

MATTERS ARISING from Meeting of Health in Hackney Scrutiny Commission on 11 Nov 2025

1) Item 4 A New Community Mental Health Offer (Part 1 of 2)

ACTION: JF and JM undertook to circulate the most up to date waiting list data for IAPT and ELFT Psychological Therapies Service. .

Response on 2 Dec. Attached please find two docs with both sets of data.

Jennifer added this note with her table on IAPT:

Jon has confirmed that waiting times from referral to treatment vary between 2 and 4 weeks but there may be longer secondary waits if a patient requires a more intensive treatment and/or a specialist pathway. I have attached some information Jon has shared for the pathways where wait times are longest.

2) Item 5 Update on Health impacts of poor air quality and the new Air Quality Action Plan 2026-30

ACTION: Cllr Young undertook to share the updates on the research regarding the relationship between deprivation and low traffic neighborhoods.

Response on 11 Nov

I'm sharing the first major piece of research that was carried out on the relationship between LTNs and areas of deprivation. Since then there have been updates research projects.

https://www.theguardian.com/world/ng-interactive/2021/mar/02/low-traffic-schemes-benefit-most-deprived-londoners-study-finds?CMP=Share_iOSApp_Other

Additional response on 12 Nov

It might be worth reminding HiH Members that your commission's own review of low traffic neighbourhoods looked at this issue a couple of years ago and gathered some helpful evidence.

It's also worth remembering that the HiH explored questions on what evidence we have of the health impacts of low traffic and FCC liveable neighbourhoods. Here, for example, is the Director of Public Health's written response on this at the time:

<https://hackney.moderngov.co.uk/documents/s82148/Response%20on%20LTNs.pdf>

We don't have data that clearly evidences a causal link between our Hackney traffic policies and reductions in respiratory conditions over the last few years.

On increases in traffic, you have also gathered data on this and the overall data for the borough shows that traffic levels in Hackney have not returned to pre-Covid levels. The % of the traffic which is through traffic - journeys not starting or ending in Hackney - has increased. I'm happy to provide additional evidence if helpful.

3) Item 5 Update on Health impacts of poor air quality and the new Air Quality Action Plan 2026-30

ACTION: DT and TR to refer the question about the high cost of the surcharge for EV charging, how often charging points are serviced, and the efforts to make the internet service for charging more stable, to Street Scene department for a response

Responses from the EV TEAM

1) Can we do anything about the high cost of the surcharge for EV charging?

Reply: Public EV charging in Hackney is provided across multiple charge point operators, each with their own slightly different available tariffs. Charging tariffs are not directly set by the Council, but we can leverage our relationship with charge point operators to provide Hackney residents with a discounted tariff. This is reflected in the available Hackney Light and Power discounted tariff for all Zest charge points. The current rates for the Zest lamp column (green chargers) and fast chargers are as follows:

- The standard rate (Contactless payment) is £0.59 per kWh*
- Charging via the Zest App is £0.56 per kWh*
- The HLP (Hackney Light and Power) discounted charging tariff is £0.54 per kWh*

The Council are presently working with ESB to rollout rapid charge points across the borough with the first of those locations going live in December. These will similarly have a discounted tariff available to Hackney residents with an EV parking permit. This will include a heavily discounted nighttime tariff that residents can take advantage of. Details of this will be communicated to permit holders shortly.

2) What is the frequency of the servicing of the charging points / what can be done to limit the number of points / amount of time that the charges are down for?

Reply: The large majority of the Hackney public charge point network is operated and maintained by Zest. Zest will maintain the network, carrying out planned and preventive maintenance according to the Electricity at Work Regulations 1989 and Electrical Equipment (Safety) Regulations 2016. Zest carries out both standard checks and full Electrical Installation Inspection Reports within each 12-month period, depending on charger utilisation and asset assessments. Chargers are monitored 24/7 remotely by the Network Operations team and fault codes sent via OCPP are investigated and cleared as soon as possible. This is firstly done remotely or by an engineer's intervention, if required. Regular housekeeping checks and firmware upgrades are also carried out remotely on a regular basis.

3) What efforts are being taken to improve the stability of the internet service for charging?

Reply: The large majority of the Hackney public charge point network is operated and maintained by Zest. Zest use an IOT SIM Card that is fully roaming on all 4 UK networks, so will therefore pick up the best network in all areas possible. Chargers contain a high-gain omni-direction GSM aerial for the best signal. The rest of the network stability is down to the various telcos and is out of the operator's control. In the event of an outage, it would typically affect all other mobile users on the network. If Cllr Baffour has any follow-up questions, these can be sent directly to the evteam@hackney.gov.uk inbox.