"
  - "WHY IS HACKNEY COUNCIL PURSUING POLICIES THAT MAKE LIFE EVEN MORE IMPOSSIBLE FOR DISABLED PEOPLE? WHY DON'T YOU LISTEN TO DISABLED PEOPLE?"

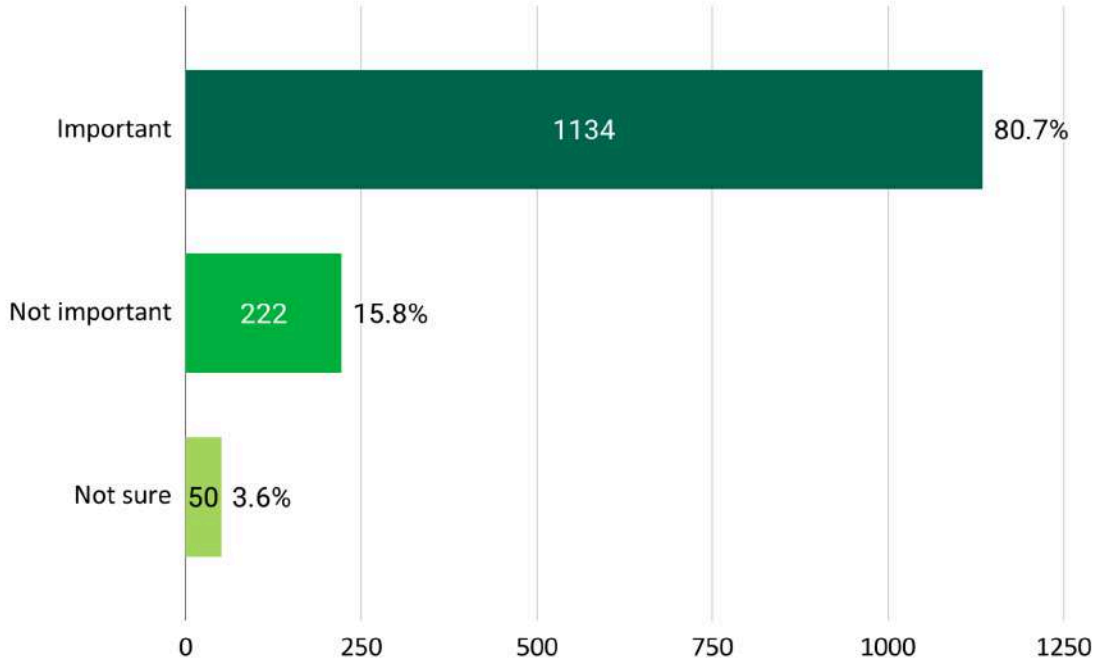
Theme 11: Other transport mode suggestions/preferences

- **Description:** This theme includes various suggestions or preferences for alternative transport modes or specific improvements not covered by other themes, such as the need for car-sharing schemes, mobility minibuses, or even trams.
- **Comment Count:** 5
- **Sentiment:** Neutral to positive
- **Relevant quotes:**
    - "Couldn't there be a ramped exit from Stamford Hill Station and from one of the four exits from Manor House Tube station?"
    - "Better bus routes certainly. It's a shame we don't have trams.."
    - "A car share scheme or mobility minibus for vulnerable people could help"

Theme 12: Positive or neutral perspectives on current accessibility

- **Description:** A small number of comments express a more positive or neutral view on the current state of transport accessibility in Hackney, suggesting improvements have already been made or that issues are not as severe as implied.
- **Comment Count:** 8
- **Sentiment:** Positive to neutral
- **Relevant quotes:**
    - "I haven’t noticed this. I think Hackney do well"
    - "I don't really think that's the case as all public buses now are equipped with ramps and Overground train stations all had lifts installed. Most footways have been widened and re-paved and are perfectly safe for everyone and there are plenty of zebra crossings on all busy roads."
    - "I feel like it has improved a lot in Hackney."
    - "Hackney has excellent public transport, sound footpaths, and well maintained stations."
    - "Buses, tubes and trains are more accessible than ever"

Issue 10. Equitable: We need to ensure that climate actions to achieve lower carbon emissions from transport will not unfairly impact disadvantaged groups, such as disabled people and those on lower incomes. (Base 1406)



The chart above represents the views of respondents towards the issue 'Equitable'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 80.7%, stated that this issue was important (1134 - very important and somewhat important combined), with 15.8% of those stating it was not important (222 - not very important and not important at all combined), and 3.6% of respondents stating not sure (50).

Respondents were asked if they had any comments, with a total of 374 comments received which were analysed into key themes:

Theme 1: Negative impact of current policies on disadvantaged groups

- **Description:** A significant number of comments express a perceived disproportionate and unfair impact of current climate actions, including Low Traffic Neighbourhoods (LTNs), ULEZ charges, and road closures, on disadvantaged groups. Comments frequently cite that these policies have resulted in increased travel times, higher costs, and reduced accessibility. The feedback also mentions a perceived disregard for the specific needs of groups such as disabled people, the elderly, and those on lower incomes.
- **Comment count:** 110

- **Sentiment:** Critical
- **Relevant quotes:**
    - "The implementation of LTNs has impacted the elderly and less able particularly badly. Personally it has made visits for hospital appointments very difficult."
    - "Hackney council has done exactly the opposite of this. It systematically discriminated against disadvantaged groups, the disabled, those on low incomes and this is very important [for] small businesses."
    - "You're already targeting people with disabilities and low income families by aggressive PCN and lack of disabled bay and over complicated parking restrictions."
    - "Policies aimed at reducing transport emissions often disproportionately affect disabled people, carers, and low-income households who rely on private vehicles out of necessity, not choice."
    - "It's been well publicised that it is over a grand a month more expensive to live as a disabled person compared to the rest of society. There's always [a] cost attached to change and it usually hits disabled people first and harder."

Theme 2: Call for accessibility and exemptions for disabled people

- **Description:** This theme addresses specific challenges for disabled individuals and their carers. The feedback frequently requests exemptions from LTN restrictions, ULEZ charges, and congestion fees. Comments also call for improved accessible public transport options, more wheelchair-accessible taxis, and step-free stations. Additionally, some responses mention the reduction of disabled parking spaces due to new infrastructure.
- **Comment count:** 52
- **Sentiment:** Critical (due to perceived lack of current provision)
- **Relevant quotes:**
    - "Full exemptions for disabled drivers and carers from LTN restrictions, ULEZ charges, and congestion fees."
    - "Get some lifts in place in your train stations before you think about pollution affecting the disabled."
    - "If they have a blue badge they should be allowed to drive through the LTNs. That is accessible. If the car meets ULEZ, why can't they?"
    - "Disabled people have a hard enough time and deserve a transport system that allows them to get around easily."
    - "I feel while this is important for disabled people in terms of accessing private vehicles like cars and taxis, I'm less convinced about those on lower incomes."

Theme 3: Impact of Low Traffic Neighbourhoods (LTNs)

- **Description:** A recurring concern is that LTNs have been cited as displacing traffic from quieter residential streets onto main roads and boundary roads, which are frequently home to lower-income residents and social housing. This displacement is perceived as leading to increased congestion, noise, and air pollution in these areas, which some commenters suggest exacerbates existing inequalities.
- **Comment count:** 57
- **Sentiment:** Critical
- **Relevant quotes:**
    - "The LTN's continues to impact every single disabled person."
    - "It already has through LTNs and not enough options of roads to drive on as it has created ridiculous traffic and vehicle emissions on specific roads."
    - "Those living on congested main roads have been exposed to higher pollution due to the Low Traffic Neighbourhood scheme."
    - "Why are there more LTNs in the nicer parts of Hackney with big houses e.g. Middleton Rd E8, leaving roads such as Homerton High St... Dalston Lane, Morning Lane, Amhurst Rd, Lea Bridge Rd packed with traffic."
    - "LTNs currently unfairly route large amounts of traffic through many of our social housing estates to preserve the more affluent areas."

Theme 4: Affordability and cost of transport

- **Description:** This theme addresses financial burdens placed on lower-income individuals and families by various transport policies. Comments frequently cite the cost of public transport (buses, tube), the inability to afford newer, compliant vehicles for ULEZ, and increased parking charges. The feedback includes requests l for more affordable transport options, financial support, and a recognition that not everyone can afford to switch to electric vehicles or cycles.
- **Comment count:** 37
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Poorer families running older cars are disproportionately penalised by the council at every opportunity - car parking, estate parking, permits etc..."
    - "ULEZ and clean air charges can create financial barriers – while reducing emissions is important, schemes like ULEZ charges and high congestion fees put extra financial pressure on families who cannot afford to upgrade to newer, low-emission vehicles."

    - "Equity is also about cost - a tube ticket is extortionate."
    - "Unfortunately, the purchase of all-electric vehicles is not the first choice of people on low incomes. They are too expensive and are viewed with suspicion as to how long the battery will last and where the street chargers are."
    - "By putting a price tag, poor people will always suffer. A lot of low income families have already got rid of their cars."

Theme 5: Need for better public transport

- **Description:** This theme addresses the critical role of public transport, particularly buses, for disadvantaged groups. Commenters request better, more reliable, and more affordable bus services, improved infrastructure (e.g. dedicated bus lanes), and accessible public transport options. Some note that current policies have slowed down bus journeys.
- **Comment count:** 18
- **Sentiment:** Mixed (acknowledging importance but expressing dissatisfaction with current state)
- **Relevant quotes:**
    - "We rely on buses in [the] area. Stop penalising us by causing congestion because of narrowing of roads."
    - "This is where affordable and reliable public transport options are important."
    - "Make public transport cheaper and therefore more desirable."
    - "I agree but this is not achieved with road closures, this is achieved with better, low emission buses and more reliable bus times."
    - "Slowing public transport on congested roads helps no one."

Theme 6: Importance of equity and inclusivity

- **Description:** These comments explicitly agree with the premise of the question, stating that climate actions must be equitable and inclusive. The feedback frequently suggests that no one should be left behind in the transition to lower carbon emissions and that policies should be designed with direct input from affected communities.
- **Comment count:** 16
- **Sentiment:** Positive (affirming the principle)
- **Relevant quotes:**
    - "Equity must be a core consideration."
    - "Strongly agree with this, if climate actions don't take into account equity, they won't work."

    - "Achieving lower carbon emissions from transport is essential for our shared future, but it must not come at the cost of fairness or equity."
    - "Equitable climate action means ensuring that no one is left behind."

Theme 7: Scepticism/opposition to climate action and Council's approach

- **Description:** Some comments express doubt about the effectiveness or necessity of local climate actions, with some questioning the science of climate change or stating that Hackney's efforts are negligible in the global context. The feedback frequently suggests the council's focus is misdirected, citing a prioritisation of "virtue signaling" over more immediate local issues like potholes or crime. Some comments also suggest the council of having a "pro-cyclist" bias or of using climate action as a pretext for other agendas.
- **Comment count:** 16
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Carbon emissions? Explain why CO2 is pumped into greenhouses to improve growth and yields. The whole carbon emissions scenario is based upon data going back to [the] mid 1800s. The climate has been changing for hundreds of millions of years without any input from human beings."
    - "The UK as a whole produces less than 1 percent of the world emissions. Turn off the whole of the UK tomorrow it would make no difference to climate change. We are a dot on a world map if you can’t see that then you are part of the problem not the solution."
    - "I couldn't agree more. Stop the whole Climate action shooting match. It is First World nonsense which should not be a burden onto the rate payers of Hackney."
    - "You are dragging me and everyone into your vanity goals that aren't even achievable when companies and big industries literally undo everything you try and change."

Theme 8: Support for active travel (with caveats)

- **Description:** These comments were generally supportive of active travel (cycling and walking), but frequently included caveats about safety concerns (e.g. cyclists on pavements), the need for proper infrastructure (safe segregated lanes), and the recognition that active travel is not feasible for everyone.
- **Comment count:** 12
- **Sentiment:** Mixed (generally positive but with concerns about implementation)

- **Relevant quotes:**
    - "Active travel is free or nearly free, prioritising it will help those on low incomes."
    - "Connecting by safe separate cycle lanes or enforced LTNs [is] especially important when cycling with children which is how we get around."
    - "Provided this means allowing for adapted cycles for disabled groups, allowing for access to cycling [for] everyone given that it is cheaper than public transport, and should also include access to safe cycling for children."
    - "Please keep improving cycling infrastructure!! Create liveable neighbourhoods like Islington!"
    - "Space for cycling and walking is space for people in adapted disabled transport such as mobility scooters."

Theme 9: Concerns about cycling behaviour

- **Description:** These comments address r cyclists' behaviour, such as riding on pavements, breaking speed limits, and running red lights. The feedback notes that these actions are perceived to pose dangers to pedestrians, particularly vulnerable groups.
- **Comment count:** 8
- **Sentiment:** Critical
- **Relevant quotes:**
    - "Get cyclists/bicycles off pavements."
    - "Cycling is good but a menace in the wrong places."
    - "Stop allowing hire bikes to be parked on the pavements."
    - "So why are you making it difficult for disabled people to drive and also walk as frightened of bikes on [the] pavement who ride at high speed. They don't care about pedestrians."
    - "They already DO impact those groups... my journeys as a disabled driver are much longer now, I sit in built up traffic for much longer, while cyclists/electric bikes whizz by, breaking the 20 mph speed limit which car drivers rarely achieve"

Theme 10: Call for balanced and broader approach

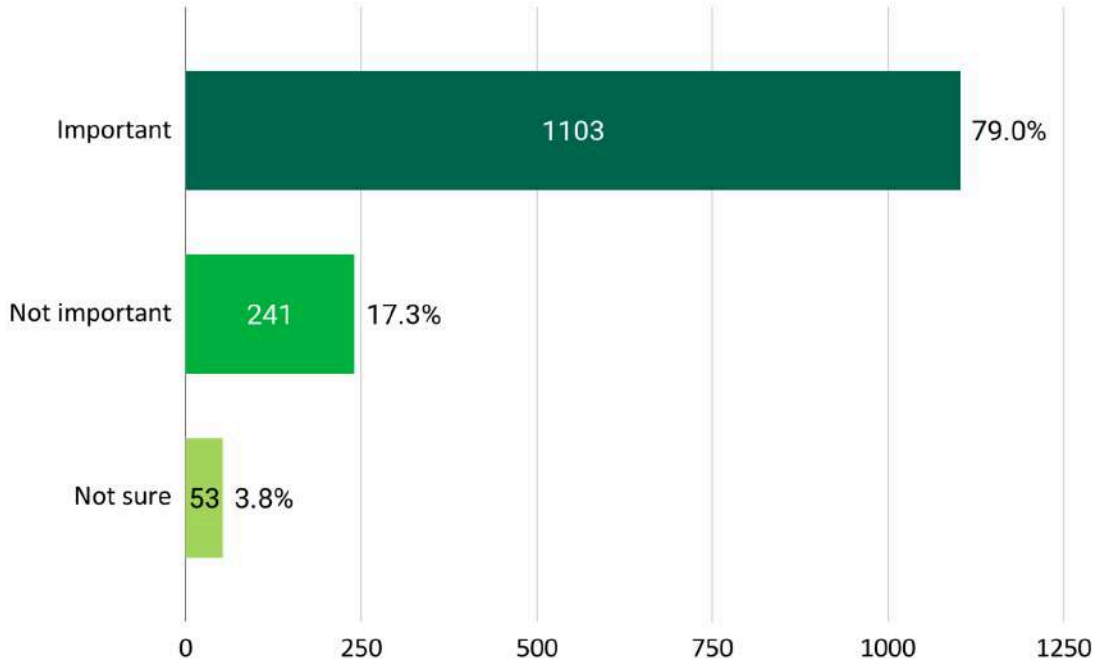
- **Description:** These comments advocate for a more holistic and balanced approach to transport policy, considering the needs of all residents, including car users and businesses, rather than focusing solely on specific groups or modes of transport. They suggest a need for broader consultation and a less "binary" view from the council.
- **Comment count:** 8

- **Sentiment:** Neutral to positive
- **Relevant quotes:**
    - "This is important to have fair access to transport but it shouldn't be a reason to make it even harder to access the borough by car, including for tradespeople."
    - "Balanced policies that allow essential vehicle use while reducing unnecessary emissions—not blanket restrictions that disproportionately harm vulnerable groups."
    - "It is good to be accessible, but we can help disadvantaged groups without forsaking necessary environmental improvements."
    - "This should also consider the working class people who are often not on what is considered to be 'lower incomes' - but are affected disproportionately as they are overlooked."

Theme 11: Shared transport solutions

- **Description:** These comments identify the role of shared transport modes (car clubs, shared bikes, e-scooters) in addressing transport inequity by providing access to vehicles without ownership costs, particularly for lower-income individuals.
- **Comment count:** 3
- **Sentiment:** Positive
- **Relevant quotes:**
    - "We define shared transport modes as those which allow access to modes of transport without the need to own them. This by definition therefore has a positive contribution to addressing transport inequity..."
    - "The positive impact on addressing transport and mobility inequalities can be enhanced through targeted subsidies by local governments to improve provision in areas of lower socioeconomic groups."
    - "There is a specific benefit relating to achieving lower carbon emissions from transport because shared schemes allow access to e-bikes and electric vehicles for those who cannot buy them outright."

Issue 11. Child friendly: Unwelcoming and dangerous streets limit independent travel and access to suitable open spaces for children, reducing opportunities for outdoor play, wandering, entertainment, social and environmental connection and feelings of safety and security at home and away from home. (Base 1397)



The chart above represents the views of respondents towards the issue 'Child friendly'. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 79%, stated that this issue was important (1103 - very important and somewhat important combined), with 17.3% of those stating it was not important (241 - not very important and not important at all combined), and 3.8% of respondents stating not sure (53).

Respondents were asked if they had any comments, with a total of 413 comments received which were analysed into key themes:

Theme 1: Safety concerns (beyond traffic)

- **Description:** This theme addresses concerns about child safety that extend beyond vehicle traffic, primarily focusing on crime, antisocial behaviour, and the perceived lack of police presence. Many comments suggest that issues like knife crime, muggings, drug dealing, and aggressive individuals are the primary deterrents to children playing or traveling independently.
- **Comment count:** 83
- **Sentiment:** Strongly critical

- **Relevant quotes:**
    - "What concerns me about my child playing out and about is not the traffic... What concerns me are the absolute lunatics walking the streets."
    - "There needs to be more police patrolling the streets as crime and harassment is quite bad"
    - "The streets are not safe not because of traffic but because of the antisocial behaviour on Hackney streets. There needs to be parks which have nice playgrounds so kids can play there. Sadly many parks have a lot of antisocial groups in which means it's not safe..you need to have patrols or cctv to deter them"
    - "Knife crime, up, burglaries, up, mugging, up, mobile phones theft, up. Crime in Hackney (as well as other London Boroughs) are up, why? Because of cuts in police services; cuts in housing services."

Theme 2: Role of parks and designated play spaces

- **Description:** Many comments emphasise that parks and designated playgrounds are the appropriate and preferred places for children to play, rather than streets. There is a strong belief that Hackney already has ample green spaces, and efforts should focus on maintaining or improving these existing facilities, rather than attempting to transform streets into play areas.
- **Comment count:** 59
- **Sentiment:** Mixed to positive (regarding the existence of parks), negative (regarding streets as play areas)
- **Relevant quotes:**
    - "Children should not be playing in the street. There are fantastic facilities for children to play in, and parks etc that need to be maintained and not let into disrepair as they have been and shut down."
    - "Hackney has ample parks and open spaces more than any other megacity in Europe"
    - "Money would be better invested in playgrounds, I would much prefer my children to play in a playgrounds than on a street."
    - "Hackney has dozens of parks for kids to play in.

Theme 3: Impact of Low Traffic Neighbourhoods (LTNs)

- **Description:** A significant number of comments directly link perceived dangers, increased traffic on main roads, and reduced accessibility to the implementation of Low Traffic Neighbourhoods (LTNs) and ‘road closures’. Many comments suggest that these measures create "ghost towns" or

"ghettos" in some areas, making them less safe, while pushing more traffic onto other residential streets.

- **Comment count:** 64
- **Sentiment:** Strongly critical
- **Relevant quotes:**
    - "Your policy is to funnel all traffic into the roads with the highest footfall and residential densities thereby maximising the negative externalities of cars."
    - "My son was mugged by a youth with a knife in a LTN by a park (Butterfield green). Parents express to me their concerns about desolate streets due to LTNs"
    - "As a parent, I find the increased traffic congestion resulting from LTNs and cycle lanes makes it less safe and less practical to take my children to school."
    - "By closing the streets off with the LTN it has made many streets deserted and unsafe to walk. Thieves with mopeds or bikes approach individuals."

Theme 4: Parental responsibility and changing social norms

- **Description:** This theme addresses the view that parents have the primary responsibility for their children's safety and education regarding road use. Comments frequently mention that children's independent travel is less common than in previous generations. The feedback suggests this is due to changing societal norms, increased parental anxiety, and the prevalence of screen-based entertainment.
- **Comment count:** 43
- **Sentiment:** Neutral to slightly critical (on the idea of "wandering")
- **Relevant quotes:**
    - "Children do not play out like they did a few generations ago and are usually supervised by adults when they do so now."
    - "Wandering? ...In an ideal world with zero crime and child predators, yes. But no responsible parent is going to let a child (under 12 for example) just wander the streets - this isn't Victorian London!!"
    - "It's up to parents to teach and train their children to behave in [the] streets."
    - "What happened to teaching kids road safety? I went to primary school in Hackney many moons ago, my kids went to school in Hackney as well, we were both taught road safety, not anymore."
    - "Parents are so worried they often micromanage their child's lives. Children travel to and from school independently on the transport

system... Parents need to teach their children to be independent and be aware of their situations"

Theme 5: Cycling safety and infrastructure

- **Description:** This theme addresses the dual nature of cycling. While some support more cycle lanes for safety, a significant number of comments express concern about the danger posed by cyclists (especially e-bikes and delivery riders) who speed, ignore traffic signals, or ride on pavements and in parks, making these areas unsafe for children and pedestrians.
- **Comment count:** 34
- **Sentiment:** Mixed (positive for proper infrastructure, critical for current cyclist behaviour)
- **Relevant quotes:**
    - "The most dangerous aspect of Hackney's streets is e-bike use, especially in London Fields and other pedestrianised areas. The roads and pavements are generally ok."
    - "Clearer distinctions between walkways and roads needed. Too many cyclists speeding near pedestrians. Cyclists have made roads dangerous because they drive through red lights. Cyclists also ride on the pavement and speed through parks."
    - "Dangerous streets now include streets that are cycle highways. I am very pro cycling but something needs to be done to ensure that cycling is safe for everyone including children that want to cycle."
    - "Electric bike go to fast and are really heavy they should be treated as motorbikes, Broadway market becomes an highway during rush hours, there should be pedestrian crossing or the council should reroute the cycle path to sheep lane which is less busy"
    - "Shared pedestrian/cycle ways are lethal eg: Millfields where children playing can easily forget fast cycles can mow them down when they stray onto the path."

Theme 6: Traffic management and road design issues

- **Description:** This theme addresses specific concerns about traffic speed, volume, congestion, and road design that are cited as impacting the safety of children The feedback includes requests for better enforcement of speed limits, traffic calming measures, and improved pedestrian infrastructure.
- **Comment count:** 33
- **Sentiment:** Critical/requesting
- **Relevant quotes:**

    - "I'd like to see a 20mph limit on all streets in Hackney and more cameras to enforce it as I regularly see cars ignoring it near Millfields Park."
    - "I am writing to express serious concerns about traffic and pedestrian safety on Cazenove Road. Despite the fact that the street is home to multiple schools and a high number of children playing outside throughout the day, traffic is both heavy and reckless."
    - "Safer pedestrian crossings with longer crossing times to accommodate children and those with mobility issues."
    - "The main road outside my children's school - Jubilee - is unsafe. Filled with non-ULEZ compliant vehicles, drivers on phones, doing dangerous manoeuvres, reversing onto pavement, speeding."
    - "Road traffic collisions are a principal safety concern to every parent."

Theme 7: Lack of youth facilities and support

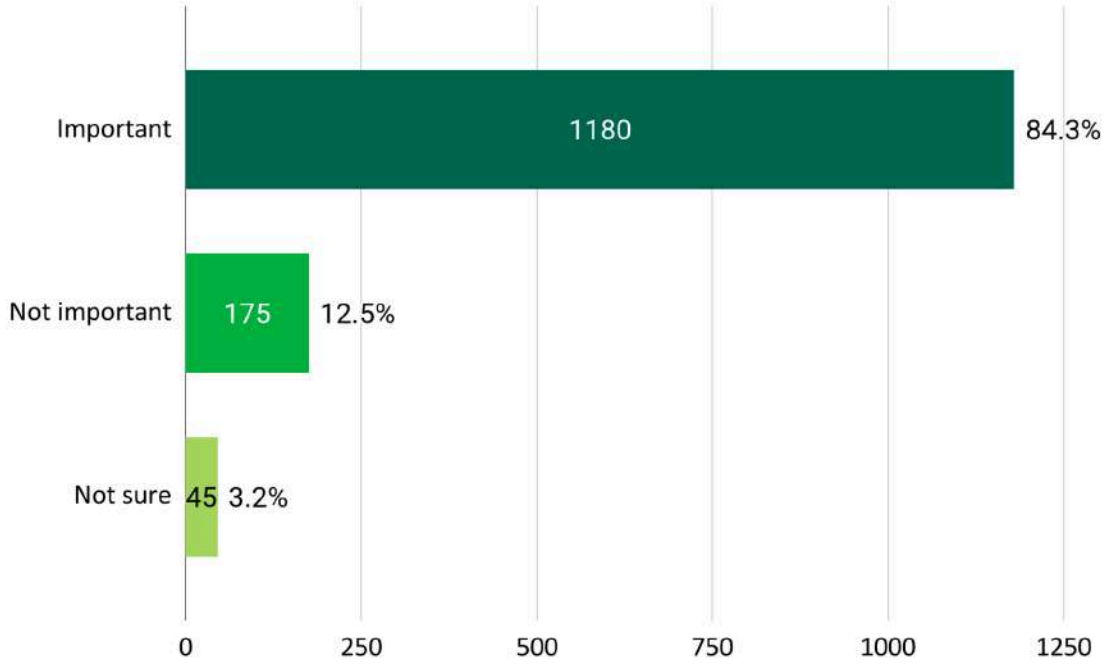
- **Description:** Several comments address a broader issue of insufficient youth clubs, activities, and community support for children and teenagers. This is cited as contributing to children being on the streets with less structured engagement, which is perceived to increase their vulnerability to negative influences.
- **Comment count:** 18
- **Sentiment:** Critical
- **Relevant quotes:**
    - "There are no youth clubs and the streets are dangerous. There are no on street police because numbers are down and the roads are not being used. Knife crime is up."
    - "You shut down I think 6 early years centers and various youth centres, created ghettos and crime hot spots with your LTNs and road closures meaning gangs can operate freely and using illegal or stolen electric cycles can escape with no recompense."
    - "Reopen children's centres, clubs for evening activities so [they're] not hanging on streets."

Theme 8: Accessibility for all (including disabled/elderly)

- **Description:** While focusing on children, some comments broaden the scope to include accessibility challenges for other vulnerable groups, such as the elderly, disabled individuals, and those with buggies. Comments cited issues like uneven pavements, inaccessible transport, and road closures as concerns for these groups' ability to travel independently.
- **Comment count:** 8

- **Sentiment:** Critical
- **Relevant quotes:**
    - "While the magnificent London plane trees that line the street are a vital part of its character and must be preserved, the uneven sidewalks—damaged by tree roots—pose a serious hazard. Accessibility is a major concern, particularly for wheelchair users, people with buggies, and elderly residents."
    - "Accessible, child-friendly public transport routes that make it easier for families to move around safely."
    - "Children, elderly, and disabled blind and hard of hearing face more danger from cyclists, electric cycles and the idiots on electric scooters in these closed off streets."
    - "Independent travel for me and other disabled people IS using our car"

Issue 12. Affordable: High cost of travel can isolate residents by restricting journeys that support participation in hobbies, social activities and the workforce, impacting quality of life and opportunities to maximise potential. (Base 1400)



The chart above represents the views of respondents towards the issue ‘Affordable’. Respondents were asked to rank how important this issue is to them.

The majority of respondents, 84.3%, stated that this issue was important (1180 - very important and somewhat important combined), with 12.5% of those stating it was not important (175 - not very important and not important at all combined), and 3.2% of respondents stating not sure (45).

Respondents were asked if they had any comments, with a total of 330 comments received which were analysed into key themes:

Theme 1: High cost of public transport

- **Description**: This theme addresses concerns over the high cost of public transport, particularly trains and the Overground. Comments frequently cite cost as a major barrier to travel within and outside Hackney. While some responses acknowledge free or discounted travel for certain groups (elderly, disabled, children), the feedback indicates that fares are disproportionately high for regular income earners and families.
- **Comment count:** 115
- **Sentiment:** Critical/frustrated
- **Relevant quotes:**
    - "Transport is very expensive in London compared to other European capitals. And rent and cost of living [are] already high."
    - "An overground ticket one way for 3 stops is £3.50!!! This is people's meal budget for a day or more. Travel needs to be supported/or reduced."
    - "I am on a very low wage and I think twice every time about whether I need to take a bus or a train journey."
    - "The cost of transport in London is prohibitively expensive for many people."

Theme 2: Impact of Low Traffic Neighbourhoods (LTNs)

- **Description**: Many comments directly link the high cost and inconvenience of travel to Low Traffic Neighbourhoods (LTNs) and ‘road closures’. Respondents cite increased journey times, higher fuel costs due to diversions, and issues with taxi and minicab accessibility. The feedback frequently expresses a sense of being restricted and penalised.
- **Comment count:** 29
- **Sentiment:** Critical, with many citing frustration and anger.
- **Relevant quotes:**
    - "This is because journey times have increased due to LTNs. Remove them and get the traffic moving."
    - "LTNs have done this. Taxi and mini cabs refuse to pick up in LTNs."

    - "You are creating the high travel costs with your LTN'S and bus gates, for example Clissold Park to Clapton Pond originally 10 minutes now anything up to an hour!!!!!"
    - "Open up the roads and travel will be cheaper, taxis will cost less, can change buses within an hour so only pay once.... All can be solved if you open up the roads."
    - "Limiting people to cycling or walking distance also reduces their opportunity and potential in life."

Theme 3: Car dependency and parking costs

- **Description**: For many respondents, car travel is seen as a necessity, not a luxury, particularly for families, disabled individuals, and those with specific work requirements. Comments frequently cite frustration regarding high parking costs, ULEZ charges, and a perceived discrimination against car owners. The feedback often suggests that driving can be cheaper than public transport for certain journeys.
- **Comment count:** 30
- **Sentiment:** Critical, with many citing a sense of being unfairly targeted and financially burdened.
- **Relevant quotes:**
    - "A motor car gives freedom and is cheaper than public transport."
    - "Many families who rely on private vehicles due to accessibility challenges cannot afford Ultra Low Emission Zone (ULEZ) charges, rising fuel costs, or expensive parking fees."
    - "For a family it's almost always cheaper to travel by car than by very expensive public transportation."

Theme 4: Accessibility and concessions

- **Description**: This theme addresses the importance of accessible travel and existing concessions, such as the Freedom Pass for over 60s and disabled individuals. While grateful for these, some comments highlight the challenges faced by those who don't qualify or still struggle with public transport accessibility (e.g. lack of lifts at stations, difficulty with multiple changes).
- **Comment count:** 21
- **Sentiment:** Generally positive regarding existing concessions, but with concerns about their limitations and broader accessibility issues.
- **Relevant quotes:**
    - "Very important to many, but as an over 60 I enjoy free travel"
    - "As a parent of three autistic children, the high cost of travel is a major barrier to inclusion, independence, and participation in daily life."

    - "The Freedom Pass is of inestimable social value to those of us who qualify to use them."
    - "Not very nice waiting for an overdue bus in the pouring rain to find out there's no space for room for a wheelchair when it arrives."

Theme 5: Call for cheaper/free public transport and better services

- **Description**: Many comments directly advocate for reducing public transport fares or making it free for certain groups, or even universally. There's a desire for improved service quality, reliability, and frequency, with the understanding that this would encourage greater ridership.
- **Comment count:** 26
- **Sentiment:** Positive and hopeful for change, expressing a request for intervention.
- **Relevant quotes:**
    - "Reduce fares for a change?"
    - "Public transport could be free to those on low incomes."
    - "Scrap all LTNs and make buses free."
    - "Lower the cost of travel, especially public transport. I use the bus to travel to work and bus travel costs have increased whilst the service has deteriorated."
    - "Make things that are accessible to all."

Theme 6: Active travel alternatives (walking & cycling)

- **Description**: This theme addresses walking and cycling as affordable or free alternatives. Some comments champion increased cycling infrastructure and safety, while others highlight the limitations of active travel for certain individuals (e.g. those with mobility issues, long distances) or express concerns about safety on roads.
- **Comment count:** 18
- **Sentiment:** Mixed, with enthusiasm for active travel but also recognition of its limitations and safety concerns.
- **Relevant quotes:**
    - "Walking is free and cycling is cheap."
    - "Improve cycling and walking infrastructure."
    - "But cycling is really not the answer for most people."
    - "Make cycling a primary transportation and reduce cars to make it safer and cleaner- more environmentally friendly."
    - "Connecting by safe separate cycle lanes or enforced LTNs [is] especially important when cycling with children which is how we get around."

Other issues

Are there other issues that you think we should address in the Transport Strategy? If yes, please tell us below. (Base 922)

Respondents were asked if they had comments on any other issues that they think should be addressed in the Transport Strategy, with a total of 922 comments received which were analysed into key themes:

Theme 1: Low Traffic Neighbourhoods (LTNs)

- **Description:** This theme encompasses discussions around the implementation, impact, and reversal of Low Traffic Neighbourhoods and 'road closures'. It includes concerns about traffic displacement, increased congestion and pollution on main roads, and accessibility issues for residents and essential services. The feedback also frequently mentions opposition to council policy and a perceived lack of genuine consultation..
- **Comment count:** 93
- **Sentiment:** Critical, with a minority expressing strong support.
- **Relevant quotes:**
    - "Cancel LTNs that are just money making traps for Hackney council. Open the roads again and invest money in resurfacing the roads that are in terrible condition."
    - "LTNs and bus gates make the pollution worse on the main busy roads for the children attending schools on main roads and residents living there"
    - "REVERSE ALL LTNS. No drivers in Hackney wanted these and the negative impacts far outweigh any positives that Hackney pretends there are."
    - "Please keep the LTNs, they have changed my area so much for the better. The streets are much calmer and my windows need cleaning far less which means less pollution."

Theme 2: Cycling infrastructure & safety

- **Description:** This theme addresses comments related to the provision, quality, and safety of cycling infrastructure, including cycle lanes, bike hangers, and the need for more protected routes. It also addresses significant concerns about dangerous cycling behaviour, particularly involving e-bikes and rental bikes (Lime/Forest), and their impact on pedestrian safety and pavement obstruction.
- **Comment count:** 84

- **Sentiment:** Mixed. While there's positive sentiment for more and better infrastructure, there's strong critical sentiment regarding unsafe cycling practices and the obstruction of rental bikes.
- **Relevant quotes:**
    - "When quality safe cycling infrastructure is introduced, you can see that this gets used and encourages more cycling. Please continue to prioritise this."
    - "E-bikes are dangerous. E-bikes and scooters should be banned from public parks including cycle ways."
    - "Get cyclists (and their parked bicycles) off pavements and other pedestrianised areas such as the Narrow Way."
    - "Cyclists putting themselves or others in danger by ignoring lights cycling on pavements even when cycle lanes are provided, going at very dangerous speeds especially electric bikes not stopping or manoeuvring around people on zebra crossings etc."
    - "More bicycle hangers for any version of a non-car centric London. It is not reasonable to be waiting 5+ years for a space in an on street hanger."

Theme 3: Public transport (buses & trains)

- **Description:** This theme addresses the reliability, frequency, cleanliness, and accessibility of public transport, particularly buses and the Overground. It also includes comments about overcrowding, rerouted services, the impact of LTNs on bus speeds, and the need for better connections.
- **Comment count:** 37
- **Sentiment:** Critical due to perceived unreliability, overcrowding, service cuts, and slow journey times.
- **Relevant quotes:**
    - "The Overground line to Stratford is incredibly unreliable. Trains are often cancelled. Many weekends the service does not even run due to Engineering Works."
    - "The regularity of local buses like the 394. Coming 15 minutes apart is not absolutely enough for the number of infirm and vulnerable people who need to use it at busy times."
    - "Buses naturally use main roads. Cars that can’t use minor roads due to LTNs now use main roads. What has happened to the speed of buses along BP Rd and Dalston Lane plus Essex Rd and Southgate Rd."
    - "Bus travel is so slow, it disadvantages people on low incomes."
    - "Free travel for children is a nightmare when you're travelling."

Theme 4: Pedestrian environment & safety

- **Description:** This theme addresses issues related to the quality and safety of pavements and walking spaces. Comments frequently mention obstructions (e.g. dumped bikes, rubbish, street furniture), uneven surfaces, and concerns about cyclists and e-scooters on pedestrian areas. The feedback also cites a need for better crossings and general pedestrian priority.
- **Comment count:** 76
- **Sentiment:** Critical, with many comments citing a perceived lack of safety, poor maintenance, and widespread obstructions.
- **Relevant quotes:**
    - "Please stop cluttering the pavements. It is terrible to be a walker in Hackney."
    - "80% of people using any road are pedestrians. Make this work for us please."
    - "More consideration for pedestrians. Cars and cycles seem to take precedence."
    - "The cycle way in London Fields needs to have a physical barrier from the pedestrian section."
    - "Pavements need to be levelled."

Theme 5: Accessibility for vulnerable groups (disabled, elderly, families)

- **Description:** This theme addresses the challenges reported by disabled individuals, the elderly, and families with young children due to transport changes and road restrictions. The feedback includes concerns about access to healthcare, shops, and social visits, as well as the suitability of public transport and the need for car access exemptions for these groups.
- **Comment count:** 29
- **Sentiment**: Critical, with many comments citing feelings of exclusion, increased difficulty, and inadequate consideration.
- **Relevant quotes:**
    - "Yes, there are several additional issues that should be addressed in Hackney's Transport Strategy to ensure it is fully inclusive, accessible, and equitable for all residents, especially those with disabilities, carers, and families with additional needs."
    - "It's important to recognise that not all blue badge holders use their own car."
    - "Older people often need a car to get around and should not be penalised for this."
    - "How [will] vulnerable people get around with mobility issues when all the roads are closed and buses diverted... they will hardly benefit from all the greenery."

    - "The transport system is extremely unfair for people who are older [and] have disabilities, but also intergenerational people with disabilities who are forgotten and people with unseen disabilities and pedestrians are completely forgotten."

Theme 6: Parking & car ownership

- **Description:** This theme addresses comments related to parking availability, cost, and the allocation of space for private car parking versus other uses. It also includes sentiment about the pressure to reduce car ownership and the perceived penalisation of car users.
- **Comment count:** 67
- **Sentiment:** Mixed. Critical sentiment from car owners regarding cost and reduced spaces, contrasted with positive sentiment from those advocating for less car dependency and improved quality of public realm.
- **Relevant quotes:**
    - "Parking remains ludicrously cheap in Hackney... Hackney should significantly increase parking charges to fund public realm and transport improvements."
    - "Stop penalising drivers. This war on the car has got to stop."
    - "More parking spaces for cars."
    - "Reduce on-street parking with year-on-year reduction targets"
    - "Eliminate HACKNEY RESIDENT car parking Zones."

Theme 7: Pollution (air & noise)

- **Description:** This theme addresses concerns about both air and noise pollution, particularly on main roads due to diverted traffic from LTNs. It also includes mentions of sources like idling cars, modified vehicle exhausts, and large delivery vehicles, as well as the impact on public health.
- **Comment count:** 42
- **Sentiment:** Strongly critical.
- **Relevant quotes:**
    - "LTN and bus gates make the pollution worse on the main busy roads for the children attending schools on main roads and residents living there."
    - "Noise pollution is increasing- especially when traffic is funnelled into particular streets. Loud scooters/motorbikes make disproportionate loud noise"
    - "Ban and fines for idling cars."
    - "The A105 is still extremely noisy, and we still get lots of cars speeding down Evering Road despite previous efforts to turn it into a LTN."

Theme 8: Road maintenance & quality

- **Description:** This theme addresses the conditions of roads and pavements, including potholes, uneven surfaces, and trip hazards. The feedback also includes comments about the impact of roadworks and the need for better maintenance and coordination of street repairs.
- **Comment count:** 39
- **Sentiment:** Critical.
- **Relevant quotes:**
    - "Better road surfacing for cyclists, so many roads are really bumpy and have potholes and huge dips around manhole covers etc which makes cycling really uncomfortable and actually dangerous."
    - "Open the roads again and invest money in resurfacing the roads that are in terrible condition."
    - "Coordination of digging up pavements/streets for new cabling etc."
    - "Road surfaces, potholes, tree roots make it extremely difficult for wheelchair and mobility scooter users."

Theme 9: Enforcement & policing

- **Description:** This theme addresses the perceived need for stricter enforcement of traffic laws, including speeding, cycling on pavements, illegal parking, and violations by delivery riders. The feedback also mentions concerns about antisocial behaviour and crime on public transport and streets.
- **Comment count:** 55
- **Sentiment:** Critical due to perceived lack of effective enforcement and rising safety concerns.
- **Relevant quotes:**
    - "Enforcement!"
    - "Prosecute cyclists who jump the lights and cycle on pavements."
    - "More speed cameras, especially in Stamford Hill where driving is very dangerous."
    - "Safety and Crime. More police presence. I saw someone get mugged in the tunnel between Hackney Downs & Hackney Central."
    - "Police school streets better to avoid the dangerous situation where cars drive through essentially pedestrianised areas with impunity."

Theme 10. Economic & social impact

- **Description:** This theme addresses the perceived economic impacts of transport policies on local businesses, as well as broader social concerns such

as gentrification, the cost of living, and the effects on long-standing, lower-income, and non-white communities.

- **Comment count:** 70
- **Sentiment:** Critical, highlighting feelings of unfairness and community disruption.
- **Relevant quotes:**
    - "Stop penalising the lower middle and working classes that were born and bred in this borough... we get penalised by the council trying to get to work with all the roads shut."
    - "Stop closing off roads and destroying shops and hospitality businesses."
    - "As a Muslim, access to mosques around Hackney is very important. Like neighbouring boroughs restrictions should be lifted during Friday prayer times near Hackney Mosque."
    - "Residents feel at an all time low regarding travelling around Hackney due to the horrendous road closures."

Theme 11: Cross-borough & TfL coordination

- **Description:** This theme addresses comments calling for better coordination and collaboration between Hackney Council, Transport for London (TfL), and neighbouring boroughs to ensure a more cohesive and efficient transport network that considers travel beyond Hackney's borders.
- **Comment count:** 33
- **Sentiment:** Critical, citing perceived isolated decision-making and lack of integrated planning.
- **Relevant quotes:**
    - "Hackney is not an island but for many other Londoners is an area to cross (by car, bus, etc.)."
    - "Work closely with TFL and the Mayor."
    - "The transport strategy should be linked to, and coordinated with GLA and the other London boroughs."
    - "Pressing the central government to [provide] more support for local and national initiatives for reducing carbon emissions."

Theme 12: Green spaces & urban planning

- **Description:** This theme addresses comments related to broader environmental and urban planning initiatives beyond transport, such as tree planting, rain gardens, and parklets, as well as concerns about overall street clutter and the creation of "dead zones."
- **Comment count:** 57

- **Sentiment:** Mixed. Generally positive towards more greening, but critical when it impacts accessibility or adds to street clutter.
- **Relevant quotes:**
    - "Keep on with your wonderful tree planting and rain garden creation. That will help reduce flooding and help protect us from the heatwaves."
    - "More greenery and cleaner streets."
    - "Please stop cluttering the pavements. It is terrible to be a walker in Hackney."
    - "Stop planting trees on roads, this is so dangerous and obstructs the view of both pedestrians and drivers."
    - "Remove plant pots and open up our streets again. The road closure has caused far more problems."

Theme 13: Cost of transport

- **Description:** This theme addresses the affordability of public transport and the financial burden of charges for car users (e.g. council tax, parking permits, ULEZ, congestion charge).
- **Comment count:** 47
- **Sentiment:** Critical due to high costs and perceived unfairness.
- **Relevant quotes:**
    - "Lower council tax so that people can afford transportation, and can spend money in local businesses and renovate their homes."
    - "Reduce the cost of visitors' car passes so that the elderly and the disabled can receive more visitors."
    - "Make transport less expensive."
    - "The overground... very pricey and out of reach for most."
    - "Stop overcharging people for train tickets and bus tickets make [it] cheap [so] that people will prefer public transport."

Theme 14: Electric Vehicles (EVs) & charging

- **Description:** This theme addresses comments about the availability of electric vehicle charging points, incentives for EV adoption, and the desire for more low-emission vehicles in the borough, while also noting current infrastructure limitations.
- **Comment count:** 50
- **Sentiment:** Mixed. Generally positive towards EV adoption for environmental benefits, but concerns exist about charging point distribution and cost.
- **Relevant quotes:**
    - "More electric charging points for electric cars."

    - "If charging would have been much cheaper than gas, and receive benefits of owning [an] electric car, more people would take it into consideration."
    - "More Investment in low-emission, accessible taxis and buses."
    - "Until everyone owns an electric car, the emissions will remain high due to the reduction in MPH directive at 20 which keeps cars in 1st or 2nd gear driving slowly."

Theme 15: Specific road & junction concerns

- **Description:** This theme addresses comments about specific areas, roads, or junctions within Hackney that require attention due to congestion, safety issues, or poor design.
- **Comment count:** 37
- **Sentiment:** Critical.
- **Relevant quotes:**
    - "Improve Dalston Lane and Graham Rd."
    - "The turn at Englefield Road onto Southgate is unsafe as cars ignore the no right turn sign."
    - "Homerton high street leading onto Morning Lane. Hackney roads need more bus lanes."
    - "The Stoke Newington gyratory also needs urgent attention"
    - "Cricketfield Road has seen a huge increase in traffic. Any effort to reduce it would make life significantly more pleasant for residents who struggle with both noise at all hours and high levels of pollution."

Theme 16: General traffic reduction

- **Description:** This theme addresses statements advocating for the overall reduction of private car use and through traffic within the borough, emphasising environmental and quality-of-life benefits.
- **Comment count:** 34
- **Sentiment:** Generally positive for the goal of reducing traffic.
- **Relevant quotes:**
    - "Reduce car dependency across [the] borough."
    - "We need to radically reduce the amount of private road traffic."
    - "Anything that discourages people from jumping in their cars would improve everyone's lives"

Theme 17: Speed limits

- **Description:** This theme discusses the 20 mph speed limit, concerns about speeding vehicles, and the desire for more effective enforcement and speed cameras.
- **Comment count:** 34
- **Sentiment:** Mixed. Some support for lower limits and enforcement, but also concerns about their impact on traffic flow.
- **Relevant quotes:**
    - "Please put in more speed cameras to stop the epidemic of speeding!"
    - "20mph zones on main roads are ludicrous."
    - "The new 20 mph limit is very useful and has saved many lives. MANY CHILDRENS LIVES."
    - "Speeding cars down rat run roads is a real danger to residents."
    - "More enforcement of the 20 mph speed limit."

Low Traffic Neighbourhood (LTN) analysis

The consultation's format, which focused on 12 issues, was supplemented by open-ended questions to capture a wider range of feedback. A review of the qualitative data demonstrated that Low Traffic Neighbourhoods (LTNs) were a prominent and recurring topic. The frequency of comments on this subject, which appeared across multiple themes and the focus groups feedback, indicated that a dedicated, supplementary analysis of all LTN-related comments would ensure a comprehensive understanding of public sentiment on this particular topic.

This analysis examines the sentiment and demographic patterns surrounding Low Traffic Neighbourhoods (LTNs) in the responses. The findings reveal significant engagement with LTN-related issues, with 34.1% of respondents (490 out of 1,437) specifically mentioning LTNs in their comments. The analysis found that among comments with a clear opinion on these schemes, negative views were more common (57.2% compared to 42.8% of positive views). The analysis also revealed that people's views varied by age and disability status. Middle-aged and older residents were more likely to comment on LTNs, and negative sentiment on the topic tended to increase with age. Disabled respondents were also more likely to comment negatively on LTNs. No significant difference was found in sentiment amongst genders.

Methodology

The analysis examined 13 comment fields from the 12 issues and ‘other issues’ questions. A systematic approach was used to identify LTN-related comments:

Keyword search: All 13 comment fields were searched for words and phrases related to LTNs such as "low traffic neighbourhood," "road closure," and "planters."

Sentiment score: All identified comments were assigned a score to indicate whether the feedback was positive, negative or neutral. To keep this objective, this focused on comments that expressed a clear opinion.

Demographic groupings: Demographic information provided by respondents was looked at to see if views on LTNs varied by age and other factors.

All data was handled anonymously to ensure the privacy of individual respondents.

Key findings

A high level of engagement

The volume of feedback on LTNs was substantial. Comments on the topic came from 490 respondents, making up more than one-third of the total number of people who took part in the consultation.

A polarised view on LTNs

Of the comments that expressed a clear opinion, more were negative than positive. The split was 57.2% negative, with concerns about the negative impacts of LTNs, and 42.8% positive, with support for the benefits of LTNs. However, it is important to note that many comments mentioned LTNs without expressing a strong opinion either way, suggesting that views are complex and nuanced.

Age and views on LTNs

Middle-aged and older residents (35+) were significantly more likely to comment on LTNs than younger residents, with 65.1% of LTN commenters aged between 35-64. It should be noted that 16-25 year olds are generally under-represented in consultations, and this was true of this consultation, with responses from under 25s making up only 3.4% of responses.The negative sentiment generally increases with age from 25-64, with peak negative sentiment found in the 75-84 age group (73.3%). The 65-74 age group shows lower negativity (47.9%) and the 25-34 age group shows equal positive/negative sentiment split (50%/50%).

Gender and views on LTNs

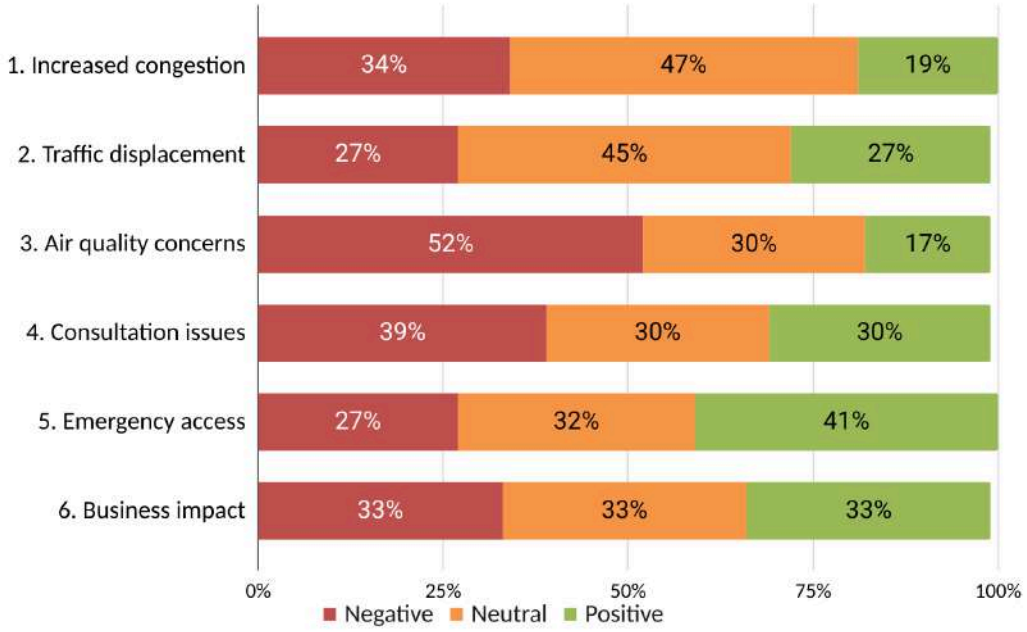
There was no statistically significant gender bias found in LTN-related comments, with 39% of comments from males, 48.5% of comments from females, and 1.5% of comments from those who identified as Non Binary. Women had a slightly higher negative sentiment (57.3% compared to 54.1% with men, and 55.6% of Non Binary) which is not statistically significant and may reflect broader safety and accessibility concerns rather than LTN-specific issues.

Disability and views on LTNs

Disabled respondents show a higher negative sentiment (31.3%, compared to 24.8% of non-disabled respondents), which can be attributed to concerns about accessibility and mobility impacts.

The most common concerns

A detailed analysis of comment content reveals the top six concerns driving negative sentiment.



The chart above represents the sentiment breakdown of the top six concerns in LTN-related comments. This is split by negative, neutral and positive sentiment, with a breakdown by percentage and key issues for each concern listed below.

1. **Increased congestion (117 mentions, 11.4% of LTN comments)**
    - Sentiment breakdown: 34% negative, 47% neutral, 19% positive
    - Key issues: Traffic jams, longer journey times, gridlock on boundary roads

2. **Traffic displacement (44 mentions, 4.3% of LTN comments)**
    - Sentiment breakdown: 27% negative, 45% neutral, 27% positive
    - Key issues: Traffic pushed onto main roads, unequal distribution of impacts

3. **Air quality concerns (23 mentions, 2.2% of LTN comments)**
    - Sentiment breakdown: 52% negative, 30% neutral, 17% positive
    - Key issues: Pollution concentration on main roads, emissions displacement

4. **Consultation issues (23 mentions, 2.2% of LTN comments)**

- Sentiment breakdown: 39% negative, 30% neutral, 30% positive
- Key issues: Lack of consultation, democratic deficit, imposed without consent

5. **Emergency access (22 mentions, 2.1% of LTN comments)**
    - Sentiment breakdown: 27% negative, 32% neutral, 41% positive
    - Key issues: Ambulance delays, fire service access, emergency response times

6. **Business impact (9 mentions, 0.9% of LTN comments)**
    - Sentiment breakdown: 33% negative, 33% neutral, 33% positive
    - Key issues: Delivery difficulties, customer access, economic impact on local businesses

'Emergency access' shows the most positive sentiment (41%), suggesting some residents appreciate improved emergency response in LTN areas, while air quality concerns show the highest negative sentiment (52%).

While negative sentiment dominates comments, positive responses reveal important benefits, such as:

- Improved safety: Reduced traffic speeds, safer streets for children
- Better air quality: Cleaner air in residential areas
- Enhanced livability: Quieter neighborhoods, more pleasant walking environment
- Cycling improvements: Better cycling infrastructure and safety

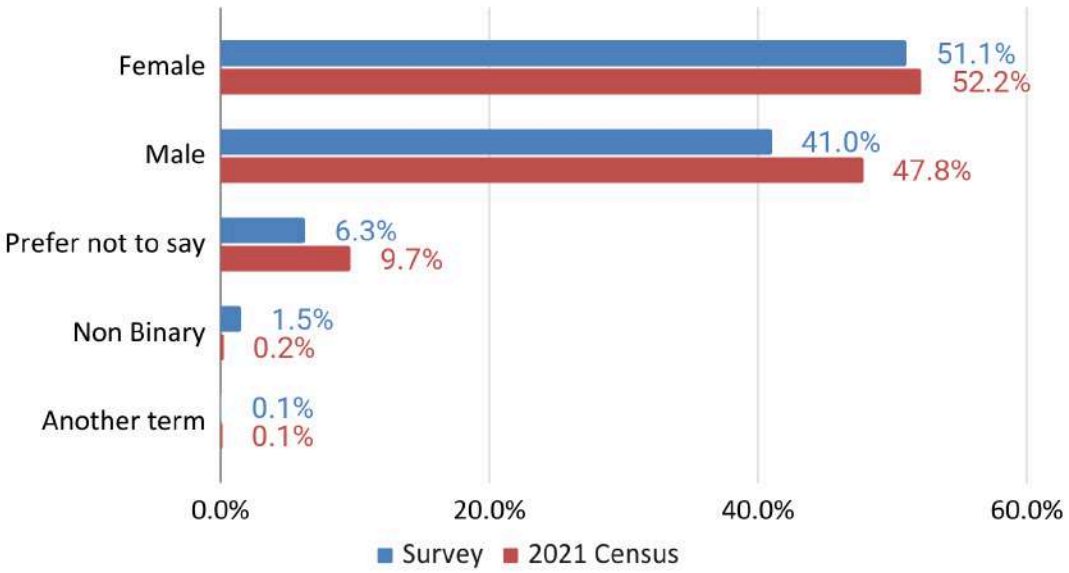
Overall sentiment

The analysis of LTN-related comments from the responses indicates a significant level of public engagement and a division in opinion. LTNs were a dominant topic, with over one-third of all respondents commenting on the issue. Of those expressing a clear sentiment, the majority were negative (57.2%), while a substantial minority were positive (42.8%). The analysis identified demographic patterns, with a higher likelihood of negative sentiment among older residents and those with a disability. The primary concerns raised in the negative comments centered on increased congestion and traffic displacement, while positive comments highlighted benefits such as improved safety and local livability. This demonstrates that LTNs are a key area of public interest, with distinct concerns and benefits by different groups.

About you

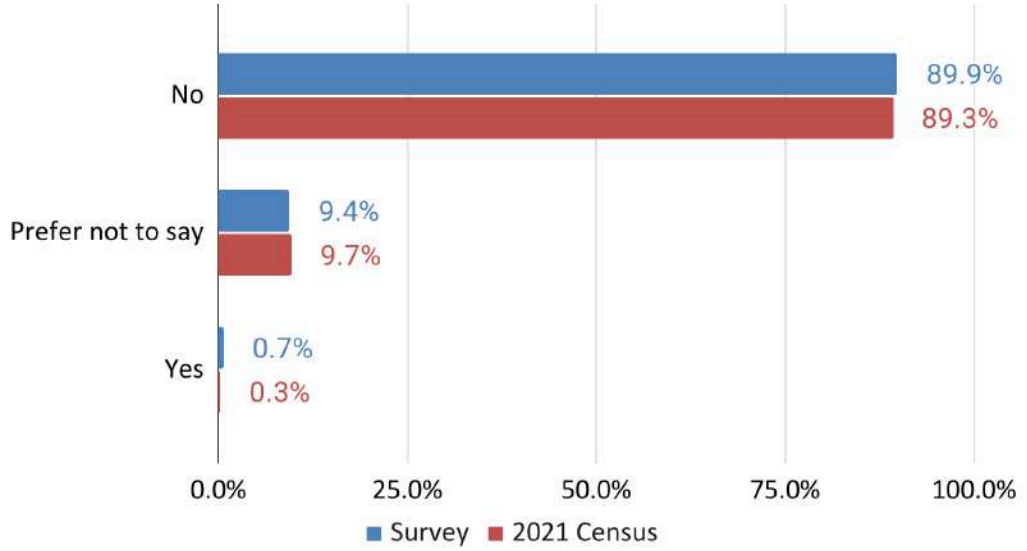
This section presents data from the 'About you' section of the survey. It is important to note that this part of the survey was optional, meaning not all respondents provided this information, and therefore those who chose to respond are not necessarily representative of Hackney's population as a whole. This means a direct comparison with the 2021 Census data for Hackney's population is not possible. While we use the Census data for context, the categories and percentages are not directly comparable, and therefore, the census percentages provided may not total to 100%.

Gender: Are you... (Base 1365)



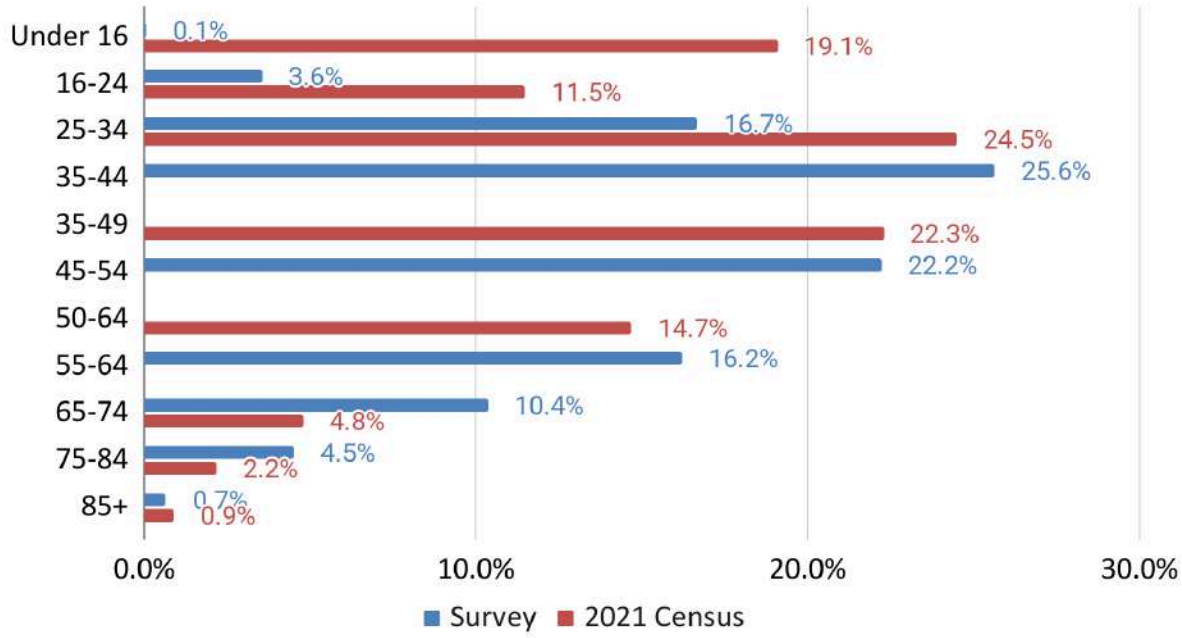
The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for gender. The data shows a similar percentage of those who identify as female between the survey and Census (51.1% and 52.2%, respectively), whereas males are slightly under-represented (41% and 47.8%, respectively) and Non Binary is over-represented (1.5% and 0.2%, respectively). The percentages for the 2021 Census data will not add up to 100%, as the data in the Census is split by questions relating to sex and gender identity, whereas the survey data is split by gender and transgender history as found below.

Are you transgender or do you have a history of being transgender? (Base 1326)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for transgender identity or history. The data shows that the percentages are similar between those who identify as or have a history of being transgender (0.7% and 0.3%, respectively) to those who do not (89.9% and 89.3%, respectively). As above, the percentages for the 2021 Census data will not add up to 100%, as the data in the Census is split by questions relating to sex and gender identity, whereas the survey data is split by gender and transgender history.

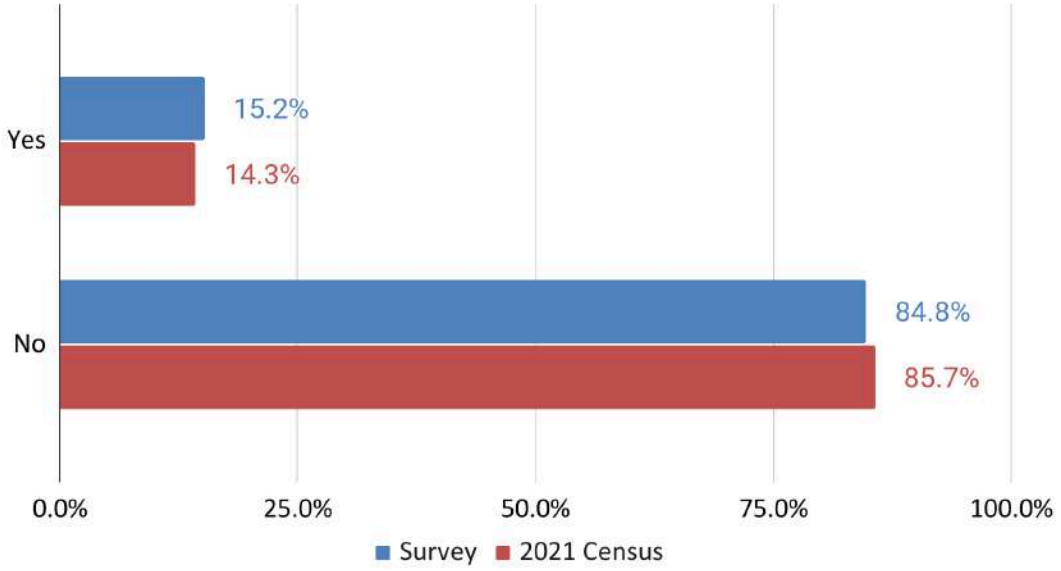
Age: what is your age group? (Base 1349)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for age. The age group categories differ between the survey and the 2021 Census, therefore are not always compared against each other. The under 16 category in the Census includes all age groups from birth, and so cannot be compared to those who will take part in consultations. The 16-24 category in the Census includes categories 16-19 and 20-24. There is an overlap between the 35-64 age groups.

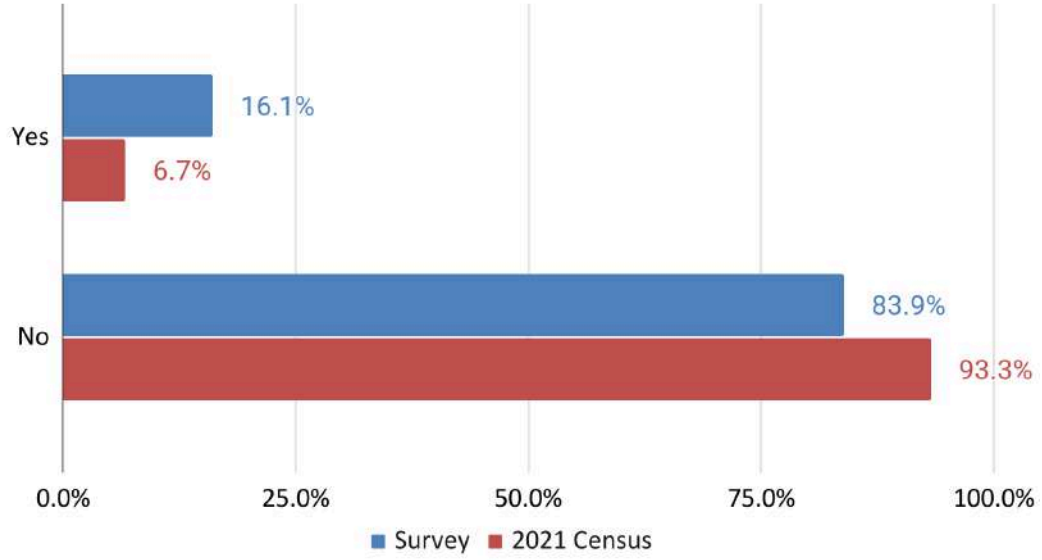
The data shows that the 16-24 (3.6%) and 25-34 (16.7%) age groups are under-represented in the survey compared to the Census (11.5% and 24.5%, respectively). Whereas the 65-74 (10.4%) and 75-84 (4.5%) are over-represented in the survey compared to the Census (4.8% and 2.2%, respectively).

Disability (Base 1347)



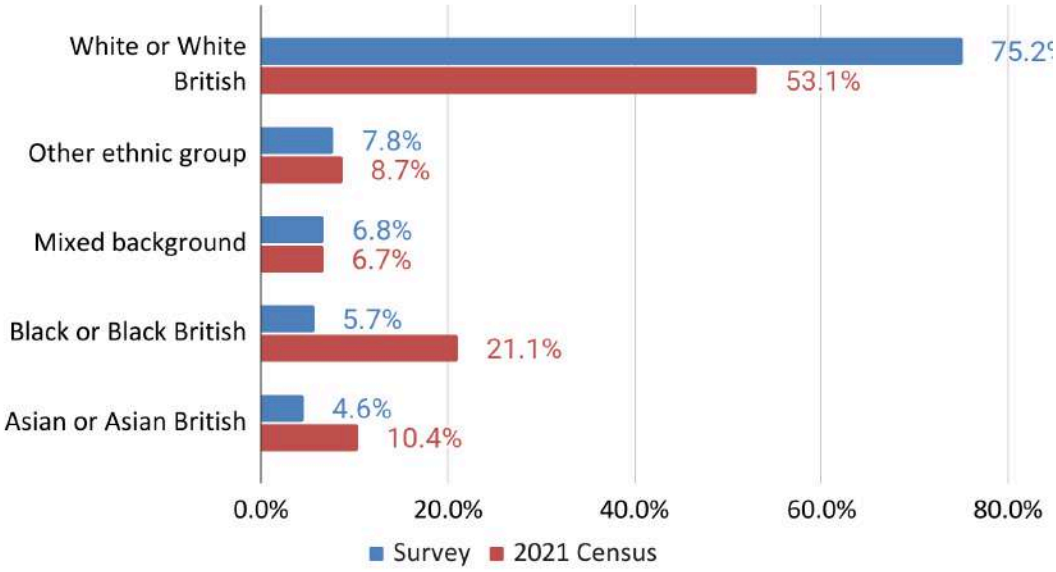
The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for disability. The data shows similar percentages between the survey and the Census for those who identify as having a disability (15.2% and 14.3%, respectively) and those that do not (84.8% and 85.7%, respectively).

Caring responsibilities (Base 1340)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for caring responsibilities. The data shows that those with caring responsibilities were over-represented in the survey compared to the Census data (16.1% and 6.7%, respectively).

Ethnicity: Are you... (Base 1285)

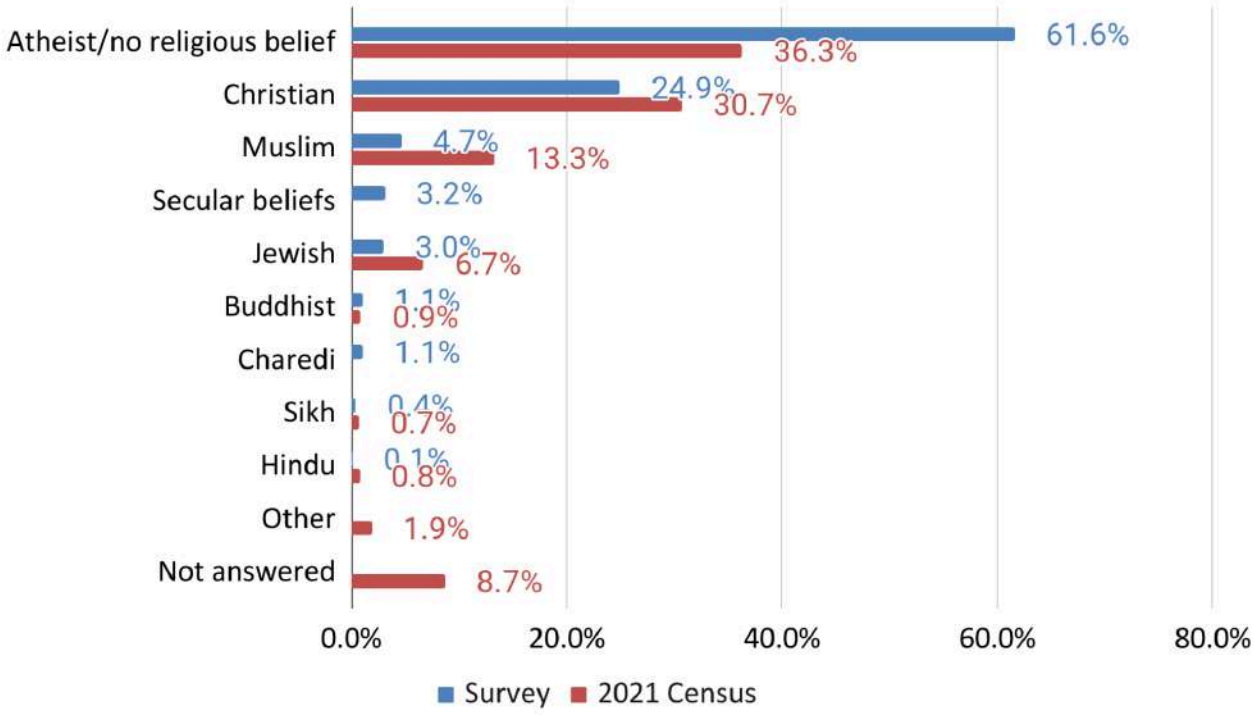


The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for ethnicity. The survey responses show an over-representation of those who identify as 'White or White British' (75.2% compared to 53.1% in the Census), and an under-representation of those who identify

as ‘Black or Black British’ (5.7% compared to 21.1% in the Census) and ‘Asian or Asian British’ (4.6% compared to 10.4% in the Census). The data shows similar percentages between those that identified as ‘Other ethnic group’ and ‘Mixed background’.

Respondents were asked to state if their ethnicity fell under any other category. These included ‘Cypriot’, ‘White Irish’, ‘Eastern European’, ‘Jewish’, ‘Charedi’, ‘Chinese’, ‘Hispanoamerican’, ‘Caribbean’, ‘Kurdish’, ‘Arab’, ‘North African’ and ‘Turkish’.

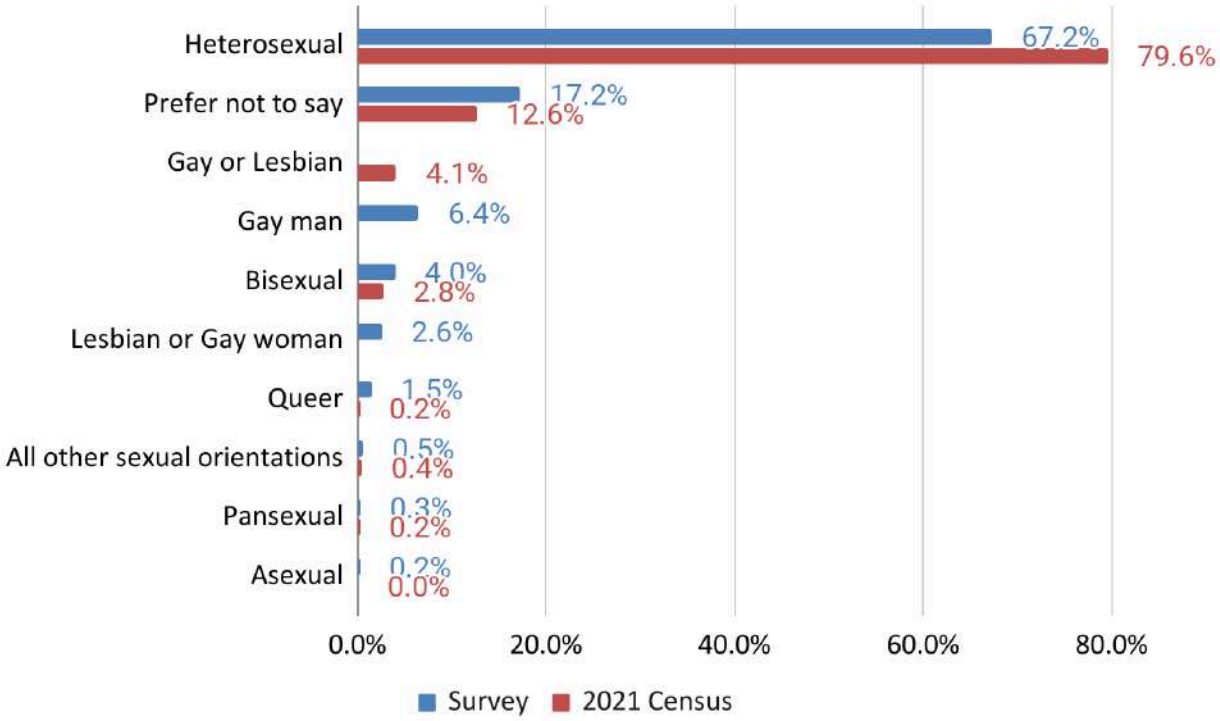
Religion or belief: Are you or do you have... (Base 1203)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney’s population for religion or belief. The survey responses show an over-representation of those who identify as Atheist or have no religious belief (61.6% compared to 36.3% in the Census), and an under-representation of those who identify as Christian (24.9% compared to 30.7% in the Census), Muslim (4.7% compared to 13.3% in the Census), and Jewish (3% compared to 6.7% in the Census). The religion or belief categories differ between the survey and the 2021 Census, therefore are not always compared against each other. The 2021 Census has the additional categories ‘Other’ and ‘Not answered’, and the survey has the additional category ‘Charedi’.

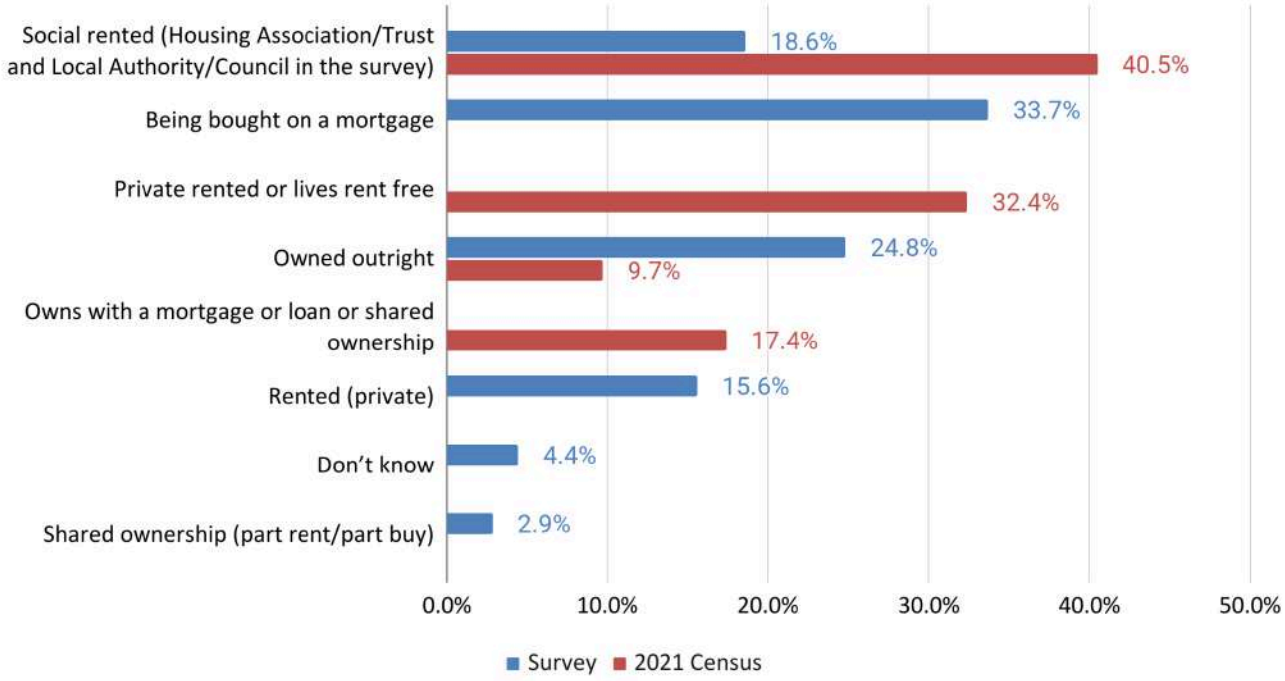
Respondents were asked to state if their religion or belief fell under any other category. These included 'Agnostic', 'Catholic', 'Alevi' and belief without any specific faith.

Sexual orientation: Are you... (Base 1287)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for sexual orientation. The survey responses show an under-representation of those who identify as heterosexual (67.2% compared to 79.6% in the Census), a slight over-representation of those who identify as bisexual (4% compared to 2.8% in the Census) and an over-representation of those who identify as queer (1.5% compared to 0.2% in the Census). The gay or lesbian category in the 2021 Census (4.1%) is split in the survey under gay man (6.4%) and lesbian or gay woman (2.6%) - if combined, there is an over-representation of those who identify as gay or lesbian in the survey (9% compared to 4.1% in the Census). Other sexual orientation categories account for similar percentages.

Housing Tenure: Which of the following best describes the ownership of your home? (Base 1329)



The chart above shows a comparison between the survey responses and 2021 Census data for Hackney's population for housing tenure. The housing tenure categories differ between the survey and the 2021 Census, therefore are not always compared against each other. The social rented category in the chart combines the categories that include those who rent from a housing association/trust and local council/authority in the survey. The survey responses show an under-representation of those who socially rented (18.6% compared to 40.5% in the Census). The survey responses show an over-representation of those who owned a home outright (24.8% compared to 9.7% in the Census).

The 2021 Census includes the additional combined categories such as 'private rented or lives rent free', which cannot be compared to rented privately in the survey, and 'owns with a mortgage or loan or shared ownership', which cannot be compared to 'being bought on a mortgage' or 'shared ownership', which are split in the survey.

Focus groups

Respondents were asked if they were interested in joining a focus group to discuss the transport issues in more detail. They were asked for their age, whether they had a disability and to provide their contact details.

Three focus group sessions were held with elderly, young and disabled residents both online and in person. The discussion was around the most important issues and least important transport issues identified for each cohort using the latest online survey data.

Elderly people

A focus group was held with ten elderly residents of Hackney on Tuesday 17th June, 2025 at the Hackney Town Hall, to gather their feedback on the borough's Transport Strategy. The three most important issues identified in the online survey for this cohort were 'Access to All', 'Connecting Places' and 'Affordable'. The three least important issues identified in the online survey for this cohort were 'Healthy', 'Lower Carbon Emissions' and 'Child Friendly'. These issues were used to shape the focus group discussion.

The discussion highlighted a desire for improved accessibility and connectivity, along with concerns about cycling infrastructure and behaviour, and the impact of Low Traffic Neighbourhoods (LTNs).

Key themes and concerns

1. **Access to all (most important theme)**

Participants emphasised that accessibility is their primary concern. They face challenges due to:

- **Floating bus stops:** These were disliked due to poor line of sight and safety concerns, with specific mention of one outside Aldi on Lea Bridge Road where accidents have occurred. Participants suggested zebra crossings for better visual cues.
- **Cyclist behaviour on pavements:** A small group of cyclists, especially those on e-bikes, were reported to ignore traffic rules and ride dangerously on pavements, posing a severe hazard to pedestrians, particularly the elderly and less mobile. There was a request for better enforcement, similar to visual warnings used in France.

- **Inaccurate accessibility information:** The TfL website was noted for not always accurately reflecting wheelchair accessibility.
- **Lack of lifts at stations:** Specific stations like Clapton Road and Graham Road lack lift access, forcing long detours for those with mobility issues.
- **Unreliable bus timing systems:** Older people who may not use smartphones or apps find the bus timing system unreliable.
- **Promise vs. execution:** Frustration was expressed over unfulfilled council promises, such as the tunnel link from Dalston Junction to Dalston Kingsland, which was part of the original plan for Dalston station.
- **Inaccessible new builds:** Concerns were raised about new developments funded by Hackney (e.g. Marie Lloyd Centre, Springfield Surgery) not complying with accessibility regulations, featuring sills across main doors and lack of proper pavement access. The Hackney Central Museum was also cited as having a new, inaccessible door.

2. Connecting places (second most important theme)

The ability to easily reach essential services, social connections, and amenities was critical.

- **Impact of LTNs on car users:** Several participants, including those who need a car for work (e.g. carrying musical equipment, plumbers), reported significantly longer journey times (e.g. a 15-minute journey now taking 45 minutes) due to bus gates and LTNs, leading to a perceived increase in pollution due to congestion. The suggestion of using cargo bikes for a 72-year-old was met with derision.
- **Pavement conditions:** Uneven pavements, missing dropped kerbs, and misplaced street furniture (bins, abandoned rental e-bikes, bollards too close) were raised as major obstacles, especially for power chair users and those with mobility issues. The need for non-digital reporting methods for these issues was highlighted.
- **Positive bus access:** Hackney was acknowledged to have good bus access compared to outer London boroughs, benefiting children's access to schools.
- **Cycling infrastructure issues:** While some acknowledged the benefits of car-free cycling routes like those in London Fields for health, concerns remained about dangerous cyclist behaviour. The removal of bus lanes for cyclists on Balls Pond Lane was cited as causing "havoc" for buses.
- **Traffic "rat-runs":** LTNs were criticised and perceived as displacing traffic onto other main roads, creating "rat-runs" and increasing congestion and pollution in those areas. Council vehicles speeding through LTNs were also reported.
- **Roadworks:** Frustration was expressed over the disruptive nature of roadworks, with questions about accountability.

- **Through-traffic and parking:** The issue of through-traffic from outside Hackney (e.g. Essex) was noted, with a suggestion to utilise empty car park spaces (e.g. the 1000-space car park near Here East) for park and ride schemes.
- **Hospital access:** Homerton Hospital transport not serving Ludwig Guttman was identified as an issue for electric wheelchair users due to power limitations.
- **Pedestrian crossings:** There is a desire for more time on pelican crossings or safe waiting spaces in the middle, as current timings are often too short for those with slower walking speeds.

3. Affordability (third most important theme)

The cost of transport impacts participation in community life.

- **Freedom Pass restrictions:** The inability to use the Freedom Pass during peak hours was a concern, as many elderly residents need to travel during these times. They urged the council to campaign for extended hours, acknowledging the cost implications for the GLA.
- **Companion passes:** The current companion pass system was deemed unhelpful for disabled individuals needing assistance, as it's only subsidised for certain railcards. A need for a multi-mode pass was suggested.
- **Affordability for lower incomes:** The impact of transport costs on those in lower income brackets, particularly those forced into retirement without immediate access to full benefits, was raised.
- **Taxi issues:** Taxi drivers are sometimes unwilling to fold wheelchairs, and while Uber is generally affordable, this issue can leave users stranded.
- **Dangerous shared spaces:** The Narrow Way was cited as dangerous for pedestrians due to shared cycle and pedestrian space, with requests to stop cycling on the pavement there.

4. Least important themes (Healthy, Lower carbon emissions, Child friendly)

While rated lower, participants still acknowledged the importance of these themes, with nuances:

- **Air quality and health:** Many agreed that lower air quality is important for health, especially for children (asthma was mentioned). They noted that Hackney's air quality is not necessarily worse than other London boroughs. The role of green spaces in promoting health was also acknowledged. Social isolation was highlighted as a mental health problem as significant as poor air quality.

- **Child friendly:** Concerns were raised about antisocial behaviour from some buggy users on buses. Some felt current children's criteria for independent travel differ, and there's a need to engage youngsters more actively in society. Play streets were seen as positive for creating community spaces.
- **Lower carbon emissions:** While in favour of electric transport, some questioned the overall carbon emissions of electric cars due to battery production and disposal, suggesting diesel might be worse for local air quality. The debate around the total environmental cost of electric vehicles versus fossil-fueled vehicles was noted.

Specific recommendations and points raised

- **Public toilets:** A request was made for more public toilets across the borough to encourage more walking among the elderly and those with medical conditions.
- **Cycle parking:** More secure cycle parking with CCTV, especially near shops and transport hubs, was suggested to deter theft.
- **Electric scooter regulation:** Requests for lobbying the government to prevent importation of illegal electric scooters and for police crackdowns on their misuse, especially on pavements.
- **Heavy electric cycles:** A suggestion was made to license and insure heavy, multi-wheeled electric cargo bikes like motorcycles, with physical speed restrictions enforced.
- **Public transport lobbying:** The council was urged to lobby TfL and other bodies for improved accessibility, affordability, service extensions into underserved areas, and better interconnections between different transport systems.
- **LTN design:** LTNs need better design to accommodate deliveries, residents with cars, and visitors. Concerns were raised about perceived increased pollution on main roads and large vehicles struggling in cul-de-sacs created by LTNs. Council lorries driving through LTN gates and over speed humps in the early morning were also a nuisance.
- **Road design and signage:** Specific junctions (Clapton Passage, Sylvester Path, Chatsworth Road/Millfields Road/Powerscroft Road) require clear signage to define pedestrian and cyclist priority. The Lea Bridge Roundabout redesign was criticised for its cycle paths being too slow or confusing for cyclists and creating hazards for pedestrians.
- **Abandoned rental bikes:** A frequent complaint was rental bikes being left indiscriminately on pavements, causing obstructions.
- **Previous initiatives:** Frustration was expressed about the perceived lack of follow-through on past council initiatives like "Making it Real" and "Access 4 All," where volunteer time was invested without clear results.

Overall sentiment

The group expressed a clear desire for a transport strategy that prioritises the safety, accessibility, and convenience of older residents. While acknowledging environmental goals, many felt that current implementations often disadvantage them and that their needs for mobility (including the necessity of cars for some) must be better understood and accommodated. There was a request for improved communication, better enforcement of existing rules (especially regarding cycling), and a more holistic approach to urban planning that considers the diverse needs of all residents.

Young people

A virtual focus group was held with nine young residents of Hackney on June 17th, 2025, to gather their feedback on the borough's Transport Strategy. The three most important issues identified in the online survey for this cohort were ‘Connecting Places’, ‘Safe and Secure’ and ‘Greener Streets and Places’. The three least important issues identified in the online survey for this cohort were ‘Healthy’, ‘Lower Carbon Emissions’ and ‘Child Friendly’. These issues were used to shape the focus group discussion.

The discussion revealed strong opinions on cycling infrastructure, safety, and the impact of transport on daily life.

Key themes and concerns

1. Connecting places (most important theme)

Participants highlighted the importance of transport in enabling access to education, work, social activities, and leisure.

- **Cycling infrastructure:** There was strong support for existing and expanded cycle infrastructure, including quiet lanes and Low Traffic Neighbourhoods (LTNs). Participants praised Hackney's efforts compared to other boroughs like Islington and Westminster. However, there were requests for more segregated cycle lanes, especially at junctions, and stricter penalties for drivers obstructing advanced cycle stop lanes.
- **Bus services:** While buses were acknowledged to have improved, concerns were raised about reduced frequency and increased journey times due to traffic congestion, especially on routes through Dalston.
- **Overground reliability:** The Overground was generally considered easy for commuting to Central London, but reliability issues, particularly when connecting to other boroughs like Camden, were noted.

- **On-Street parking:** Participants questioned the allocation of space for on-street parking on main roads (e.g. Dalston Lane) instead of bus lanes, advocating for better space utilisation to support all transport modes.
- **Through-traffic:** A significant portion of traffic was identified as non-Hackney residents cutting through the borough, contributing to congestion.
- **Delivery vans/cargo bikes:** The rise of delivery vans was seen as contributing to traffic. Segregated lanes on major routes were suggested to accelerate cargo bike growth, potentially reducing van traffic.

2. Safe and secure (second most important theme)

Safety was a significant concern, particularly regarding cycling and public transport.

- **Lime bikes and cyclist behaviour:** Lime bike users were frequently cited as problematic, with many ignoring traffic rules (red lights, headphones, cycling on pavements) and causing near-crashes. Participants requested for mandatory cycle education and stricter enforcement for all cyclists, emphasising that new cyclists should prioritise safety.
- **Pedestrian safety:** Concerns were raised about phone snatching. Pedestrians also reported being run over by cyclists ignoring traffic rules.
- **Cycle lane design:** The design of cycle lanes near bus stops was criticised, as cyclists often travel too fast, posing a risk to people getting on and off buses.
- **Road design and speed limits:** The 20mph speed limit was seen as beneficial for cyclists. Participants suggested reallocating car parking spaces for protected cycle lanes, citing examples from the Netherlands.
- **Designated parking for rental bikes:** The issue of abandoned rental bikes on pavements was a major safety concern, with calls for designated parking bays. Some noted that existing cycle bays are underutilised.

3. Greener streets and places (third most important theme)

The importance of green spaces for environmental and social benefits was acknowledged.

- **Parks and green spaces:** Hackney's parks were generally appreciated for being safe and accessible, though some areas were associated with "dodgy crowds" or homelessness. Suggestions included more picnic benches and accessible seating for wheelchair users.
- **Defensive architecture:** Concerns were raised about defensive architecture and leaning bars at stations.
- **Allotments:** Converting parking spaces into allotments was suggested, especially given long waiting lists.

- **Parklets:** While generally liked for socialising, some felt they came at an unfair cost to drivers who pay road tax and are already facing increased parking permit costs and loss of spaces to EV charging. Others argued that Hackney has ample green spaces nearby, making parklets less necessary and potentially increasing congestion.
- **Wet play facilities and toilets:** The removal of wet play areas (e.g. Clissold Park) and a general lack of public toilets led to issues like public urination.
- **Park closing times:** The early closing of parks in winter (e.g. Clapton Square at 4 pm) was criticised, as it was perceived as pushing people onto busy roads and doesn't necessarily reduce antisocial behaviour.
- **Visual separation in parks:** More visible separation (e.g. paint) between cycle and pedestrian areas in parks like London Fields was requested to reduce conflict.
- **Cobblestones:** New developments using cobblestones (e.g. near Shoreditch Park, Hackney Town Hall) were criticised for blocking access for wheelchair users and creating hazards.

4. Least important themes (Healthy, Lower carbon emissions, Child friendly)

While rated lower, participants still saw value in these themes.

- **LTNs and air quality:** LTNs were seen as beneficial for reducing emissions and improving air quality in local streets, though concerns about displaced traffic to main roads and its impact on lower-income areas were raised. Some shared personal experiences of improved air quality in Hackney compared to their childhood.
- **School streets:** While some viewed them as a money-making scheme, others saw them as important for child safety.
- **Child friendliness:** Participants emphasised the need to make cycling and bus travel safer for children, especially as schools close and children need to travel further.
- **Active travel:** Lowering the price of cycle hangars was suggested to encourage cycling.
- **Electric Vehicles:** While supporting electric transport, some questioned the overall carbon footprint of electric cars due to battery production and the energy grid's capacity to support widespread EV adoption.

Specific recommendations and points raised

- **Improved wayfinding:** Better signage and wayfinding are needed for cycling routes (e.g. along the River Lea).

- **LTN expansion with inter-borough access:** While supporting LTNs, there's a need to expand them to ensure better access to other boroughs via active modes.
- **Promote cargo bikes:** Implement segregated lanes along major routes specifically to accelerate cargo bike growth, which could help reduce the contribution of vans to overall traffic and encourage businesses to switch.
- **Affordable cycle access:** Reduce the cost of cycle hangars to further encourage cycling. Additionally, expand Santander Cycles into more areas of Hackney, or allow other providers like Forest Bikes (noted as a London company) to operate, to increase competition and offer more affordable hire options against existing monopolies.
- **Station entrance iImprovement:** Enhance specific station entrances to address reliability issues.
- **Public transport security:** Introduce police patrols or security forces on Underground and Overground trains to deter abuse and attacks. This was seen as particularly crucial for communities like the Jewish community in Stamford Hill, where members report feeling unsafe, may lack smartphones to report incidents, or do not report incidents due to their perceived frequency or time constraints.
- **LTN flexibility:** While largely supportive of LTNs, schemes should include exceptions for people with mobility issues who rely on cars for essential journeys.

Overall sentiment

The young residents largely expressed a pro-active travel sentiment, particularly advocating for expanded and improved cycling infrastructure. They appreciated Hackney's efforts in creating quiet lanes and LTNs but stressed the need for these to be better integrated and enforced, especially concerning cyclist behaviour. There was a clear desire for balanced solutions that considered all road users, acknowledging the necessity of cars for some residents while pushing for a reduction in car dominance where feasible. Safety was a concern, especially regarding vulnerable road users and personal security on public transport. Participants showed an awareness of environmental issues but sometimes prioritised immediate practical concerns like connectivity and safety. There was a request for accountability and follow-through from the council on transport initiatives and a need for transport planning to reflect the diverse travel patterns and safety needs of all community members.

Disabled people

A virtual focus group was held with four disabled residents of Hackney on July 15th, 2025, to gather their feedback on the borough's Transport Strategy. The three most important issues identified in the online survey for this cohort were ‘Access to All’, ‘Connecting Places’ and ‘Safe and Secure’. The three least important issues identified in the online survey for this cohort were ‘Healthy’, ‘Lower Carbon Emissions’ and ‘Child Friendly’. These issues were used to shape the focus group discussion.

The discussion revealed strong opinions about the impact of current transport policies, particularly LTNs and pavement obstructions, on the daily mobility, safety, and independence of disabled residents in Hackney.

Key themes and concerns

1. **Access to all (most important theme)**

Participants consistently highlighted fundamental barriers to accessing transport options, emphasising the need for greater consideration of diverse mobility needs.

- **Physical accessibility barriers:** Issues included inconveniently located bus stops (some moved further away), challenges with physical contact and crowding on public transport, and difficulties navigating pedestrian crossings due to unlevel surfaces or driver behaviour. The lack of lifts at Overground stations was a significant barrier, often necessitating expensive taxi use.
- **Impact of Low Traffic Neighbourhoods (LTNs) on mobility:** LTNs were frequently cited as making life more difficult due to increased journey times, restricted routes, and perceptions that such policies were designed without sufficient consideration for individuals with mobility challenges. While the intentions behind LTNs were sometimes understood, their practical impact on daily travel was often negative.
- **Public transport challenges:** Key concerns included the stress and unpredictability of not securing a seat on buses with a hidden disability, unreliable real-time bus information at stops and on apps, and bus routes being curtailed, forcing inconvenient and time-consuming transfers.
- **Private vehicle accessibility:** For those reliant on cars or taxis due to disability, current policies were perceived as unsupportive. Challenges included difficulties with blue badge usage (e.g. in certain resident zones), the inability to nominate a second driver for a blue badge, and increased financial burdens from taxi reliance and parking issues exacerbated by road changes and space reallocation.

2. **Connecting places (second most important theme)**

The ability to easily reach essential destinations for employment, healthcare, and social activities was a critical concern, often hampered by current transport conditions.

- **Increased journey times & inconvenience:** Participants reported significantly longer travel times for essential journeys due to LTNs and extensive roadworks. These extended travel times caused increased pain and reduced their capacity for other activities during the day.
- **Parking issues for disabled drivers:** A major concern was the reduction and removal of disabled parking bays, limiting access to amenities. Challenges also arose from changes to Controlled Parking Zone (CPZ) times and the general competition for spaces, including those reallocated for electric vehicle charging.
- **Reliability of transport information:** Inaccurate and inconsistent real-time bus information, both on apps and at physical stops, made journey planning unpredictable and stressful, particularly impacting those who are neurodivergent or less digitally confident.
- **Desire for wider connectivity:** There was an expressed need for public transport routes to extend further, improving connections to neighboring boroughs and Central London.

3. **Safe and Secure (third most important theme)**

Feelings of safety and security while traveling in Hackney were a concern, especially regarding shared spaces and road user behaviour.

- **Pavement obstructions & hazards:** A concern was raised regarding shared-use bikes (e.g. Lime bikes) being left carelessly on pavements. These were described as dangerous obstacles that were difficult or impossible for people with mobility challenges to navigate, often forcing them into the road.
- **Road user behaviour:** Participants expressed alarm over various unsafe behaviours, including cyclists running red lights, drivers failing to slow down or even speeding up at pedestrian crossings, and a general disregard for speed limits, all contributing to a feeling of insecurity.
- **Dangerous road design/markings:** Specific road junctions and layouts were identified as dangerous due to design or unclear markings, leading to confusion among drivers and increased risk of collisions.

4. **Least Important Themes: Healthy, Lower Carbon Emissions, and Child Friendly**

These three themes were collectively ranked as less important by the disabled participants for practical reasons, though some value was still acknowledged

- **Healthy:** For individuals with significant mobility limitations, the primary goal of transport was to facilitate essential daily movements and appointments, rather than serving as a means for exercise or general health promotion. While broader health benefits from cleaner air were acknowledged, basic mobility superseded health as a transport driver, and safety was considered a precondition for choosing active travel for health.
- **Lower carbon emissions:** Financial barriers to adopting electric vehicles (high upfront cost, charging time) were prohibitive, and for many, their disability necessitated reliance on cars or taxis, leaving few practical options for reducing their transport-related carbon footprint. Participants felt their personal ability to reduce emissions was constrained by essential travel needs.
- **Child friendly:** For many participants, who did not have children, this theme was a lower personal priority. However, it was noted that improvements benefiting disabled individuals often inherently benefit families and children (e.g. safer crossings). Observations about the borough's demographics (e.g. a perceived declining child rate) were also mentioned as a potential reason for its lower prioritisation by the group.

Specific recommendations and points raised

- **LTN flexibility:** Requests to selectively open up restricted roads and remove those that disproportionately lengthen journeys for disabled residents, with a need to ensure traffic is not displaced.
- **Public transport improvements:** Improve seating availability and etiquette for hidden disabilities, provide reliable real-time information at all stops, reinstate curtailed bus routes, install more lifts at Overground stations, and re-introduce bins on buses.
- **Private vehicle support:** Increase disabled parking bays, review parking zone rules to better accommodate blue badge holders across the borough, allow nomination of a second blue badge driver, and address parking space loss due to new initiatives like EV charging.
- **Active travel & pavement safety:** Strictly enforce proper parking for shared-use bikes, address vehicles parked on pavements, implement "always green" pedestrian crossings, fine cyclists running red lights, and redesign dangerous road junctions with clearer markings to improve safety.

- **Communication & consultation:** There was a strong desire for more personalised engagement from the council, including one-to-one consultations, to ensure that the lived experiences and specific challenges of disabled residents are fully understood and accounted for in transport planning. It was also noted that all transport themes, even those of lower personal priority, are important overall.

Overall sentiment

The overall sentiment among disabled participants was one of frustration and a feeling of being overlooked by Hackney's current transport policies. While there was an understanding of the broader goals behind initiatives like LTNs, these were often perceived as implemented without sufficient consideration for their unique mobility challenges, frequently leading to increased stress, longer journey times, higher costs, and a reduced ability to engage fully in daily life. The group expressed a clear desire for more balanced, practical, and inclusive transport solutions that prioritise accessibility and safety for all residents. There was a strong call for better enforcement of existing rules and tangible, positive changes that actively improve their navigation of Hackney.

Cross-comparison

Three focus groups, conducted with elderly, young, and disabled Hackney residents, revealed both shared and distinct perspectives on the borough's Transport Strategy. While all cohorts generally prioritised ‘Access to all’, ‘Connecting places’, and ‘Safe and Secure’ themes (though in varying orders), and de-prioritised ‘Healthy’, ‘Lower carbon emissions’, and ‘Child friendly’, the specific concerns and recommendations within these themes highlight critical differences in their daily experiences and needs.

Shared priorities and divergent concerns

Across all three groups, the top three most important themes were ‘Access to all’, ‘Connecting places’, and ‘Safe and Secure’. The three least important themes were consistently 'Healthy’, ‘Lower carbon emissions’, and ‘Child friendly’. However, the nuances within these themes varied based on the cohort's specific challenges and lifestyles.

Most important themes:

1. **Access to all**

This was a universal primary concern, but its manifestations differed:

- **Elderly residents**: Emphasised floating bus stops as a major hazard, inaccurate TfL accessibility information, and the lack of lifts at specific Overground stations. They also expressed frustration over unfulfilled council promises regarding infrastructure and noted new builds lacking accessibility compliance.
- **Young residents**: While supportive of active travel, they did not highlight specific access infrastructure issues in the same way. Their "Connecting places" theme often implicitly covered physical access through efficient cycling and public transport.
- **Disabled residents**: Explicitly detailed physical accessibility barriers like inconvenient bus stop locations, challenges with physical contact on public transport, and difficulties with pedestrian crossings. They also highlighted the impact of LTNs on their mobility, leading to increased journey times and a feeling of being overlooked. Lack of lifts at Overground stations was a significant barrier, necessitating expensive alternatives. They also faced unique public transport challenges such as securing seats with hidden disabilities and private vehicle accessibility issues like blue badge limitations and difficulty nominating a second driver.

2. **Connecting Places**

All groups valued connectivity, but the emphasis shifted based on their primary modes of transport and daily routines:

- **Elderly residents:** Focused on the impact of LTNs on car users (leading to significantly longer journeys for essential activities), the condition of pavements (uneven surfaces, missing dropped kerbs, misplaced street furniture), and the need for more time on pedestrian crossings. They also raised issues with hospital transport accessibility for specific needs.
- **Young residents:** Prioritised efficient cycling infrastructure (segregated lanes, stricter penalties for obstruction) and raised concerns about bus service frequency and Overground reliability. They questioned on-street parking allocation on main roads and noted through-traffic from outside Hackney as a major contributor to congestion, advocating for cargo bike growth to reduce van traffic.
- **Disabled residents:** Reported significantly increased journey times and inconvenience due to LTNs and roadworks, causing pain and limiting their activities. They emphasised parking issues for disabled drivers (reduction/removal of bays, blue badge validity), and the unreliability of public transport information, which made planning unpredictable and stressful.

3. **Safe and secure**

Safety was a critical concern for all, particularly regarding vulnerable road users:

- **Elderly residents**: Expressed fears about cyclist behaviour on pavements, especially e-bikes, and called for better enforcement. They also highlighted dangers from abandoned rental e-bikes and the need for more time on pedestrian crossings.
- **Young residents**: Frequently cited Lime bike users and cyclist behaviour (ignoring rules, causing near-crashes) as problematic, advocating for mandatory cycle education and stricter enforcement. They also raised concerns about phone snatching and pedestrian safety from cyclists.
- **Disabled residents**: Condemned pavement obstructions from shared-use bikes (e.g. Lime bikes) as major hazards. They expressed alarm over unsafe road user behaviour by cyclists (running red lights) and drivers (speeding at crossings), and identified dangerous road design/markings at specific junctions.

4. **Least important themes: 'Healthy', 'Lower carbon emissions', and 'Child friendly'**

While universally ranked lower, the reasons for this de-prioritisation varied:

- **Elderly residents**: Acknowledged the importance of air quality for health (especially for children with asthma) and the role of green spaces in promoting health, but highlighted social isolation as an equally significant mental health concern. They debated the overall carbon footprint of EVs beyond emissions. Regarding "Child friendly," some noted differences in contemporary children's independent travel criteria.
- **Young residents:** Saw LTNs as beneficial for local air quality but raised concerns about displaced traffic to main roads. They acknowledged School Streets as important for child safety but also questioned their implementation. For active travel, they suggested lowering cycle hangar prices. They expressed scepticism about the overall carbon footprint of EVs, similar to the elderly.
- **Disabled residents**: Primarily focused on basic mobility over exercise due to their conditions, viewing health benefits from transport as secondary. They faced significant financial and practical barriers to adopting lower carbon emission vehicles (e.g. EV cost, reliance on cars/taxis for essential travel). For "Child friendly," it was often a lower personal priority for those without children, though they acknowledged that accessibility improvements would benefit families.

Specific recommendations and points raised

There were several overlapping recommendations, reflecting common pain points across cohorts:

- **LTN design & flexibility**: All groups, but particularly the elderly and disabled, called for LTNs to be better designed to accommodate essential car use, deliveries, and residents, and for mitigation of displaced traffic. Young residents, while generally supportive, also wanted better integration and enforcement.
- **Public transport improvements**: All groups sought better service. The elderly and disabled emphasised lobbying for extended Freedom Pass hours, improved accessibility (lifts, accurate info, seating for hidden disabilities), and reliable real-time updates. Young residents focused on addressing frequency issues and Overground reliability.
- **Pavement and road safety**: All groups raised significant concerns about abandoned rental bikes (e.g. Lime bikes) on pavements and called for designated parking. All also called for stricter enforcement against unsafe cyclist behaviour (red lights, pavement cycling) and for better road design and signage at particular junctions to improve safety for pedestrians and cyclists.
- **Communication & accountability**: Both elderly and disabled residents expressed frustration over unfulfilled council promises and a perceived lack of follow-through on past initiatives, highlighting a need for more direct engagement (e.g. one-to-one consultations).

Overall sentiment

While the young residents largely expressed a pro-active travel sentiment, particularly advocating for expanded and improved cycling infrastructure, they also stressed the need for these to be better integrated and enforced, especially concerning dangerous cyclist behaviour. Their sentiment was geared towards a balanced reduction in car dominance.

In contrast, both the elderly and disabled residents shared an overall sentiment of frustration and feeling overlooked by current transport policies. They felt that initiatives, while sometimes well-intended, were often implemented without sufficient consideration for their unique mobility challenges, leading to increased stress, longer journey times, higher costs, and reduced independence. They requested for more balanced, practical, and truly inclusive transport solutions that prioritise genuine accessibility, safety, and the necessity of cars for some residents. All groups desired greater accountability from the council and transport planning that reflects diverse community needs.

Summary

Key findings from the consultation highlight six overarching themes and points of contention:

- **The impact of Low Traffic Neighbourhoods (LTNs):** This was a frequent topic of discussion, e.g. 26.4% of comments in 'Connecting places' and 34.9% in 'Cleaner air' addressing negative impacts such as increased traffic, congestion, and pollution on main roads, and longer journey times. Concerns about safety and equity were also raised, with some comments citing a perceived lack of safety on "deserted" side roads. While a smaller number of comments supported LTNs for promoting active travel, they often acknowledged the displacement of traffic.
- **Greater inclusivity and accessibility for all:** There was a consistent request for greater consideration of individuals who cannot walk or cycle, particularly disabled people, the elderly, and parents with young children (e.g. 18% of comments about train accessibility for 'Access to all)'. Comments frequently cited perceptions of discrimination and highlighted the necessity of car/taxi use for these groups. The feedback also noted that LTNs were perceived as exacerbating difficulties. Pavement obstructions were also a recurring issue.
- **Quality, reliability and affordability of public transport:** Respondents addressed the quality of bus and Overground service, citing issues such as overcrowding, delays, cancellations, and inadequate routes (e.g. 16% for 'Connecting places'). High costs were also a frequently cited barrier (34.8% for 'Affordable').
- **Safety beyond traffic (crime and antisocial behaviour):** Alongside traffic safety, comments concerning crime and antisocial behaviour in public spaces were recurring, particularly for 'Child friendly' (20.1% of comments) and 'Safe and secure' (6.7% of comments). Respondents felt unsafe due to muggings, phone snatching, knife crime, and drug use, with some comments linking quieter LTN areas to increased perceptions of crime.
- **Quality of road and pavement infrastructure:** This was a concern for respondents, e.g. 6.3% comments in 'Public spaces and healthy streets' and 4.2% of comments in 'Other issues', addressed the state of roads and pavements. Respondents cited issues such as potholes, uneven surfaces, a general lack of cleanliness (litter and fly-tipping) that impacted safety and accessibility, particularly for vulnerable users. There was a request for better maintenance and stricter enforcement.
- **Nuances in active travel and greener spaces:** While there was general support for 'Healthy' and 'Greener streets', a significant number of comments addressed cyclist behaviour (e.g. 10% on 'Public spaces and healthy streets') citing issues such as ignoring traffic lights and pavement cycling. Additionally,

21.1% of comments on 'Greener streets and places' questioned the necessity of further extensive street-level greening, suggesting resources should focus on maintaining existing areas.

Demographically, most respondents (95.5%) were from Hackney, primarily from the E5, N16, and E8 postcode areas. The majority indicated walking (87.2%), bus use (81.9%), and train use (68%) as modes of transport they use to move around Hackney, though cycling (54.4%) and car/van use (47.8%) were also common.

The report also details feedback from focus groups with elderly, young, and disabled residents, and wider engagement activities, reinforcing the themes identified in the survey. The ‘Other issues’ section further elaborated on concerns related to the road network, infrastructure quality, public transport improvements, user behaviour and enforcement, equity, and broader environmental concerns.

The consultation revealed that LTNs were a prominent topic, with 34.1% of respondents (490 out of 1,437) mentioning them in their comments. A separate analysis on these comments revealed a divided opinion, with a majority expressing negative sentiment (57.2%), and a significant minority expressing positive views (42.8%). The feedback wasn’t uniform across demographics, with negative sentiment more common among older residents and those with a disability. Negative comments focused on issues such as traffic displacement and pollution, and positive comments highlighted benefits such as improved safety and local liveability.

Wider engagement

In addition to the Citizen Space survey, wider stakeholder engagement including a mix of resident events, and in-person and online stakeholder meetings, were carried out between March and June 2025. Resident correspondence received via email was also taken into account. These have been carried out to ensure we reach out and capture the views of the diverse groups and communities in Hackney, all of whom have different lived experiences of transport in Hackney.

Conversations and key insights are summarised below.

Resident events

Drop-in at Homerton Library

During a community drop-in event at Homerton Library on 15th May 2025, 25 attendees shared a variety of transport issues. Attendees expressed dissatisfaction with Low Traffic Neighbourhoods (LTNs), citing increased journey times and pollution. Specific issues included inconsistencies in bus gate exemptions for Blue Badge holders, a request to combine bus stops for better access to Homerton Hospital, and concerns about the accuracy and trustworthiness of data used in the evidence base. Other points raised included the need for clearer pedestrian routes, requests for specific permits, and issues with signage and traffic on particular roads.

Clapton Neighbourhood Panel

Held on 8th April, 2025, at Gooch House, this meeting had 8 attendees and featured a presentation by Tobias Newland. The discussion was wide-ranging and covered issues such as the behaviour of e-bikes on pavements, speeding, and parking. There was positive feedback regarding the high levels of active travel in the borough, but concerns were raised about the difficulty of installing electric vehicle (EV) charging points on housing estates and the reasons behind declining bus use.

Stoke Newington Neighbourhood Panel

On 24th April, 2025, at Hawksley Community Hall, about 10 people gathered for an engagement session. Constant McColl introduced the Transport Strategy and explained how residents could participate. While attendees received the information politely, questions arose regarding Low Traffic Neighbourhoods (LTNs), a perception that conditions for drivers had worsened, and concerns about air quality on certain roads. The team provided data to counter these perceptions, stating that air quality

and traffic levels had improved since before the pandemic. Follow-up questions focused on making the survey accessible to elderly and young people and how the needs of drivers would be considered in the new strategy.

Hackney Central Neighbourhood Panel

This meeting on 19th May, 2025, at 33 Brougham Road, had approximately 15 attendees, including four councillors and several TRA representatives. The discussion, led by Paul Bowker, centered on the evidence base for the transport strategy, with specific questions about LTNs, school street closures, and cycling in areas like London Fields and on the towpath. One resident offered to take an officer on a 45-minute drive to demonstrate the driving restrictions they face, while another expressed strong concern about the levels of cycling in London Fields and perceived a lack of action on previous complaints. The meeting was also briefly interrupted by a resident who misunderstood data presented about transport for people with disabilities.

Homerton Neighbourhood Panel

On 20th May, 2025, between 20-25 people met at Jack Dunning Community Hall. The discussion, led by Tobias Newland and Paul Bowker, included concerns about visitor parking, particularly the shortage of spaces and the conversion of existing ones. Residents also questioned whether removing LTNs might help reduce traffic on main roads like Graham Road. Safety was a major theme, with multiple residents expressing concern about cyclists on pavements and dangerous cycling behaviour. Questions were also raised about how the council measures improvements in accessibility for disabled residents and a specific call for an ANPR camera to address speeding at the Ponsford Road and Homerton High Street junction.

Kingshold Tenant and Resident Association

Held on 8th April, 2025, at New Kingshold Community Centre with around 10 attendees, this engagement session focused on three main topics: Lime Bikes, LTNs, and resident parking. Residents raised concerns about the cost of Lime Bikes compared to bus fares, the handling of abandoned bikes, and the consultation process for new bays. Regarding LTNs, residents argued they were reducing the ease of driving and that they were introduced as emergency measures despite resident opposition. Council representatives explained the transport hierarchy and the rationale for the LTNs. Finally, residents complained about the difficulty and cost of visitor parking permits.

Woodberry Wetlands Neighbourhood Forum

This event on 25th March, 2025, was a community meeting and lunch for an elderly resident group, with 48 attendees. The discussion, led by Tobias Newland and Priscila Salvino, highlighted issues of particular relevance to their age group, such as the need for better pavement maintenance for walking and for people with disabilities. A key point raised was that many attendees do not use the internet and would need paper copies of the consultation materials to participate. They also raised concerns about TfL services, including the disappearance of bus countdown displays, bus stop bypasses, and accessibility at Manor House station.

Hackney Marshes Neighbourhood Forum

This event on 6th June, 2025, at the Hackney School of Food, had 25 attendees. Tobias Newland gave a brief presentation on the survey and encouraged residents to participate online or via paper copies. The overall atmosphere was focused on health.

Sunday Streets Event

On 25th May, 2025, the Transport Strategy had a stall at the Sunday Streets event on Hoxton Street, which was part of the London Cycle Festival and attended by approximately 250 people. Staff members Tobias Newland and Paul Bowker encouraged residents and visitors to complete the survey, using flyers and foam boards to promote the initiative.

Resident correspondence

Resident email correspondence concerning Hackney's Transport Strategy highlights a divergence in opinion, primarily revolving around Low Traffic Neighbourhoods (LTNs). An individual, formerly a prominent figure in a cycling advocacy group, expressed support for the strategy's core themes. This individual advocated for policies that reduce private motor traffic and prioritise active travel modes like walking and cycling, as well as public transport. They also offered detailed suggestions regarding parking, urban permeability, and speed limit enforcement. In contrast, several local residents voiced opposition to LTNs. They contended that these schemes lengthen journey times, exacerbate pollution by funneling traffic onto main thoroughfares, and create hazardous conditions for both drivers and pedestrians. Some of these residents, who experience mobility challenges, felt that the policies were discriminatory against those dependent on cars and expressed frustration over a perceived disregard for the needs of older individuals, those with disabilities, and women traveling during nighttime hours. Additional feedback included requests for increased frequency of Overground train services and specific appeals for enhanced accessibility at train stations, particularly for individuals with disabilities.

Stakeholder meetings

London Cycling Campaign (LCC)

During a meeting on 14th May, 2025, between Hackney officers and LCC representatives, the discussion covered a wide range of transport issues. The LCC acknowledged the borough's overall improvements in road safety but raised concerns about issues on main roads, which they consider a past failure. Key topics included the challenges facing car clubs, opportunities for bus priorities, and the goal of achieving a 27% reduction in traffic to meet Net Zero aspirations. Both sides discussed the complexities of reducing private car capacity on main roads, with the LCC supporting a "road diet" approach and a coherent network strategy. The LCC also raised issues about the behaviour of e-bikes, particularly regarding safety, and noted that while cycling is now more widespread throughout the day, the borough needs to address safety in certain areas, such as Walthamstow Marshes at night.

Living Streets

Representatives from Living Streets met with Hackney officers on 7th May, 2025, to discuss a range of pedestrian-focused priorities. They emphasised the need for a "Main Roads Strategy" for Hackney, noting that these roads have the highest pedestrian flows. Their top priority is the implementation of a road user charging scheme, and they expressed interest in a borough-wide effort to make this happen. Other key points included a call for a dedicated, linked-up walking network, a strategy to reduce on-street parking to create more public space, and a kerbside policy that caps and reduces parking permits. They also highlighted the dangers posed by SUVs, referencing a recent study that found pedestrians and cyclists are 44% more likely to be fatally injured if hit by an SUV or light truck compared to a smaller passenger car.

Logistics UK and Road Haulage Association (RHA)

A meeting on 9th May, 2025, brought together Hackney officers and representatives from the logistics and road haulage sectors. The discussion focused on traffic trends, which show an overall decline in traffic but a notable increase in delivery and through freight traffic. The organisations highlighted challenges such as a lack of dedicated loading bays, the high cost and limited charging infrastructure for electric HGVs, and the impact of the London Lorry Control Scheme. They urged the council to use data to create HGV heat maps and to consider the needs of the freight industry in its strategic planning, emphasising the sector's crucial role in supporting local housing and jobs. The RHA also suggested that a positive portrayal of freight vehicles could improve public perception and that the council should consider the findings of their recent "Future of Roads 2025" and "Net Zero" reports.

Licensed Private Hire Car Association (LPCHA)

In an email response, the LPCHA expressed strong opinions on Hackney's transport strategy, primarily focusing on the significant role of Private Hire Vehicles (PHVs). They emphasised that PHVs are the largest form of pre-bookable door-to-door transport, essential for the elderly, vulnerable, and businesses. The LPCHA was critical of the consultation survey for not mentioning PHVs, and they argued that LTNs and other road restrictions increase journey times and costs for their drivers and customers. They advocated for better access for their vehicles across the borough, citing the service as a "very green" mode of transport that reduces car ownership. The association also requested a more flexible and transitional approach to climate policies, rather than "unachievable" ones.

London Taxi Drivers Association (LTDA)

On 3rd June, 2025, Hackney officers met with representatives from the LTDA, who requested that London's 15,000 black cabs be granted exemptions to bus gates in Hackney. They argued that black cabs, which are 70% electric and 100% wheelchair accessible, are a form of public transport and should have the same access as buses. The LTDA also noted the high levels of walking trips and low levels of cycling trips among Black and Asian demographics. They raised concerns that LTNs slow down buses, and they requested more flexibility in creating new taxi ranks to support the night-time economy.

CoMoUK (Shared Mobility)

During a meeting on 22nd May, 2025, with Hackney officers, CoMoUK discussed the challenges facing car clubs and shared mobility providers. They noted that consumer demand for car clubs is "flaky," with operators struggling with wafer-thin margins. The percentage of Electric Vehicles (EVs) in car club fleets across London has decreased from 35% to 30% due to higher running costs and a lack of charging infrastructure. CoMoUK expressed that TfL's policies, such as the lack of congestion charge exemptions for car clubs, are a barrier. They suggested that Hackney could encourage car clubs by providing more suitable parking slots and by using the introduction of ULEZ as a promotional opportunity. They also highlighted the potential of e-scooters and the need for a pan-London approach to e-bikes.

Jewish Community Council

During a meeting on 2nd May, 2025, representatives from the Jewish Community Council voiced strong opposition to the transport strategy. They requested the removal of all LTNs, school streets, and bus lanes, arguing that cars are "essential" to their community. They stated that 80% of the Jewish community are car owners,

while the remaining 20% use minicabs. A specific challenge was noted for women and girls in the community, who are not permitted to use bikes. The council also highlighted issues of digital exclusion due to severe restrictions on internet use, a lack of space for buggies on buses, and a need for customised engagement methods, such as male-only officers at meetings and vouchers for Kosher supermarkets.

Cycle Sisters

In an online meeting on 24th June, 2025, with Hackney officers, representatives from Cycle Sisters, an organisation that provides cycle training for women and children, expressed concerns about cuts to the council's cycle training budget. They noted that providing just one lesson is not enough to build confidence and that the organisation's work is vital for participants' mental health. Other issues raised included the need for a return to "Try before you Buy" schemes, a lack of secure bike storage (citing a break-in at Hackney Downs), and a feeling of intimidation from increased traffic on main roads. A representative also mentioned that she has switched to using a car for shopping since her bike was stolen.

Age UK East London (Older Persons Reference Group)

During a meeting on 19th June, 2025, with around 30 members of Age UK, the focus was on the challenges faced by older and less mobile residents. A key request was for a bus stop and a zebra crossing to be placed directly outside the Marie Lloyd Centre. Members also described issues with bus drivers stopping too far from the kerb, which makes boarding and alighting difficult and unsafe, as well as confusion at bus stops when multiple buses arrive at once. The group also raised concerns about the accuracy of countdown readers and requested that bus drivers allow more time for passengers to be seated before moving off.

Other stakeholder notes

ZEN Event

An engagement event for the Zero Emissions Network (ZEN) on 2nd April, 2025, brought together about 65 attendees, mainly from cargo bike firms. Attendees discussed various aspects of the transport strategy, with a focus on sustainable business solutions.

School Crossing Patrol Officers

A meeting on 17th February, 2025, was held to gather feedback from School Crossing Patrol Officers on the draft Evidence Base for the transport strategy.

Conclusion

The engagement feedback received during this Transport Strategy consultation underscores the importance respondents place on Hackney's transport network and public spaces. The analysis of over 5,500 comments, spanning 12 issues, has revealed a nuanced and often complex tapestry of public opinion. Crucially, this exercise has moved beyond a tally of responses per issue to identify six overarching themes that consistently emerged across the consultation.

These themes – the impact of Low Traffic Neighbourhoods (LTNs); a inclusivity and accessibility for all; quality, reliability, and affordability of public transport; safety beyond traffic (crime and antisocial behaviour); quality of road and pavement infrastructure;s; and nuances in active travel and greener spaces – represent the core aspirations, and priorities of Hackney's community regarding transport.

The consultation indicates that while there is support for sustainable transport and environmental goals, the methods of implementation are divisive. There is a request for inclusive and accessible transport for all, particularly for disabled, elderly, and less mobile residents, who feel overlooked by current policies. Furthermore, the quality, reliability, and affordability of public transport are fundamental concerns, seen as essential prerequisites for any successful shift away from private car use. Safety is paramount, encompassing not only road safety but also personal security in public spaces. Finally, residents request for better road user behaviour, consistent enforcement, and high-quality infrastructure to ensure streets are safe, pleasant, and efficient.

This report serves as a foundation for the next phase of developing Hackney’s Transport Strategy. It highlights that future policies must address not just individual transport components but also the interconnected nature of these overarching themes. A successful strategy will need to carefully balance environmental ambitions with social equity, economic realities, and the diverse daily needs of all Hackney residents.