

MAYOR OF LONDON

A photograph of Mayor Sadiq Khan kneeling in a grassy field, holding a green shovel. He is wearing a dark blue suit and a light blue shirt. To his right, a young girl in a colorful floral jacket is clapping her hands. The background shows a field with trees and a building under an overcast sky.

London Environment Strategy

**REPORT TO THE MAYOR
ON CONSULTATION ON THE DRAFT
LONDON ENVIRONMENT STRATEGY**

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More London
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www.london.gov.uk

enquiries 020 7983 4100

minicom 020 7983 4458

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1 Executive summary

The draft London Environment Strategy ('the draft strategy') sets out the Mayor's vision of London's environment to 2050. The Mayor publicly consulted on the draft strategy for 14 weeks, between 11 August and 17 November 2017. Several associated documents were also published at the same time and formed part of the consultation:

- executive summary
- easy read version of the draft strategy
- six draft strategy appendices
 1. General Assessment
 2. evidence base
 3. roles and responsibilities
 4. legislative and policy background
 5. Sites of Importance for Nature Conservation (SINC) selection
 6. consultation questions
- Integrated Impact Assessment
- Fuel poverty action plan
- Solar action plan

The publication of the draft strategy was advertised to the public and technical stakeholders through:

- a webpage on London.gov.uk
- the Talk London webpage
- a City Hall blog
- Twitter (@MayorofLondon, @LDN_Gov, @LDN_Environment, and @LDN_Talk)
- the Mayor of London Facebook account
- a series of events and meetings

The draft strategy consultation had the widest reach of any of London's eight previous separate environmental strategies. Responses were received from:

- **the public**, via online discussion threads, surveys, email, focus groups, interviews, representative polling, and events

- **technical stakeholders** via an online webform, email, letter, and events

This report is the analysis of the issues raised during the consultation of the draft strategy. It contains the GLA's recommendations for changes to the text of the final version of the strategy for the Mayor's consideration.

Copies of all stakeholder representations, and a database of the responses from the public, businesses and other organisations have also been made available to the Mayor.

With regard to the draft strategy as a whole, the key issues raised were:

Issue	Recommended response
Very strong support for the ambition and vision of the draft strategy, with calls for Mayoral help to increase Londoners' engagement and action.	Policies and proposals to assist Londoners are already woven through the strategy.
Support for the integration in the draft strategy, and asks for even greater integration, both within the final strategy and between Mayoral strategies.	Increase cross referencing within the strategy, and with other Mayoral strategies, now that more draft strategies have been published.
Support for the draft strategy's targets and objectives, and calls for greater detail on project / programme delivery, funding, and monitoring.	Create a brief Implementation Plan that will include high level actions and our approach to monitoring of long term targets and objectives.
A few topics were raised as needing referencing in the draft strategy, such as light pollution and food.	Where appropriate, these should be incorporated into the final strategy, with cross references to the relevant Mayoral strategy (for example, light pollution and the London Plan, food and the Food Strategy).

There were no major areas of policy opposition. As a result, there are no major policy changes proposed. The areas of strongest consultee support for each policy chapter of the draft strategy were:

Policy area	Areas of strongest support
Air quality	The overall ambitions, and emissions reduction targets, both from transport (including ULEZ) and non-transport sources
	Reducing exposure to air pollution
	Upgrading the bus and taxi fleets to lower emission models
	Addressing new topics, such as indoor air quality and wood burning
	Raising awareness of air pollution, and measures to reduce emissions and exposure
	The Healthy Streets Approach

Policy area	Areas of strongest support
Green infrastructure	The concept of a National Park City
	Committing to protecting existing green space and wildlife sites
	Improving Green Belt quality and function
	Natural Capital Accounting and developing new financing models
	Urban Greening Factor and greening new developments
	Developing habitat management guidance and a biodiversity monitoring framework
Climate change mitigation and energy	The zero carbon by 2050 ambition, and development of carbon budgets
	Setting up an energy supply company
	Leadership in solar power generation and the 1GW of solar capacity by 2030 target
	The Fuel Poverty Action Plan
	Support to make London's homes better insulated and more energy efficient, and expansion of RE:FIT to the commercial sector
	Decentralised energy support
Waste	Taking a circular economy approach
	Taking a broader municipal waste approach (to include waste similar in nature to household waste, such as commercial waste)
	A focus on waste reduction, including food waste and excess food packaging, and cutting single use packaging (mainly plastics)
	Consistent collection of food waste and the six main recyclable materials across London
	Consistent service provision, i.e. a minimum level of service for dry recyclables
	Using local sites for waste disposal, where appropriate to do so
	Using carbon measurements for waste, alongside weight-based measures
Adapting to climate change	The development of indicators and the sector based approach
	Green sustainable drainage systems (SuDS) and their higher prioritisation
	Increasing Londoners' awareness of heat risk, including the communications protocol
	Proposed changes to the planning system to increase resilience
	Integration between adaptation and mitigation, for example delivering water efficiency measures through energy efficiency retrofit schemes
Ambient noise	The overall ambition
	The integration with other policy areas within the draft strategy
Low carbon circular economy	The general Low Carbon Circular Economy approach and Mayoral leadership in this area
	Responsible / green public sector procurement and its role in creating demand

Policy area	Areas of strongest support
	Activity around green finance to support London’s ambitions, and divestment both away from fossil-fuel and into London related activity

However, several consultees suggested amendments or additions to the draft strategy’s policies and proposals. These are explained in greater detail in this document and many have been incorporated into the final proposed text of the strategy and are recommended by GLA officers to the Mayor.

This report will be published alongside the final strategy and its associated documents.

2 Introduction and background

This report summarises responses for the Mayor and, where considered appropriate, makes recommendations to the Mayor as to potential changes to the strategy's final text.

What the strategy must contain

The Mayor is required to prepare and publish a London Environment Strategy by the Greater London Authority Act 1999 ('GLA Act' as amended), under changes made by the Localism Act 2011.

Under section 351A of the GLA Act the Mayor is required to bring together the following original six separate environmental strategies that were initially required:

- biodiversity (last published and revised in 2002)
- municipal waste management (last published and revised in 2011)
- climate change mitigation and energy (last published and revised in 2011)
- adaptation to climate change (last published and revised in 2011)
- air quality (last published and revised as the Mayor's Air Quality Strategy (MAQS) in 2010)
- ambient noise (last published and revised in 2004)

The GLA Act sets out what must be included in the strategy under all six of these subject areas. Under Section 351A (5) of the GLA Act, the Mayor may also include in the strategy additional policies and proposals relating to any matter considered of importance and relevant to London's environment.

The strategy must also contain a general assessment of London's environment, as relevant to the Mayor's and GLA's functions. This is published as an appendix to the final strategy.

Draft strategy aims

The draft strategy contains an overarching vision for London to be "the world's greenest global city". If this vision is achieved, then London should be:

- **Greener:** all Londoners should be able to enjoy the very best parks, trees and wildlife. Creating a greener city is good for everyone – it will improve people's health and quality of life, support the success of businesses and attract more visitors to London.

- **Cleaner:** Londoners want their city to be clean, attractive and healthy – living in a big city does not mean they should accept a dirty and polluted environment. The Mayor will clean up London’s air, water and energy in a way that is fair, protects the health of Londoners, and contributes to the fight against climate change.
- **Ready for the future:** water, energy and raw materials for the products we consume will be less readily available in the future, and climate change will mean higher temperatures, more intense rainfall and water shortages. The Mayor will make sure the city does not waste valuable resources, is prepared for the future and is safeguarded for future generations.

There are seven main policy chapters with the draft strategy:

- air quality
- green infrastructure
- climate change mitigation and energy
- waste
- adapting to climate change
- ambient noise
- low carbon circular economy

Each policy chapter contains an aim and a small set of high-level objectives. Objectives contain several policies, as well as proposals to implement those policies.

A key consideration in the draft strategy was the issue of integration, both within the draft strategy itself, and between the Mayoral strategies (such as the London Plan, the Mayor’s Transport Strategy, etc.). Each environmental policy area is linked to others, as well as to cross-cutting issues, such as health, inequalities, sustainable development, transport, economy, etc. Integration is critical to ensure that unintended consequences of actions are avoided. The intention was also for policies and proposals to meet multiple objectives, wherever possible, to ensure the greatest environmental, social and economic benefits from any given intervention.

Purpose of this report

This report is intended to fairly and accurately summarise consultation responses so that the Mayor can have proper regard to them when deciding whether to approve the final version of the strategy.

Many of the responses to this contained a large amount of technical information. This was particularly the case with responses from some technical stakeholders. It is not possible to fully reflect all of this detail in this report, nor to summarise each individual response, although each has been analysed and properly considered.

In addition, whilst anyone can submit their views, individuals and organisations with a keen interest in a topic, and the capacity to respond, are more likely to respond than those who

do not. This means that the views of consultation participants cannot be assumed to be identical to those of the wider population. Because of this, the main purpose of this report is not to determine how many people held particular views, but instead to understand the full range of views expressed.

As a result, this report classifies responses by policy area and/or theme, provides a summary of general concerns raised, and outlines the recommended response to them. It either explains why no change is recommended to the Mayor, or recommends proposed changes if considered necessary and appropriate.

Draft London Plan

The draft strategy was consistent with the draft London Plan as of December 2017 when the Plan was published for consultation. Following consultation, the draft London Plan will be subject to an Examination in Public in late 2018. During the Examination in Public, the Mayor will be able to suggest possible changes / revisions to policies as a result of the process, and submit them to the Inspectorate for consideration.

After the close of the Examination in Public, the panel will produce a report recommending changes to the Plan for the Mayor's consideration, which the Mayor can decide to accept or reject. Once a decision has been reached on which suggested changes to accept or not, the Mayor will send a revised draft of the Plan to the Secretary of State, who has 6 weeks in which to decide whether to direct the Mayor to make any further changes. Following this, it will be laid before the London Assembly. The final adopted London Plan is likely to be published in late 2019, when the other Mayoral strategies will be checked for their consistency with it.

3 Consultation process

The draft strategy consultation

The draft strategy was published on the London.gov.uk website on 11 August 2017 for public consultation. It sets out the Mayor's ambition to make London the greenest global city. For the first time, it brings together approaches to every aspect of London's environment in an integrated document (rather than the eight separate strategies previously published). Several associated documents were also published at the same time and formed part of the consultation:

- executive summary
- easy read version of the draft strategy
- six draft strategy appendices
 1. General Assessment
 2. evidence base
 3. roles and responsibilities
 4. legislative and policy background
 5. Sites of Importance for Nature Conservation (SINC) selection
 6. consultation questions
- Integrated Impact Assessment (IIA – see Box 1 for more information)
- Fuel poverty action plan (FPAP)¹
- Solar action plan (SAP)¹

¹ Alongside the draft strategy, the Mayor also published a draft Solar Action Plan and Fuel Poverty Action Plan. The action plans result from Mayoral commitments and focus on what the Mayor will do to encourage solar energy and tackle fuel poverty in London. Whilst these plans are not formally part of the strategy, the actions are summarised in it and were commented on by consultees during the consultation.

Box 1: Integrated Impact Assessment

The IIA evaluates the social, economic, environmental, health, community safety and equality consequences of the draft strategy's proposed policies, to ensure they are fully considered and addressed.²

Following feedback on the scoping report, and the development of the draft strategy, the IIA was published alongside it on London.gov.uk to inform the consultation. A post-adoption statement will be published alongside the final strategy approved by the Mayor.

Following best practice, the Mayor publicly consulted on the draft strategy and its associated documents for at least 12 weeks: the 14 weeks between 11 August and 17 November 2017.

The consultation had the widest reach of any of London's eight previous separate environmental strategies. For example, the previous climate change mitigation strategy received 72 technical stakeholder responses (in comparison with 370 for this strategy) and the previous climate change adaptation strategy website had 7,000 unique views (in comparison with more than 19,000 page views for this strategy).

A range of people responded, including Londoners, local government, representatives from private and third sector bodies, and from community organisations. These were split into two main groups; the public, and technical stakeholders. Technical stakeholders were considered to be:

- individuals responding on behalf of organisations
- individuals responding specifically to the consultation questions with specialist knowledge of the topic/s
- individuals responding with specialist knowledge of the topic/s

Members of the public were encouraged to comment on the draft strategy through the Talk London webpage, whilst technical stakeholders were encouraged to respond through the webform on the draft strategy webpage. However, consultees were free to respond as they wished, for example by letter and direct emails.

The remainder of this chapter covers the three main types of engagement during the consultation process:

² The draft strategy is a document covered by rules on Strategic Environmental Assessment (SEA). The environmental component of the IIA conformed with the requirements of an environmental report under the Environmental Assessment of Plans and Programmes Regulations 2004 (as amended).

- digital engagement
- additional public engagement
- technical stakeholder engagement

It then explains how the responses were analysed. All reports and datasets relating to the consultation are available on the London Datastore:

<https://data.london.gov.uk/dataset/london-environment-strategy-consultation-2018>.

Digital engagement with the draft strategy

Digital communication methods, such as social media, blogs and emails were a key way to raise awareness of the draft strategy and encourage responses to it, particularly for members of the public. Multiple channels were used to reach as many people as possible. This section sets out the 'reach' of the GLA's digital engagement across all of these channels. It is split into three main engagement channels.

1. Talk London channel engagement

Talk London is an online research community designed to put Londoners at the centre of City Hall strategies and plans by involving them in sustained and meaningful consultations that generate insights, feedback and actions to improve the capital.

All Londoners are able to join the Talk London community. However, as Talk London respondents are self-selecting, this audience is likely to be at least partially engaged with the work of City Hall. Members are not representative of the London population as a whole.

Because of this, quantitative research is also regularly undertaken with a representative sample of Londoners to ensure that the GLA's work is informed by the views of citizens from a cross-section of the community. In addition, qualitative research, such as focus groups and interviews, is conducted to provide a deeper understanding of key issues and support policy development. The research methodology used for the consultation is described in the '[Additional public engagement with the draft strategy](#)' section.

Website

People were invited to 'have your say' across Talk London's digital channels, and were directed towards the Talk London landing page where members of the public were invited to complete surveys and contribute to discussion threads.³ The Talk London landing page received 11,753 unique page views (18,350 in total).

³Talk London (2017) London Environment Strategy consultation. <https://www.london.gov.uk/talk-london/environment-consultation>

Surveys

There were four surveys relating to the ambitions of the draft strategy: these were on air quality, water, green infrastructure, climate change mitigation and energy, and waste. Each survey had its own page on Talk London, and some of the more targeted messaging drove traffic to these specific survey pages (Table 1).

Survey	Unique pageviews
Air quality and water	2,711
Recycling and waste	2,322
Household energy	1,786
Green space and noise	1,515 ⁴

People had the option of completing any number of these four surveys. Almost 3,000 (2,903) individuals responded in total. However, the surveys' samples have not been weighted, and therefore cannot be said to be representative of the London population.

Table 2 shows the number of survey respondents, whilst Table 3 provides a breakdown of the demographic characteristics of survey respondents. The findings from these surveys have been compared against the findings from representative polling, and key differences highlighted in the full consultation reports available on the London Datastore.⁵

Number of surveys completed	Responses
Green space and noise	1,756
Air quality and water	1,344
Recycling and waste	1,241
Climate change and energy	1,077
Total surveys completed	5,418

⁴ This survey went live on 27 July 2017 but the data is incomplete as this page had tracking issues in the first week of release.

⁵ Mayor of London (2018) London Datastore: London Environment Strategy 2017 consultation. Accessed from: <https://data.london.gov.uk/dataset/london-environment-strategy-2017-consultation>

Table 3: Demographic profile of survey respondents⁶		
Gender	Age	Ethnicity
<ul style="list-style-type: none"> • Male: 51% • Female: 45% • Other: 0.45% 	<ul style="list-style-type: none"> • 18-24: 3% • 25-34: 17% • 35-44: 16% • 45-54: 16% • 55-64: 17% • 65+: 14% 	<ul style="list-style-type: none"> • White: 85% • Mixed: 4% • Black: 1% • Asian: 4% • Other: 2%
Tenure	Working status	Education
<ul style="list-style-type: none"> • Being bought on a mortgage: 32% • Owned outright: 28% • Private renters: 23% • Housing association tenant: 3% • Local authority tenant: 2% • Other: 7% 	<ul style="list-style-type: none"> • Working • Full time: 58% • Part time: 11% • Not working: • Retired: 14% • Caring: 2% • Unemployed: 2% • Student: • Part time working: 1% • Not working: 2% • Other: 5% 	<ul style="list-style-type: none"> • Degree or higher: 55% • Further education: • GCSE, A levels or equivalent: 7% • GCSE/O Level grade A*-C or equivalent: 2% • Other qualifications: 2% • No qualifications: 0.3% • Prefer not to say: 30%
Religion	Sexuality	Disability
<ul style="list-style-type: none"> • Christian: 18% • Jewish: 0.8% • Muslim: 0.7% • Buddhist: 0.7% • Hindu: 0.5% • Sikh: 0.1% • No religion: 37% • Prefer not to say: 5% 	<ul style="list-style-type: none"> • Heterosexual/ straight: 54% • Gay, lesbian or bisexual: 7% • Other: 0.8% • Prefer not to say: 7% 	<ul style="list-style-type: none"> • No: 53% • Yes: 8% • Prefer not to say: 2%
Location		
<ul style="list-style-type: none"> • Inner London: 56% • Outer London: 36% • Outside of London: 4% 		

⁶ The percentages will not always add up to 100, as none of the questions were mandatory to answer.

Discussion threads

Respondents were also invited to take part in open discussion threads relating to major themes in the draft strategy: these were agreed in advance. There were 16 discussions and 558 comments in total (Table 4).

Discussion thread	Number of comments
£10 T-Charge now live	149
A 'national park city'	106
Air quality monitoring	97
Recyclable materials	66

Four Talk London members also started their own strategy discussions on the following topics:

- 'What about London's food?'
- 'London food growing capital community school and farms'
- 'Insulation and solar panels'

Email

An email was sent to notify all Talk London members that the draft strategy had launched, and shortly before the close of the consultation period as a reminder to respond.

The demographics of Talk London respondents were analysed at intervals throughout the consultation. Based on this, an additional four targeted emails were sent to members of under-represented groups (including BAME, women and people under 30), to help ensure that the sample was more reflective of the London population.

The open rates of these six emails ranged from 22 to 30 per cent (average of 25 per cent). An open rate of 26.3 per cent is considered to be the industry benchmark for government email newsletters, so the open rates achieved are consistent with that standard.⁷

Twitter

The Talk London twitter account, @LDN_Talk, has 3,430 followers. During the consultation period, 55 relevant tweets were sent, with 3,928 average impressions.⁸

⁷ MailChimp (2017) Average Email Campaign Stats of MailChimp Customers by Industry. <https://mailchimp.com/resources/research/email-marketing-benchmarks/>

⁸ The number of times a tweet or Facebook post (for example) is displayed in someone's feed. This is regardless of whether a user liked, retweeted or commented on it.

2. Environment channel engagement

Webpage

The draft strategy and supporting documents were hosted on a single content page on London.gov.uk.⁹ This page provided all the information and links required to read and respond to the draft strategy. The call to action on the page was for users to ‘respond as an individual’ (directed to the Talk London landing page) or ‘respond as an organisation’ (directed to the technical stakeholder web form).

In total there were 19,257 unique pageviews (24,235 total pageviews) of the draft strategy webpage during the consultation. This contributed to the unusually large number of pageviews (more than double) of the Environment section of London.gov.uk, compared to the same period in 2016.

The draft strategy document (full version) was downloaded 5,528 (unique) times, whilst the executive summary was downloaded 4,501 (unique) times.

Email

The Environment team sends newsletters to its 4,400 subscribers (this is a self-selecting group that is likely to be strongly engaged with environmental issues). During the consultation period, three newsletters with links to the draft strategy were sent. Another was sent to subscribers of the State of London Debate newsletter (1,100 members). Open rates for these four emails ranged between 39 and 54 per cent, which is higher than the industry standard.⁷

Twitter

Box 2 provides a summary of statistics for the Environment team twitter account, @LDN_Environment, which has 7,236 followers. Based on their behaviour (i.e. tending to interact with material primarily during the week, rather than at weekends), most followers are likely to be technical stakeholders.

⁹ Mayor of London (2017) Draft London Environment Strategy. <https://www.london.gov.uk/WHAT-WE-DO/environment/environment-publications/draft-london-environment-strategy>

Box 2: Summary of twitter statistics during the consultation

- 421,587 impressions⁸ – an increase of 161,131 (38 per cent) on same period in 2016
- 6,480 total engagements¹⁰
- 1,078 link clicks
- 8.3 per cent audience increase (749 new followers)

3. Mayor of London channel engagement

Blog

All major Mayoral announcements are placed on the City Hall blog, making it one of the most-viewed sections of London.gov.uk.¹¹

During the consultation period, three environment blog posts were in the 15 most viewed pages on the City Hall blog at the time. Of these, the post announcing the launch of the draft strategy was the most widely viewed, with 7,698 unique pageviews.

Twitter

The Mayor of London has two main twitter accounts:

- @MayorofLondon with 3.1 million followers
- @LDN_Gov with 29,500 followers

During the consultation period, the @MayorofLondon account sent 41 relevant tweets, with 105,744 average impressions. The @LDN_Gov account sent 13 relevant tweets with 13,020 average impressions.

Facebook

The Mayor of London Facebook account, which has 102,871 followers, published 31 relevant posts during the consultation period, with 5,186 average impressions.

Additional public engagement with the draft strategy

Quantitative polls

We undertook four online surveys with a polling provider. Results are based on interviews with approximately 1,000 London residents. Data was weighted to be representative of all Londoners aged 18+. They contained parallel content to those conducted on Talk London and were conducted between 12 June and 21 September.¹²

¹⁰ Actions such as likes, retweets, comments or shares on social media.

¹¹ Mayor of London (2017) City Hall blog. <https://www.london.gov.uk/city-hall-blog>

¹² Although some of the polls were conducted prior to the consultation period, it is not considered to affect their relevance or importance.

Qualitative research

12 focus groups and 16 interviews were conducted from August to September 2017. Participants were recruited from the Talk London community and were paid to participate in the research. The topics were selected based on the poor availability of knowledge (for example, little work has been conducted on assessing how Londoners cope with heat) and the importance of a topic to the public (for example, waste is a commonly raised topic in surveys).

Table 5: Breakdown of focus group members and interviewees

Groups	Sample size (95 in total)
4 x groups on waste	Male: 50 / Female: 45
4 x groups on energy	Wide range of ages
4 x groups + 8 x interviews on green infrastructure	White: 81 BAME: 14
8 x interviews with 70+ Londoners on coping with heat	British: 83 / Other: 12 Homeowners: 55 Private renters: 34 Social renters: 6

Correspondence

The GLA received a total of 1,345 emails from members of the public either writing in to express a specific point (17 responses) or to show their support for a campaign. Standard responses were sent to acknowledge receipt of the emails. The four technical stakeholders that initiated campaigns with standard emails in response to the draft strategy consultation were:

- Campaign for the Protection of Rural England (7 responses)
- Mums for Lungs (36 responses)
- Friends of the Earth (291 responses)
- Switched On London (994 responses)

These emails have been reviewed and included in the analysis of consultation responses. A copy of each of the standardised campaign emails is included in Appendix 1.

Technical stakeholder engagement with the draft strategy

The full list of technical stakeholders that responded to the strategy can be found in Appendix 2 and the chapters that each stakeholder responded to can be found in Appendix 3. There were three main ways that technical stakeholder responses were received:

- webform submissions via the draft strategy consultation webpage

- other correspondence (such as letters and emails)
- comments and questions during events at which the draft strategy was presented

Webform

The draft strategy webpage directed technical stakeholders to an online survey (webform) to submit their feedback on the draft strategy. The webform contained the consultation questions included in the draft strategy document (Appendix 4 provides a list of these questions). The webform also allowed technical stakeholders to upload responses or additional information as pdf or Microsoft Word documents.

235 (64 per cent) of the 370 technical stakeholder responses received were submitted using the webform facility on the draft strategy webpage. Of these, 35 also responded by email or letter.

Correspondence

The remaining 134 technical stakeholder responses were received by email or letter. Most emails were sent to the environment@london.gov.uk address. However, several responses were emailed to individual members of the GLA's Environment team, emailed to the Deputy Mayor for Environment and Energy, or sent via the GLA's 'contact us form' on London.gov.uk.

Events

Several events were held during the draft strategy consultation period, both with and for technical stakeholders, including community groups. In total, the draft strategy was presented at 49 different events. For more information on these events, see Appendix 5.

How the consultation responses were analysed

Public consultation responses

To analyse the public response data from the consultation, a three-stage process was followed.

Phase 1 analysis

The public response datasets were analysed at a granular level and detailed reports relating to that dataset were produced. In each case, data was themed according to policy area, and analysis was clearly evidenced with either statistics or verbatim quotes.

Phase 2 analysis

The Talk London datasets and emailed responses were analysed by policy area, and compared against insights from the representative polling and offline qualitative research (focus groups and interviews). This allowed the team to identify any similarities or differences between the views of the general population and the views of the Talk London community.

Phase 3 analysis

In the final stage, all the datasets on a policy area were brought together in a single report, which aimed to show where the balance of opinion lay, as well as highlight areas of disagreement or debate. These reports are provided in Appendix 6 and have been used by the GLA's Environment team to inform their recommendations for the final strategy. They will also continue to be used to inform future project and programme development.

Technical stakeholder responses

Phase 1 analysis

A market research consultancy was appointed, after a competitive tender process, to categorise and code the technical stakeholder responses. The coding was completed using a codebook developed by the GLA's Environment team.

Each response was coded by the part/s of the draft strategy it referred to. This coding was in the following hierarchy:

- document (i.e. the draft strategy, FPAP, SAP, or IIA)
- chapter within the draft strategy (e.g. air quality, waste, or general comment on the draft strategy)
- objective within a policy chapter (if appropriate)

For example, if a response mentioned the IIA and the draft strategy's heat policies, it would be coded as responding on both the IIA and Objective 8.4 in the Adapting to Climate Change chapter. This approach helped to pinpoint responses on specific issues within the draft strategy, allowing for quantitative analysis.

Since the draft strategy is integrated and a response could cut across more than one policy area (both within the draft strategy and/or with other Mayoral strategies), the codebook also identified 'themes' in consultation responses. For example, a response to the Air Quality chapter on low emission cars that referenced their advantages in terms of climate change mitigation and noise, was coded as responding on Objectives 4.2 and 4.3 of the Air Quality chapter, together with the following themes:

- climate change
- low emission vehicles
- noise
- road transport

This approach helped to identify cross-cutting issues of relevance to multiple policy areas. The tables of five top themes that accompany each policy section in Chapter 3 indicate where:

- integration with other policy areas is frequently proposed or mentioned

- additional areas of focus (such as partnership working or funding) are frequently proposed or mentioned

The level of support for specific chapters and objectives within the draft strategy was also coded, where support was explicitly expressed in a consultation response. Support was split into three categories: 'do not support'; 'support, with suggestions'; and 'support unreservedly'. 'Support, with suggestions' were expressions of support for the chapter or objective, but where the consultee also provided ideas for further improvement.

All technical stakeholder responses, regardless of format or delivery method, were coded in this way. This helped to overcome the issue of responses to the consultation questions via the webform not always answering the specific question asked, whilst retaining the information contained within the responses.

Phase 2 analysis

Every consultation response, and the codebook, were read and analysed by the Environment team. Responses were analysed for the:

- **level of support** – to identify chapters or objectives with strong support or objections
- **issues raised** – this could be through the identification of:
 - perceived gaps in the coverage of the draft strategy, or
 - the desire for additional, interim or more ambitious targets, or policies
- **proposed additions and amendments** – these were considered in relation to:
 - whether they are within the scope of the Mayor and GLA to implement or influence
 - whether this strategy or accompanying Implementation Plan are the appropriate place for them (e.g. they might come under the remit of other strategies or plans)

Cross-strategy responses

Since many environmental topics and policies will overlap with other Mayoral strategies, the codebook allowed technical stakeholder responses to be coded by any other Mayoral strategy that it referenced. Responses mentioning other strategies were then shared with the relevant consultation team for consideration. This helps ensure consistency between the strategies, and that no major issues are missed.

In addition, the consultation teams for the other Mayoral strategies were able to search for responses to the draft strategy by relevant themes. For example, a response to the draft strategy may not have mentioned the Housing Strategy specifically, but may have mentioned housing.

For those draft Mayoral strategies that were published before or shortly after the draft strategy, relevant responses and/or consultation response reports were read.

- draft Mayor’s Transport Strategy (published 21 June 2017)
- draft Health Inequalities Strategy: Better Health For All Londoners (published 23 August 2017)
- draft Housing Strategy (published 6 September 2017)
- draft London Plan (published 29 November 2017)

Responses received from these Mayoral strategy consultations that referenced environmental issues were not counted as part of this report’s statistics. However, they provided a wider context for understanding the views of Londoners and technical stakeholders, including their perception of the links between the strategies.

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4 Main issues raised, and proposed strategy changes

This chapter contains a summary of the responses received during the draft strategy consultation, and recommends changes to the Mayor.

Since it is not possible to include every issue raised as part of the consultation, this report gives a high-level indication of:

- the issues that most consultees commented on
- issues that were not raised by many consultees, but that may have significant implications for the strategy

The ‘Main issues and recommendations’ section at the end of each of the following sections summarises what changes, if any, are recommended to be made to the final strategy text based on the consultation responses or other relevant matters. These recommendations are categorised by whether they are clarifications in the supporting text of the final strategy or changes to policies or proposals. The majority of recommendations are clarifications in the supporting text.

General

This section refers to responses from technical stakeholders. Responses from members of the public were asked policy area specific questions during the consultation: these are included in the policy sections later in this chapter.

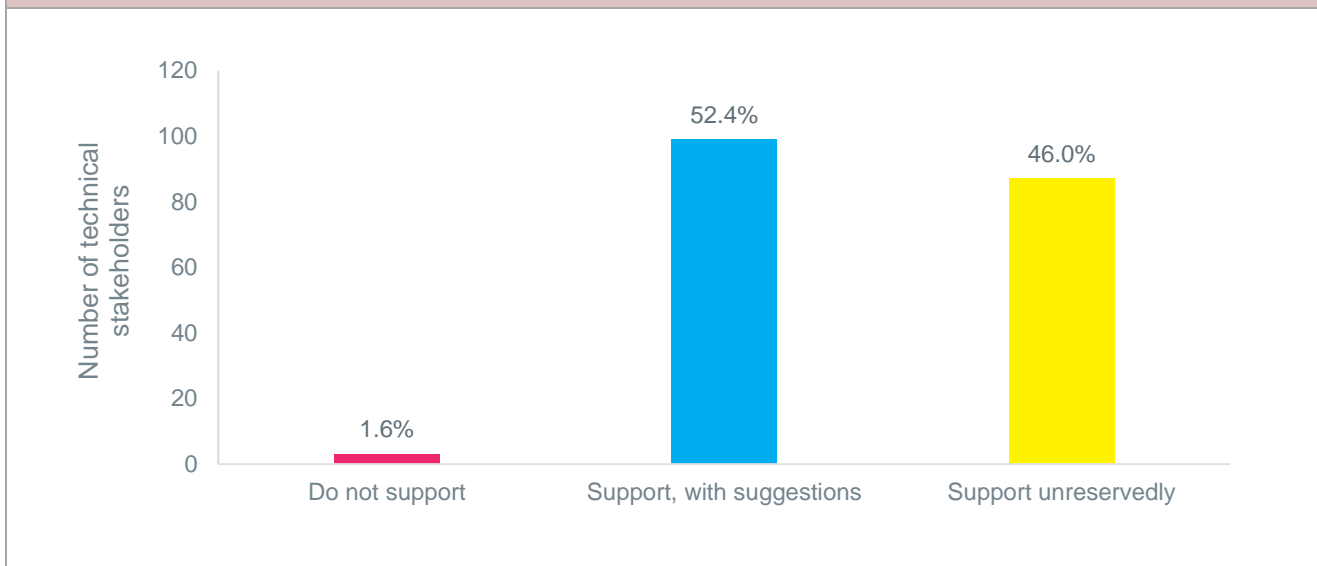
Vision

The levels of technical stakeholder support for the draft strategy vision (to make London the greenest global city) was assessed by:

- reviewing answers to the consultation question “Do you agree with the overall vision and principles of this draft London Environment Strategy?”
- analysing additional responses that were coded as responding on the vision, even if the consultation question itself was not directly answered.

The results from these two methods were combined (duplicate stakeholders were removed) and demonstrate the widespread support for the draft strategy vision (Figure 1). Overall, 98.4 per cent of technical stakeholders expressed support for the vision.

Figure 1: Levels of support for the draft strategy vision to make London the world’s greenest global city¹³



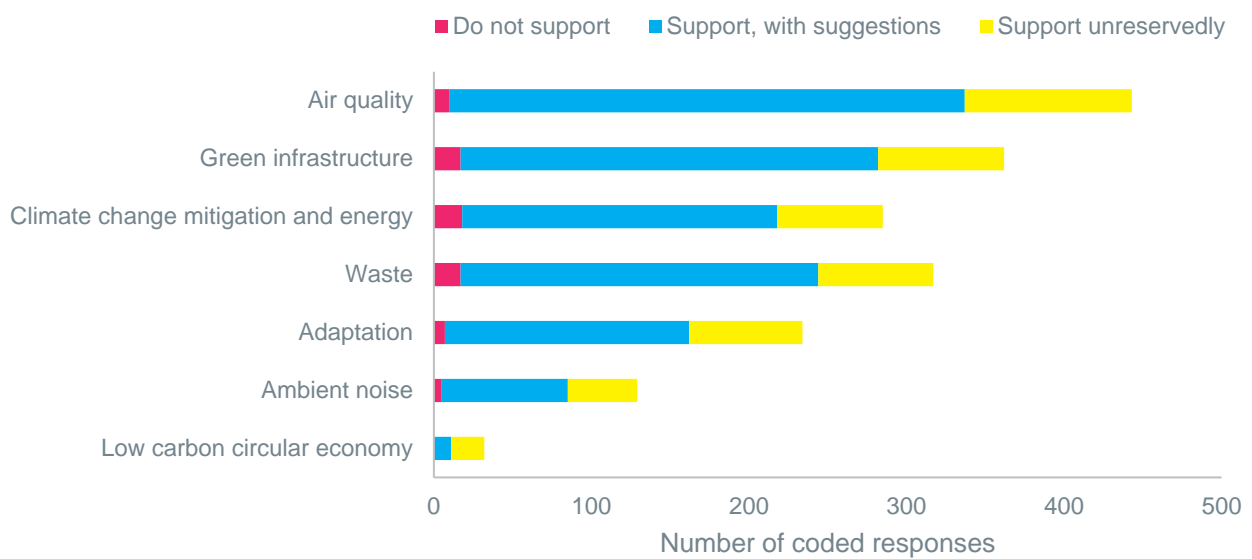
Of the three technical stakeholders that did not support the draft strategy’s overall vision, there were very specific reasons given, rather than overarching issues (these are discussed in Table 6).

¹³ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

Support for the draft strategy policy chapters

Figure 2 shows the levels of technical stakeholder support for the different policy chapters within the draft strategy. Overall, there is overwhelming support, with all policy chapters being supported by at least 93 per cent of respondents on that chapter.

Figure 2: Levels of support for objectives within the different policy chapters of the draft strategy¹⁴



N.B. A single response from a consultee may have referred to multiple objectives and multiple chapters, each of which was coded separately. As a result, the number of coded responses exceeds the number of stakeholders that responded on the draft strategy.

Support for specific policy chapters is discussed in the relevant policy sections of this report. However, the two main areas of support for the draft strategy as a whole were:

- **integration** – the integration of the eight previously separate environment strategies was strongly welcomed
- **ambition and vision** – the overall ambition and vision of the draft strategy was also strongly supported

Main issues raised

¹⁴ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

A common response from stakeholders and the public was a request for the Mayor to do more. The Mayor has limited powers over environmental issues in London, as outlined in Appendices 3 and 4 of the draft strategy. As a result, the Mayor depends on others to help deliver the strategy, including national and local government, NGOs, businesses, and the public.

Table 6 outlines the main issues that technical stakeholders raised in response to the draft strategy in general, together with recommended changes for the final strategy.

Table 6: Main issues raised in response to the draft strategy in general by a wide range of technical stakeholders

Main issue	Recommended category of GLA response	Further information on recommendation
<p>There is a lack of detail on:</p> <ul style="list-style-type: none"> • how targets in the draft strategy will be achieved • how progress on the final strategy will be monitored • how policies and proposals in the draft strategy will be funded 	No change	<p>The strategy is intended to be a long-term and high-level strategy for London’s environment. It sets the current context, future vision and direction of travel towards that vision, including some benchmarks and milestones. Greater detail on how targets will be achieved will be contained in a five-year Implementation Plan that will accompany the final strategy.</p> <p>Monitoring is an integral part of the strategy. As a result, the Implementation Plan that will accompany the final strategy will include details on how both the implementation of the final strategy, and its outcomes, will be monitored.</p> <p>Many of the activities needed to achieve the outcomes of the final strategy are outside the Mayor’s direct control. As a result, it is not considered feasible to assign costings and funding sources for all policies and proposals in the strategy.</p>
<p>There are widespread calls for greater knowledge sharing and awareness-raising activities, and increased engagement of Londoners with environmental issues. Linked to this is a call for more work on behaviour change.</p>	No change	<p>Actions that Londoners can take to improve London’s environment were embedded throughout the draft strategy, such as reducing single-use plastic waste and reducing energy demand.</p> <p>The results of research into public and technical stakeholder views on behaviour change during the consultation are summarised in the ‘What can Londoners do to help?’ section of this report. This will help inform future project and programme development.</p> <p>Through the London Curriculum, the Mayor is helping to raise Londoners’ awareness of environmental issues, such as water quality, the waterways, and London transport’s fuels.</p>

Table 6: Main issues raised in response to the draft strategy in general by a wide range of technical stakeholders

Main issue	Recommended category of GLA response	Further information on recommendation
		The Mayor also supports the role of NGOs and their efforts to raise Londoners' awareness of environmental issues and solutions.
Skills, capacity building and innovation (e.g. in the energy efficiency retrofit supply chain, in borough Parks Services departments, etc.).	Clarification	The Low Carbon Circular Economy chapter of the draft strategy covered skills, capacity building and innovation. However, include greater cross referencing to the Economic Development Strategy.
Unintended consequences and perverse incentives (e.g. avoiding conflicts between energy efficiency and overheating).	Clarification	The draft strategy was developed with integration as a central theme, and the IIA tested policies against each other to check for unintended consequences. However, include greater cross referencing to better demonstrate this.
Conversely, focus more on co-benefits, e.g. health, place-making, etc.	Clarification	Improve cross referencing to other policy areas within the final strategy, and to other Mayoral strategies.
The draft strategy does not make the most of existing Mayoral powers.	No change	The Mayor has a limited and strictly defined set of powers with regard to London's environment. These are set out in Appendix 3. The draft strategy set out how the Mayor will use the powers available, and influence, to effect change.
Some environmental issues are missing from the draft strategy	N/A	See Table 7.
The design of the document could be improved (e.g. infographics made clearer, integrated road map to show interactions and overlap).	Change	Following publication as a pdf report, the final strategy is also intended to be available online as a set of user-navigable linked webpages. This will help highlight the integration between different sections of the final text.

Scope

One of the consultation questions was “Do you agree that this draft London Environment Strategy covers all the major environmental issues facing London?”. Of the 118 technical stakeholders that responded to this question, almost 40 per cent stated that they fully agreed and had no suggestions for additional issues that should be included in the final strategy.

Of the remaining technical stakeholders, as well as those present at consultation events, suggestions for additional environmental issues that should be included are listed in Table 7. Suggestions that are recommended to be included as part of the supporting text of the final strategy (for example, because they are primarily dealt with in other Mayoral strategies and plans), rather than as new or amended proposals are:

- food (allotments and other production methods, farming, etc.)
- invasive non-native species, pests and pathogens
- a greater focus on blue infrastructure
- soils and geodiversity
- light pollution
- household hazardous wastes
- the importance of green infrastructure for learning

Table 7: Additional environmental issues raised during the draft strategy consultation

Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
Natural environment			
Indoor greening & biophilia (encouraging businesses to green their premises in order to help connect people with nature)	<ul style="list-style-type: none"> • BID / BID group 	No change	<p>The focus of the strategy is on outdoor greening, as this provides a greater range of benefits for a wider range of beneficiaries.</p> <p>Existing proposals, such as the National Park City, urban greening factor and Green City Fund, will provide additional opportunities for people to connect with the natural environment as part of their daily activities.</p>
Pesticide and herbicide use (ensuring these are used appropriately with minimal environmental impact)	<ul style="list-style-type: none"> • Community group • Charity / non-profit organisation / community interest company 	Change	This is a detailed operational management, rather than a strategic, issue. However, include pesticide and herbicide use in the GLA Group Operations chapter (specifically with regard to the use of best practice guidance), which is where the Mayor has direct influence on this issue.
Pollinator strategy	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	No change	<p>Pollinators are an important part of London's ecosystem. The main threats to pollinators in the urban environment are habitat loss and loss of connectivity between suitable habitat areas. The proposals in the strategy aim to increase the quantity and quality of green cover and habitats, which will provide better habitat and ecological networks for a range of species, including pollinators. Advice on pollinator friendly land management will be included in the habitat guidance notes proposed in the strategy.</p>

Table 7: Additional environmental issues raised during the draft strategy consultation

Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
Wildlife crime	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company 	Change	The Mayor supports the work of the Metropolitan Police Wildlife Crime Unit. Add raising awareness of, and taking action on, wildlife crime as an area for the GLA group to show leadership.
Extreme cold (as well as extreme heat)	<ul style="list-style-type: none"> Local authority / politician / group Charity / non-profit organisation / community interest company 	Change	Improve cross referencing in the Adapting to Climate Change chapter to relevant measures in the Climate Change Mitigation and Energy chapter and the Fuel Poverty Action Plan. Expand the proposed communications protocol for extreme heat events to include extreme cold events.
Emissions and pollution			
Helicopter noise	<ul style="list-style-type: none"> Community group 	No change	This was raised as an issue missing from the IIA. However, the IIA covers all forms of noise and vibration. The Mayor fully intends to continue to lobby for improvements in aviation. The policy position on aviation has been outlined within the London Plan.
Water quality (including groundwater)	<ul style="list-style-type: none"> Government politician / department / body 	Change	Include a new section on water quality in the Green Infrastructure chapter and cross reference this in the Adapting to Climate Change chapter.
Aircraft emissions (chemtrails)	<ul style="list-style-type: none"> Sustainability professional 	No change	Like all combustion sources, aircraft produce harmful pollutants, such as particulate matter and nitrogen dioxide. The Mayor is working with the operators of London's airports to reduce these emissions, both from

Table 7: Additional environmental issues raised during the draft strategy consultation

Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
			aircraft and from ground vehicles working on or serving the airport.
Greater emphasis on scope 3 emissions (incl. ICT emissions and energy use)	<ul style="list-style-type: none"> Sustainability professional 	No change	The London Plan encourages developments to demonstrate how they are minimising scope 3 / embodied carbon from construction in their energy strategies. The Mayor also encourages reductions in embodied carbon through the circular economy approach and, in particular, by setting Emission Performance Standards (EPS) for waste activities. Further details are in Table 16.
Resources			
The draft strategy's scope with regard to waste production and management is too limited	<ul style="list-style-type: none"> Government politician / department / body 	No change	There are several targets for the management of waste included the Waste chapter. General waste reduction is being targeted through the promotion of a circular economy approach, which is set out in the Waste and LCCE chapters.
More is needed on water efficiency, and water metering policies should help address water poverty	<ul style="list-style-type: none"> Business / business group Charity / non-profit organisation / community interest company 	No change	Water efficiency and metering were included in the draft strategy, in the Adapting to Climate Change chapter. There are policies and proposals to increase metering and water efficiency across the city.

Table 7: Additional environmental issues raised during the draft strategy consultation			
Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
Construction			
Construction, demolition and excavation waste should be included	<ul style="list-style-type: none"> • Business / business group • Local authority / politician / group 	No change	The Mayor has no responsibility or powers to directly control the management of industrial waste and construction, demolition and excavation waste where it is not in the possession or control of a waste authority. However, where planning permission is required, the control of such waste categories is within the remit of the planning system and the Mayor's strategic planning powers, and so reference is made to the London Plan.
Embodied carbon, especially in construction should be included	<ul style="list-style-type: none"> • Community group 	No change	Sustainable construction is included in the London Plan. Regard was also given to embodied carbon throughout the draft strategy. For example, Proposal 6.1.4c encourages "the reduction of whole lifecycle building emissions (embodied carbon)".
Sensible planning and eco-construction should be included	<ul style="list-style-type: none"> • Business / business group 	No change	Sustainable construction is included in the London Plan.
National policy			
Brexit's opportunities to set higher standards	<ul style="list-style-type: none"> • Community group 	No change	This strategy has been developed to provide leadership on the environment, in the context of current national policy and uncertainty around Brexit. The Mayor has called on the government to maintain higher standards post-Brexit. This includes enshrining key EU safeguarding principles in British law, including 'polluter

Table 7: Additional environmental issues raised during the draft strategy consultation

Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
			pays', 'environmental rights for citizens', and the 'precautionary principle'. The draft strategy set out where further government action is required.
Defra's 25 Year Environment Plan	<ul style="list-style-type: none"> Government politician / department / body 	Clarification	The 25 Year Environment Plan has now been published by Defra. Include references to it throughout the strategy, particularly the Green Infrastructure and Waste chapters.
Other			
Public control of energy in London	<ul style="list-style-type: none"> Business / business group Trade union 	No change	The delivery of an energy supply company or partnership is being tendered for, whilst keeping the option to move to a fully licensed supply company in the future under review. More information is in Table 16.
Job creation and skills	<ul style="list-style-type: none"> Business / business group Trade union 	No change	Job creation and skills are included within the Low Carbon Circular Economy chapter, as well as the Economic Development Strategy.
Port of London bunker fuel and its air quality implications	<ul style="list-style-type: none"> Sustainability professional 	No change	The Port of London Authority is not part of the GLA family. However, the GLA is working collaboratively with them as they develop their draft emissions strategy for the Tidal Thames. The strategy includes undertaking a feasibility study for the use of alternative fuels in vessels on the Thames.
Impacts on historic environment and heritage	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest 	No change	The draft strategy was assessed as having an overall beneficial impact on the historic environment in the IIA. Further consideration of the historic environment is

Table 7: Additional environmental issues raised during the draft strategy consultation

Environmental issue	Stakeholder category	Recommended category of GLA response	Further information on recommendation
	company • Government politician / department / body • Developer • Professional body / institute		included in the London Plan and will also be included in the forthcoming Culture Strategy. Heritage issues are also considered as part of energy efficiency retrofit programmes.
Strategic access routes, e.g. Thames Path	• Government politician / department / body	No change	TfL is developing a London Walking Action Plan, which is due to be published in Spring 2018. Through this, TfL will establish a Leisure Routes Forum to bring together key stakeholders to discuss how the Walk London network, which includes the Thames Path, can be better maintained, promoted and potentially expanded. Natural England will be invited to participate in this Forum. This will deliver on proposal 4 in the draft Mayor’s Transport Strategy which states that ‘The Mayor, through TfL and the boroughs, and working with other stakeholders, will protect, improve and promote the Walk London network and create new leisure walking routes’.

Air quality

Responses from technical stakeholders

Who responded

224 (61 per cent) of 370 technical stakeholders responded specifically on the Air Quality chapter. Together, the top five categories of stakeholders submitted 71 per cent of responses to the Air Quality chapter (Table 8).

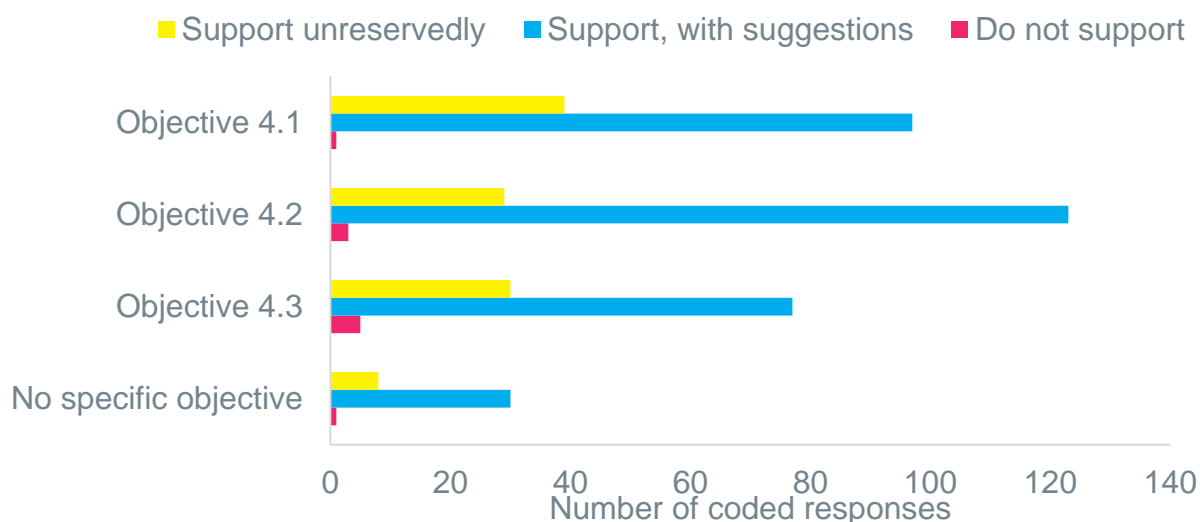
Table 8: Top five categories of respondents on the Air Quality chapter

Category	Number of respondents
Business / business group	51
Charity / non-profit organisation / community interest company	34
Local authority / politician / group	32
Community group	29
Professional body / institute	14

Support

There was widespread and strong support for the aims, objectives and policies in the Air Quality chapter (Figure 3). The greatest number of responses relevant to specific objectives were related to Objective 4.2. The issues raised by technical stakeholders who did not support parts of the Air Quality chapter are included in Table 10.

Figure 3: Levels of technical stakeholder support for different objectives in the Air Quality chapter¹⁵



No specific objective = Responses received that did not relate to a specific objective within the Air Quality chapter

Objective 4.1: Support London and its communities, particularly the most vulnerable and those in priority locations, to help empower people to reduce their exposure to poor air quality

Objective 4.2: Achieve legal compliance with UK and EU limits as soon as possible, including by mobilising action from London boroughs, government and other partners

Objective 4.3: Establish and achieve new, tighter air quality targets for a cleaner London by transitioning to a zero emission London by 2050, meeting World Health Organisation health-based guidelines for air quality

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the Air Quality chapter.

In general, the main areas of support for this chapter were for:

- the overall ambitions and emissions reduction targets (both from transport and non-transport sources)
- addressing wood burning
- raising awareness
- the Healthy Streets Approach

¹⁵ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

Main themes

The top five themes raised as part of technical stakeholder responses to the Air Quality chapter are shown in Table 9.

Table 9: Top five themes raised as part of technical stakeholder responses to the Air Quality chapter

Theme	Number of responses
Collaboration / partnership working	136
Timescales and delivery	121
Education / engagement / communication	116
Construction / development / planning	112
Legislation & compliance	102

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Attitudes towards air pollution: summary based on representative polling

84 per cent of Londoners think air pollution is a problem for London, and 58 per cent of Londoners think it is a problem in their local area. Air pollution is seen as posing the biggest problem for people with pre-existing health problems, for older people and for children. However, Londoners don’t recognise air pollution as a big problem in their cars or in their home.

Policy support: summary based on representative polling

Public responses showed support for the Mayor’s policies around air quality, particularly for:

- reducing exposure to air pollution, especially around schools (net 74 per cent support), and
- upgrading the bus and taxi fleets to lower emission models (net 73 per cent support)

When ranked against each other, the most strongly supported measure was upgrading the bus and taxi fleet by phasing out diesel vehicles and switching to lower and zero emission models.

Attitudes towards sustainable travel: summary based on qualitative research

Participants thought that safety was the biggest barrier to cycling. Many talked about dangerous driving and aggression from drivers e.g. overtaking too close. Most suggestions to encourage more cycling centred on improving infrastructure, the most common being to create more segregated cycle lanes.

“More cycling proficiency lessons for adults and in schools so that people feel more confident cycling and are more aware of the importance of not breaking the highway code.”

Talk London Member, 26 years old, female, Richmond

Walking was seen to have fewer barriers than cycling. The most common suggestion for encouraging walking was creating more pedestrianised areas. Participants also suggested schemes to discourage car ownership and use, such as increasing congestion charges and limiting parking permits.

Personal deliveries: summary based on qualitative research

Workplace delivery was seen as the most reliable option to receive packages, as most have no way of accepting packages at home during the day. In addition, several barriers to the use of local collection points were identified, including opening hours and location. Suggestions for improvement included expanding the use of lock-boxes, for example at Tube stations.

Personal deliveries: summary based on representative polling

- 27 per cent of Londoners have had an item delivered to central London in the past 12 months.
- 46 per cent of inner Londoners have had an item delivered, reflecting the fact that many of them would have had the item delivered to their house
- 15 per cent of respondents said that alternatives listed were not available for the item they were ordering
- after being given a message about the impact of personal deliveries on congestion and air pollution, 22 per cent of Londoners said they are less likely to get a central London delivery and 62 per cent said it would make no difference

Air quality monitoring technology: summary based on qualitative research

There was interest in the idea of air quality monitoring technology, and some suggestions for how it could be used, for example to make it easier to identify cleaner routes and target enforcement activities. However, some thought that the air pollution problem is already well-known and that effort and resources should be spent on improving air quality, not monitoring it.

Air quality monitoring technology: summary based on representative polling

- generally, Londoners are willing to use air pollution monitors, whether in the home (73 per cent willing), using a smartphone app (62 per cent willing), or on the car (55 per cent willing).
- Londoners are less willing to carry an air pollution monitor when walking (47 per cent willing), or when cycling (39 per cent willing)

Main issues and recommendations

The draft strategy was consistent with the draft Mayor's Transport Strategy. It is recommended that the Air Quality chapter be amended to be in line with any changes made to the final Mayor's Transport Strategy. This includes:

- calling for all new car and van sales to be zero emission by 2030
- calling for all new heavy vehicle sales to be zero emission by 2040
- adding the potential for earlier introduction of town centre Zero Emission Zones
- supporting car-free days
- more information on re-timing of goods and services deliveries and on efficient deliveries to individuals (TfL will set out the additional actions to be taken to address freight emissions in their Freight, Deliveries and Servicing Plan)
- encouraging the use and growth of London's network of collection points (these are often located at local shops and post offices that Londoners can access on foot close to their homes or on their daily commute)
- reaching a minimum of 9,000 zero emission capable taxis by 2020
- using GLA group procurement and events to help reduce emissions from NRMM

Table 10 outlines the additional specific issues that consultees (both technical stakeholders and the public) raised in response to the Air Quality chapter of the draft strategy, together with recommended changes for the final strategy.

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
Overarching targets			
EU limits: there was overall support for the Mayor's vision and leadership on addressing air quality problems. However, respondents felt that London should meet EU limits sooner.	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company Community group Local authority / politician / group 	Clarification	<p>The draft strategy outlines an ambitious approach to contribute to achieving legal limits in London as quickly as possible. However, comprehensive and coordinated action is needed by government and other public bodies at a national level to address factors outside the Mayor's control or influence, and to make the measures the Mayor is taking more likely to be effective. The challenge of cleaning London's air is made more difficult because over half of the pollution experienced is not created here.</p> <p>To illustrate this, include the outcomes of concentration modelling and expected compliance date(s) in the Air Quality chapter.</p>
PM_{2.5}: one respondent stated that PM _{2.5} targets should be applied by ULEZ sooner than 2030.	<ul style="list-style-type: none"> London Assembly / GLA group 	No change	<p>ULEZ will help reduce PM_{2.5} emissions. However, PM_{2.5} targets relate to non-transport emissions as well as emissions from transport, with over half the problem coming from outside London. As a result, meeting PM_{2.5} targets requires actions beyond ULEZ, as well as a</p>

¹⁶ This list may not be complete

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
			<p>range of non-transport related measures outlined in the draft strategy. Aligned government action, and international and European cooperation, for example on tyre and brake wear standards, will be critical.</p> <p>Modelling for the draft strategy indicated that 2030 is the earliest viable date to meeting the WHO guidelines (subject to powers and funding), and this commitment is itself very ambitious.</p>
Transport targets			
<p>ULEZ: some respondents stated that ULEZ should be London-wide and/or implemented more quickly, and that taxis should be included</p>	<ul style="list-style-type: none"> • Local authority / politician / group • Charity / non-profit organisation / community interest company • Community group • London Assembly / GLA group 	<p>No change</p>	<p>The proposals to bring forward the commencement of ULEZ have been consulted on and the scheme will commence in April 2019.</p> <p>Consultation on the tightening of London-wide LEZ standards for heavy vehicles, and an expansion of the ULEZ scheme to the North / South circular for all vehicles, was launched in November 2017. Consultation responses will be reviewed.</p> <p><i>Taxis and ULEZ</i></p> <p>Taxis are exempt from the ULEZ as proposed, as they have new licensing requirements and an existing age limit. However even with the ULEZ proposals there is a requirement to further reduce taxi emissions in order to</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
			reach compliance with air quality limit values. Whilst taxis will not be included in the ULEZ at this stage, this may be reconsidered in the future, subject to a full statutory consultation.
<p>Zero emission zones: respondents highlighted that the development and implementation of zero emission zones (ZEM) requires caution and consistency.</p> <p>Moreover, the Mayor/TfL should commit to working with any London borough that wants to deliver a ZEM sooner than targeted.</p>	<ul style="list-style-type: none"> • Business / business group • Local authority / politician / group 	Change	Include wording that town centre Zero Emission Zones will be designed and delivered in partnership with the boroughs, and that detailed design work will ensure that local needs and issues are properly reflected.
<p>Bus fleet: some respondents were supportive of the transformation of London's bus fleet however it was felt that timelines should be</p>	<ul style="list-style-type: none"> • The public • Local authority / politician / group • Charity / non-profit organisation / 	No change	Keep the target for all TfL buses to be zero emission by 2037, but it should be recognised in the final strategy that this is the latest date by which a zero emission bus fleet will be achieved. This takes into account contracts, funding and technology availability. Set out further information in the final strategy on interim targets, e.g. all new buses needing to be zero emission from 2025.

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
brought forward.	community interest company <ul style="list-style-type: none"> • Community group • BID / BID group 		TfL is leading the way with trials of zero emission double decker buses and a commitment that all new buses will be zero emission from 2025, and the entire fleet by 2037.
Idling: the public supported anti-idling policies, and some respondents highlighted that anti-idling policies (including for taxis and private hire vehicles) should be featured in the final strategy.	<ul style="list-style-type: none"> • The public • BID / BID group • Charity / non-profit organisation / community interest company • Local authorities and group • Community group 	Change	This matter was implicitly referenced in the draft strategy. It is recommended that an explicit reference is included. In addition, include a call for government (which has the powers to solve this challenge) to help boroughs enforce anti-idling on London's streets by making legislation fit for purpose and universally applicable.
Parking charges: some respondents suggested that the uptake of cleaner vehicles in London could be encouraged via	<ul style="list-style-type: none"> • Local authorities and group • Charity / non-profit 	Change	Include a call for government (which has the powers to solve this problem) to revoke current advice that parking charges should not be linked to emissions.

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
parking charges, including prioritisation for ultra low emission vehicles.	organisation / community interest company		
Wood burning			
<p>A significant majority of respondents on this topic were supportive.</p> <p>Additional suggestions included installing filters and imposing time limits on existing stove owners and new research into the scale of emissions.</p> <p>There were some reservations from the fuel supply industry.</p>	<ul style="list-style-type: none"> • The public • Charity / non-profit organisation / community interest company • Community group • Local authority • Business / Business group • Large multidisciplinary consultancy • BID / BID Group 	Change	<p>Include a call for government (which has the powers to solve this challenge) to strengthen and bring up to date existing local authority enforcement powers (including the issuing of penalty charge notices, where appropriate) against inappropriate fuel sales and excessively polluting solid fuel burners (including explicit reference to open fires).</p> <p>Include a request to government for new powers to set tighter minimum emission standards for wood burning stoves sold in London (e.g. eco-design standard).</p> <p>State that the Mayor will work in partnership with the health sector to raise awareness of the health impacts of open fires and stoves, including within homes and workplaces.</p> <p>Highlight that there is increasing awareness about the health impacts of wood burning (particularly open fires).</p> <p>Locate proposals on indoor air quality and wood burning next to each other to highlight the link between</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
			the two issues.
Indoor air quality			
Respondents were supportive of the Mayor's plans however there were requests for further information. Respondents also reinforced that it was important to raise awareness and continue to further develop understanding around this work.	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company Local authority / politician / group Community group 	Clarification	<p>Update the supporting text to the policy with the latest evidence and additional policy information.</p> <p>Locate proposals on indoor air quality and wood burning next to each other to highlight the link between these two issues.</p>
At risk communities			
<p>Scope: some respondents suggested that there should be a focus not just on schools but also on other at-risk communities, such as:</p> <ul style="list-style-type: none"> older people BAME deprived communities 	<ul style="list-style-type: none"> Local authority / politician / group Charity / non-profit organisation / community interest company Community 	Clarification	Amend the supporting text to feature at risk communities and disadvantaged groups, such as BAME communities.

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
	group		
<p>Planning: some respondents felt that there should be strict controls on new developments that will be close to at risk groups.</p>	<ul style="list-style-type: none"> Local authority / politician / group 	No change	London Plan policy on improving air quality references people particularly vulnerable to poor air quality and the need to reduce their exposure.
Emergency measures			
<p>There was general support for the use of emergency measures (91 per cent of webform responses either supported, or supported with suggestions) for reasons of public education and engagement, and public health. However, concerns were raised, for example access for emergency and utility vehicles, and the small impact on emissions.</p>	<ul style="list-style-type: none"> Local authority / politician / group BID / BID group Business / business group London Assembly / GLA group 	Clarification	The Mayor will consider lobbying government for additional powers to manage traffic during high and very high pollution episodes, including to effectively enforce the temporary exclusion of certain types of vehicles from certain areas during time-limited periods, in addition to being able to set emission standards.

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
AQ positive and AQ neutral			
There were mixed responses on this topic, with some preferring AQ neutral (AQN) to be enforced first, and others preferring an immediate move to AQ positive.	<ul style="list-style-type: none"> Local authority / politician / group 	Clarification	<p>Cross reference planning guidance that will contain further information on these policies. This retains the potential to be revised more frequently.</p> <p>In addition, state that:</p> <ul style="list-style-type: none"> the Mayor expects boroughs to implement planning policies fully to ensure that developments meet or exceed the Air Quality Neutral benchmarks. The Mayor will support the boroughs in delivering Air Quality Neutral developments through the LLAQM Framework and planning guidance AQN compliance will be one of the key performance indicators for both the London Plan and LLAQM
Energy			
Combined heat and power (CHP): there was support for a London CHP register to improve the coordination of installations, as well as support for further borough control over on-site CHP in areas that	<ul style="list-style-type: none"> Local authority / politician / group 	Change	<p>To date combustion-based Combined Heat and Power (CHP) systems, predominantly gas-engine CHP, have been used in new development in London as a cost effective way of producing low-carbon heat. However, the carbon savings from gas engine CHP are now declining as a result of national grid electricity decarbonising, and there is increasing evidence of adverse air quality impacts.</p> <p>As a result, we must now consider alternative</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
<p>exceed air quality limits. London Councils (and some boroughs) said that they did not believe the current proposals went far enough given the potential air quality issues.</p>			<p>approaches. The London Plan introduces a heating hierarchy that will promote cleaner heating solutions such as those based on secondary heat. The Mayor will encourage a similar approach when existing and new plant is being replaced or installed outside the planning system.</p> <p>Amend the strategy to reflect this position, and provide further detail on Mayoral actions to reduce harmful emissions from existing heating technologies operational in London, such as additional lobbying of government to give the Mayor powers to regulate on emissions from existing boilers, generators, CHP systems, and energy efficiency requirements.</p>
<p>Energy from Waste / incineration: some respondents raised concerns over the air quality impacts of incineration and energy from waste plant.</p>	<ul style="list-style-type: none"> Local authority / politician / group 	Clarification	<p>Clarify the proposal to explain that Energy from Waste, biomass, etc., must meet the same air quality tests as any other fixed point combustion source.</p> <p>It is not expected that any new Energy from Waste plants, beyond existing facilities and those already being built at Beddington and the replacement Edmonton incinerator in Enfield, will be needed to meet London's municipal waste capacity needs if recycling targets are met. However, any refurbished or proposed new Energy from Waste plant should meet the same air quality tests as any other heating or energy system.</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
Non-Road Mobile Machinery			
<p>Additional actions: respondents were largely supportive of the proposal to reduce emissions from NRMM. However, it was felt that more could be done:</p> <ul style="list-style-type: none"> the NRMM low emission zone should be tightened sooner, with a clear hierarchy any enforcement system should be independent of the planning process trial and encourage the roll out of zero emission technology 	<ul style="list-style-type: none"> Government politician / department / body Business / business group Local authority / politician / group 	Change	<p>Amend the NRMM Low Emission Zone timelines will as follows:</p> <ul style="list-style-type: none"> 2020: IIIB/IV in CAZ plus Housing / Intensification zones 2025: IV throughout London 2030: V throughout London 2040: Zero emissions throughout London <p>Include a call for new powers from government to secure improved regulation of NRMM. This includes powers to control emissions from, for example:</p> <ul style="list-style-type: none"> auxiliary power and refrigeration units on vehicles and trailers NRMM used on construction sites, road works, events, and industrial sites
<p>Evidence: one respondent questioned the NRMM emissions statistics referenced in</p>	<ul style="list-style-type: none"> Business / business group 	Clarification	<p>The fleet population, age and profile for NRMM in the LAEI 2013 were based on the best evidence available at the time, as per the precautionary principle. In addition, this is a source of emissions that needs to be</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
<p>the draft strategy, suggesting that:</p> <ul style="list-style-type: none"> • NRMM population data is unreliable • the NRMM population operating in the city is overestimated • the NRMM profile is not accurate • the age of the NRMM fleet is low and reducing • emissions from diesel cars are underestimated 			<p>addressed if London is to meet air quality limits.</p> <p>Since 2015, the NRMM LEZ register has considerably improved the information we have about the actual fleet in London. Based on this, include the results of updated modelling in the final strategy's evidence base.</p> <p>This will be refined in the next full update of the LAEI later in 2018. It is not clear at this stage whether the improved NRMM data set (for LAEI 2018) will show an increase or a decrease in the proportion of pollution the NRMM contributes across London.</p> <p>The evidence base for the draft strategy used revised emissions factors based on COPERT 5, which accounts for the real-world performance of Euro 6 diesel vehicles.</p>
LLAQM			
<p>Some respondents felt that LLAQM should not be more onerous, and that there should be more recognition of borough financial constraints, as well as of the good work</p>	<ul style="list-style-type: none"> • Local authority / politician / group 	<p>Clarification</p>	<p>LLAQM is a legal requirement on boroughs that government funds and that the Mayor has been delegated oversight of. Include in the final strategy that:</p> <ul style="list-style-type: none"> • LLAQM will become more targeted to take account of boroughs' resource limitations • research and guidance will be provided to support

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
they already undertake. Some respondents also felt that LLAQM should not dictate that boroughs maintain existing monitoring networks.			<p>boroughs in meeting these requirements</p> <ul style="list-style-type: none"> • more rigorous (though not onerous) Cleaner Air Borough Status criteria will be introduced, but with increased recognition for high achieving boroughs • this will be supported by a further £6 million in the Mayor's Air Quality Fund, opening for a third round of applications in summer 2018 • government should ensure the Mayor has the ability to issue guidance under the Environment Act 1995
Improvements: some respondents suggested that London's air quality monitoring network should not only be safeguarded, but in fact improved to ensure London meets the Mayor's targets.	<ul style="list-style-type: none"> • Local authority / politician / group 	Clarification	State that whilst the existing network in London will be safeguarded via requirements under LLAQM, improvements in monitoring and the trialling of new sensor technologies will be made possible via a \$1million initiative with C40.
Zero emission vehicle infrastructure			
<p>Respondents requested:</p> <ul style="list-style-type: none"> • more detailed plans (including requests for action/delivery plan), 	<ul style="list-style-type: none"> • Charity / non-profit organisation / community 	Clarification	The draft strategy outlined the need for a major expansion in electric charging and hydrogen infrastructure. The GLA and TfL are looking at this in their implementation plans and business plans. Grid

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
<p>including numbers and locations to enable planning, how grid issues will be addressed</p> <ul style="list-style-type: none"> • more and faster rollout 	<p>interest company</p> <ul style="list-style-type: none"> • Community group • Local authority / politician / group • Business / business group • Professional body / institute 		<p>rollout is being addressed by, for example, UK Power Networks.</p> <p>Keep the existing text the same, but include it in a boxed section to make this matter more prominent.</p>
Heavy vehicles and freight			
<p>Concerns: one respondent raised concerns over the lack of technology and highlighted the long life of heavy vehicles. Suggestions included:</p> <ul style="list-style-type: none"> • focusing on the most polluting vehicles in areas of highest pollution • reducing congestion 	<ul style="list-style-type: none"> • Business / business group 	Clarification	<p>Cross reference work done by TfL:</p> <p>TfL will set out the additional actions to be taken to address freight emissions in their Freight, Deliveries and Servicing Plan.</p> <p><i>Emissions from refrigerated lorries</i></p> <p>There are issues relating to refrigerated lorries, for example that they are commonly run on ‘red diesel’, and are regulated to a much lower standard than the main vehicle engine. The Mayor will work with TfL on this, through policies and proposals set out in the</p>

Table 10: Additional specific issues raised by the public and technical stakeholders in response to the Air Quality chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁶	Recommended category of GLA response	Further information on recommendation
<ul style="list-style-type: none"> night time deliveries 			Mayor's Transport Strategy.
<p>GLA group fleet: regarding the heavy vehicles "fossil fuel free by 2030" target, respondents suggested that:</p> <ul style="list-style-type: none"> the target is expected to be achieved by 'drop in' fuels, rather than vehicle replacement the long life (12 years) of specialist heavy vehicles and some frontline vehicles will be some years away from replacement at 2030 	<ul style="list-style-type: none"> London Assembly / GLA group 	No change	Retain the 2030 target and work with the GLA Group to plan for and deliver this. This is also reflected in the final Mayor's Transport Strategy.

Green infrastructure

Responses from technical stakeholders

Who responded

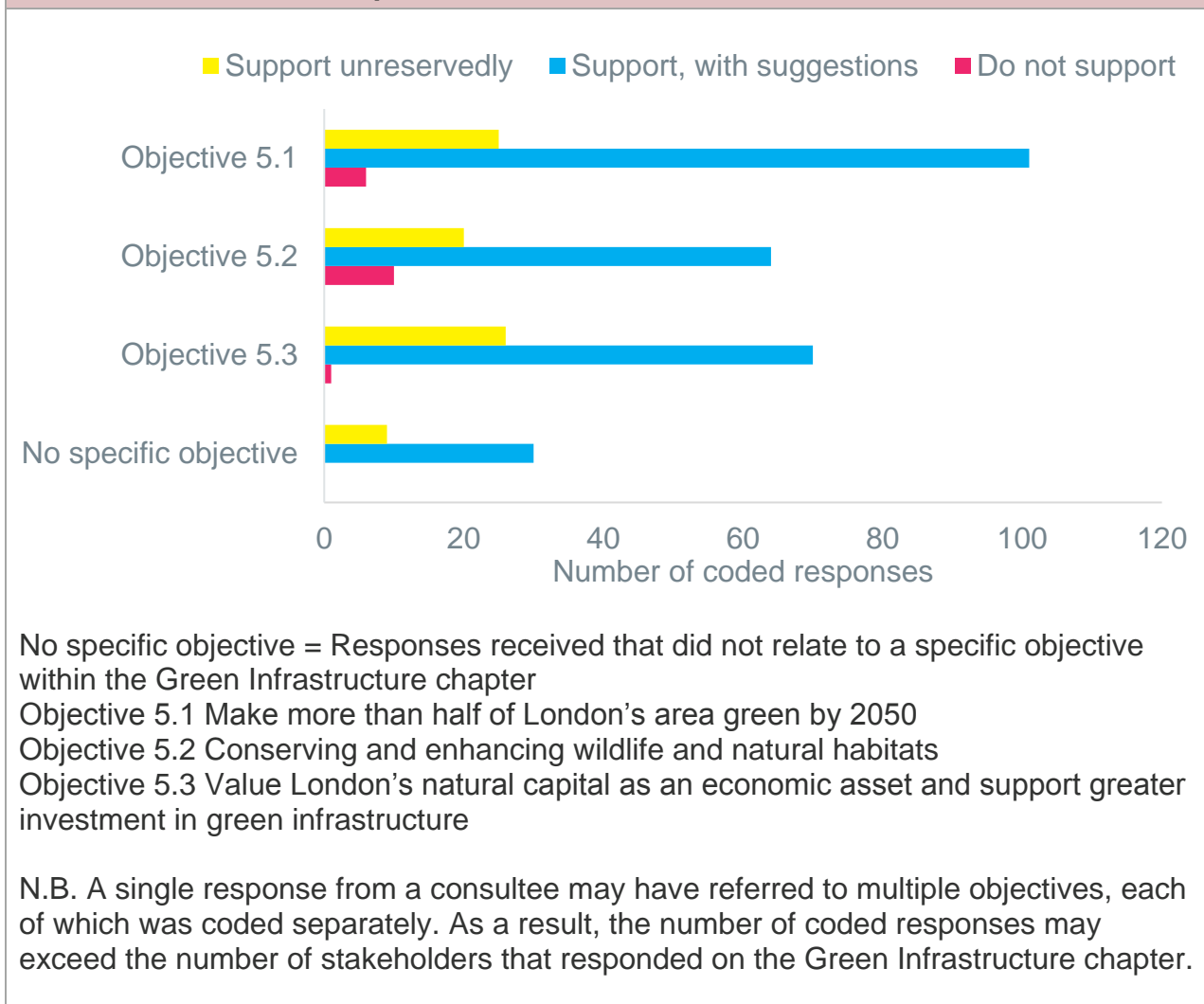
194 (52 per cent) of 370 technical stakeholders responded specifically on the Green Infrastructure chapter of the draft strategy. Together, the top five categories of stakeholders submitted 73 per cent of responses to the Green Infrastructure chapter (Table 11).

Category	Number of respondents
Charity / non-profit organisation / community interest company	55
Local authority / politician / group	33
Community group	29
Business / business group	15
London Assembly / GLA group	10

Support

There was widespread and strong support for the aims, objectives and policies in the Green Infrastructure chapter (Figure 4). The greatest number of responses relevant to specific objectives were related to Objective 5.1. The issues raised by technical stakeholders who did not support parts of the Green Infrastructure chapter are included in Table 13.

Figure 4: Levels of technical stakeholder support for different objectives in the Green Infrastructure chapter¹⁷



In general, the main areas of support were for:

- the concept of a National Park City
- committing to protecting existing green space and wildlife sites
- improving Green Belt quality and function
- Natural Capital Accounting and developing new financing models
- Green Infrastructure Factor and greening new developments
- developing habitat management guidance and a biodiversity monitoring framework

¹⁷ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

Main themes

The top five themes raised as part of technical stakeholder responses to the Green Infrastructure chapter are shown in Table 12.

Table 12: Top five themes raised as part of technical stakeholder responses to the Green Infrastructure chapter

Theme	Number of responses
Collaboration / partnership working	164
Construction / development / planning	154
Funding	144
Aims / objectives	116
Education / engagement / communication	103

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Attitudes towards green infrastructure: summary based on qualitative research

London’s green infrastructure is a source of pride, with London being seen to do better than most cities in the quantity and quality of its green spaces.

However, participants had a strong sense that London’s green infrastructure is under threat, primarily from the rapid rate of development and increasing population, but also from cuts to council budgets and ‘privatisation’ of public space.

Interviews with people who don’t regularly visit their local parks suggest that reasons are varied and complex, but there are clear barriers around safety and facilities, with dogs also being a source of tension.

Attitudes towards green infrastructure: summary based on representative polling

10 per cent of Londoners visit a park or green space every day, 48 per cent do so at least once a week, and 9 per cent never visit a park or green space.

84 per cent of Londoners say they have a park within roughly a 10 minute walk of their house. Of these, 88 per cent like visiting their local park whilst 5 per cent don’t like the park, but still visit it or pass through it.

For those who don’t regularly visit their local park (49 per cent), the most common reasons are:

- not having enough time (54 per cent)
- not feeling safe (15 per cent)

- the parks not offering the desired facilities (11 per cent)
- the parks not being well maintained (9 per cent)

Women are almost three times as likely to cite not feeling safe as a reason (22 per cent), as are home owners, and Indian, Pakistani and Bangladeshi ethnicity Londoners.

Attitudes towards garden management: summary based on qualitative research

Participants agreed it was highly desirable to have a garden in London. However, gardening was also felt to have drawbacks, such as being time consuming, costly and difficult if you are new to it.

Most participants said they had not thought of their garden as part of a wider network of green infrastructure in the city, and did not have a strong sense of the contribution gardens could make. However, there was a concern about the impact of paving over gardens on flood risk.

Renters felt that they were quite restricted in what they could do in their garden. In addition, as they were unlikely to be there long-term, it was seen as not worth expending a lot of time, effort, or money into changing things.

Attitudes towards the 'greenest global city': summary based on qualitative research

Participants liked the idea of London being the world's 'greenest global city', but wanted the focus to be on 'keeping what we've got'. There was also strong support for the idea of turning London into a 'National Park City'.

However, participants felt that this ambition was in tension with house-building targets, and many thought that one would inevitably come at the expense of the other. Participants were also split on what they wanted to see prioritised, with homeowners more likely to want to see green infrastructure prioritised, and renters more likely to want to see house-building prioritised.

Many participants had the impression that tree cover in London is being reduced, and thought that more needed to be done to protect London's trees. Participants saw 'green' building as an exciting opportunity area for London, but did not want this to replace provision of accessible green space on the ground.

Participants had a number of ideas for how to make London a greener city, including:

- using trees or plants in containers instead of bollards to separate pedestrians and vehicles
- creating green corridors for pedestrians and cyclists, along the lines of the High Line in New York, to connect existing green spaces and create a green network
- encouraging the creation of green areas that allow for community activities, such as food growing

Main issues raised

A wide range of stakeholders proposed additional topics that should be covered in the Green Infrastructure chapter, such as: light pollution, soils and geodiversity, water quality, invasive non-native species, food growing, and wildlife crime. See Table 8 for how these additional topics are recommended to be considered in the final strategy. In response to stakeholder feedback on the integration of the strategy, cross referencing in the Green Infrastructure chapter is recommended to be increased, particularly to other chapters in the strategy, such as Air Quality, Adapting to Climate Change, and Ambient Noise. In addition, the Green Infrastructure chapter is recommended to include a new section on water quality.

There were a wide range of responses on the level of ambition of the Mayor's tree canopy cover target. For example, some suggested that it was too high, others that it was too low, some that it was approximately correct, and some that the way the target was phrased was confusing. It is recommended that the draft strategy's target should remain unchanged: it is grounded in what is achievable and consistent with Forestry Commission guidance on setting canopy targets for cities. However, the explanatory text should be strengthened and include references to supporting evidence.

Several stakeholders questioned how the Mayor's canopy cover target would be implemented and monitored, and provided suggestions for how this could be achieved. For example, some stakeholders suggested a focus on large trees, and some a focus on natural regeneration, whilst others requested a greater focus on protecting existing trees and woodlands. In response to this, it is recommended that the Green Infrastructure chapter include more information on a proposed Urban Forest Plan that will provide more detail on these issues. This will be developed with the London Tree Partnership¹⁸ to provide further detail on how the Mayor and others will work together to monitor, manage and plan for London's trees and woodlands.

There were several stakeholder responses relating to the proposed habitat targets. It is not recommended that these be changed, as they are based on evidence. However, it is recommended that further detail explaining the rationale behind the targets, clarifying the habitat classifications, and making clear the link with London Priority Habitats is included in the Green Infrastructure chapter.

¹⁸ The London Tree Partnership is a partnership campaign to protect the capital's trees, and to encourage Londoners and organisations to plant more trees. More information on the London Tree Partnership and its partners can be found here: <https://www.london.gov.uk/what-we-do/environment/parks-green-spaces-and-biodiversity/london-tree-partnership>.

Table 13 outlines additional specific issues that consultees (both technical stakeholders and the public) raised in response to the Green Infrastructure chapter of the draft strategy, together with recommended changes for the final strategy.

Table 13: Additional specific issues raised by the public and technical stakeholders in response to the Green Infrastructure chapter of the draft strategy			
Main issue / suggestion	Stakeholder category¹⁹	Recommended category of GLA response	Further information on recommendation
Integration between chapters and other strategies			
Adapting to climate change: some respondents felt that the predicted climate change impacts on green infrastructure and biodiversity (i.e. potential lack of water for maintaining green infrastructure) were not addressed.	<ul style="list-style-type: none"> • Community group • Government politician / department / body 	Clarification	<p>Add the environmental impacts of drought to the Adapting to Climate Change chapter supporting text.</p> <p>However, the Green Infrastructure proposals should remain unchanged, as this is a specific concern that can be addressed by ongoing changes to design and management practices.</p>
Biodiversity			
Intrinsic value: some respondents felt that the draft strategy underplays the current status and intrinsic value of London's biodiversity.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Government politician / department / body 	Clarification	Strengthen the supporting text in line with suggestions from stakeholders, and increase integration of biodiversity across the Green Infrastructure chapter.

¹⁹ This list may not be complete

Table 13: Additional specific issues raised by the public and technical stakeholders in response to the Green Infrastructure chapter of the draft strategy			
Main issue / suggestion	Stakeholder category¹⁹	Recommended category of GLA response	Further information on recommendation
General			
Cross-boundary: a wide range of stakeholders want the green infrastructure objectives to be set in the context of London as a City Region to ensure cross-boundary issues are addressed.	<ul style="list-style-type: none"> • Government politician / department / body • Local authority / politician / group • Charity / non-profit organisation / community interest company 	Clarification	<p>The strategy is London-wide and sets out what the Mayor and others can do to improve London's environment.</p> <p>Increase references to cross-boundary green corridors and ecological networks, such as the All London Green Grid.</p> <p>See also the following response to the request for the Mayor to ask government to undertake an environmental capacity and opportunity study for London and the wider South East.</p>
Advocacy			
Brexit: some respondents felt that the Mayor has a role in calling for a Green Brexit, including payment for ecosystem services and public goods	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	No change	<p>The Mayor is committed to ensuring that Brexit, and any new land management schemes, provide positive outcomes for London's environment and for Londoners. The Mayor will continue to lobby government on this. See also Table 7.</p>
Planning: two stakeholders want the Mayor of London Order 2008 amended so that planning applications on Sites of Metropolitan Importance	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	No change	<p>There is no evidence that this is necessary. The London Plan monitoring report shows that a very low percentage of SINCs are impacted by development annually,</p>

Table 13: Additional specific issues raised by the public and technical stakeholders in response to the Green Infrastructure chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁹	Recommended category of GLA response	Further information on recommendation
and ancient woodlands and trees should be added to the list of Potential Strategic Applications that are referable to the Mayor.			suggesting that under-management of sites is a greater threat to their biodiversity. There are already policies in the draft London Plan on SINC and ancient woodland and veteran tree protection. Stakeholders have been asked if they have further evidence they wish to submit. In addition, they have been able to respond to the London Plan consultation.
Planning: some respondents called on the Mayor to ensure there is no weakening of environmental protection given the tension between new development and green infrastructure loss/provision. There were also calls to increase protection for ancient woodlands and trees through the National Planning Policy Framework (NPPF) review.	<ul style="list-style-type: none"> • The public • Charity / non-profit organisation / community interest company 	No change	<p>The draft London Plan includes both strong protection for existing green spaces, and innovative new policies to ensure no net loss of green space, particularly in areas deficient in access to green space.</p> <p>Ensuring that there is no weakening of environmental protection will form part of Mayor's response to the upcoming NPPF review.</p> <p>The draft London Plan includes policy directing boroughs to provide strong protection for veteran trees and woodlands.</p>
Planning: one respondent called on the Mayor to request Government to undertake an environmental capacity	<ul style="list-style-type: none"> • Charity / non-profit organisation 	No change	This is primarily a planning issue. The draft London Plan has been subjected to a robust IIA and Habitats Regulations Assessment,

Table 13: Additional specific issues raised by the public and technical stakeholders in response to the Green Infrastructure chapter of the draft strategy

Main issue / suggestion	Stakeholder category ¹⁹	Recommended category of GLA response	Further information on recommendation
and opportunity study for London and the wider South East.	/ community interest company		both of which consider the implications of the environment for spatial policy. The GLA works collaboratively with the wider south-east on a wide range of issues. In addition, several environmental issues for London are cross-boundary and considered within the draft strategy, such as green infrastructure, water supply and waste management. For example, the All London Green Grid provides a framework for considering cross-boundary green infrastructure.
Trees and buildings: one respondent requested that the Mayor instigates appropriate regulatory changes to increase standards of building foundations on clay soils to lower the perceived risk of trees to buildings in London	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company 	No change	There is no evidence that this is critical to achieving an increase in London's canopy cover. In addition, this is a national regulation issue.
Tree protection orders: one respondent called for the Mayor to support Tree Protection Orders for all newly planted trees	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company 	No change	The Mayor does not have powers over local issues relating to trees. This would fall to boroughs, who have powers to implement this. This would likely create a significant administrative burden for boroughs.

Climate change mitigation and energy (CCME)

Alongside the draft strategy, the Mayor also published a draft Solar Action Plan and Fuel Poverty Action Plan. The action plans result from Mayoral commitments and focus on what the Mayor will do to encourage solar energy and tackle fuel poverty in London. Whilst these plans are not formally part of the strategy, the actions are summarised in it and were commented on by consultees during the consultation. Technical stakeholder responses on these action plans are considered in Table 16.

Responses from technical stakeholders

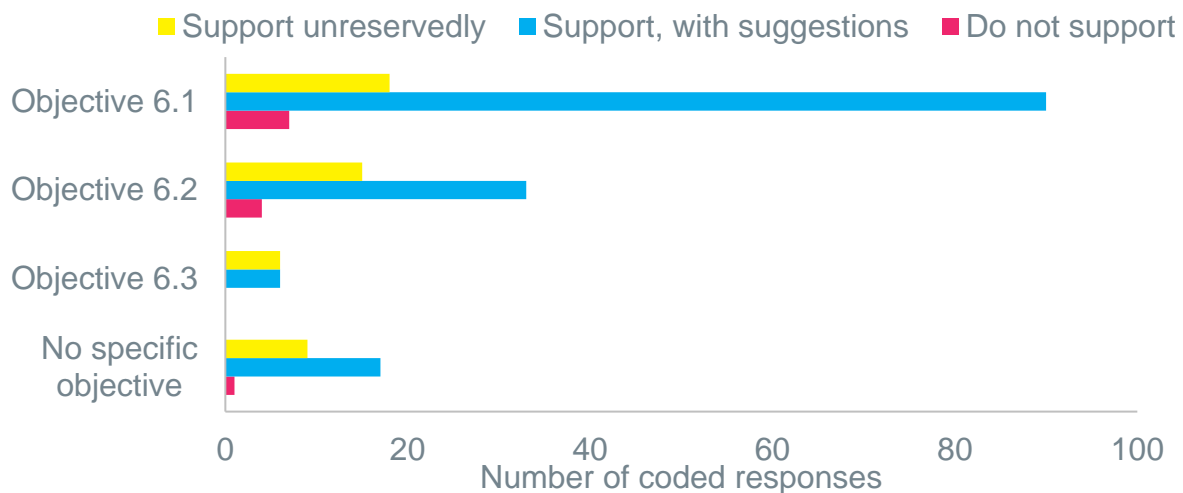
Who responded

185 (50 per cent) of 370 technical stakeholders responded specifically on the CCME chapter of the draft strategy. Together, the top five categories of stakeholders submitted 68 per cent of the responses to the CCME chapter (Table 14).

Category	Number of respondents
Business / business group	33
Local authority / politician / group	30
Charity / non-profit organisation / community interest company	28
Community group	21
Infrastructure provider / utility	14

Support

There was widespread and strong support for the aims, objectives and policies in the CCME chapter (Figure 5). The greatest number of responses relevant to specific objectives were related to Objective 6.1. The issues raised by technical stakeholders who did not support parts of the CCME chapter are included in Table 16.

Figure 5: Levels of technical stakeholder support for different objectives in the CCME chapter²⁰

No specific objective = Responses received that did not relate to a specific objective within the CCME chapter

Objective 6.1 = Reduce emissions of London's homes and workplaces while protecting the most vulnerable by tackling fuel poverty

Objective 6.2 = Develop clean and smart, integrated energy systems utilising local and renewable energy resources

Objective 6.3 = A zero emission transport network by 2050

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the CCME chapter.

In general, the main areas of support were for:

- the zero carbon by 2050 ambition
- leadership in solar power generation and the ambition to have 1GW of solar capacity by 2030
- Fuel Poverty Action Plan
- carbon budgets
- expansion of RE:FIT to commercial sector
- decentralised energy support

²⁰ Responses that were supportive but also proposed improvements or additional ideas were coded as 'Support, with suggestions'.

Main themes

The top five themes raised as part of technical stakeholder responses to the Climate Change Mitigation and Energy (CCME) chapter are shown in Table 15.

Table 15: Top five themes raised as part of technical stakeholder responses to the CCME chapter

Theme	Number of responses
Funding	132
Construction / development / planning	107
Collaboration / partnership working	105
Renewable energy	91
Energy efficiency	87

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Policy support: summary based on representative polling

Policies to increase clean energy and energy efficiency are strongly supported by Londoners (between 66 per cent and 79 per cent net support). The most strongly supported measures are requiring new buildings to be energy efficient and low carbon, and funding and support to make London’s homes better insulated and more energy efficient (both with 79 per cent net support).

When ranked against each other, the policy that Londoners would most like to see implemented is the setting up of an energy company to offer fairer energy tariffs for Londoners, and reinvest profits in supporting more energy efficiency and clean energy in London. This is followed by funding and support to make London’s homes better insulated and more energy efficient.

Attitudes towards energy efficiency: summary based on qualitative research

Participants felt that everyone knows how to be energy efficient, as it involves common sense behaviours. Participants saw energy efficiency as being about small, mundane actions that are easy to do, but the motivation to do them is often quite small and the environmental benefits of them are difficult to quantify.

Attitudes towards energy efficiency: summary based on representative polling

The most common energy saving behaviours in the house were:

- turning off lights when not in the room (57 per cent say they always do this)
- programming heating to only come on when needed (48 per cent say they always do this)

- only using the dishwasher and washing machine when they are full (44 per cent always do this)

Attitudes towards retrofitting: summary based on qualitative research

Participants saw an energy efficient home as bringing significant personal benefits, in terms of personal comfort and financial savings

Nearly all homeowners had improved their property's energy efficiency, but homeowners said they did not expect energy efficient retrofitting to make a significant difference to the value of their home. Renters said that they feel powerless to do anything to improve the energy efficiency of their homes.

There was a high degree of interest in solar energy, primarily for financial reasons, but upfront cost and concerns over technology were the key barriers to take-up.

Attitudes towards retrofitting: summary based on representative polling

The most common energy saving changes Londoners have made in their homes include:

- installing low energy light-bulbs (74 per cent)
- installing double glazing (53 per cent)
- upgrading the boiler (37 per cent)
- improving loft insulation (24 per cent)

The most common reason given for not making energy saving changes was that people don't own their home, followed by the cost (mainly for heat pumps and boilers), and suitability for their homes (mainly for loft insulation).

Attitudes towards smart meters: summary based on qualitative research

56 per cent of Londoners who have a smart meter installed say that it is useful for managing energy use, compared to 36 per cent who say it isn't useful. The main reason for not installing a smart meter is the perception that they are not effective in cutting bills or energy use (20 per cent).

Attitudes towards smart meters: summary based on representative polling

There was high awareness of smart meters. A number of participants in each group who had had smart meters installed said they liked that it gave them more accurate bills and gave them more knowledge about how they were using energy. Many said they had made small changes to their behaviour as a result.

Participants also had a number of concerns about smart meters, including inconvenience and issues with switching.

Attitudes towards energy suppliers: summary based on qualitative findings

There was high awareness of the benefits of switching energy supplier, but many assumed that the amount that you could save by doing so would be relatively small (£100-£200) and that this was not motivating enough to warrant the time or hassle of switching. Many were surprised to hear that potential savings could be much higher.

Participants were interested in the idea of a 'not for profit' energy company. A government company was seen as a new and interesting idea, and went some way to reassuring those with concerns that this would not result in a fall in standards of reliability/ customer service.

Attitudes towards energy suppliers: summary based on representative polling

35 per cent of Londoners have chosen to switch energy supplier in the last 3 years. 23 per cent have never chosen to switch and 18 per cent switched over three years ago. The most common reason given for not switching is that the respondent is happy with the current supplier (57 per cent). Cost is by far the most important consideration when deciding on a new energy supplier (74 per cent), followed by customer service, and fair treatment.

Main issues raised

Table 16 outlines the main issues that consultees (both technical stakeholders and the public) raised in response to the CCME chapter of the draft strategy, together with recommended changes for the final strategy.

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
Zero carbon targets			
<p>Interim targets: respondents suggested that interim targets are needed, together with a more detailed trajectory to 2050.</p>	<ul style="list-style-type: none"> Local authority / politician / group London Assembly / GLA group Charity / non-profit organisation / community interest company 	Change	<p>Update the evidence base with further detail linking programme deployment to London's zero carbon pathway. This will be informed by work London is undertaking with C40 to demonstrate how actions will keep London on track to contribute to keeping global average temperature increases below 2°C.</p> <p>Include interim targets in the form of five year carbon budgets from 2018 to 2032 for London's homes, workplaces, transport, and for GLA group emissions.</p>
<p>Decentralised energy: respondents raised that there was a perceived reduction in Mayoral ambition.</p>	<ul style="list-style-type: none"> London Assembly / GLA group 	No change	<p>The 2011 Climate Change Mitigation and Energy Strategy included a target of 25 per cent of London's energy to be met by decentralised energy sources by 2025. This took into account new gas power stations in London, which in 2011 were thought desirable to offset an electricity supply that was higher carbon than it is today.</p> <p>The draft strategy maintains the ambition for decentralised</p>

²¹ This list may not be complete

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
			energy compatible with the new target of zero carbon by 2050, but also recognised what is feasible in London. In addition, it focused only on decentralised energy from low and zero carbon sources, rather than decentralised energy that is not low carbon. The target in the draft strategy was for 15 per cent of demand to be met by low carbon decentralised energy by 2030.
Solar Action Plan			
Communication and marketing: some respondents to the draft Solar Action Plan urged the Mayor to promote solar through the publication of a final plan with accompanying guidance and potentially marketing.	<ul style="list-style-type: none"> • Business / business group • Community group 	N/A	Publish a final Solar Action Plan. This will include providing access to clear information and guidance on how to install solar PV and solar thermal technologies, details of available support mechanisms and guidance for maintenance (including health and safety requirements) of solar systems.
Targets: a number of respondents suggested the 100 MW by 2030 target was too low for a	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest 	N/A	To meet the zero carbon ambition, London will require around ten times more solar energy generation to be installed: two gigawatts (GW) by 2050. The Mayor has therefore set an ambition for London to achieve 1 GW of installed capacity by 2030 and 2 GW by 2050. This can't be

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
London-wide ambition and that the Mayor should formally adopt the 1 GW target for 2030.	<ul style="list-style-type: none"> company Community group Business / business group 		achieved through the Mayor's leadership and programmes alone. It will need strong and supportive policy from national government, and the support of local government, the private sector, charities, and individuals. To contribute to this, the Mayor has set a target for GLA programmes to almost double London's current installed capacity, installing an additional 100 MW by 2030.
Solar on new build: respondents queried how the Mayor would maximise solar energy in new developments, e.g. whether all new developments should be required to include solar energy measures.	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company Community group Business / business group 	N/A	<p>The London Plan promotes the use of solar technologies. The draft London Plan's proposed zero carbon target for all new major development enables developers to use a combination of energy efficiency, waste heat and renewable heat and electricity generation to achieve this target.</p> <p>Requiring fixed levels of renewables across all sites can lead to renewables being installed where they are not likely to generate much heat or power.</p>
Solar farms: a few respondents queried why the Mayor was not focusing on encouraging solar farms on less valuable	<ul style="list-style-type: none"> Local authority / politician / group London Assembly / GLA group 	N/A	The draft London Plan strengthens the protection of London's Green Belt and other important open spaces. A solar farm in the Green Belt would be considered "inappropriate development". In order to justify inappropriate development on the Green Belt, applicants need to demonstrate "very special circumstances", which are likely to be difficult to

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
agricultural land, such as in the Green Belt.			achieve. Solar farms on appropriate sites outside of the Green Belt are supported.
Solar reverse auction: a few respondents were concerned that a solar reverse auction could facilitate a ‘race to the bottom’ if the focus on reducing prices for solar panels results in the installation of low quality measures.	<ul style="list-style-type: none"> • Business / business group • Community group 	N/A	Solar Together London, the solar reverse auction launched earlier in 2018, will deliver cost savings through collective (bulk) purchasing, rather than compromising the quality of solar installations. Through a rigorous supplier vetting process and installation auditing, best practice standards will be ensured so that Londoners benefit from high quality solar PV systems.
Feed-in-Tariff (FiT): a few respondents suggested that the Mayor can do more to support solar financially through a feed in tariff for London or encouraging central government to focus FiT underspend on	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	N/A	<p>A London-wide solar tariff could not be used in conjunction with a national incentive. A project cannot claim FiT if it has received a grant from public funds towards any costs of purchasing or installing the renewable energy technology. In addition, a new London FiT would require an additional levy on Londoners’ energy bills.</p> <p>To help overcome barriers to the delivery of community solar projects funding for early stage project development through the London Community Energy Fund is being prioritised.</p> <p>Through a response to the government’s Clean Growth Strategy, the Mayor has lobbied (and will continue to lobby)</p>

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
community or public buildings.			government to support more small scale solar generation.
Fuel Poverty Action Plan (FPAP)			
Additional topics: Respondents suggested a range of additional areas of focus for the FPAP.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Local authority / politician / group • Government politician / department / body 	N/A	<p>The following suggestions will be addressed for the final Fuel Poverty Action Plan and accompanying work programme, rather than the final strategy:</p> <ul style="list-style-type: none"> • planning – e.g. solid wall insulation and carbon offset funds • health – greater appreciation of health impacts • smart meters – more support and training • debt and disconnections – integrate with fuel poverty advice services, ensure better protections for vulnerable • off-gas homes – working with network operators to connect
Energy efficiency retrofit - workplaces			
Increase focus: respondents asked for more detail on how workplace energy efficiency retrofit would be accelerated and incentivised.	<ul style="list-style-type: none"> • BID / BID group • Business / business group • Charity / non-profit organisation / 	Clarification	Include an overview of Mayoral programme support for businesses in the proposal.

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
	community interest company • Local authority / politician / group		
Energy efficiency retrofit - homes			
Respondents recognised the scale of the transformation needed and made a range of suggestions, such as the need for more guidance and training (e.g. on solid wall insulation).	<ul style="list-style-type: none"> • The public • Business / business group • Charity / non-profit organisation / community interest company • Local authority / politician / group • Large multidisciplinary consultancy 	Clarification	Include suggestions made by respondents to acknowledge the scale of the transformation needed on energy efficiency retrofit in homes. Add a cross reference between water efficiency and energy efficiency in the final strategy.
Supply chain development			
Increase focus:	• Business /	Clarification	Highlight the role of the supply chain in retrofit delivery in the

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
<p>Respondents felt that the importance of the supply chain in meeting retrofit targets needed to be emphasised.</p>	<p>business group</p> <ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Local authority / politician / group • Educational establishment 		<p>CCME and Low Carbon Circular Economy (LCCE) chapters.</p> <p>Include further detail to outline potential Mayoral support, including training & supply chain development support.</p> <p>Include links in the LCCE chapter to policies that support supply chain development in the Economic Development Strategy.</p>
Energy supply			
<p>Heat networks: respondents showed strong support for heat networks, but were keen for these to be low carbon, cost effective and clean. Specific issues included:</p> <ul style="list-style-type: none"> • more information / guidance required 	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Local authority / politician / group • Large multidisciplinary consultancy 	<p>Clarification</p>	<p>The draft strategy states that the GLA's heat map will be updated, providing further guidance and information, including on secondary heat sources.</p> <p>Include the findings of the BEIS Heat Networks Consumer Survey from December 2017 in the final strategy. This suggests that, on average, heat network consumers and non-heat network consumers reported similar annual prices. In addition, there is only a weak correlation between price paid by heat network consumers and perceived fairness.</p> <p>Continuing collaboration with key stakeholders will help encourage greater transparency around prices, encourage</p>

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
<p>on low carbon and secondary heat sources</p> <ul style="list-style-type: none"> costs of communal heating and potential supplier lock-in should be included 	<ul style="list-style-type: none"> Professional body / institute Social housing provider 		<p>schemes in London to be Heat Trust accredited, provide compensation for poor service, and work on the role that regulation could play in supporting consumer protection, address potential supplier 'lock-in' and the development of heat networks.</p>
<p>Gas combined heat and power (CHP): several respondents sought clarity as to whether the Mayor was reducing support for gas engine CHP in London. Respondents suggested that:</p> <ul style="list-style-type: none"> London Plan policy should ensure heating technology does not make air quality worse national electricity grid 	<ul style="list-style-type: none"> Local authority Large multidisciplinary consultancy Professional body / institute Social housing provider Infrastructure provider / utility Sustainability professional 	Change	<p>To date combustion-based Combined Heat and Power (CHP) systems, predominantly gas-engine CHP, have been used in new development in London as a cost effective way of producing low-carbon heat. However, the carbon savings from gas engine CHP are now declining as a result of national grid electricity decarbonising, and there is increasing evidence of adverse air quality impacts.</p> <p>As a result, we must now consider alternative approaches. The London Plan introduces a heating hierarchy that will promote cleaner heating solutions such as those based on secondary heat. The Mayor will encourage a similar approach when existing and new plant is being replaced or installed outside the planning system.</p> <p>Amend the strategy to reflect this position, and provide further detail on Mayoral actions to reduce harmful emissions from existing heating technologies operational in London,</p>

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
decarbonisation should be taken into account when estimating the potential carbon savings (if any) of installing gas CHP in new developments			such as additional lobbying of government to give the Mayor powers to regulate on emissions from existing boilers, generators, CHP systems, and energy efficiency requirements.
Smart meters: there was general support for a smart meter roll-out in London, but concerns were raised about, for example, the ability to switch supplier and lack of knowledge and how to use smart meters effectively.	<ul style="list-style-type: none"> • The public • Business / business group • Charity / non-profit organisation / community interest company • Local authority / politician / group 	No change	<p>The draft strategy stated that the delivery of effective and inclusive smart meter roll-outs in London will be supported by requiring their installation in new developments, and by committing to work effectively in partnership with industry, government, London Councils and other agencies to help the rollout of smart meters across existing homes and small businesses across London.</p> <p>Energy for Londoners programmes will help Londoners - including the fuel poor - to benefit from smart energy meters in their homes.</p>
Energy supply company: respondents (as part	<ul style="list-style-type: none"> • The public • Charity / non-profit 	No change	Delivering an energy company is part of the Mayor's Energy for Londoners programme which is making significant investments in supporting fuel poor homes through the

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
<p>of a campaign) suggested the Mayor should adopt a fully licensed energy supply company to reduce fuel poverty and deliver more renewables and/ or ensure that the option to transition to this is kept under review.</p>	<p>organisation / community interest company</p> <ul style="list-style-type: none"> • Local authority / politician / group • London Assembly / GLA group 		<p>Warmer Homes scheme and the Fuel Poverty Support Fund referral service, clean energy through the Community Energy Fund, Solar Together and the Decentralised Energy Enabling Project, and helping homes and businesses become more energy efficient through the RE:NEW and RE:FIT schemes.</p> <p>As part of the Energy for Londoners programme, the Mayor stated the intention to tender for the delivery of an energy supply company for London. The Mayor's aim is to secure the right outcomes for Londoners as quickly as possible, e.g. through innovative approaches and ideas around the form that an energy company or partnership takes. To deliver the outcomes of supplying lower energy bills to Londoners as soon as possible, particularly for the fuel poor, and more clean energy, evidence suggests that tendering for the delivery of an energy supply company or partnership will be less risky, less costly and faster to set up and run than setting up a fully licensed supplier from scratch.</p> <p>Supporting text in the draft strategy stated that the option to move to a fully licensed supply company will be kept under review, and as part of the Mayor's commitment to tender for the delivery of an energy company, the desired outcomes have been set, ahead of launching a formal tender. This makes it clear the Mayor wanted to keep open the possibility of moving to a fully licensed company.</p>

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
			<p>These outcomes also made it clear that, to assist accountability of its service, suppliers would need to set out ways of taking account of feedback from all Londoners. Collaboration with London boroughs will help ensure that all Londoners, especially those living in fuel poverty that need support the most, benefit from fairer energy bills.</p>
<p>Electricity infrastructure: several respondents requested detail on how the electricity grid and associated infrastructure will cope with increased electricity demand (e.g. due to growth in electric vehicles).</p>	<ul style="list-style-type: none"> • Developer • Charity / non-profit organisation / community interest company • Infrastructure provider / utility 	Clarification	<p>Include additional information in the evidence base to highlight the impact of London's zero carbon trajectory on its energy infrastructure, as well as the role of decentralised energy in avoiding costly energy infrastructure upgrades. This will consider the impact of electrification of heat and vehicles, to select optimum deployments scenarios and identify safeguarding zones.</p> <p>Work with London boroughs to trial innovative ways of charging electric vehicles, such as the Sharing Cities project in Greenwich, includes the integration and optimisation of electric vehicle charging with solar PV and battery storage.</p>
Finance			
<p>Divestment: several respondents requested a stronger or amended divestment policy.</p>	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest 	Clarification	<p>Update the draft strategy to reflect the progress that has been made in LPFA divestment since the draft strategy was published in August 2017, including progress on divestment goals and a deadline for necessary divestment by early 2020.</p>

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
	company <ul style="list-style-type: none"> • London Assembly / GLA group • Community group 		
New development			
Zero carbon developments: some respondents suggested that all development should be zero carbon, including those that are not major developments.	<ul style="list-style-type: none"> • The public • Charity / non-profit organisation / community interest company • Local authority / politician / group 	No change	Borough plans should be in general conformity with the London Plan (subject to the Local Plan Examination in Public process), and can apply policies relating to energy and sustainability for smaller developments if they have evidence that these policies are viable and deliverable.
Embodied carbon: although supportive of Mayoral ambitions to estimate and reduce embodied carbon, more detail was requested on how the	Charity / non-profit organisation / community interest company Local authority / politician / group	Change	Include assessing lifecycle emissions from London's infrastructure, as well as new developments, promoting a consistent analysis. TfL have piloted the use of a method for carbon management in infrastructure (PAS 2080) and further detail should be added in the final strategy on using this more widely for GLA capital projects.

Table 16: Main issues raised by the public and technical stakeholders in response to the CCME chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²¹	Recommended category of GLA response	Further information on recommendation
Mayor will encourage reduced embodied carbon emissions through new developments and also infrastructure.	London Assembly / GLA group Sustainability professional Professional body / institute		The London Plan encourages developments to demonstrate how they are minimising embodied carbon from construction in their energy strategies. Guidance will be provided on what information developers should provide in their energy strategies, once the final London Plan has been adopted (expected 2019). The circular economy approach and, in particular, setting Emission Performance Standards (EPS) for waste activities, also encourages reductions in embodied carbon.
Offset funds: respondents suggested that the offset price needs to be higher to reflect the true cost of carbon saving measures. They also requested that offset funds be used to tackle fuel poverty.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Local authority / politician / group • Sustainability professional • Professional body / institute 	No change	The Mayor will issue offsetting guidance to boroughs. This will provide further information on how offsetting funds could be most effectively used including to tackle fuel poverty. In the draft London Plan, the Mayor tested a higher nationally recognised carbon offset price of £95 per tonne and has committed to reviewing the carbon offset price regularly. However, boroughs have the power to set their own prices independent of GLA guidance.

Waste

Responses from technical stakeholders

Who responded

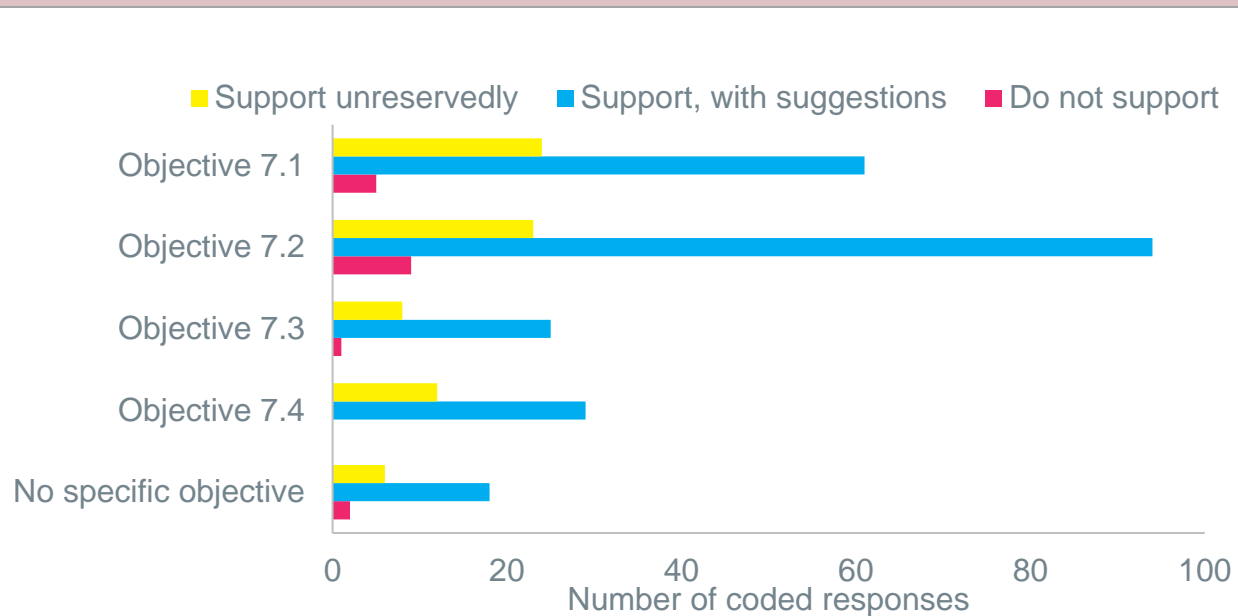
171 (46 per cent) of 370 technical stakeholders responded specifically on the waste chapter of the draft strategy. Together, the top five categories of stakeholders submitted 68 per cent of responses to the waste chapter (Table 17).

Table 17: Top five categories of respondents on the waste chapter

Category	Number of respondents
Local authority / politician / group	36
Charity / non-profit organisation / community interest company	31
Business / business group	28
Community group	12
London Assembly / GLA group	10

Support

There was widespread and strong support for the aims, objectives and policies in the Waste chapter (Figure 6). The greatest number of responses relevant to specific objectives were related to Objective 7.2. The issues raised by technical stakeholders who did not support parts of the Waste chapter are included in Table 19.

Figure 6: Levels of technical stakeholder support for different objectives in the Waste chapter²²

No specific objective = Responses received that did not relate to a specific objective within the Waste chapter

Objective 7.1 = Drive resource efficiency to significantly reduce waste, focusing on food waste and single use packaging waste

Objective 7.2 = Maximise recycling rates

Objective 7.3 = Reduce the environmental impact of waste activities

Objective 7.4 = Maximise local waste sites and ensure London has sufficient infrastructure to manage all the waste it produces

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the Waste chapter.

The main specific areas of support for the waste chapter were for:

- taking a circular economy approach
- taking a broader municipal waste approach (to include waste similar in nature to household waste, such as commercial waste)
- a focus on waste reduction
- cutting single use packaging (mainly plastics)

²² Responses that were supportive but also proposed improvements or additional ideas were coded as 'Support, with suggestions'.

- consistent service provision, i.e. a minimum level of service for dry recyclables
- using local sites for waste disposal, where appropriate to do so
- using carbon measurements for waste, alongside weight-based measures

Main themes

The top five themes raised as part of technical stakeholder responses to the waste chapter are shown in Table 18.

Table 18: Top five themes raised as part of technical stakeholder responses to the waste chapter	
Theme	Number of responses
Collaboration / partnership working	126
Education / engagement / communication	113
Waste & recycling	106
Funding	95
Targets	95

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Policy support: summary based on representative polling

Public responses showed general support for the Mayor’s policies around waste, with 70-85 per cent net support. When ranked against each other, the most strongly supported measures were:

- consistent collection of food waste and the six main recyclable materials across London
- reducing excess food packaging (especially single use)
- promoting the reduction of food waste

Attitudes towards recycling: summary based on qualitative research

Recycling is top of the mind when discussing environmental impact, and household recycling is seen as a social norm.

However, recycling in flats and outside the home (on-the-go) is seen as much more difficult and certain items were identified as difficult to recycle in the current system, such as waste electronic goods. In addition, the inconsistency of recycling services between boroughs is a source of frustration and confusion, and doubts about the integrity of recycling systems is a barrier for some.

Attitudes towards single-use packaging: summary of views based on qualitative findings:
There are high levels of frustration with the amount of plastic in packaging.

However, there is low awareness of coffee cups as a waste issue and reusable cups are not seen as mainstream. Expecting consumers to change their behaviour was felt to be unrealistic.

There is support for measures to tackle single use plastic bottle waste. Most participants in the focus groups said that they avoided bottled water out of 'common sense', with environmental concerns less prominent. However, participants felt it was difficult to avoid bottled water entirely, with it being difficult to fill up reusable water bottles in London.

"We must create and normalise a refill culture in London, facilitated by massively increasing the availability of free drinking water, and placing refill points in Transport for London stations is the best way to do this."

Talk London Member, 35 years old, Male, Hackney

Attitudes towards single-use packaging: summary based on representative polling:

- 66 per cent of Londoners think that businesses should do more to reduce waste from single use coffee cups and single use plastic bottles
- 61 per cent of Londoners say that they would consider buying a reusable water bottle to reduce the amount of single use plastic bottles sold
- more places to fill up water bottles, and more accessible places are what would convince most Londoners to use a re-usable water bottle (33 per cent and 31 per cent respectively)
- discounts off the cost of coffee would do the most to encourage people to use a reusable coffee cup (48 per cent)

Main issues raised

Some stakeholders suggested that the targets and ambitions in the Waste chapter were not ambitious enough, whilst others suggested that they were too ambitious and not achievable in the time given (for example, the minimum level of service and business waste recycling). The proposed recycling targets are evidence-based and ambitious, and there are practical and financial challenges in setting higher targets. However, they are achievable. It is recommended that the rationale behind the targets be set out more fully in the final strategy's evidence base.

Several stakeholders raised the critical role of national government in achieving the Waste targets. It is therefore recommended to include a new section in the Waste chapter setting out the Mayor's asks of national government on: changes to Duty of Care to ensure the separate presentation of business waste materials; devolution of funding and powers to London extended producer responsibility requirements; and the collection of reliable business waste data.

Some stakeholders requested clarification of terms, including residual waste and mixed plastics. It is recommended that these terms be clearly defined in the final strategy.

Table 19 outlines the additional specific issues that consultees (both technical stakeholders and the public) raised in response to the Waste chapter of the draft strategy, together with recommended changes for the final strategy.

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
Targets			
Borough recycling targets: of the 45 webform responses to the consultation question “Do you think the Mayor should set borough specific household waste recycling targets?”, 71 per cent either supported, or supported with suggestions, borough targets.	<ul style="list-style-type: none"> • Charity / non-profit organisation / CIC • Community group 	Change	Include a new proposal that waste authorities must develop their own reduction and recycling plans, which set household reduction and recycling targets agreed with the Mayor. LWARB support will be available.
Food waste: some respondents felt strongly that food waste should be reduced, and some that the food waste target should be doubled	<ul style="list-style-type: none"> • The public • Local authority / politician / group • Charity / non-profit organisation / 	Change	Adopt the target to cut food waste and associated waste (such as packaging) by 50 per cent per head by 2030. It will cost an estimated additional £100 million to provide food waste services to all flats. In addition,

²³ This list may not be complete

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
to be a 50 per cent reduction by 2030. Some requested that food waste services should be available city wide (i.e. in boroughs and all dwelling types) and go to anaerobic digestion.	community interest company		<p>some boroughs have experienced high contamination rates in food waste services provided to flats, which drives up costs. As a result, retain the policy for food waste to be provided to all street level properties with a kerbside collection, such as houses.</p> <p>However, as part of the new proposal that waste authorities must develop their own reduction and recycling plans, feasibility assessments for delivering food waste services to flats can be undertaken.</p> <p>The draft strategy supported anaerobic digestion as part of the waste hierarchy.</p>
LACW: respondents suggested that the 50 per cent LACW target is not useful as it encourages competition with the private sector, which is better placed and resourced than local authorities to collect and recycle business waste. There is also a risk of not achieving the 65 per cent	<ul style="list-style-type: none"> • Local authority / politician / group • Waste authority • Business / business group • Infrastructure provider / utility 	Change	<p>Retain the draft strategy's targets to maintain the focus on achieving high local authority recycling performance. However, clarify in a new 'government asks' section that the Mayor's recycling targets can only be achieved if government:</p> <ul style="list-style-type: none"> • requires businesses to separate their waste for recycling • sets design for recyclability standards

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
municipal waste target, as a 79 per cent business waste recycling rate is needed when local authority run services currently only recycle 5-17 per cent.			
Residual household waste: some respondents requested that the Mayor set residual household waste targets.	<ul style="list-style-type: none"> • Local authority / politician / group • Waste authority • Charity / non-profit organisation / community interest company 	Change	<p>Include a new proposal for waste authorities to set their own waste reduction targets with LWARB, making an effective contribution to the London targets.</p> <p>Progress will be monitored using existing Defra reporting data for waste collected per head and residual waste collected per head.</p>
Business waste: some respondents requested that the Mayor set targets for business waste.	<ul style="list-style-type: none"> • Local authority / politician / group • Waste authority • Charity / non-profit organisation / community interest company 	Change	<p>The Mayor's 65 per cent recycling target applies to household and business waste. The Mayor expects the waste industry to improve recycling and provide businesses with a full recycling service and work towards a 77- 80 per cent recycling rate by 2030. However, as the Mayor does not have powers to mandate business waste collections, call on government to mandate businesses to separate</p>

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
			materials for recycling.
Minimum level of service: several respondents strongly supported this target, and some proposed that the minimum level of recycling service should apply to all properties, including flats.	<ul style="list-style-type: none"> • The public • Charity / non-profit organisation / community interest company • Community group • London Assembly / GLA group 	Change	Strengthen the minimum level of service target, so that the six main dry recyclable materials are collected from all domestic properties, i.e. including flats. Most boroughs already offer the collection of the six dry recycling materials to flats. Current contractual restrictions mean it is not yet cost effective to offer glass collections in Newham, Havering, and Barking and Dagenham, until contracts are renegotiated. Waste authorities are also expected to provide the minimum level of service to non-domestic premises that they collect from.
Garden waste: some respondents proposed that separate garden waste collection should be supported.	<ul style="list-style-type: none"> • Local authority / politician / group 	Clarification	Include support for separate garden waste collections in the supporting text of the Waste chapter.
Flats: several respondents suggested that recycling for flats was challenging, and some that the Mayor should take a segmented	<ul style="list-style-type: none"> • The public • Local authority / politician / group • Waste authority • Charity / non-profit 	No change	The London Waste and Recycling Board's Flats Task Force will take a segmented approach to improving recycling performance in flats. This will recognise that local circumstances and challenges, such as levels of deprivation, attitudes and motivations to recycle, quality of service provision, and available suitable storage

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
approach to flats.	organisation / community interest company		space for recycle bins, can all impact on recycling rates.
Energy from Waste			
Some respondents requested that the Mayor should commit to no more incineration in London, and develop an exit strategy for existing incineration plants. Whilst others (who assume that recycling will max out at 50 per cent) suggested that London is heading for an Energy from Waste plant shortfall, and that the Mayor should drive investment.	<ul style="list-style-type: none"> • London Assembly / GLA group • Charity / non-profit organisation / community interest company • Business / business group • Waste authority 	Clarification	<p>The draft strategy included a desire for no more municipal waste incineration. Modelling shows that this could be achieved through meeting waste reduction and recycling targets. However, as this is a planning issue, a ban cannot be enforced through the strategy.</p> <p>The London Plan takes a technology neutral approach. Any new Energy from Waste (including incineration and gasification) facility is permitted, providing it meets the carbon intensity floor policy and air quality standards, for example by ensuring that any incineration facility has heat off take.</p> <p>The modelling shows that London would need, or need access to, additional capacity if only a 50 per cent recycling rate or less was achieved by 2030.</p>
Bottom ash: a few respondents suggested that bottom ash from	<ul style="list-style-type: none"> • Waste authority 	No change	Counting recycling outputs from incineration would not align with the spirit of the waste hierarchy, whereby recycling should happen at the ‘front end’, i.e. through

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
incineration should be counted towards recycling targets.			separate collection of materials to minimise cost and the inefficient use of resources.
Funding, resources and Mayoral powers			
Mayoral influence: some respondents felt that the Mayor's influence should be used through procurement and the London Plan to effect change. Others suggested that waste companies should do more.	<ul style="list-style-type: none"> Local authority / politician / group Waste authority 	Clarification	<p>Circular economy principles supporting waste reduction, the sharing economy and mainstreaming reuse, repair and remanufacture are embedded within the GLA's Responsible Procurement Policy, Economic Development Strategy, and the London Plan.</p> <p>The Mayor has no powers over waste companies or businesses. Add wording that the Mayor will work with industry to improve service provision, aiming to provide the same level of recycling services for municipal waste irrespective of where it is produced.</p> <p>In the meantime, LWARB will provide a resource to work with industry to develop contract consolidation and data sharing opportunities.</p>
Governance: a single London-wide waste authority should be established.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	It is critical that London boroughs focus on recycling rates in the short term. Many authorities are already working together on waste and waste planning, such as the South London Waste Partnership and South East Technical Group. In addition, LWARB represents a

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
			partnership between the Mayor and waste authorities to drive improvements in waste management. Developing a single waste authority would require new legislation, which could take several years and divert boroughs from much needed efforts to increase recycling rates.
Landlords: it was felt that more work is needed to make landlords responsible for residents' waste and recycling, including the use private sector licensing powers	<ul style="list-style-type: none"> • Local authority / politician / group • Charity / non-profit organisation / community interest company 	Change	The Mayor, working with LWARB, will explore more collaborative ways to work with landlords, and identify any requirements/changes in licencing and tenancy agreements to encourage tenants to recycle. This is already being undertaken by the London borough of Wandsworth.
Flats: there was widespread support for planning policy to ensure adequate waste storage in flats.	<ul style="list-style-type: none"> • Local authority / politician / group • Waste authority • Charity / non-profit organisation / community interest company 	No change	Refer to the storage policy in the London Plan. This is sufficient to ensure adequate waste storage for the six main dry recycling materials and separate food collection in all new developments.
Funding: concerns were raised over funding of	<ul style="list-style-type: none"> • Local authority / politician / group 	Change	The government, rather than the Mayor, provides boroughs with funding for waste and recycling services.

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
waste reduction and recycling improvements, given borough finances. It was suggested that the Mayor / LWARB should fund all service improvements.	<ul style="list-style-type: none"> Waste authority 		<p>Include a call on government to increase this funding, including for LWARB, by devolving London's share of landfill tax credits to London and accessing other funds, such as Clean Growth Strategy.</p> <p>There is £4m available from LWARB to support boroughs. LWARB is a statutory body that is not funded by the government. If this does not change, it is unlikely that LWARB will be able to function past 2023.</p>
Evidence: some respondents felt that more evidence is needed on how efficiencies and/or savings are achieved	<ul style="list-style-type: none"> Local authority / politician / group Waste authority 	No change	<p>Independent WRAP route map modelling sets out potential costs and savings to local authorities through improved recycling performance. An estimated £22 million saving could be achieved for London collectively achieving a 40 per cent recycling rate by 2022. The most cost effective interventions identified were offering all residents the same set of core materials to recycling, separate food waste collections and restricting residual waste, either through containment or collection frequency. Savings made from reduced residual waste bulking, treatment and transport costs offset additional container purchasing, transition and operating costs. Three waste authority case studies were included in the draft strategy's evidence base.</p>
Penalties: under-	<ul style="list-style-type: none"> Local authority / 	No change	The draft strategy set out the Mayor's power of

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
performing boroughs should be penalised.	politician / group		direction. The Mayor has no penalty powers and cannot fine boroughs.
Circular economy			
Ambition: there was strong support for the circular economy, with requests for a greater emphasis on this to help reduce waste and drive innovation.	<ul style="list-style-type: none"> Local authority / politician / group Waste authority Charity / non-profit organisation / community interest company 	Clarification	Strengthen the text on the circular economy approach in the final strategy, with greater cross references throughout the strategy. Emphasise reduction, the circular economy Route Map actions, and take up of circular economy business models.
Focus: there should be a greater focus on waste electrical goods and textiles.	<ul style="list-style-type: none"> Waste authority 	No change	The draft strategy sets out that the Mayor works with LWARB to implement London's Circular Economy route map, focusing on improving reduction, reuse and recycling across the five priority materials: electrical goods; textiles; food; packaging; and the built environment. ²⁴ This includes embedding circular economy principles and policies across the Mayor's

²⁴ LWARB (2017) London's circular economy route map. http://www.lwarb.gov.uk/wp-content/uploads/2015/04/LWARB-London%E2%80%99s-CE-route-map_16.6.17a_singlepages_sml.pdf

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
			strategic plans and strategies, such as the London Plan and Responsible Procurement Policy.
Support: there should be more support for innovative companies.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	<p>The Mayor, for example working with LWARB, provides and facilitates financial and technical support each year for innovative businesses and products through:</p> <ul style="list-style-type: none"> the Mayor’s Entrepreneur (£60k prize) Advance London (in-kind support) Innovation Hub Sustainable Accelerator (£300,000) Circularity Capital (£1.5m) London SME Fund (£14m)
Incineration: incineration should be acknowledged as playing an important role in the transition to a circular economy (for example, by providing aggregates and energy)	<ul style="list-style-type: none"> Waste authority 	Clarification	Amend the supporting text of the waste hierarchy to acknowledge the role that CIF-compliant Energy from Waste installations, generating both heat and power from non-recyclable waste, can play in London’s overall waste management, as long as they are connected to heat networks. The focus, however, is on reduction and recycling.
Litter and single use packaging			

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²³	Recommended category of GLA response	Further information on recommendation
<p>Funding and penalties: Several respondents suggested that there should be a greater focus on litter in terms of funding, supporting existing and future initiatives, and more fixed penalty notices to deter littering</p>	<ul style="list-style-type: none"> • Local authority / politician / group • Government politician / department / body • Charity / non-profit organisation / community interest company • London Assembly / GLA group 	No change	<p>Litter and enforcement is a local authority responsibility. However, the draft strategy stated that the Mayor supports local authority-led initiatives.</p> <p>The draft strategy sets out the Mayor’s plans to tackle single use plastic bottles and drink cups, and the Mayor’s support for consolidated/zoned business waste services, which will also help reduce litter and fly-tipping.</p> <p>Fixed penalty notices are a local issue over which the Mayor has no powers.</p>
<p>Single use packaging: several stakeholders requested that efforts to reduce single use packaging should include all types of single use packaging.</p> <p>There was support for a deposit return scheme, with suggestions for a London trial that is not</p>	<ul style="list-style-type: none"> • The public • Local authority / politician / group • London Assembly / GLA group • Business / business group • Charity / non-profit organisation / community interest 	Clarification	<p>The draft strategy sets out how the Mayor will cut single use packaging.</p> <p>In addition, it is recommended that there is a new requirement for waste authorities to develop waste reduction plans, as well as new calls on government to strengthen Producer Responsibility Responsibilities, which would design out more types of single use packaging.</p> <p>The draft strategy offers London to be a test bed for deposit return schemes for different materials, working in partnership with government and other</p>

Table 19: Additional specific issues raised by the public and technical stakeholders in response to the Waste chapter of the draft strategy

Main issue / suggestion	Stakeholder category²³	Recommended category of GLA response	Further information on recommendation
limited to water bottles. There was strong support for water fountains across London.	company		organisations. Include details of the Mayor's programme to reduce single use plastic bottle waste and rolling out water fountains across London.

Adapting to climate change

Responses from technical stakeholders

Who responded

118 (32 per cent) of 370 technical stakeholders responded specifically on the Adapting to Climate Change chapter of the draft strategy. Together, the top five categories of stakeholders submitted 70 per cent of responses to the Adapting to Climate Change chapter (Table 20).

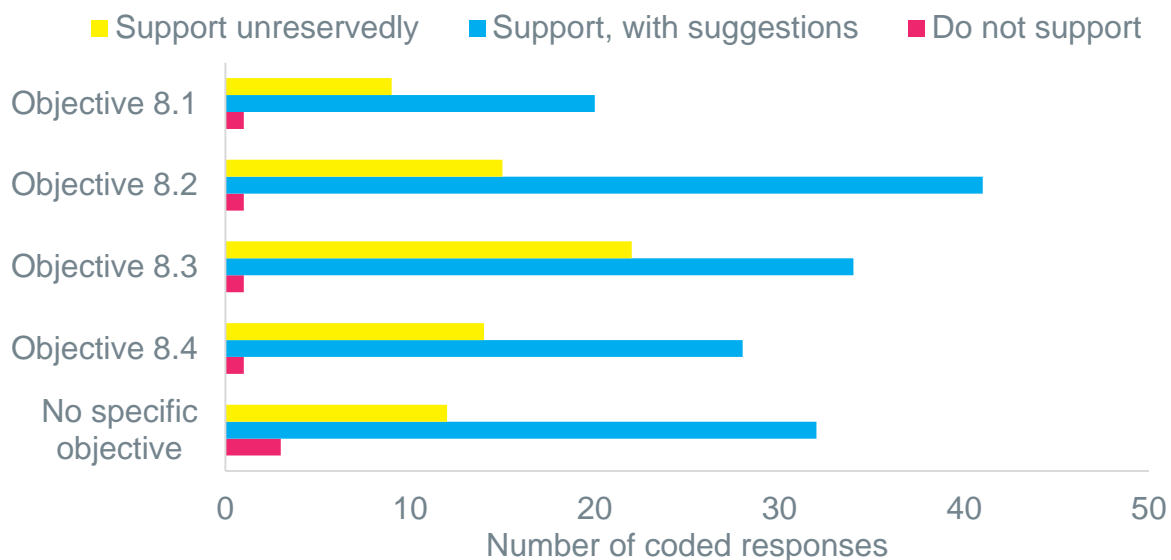
Table 20: Top five categories of respondents on the Adapting to Climate Change chapter

Category	Number of respondents
Local authority / politician / group	32
Charity / non-profit organisation / community interest company	22
Business / business group	12
Community group	9
London Assembly / GLA group	8

Support

There was widespread and strong support for the aims, objectives and policies in the Adapting to Climate Change chapter (Figure 7). The greatest number of responses relevant to specific objectives were related to Objective 8.2. The issues raised by technical stakeholders who did not support parts of the Adapting to Climate Change chapter are included in Table 22.

Figure 7: Levels of technical stakeholder support for different objectives in the Adapting to Climate Change chapter²⁵



No specific objective = Responses received that did not relate to a specific objective within the Adapting to Climate Change chapter

Objective 8.1 = Understand and manage the risks and impacts of severe weather and future climate change in London on critical infrastructure, public services, buildings and people

Objective 8.2 = Reduce risks and impacts of flooding in London on people and property and improve water quality in London’s rivers and waterways

Objective 8.3 = Ensuring efficient, secure, resilient and affordable water supplies for Londoners

Objective 8.4 = London’s people, infrastructure and public services are better prepared for and more resilient to extreme heat events

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the Adapting to Climate Change chapter.

²⁵ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

The main areas of support were for:

- the development of indicators and the sector based approach
- green sustainable drainage systems (SuDS) and their higher prioritisation
- increasing Londoners' awareness of heat risk, including the communications protocol
- changes to the planning system, with a recognition that resilient developments are vital
- integration between adaptation and mitigation, for example delivering water efficiency measures through energy efficiency retrofit schemes

Main themes

The top five themes raised as part of technical stakeholder responses to the Adapting to Climate Change chapter are shown in Table 21.

Table 21: Top five themes raised as part of technical stakeholder responses to the Adapting to Climate Change chapter	
Theme	Number of responses
Construction / development / planning	95
Green space / natural environment	66
Collaboration / partnership working	60
Education / engagement / communication	58
Infrastructure	34

Responses from the public

A full summary of the methodology and responses can be found in the '[Consultation process](#)' chapter and Appendix 6.

Coping with heat: summary based on qualitative research

Participants had a strong sense that London's climate was becoming more unpredictable, but were unsure whether London was becoming hotter. Heat was not seen as a problem for London today, but it was accepted that it might become more of a problem in the future.

Apart from making life uncomfortable, participants did not have a strong sense of the risks of high temperatures. There was a vague sense that heat could cause health problems, but participants were unsure about what these problems were. Participants with long term health conditions said that they found high temperatures difficult to cope with, especially when combined with pollution.

In terms of policies, participants most wanted to see changes in the planning system to ensure that building design takes cooling into account, and that more trees are planted to give shade.

“Tackle urban heat islands by reducing the amount of cars on the road, having adequate cycling networks and planting more trees!”

Talk London Member, 21 years old, female, Waltham Forest

Reducing the impact of flooding: summary based on qualitative research

In focus groups conducted as part of the consultation, flooding was raised spontaneously as an environmental challenge for London.

In the research on green infrastructure, participants showed a high degree of concern over the trend towards paving over of gardens and the impact this will have on flooding risk. However, participants did not have any suggestions for what could be done to improve information on flooding in areas of risk.

Attitudes towards water efficiency: summary based on representative polling

26 per cent of Londoners say they are on a water meter, 57 per cent pay a flat rate, and 17 per cent don't know. For those who are on a flat rate, 18 per cent say they are likely to install a water meter in the future, compared to 57 per cent who say they are unlikely.

The top reasons for not installing a water meter are the perception that it will increase bills (43 per cent), followed by Londoners saying that it is not their decision (30 per cent). This latter option is particularly true for renters.

Tap diffusers and water butts are the water saving measures most likely to be installed at home (41 per cent of Londoners said they would consider these). 36 per cent of Londoners say they would consider installing a toilet hippo.

Main issues raised

A wide range of stakeholders proposed additional topics that should be covered in the Adapting to Climate Change Chapter, such as: food security; invasive non-native species, pests and pathogens; water quality; and extreme cold. See Table 7 for how these additional topics are recommended to be considered in the final strategy.

Many stakeholders also requested greater integration between the Adapting to Climate Change Chapter and other chapters within the strategy, particularly with regard to the role green infrastructure can play in managing heat risk and improving water quality. It is recommended that additional cross references between these chapters be made, as well as the inclusion of references to the London Plan and TfL's Healthy Streets Approach.

Some stakeholders requested that the environmental impacts of drought should be stated in the Adapting to Climate Change chapter. It is recommended that this be implemented.

In addition, a new section on water quality should be included in the Green Infrastructure chapter that is cross referenced in the Adapting to Climate Change chapter.

Several stakeholders requested greater detail on a range of topics, including: the monitoring of London's resilience to climate change impacts; water quality, awareness raising of flood risk and water quality impacts; the use of Integrated Water Management Strategies; and retrofit opportunities for non-domestic premises. It is recommended that this should be included.

Table 22 outlines additional specific issues that consultees (both technical stakeholders and the public) raised in response to the Adapting to Climate Change chapter of the draft strategy, together with recommended changes for the final strategy.

Table 22: Additional specific issues raised by the public and technical stakeholders in response to the Adapting to Climate Change chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁶	Recommended category of GLA response	Further information on recommendation
Indicators and sector based approach			
<p>A wide range of technical stakeholders proposed consideration of additional sectors, including:</p> <ul style="list-style-type: none"> • food • insurance • natural environment 	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Large multidisciplinary consultancy • Government politician / department / body • Local authority / politician / group 	Change	Include these sectors in the text on adaptation indicators and the sector based approach as requiring focus.
Flood risk and drainage			
<p>Targets: respondents requested additional targets and indicators:</p>	<ul style="list-style-type: none"> • Local authority / politician / group • London Assembly / 	Change	<p>Include wording on the monitoring of reviewed planning applications, with outcomes included in an annual monitoring report</p> <p>Include the Mayor’s Transport Strategy SuDS</p>

²⁶ This list may not be complete

Table 22: Additional specific issues raised by the public and technical stakeholders in response to the Adapting to Climate Change chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁶	Recommended category of GLA response	Further information on recommendation
<ul style="list-style-type: none"> managing flood risk, particularly for new developments including the retrofitting SuDS target from the Mayor's Transport Strategy retrofitting SuDS in London 	<ul style="list-style-type: none"> GLA group Infrastructure provider / utility Business / business group 		retrofitting target, as well as a new ambition for removing 200 hectares of impermeable surface in London by 2030 with retrofitted SuDS.
Misconnections: there was strong support from respondents for the text on misconnections, and suggestions that the Mayor play a greater role in this area.	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company Business / business group London Assembly / GLA group 	Change	The draft strategy already states that the Mayor will work with Thames Water, boroughs and other stakeholders to raise awareness of misconnections and investigate the feasibility of targeting misconnections at point of sale. However, it is recommended that this be an additional proposal.
Water supply			
Water poverty: respondents recommended that measures to tackle water poverty are included in the Mayor's Fuel Poverty Action Plan. Issues were also raised around the	<ul style="list-style-type: none"> The public Local authority / politician / group Charity / non-profit organisation / 	Change	Include references to water poverty within the Mayor's Fuel Poverty Action Plan, with measures such as water efficiency, metering, and supporting at risk groups to ensure they are on the Priority Services Register. This will also be considered for inclusion in the Health

Table 22: Additional specific issues raised by the public and technical stakeholders in response to the Adapting to Climate Change chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁶	Recommended category of GLA response	Further information on recommendation
use of smart meters in alleviating water poverty.	community interest company <ul style="list-style-type: none"> • Large multidisciplinary consultancy 		Inequalities Strategy
Water efficiency: respondents recommended that a target and milestones for water efficiency in new developments and wastewater in London should be added.	<ul style="list-style-type: none"> • London Assembly / GLA group • Government politician / department / body • Local authority / politician / group • Infrastructure provider / utility • Community group • Large multidisciplinary consultancy 	Clarification	<p>Water efficiency is a planning issue for new developments. No change to the water efficiency target is recommended in this case, as the target for developments to achieve water consumption of 105 litres per person per day goes beyond building regulations of 125 litres per person per day and is ambitious.</p> <p>Include wording on the monitoring of reviewed planning applications, with outcomes included in an annual monitoring report.</p> <p>The draft strategy states that water efficiency measures will be supported through Energy for Londoners retrofit programmes.</p> <p>Thames Water are carrying out long term planning for London's wastewater, which will provide milestones and additional detail on this important infrastructure. Based on this, no additional information is recommended for the</p>

Table 22: Additional specific issues raised by the public and technical stakeholders in response to the Adapting to Climate Change chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁶	Recommended category of GLA response	Further information on recommendation
			final strategy.
Heat risk			
<p>Retrofit: respondents strongly supported the idea that building design should take cooling into account and that more trees should be planted to give shade. There were also calls for a proposal on managing heat risk in existing buildings</p>	<ul style="list-style-type: none"> • The public • Local authority / politician / group • Large multidisciplinary consultancy 	Change	<p>Add a proposal on promoting overheating mitigation measures through the Mayor’s retrofitting programmes for domestic buildings and public sector buildings. This will include encouraging the use of guidance from the Chartered Institute of Building Services Engineers that models thermal comfort in buildings and an expectation that an overheating risk assessment will be included for buildings considered for retrofitting through these programmes. Include cross referencing to the Climate Change Mitigation and Energy chapter.</p>

Ambient noise

Responses from technical stakeholders

Who responded

113 (31 per cent) of 370 technical stakeholders responded specifically on the Ambient Noise chapter of the draft strategy. Together, the top five categories of stakeholders submitted 70 per cent of responses to the Ambient Noise chapter (Table 23).

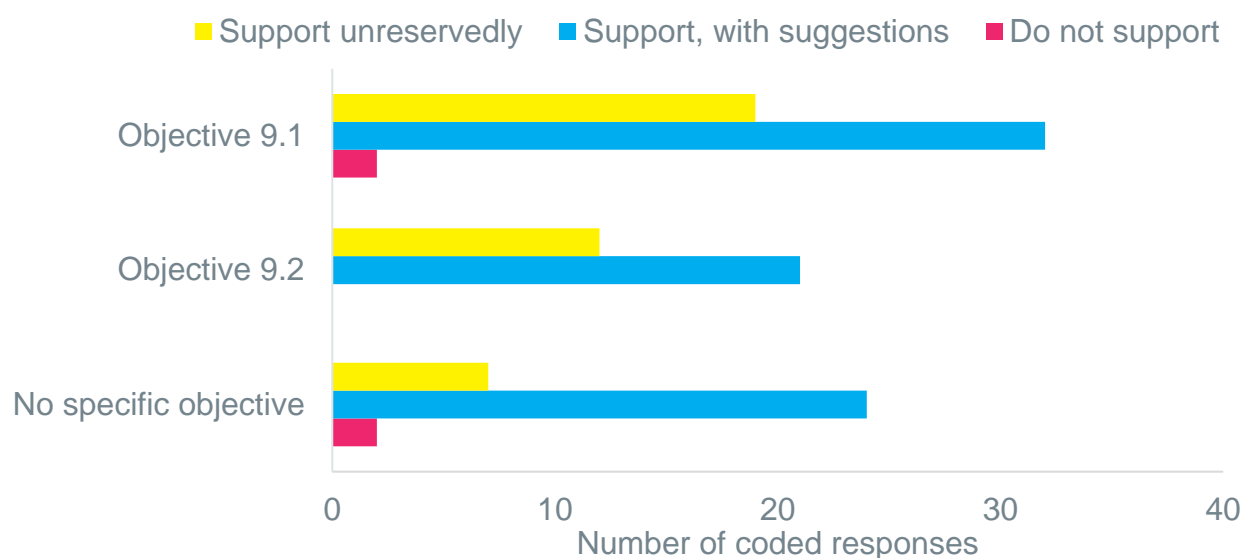
Table 23: Top five categories of respondents on the Ambient Noise chapter

Category	Number of respondents
Local authority / politician / group	27
Business / business group	17
Charity / non-profit organisation / community interest company	14
Community group	13
London Assembly / GLA group	10

Support

There was widespread and strong support for the aims, objectives and policies in the Ambient Noise chapter (Figure 8). The greatest number of responses relevant to specific objectives were related to Objective 9.1. The issues raised by technical stakeholders who did not support parts of the Ambient Noise chapter are included in Table 25.

Figure 8: Levels of technical stakeholder support for different objectives in the Ambient Noise chapter²⁷



No specific objective = Responses received that did not relate to a specific objective within the Ambient Noise chapter

Objective 9.1 = Reducing the adverse impacts of noise by targeting locations with the highest noise pollution from transport

Objective 9.2 = Protect and improve the acoustic environment of London

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the Ambient Noise chapter.

In general, the main areas of support were for:

- the overall ambition
- integration with other policy areas within the draft strategy

Main themes

The top five themes raised as part of technical stakeholder responses to the Ambient Noise chapter are shown in Table 24.

²⁷ Responses that were supportive but also proposed improvements or additional ideas were coded as ‘Support, with suggestions’.

Table 24: Top five themes raised as part of technical stakeholder responses to the Ambient Noise chapter

Theme	Number of responses
Collaboration / partnership working	43
Construction / development / planning	42
Aviation	29
Health - adult	26
Health - children	25

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Attitudes towards peace and quiet in London: summary based on qualitative research

Participants felt it was difficult to find peace and quiet in London. The most commonly mentioned sources of noise were traffic, sirens, aircraft, construction, and music (from events or individuals). The Mayor has a legal duty to set out policies and proposals in this strategy to tackle ambient noise, which includes noise from transport (including traffic and aircraft) and industrial noise. Responsibility for policing and managing other noise sources falls to the boroughs and independent organisations.

Green spaces and cultural venues (museums or galleries) were seen to offer the most peace and quiet, but that even these could be impacted by noise from traffic or aircraft.

Suggestions for reducing noise in London included:

- restricting the volume or use of sirens for emergency vehicles when not needed (for example, if there is no traffic or if there are multiple emergency vehicles)
- improving housing insulation
- restricting airplanes

Attitudes towards noise from the night-time economy: summary based on qualitative research

Noise at night was a key concern for some participants, as this impacts on quality of sleep. There was a concern that becoming a 24 hour city will worsen noise at night.

However, participants said that other sources of noise disturbed them more than those of the night-time economy, including sirens, helicopters and motorcycles, all of which were felt to have a detrimental impact on ability to sleep and sense of well-being.

Participants felt that it was important that considerations over noise did not unduly restrict the night-time economy. Some participants felt that if you choose to live in and around Central London or near high streets, then you should expect loud noise.

“Night life is essential to making London a vibrant place to live...”

Talk London Member, 34 years old, male, Wandsworth

Main issues raised

One of the most frequent responses from stakeholders was that the Ambient Noise chapter should include greater links to other chapters and topics within the strategy. This was particularly the case for the Green Infrastructure chapter, the role of waterways in providing tranquil spaces, funding of tranquil spaces, the environmental impacts of Heathrow expansion, and the Air Quality chapter. It is recommended that these cross references are made in the final strategy.

Many stakeholders also requested more information on topics that are covered as part of TfL programmes, research and guidance. This included guidance on retiming deliveries, and research on low noise road surfaces. It is recommended that these be included as references within the Ambient Noise chapter, where appropriate.

Several stakeholders responded requesting action on topics that are covered under other strategies, particularly the Mayor’s Transport Strategy and the London Plan. These included: reducing car use; developing consolidation centres; basement developments and tube noise; the Agent of Change principle; and reducing aviation noise. It is recommended that these strategies are referenced within the Ambient Noise chapter, where appropriate.

Table 25 outlines additional specific issues that consultees (both technical stakeholders and the public) raised in response to the Ambient Noise chapter of the draft strategy, together with recommended changes for the final strategy.

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
General			
Evidence base: there was general support for the improvement of the evidence base on noise across London.	<ul style="list-style-type: none"> • BID / BID group • Local authority / politician / group • Sustainability Professional 	Change	Add a proposal on improving the evidence base through collaborating with other organisations.
Health: there was mixed support for including a policy on the health impacts of noise, with some concerned that improving Londoners awareness of the health impacts of noise could have negative psychological effects for some people.	<ul style="list-style-type: none"> • Local authority / politician / group • Charity / non-profit organisation / community interest company 	Clarification	The health impacts of noise will continue to be addressed in the supporting text. The Mayor's Health Inequalities Strategy, Better Health for all Londoners, also considers noise impacts.
Boroughs: respondents asked the GLA to provide support for Boroughs to deliver their own noise strategies.	<ul style="list-style-type: none"> • Local authority / politician / group 	No change	The Mayor will continue to advocate for more resources for London and continue to engage with the boroughs on the implementation of the final strategy.

²⁸ This list may not be complete

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
			However, the remit on noise for the boroughs differs significantly to that of the GLA and the GLA is not in a position to provide technical support for boroughs to develop tailored strategies that implement measures appropriate to the area.
Innovation: respondents requested that the GLA encourage the testing of innovative approaches to tackling noise and soundscape problems through policy and working groups.	<ul style="list-style-type: none"> Charity / non-profit organisation / community interest company 	No change	The GLA is promoting noise reduction through its operations (including in TfL), and will provide the strategic framework required to assist others to do the same. The Mayor will look for further opportunities to assess innovative approaches to tackling noise, drawing on pre-existing groups such as the Mayor's Design Advocates.
Lobbying: respondents requested that the Mayor lobby for the Noise Policy Statement for England to include designated objective levels for noise impact.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	The GLA supports the government's decision to use observed affect levels to describe noise impact as different noise sources, for different receptors and at different times are likely to have different impacts.
Transport sources – roads			
Lorries: Respondents requested an update to the current London Lorry Control Scheme.	<ul style="list-style-type: none"> Government politician / department / body 	No change	The Ambient Noise chapter outlines that the Mayor is encouraging the review of noise management and enforcement, including the London Lorry Control Scheme. The London Lorry Control

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
	<ul style="list-style-type: none"> Business / business group 		Scheme is currently under review, with the GLA's participation. ²⁹
ULEZ: respondents recommended that the Ultra Low Emission Zone (ULEZ) should be extended to cover noise.	<ul style="list-style-type: none"> Business / business group 	No change	The focus of the ULEZ is on Air Quality. However, the ULEZ is anticipated to reduce traffic noise by discouraging the use of older vehicles, which are often noisier than newer models.
Safety: respondents raised the issue of motorcycle noise and recommended that the GLA work with the DVSA to promote the importance of safe driving and to include the need for more passive driving forms within driver testing.	<ul style="list-style-type: none"> The public Local authority / politician / group 	No change	The Driver and Vehicle Standards Agency (DVSA) already advocates for safer and more passive driving styles through its training and programmes. To promote safe driving, the Mayor is also developing the London Standard for Motorcycle training.
Transport sources – Tube / rail			
Ground borne noise & vibration: respondents recommended that ground borne noise and vibration be included	<ul style="list-style-type: none"> Large multidisciplinary consultancy 	Change	Include ground borne noise and vibration from Tube and rail sources in the supporting text of the Mayor's work with TfL on Tube and rail service noise.

²⁹ London Councils (n.d.) Review of the scheme. <http://www.londoncouncils.gov.uk/services/london-lorry-control/about-llcs/review-scheme>

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
within the final strategy.			
Transport sources – aviation			
Other airports: respondents recommended that the noise impacts of other airports than Heathrow be included within the final strategy.	<ul style="list-style-type: none"> London Assembly / GLA group 	No change	The impacts of other major airports were reported within the draft strategy's evidence base, Appendix 2.
Success: respondents requested that aviation lobbying success be reported back to the London Assembly.	<ul style="list-style-type: none"> London Assembly / GLA group 	No change	An update on the lobbying efforts of the Mayor, GLA and TfL can be provided upon invitation of the committee.
Airspace modernisation: respondents raised concerns around the wording on airspace modernisation, suggesting that 'encouraging more efficient flight operations' may result in the concentration of flight paths.	<ul style="list-style-type: none"> Community group Local authority / politician / group 	Clarification	Clarify the position on airspace modernisation, which does not encourage concentration of flight paths in all cases.
Non-transport sources – commercial & industrial			

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
Guidance: respondents requested further guidance on noise mitigation from commercial and industrial sources.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	Information on mitigating noise from commercial activities is contained within the Central Activities Zone Supplementary Planning Guidance. ³⁰
Non-transport sources - construction and roadworks			
Guidance: respondents requested further guidance on noise mitigation from construction / roadworks.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	The draft strategy cross references the code of conduct for road works. ³¹ Information on mitigating construction noise is contained within the London Plan's Sustainable Design and Construction Supplementary Planning Guidance. ³²
Night-time roadworks: respondents requested better management of Lane Rental Scheme to minimise night time works.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	Whilst disturbance to those surrounding a site is a consideration within the application of the scheme, there are several additional considerations, including the reduction of congestion. There are no plans to review the Lane Rental Scheme at this

³⁰ Mayor of London (2016) Central Activities Zone Supplementary Planning Guidance. <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/central-activities-zone>

³¹ TfL (2012) Mayor's Code of Conduct for Roadworks 2012. <https://tfl.gov.uk/info-for/urban-planning-and-construction/roadworks-and-street-faults>

³² Mayor of London (2014) Sustainable Design and Construction Supplementary Planning Guidance. <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/sustainable-design-and>

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
			point in time. There is extensive guidance on the use of the Lane Rental Scheme available. ³³
Best practice: respondents recommended the Mayor work with key stakeholders to ensure maintenance / utilities / transport infrastructure work follow best practice.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	The draft strategy committed the GLA to provide guidance and endorse best practice as a means of encouraging good practice in industry.
Acoustic environment - general			
Soundscape: respondents recommended the final strategy include a policy on soundscape and its protection.	<ul style="list-style-type: none"> Large multidisciplinary consultancy Charity / non-profit organisation / community interest company Local authority / 	Change	<p>Include the importance of protecting soundscape, and soundscape design.</p> <p>Development should seek to protect and improve the acoustic environment by introducing a soundscape that is relevant to the local environment. More information on promoting appropriate soundscapes is available in the London Plan.</p>

³³ TfL (n.d.) Lane Rental Scheme. <https://tfl.gov.uk/info-for/urban-planning-and-construction/lane-rental-scheme>.

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
	politician / group		
Agent of Change: Respondents recommended that the content on Agent of Change be widened to include other uses, such as industrial uses.	<ul style="list-style-type: none"> Government politician / department / body 	Clarification	Amend wording on Agent of Change to avoid referencing only its impact on Culture and the Night Time Economy.
Guidance: respondents requested good practice guidance on the protection of acoustic environments.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	Information on mitigating noise through design is contained within the London Plan's Sustainable Design and Construction Supplementary Planning Guidance. ³⁴ The GLA will also assess best practice guidance on the protection of acoustic environments with the intention of endorsing a suitable example.
Night-time economy: respondents suggested that	<ul style="list-style-type: none"> The public Trade Union 	No change	Cross references to the London Plan, and the Culture and Night-Time Economy Supplementary

³⁴ Mayor of London (2014) Sustainable Design and Construction Supplementary Planning Guidance. <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/sustainable-design-and>

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
more thinking is required around the conflicts between noise and the night-time economy.	<ul style="list-style-type: none"> Local authority / politician / group 		<p>Planning Guidance are included in the draft strategy.³⁵</p> <p>The GLA is working to ensure that the potential conflicts between noise and the night-time economy are appropriately considered in decision making.</p>
Acoustic environment - quiet and tranquil spaces			
Guidance: respondents requested further guidance on how to identify quiet and tranquil spaces.	<ul style="list-style-type: none"> Local authority / politician / group 	Clarification	Include a link to existing Defra guidance.
Traffic measures: respondents requested that the GLA identify those parks worst affected by road noise and put in place traffic measures to improve noise e.g. reroute traffic, street closures, car free days, and noise barriers.	<ul style="list-style-type: none"> London Assembly / GLA group Charity / non-profit organisation / community 	Clarification	<p>The majority of roads are under the jurisdiction of boroughs and Highway Authorities. It would be their responsibility to decide to put in place traffic measures to combat noise.</p> <p>The Mayor's Transport Strategy also includes information on borough specific traffic reduction strategies.</p>

³⁵ Mayor of London (2017) Culture & the Night-Time Economy Supplementary Planning Guidance. <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/culture-night-time>

Table 25: Additional specific issues raised by the public and technical stakeholders in response to the Ambient Noise chapter of the draft strategy

Main issue / suggestion	Stakeholder category ²⁸	Recommended category of GLA response	Further information on recommendation
	interest company		
Acoustic environment - good design			
Cumulative impacts: respondents requested that cumulative noise impacts be included within the final strategy.	<ul style="list-style-type: none"> Local authority / politician / group 	Change	Include text on cumulative noise impacts as an important part of protecting and improving the acoustic environment of London.
Work patterns: respondents requested that the impact of changing work patterns be included within the final strategy.	<ul style="list-style-type: none"> Local authority / politician / group 	Change	Add text on the role of changing work patterns in Londoners' needs for noise mitigation.
Decision-making: respondents reported that the draft strategy is unclear on how good acoustic design principles and decisions on noise should be balanced against other factors in decision making.	<ul style="list-style-type: none"> Local authority / politician / group 	No change	The impacts of noise and how this interacts with other decisions should be assessed on a case by case basis. Further details on our strategic plans for London are available within the London Plan.

Low carbon circular economy (LCCE)

Responses from technical stakeholders

Who responded

40 (11 per cent) of 370 technical stakeholders responded specifically on the LCCE chapter of the draft strategy. Together, the top five categories of stakeholders submitted 68 per cent of responses to the LCCE chapter (Table 26).

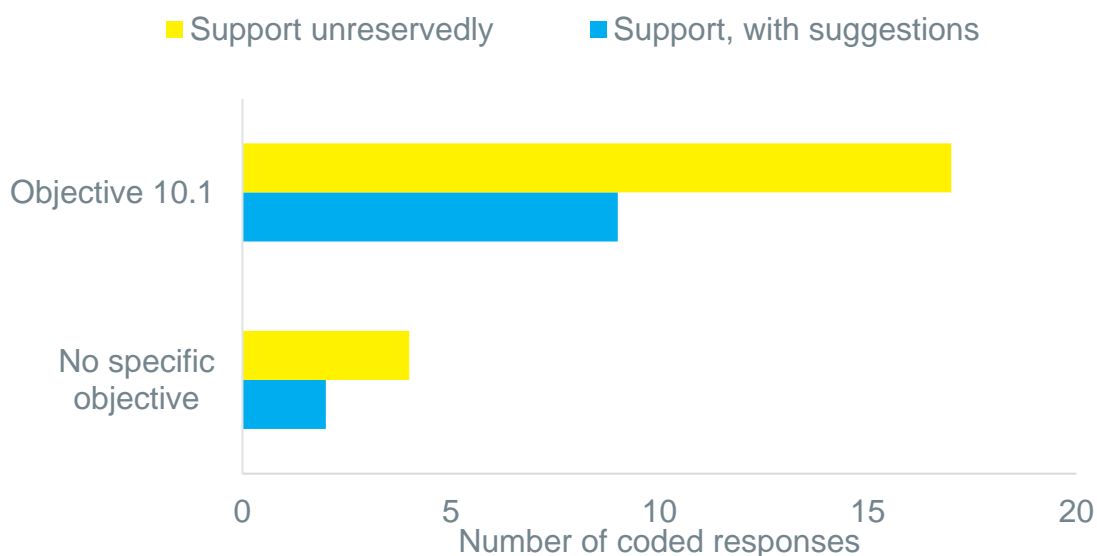
Table 26: Top five categories of respondents on the LCCE chapter

Category	Number of respondents
Local authority / politician / group	10
Charity / non-profit organisation / community interest company	7
Business / business group	4
Professional body / institute	3
Government politician / department / body	3

Support

There was widespread and strong support for the aims, objectives and policies in the LCCE chapter (Figure 9). The greatest number of responses relevant to specific objectives related to Objective 9.1. The issues raised by technical stakeholders who did not support parts of the LCCE chapter are included in Table 28.

Figure 9: Levels of technical stakeholder support for different objectives in the LCCE chapter³⁶



No specific objective = Responses received that did not relate to a specific objective within the LCCE chapter

Objective 10.1 = Enabling the transition to a low carbon circular economy

N.B. A single response from a consultee may have referred to multiple objectives, each of which was coded separately. As a result, the number of coded responses may exceed the number of stakeholders that responded on the LCCE chapter.

The main areas of support were for:

- the general Low Carbon Circular Economy approach
- responsible / green public sector procurement and its role in creating demand
- activity around green finance to support London's ambitions, and divestment both away from fossil-fuel and into London related activity
- Mayoral leadership

Main themes

The top five themes raised as part of technical stakeholder responses to the LCCE chapter are shown in Table 27.

³⁶ Responses that were supportive but also proposed improvements or additional ideas were coded as 'Support, with suggestions'.

Table 27: Top five themes raised as part of technical stakeholder responses to the LCCE chapter

Theme	Number of responses
Funding	14
Businesses	13
Waste & recycling	12
Collaboration / partnership working	9
Education / Engagement / Communication	6

Responses from the public

A full summary of the methodology and responses can be found in the ‘[Consultation process](#)’ chapter and Appendix 6.

Attitudes towards reuse: summary based on qualitative research

Reuse is a popular concept amongst Londoners. However, reuse is not motivated by environmental concerns, and is seen as out of step with London’s culture. Barriers to reuse include cost, time and effort.

Attitudes towards reuse: summary based on representative polling

- 73 per cent of Londoners have donated items to be re-used in the last few years (e.g. to charity shops)
- fewer Londoners (34 per cent) have sold items to be re-used in the last few years and 46 per cent of Londoners have bought a ‘re-used’ or second-hand item (48 per cent have not)
- 46 per cent of Londoners say that they have got their items repaired in the last few years but just 18 per cent of Londoners say they have bought repaired items (younger Londoners being much more likely to do so)
- 12 per cent of Londoners have rented or leased items

Main issues raised

Table 28 outlines additional specific issues that consultees (both technical stakeholders and the public) raised in response to the LCCE chapter of the draft strategy, together with recommended changes for the final strategy.

Table 28: Main issues raised by the public and technical stakeholders in response to the LCCE chapter of the draft strategy

Main issue / suggestion	Stakeholder category ³⁷	Recommended category of GLA response	Further information on recommendation
Several respondents suggested that the LCCE chapter include greater reference to circular economy business models and the work that LWARB is undertaking.	<ul style="list-style-type: none"> • London Assembly / GLA group • Local authority / politician / group 	Clarification	Include case studies in the final strategy that demonstrate circular economy business models.
Several respondents requested further context on the benefits of a circular economy, to allow readers to understand how the circular economy contributes to climate change mitigation and resilience, and competitive advantage to London's economy.	<ul style="list-style-type: none"> • Local authority / politician / group • Waste authority 	Clarification	This is supported by the public response to the consultation. Strengthen the supporting text to include the benefits of a circular economy: at least £7bn net annual contribution to the economy; 40,000 new jobs (12,000 net additional jobs) in the areas of reuse, remanufacturing and materials innovation. Also provide examples of how more circular use of resources can low carbon emissions, such as moving from finite fossil fuels to renewables and local energy sources will reduce carbon emissions and increase the resilience of London's

³⁷ This list may not be complete

Table 28: Main issues raised by the public and technical stakeholders in response to the LCCE chapter of the draft strategy

Main issue / suggestion	Stakeholder category ³⁷	Recommended category of GLA response	Further information on recommendation
			energy system.
Some respondents raised the opportunity to promote the role of, and benefits to, stakeholders across the economy and society in the transition to a low carbon circular economy.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company • Educational establishment 	No change	This is supported by the public response to the consultation. The draft strategy emphasises the importance of working with stakeholders to transition to a low carbon circular economy and raising awareness of the benefits this will bring to them and society. The draft Economic Development Strategy also promotes the integration of LCCE across all sectors of the economy.
There should be a greater focus on the food sector and its role in the transition to a LCCE.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	Clarification	Refer to the opportunity for the food sector to contribute towards a LCCE. Cross reference the forthcoming Food Strategy, which will include a section on helping the food sector to reduce its embedded carbon.
There is a need to support business collaboration to facilitate the transition to a LCCE.	<ul style="list-style-type: none"> • Charity / non-profit organisation / community interest company 	No change	Consider this in the development of the future workstream.
There is a need to consider the role of workers in the transition to a LCCE, and a 'just transition' for workers and	<ul style="list-style-type: none"> • Trade union 	Clarification	Cross reference the Economic Development Strategy and 'Fairer more inclusive economy'.

Table 28: Main issues raised by the public and technical stakeholders in response to the LCCE chapter of the draft strategy

Main issue / suggestion	Stakeholder category ³⁷	Recommended category of GLA response	Further information on recommendation
communities.			Consider this in the development of the future workstream.
There is a need to be aware of the potential impact of the transition to a LCCE on small and medium enterprises (SMEs), and how this can be mitigated.	<ul style="list-style-type: none"> • Business / business group 	Clarification	Cross reference awareness and promotion work. Consider this in the development of the future workstream

GLA group operations – leading by example

There were few responses specifically referencing GLA group actions. Of these, the majority focused on actions that are already being, or are already proposed to be, introduced, such as:

- reducing single use plastic waste across the GLA group
- reducing GLA group fleet emissions

As a result, no further changes to this chapter are recommended beyond those stated in the Main Issues tables elsewhere in this report.

What can Londoners do to help?

One of the consultation questions was “What are the most important changes Londoners may need to make to achieve the outcomes and ambition of this strategy? What are the best ways to support them to do this?”.

65 technical stakeholders submitted responses via the webform that provided suggestions to the first part of this question. The five most commonly raised high-level changes that Londoners may need to make were:

- increase use of clean (including active) transport (35 responses)
- increase engagement with nature (14 responses)
- reduce waste (13 responses)
- improve recycling (12 responses)
- reduce consumption (10 responses)³⁸

The qualitative research conducted for the consultation found that participants consistently identified air quality, waste and green infrastructure as their top issues. Participants also had a clear sense of personal responsibility towards some of these challenges, most notably air quality and waste.

When asked what they do to reduce impact on the city’s environment, nearly all participants said that they take public transport and recycle. However, participants often found it difficult to identify any actions they could take beyond this, despite very high levels of engagement with environmental issues.

³⁸ N.B. some technical stakeholders put forward more than one suggestion, and so the counts in brackets do not reflect the number of organisations that responded.

67 technical stakeholders submitted responses via the webform with suggestions on the best ways to support Londoners to change. The five most commonly raised ways to support Londoners to make those changes were:

- awareness-raising (41 responses)
- funding / incentives (18 responses)
- legislation / regulation (12 responses)
- community engagement (10 responses)
- partnership working (8 responses)

With regard to awareness-raising, there were many calls for the Mayor to conduct campaigns, educate Londoners, and provide guidance and advice on a wide range of environmental issues. There were also several calls for Mayoral funding and incentivisation of behaviour change. The response to these two main issues is provided in Table 6.

Key performance indicators

One of the consultation questions asked “There are a number of targets and milestones in this draft London Environment Strategy, what do you think are the main key performance indicators that would demonstrate progress against this integrated strategy?”

108 technical stakeholders responded to this question (Table 29). The policy area with the greatest number of suggestions was air quality (37), followed by green infrastructure (33) and waste (21). A significant number of responses related to health and wellbeing (19).

Table 29: Top five stakeholder categories that responded to the consultation question on key performance indicators

Stakeholder category	Count
Business / business group	23
Local authority / politician / group	22
Charity / non-profit organisation / CIC	20
Community group	12
Infrastructure provider / utility	7

The responses to this question will help to inform the Implementation Plan.

Integrated Impact Assessment

There was an opportunity to comment on the IIA via the webform. However, there were relatively few comments made. Of the 27 comments received:

- three were satisfied with the IIA
- ten were related to the draft strategy and have been considered in the relevant previous sections of this document
- three advertised products
- one was related to the London Plan

Table 30 summarises the remaining comments and suggestions made in relation to the IIA.

Table 30: Comments and suggestions made in relation to the IIA of the draft strategy

Comment / suggestion	Stakeholder	Recommended category of GLA response	Further information on recommendation
Assessment			
<p>Issues were raised with regard to the assessment process itself, for example on:</p> <ul style="list-style-type: none"> • public input to the IIA • the consideration of transboundary impacts • the emphasis given to particular groups of people, e.g. children and migrants • the Guide Questions used • further recommendations to improve the draft strategy's impact • consideration of the Sustainable Development Goals (SDGs) 	<ul style="list-style-type: none"> • Just Space; • Environment Agency; • Port of London Authority; • Landscape Institute 	No change	<p>The IIA (including public input into it) process fulfils statutory requirements. Further detail will be provided in the post-adoption statement.</p> <p>The IIA took account of potential impacts on adjoining areas, as appropriate.</p> <p>The IIA was based on a set of sustainable development objectives that took the SDGs into account. At present, there is no national guidance as to how local plans should take regard of the SDGs. Work by the Office for National Statistics has shown that data is only currently available for 41 per cent of the 232 global SDG indicators in the UK. In the absence of national guidance and data the London Sustainable Development Commission in its recent Quality of Life Indicators report undertook a mapping exercise that shows, at a high level, that there are direct and indirect links between the SDGs, IIA sustainability objectives and the Quality of Life indicators. It also shows that the outcomes and principles of the SDGs are embedded within the Mayor's strategies, including the draft London Environment Strategy.</p>

Table 30: Comments and suggestions made in relation to the IIA of the draft strategy

Comment / suggestion	Stakeholder	Recommended category of GLA response	Further information on recommendation
'Missing' topics			
<p>A few topics were considered to be 'missing' from the IIA that should be included, such as:</p> <ul style="list-style-type: none"> • geology and soils • groundwater • integrated water management 	<ul style="list-style-type: none"> • Environment Agency 	<ul style="list-style-type: none"> • N/A 	<p>The response to these issues will be addressed in the post-adoption statement. See also Table 7 for how these topics will be addressed in the final strategy.</p>
Evidence			
<p>A few technical stakeholders questioned the evidence on which the assessment was made, for example on the topics of:</p> <ul style="list-style-type: none"> • water quality • incineration • creative sector sustainability • historic environment 	<ul style="list-style-type: none"> • Environment Agency • United Kingdom Without Incineration Network • Julie's Bicycle • Association of Local Government Archaeologists 	<p>No change</p>	<p>Table 4.2 of the IIA includes a statement of the general trend of deteriorating water quality as a result of increased growth and congestion.</p> <p>The draft strategy's evidence base stated that modelling shows London does not need any additional incineration capacity if the 65 per cent recycling rate by 2030 target is achieved. Include this statement in main text in Objective 7.4 and refer to the modelling in the evidence base</p> <p>Objective 7.3 deals with setting a minimum CO₂ emissions performance for London's waste sent to incineration.</p> <p>The efforts of the creative sector were recognised in the draft strategy (for example, in the Lyric</p>

Table 30: Comments and suggestions made in relation to the IIA of the draft strategy

Comment / suggestion	Stakeholder	Recommended category of GLA response	Further information on recommendation
			<p>Hammersmith case study in Box 23). However, the IIA focused on the impacts of the draft strategy on other topics and issues, rather than sectors' contributions to the objectives of the draft strategy.</p> <p>The historic environment was considered throughout the IIA. Table 6.9 shows the positive impact that the strategy will have on the historic environment, particularly related to air quality, ambient noise, waste and climate change mitigation and energy objectives. Further consideration of the historic environment is included in the London Plan and will also be included in the forthcoming Culture Strategy. Heritage issues are also considered as part of energy efficiency retrofit programmes.</p>
IIA results			
There was concern that the strategy contained no proposals addressing the negative impact of water meters on equality groups, as identified as part of the IIA.	<ul style="list-style-type: none"> • Just Space 	Clarification	The roll out of water meters will help people manage their water use more efficiently, and could help many to save money. However, there are some groups that could potentially be negatively impacted by this. The final strategy should note this and recognise that mechanisms need to be in place to ensure that 'water poverty' is not created.

5 Conclusions and recommendations

This report is the analysis of the issues raised during the public and stakeholder consultation of the draft London Environment Strategy. It contains GLA officers' recommendations for changes to the text of the strategy for the Mayor's consideration. Based on consultee feedback, these are primarily clarifications and minor amendments to the strategy, rather than major changes to policies or proposals.

Copies of all technical stakeholder representations, and a database of the responses from the public, businesses and other organisations have also been made available to the Mayor.

It is important to bear in mind that the final strategy is intended to provide an overarching framework for London's environment up to 2050. It is a strategic document and does not operate in isolation. There are numerous other Mayoral and TfL strategies and other documents that contribute to the protection, planning, management and improvement of London's environment. Many of the issues raised during the consultation are more appropriate to these documents, and have been passed on to those teams that are writing and reviewing those documents.

In considering the issues, and making recommendations to the Mayor, the GLA has been mindful of the remit of the strategy and sought to focus on the issues relevant to the policies and proposals included in it. This is intended to provide the Mayor with the information needed to understand the range of issues raised by respondents and make a decision on the final text of the strategy for its formal approval and publication.

6 Next steps

The GLA will seek to use the full range of views expressed during the consultation in other plans and in future engagement with the boroughs and other partners, where relevant.

If the Mayor approves the final text of the London Environment Strategy for the purposes of its formal adoption, the following strategies will be replaced by this revised strategy:

- biodiversity (last published and revised in 2002)
- municipal waste management (last published and revised in 2011)
- climate change mitigation and energy (last published and revised in 2011)
- adaptation to climate change (last published and revised in 2011)
- air quality (last published and revised as the Mayor's Air Quality Strategy (MAQS) in 2010)
- ambient noise (last published and revised in 2004)
- business waste management (last published and revised in 2011)
- water (last published and revised in 2011)

7 Abbreviations

Abbreviation	Full term
AQN	Air quality neutral
CCME	Climate change mitigation and energy
CHP	Combined heat and power
DVSA	Driver and Vehicle Standards Agency
FPAP	Fuel Poverty Action Plan
GLA	Greater London Authority
IIA	Integrated Impact Assessment
LACW	Local Authority Collected Waste
LCCE	Low carbon circular economy
LPFA	London Pension Fund Authority
LWARB	London Waste and Recycling Board
NPPF	National Planning Policy Framework
SAP	Solar Action Plan
SME	Small and medium-sized enterprises
SuDS	Sustainable drainage system
TfL	Transport for London
ULEZ	Ultra low emission zone
WRAP	Waste and Resources Action Programme
ZEZ	Zero emission zone

8 Glossary

Term	Definition
Impressions (social media)	The number of times a tweet or Facebook post, for example, is displayed in someone's feed or timeline. This is regardless of whether a user liked, retweeted or commented on it.
Channel	The online platform used to share information about the draft strategy, for example a website, social media account, etc.
Pageviews	A record of every time a page is viewed. A single user can visit a page any number of times (during the same session) and each time will count as a pageview.
Unique pageviews	An aggregation of pageviews that are generated by the same user during the same session. This is useful in analysis because it removes repeated views of the same page during one session.
Engagement	Actions such as likes, retweets, comments or shares on social media.
C40	C40 is a network of the world's megacities committed to addressing climate change.

9 Appendices

Appendix 1: Examples of the four campaign letters received as part of the draft strategy consultation

Campaign for the Protection of Rural England (7 responses)

- There need to be much stronger measures to protect London's Green Belt and Metropolitan Open Land
- There should also be stronger measures to protect other high-value green infrastructure like mature trees, SINCs and high quality agricultural land
- We would like to see explicit recognition that extensive housing development in low density areas just outside of London is set to add 1 million new car journeys a week into London's Green Belt – probably a low estimate. This directly undermines the Mayor's transport and environment strategies, creating as it does car-dependent, sprawling, polluting development just outside London at a time when the Mayor is seeking to reduce car journeys in Greater London.
- The strategy should contain clear proposals for the Mayor to lead a City Region lobby to save London's Green Belt and a new approach to development, transport and environment strategy which covers the whole City Region.
- We would like to see a clearer relationship between ambient noise and the green infrastructure agenda and the strategy should recognise that one third of London's parks are severely impacted by noise, with links to the Healthy Streets agenda
- There should be clear proposals to reduce or remove noise from 10 priority parks (defined as parks which serve a large population and are severely impacted by noise); and we would like to see an ambitious proposals to re-route traffic; promote car free weekends or Sundays around parks; and introduce noise barriers (potentially running a competition to consider how low maintenance, low cost noise barriers could be introduced).
- There should be a stronger emphasis on using the Mayor's influence and networking with other urban mayors and MPs to push for more effective action to improve air quality and other environmental objectives at the national level.
- A fifth strategic approach should be introduced, focussed on the character of 'place' and place-making, embracing local distinctiveness and environmental quality (a new report from the National Trust 'Places that make us' could assist here <https://www.nationaltrust.org.uk/documents/places-that-make-us-research-report.pdf>)
- There should be a clearer focus on the lifestyle changes needed from Londoners to deliver the aims, including clarity on what these changes might look like, the benefits they will bring to quality of life, health and wellbeing; and in terms of delivery, using National Park City campaigns to help build public support for the measures
- We would like to see more focus on the use of land for food and farming within London, including the activities of the network of city farms. The final LES should contain policies and proposals to protect and increase the capacity of London to

- produce food for local consumption; support for local food and farming initiatives; and monitor productive use of land for food.
- The proposed Green Space Factor needs to reflect qualitative issues including, ensuring Safety, sustaining biodiversity, accommodating usability, encouraging sociability and ensuring coherence with surroundings. New green space and other green infrastructure should be of a high quality, well managed and accessible.
 - Links to the Mayor’s Healthy Streets agenda are clearly drawn in the Environment Strategy, however the Environment Strategy should be more specific and set ambitious targets for Healthy Streets, for example:
 - far more targeted action on particular locations beyond Oxford St and Parliament Square
 - an ambitious target for permanently filtering out ‘through traffic’ from residential streets and streets near schools and parks
 - an ambitious approach to street closures including around parks
 - The Mayor should aim to broker solutions where a Borough is trying to implement Healthy Streets measures but where issues like the need to re-route buses or traffic, hamper delivery.
 - There should be a target to reduce land-use devoted to car-related infrastructure and a stronger relationship between measures to reduce transport related emissions / promote walking and cycling, and the potential to liberate land devoted to car-related infrastructure. Also, conversely, measures to avoid sprawling/car-dependent development e.g. Green Belt policy, should be explicit about the positive impact on air quality.
 - There should be a focus on land-use to monitor various targets, to ensure the more effective and efficient use of existing developed land, e.g. to manage and monitor
 - land freed up by reducing the need to travel by car
 - commitments on the protection of green space
 - use for food growing and protection of agricultural land

Friends of the Earth (291 responses)

Dear Mayor,

I am glad for the opportunity to contribute to London's Environment Plan. I welcome many of the policies contained in the plan, but there are significant areas that need to be strengthened.

Clean Air

The proposed measures to tackle London's polluted air will do too little, too late. There are nearly 10,000 early deaths a year in the capital because of our filthy air. Immediate action is required to tackle this public health emergency.

Transport, and especially diesel vehicles, is the biggest cause of air pollution in London. To tackle this, a London-wide Ultra-Low Emission Zone (ULEZ) must be in place by the end of 2018. It must cover all vehicles, everywhere in London. The upcoming consultation on these measures must include an option for this, as well as for the Zero Emission Zone for Central London to come in earlier.

The Mayor is right to call on the government to revise road tax so that diesels are not incentivised, and to introduce a scrappage scheme to help people shift from the dirtiest vehicles. I want to see a targeted scrappage scheme offering alternatives such as car club membership and rail season tickets, as well as cleaner vehicles. I also want the government and the Mayor in London to invest in safer walking and cycling, and better public transport.

We should not build new roads, such as the proposed Silvertown Road Tunnel, which would add to the air pollution problem.

Green Infrastructure

I strongly support Objective 5.3 on page 172: Making London a National Park City (NPC).

However I am worried by the draft strategy's high profile reliance on 'biodiversity offsetting'. The unproven mechanisms of 'biodiversity offsetting' are no substitute for proper protection of existing nature and proven conservation measures to boost nature and natural ecosystems.

Instead of focusing on offsetting the strategy should set out specific actions to restore conditions for species and habitats.

I support Policy 5.1.1 and 5.1.1a, to protect enhance and increase green areas in London, the Green Belt, Metropolitan Open Land and publicly accessible green space.

The Mayor should prioritise 'green and blue infrastructure' that truly benefits nature over large swathes of amenity grass and trees planted in concrete which may look green and be described as 'green infrastructure', even if they contribute less to nature, wildlife and the functioning of ecosystems.

Any offsetting scheme that is devised can only be fit for purpose if we know the true value of what is being 'offset', and should only be used after all efforts to avoid damage in the first place have been exhausted. It must not be used as a fast-track tick box way to approve schemes of dubious merit which further erodes London's nature.

Climate

I welcome the Mayor's ambition for London to be a zero-carbon city by 2050, but firm policies are needed to achieve it.

Buildings are London's biggest source of emissions, so I strongly support the policy that from 2019 all new buildings must meet zero-carbon standards. But much more is needed to decrease emissions from existing buildings.

In particular there is an urgent need to improve energy efficiency in the private rented sector. The plan should ensure that all rented properties have an efficiency rating of band C or better. Current regulations are unlikely to be sufficient to ensure that this happens. I would like to hear what additional measures will be taken to ensure landlords to meet this requirement, what help will be given to them to do so and that there will be strong enforcement action taken against any who do not.

The strategy should be much more ambitious on renewable energy, and particularly solar. The GLA previously estimated that solar power could supply around 20 percent of London's electricity. As such London should set a target of 2 GW of solar by 2030, with the longer term aim of running on 100% renewable energy by 2050.

The strategy fails to propose measures to reduce the carbon emissions from food, aside from tackling food waste. The strategy should commit to putting in place a sustainable food policy for London to include encouraging dietary changes that lower London's climate impact whilst encouraging healthier eating habits. This should cover procurement by the GLA along with actions for the public, food businesses and public bodies.

Waste

If London is to be a zero carbon city by 2050 then the environment plan must include a moratorium on waste incineration and an incineration exit strategy. It must also be more ambitious on reduction, re-use and recycling.

I am concerned that the goal that "by 2026 no biodegradable or recyclable waste will be sent to landfill" could push waste into being locked into incineration instead.

Given how poorly some boroughs are doing with respect to recycling rates I would like to see the recycling 65% target applied to all boroughs. This would allow for the overall target to be increased to 70%.

Alongside this, London should take a lead and set a clear target to halve food waste from all producers, retailers and households across the city by 2030.

Noise

I welcome the Mayor's opposition to Heathrow expansion. We oppose all airport expansion in London. Any such expansion is incompatible with a target of 1.5 degrees of global warming and would hamper efforts to tackle air pollution and noise.

Mums for Lungs (36 responses)

I welcome your actions addressing the public health air pollution crisis, such as bringing the ultra-low emission zone forward, the implementation of the toxicity charge and your commitment to BreatheLife. However, none of these actions are making a sufficient difference to air pollution in London for the next 18 months, nor will the inner-city ULEZ from 2019 bring London's pollution down to safe-to-breathe levels.

I urge you though to make this public health crisis your overarching priority today; to prevent 9,500 Londoners dying unnecessarily each year, and prevent the current generation of babies and children from stunted cognitive and lung development.

Ensure that the air in London is healthy and safe to breathe (by EU-standards) within your tenure by 2020!

Only this will ensure that the current generation of London's babies, children and all other residents can recover from the many years of toxic pollution. Our children's health, and reducing air pollution, has to be your main priority for your current tenure and I ask you to implement any measures that are required to achieve that.

As you explained in your election campaign, "environmental checks are not simply a side concern to be weighed up against economic and social benefits." Nothing is more important than the health of Londoners!

I look forward to hearing from you directly and through the community group I support, [Mums for Lungs](#), about how you will adapt the London Environmental Strategy to ensure Londoners can actually breathe non-toxic air from 2020.

Switched On London (994 responses)

I urge the Greater London Authority to set up an ambitious new fully licensed public energy company for London that can take meaningful action on fuel poverty and make significant investments in new renewable energy generation. The company should be run democratically by and in the interests of Londoners.

I also urge the Greater London Authority to implement full and immediate divestment from all fossil fuel companies.

Appendix 2: List of technical stakeholder respondents

In addition to 351 organisations, 16 sustainability professionals, 2 academics and an entrepreneur also responded on the draft strategy. These are not named in this list, for data protection purposes. In some cases, organisations submitted joint responses: these organisations are listed together.

1010 Climate Action	Better Bankside BID
Active360; Plastic Ocean Festival; WaterTrek	Bexley Natural Environment Forum
Academic 1	Biffa Waste Services
Academic 2	Bio Collectors
AECOM	Bloomsbury Air
Age UK London	Bluepointlondon
Air Quality Brentford	BPP
AirNode	BPR Group Europe Ltd
Aldborough Hatch Defence Association	Brent Friends of the Earth
Aldersgate Group	BRITA UK
Alliance for Childhood	British Heart Foundation
Anaerobic Digestion and Bioresources Association	British Lung Foundation
ARDAU USCS (UK) Ltd	British Plastics Federation
Arup	British Soft Drinks Association
Ashden	British Woodworking Federation
Association for the Conservation of Energy	Buckinghamshire County Council
Association of Convenience Stores	Building Research Establishment
Association of Directors of Public Health	Burntoak Capital
Association of Local Government Archaeologists	BuroHappold Engineering
Association of Manufacturers of Domestic Appliances	Butterfly Conservation
Association of Manufacturers of Power Generating Systems	Bywaters (Leyton) Ltd
Autogas Ltd	Cadent
BAE Systems	Calor Gas
BAFTA	Campaign against Climate Change
Bat Conservation Trust	Campaign for the Protection of Rural England
BEAMA Ltd	Canal & River Trust
Berkeley Group	Capita
	Catchment Partnerships in London
	Central & Inner London BIDs
	CIBSE
	Citizen's Advice
	City of London Corporation
	Civil Service Pensioners Alliance

CIWM
Clarion Housing Group Ltd
Clean Air for Brent
Clean Air for London
Clean Marine Ltd
ClientEarth
Colne Valley Park CIC
Commercial Boat Operators Association
Community Energy London
Community Food Growers Network
Construction Industry Training Board
Cordwainers Grow
Cory Riverside Energy
CPRE London
Cross River Partnership
Dearman
Deptford Neighbourhood Forum
Design for Performance
Divest London
Doosan Babcock
DriveNow UK Ltd
E.ON UK
Ealing Front Gardens Project
East London Waste Authority
East of England LGA
East of England Waste Technical Advisory Body
eCountability
EDF Energy
Education and Skills Funding Agency
Electric Boat Association
Eminox Ltd
energetik
Energy for London
Enfield Roadwatch
ENSO Tyres
Entrepreneur 1
Environment Agency
Environmental Change Institute
Environmental Industries Commission
Environmental Protection UK
Environmental Services Association
Essex County Council
Euston Town
Fair Gov - Campaign for Clean Air
Federation of Enfield Residents & Allied Associations
Federation of Small Businesses
Feedback
Field Studies Council
Film London
First Mile Ltd
Foodservice Packaging Association
Forestry Commission
Fortune Green & W Hampstead NDF
Fountains for London
Freight on Rail
Friends of the Earth
Fuel Poverty Action
Garden Organic
Gasrec Ltd
GLA – Cultural Leadership Board
GLA – Education and Youth Team
Glen Dimplex Heating and Ventilation
Golders Green Estate Residents Association Committee
Green Deal Finance Company
Green Gas Certification Scheme
Green Party MEP for London – Jean Lambert
Greener Jobs Alliance; Battersea and Wandsworth TUC; Furzedown Low Carbon Zone
Greenpeace
Greenspace Information for Greater London
Grosvenor
Ground Source Heat Pump Association

Growing Communities
HACAN East
Haringey Climate Forum
Healthy London Partnership
Heart of London Business Alliance
Heat Trust
Heathrow Airport Ltd
Heathrow Strategic Planning Group
Hertfordshire County Council
Highbury Community Association
Hilson Moran
Historic England
Hoare Lea LLP
Hornsey & Wood Green Labour Party
Hubbub
Iceni Projects
Idreco SpA
Ingersoll Rand
Institution of Civil Engineers
Intelligent Energy
Islington Swifts Group
J & L Gibbons
JCB
Julie's Bicycle
Just Space
Keep Britain Tidy
King Henry's Walk Garden
King's College London
Kingston Environment Forum
LA21 Bexley
Lakeside EfW Ltd
Lamlash Garden
Landscape Institute London
LARAC
LB Barking and Dagenham
LB Barnet
LB Bexley
LB Brent
LB Camden
LB Croydon
LB Enfield
LB Hackney
LB Hammersmith & Fulham
LB Haringey
LB Harrow
LB Hounslow
LB Islington
LB Kingston
LB Lambeth
LB Lewisham
LB Merton
LB Newham
LB Redbridge
LB Richmond
LB Southwark
LB Sutton
LB Waltham Forest
LB Wandsworth
LB Westminster
Lee Valley Regional Park Authority
LETI
Licensed Taxi Drivers' Association
Living Streets
Living Wandle
London Assembly
London Assembly – Caroline Pidgeon
London Assembly – Caroline Russell
London Assembly – Labour Group
London Beekeepers' Association
London City Airport
London Climate Change Partnership
London Councils
London Cycling Campaign
London Environmental Educators
Forum
London Fire Brigade
London Forum of Civic and Amenity
Societies
London Friends Groups Network

London Geodiversity Partnership
London Healthier Places Network
London Heliport Consultative Group
London in Bloom
London Metropolitan University
London Natural History Society
London Parks and Gardens Trust
London Regional Centre of Expertise
in Education for Sustainable
Development
London School of Economics
London Sustainability Exchange
London Tree Officers Association
London Universities Environment
Group
London Waste and Planning Forum
London Waste and Recycling Board
London Waterkeeper
London Wildlife Trust
Love Wimbledon BID
Low Emission Vehicle Company
Make Air Safe and Clean
McDonald's
Medical Institute after Mehrabyan
Merton College; The Crown Estate
Metropolitan Police Service
Mineral Products Association
Mineral Wool Insulation Manufacturers
Association
Mott MacDonald Ltd
Mums for Lungs
Musicians Union
National Association of Boat Owners
National Bargee Travellers Association
National Education Union
National Grid
National Park City Foundation
Natural England
Natural History Museum
Natural Hydration Council
Network Rail
Nissan
No Third Runway Coalition
Noise Abatement Society
North London Waste Authority
Octopus Investments
Off Grid Energy Ltd
OLIO
OneLess
OPDC
Paper Cup Alliance
Parks for London
PCS Trade Union
People Need Nature
Pinkham Way Alliance
PinPoint Maps
Port of London Authority
Proper Oils
Public Health England
Pure Leapfrog
Putney Society
Rail Safety and Standards Board
Rapperwood Ltd
RB Greenwich
RB Kensington and Chelsea
Real Nappies for London
Renewable Energy Association
Retrofit Works
Richmond & Twickenham Friends of
the Earth
Richmond Heathrow Campaign
Road Haulage Association
Royal Botanic Gardens Kew
Royal Horticultural Society
Royal Mail
RSPB
Sadler Consultants
Save Lea Marshes
School Food Matters

Scottish & Southern Energy
Scottish Power
SGN
Siemens
SOAS Environmental Society
Society of Motor Manufacturers & Traders
Solar Trade Association
South East London Community Energy
South East Waste Planning Advisory Group
Southern Housing Group
SUEZ Recycling & Recovery UK
Surrey County Council
Sustain
Sustainability For London
Sustainability professional 1
Sustainability professional 2
Sustainability professional 3
Sustainability professional 4
Sustainability professional 5
Sustainability professional 6
Sustainability professional 7
Sustainability professional 8
Sustainability professional 9
Sustainability professional 10
Sustainability professional 11
Sustainability professional 12
Sustainability professional 13
Sustainability professional 14
Sustainability professional 15
Sustainability professional 16
Sustainable Aviation
Sustainable Merton
Sustainable Traditional Buildings Alliance
Sweco
Swift Conservation
Switched on London
Tantalum Corporation
Tarmac
Team London Bridge BID
Telford Homes
TfL
Thames Chase Trust
Thames Estuary Partnership
Thames Water
Thames21
The Association for Decentralised Energy
The Barge Association
The Barnet Society
The British Sandwich & Food to Go Association
The Conservation Volunteers
The Crown Estate
The Kew Society
The Orchard Project
The Ramblers
The Royal Parks
The Royal Parks Guild
Tideway
Town & Country Planning Association
Trees & Design Action Group
Trees for Cities
Twinn Sustainability Innovation
Uber
UCL The Circular Economy Lab
UK Green Building Council
UK Power Networks
UK Public Health Registrar
Sustainable Development Network
UKH2Mobility Coalition
United Kingdom Without Incineration Network
University College London
Veolia
VES Andover Ltd
Victoria BID
Viridor

VRM Technology

Wandsworth Environment Forum

Water for London

Way to Eco Ltd

West London Waste Authority

Western Riverside Waste Authority

Wide Horizons Outdoor Education
Trust

Wildflower Turf Ltd

Wildfowl & Wetlands Trust

Wolseley UK

Women's Environmental Network

Woodland Trust

World Animal Protection UK

WSP

Zoological Society of London

Appendix 3: Chapters commented on by technical stakeholders

This table shows which parts of the draft strategy different technical stakeholders commented on. Any technical stakeholders not included in this table provided comments relating only to the strategy in general, rather than on a specific chapter. Please also note that this table does not take into account themes (themes included chapters referenced as part of a comment directed at another chapter). As such, not all comments relating to particular chapters will necessarily be included.

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Airports / airport group										
Heathrow Airport Ltd	Yes			Yes						
Heathrow Strategic Planning Group	Yes	Yes		Yes		Yes				
London City Airport	Yes		Yes	Yes		Yes				
BID / BID group										
Better Bankside BID	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Central & Inner London BIDs	Yes	Yes	Yes	Yes	Yes	Yes			Yes	
Cross River Partnership	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Euston Town	Yes	Yes								
Heart of London Business Alliance	Yes	Yes	Yes	Yes	Yes	Yes				
Love Wimbledon BID	Yes	Yes	Yes	Yes		Yes				
Team London Bridge BID	Yes	Yes	Yes	Yes						
Victoria BID	Yes	Yes	Yes	Yes	Yes	Yes				

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Business / business group										
AirNode	Yes									
Aldersgate Group	Yes	Yes	Yes	Yes						
Anaerobic Digestion and Bioresources Association				Yes						
ARDAU USCS (UK) Ltd			Yes	Yes						
Association for the Conservation of Energy	Yes	Yes	Yes		Yes		Yes	Yes		
Association of Manufacturers of Power Generation Systems	Yes									
Association of Convenience Stores	Yes		Yes	Yes						
Association of Manufacturers of Domestic Appliances				Yes						
Autogas Ltd	Yes									
BAE Systems	Yes									
BAFTA		Yes	Yes							
BEAMA Ltd	Yes									
Bio Collectors	Yes			Yes						
Bluepointlondon	Yes									

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Federation of Small Businesses	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
First Mile Ltd	Yes	Yes		Yes						
Foodservice Packaging Association				Yes						Yes
Gasrec Ltd	Yes									
Glen Dimplex Heating and Ventilation			Yes							
Green Deal Finance Company			Yes							
Ground Source Heat Pump Association			Yes		Yes					
Heat Trust			Yes							
Iceni Projects	Yes	Yes	Yes	Yes	Yes					
Idreco SpA	Yes									
Ingersoll Rand	Yes									
Intelligent Energy			Yes			Yes				
J & L Gibbons	Yes	Yes			Yes	Yes				
Low Emission Vehicle Company	Yes		Yes			Yes				
McDonald's	Yes					Yes				
Merton College & The Crown Estate		Yes								
Mineral Products Association	Yes				Yes	Yes				
Mineral Wool Insulation Manufacturers			Yes				Yes	Yes		

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
British Lung Foundation	Yes									
Butterfly Conservation		Yes								
Campaign for the Protection of Rural England	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Canal & River Trust	Yes	Yes	Yes	Yes	Yes					
Catchment Partnerships in London		Yes			Yes					
Citizen's Advice								Yes		
Clean Air for London	Yes									
ClientEarth	Yes									
Colne Valley Park CIC		Yes			Yes	Yes				
Cordwainers Grow		Yes								
CPRE London	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Environmental Protection UK	Yes				Yes					
Feedback				Yes						
Field Studies Council		Yes								
Film London	Yes	Yes	Yes	Yes		Yes				
Fountains for London				Yes						
Friends of the Earth	Yes	Yes	Yes	Yes					Yes	
Garden Organic		Yes		Yes						

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Greenpeace			Yes	Yes					Yes	
Greenspace Information for Greater London		Yes								
Historic England	Yes	Yes	Yes			Yes				
Hubbub				Yes						
Julie's Bicycle		Yes	Yes	Yes						Yes
Just Space	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes
Keep Britain Tidy		Yes		Yes						
King Henry's Walk Garden	Yes	Yes								
Living Streets	Yes	Yes		Yes		Yes				
Living Wandle		Yes								
London Cycling Campaign			Yes							
London Friends Groups Network		Yes								
London Geodiversity Partnership		Yes								
London in Bloom	Yes	Yes								
London Natural History Society		Yes								
London Parks and Gardens Trust		Yes								
London Sustainability Exchange	Yes	Yes	Yes	Yes	Yes		Yes			
London Waterkeeper		Yes								

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Thames Estuary Partnership	Yes	Yes	Yes	Yes	Yes					
Thames21	Yes	Yes		Yes	Yes	Yes				
The Conservation Volunteers		Yes								
The Kew Society	Yes									
The Orchard Project		Yes		Yes						
The Ramblers		Yes								
The Royal Parks		Yes								
The Royal Parks Guild		Yes								
Trees & Design Action Group	Yes	Yes	Yes		Yes					
Trees for Cities		Yes								
Water for London		Yes		Yes						
Wide Horizons Outdoor Education Trust		Yes								
Wildfowl & Wetlands Trust		Yes	Yes	Yes	Yes					
Women's Environmental Network	Yes	Yes	Yes	Yes		Yes				
Woodland Trust	Yes	Yes			Yes	Yes				
Zoological Society of London	Yes	Yes		Yes	Yes					
Community group										
Air Quality Brentford	Yes	Yes				Yes				

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
London Environmental Educators Forum		Yes		Yes	Yes	Yes				
London Metropolitan University		Yes								
London School of Economics			Yes	Yes						
Natural History Museum	Yes	Yes	Yes	Yes	Yes				Yes	
SOAS Environmental Society	Yes									
UCL The Circular Economy Lab				Yes			Yes			
University College London	Yes	Yes								
Government politician / dept / body										
Education and Skills Funding Agency	Yes	Yes	Yes							
Environment Agency	Yes	Yes	Yes	Yes	Yes		Yes			Yes
Forestry Commission	Yes	Yes			Yes	Yes	Yes			
MEP for London (Green Party)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Natural England		Yes			Yes					
Port of London Authority	Yes	Yes	Yes	Yes	Yes	Yes				Yes
Public Health England	Yes	Yes	Yes	Yes	Yes	Yes				
Royal Botanic Gardens Kew		Yes								
South East Waste Planning Advisory Group				Yes						
Healthcare provider / professional										

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Association of Directors of Public Health	Yes									
Infrastructure provider / utility										
Biffa Waste Services				Yes						
BPR Group Europe Ltd				Yes						
Cadent	Yes		Yes					Yes		
Cory Riverside Energy	Yes		Yes	Yes			Yes			
E.ON UK	Yes	Yes	Yes					Yes	Yes	
EDF Energy			Yes					Yes		
energetik	Yes		Yes							
Lakeside EfW Ltd	Yes			Yes		Yes				
National Grid	Yes	Yes	Yes							
Network Rail	Yes	Yes	Yes	Yes	Yes	Yes				
Scottish & Southern Energy	Yes		Yes							
Scottish Power			Yes							
SGN	Yes		Yes							
SUEZ Recycling & Recovery UK	Yes		Yes	Yes						
Thames Water	Yes	Yes			Yes	Yes				
Tideway	Yes	Yes	Yes	Yes	Yes	Yes	Yes			

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
UK Power Networks			Yes			Yes				
Veolia			Yes	Yes			Yes			
Viridor	Yes	Yes		Yes						
Large multidisciplinary consultancy										
AECOM				Yes						
Arup	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Building Research Establishment	Yes	Yes	Yes	Yes	Yes	Yes			Yes	
BuroHappold Engineering	Yes	Yes	Yes	Yes	Yes				Yes	
Capita			Yes					Yes	Yes	
Hilson Moran			Yes		Yes					
Hoare Lea LLP	Yes		Yes			Yes				
Mott MacDonald Ltd		Yes	Yes	Yes	Yes	Yes				
Sweco			Yes		Yes			Yes	Yes	
WSP	Yes	Yes	Yes	Yes	Yes				Yes	
Local authority / politician / group										
Association of Local Government Archaeologists		Yes								Yes
Buckinghamshire County Council				Yes						

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
LB Hounslow	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
LB Islington	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	
LB Kingston	Yes	Yes	Yes	Yes	Yes	Yes				
LB Lambeth	Yes	Yes	Yes	Yes	Yes	Yes				
LB Lewisham	Yes	Yes	Yes	Yes	Yes	Yes		Yes		
LB Merton	Yes	Yes	Yes	Yes	Yes	Yes				
LB Newham	Yes	Yes	Yes	Yes	Yes	Yes		Yes		
LB Redbridge	Yes	Yes	Yes	Yes						
LB Richmond	Yes	Yes	Yes	Yes	Yes	Yes				
LB Southwark	Yes	Yes	Yes	Yes	Yes	Yes				
LB Sutton	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
LB Waltham Forest	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
LB Wandsworth	Yes	Yes	Yes	Yes	Yes	Yes				
LB Westminster	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Lee Valley Regional Park Authority		Yes			Yes					
London Councils	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
London Tree Officers Association		Yes								
London Waste and Planning Forum				Yes						

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
RB Greenwich	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	
RB Kensington and Chelsea	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Surrey County Council	Yes			Yes						
London Assembly / GLA group										
GLA – Cultural Leadership Board	Yes	Yes	Yes			Yes				
GLA – Education and Youth Team	Yes	Yes	Yes	Yes	Yes	Yes				
Liberal Democrat Members of the London Assembly	Yes	Yes	Yes	Yes		Yes		Yes		
London Assembly	Yes	Yes	Yes	Yes	Yes	Yes			Yes	
London Assembly – Caroline Pidgeon	Yes	Yes	Yes	Yes		Yes		Yes		
London Assembly – Caroline Russell	Yes	Yes	Yes	Yes	Yes	Yes			Yes	
London Assembly – Labour Group	Yes	Yes	Yes	Yes	Yes	Yes				
London Fire Brigade	Yes		Yes	Yes	Yes	Yes		Yes	Yes	
London Waste and Recycling Board	Yes	Yes	Yes	Yes			Yes			
Metropolitan Police Service	Yes	Yes	Yes	Yes	Yes	Yes				
OPDC	Yes	Yes	Yes	Yes	Yes	Yes				
TfL	Yes	Yes	Yes	Yes	Yes	Yes				
Other										

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
London Beekeepers' Association	Yes	Yes			Yes	Yes				
London Energy Transformation Initiative			Yes							
London Forum of Civic and Amenity Societies	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
National Association of Boat Owners	Yes									
Rail Safety and Standards Board			Yes							
The Association for Decentralised Energy	Yes		Yes						Yes	
Town & Country Planning Association		Yes								
UK Green Building Council	Yes		Yes							
Social housing provider										
Clarion Housing Group Ltd	Yes	Yes	Yes		Yes					
Southern Housing Group			Yes	Yes	Yes					
Sustainability professional										
Sustainability professional 1	Yes	Yes	Yes							
Sustainability professional 2	Yes	Yes	Yes	Yes	Yes	Yes				
Sustainability professional 3		Yes								
Sustainability professional 4		Yes								
Sustainability professional 5	Yes									
Sustainability professional 6	Yes	Yes		Yes		Yes	Yes			

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Sustainability professional 7						Yes				
Sustainability professional 8	Yes	Yes		Yes						
Sustainability professional 9				Yes						
Sustainability professional 10									Yes	
Sustainability professional 11			Yes							
Sustainability professional 12	Yes									
Sustainability professional 13		Yes								
Sustainability professional 14						Yes				
Trade Union										
Musician’s Union						Yes				
National Education Union	Yes	Yes	Yes							
PCS Trade Union	Yes		Yes				Yes			
Unknown										
Medical Institute after Mehrabyan				Yes						
Waste authority										
East London Waste Authority				Yes						
North London Waste Authority	Yes	Yes	Yes	Yes			Yes			
West London Waste Authority				Yes						

Technical Stakeholders	Air Quality	Green Infrastructure	Climate Change Mitigation & Energy	Waste	Adapting to Climate Change	Ambient Noise	Low Carbon Circular Economy	Fuel Poverty Action Plan	Solar Action Plan	Integrated Impact Assessment
Western Riverside Waste Authority				Yes						

Appendix 4: Draft strategy consultation questions

This appendix contains the consultation questions at the end of most chapters of the draft strategy document. These were also included in the webform facility.

Chapter 2: Transforming London's environment

1. Do you agree with the overall vision and principles of this draft London Environment Strategy?
2. To achieve the policies and proposals in this strategy, which organisations should the Mayor call upon to do more (for example central and local government and business) and what should the priorities be?
3. Do you agree that this draft London Environment Strategy covers all the major environmental issues facing London?
4. There are a number of targets and milestones in this draft London Environment Strategy, what do you think are the main key performance indicators that would demonstrate progress against this integrated strategy?
5. What are the most important changes Londoners may need to make to achieve the outcomes and ambition for this strategy? What are the best ways to support them to do this?

Chapter 4: Air quality

1. Do you agree that the policies and proposals outlined will meet the Mayor's ambitions for air quality in London and zero emission transport by 2050? Is the proposed approach and pace realistic and achievable, and what further powers might be required?
2. Do you agree with the Mayor's policies and proposals to raise Londoners' awareness of the impacts of poor air quality?
3. Do you agree with the Mayor's policies and proposals to safeguard the most vulnerable from poor air quality?
4. Would you support emergency measures, such as short-term road closures or vehicle restriction, during the periods of worst air pollution (normally once or twice a year)?
5. Do you agree with the proposed approach to reducing emissions from non-transport sources (including new buildings, construction equipment, rail and river vehicles and solid fuel burning)?
6. Please provide any further comments on the policies and programmes mentioned in this chapter.

Chapter 5: Green infrastructure

1. The Mayor's ambition is to make London a National Park City. What should the attributes of a National Park City be and what would we need to achieve for it to be considered successful?
2. In what ways can the Mayor help to ensure a more strategic and coordinated approach to the management of London's network of parks and green spaces?
3. Do you think the proposed policies and programmes will ensure London's important wildlife is protected and enhanced?

4. Do you think the proposed policies and programmes will be effective in increasing London's tree canopy cover?
5. How best can natural capital thinking be used to secure greater investment in the capital's green infrastructure?
6. Please provide any further comments on the policies and programmes mentioned in this chapter.

Chapter 6: Climate change mitigation and energy

1. Do you agree that the policies and proposals outlined will meet the Mayor's ambition to make London a zero carbon city by 2050? Is the proposed approach and pace realistic and achievable?
2. To achieve the Mayor's zero carbon ambition we estimate (between now and 2050), up to 100,000 homes will need to be retrofitted every year with energy efficiency measures. Do you agree with the Mayor's policies and proposals to achieve his contribution to this? What more can central government and others do to achieve this?
3. Which policies or programmes would most motivate businesses to reduce energy use and carbon emissions?
4. Please provide any further comments on the policies and programmes mentioned in this chapter, including those in the draft solar action plan and draft fuel poverty action plan that accompany this strategy.

Chapter 7: Waste

1. Do you agree that the Mayor's policies and proposals will effectively help Londoners and businesses to recycle more?
2. Do you support the Mayor's ambition to ensure food waste and the six main recyclable materials (glass, cans, paper, card, plastic bottles and mixed plastics) are collected consistently across London?
3. Do you think the Mayor should set borough specific household waste recycling targets?
4. What needs to happen to tackle poor recycling performance in flats?
5. What are the most effective measures to reduce single-use packaging in London such as water bottles and coffee cups?
6. Please provide any further comments on the policies and programmes mentioned in this chapter.

Chapter 8: Adapting to climate change

1. Do you think the Mayor's policies and proposals are sufficient to increase London's resilience to climate change?
2. Do you agree with the Mayor's policies and proposals to make Londoners, more aware of the risks of climate change, like overheating in buildings and flooding following heavy downpours?
3. Do you agree with the Mayor's policies and proposals to reduce water demand and leakages in London?
4. What do you see as the biggest opportunities to tackle climate change risks in London and how can the Mayor support this?

5. Please provide any further comments on the policies and programmes mentioned in this chapter.

Chapter 9: Ambient noise

1. Are there any other actions you think the Mayor should be taking to work with the boroughs and other key stakeholders to reduce noise?
2. Do you think that the boroughs and the Mayor have sufficient powers to manage noise across London? If not, what additional powers are required and which organisation should hold them?
3. Do you agree with the Mayor's policies and proposals to improve Londoners' awareness of the health risks of noise?
4. Please provide any further comments on the policies and programmes mentioned in this chapter.

Appendix 5: Summary of draft strategy events held during the consultation period

Background

The aims of hosting and attending meetings and events during the consultation were to:

- introduce the concept of a single, integrated environment strategy for London
- present the key themes of the integrated strategy
- discuss specific policy ambitions with those impacted by, or directly involved in, their delivery
- listen to and record feedback
- answer stakeholder questions
- encourage informed consultation responses via the webform

Prior to the consultation, stakeholders were mapped by policy area (e.g. waste, air quality, etc.) and sector (e.g. public sector, third sector, etc.). Based on this, an engagement plan was developed to ensure relevant parties had a chance to meet GLA policy officers and contribute in person where possible.

The draft strategy was presented at 49 meetings in total, ranging from large events hosted by the GLA to smaller policy-specific meetings held externally (see Table 1 for a full list of events).

Questions, comments and suggestions were recorded for all the events and have been considered as part of the consultation response analysis.

GLA events

On 6th September 2017, the Environment team hosted an initial event on the draft strategy at Mile End Ecology Pavilion. Approximately 90 senior staff members from stakeholder organisations attended a detailed presentation from Shirley Rodrigues (Deputy Mayor for Environment and Energy), followed by a panel discussion and subsequent question and answer session.

This was followed by a larger event on 19th October 2017, at which the draft strategy was presented to around 120 policy and operational staff from stakeholder organisations. GLA policy officers then facilitated discussions, with delegates attending different elective sessions based on chapters of the draft strategy. Attendees were also invited to submit their comments on any subject that was not covered in the sessions they attended.

External events and meetings

Environment team policy officers attended a large number of external meetings held by technical stakeholders to present and discuss the draft strategy. This meant that larger numbers of stakeholders could be reached than through GLA-organised events alone.

Some of these were meetings that are held regularly and the draft strategy was one of the agenda items, such as the London Environment Coordinators Forum. Others were held specifically to discuss the draft strategy. Many of the events were relevant to a single policy area, giving GLA policy officers the opportunity to discuss proposals in detail. Others were more high-level, looking at all of the main strategic ambitions for London.

The Deputy Mayor for Environment and Energy also met with a range of stakeholders regarding aspects of the draft strategy. . As well as attending an event with stakeholders from London boroughs, businesses, and NGOs, she also met London Councils' Transport and Environment Committee, environmental NGOs and utility and infrastructure providers as per individual requests.

Community engagement

The Environment team ran a special event for community groups in partnership with the London Sustainability Exchange (LSx) on 31st October 2017. The event provided an overview of the draft strategy and explored ways in which community groups can be involved in delivering its ambitions.

Attendees were invited through the membership networks of LSx, the London Forum of Amenities and Civil Society, and Just Space. The event was attended by approximately 100 individuals.

Community group representatives discussed the ambitions of the draft strategy and proposed three methods for engaging London's communities for each policy area. These will be used to inform future Environment team community engagement activities.

Youth engagement

GLA policy officers attended a meeting with the GLA's Peer Outreach group. This is a group of 15-25 year olds who engage young Londoners with the GLA's priorities and work. Focusing on the policy areas of air quality, green infrastructure and waste, Peer Outreach members were asked to provide suggestions on how to engage young people with the draft strategy.

Table 1: List of events at which the draft strategy was presented by the GLA			
Date	Main Policy Area/s¹	Event / Meeting title	Event Organiser (events in blue were organised by the GLA)
4 September 2017	All	London Environment Directors' Network (LEDNET) meeting	LEDNET
5 September 2017	CCME, Smart, Waste, CC Adaptation	Institute of Civil Engineers (ICE) Panel discussions	ICE
6 September 2017	All	Strategy briefing for senior staff from stakeholder organisations	GLA
6 September 2017	Waste	Environmental Services Association (ESA) meeting	ESA
7 September 2017	All	Bank of England briefing	Bank of England
7 September 2017	Waste	Energy Industries Council (EIC) waste management forum	EIC
9 September 2017	SD/ All	London Sustainable Development Commission (LSDC) meeting	LSDC
13 September 2017	All	London Assembly Environment Committee meeting	London Assembly
13 September 2017	CCME, GI, CC Adaptation, Waste, AQ	London Environment Coordinators Forum (LECF)	LECF
14 September 2017	GI	London Boroughs Biodiversity Forum (LBBF)	LBBF
14 September 2017	CCME	UK District Energy Association	UKDEA
14 September 2017	All	London Infrastructure Summit	London and Partners
19 September 2017	GI	All London Green Grid steering group meeting	GLA
19 September 2017	CC Adaptation	London Climate Change Partnership (LCCP) - heat risk in London meeting	LCCP

Table 1: List of events at which the draft strategy was presented by the GLA			
Date	Main Policy Area/s¹	Event / Meeting title	Event Organiser (events in blue were organised by the GLA)
19 September 2017	AQ, CCME	Hydrogen London Partnership group meeting	GLA
20 September 2017	Water	Thames and London Waterways Forum	Thames and London Waterways Forum
20 September 2017	CC Adaptation	Chartered Institute of Water and Environmental Management (CIWEM) surface water conference	CIWEM
21 September 2017	CCME	Sharing Cities consortium	Sharing Cities
23 September 2017	GI, CC Adaptation	London Design Festival briefing	Friche Studio
26 September 2017	CCME	London Environment Group, National Housing Federation (NHF) sponsored group meeting	NHF
5 October 2017	Waste	London Waste and Recycling Board (LWARB) full board meeting	LWARB
9 October 2017	GI	Parks for London Heads of Services meeting	Parks for London
9 October 2017	CCME	Chatham House Climate Conference	Chatham House
10 October 2017	CCME	London Boroughs Energy Group (LBEG) meeting	LBEG
12 October 2017	All	Transport and Environment Committee meeting	London Councils
12 October 2017	All	C40 webinar briefing	C40
17 October 2017	GI	London Tree Partnership	GLA
17 October 2017	CC Adaptation	London Climate Change Partnership (LCCP) steering group meeting	LCCP
18 October 2017	All	London Assembly Environment Committee meeting	London Assembly

Table 1: List of events at which the draft strategy was presented by the GLA			
Date	Main Policy Area/s¹	Event / Meeting title	Event Organiser (events in blue were organised by the GLA)
18 October 2017	Waste	London Recycling Officers Group (LROG) and Association of London Cleansing Officers (ALCO) meeting	LROG
19 October 2017	Waste	London Waste Planning Forum (LWPF) borough waste planning group meeting	LWPF
19 October 2017	All	Strategy briefing for policy and delivery staff from stakeholder organisations	GLA
19 October 2017	CCME	Solar Trade Association meeting	Solar Trade Association
20 October 2017	All	GLA Peer Outreach group meeting	GLA
20 October 2017	GI	Living Wandle Conference	London Borough of Wandsworth
23 October 2017	GI	Chartered Institute of Ecology and Environmental Management (CIEEM) and Landscape Institute (LI) seminar	CIEEM & LI
24 October 2017	GI, CC Adaptation	Royal Botanic Gardens Kew (RBGK) workshop	RBGK
25 October 2017	All	Healthy Places Network meeting	Healthy Places Network
26 October 2017	All	Mathematics of Planet Earth - Imperial College workshop	Imperial College London
27 October 2017	All	Community engagement event	GLA & LSx
31 October 2017	All	London Councils environment strategy event	GLA & London Councils
1 November 2017	Waste	Paper Cup Recycling Recovery Group (PCRRG) meeting	PCRRG
2 November 2017	All	London School of Hygiene and Tropical Medicine (LSHTM), University College London (UCL) briefing event	LSHTM

Table 1: List of events at which the draft strategy was presented by the GLA			
Date	Main Policy Area/s¹	Event / Meeting title	Event Organiser (events in blue were organised by the GLA)
7 November 2017	CC Adaptation	London Drainage Engineers Group forum	LoDEG
8 November 2017	All	Business Improvement District summit	London First
14 November 2017	GI	Town & Country Planning Association workshop	TCPA
16 November 2017	GI	Natural England workshop	Natural England
19 November 2017	Waste	Hubbub meeting	Hubbub
21 November 2017	CC Adaptation	Thames Water Resources Forum	Thames Water
<p>¹Abbreviations AQ: Air quality CC Adaptation: Climate change adaptation CCME: Climate change mitigation and energy GI: Green infrastructure SD: Sustainable development</p>			

Appendix 6: Public consultation methodology and response summary reports, by policy area

Summary Report: Air Quality

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on air quality. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Air quality public consultation methodology	
<p>Quantitative Research: Surveys on air quality were conducted with a representative sample of Londoners and were posted on the Talk London consultation page.</p>	
<u>Representative polling</u>	<u>Talk London community</u>
<ul style="list-style-type: none"> • Surveys carried out with a representative sample of the London population aged 18+ on the following dates: <ul style="list-style-type: none"> ○ 12th-15th June, with response of 1,047 ○ 21st-24th August, with response of 1,014 	<ul style="list-style-type: none"> • Surveys with parallel content to those conducted with a representative sample, ran from 11th August to 17th November 2017 on Talk London • The sample has not been weighted and is therefore not representative of the London population • The findings from these surveys have been compared against the findings from representative polling, and key differences have been highlighted in the consultation reports
<p>Qualitative Research: A programme of qualitative research was designed to explore views on air pollution in more depth. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.</p>	
<u>Online qualitative research (discussion threads)</u>	<u>Correspondence</u>
<ul style="list-style-type: none"> • 3 discussion threads on air quality ran from 11th August to 17th November on the Talk London community: 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign.

Air quality public consultation methodology	
<ul style="list-style-type: none"> ○ Air quality monitoring technology (97 comments) ○ Switching to sustainable travel (40 comments) ○ Online shopping delivery (16 comments) • Analysis of the discussion threads, supported by key quotes, has been included in this report 	<ul style="list-style-type: none"> • Emails from individuals have been included in the analysis for this report

2. Air pollution

Summary of quantitative findings (representative polling):

- 84 per cent of Londoners think that air pollution is a problem for London, but only 58 per cent of Londoners think it is a problem in their local area
 - Air pollution is seen as posing the biggest problem for people with pre-existing health problems, for older people and for children.
 - Londoners don't think air pollution is a big problem in their cars or in their home.
- Women are more likely to think that air pollution is a problem for all the places and people tested.
- Londoners aged 65+ are less likely to think that air pollution is a problem in their local area, in their home and in their car, but are equally likely to think that it is a problem for London and for old people.
- ABC1 Londoners are also more likely to think air pollution is a problem in London, but there is no difference by social grade for the respondent's local area.

Talk London members have stronger views on air pollution, with 81 per cent of Talk London members saying air pollution is a very big problem in London, compared to 53 per cent of Londoners.

3. Views on policies

Summary of views based on qualitative research:

- Participant ideas for improving air quality focused on targeting buses (remove diesel buses and replace with electric buses, or re-introduce trams/trolley buses) and black cabs (remove existing diesel cabs or reduce numbers)
 - There was some criticism of the ULEZ and T-Charge as they are seen to penalise motorbikes and those with old cars, but not buses or taxis
- Many Talk Londoners suggested tighter regulation on:

- Vans, lorries and private coaches/ tourist buses
- Aircraft and helicopters
- Boats (canal and river)
- Wood burners and bonfires
- Engine idling
- Other suggestions to improve air quality included:
 - Improving cycle and pedestrian infrastructure
 - Encourage and incentivise use of electric vehicles and car-sharing schemes
 - Encouraging use of public transport (including reducing prices)
 - Car free days

“Bus emissions are more directly under the control of London’s government. Best solution would be to convert buses to cleaner fuels, ideally electricity.”

Talk London Member, 38 years old, male, Southwark

Summary of quantitative findings (representative polling):

- Reducing exposure to air pollution, especially around schools and upgrading the bus and taxi fleets to lower emission models, were the policies most strongly supported (net 74 per cent and 73 per cent support respectively).
- Even the policy of charging high polluting vehicles in London to encourage people to update their vehicles received net 47 per cent support.
- When ranked against each other, the policy most Londoners would want to see implemented in London is upgrading the bus and taxi fleet by phasing out diesel vehicles and switching to lower and zero emission models – 32 per cent of Londoners held this view.
- Just 7 per cent say that providing more information during periods of high air pollution on bus shelters, tube stations and on roadside signs is the policy they would most like to see implemented, and 4 per cent are in favour of requiring construction sites to limit their air pollution emissions.
- ABC1 Londoners are much more likely to support most of these policies, although there is still net support from C2DE Londoners. There is less of an age difference in comparison with preferences for recycling policies.

Talk London members are much more likely to support all policies and less likely to answer ‘do not know’. For example, 72 per cent of Talk Londoners strongly support ‘charging road users of high polluting vehicles in London to encourage people to update their vehicles’, compared to 31 per cent of Londoners

4. Switching to sustainable travel

Summary of views based on qualitative research:

- Participants thought that safety was the biggest barrier to cycling. Many talked about dangerous driving and aggression from drivers, e.g. overtaking too closely.
- Most suggestions to encourage more cycling were centred on improving infrastructure, the most common being to create more segregated cycle lanes. Some suggested reducing street parking (e.g. to only one side of the road) to make way for these. Other suggestions for encouraging cycling included:
 - Paint more cycle lanes on quieter/one-way roads
 - Allow greater priority for cyclists e.g. give cyclist right of way or ban cars from overtaking on small roads
 - Provide more cycle parking
 - Offer more cycling proficiency lessons to increase road safety awareness and confidence and provide greater awareness and education among drivers
 - Create more car-free areas e.g. close roads to traffic on Sundays, build raised cycle lanes (e.g. above railway tracks)
- Walking is seen to have fewer barriers than cycling. Barriers identified included traffic and pollution on busy roads and limited space on pavements (e.g. cars parked on them or bins blocking pavements).
- The most common suggestion for encouraging walking was making more pedestrianised areas, which it was thought would also bring benefits to local high streets. Another suggestion included improving pedestrian crossings at junctions.
- Participants also suggested schemes to discourage car ownership and use, such as increasing congestion charges, limiting parking permits, allowing car-sharing schemes to use bus/taxi lanes, and closing roads near schools before and after the school day to discourage parents from driving.

“More cycling proficiency lessons for adults and in schools so that people feel more confident cycling and are more aware of the importance of not breaking the highway code.”

Talk London Member, 26 years old, female, Richmond

5. Personal deliveries

Summary of views based on qualitative research:

- Workplace delivery is seen as the most reliable option for receiving packages
 - Most have no way of accepting packages at home during the day
- Participants identified several barriers to the use of local collection points including opening hours, location, customer service, queues, and perceived safety of storage
- Participants had several suggestions for how to improve the system for personal deliveries in London

- Expand the use of lock-boxes, which could be located in apartment buildings or at Tube stations
- Have a single collection point that all couriers use in an area, rather than different couriers using different collection points
- Consolidate deliveries to avoid couriers making journeys to deliver a small number of items

“It must be possible to consolidate deliveries to an area or street so that there are say 2 delivered a week for non urgent stuff, and charge delivery companies and therefore the customer more for non-scheduled, urgent deliveries? This would cut down so much vehicle traffic in London.”

Talk London Member, 53 years old, female, Enfield

Summary of quantitative findings (representative polling):

- 27 per cent of Londoners have had an item delivered to central London in the past 12 months
 - 46 per cent of inner Londoners have had an item delivered, reflecting the fact that many of them would have had the item delivered to their house
 - of those who had an item delivered to central London in the past 12 months, 57 per cent have deliveries at least once a month
- The most common reason for getting items delivered to central London is the convenience. 15 per cent of respondents said that the alternatives listed were not available for the item they were ordering.
- After being given a message about the impact of personal deliveries on congestion and air pollution, 22 per cent of Londoners said that they are less likely to get a central London delivery and 62 per cent said it would make no difference.
- The preferred alternative to getting items delivered to central London is either collecting items from a collection point on the high street (31 per cent), or collecting an item from a shop (26 per cent)
 - 16 per cent of Londoners would want to pick up the item from their local tube station
 - Of those who travel by tube to work, collecting the item from a tube station is the most popular option

Talk Londoners were more likely to want to change their behaviour around personal deliveries after hearing about impact on air pollution (48 per cent compared to 22 per cent of Londoners)

6. Air quality monitoring technology

Summary of views based on qualitative findings:

- There was interest in the idea of air quality monitoring technology, and some suggestions for how it could be used:
 - An open platform to share readings, to make it easier to identify cleaner routes
 - On-the-spot testing of vehicle emissions as a way to enforce regulations
 - Equipping buses with monitors and showing readings on buses and at bus stops
- However, some thought that the problem of air pollution in London is already well-known and that effort and resources should be spent on improving air quality, not monitoring it.

“I think that the quality of London air is very poor. It would be very useful to be able to feed into your air quality information system so I would be happy to be able to have that information available.”

Talk London Member, 70 years old, male, Islington

Summary of quantitative findings (representative polling):

- Generally, Londoners are willing to use air pollution monitors. This willingness is highest for an air pollution monitor in the home (73 per cent willing compared to 16 per cent not willing). This is followed by using an app on your smart phone (62 per cent willing, 25 per cent not willing) and using a monitor on your car (55 per cent willing, 22 per cent not willing).
- Londoners are less willing to carry an air pollution monitor when walking (47 per cent willing to 41 per cent not willing), or when cycling (39 per cent willing to 35 per cent not willing).
- Londoners are most convinced to use an air pollution monitor by knowing that it would help monitor and map pollution across London, slightly above mapping personal air pollution exposure.
- 21 per cent of Londoners say neither reason would convince them to use an air pollution monitor, and these people tend to be outer London residents and white ethnicity. There aren't many other demographic differences.

Talk London members are generally more willing to use a monitor with 36 per cent very willing to carry a monitor when walking, compared to 19 per cent of Londoners.

Summary Report: Green Infrastructure

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on green infrastructure. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Green infrastructure public consultation methodology		
<p>Quantitative Research: Surveys on views of London’s parks, and interest in volunteering, were conducted with a representative sample of Londoners, and were posted on the Talk London consultation page.</p>		
<u>Representative polling</u>	<u>Talk London Community</u>	
<ul style="list-style-type: none"> • Surveys carried out with a representative sample of the London population aged 18+ on the following dates: <ul style="list-style-type: none"> ○ 18th-21st September 2017, with a response of 1,044 	<ul style="list-style-type: none"> • Surveys with parallel content to those conducted with a representative sample, ran from 11th August to 17th November 2017 on Talk London • The sample has not been weighted and is therefore not representative of the London population • The findings from these surveys have been compared against the findings from representative polling, and key differences have been highlighted in the consultation reports 	
<p>Qualitative Research: A programme of qualitative research was designed to explore general attitudes to green infrastructure amongst Londoners. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.</p>		
<u>Offline qualitative research (focus groups + interviews)</u>	<u>Online qualitative research (discussion threads)</u>	<u>Correspondence</u>
<ul style="list-style-type: none"> • Four focus groups were conducted on 2nd and 4th October in City Hall, each lasting 90 minutes, and 8 telephone interviews were conducted • Participants were recruited from the Talk London community, and were paid £40 to attend • In the focus groups participants had a garden that 	<ul style="list-style-type: none"> • Three discussion threads ran for 3 months on the Talk London community: <ul style="list-style-type: none"> ○ National Park City (106 comments) ○ Views on local parks (32 comments) ○ Garden management (27 comments) • Analysis of the discussion 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign • Emails from individuals have been included in the analysis for

Green infrastructure public consultation methodology		
<p>they were responsible for, and the groups were split by housing tenure</p> <ul style="list-style-type: none"> • In the interviews participants were recruited on the basis that they did not regularly use their local park • A total of 28 participants attended the session: <ul style="list-style-type: none"> ○ Gender: 11 women/ 17 men ○ Age: Wide range of ages ○ Ethnicity: 24 x white participants/ 4 x BAME participants ○ Housing tenure: 26 x homeowners/ 18 x private renters/ 2 x social renters 	<p>threads, supported by key quotes, has been included in this report</p>	<p>this report</p>

2. Attitudes towards green infrastructure

Summary of views based on qualitative research:

- Green infrastructure in London is a source of pride for people
 - London seen to do better than most cities in terms of the quantity and quality of its green space
- Participants had a strong sense that London’s green infrastructure is under threat
 - Across the LES qualitative research this tended to be one of the first topics raised when asked about challenges to London’s environment
- The primary threat was perceived to come from the rapid rate of development, and increasing population
 - There was also concern about cuts to council budgets and ‘privatisation’ of public space
- Participants had a clear sense of what their ideal would look like
 - Amenities and facilities, safety, maintenance and catering to all age groups were key
- Interviews with people who don’t regularly visit their local parks suggest that reasons for not using parks are varied and complex, but there are clear barriers around safety and facilities

- Not feeling safe is the most off-putting quality a park can have
- Dogs are also a source of tension in parks
- Whilst there was interest in the idea of volunteering in local parks, participants also felt that upkeep should be the responsibility of the council
 - Some said that volunteering opportunities often do not fit around working hours

“In my local area, the many new developments lack trees and decent green spaces. Some developments stick a few trees in concrete planters and seem to think that is good enough.”

Talk London Member, 53 years old, male, Greenwich

Summary of quantitative findings (representative polling):

- 10 per cent of Londoners visit a park or green space every day, whilst 48 per cent do so at least once a week.
 - 9 per cent never visit a park or green space.
 - Male, white, ABC1 Londoners are more likely to regularly visit a park; women, under 25s, C2DE and social renters visit parks less often.
- 84 per cent of Londoners say they have a park within roughly a 10 minute walk of their house.
 - This rises to 92 per cent for those aged 65+.
 - ABC1 and white Londoners are more likely to have a park nearby, as are those who own their home.
 - 93 per cent of home owners have a park within roughly a 10 minute walk of their house, compared to 82 per cent of private renters.
- Of those who have a park within roughly a 10 minute walk of their house, 88 per cent like visiting their local park whilst 5 per cent don't like the park, but still visit it or pass through it.
 - For those who don't regularly visit their local park (49 per cent), by far the most common reason for not doing so is not having enough time (54 per cent).
 - This is followed by not feeling safe (15 per cent), the parks not offering the desired facilities (11 per cent) and not being well maintained (9 per cent).
 - Women are almost three times as likely to cite not feeling safe as a reason for not visiting parks (22 per cent), as are home owners and Indian, Pakistani and Bangladeshi ethnicity Londoners. As would be expected, full time workers are more likely say they don't have enough time.

Talk London polling indicates that Talk London members are more likely to live near a park and visit one regularly and less likely to have a barrier to visiting

3. Garden Management

Summary of views based on qualitative research:

- Participants agreed it was highly desirable to have a garden in London, but also felt that having a garden was not without its drawbacks
 - Gardening is time consuming, sometimes costly, and difficult if you are new to it
 - Gardens can be messy e.g. leading to mud being brought into the house
 - Garden waste a hassle, especially if you have to pay to have it taken away
- There was recognition of trend towards paving, and spontaneous concern about the impact of this on flood risk
 - Benefits of paving are seen to be reduced maintenance and increased space for parking
- Most participants said they had not thought of their garden as part of a wider network of green infrastructure in the city, and did not have a strong sense of the contribution gardens could make
 - The opposite was true of keen gardeners, for whom biodiversity and positive environmental impacts are key goals, and seen as a mark of their skill as gardeners
- Participants thought that garden management strategies often prioritise convenience and aesthetics, and this can cause tension with environmental impact
 - Participants noted the increasing trends in use of plastic grass, tree removal and paving
- Amongst novice gardeners, there was nervousness around planting trees
 - Concern over how big the tree would grow and what impact it would have on property
- Renters felt that they were quite restricted in what they could do in their garden
 - Unlikely to be there for long, so not worth expending a lot of time/ effort/ money into changing things
- Participants showed interest in getting more support/ information to help them manage their garden in a way that makes a positive contribution to London's green infrastructure
 - For example lower costs for recycling of garden waste, advice given out at garden centres, tree planting schemes
- There were also ideas on how to broaden access to London's private gardens
 - Garden sharing schemes e.g. matching an elderly person with a garden with someone who doesn't have a garden but enjoys gardening

“How about a grant scheme to change front gardens from off-road parking spaces back to gardens.”

Talk London Member, 66 years old, female, Lambeth

4. 'Greenest global city'

Summary of views based on qualitative findings:

- Participants liked the idea of London being the world's 'greenest global city', but want the focus to be on 'keeping what we've got'
 - Participants were mostly happy with the current level of green infrastructure in the city, but wanted assurances that this will not be eroded/ will be maintained to high standards
- There was strong support for the idea of turning London into a 'National Park City'
 - Participants wanted this to apply to all of London, not just central London
 - Interest in how Londoners can be involved in making this happen
- Participants felt that this ambition was in tension with house-building targets, and many thought that one would inevitably come at the expense of the other
 - Participants were split on what they wanted to see prioritised, with homeowners more likely to want to see green infrastructure prioritised and renters more likely to want to see house-building prioritised
- Many participants had the impression that tree cover in London is being reduced, and thought that more needed to be done to protect London's trees
 - There was strong support for increased tree planting
- Participants saw 'green' building as an exciting opportunity area for London, but did not want this to replace provision of accessible green space on the ground
 - Most accepted that there would need to be some element of compromise
- Participants had a number of ideas for how to make London a greener city:
 - Use trees or plants in containers instead of bollards to separate pedestrians and vehicles
 - Create green corridors for pedestrians and cyclists, along the lines of the High Line in New York, to connect existing green spaces and create a green network
 - Encourage the creation of green areas that allow for community activities e.g. food growing
 - Greater protection for green infrastructure built into the planning process

"Try saving some of the green we already have, rather than felling mature trees for immature development."

Talk London Member, 29 years old, male, Lewisham

Summary Report: Climate change mitigation and energy

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on climate change mitigation and energy. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Climate change mitigation and energy public consultation methodology		
<p>Quantitative Research: Surveys on energy and water policy were conducted with a representative sample of Londoners and were posted on the Talk London consultation page.</p>		
<p>Representative polling</p>	<p>Talk London Community</p>	
<ul style="list-style-type: none"> • Surveys carried out with a representative sample of the London population aged 18+ on the following dates: <ul style="list-style-type: none"> ○ 12th-15th June, with response of 1,047 ○ 24th-27th July, with response of 1,000 ○ 21st-24th August, with response of 1,014 	<ul style="list-style-type: none"> • Surveys with parallel content to those conducted with a representative sample, ran from 11th August to 17th November 2017 on Talk London • The sample has not been weighted and is therefore not representative of the London population • The findings from these surveys have been compared against the findings from representative polling, and key differences have been highlighted in the consultation reports 	
<p>Qualitative Research: A programme of qualitative research was designed to explore general attitudes to energy amongst Londoners. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.</p>		
<p>Offline qualitative research (focus groups + interviews)</p>	<p>Online qualitative research (discussion threads)</p>	<p>Correspondence</p>
<ul style="list-style-type: none"> • Four focus groups were conducted on 4th and 6th September in City Hall, each lasting 90 minutes • Participants were recruited from the Talk London community, and were paid £40 to attend • The groups were split by housing tenure as this was 	<ul style="list-style-type: none"> • 3 discussion threads on energy ran from 11th August to 17th November on the Talk London community: <ul style="list-style-type: none"> ○ Improving energy efficiency (25 comments) ○ Switching energy supplier (7 comments) 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign • Emails from

Climate change mitigation and energy public consultation methodology		
<p>identified as a key driver of attitudes towards energy efficiency</p> <ul style="list-style-type: none"> • A total of 27 participants attended the session: <ul style="list-style-type: none"> ○ Gender: 13 women/ 14 men ○ Age: Wide range of ages ○ Ethnicity: 23 x white participants/ 4 x BAME participants ○ Housing tenure: 15 x homeowners/ 11 x private renters/ 1 x social renters 	<ul style="list-style-type: none"> • Analysis of the discussion threads, supported by key quotes, has been included in this report 	<p>individuals have been included in the analysis for this report</p>

2. Energy policies

Summary of quantitative findings (representative polling):

- Policies to increase clean energy and energy efficiency are strongly supported by Londoners. There is between 66-79 per cent net support for these measures.
 - The most strongly supported measures are: requiring new buildings to be energy efficient and low carbon; and funding and support to make London's homes better insulated and more energy efficient, both with 79 per cent support.
- The policy that Londoners would most like to see implemented is the setting up of a London energy company to offer fairer energy tariffs for Londoners, and reinvest profits in supporting more energy efficiency and clean energy in London – 29 per cent of Londoners selected this as their top option.
 - This is followed by funding and support to make London's homes better insulated and more energy efficient (17 per cent).
- Most of these policies are supported more by females than males. A number of policies, particularly those around renewable and solar energy, had more support from ABC1 Londoners.

“The survey suggests a non-profit London energy company, I think this would be a brilliant idea if it is run like TfL as it would provide real competition to the big six who usually raise their prices together, collectively acting as a monopoly.”

Talk London Member, 23 years old, male, Lambeth

Talk London members more likely to support energy policies in London, for example 89 per cent strongly support ‘requiring new buildings to be energy efficient and low carbon’, compared to 46 per cent of Londoners

3. Energy efficiency behaviours

Summary of views based on qualitative research:

- Participants felt that everyone knows how to be energy efficient
 - It is behaviour that is common sense and so doesn’t require much thought / research.
 - It resonates with wider values around not being wasteful / being a responsible person.
- Participants saw energy efficiency as being about small, mundane actions that are easy to do
 - But the motivation to do them is often quite small.
- Whilst stated motivation for being energy efficient is primarily financial, there is little expectation that actions will result in any real financial savings
 - Participants also found it difficult to quantify how big or small the environmental impact of an action might be.
- Participants felt that commercial buildings should set an example by reducing the amount of artificial light and heating they use.

“Time to get good at delivering and time for the story of the benefits to be told and to filter out to more people, building a virtuous circle of sustained effort, good results and positive community led promotion.”

Talk London Member, 44 years old, male, Hackney

Summary of quantitative findings (representative polling):

- When asked about energy saving behaviours in the house, the most common behaviour was turning off lights when not in the room (57 per cent say they always do this).
 - This is followed by programming heating to only come on when needed (48 per cent always), and only using the dishwasher and washing machine when they are full (44 per cent always).
- Infrequent behaviours include checking energy use by submitting regular meter readings (44 per cent rarely or never), using a washing up bowl (44 per cent rarely or never), taking shorter showers (40 per cent rarely or never), and only heating areas of the house that need heating (33 per cent).

Talk London members are more likely to do actions at home to reduce energy consumption, such as 69 per cent of Talk London members programme heating so that it only comes on when needed, compared to 48 per cent of Londoners

4. Retrofitting

Summary of views based on qualitative research:

- Participants saw an energy efficient home as bringing significant personal benefits, in terms of personal comfort and financial savings
- Nearly all homeowners had taken action to improve their property's energy efficiency
 - But homeowners said they did not expect energy efficient retrofitting to make a significant difference to the value of their home
- Renters said they feel powerless to do anything to improve the energy efficiency of their homes
 - Participants felt that landlords currently have no incentive to invest in energy efficiency retrofitting
- Cost, planning restrictions, rogue contractors, aesthetics and disruption to the home all raised as barriers to installing energy efficiency measures
 - Low awareness of government/ local authority schemes to support Londoners install home efficiency measures
 - Haringey Home Energy Action Plan raised by one participant as an example of a successful government scheme
- There was a high degree of interest in solar energy, primarily for financial reasons, but upfront cost and concerns over technology key barriers to take up
 - Participants estimated you could save between 20 per cent and 50 per cent on your bills, but that installation costs would mean a very long buy back period
 - Perception that government has withdrawn all support for solar
 - Expectation that technology will continue to improve and that therefore it is better to wait for next generation of panels
- Awareness of and interest in heat pumps was much lower
 - Cost and lack of space seen as significant barriers to installation

“There needs to be some kind of benchmark to understand present energy use and how much will be saved by installing the various measures.”

Talk London Member, 44 years old, male, Hackney

Summary of quantitative findings (representative polling):

- When asked which energy saving changes Londoners have made in their homes, the majority of Londoners say they have installed low energy light-bulbs (74 per cent) and installed double glazing (53 per cent).
 - The next most common actions are upgrading the boiler (37 per cent) and improving loft insulation (24 per cent).
- Londoners think that installing double glazing does the most to improve energy efficiency in their homes (52 per cent say it is one of the top 3 most effective actions).

- This is followed by upgrading the boiler (38 per cent).
- Improving insulation in the home is seen as the next most effective, with loft insulation at 33 per cent and wall insulation at 28 per cent.
- 32 per cent of Londoners say they are likely to install low energy lightbulbs and 26 per cent say they are likely to install a smart meter.
 - The next most likely action to take is using a smartphone app to better control energy use, 17 per cent of Londoners say they are likely to do this.
- When asked why people wouldn't do the following actions, the most popular response universally is that they don't own their home. This is the most popular response for all actions, from installing low energy light bulbs (23 per cent) to double glazing (40 per cent).
 - The cost and suitability for their homes are the next most common reasons for not doing these actions; cost more for heat pumps and boilers, and suitability for wall insulation and loft insulation.

Talk London members are more likely to have done most energy saving actions in the house (90 per cent installed low energy light bulbs, compared to 47 per cent of Londoners, 54 per cent have upgraded their boiler, compared to 34 per cent of all Londoners)

5. Smart meters

Summary of views based on qualitative findings:

- There was high awareness of smart meters, but not all were convinced of the benefits.
 - A number of participants in each group who had had smart meters installed said they liked that it gave them more accurate bills and gave them more knowledge about how they were using energy.
 - Many said they had made small changes to their behaviour as a result.
 - Many participants were unconvinced by these benefits:
 - Checking the meter was seen as an easy task to do and one that they are used to.
 - Many felt that they were already engaging in energy efficient behaviour and so thought it unlikely that anything would change as a result of getting a smart meter.
- Participants also had a number of concerns about smart meters:
 - Many thought that installation would be a hassle / might not be possible if you live in a certain type of property.
 - Some thought you might have to pay to have a smart meter installed
 - Concerns that you have to change smart meter every time you change energy company.
 - Some felt that the technology was still in early days and that it was therefore best to wait until it had been better tested.

- Most participants were comfortable with the idea of sharing data from their smart meter with energy companies, as they did not consider this to be sensitive information.

Summary of quantitative findings (representative polling):

- 56 per cent of Londoners who have a smart meter installed say it is useful for managing energy use. 36 per cent say it isn't useful.
 - Younger Londoners are much more likely to say this is useful, 78 per cent of under 25s and 60 per cent of 25-49 year olds.
 - Over 50s are more likely to find them un-useful than useful, net -2 per cent for 50-64 year olds and net -22 per cent for 65+ year olds.
- 13 per cent of Londoners say they have encountered problems with their smart meters, and these issues are mainly around technical problems, such as displays not working, losing connection and problems with estimates.
- The main reason for not installing a smart meter is the perception that they are not effective in cutting bills or energy use (20 per cent).

Findings from Talk London polling are broadly in line with representative polling, except that Talk London members are less likely to find smart meters useful (43 per cent compared to 56 per cent of Londoners)

6. Energy suppliers

Summary of views based on qualitative findings:

- There was high awareness of the benefits of switching energy supplier, but many assumed that the amount that you could save by doing so would be relatively small (£100-£200):
 - Many were surprised to hear that potential savings could be much higher.
- Most participants said they did not feel sufficiently motivated by the financial savings to warrant the time/ hassle of switching:
 - Those who did switch tended to do so on a regular basis, and were frustrated that they had to keep switching in order to get the best deal.
- All said that price is the main factor they consider when choosing an energy supplier:
 - Most said that this was the only consideration.
 - Some were interested in switching to a 'green' energy company, but felt that the current trade-off on cost was too high
- Participants were interested in the idea of a 'not for profit' energy company:
 - All assumed that this would have to be government run, and this sparked heated debate about nationalisation, with younger participants tending to be in favour and older participants tending to associate this with unreliable supply and poor customer service.
 - A government company competing against private companies was seen as a new and interesting idea, and went some way to reassuring those with

concerns that this would not result in a fall in standards of reliability / customer service.

Summary of quantitative findings (representative polling):

- 35 per cent of Londoners have chosen to switch energy supplier in the last three years. 23 per cent have never chosen to switch and 18 per cent switched over three years ago:
 - Under 25s are much less likely to have chosen to switch in the three years, mostly because 45 per cent of this age group are not responsible for household bills.
 - ABC1 Londoners are slightly more likely to have switched in the last three years (37 per cent of ABC1 Londoners compared to 32 per cent of C2DE Londoners).
- When asked why they didn't switch, the most common reason is that the respondent is happy with the current supplier (57 per cent):
 - 12 per cent say they find the process for switching confusing and 7 per cent say that it's too hard to get information about who to switch to.
 - The other reasons given were finding the process confusing (14 per cent), taking too much time (10 per cent) and not being interested in switching to save money (5 per cent).
- Cost is by far the most important consideration when deciding on a new energy supplier; 74 per cent say this is the number one consideration:
 - Second most important is customer service, and third is fair treatment.
 - Offering energy from renewable sources is the last priority out of the options provided.

Talk London members were more likely to have switched energy supplier (75 per cent compared to 52 per cent of Londoners). Talk London members' views on what they want from an energy company was in line with representative polling, with price coming out as the number one factor.

7. Water saving measures in the home

- 26 per cent of Londoners say they are on a water meter, 57 per cent pay a flat rate and 17 per cent don't know. For those who are on a flat rate, 18 per cent say they are likely to install a water meter in the future, compared to 57 per cent who say they are unlikely:
 - The types of people who say that they would be likely to install a water meter are younger, live in north and east London, ABC1 and more female than male.
- The top reasons for not installing a water meter are the perception that it will increase bills (43 per cent), followed by Londoners saying that it is not their decision (30 per cent):

- This latter option is particularly true for renters, 55 per cent of whom say this is their biggest reason.
- Housing association renters are most likely to give the reason that they don't think they can install one in their home (44 per cent), whilst home owners are most worried about bills increasing (62 per cent).
- Tap diffusers and water butts are the water saving measures most likely to be installed at home, 41 per cent of Londoners say they would consider these:
 - 36 per cent of Londoners say they would consider installing a toilet hippo.
 - The measure least likely to be considered is a shower timer; 49 per cent would not consider this, and just 10 per cent say they already have one.

Talk London survey data is in line with findings from representative polling.

Summary Report: Waste

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on waste. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Waste public consultation methodology		
<p><u>Quantitative Research:</u> Surveys on reuse, water bottles and disposable coffee cups were conducted with a representative sample of Londoners and were posted on the Talk London consultation page.</p>		
<u>Representative polling</u>	<u>Talk London Community</u>	
<ul style="list-style-type: none"> • Surveys carried out with a representative sample of the London population aged 18+ on the following dates: <ul style="list-style-type: none"> ○ 21st-24th August 2017, with a response of 1,051 ○ 18th-21st September 2017, with a response of 1,044 	<ul style="list-style-type: none"> • Surveys with parallel content to those conducted with a representative sample, ran from 11th August to 17th November 2017 on Talk London • The sample has not been weighted and is therefore not representative of the London population • The findings from these surveys have been compared against the findings from representative polling, and key differences have been highlighted in the consultation reports 	
<p><u>Qualitative Research:</u> A programme of qualitative research was designed to explore general attitudes to waste amongst Londoners. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.</p>		
<u>Offline qualitative research (focus groups + interviews)</u>	<u>Online qualitative research (discussion threads)</u>	<u>Correspondence</u>
<ul style="list-style-type: none"> • Four focus groups were conducted on 21st and 23rd August in City Hall, each lasting 90 minutes • Participants were recruited from the Talk London community, and were paid £40 to attend • The groups were split by age as this was identified as a key driver of attitudes towards 	<ul style="list-style-type: none"> • 3 discussion threads on waste ran from 11th August to 17th November on the Talk London community: <ul style="list-style-type: none"> ○ Single use packaging (44 comments) ○ Increasing repair and reuse (15 comments) ○ Minimum level of 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign • Emails from individuals have

Waste public consultation methodology		
<p>waste</p> <ul style="list-style-type: none"> • A total of 32 participants attended the session: <ul style="list-style-type: none"> ○ Gender: 17 women/ 15 men ○ Age: 15 x 20-35 year olds/ 17 x 40-65 year olds ○ Ethnicity: 26 x white participants/ 6 x BAME participants ○ Housing tenure: 14 x homeowners/ 15 x private renters/ 3 x social renters 	<ul style="list-style-type: none"> ○ recycling service (66 comments) <ul style="list-style-type: none"> ○ Tackling recycling performance in flats (19 comments) • Analysis of the discussion threads, supported by key quotes, has been included in this report 	<p>been included in the analysis for this report</p>

2. Attitudes towards recycling

Summary of views based on qualitative research:

- Recycling is the first to come to mind when discussing environmental impact:
 - Across the strategy research, recycling and taking public transport were by far the most commonly cited actions that participants gave when asked what they did as individuals to reduce their impact on London’s environment.
 - In many instances, participants struggled to think of any environmental actions they took beyond these two things.
- Recycling in the home was seen as a well established social norm:
 - Concern for the environment drives behaviour – there was a strong dislike of landfill and high levels of anxiety about plastic in the ocean.
 - Recycling was seen as on a par with good table manners, i.e. part of your upbringing and something you don’t think twice about.
- Recycling in flats was seen to be much more difficult due to:
 - Lack of recycling facilities in some developments, especially older ones.
 - The greater level of effort required, e.g. the council not delivering recycling bags so residents have to go to the local library to collect them.
 - A tendency for apartment blocks to attract fly-tipping.
 - High rates of contamination of recycling in flats.
- The inconsistency of service between boroughs was a source of frustration and confusion:
 - It drives confusion over what can and can’t be recycled.
- Certain items were identified as difficult to recycle in current system:

- Some participants felt the council should offer a service for collecting wood, metal, clothes and printer cartridges.
- Participants also felt that it should be made easier to recycle batteries, lightbulbs and old electronics, such as mobile phones.
- Doubts over the integrity of recycling systems is a barrier for some:
 - Participants had many doubts about recycling ending up in landfill.
- Outside of the home, recycling is seen to be much more difficult:
 - Social norms around recycling were not seen to apply outside of the home - waste from the lunchtime crowd was seen as a symbol of this.
 - This is attributed to a lack of facilities, such as recycling bins in public areas.
 - Participants spoke of having to go to some lengths to ensure they recycle waste whilst out and about, such as walking a long way to find a recycling bin / carrying waste home with them.
- Suggestions for improving recycling included:
 - Education campaigns for Londoners.
 - Placing bins in easily accessible positions in blocks of flats.
 - Giving financial incentives to recycle to those living in flats.
 - Pressure on retailers to provide more recycling facilities and to reduce the amount of non-recyclable packaging used in products.

“I find it really frustrating that different boroughs have different approaches to recycling. There must now be a recognised ‘best practice.’ I would also like a better definition of what is and what is not recyclable.”

Talk London Member, 69 years old, Male, Harrow

Summary of quantitative findings (representative polling):

- When asked about support for various recycling policies, all were very well supported with between 85 per cent and 70 per cent net support. The policy with the most support is the policy to collect food waste and the six main recyclable materials consistently across London (net +85 per cent).
- When ranked against each other, 28 per cent of respondents wanted to see the policy of collecting food waste and the six main recyclable materials consistently across London implemented the most. 21 per cent wanted to see the reduction of excess food packaging, and 19 per cent promoting the reduction of food waste:
 - Older and ABC1 Londoners are more supportive of these measures (approximately 10 per cent more support for each policy than younger C2DE Londoners).

Talk London polling results were broadly in line with findings from representative polling.

3. Attitudes towards reuse

Summary of views based on qualitative research:

- Reuse was a popular concept, but one that participants felt was out of step with London's culture:
 - Reuse is associated with 'old fashioned' values.
 - It was seen to be out of step with the modern economy, defined by upgrading to the latest model / convenient home delivery / products that are not made to last.
- When participants spoke about reuse, it was clear that they were not primarily motivated by environmental concern:
 - It was mainly associated with financial gain.
 - Convenience was also an important driver of behaviour.
 - Environmental concerns were a third tier consideration.
- Cost, time and effort all emerged as significant barriers to engaging with the reuse market:
 - The low cost of goods means that there is often no financial incentive to buy second hand.
 - Concerns over quality are a barrier to buying electrical goods, such as phones or computers, second hand.
 - Lack of knowledge over how to repair items was seen as a barrier to reusing furniture/ electrical goods.

"I believe my council charge to remove furniture, but when I needed to dispose of a wardrobe which was still in good reusable condition, I booked a collection with the British Heart Foundation as donation, and not only did they collect it for free but they managed to sell it."

Talk London Member, 33 years old, Female, Camden

Summary of quantitative findings (representative polling):

- 73 per cent of Londoners have donated items to be reused in the last few years (e.g. to charity shops):
 - Older and ABC1 Londoners are more likely to do this, and women are 20 per cent more likely than men to do so.
 - Of those (23 per cent) who said they have not donated items to be reused in the last few years, over half (58 per cent) said they would consider doing so in the future and just 18 per cent said they wouldn't. In other words, 86 per cent of Londoners are either already doing this action, or would consider doing so.
- Fewer Londoners (34 per cent) have sold items to be re-used in the last few years:
 - Under 50s are much more likely to have done this. However, of those who haven't done this, 56 per cent would consider doing so.

- 46 per cent of Londoners have bought a ‘reused’ or second-hand item, compared to 48 per cent who haven’t.
- Just 18 per cent of Londoners say they have bought repaired items; younger Londoners being much more likely to do so.
- 46 per cent of Londoners say they have got their items repaired in the last few years:
 - There is little difference by age, but ABC1 Londoners are more likely to do so than C2DE. Repairing mobile phones and laptops may feature highly for younger Londoners, whilst clothes and footwear may feature higher for older Londoners.
- 12 per cent of Londoners have rented or leased items:
 - For those who said they haven’t rented or leased items in the last few years, just 32 per cent said they would consider doing so, and 51 per cent said they wouldn’t.
 - Of those who said they would consider renting or leasing an item, 21 per cent said they would rent a white good or small electrical item, 19 per cent said they would rent an audio-visual device, and just 10 per cent said they would rent clothing. 40 per cent said they don’t know.

Talk London polling suggests that Talk London members are more likely to have engaged in re-use and recycle activities (96 per cent saying they have donated to a charity shop compared to 75 per cent of all Londoners), and are more likely to consider re-using or recycling items.

4. Attitudes towards single-use packaging

Summary of views based on qualitative findings:

- There were high levels of frustration with the level of plastic in packaging:
 - Packaging felt to epitomize culture of ‘unnecessary waste’
- There was low spontaneous awareness of coffee cups as a waste issue:
 - In the focus groups, most participants did not know that coffee cups were not recyclable.
 - Participants were shocked that this was the case - some felt that coffee cups were designed to ‘dupe’ customers into thinking that they were recycling.
- Reusable cups were not seen as mainstream:
 - A minority of participants had one but most of those said they tend to only use it at work / home rather than in retail outlets.
 - Many were unaware that you could ask to get your own cup filled up at a retail outlet.
- Participants felt it was unrealistic to expect consumers to change behaviour:
 - Participants saw many barriers to uptake of reusable cups:
 - It is inconvenient, for example they are easy to forget / bulky to carry / there is a risk of spillage / they require cleaning.

- Reusable cups are not the norm and there was concern that they can make you stand out.
 - Habits around coffee / tea consumption are deeply ingrained.
 - Current incentives encourage the use of takeaway cups - tax means it's more expensive to get a mug than a takeaway cup so everyone gets takeaway, even if sitting in.
- Participants felt strongly that this requires a change from government / industry:
 - Participants felt that government stepping in to legislate to ban non recyclable cups was the obvious way to solve the problem.
- Most participants in the focus groups said they avoided bottled water out of 'common sense':
 - There was an attitude of 'why pay for something that you can get for free?'
- Environmental concerns were less prominent:
 - There was a perception that bottled water is only a problem if not recycled.
 - A minority of participants were aware of the wider environmental costs of bottled water (travel / energy).
- But participants felt it was difficult to avoid bottled water entirely:
 - Convenience factors were most often cited, such as forgetting it / not having space in their bag to carry it / risk of spillage / hassle to wash.
 - Closely followed by health concerns over reusing single use bottles (associated with increased cancer risk).
 - Cultural reasons, such as impressing in formal situations / signalling status, were also felt to play a role in bottled water consumption.
- Participants felt it was difficult to find places to fill up water bottles in London:
 - There is a lack of water fountains, particularly when compared to other cities.
 - There is a reluctance to go into businesses to ask to fill up water bottle, as it was felt this was not common practice.
- There is support for measures to tackle this:
 - Popular measures were water fountains, signs in the windows of businesses, jugs of water.
- There was spontaneous support for a deposit return scheme:
 - This was a measure that many had seen working well elsewhere and one that is perceived to have a big impact on recycling behaviour.

"We must create and normalise a refill culture in London, facilitated by massively increasing the availability of free drinking water, and placing refill points in Transport for London stations is the best way to do this."

Talk London Member, 35 years old, Male, Hackney

Summary of quantitative findings (representative polling):

- Londoners think that businesses are not doing enough to reduce waste from coffee cups or plastic water bottles:
 - 51 per cent say they are not doing enough for coffee cups and 52 per cent say they are not doing enough for water bottles.
 - ABC1 and white Londoners are most likely to hold these views.
- 66 per cent of Londoners think that businesses should do more to reduce waste from single use coffee cups and single use plastic bottles:
 - Slightly stronger disagreement comes from older Londoners and slightly stronger agreement comes from ABC1 voters.
- 61 per cent of Londoners say that they would be likely to consider buying a reusable water bottle to reduce the amount of single use plastic bottles sold:
 - 19 per cent say they are already using a reusable water bottle.
 - People who say they are already using a reusable water bottle are more likely to be female, slightly older and white. Those who say they are not likely to consider buying a reusable water bottle are more likely to be male (16 per cent, compared to 9 per cent of women). Those who say they would consider buying are more likely to be an ethnic minority and under 65.
 - Between £2 and £3 is the (mean) average response for the maximum a Londoner would be willing to pay for a reusable water bottle.
- Concern about chemicals in the bottle is the most common reason given for not buying a reusable water bottle:
 - This is followed by Londoners saying they wouldn't use it enough, and that they don't like carrying them around.
- Discounts off the cost of coffee would do the most to encourage people to use a reusable coffee cup (48 per cent):
 - Followed by well-designed reusable coffee cups (26 per cent) and loyalty points (22 per cent).
 - C2DE Londoners are most likely to say that none of the options given would encourage them to use a reusable coffee cup (20 per cent, compared to 9 per cent for ABC1 Londoners). Younger ABC1 Londoners would be more encouraged by discounts and loyalty points.
- More places to fill up water bottles, and more accessible places are what would convince most Londoners to use a reusable water bottle (33 per cent and 31 per cent, respectively):
 - Well designed reusable bottles is the third choice, and more information about where they can be refilled is the fourth choice.

Talk London polling suggests that the Talk London community are more likely to think businesses aren't doing enough to reduce waste from coffee cups and single use plastic bottles (67 per cent and 72 per cent strongly disagree, respectively, compared to 30 per cent and 31 per cent of all Londoners) and are more likely to be convinced by schemes to encourage using a re-usable coffee cup or water bottle e.g. discounts for coffee cups and more (accessible) places to refill water bottles.

Summary Report: Adapting to climate change

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on adapting to climate change. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Adapting to climate change public consultation methodology		
Qualitative Research: A programme of qualitative research was designed to explore attitudes towards heat and flooding amongst Londoners. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.		
<u>Offline qualitative research (focus groups + interviews)</u>	<u>Online qualitative research (discussion threads)</u>	<u>Correspondence</u>
<ul style="list-style-type: none"> • Eight in home interviews were conducted with 70+ year old Talk Londoners to explore their experiences of coping with heat in London • Participants were paid £40 to attend • Sample split in the following way: <ul style="list-style-type: none"> ○ Gender: 4 women/ 4 men ○ Age: 70+ ○ Ethnicity: 8 x white participants ○ Housing tenure: 8 x homeowners 	<ul style="list-style-type: none"> • Two discussion threads ran for 3 months on the Talk London community: <ul style="list-style-type: none"> ○ Coping with the heat (7 comments) ○ Reducing the impact of flooding (1 comments) • Analysis of the discussion threads, supported by key quotes, has been included in this report 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign • Emails from individuals have been included in the analysis for this report

2. Coping with heat

Summary of views based on qualitative research:

- Participants had a strong sense that London’s climate was becoming more unpredictable, but were unsure whether London was becoming hotter:
 - Participants said they found it difficult to remember seasons / temperature.
- Participants did not think heat was a problem for London today, but accepted that it might become more of a problem in the future:
 - And thought that it was right to be preparing for that eventuality.
- Apart from making life uncomfortable, participants did not have a strong sense of the risks of high temperatures:

- Participants had a vague sense that heat could cause health problems, but were unsure about what these problems were.
- Participants with long term health conditions said they found high temperatures difficult to cope with, especially when combined with pollution.
- Participants thought that attitudes towards heat in the UK were outdated:
 - The traditional view of the UK as a cold country means people tend not to worry about / plan for heat, but rather focus much more on protecting against cold.
- Participants showed concern for the trend in construction of glass buildings, and reliance on air-conditioning.
- In terms of policies, participants most wanted to see planning laws changed to ensure building design takes cooling into account, and more trees planted to give shade.

“Tackle urban heat islands by reducing the amount of cars on the road, having adequate cycling networks and planting more trees!”

Talk London Member, 21 years old, female, Waltham Forest,

3. Reducing the impact of flooding

Summary of views based on qualitative research:

- In focus groups conducted as part of the consultation, flooding was raised spontaneously as an environmental challenge for London:
 - In the research on green infrastructure, participants showed a high degree of concern over the trend towards paving over of gardens and the impact this will have on flooding risk.
- Participants did not have any suggestions for what could be done to improve information on flooding in areas of risk.

Summary Report: Ambient Noise

This report contains summary findings from the public consultation on the draft London Environment Strategy, with a focus on ambient noise. It draws together data from both quantitative and qualitative research. Detailed reports supporting this summary are available from the Greater London Authority Opinion Research and Statistics team.

1. Methodology

Ambient noise public consultation methodology	
<p>Qualitative Research: A programme of qualitative research was designed to explore views on noise in London. All qualitative research was conducted with Talk London members. This resulted in a more engaged sample than would be the case in the general population.</p>	
Online qualitative research (discussion threads)	Correspondence
<ul style="list-style-type: none"> • 2 discussion threads on energy ran from 11th August to 17th November on the Talk London community: <ul style="list-style-type: none"> ○ Noise from the night time economy (15 comments) ○ Peace and quiet in London (26 comments) • Analysis of the discussion threads, supported by key quotes, has been included in this report 	<ul style="list-style-type: none"> • The GLA received a total of 1,345 emails from members of the public either writing in as individuals or as part of a campaign • Emails from individuals have been included in the analysis for this report • A separate report has been produced to cover responses that were submitted as part of a campaign

2. Peace and quiet in London

Summary of views based on qualitative research:

- Participants felt it was difficult to find peace and quiet in London:
 - The most commonly mentioned sources of noise included traffic, sirens, aircraft, construction, and music (from events or individuals).
- Green spaces and cultural venues (museums or galleries) were seen to offer the most peace and quiet:
 - However even these can be impacted by noise from traffic or aircraft.
- Noise at night is a key concern for some, as this impacts on quality of sleep:
 - Sirens were identified as a major source of noise at night.
 - There was concern that becoming a 24hour city will worsen noise at night.
- Participants had the following suggestions for noise reduction in London:
 - Restrict the volume or use of sirens for emergency vehicles when not needed (e.g. if there is no traffic or if there are multiple emergency vehicles).
 - Improve housing insulation.
 - Restrict airplanes.
 - Oppose government’s plans for Heathrow expansion.

- One participant signposted to a site that aims to map out tranquil places in London: <https://tranquilitycity.co.uk/>.

“Generally, the only place to find peace and quiet outside of the home is in another building e.g. museum, art gallery etc. There is no peace and quiet in any built-up area of London due to traffic noise, construction noise, aircraft noise, helicopter noise and worse of all, sirens used by emergency vehicles”

Talk London Member, 67 years old, male, Sutton

3. Noise from night-time economy

Summary of views based on qualitative research:

- Participants felt that it was important that considerations over noise did not unduly restrict the night-time economy:
 - Some participants felt that if you choose to live in and around Central London or near high streets, then you should expect loud noise.
 - Some felt that current licensing hours are too restrictive.
- Participants said other sources of noise disturbed them more than those of the night-time economy:
 - These included sirens, helicopters and motorcycles, all of which were felt to have a detrimental impact on ability to sleep and sense of well-being.

“Night life is essential to making London a vibrant place to live and should not be restricted.”

Talk London Member, 34 years old, male, Wandsworth

Appendix 7: Stakeholder categories

The following categories were used to group technical stakeholders for analysis:

- Airports / airport group
- BID / BID group
- Business / business group
- Charity / non-profit organisation / community interest company
- Community group
- Developer
- Educational establishment / academic
- Government politician / department / body
- Healthcare provider / professional
- Infrastructure provider / utility
- Large multidisciplinary consultancy
- Local authority / politician / group
- London Assembly / GLA group
- Other
- Professional body / institute
- Social housing provider
- Sustainability professional
- Trade union
- Waste authority

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