## Quality Management

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0. Executive Summary

Appointment and Purpose
The Community Infrastructure Study assesses what infrastructure currently exists as well as what is currently planned against what infrastructure will be needed over the next 15 years, a period in which large areas of LBN will be transformed by growth. Out of this research, an Infrastructure Plan will be drawn up setting out proposals for the provision of additional infrastructure to meet future capacity levels, including what investments are required and how these could be funded. The Community Infrastructure Study and accompanying Plan will form part of the evidence base for LBN’s Local Development Framework, more specifically the Core Strategy.

Physical Infrastructure: Transport
London Borough of Newham falls within the remit of the Transport for London (TfL). In addition, the Borough is on the National Rail Network, including the Channel Tunnel Rail Link, major highway infrastructure such as A13 and the North Circular.

Rail
Levels of crowding in rail cars increase as you get closer to major employment centres such as Canary Wharf and the City of London. Even with the proposed upgrades to the public transport system, predicted increases in the use of public transport keep up or even exceed the capacity improvements.

London Underground
The District, Hammersmith & City, Central and Jubilee lines serve Newham, connecting the borough with all four corners of the capital and every major rail terminus within London. The Central Line and District Line in Newham have levels of overcrowding of 3-4 persons standing per square metre in the morning peak, higher than the Central or District Lines coming in from West London. Passenger overcrowding can be cited as a reason for persons not using public transport.

Docklands Light Railway Services and Stations
The DLR connects the City of London and Stratford with the Royal Docks, Canary Wharf financial, business and entertainment district and with Greenwich and South-East London. There are three branches to the network.

Cycling
The borough has a network of recommended cycle routes which are identified within the TfL local Cycling Guides, Nos. 4, 7 and 8. Borough wide Cycle Routes. Newham has a number of infrastructure barriers to cycle journeys, that are difficult to negotiate or with perceived safety issues, creating intimidating cycling conditions. The main barriers are: the severance of the Greenway by the A13 / Woolwich Manor Way junction; Stratford High Street; Stratford Gyratory and Romford Road / A406.
Bus services
Within Newham there is a network service that provides a total of 25 high frequency routes, 6 low frequency routes and 5 night services. A high frequency route is one that has five or more buses an hour. A low frequency route generally runs four or fewer buses an hour. Using Keypoint data from TfL an assessment of the available capacity on buses on routes has been undertaken.

Access to public transport
To demonstrate the accessibility of areas around Newham for public transport, an assessment has been undertaken for journey times to a number of influential destinations selected on the basis of their potential attraction as places of work, shopping and leisure. The assessment has been prepared using Accession Software which models journey times to a given destination. It is clear that many of the areas identified have long walk times to public transport and this coincides with many of the chosen development sites within the borough.

London City Airport
London City Airport is located in the Royal Docks. The Airport Masterplan (2006) sets out growth and development plans through to 2030. It has been developed in response to the Government’s Aviation White Paper, ‘The Future of Air Transport’, which requires specified airport operators to outline their vision for growth up to 2030. The masterplan proposes that the Airport have 8 million passengers per annum throughput by 2030 to support the growth of London. London City Airport propose this growth to be accommodated by maximising the use of the existing runway in line with Government policy, improving flight occupancy and creating better facilities for passengers.

Physical Infrastructure: Electricity
There is a national system for electricity generation—although local generation of electricity may play an increasing role in future years. Power is taken from various interface substations and is then distributed by EDF Energy to its primary substations at Barking and West Ham. EDF is responding to the current down turn in the economy by adjusting the forecasted load growth across the majority of the network. The company predicts very low growth levels over the next few years. It sees its asset replacement programmes as providing opportunities to rethink the way in which its infrastructure is developed to meet future customer needs, particularly for connections to green and renewable energy sources.

Physical Infrastructure: Gas
Gas is transported from the North Sea and other sources such as ports, across the country using a National Transmission System (NTS) of pipelines at up to very high pressure (85 bar). Gas is then transferred to eight gas distribution networks (GDNs) which cover separate geographical regions of Great Britain. These companies take gas from the NTS at “NTS Offtakes” and distribute it through a cascade of high pressure (over 7 bar) and lower pressure (under 7 bar) pipelines to customers. The DNO for the North London area is National Grid Gas UK Distribution. It takes gas from the NTS from several offtakes include Luxborough Lane (near Loughton) and Peter’s Green (near South Mimms on the M25).

Physical Infrastructure: Water Supply
Fresh water is provided to Newham by Thames Water from its Woodford Zone. In September 2009, Thames Water published an updated version of its Water Resources Management Plan. This provides
detailed information at the London level of the baseline water supply-demand balance and the prospects for catering for future growth. The baseline is taken by Thames Water to refer to the balance of supply and demand in a situation where current spending plans (in the "AMP5" period up to 2015) are implemented but no further measures are taken after that.

**Physical Infrastructure: Waste Water**
Newham’s foul sewerage systems and sewage treatment is undertaken by Thames Water. The investment issues underlying sewage provision arise from two sources. Sewage is collected using the system originally designed in Victorian times and channelled to a single treatment works at Beckton in East London. However, at times of high rainfall, water run runoff is channelled into the sewage system, leading to pollution incidents in the Thames.

**Physical Infrastructure: Flood Defence**
Newham is protected to a high standard from tidal flooding as it currently benefits from raised defences in the form of the Thames tidal defences which also include the Thames Barrier and the Barking Barrier. The raised defences are designed to protect London from a tidal surge on the Thames.

**Physical Infrastructure: Burial Space**
The London Borough of Newham has two public cemeteries within its boundaries, one of which is owned and managed by the City of London Corporation (City of London Cemetery & Crematorium). An additional three cemeteries are privately run.

**Physical Infrastructure: Waste Management**
The borough has 67 waste management facilities. This includes: 4 household waste amenity sites; 9 material recycling facilities; 5 metal recycling sites; 2 composting facilities; 3 physical treatment facilities; 1 physico chemical treatment facility; 2 biological treatment facilitates; 23 household commercial and industrial waste transfer stations and 1 incineration facility for clinical waste.

**Social Infrastructure: Education**
At January 2007 there were 26,949 pupils in the 66 infant, junior and primary schools in the Borough. The overall capacity in these schools was 29,958, which meant that there was a Borough wide surplus of 3,009.

There are currently 15 secondary schools in the Borough, of which 13 are within the Building Schools for the Future (BSF) construction programme. The schools which are not in the BSF programme are the two new PFI secondary schools at Kingsford and Cumberland. Newham has also recently built the Royal Docks Community School. The existing number of children on the roll of Newham’s secondary schools, together with current number of places shows that there are currently 19,350 places, with 17,571 on roll, giving 1,779 surplus places.

Further Education in Newham is provided through Newham Sixth Form College (NEWVIC), Newham College of Further Education and the combined sixth form provided by the two single sex voluntary aided schools, St Angela's and St Bonaventure's. The size of the joint sixth-form at St. Angela's and St Bonaventure's has expanded to 800 students, with plans for 1000. The facility is currently oversubscribed. As a part of the BSF Programme it is intended to relocate most of this provision in the present Stratford
School annexe, which is immediately adjacent to St Angela’s where the joint sixth form is currently based. There is also provision through an integrated community education and youth service building on the Council’s Community Education strategy.

Higher education in Newham is provided by the University of East London (UEL). The university caters for around 20,000 students and is located on two main campuses in East London. These are the Stratford Campus at Stratford; and the Docklands Campus, in London’s redeveloped Docklands area. In addition, the new partnership between UEL and Birkbeck, University of London, known as Birkbeck Stratford, seeks to improve participation in higher education in East London.

**SOCIAL INFRASTRUCTURE: HEALTHCARE**

Primary care in Newham is commissioned from 66 General Practices (164 GPs) of which 16 are single handed. In addition to core primary care the PCT commissions a range of extended services from individual practices. Collectively the 66 GP registered practices serve approximately 316,000 registered patients. The current geographical spread of GP practices ensures that most residents in Newham have a choice of GP and most patients are able to access a practice within 20 minutes walk. In 2008 an assessment of the GP facilities in Newham rated, 16% of the facilities as excellent; 41 as good; 34% as fair and 9% as poor. In addition, there are 63 community pharmacies in Newham, 31 dental practices and 24 optometry practices.

**SOCIAL INFRASTRUCTURE: ACUTE CARE**

Newham University Hospital Trust (NUHT) is a District General Hospital towards the south of the Borough. It provides the PCT with 63% of its inpatient work. 93% of the PCT’s acute services are provided through 4 trusts: Newham University Hospital NHS Trust (NUHT); Barts and the London (BLT); Whips Cross University Hospital NHS Trust and Barking, Havering and Redbridge Hospitals NHS Trust. The East London Foundation Trust (formerly East London and the City University Mental Health Trust) continues to be the principal provider of mental health services in Newham, providing general mental health services for adults and child and adolescent services.

**SOCIAL INFRASTRUCTURE: INDOOR SPORTS FACILITIES**

Indoor sports facilities in Newham include swimming pools, sports halls, health and fitness facilities, indoor tennis courts, indoor bowls rinks and ice rinks. These facilities are predominantly concentrated in four main leisure centres: Atherton Leisure Centre; Balaam Leisure Centre; Newham Leisure Centre and East Ham Leisure Centre. The key issue facing the provision of indoor sports facilities primarily relates to accessibility. This is important, as one of the Councils main objectives is to increase participation in sports and related activities. Shortfall in provision in certain areas of the Borough is also a concern. Most of Newham is reasonably well served, however some areas, including Canning Town and Green Street, and the northeast and south of Borough are subject to under provision. A number of facilities are provided in local schools, decreasing availability due to limited opening hours.

**SOCIAL INFRASTRUCTURE: COMMUNITY FACILITIES**

There are 31 community centres in Newham. These are evenly spread across the Borough, mainly owned by Housing Associations and are operated by the Council. There are also approximately ten private community centres. Overall there are enough existing facilities to meet demand use, however the facilities need to be improved, as many facilities do not comply with standards which the Council, and potential
users, aspire to. Consequently, only a third of community centres in Newham are highly utilised. Future plans and strategies will aim to address the condition of facilities provided in Newham.

**SOCIAL INFRASTRUCTURE: ADULT SOCIAL CARE**
Adult Social Care in Newham is delivered in partnership with NHS Newham Primary Care Trust (PCT). The Department of Health groups social care services as community based services (residential care and nursing care. In 2008-09, a total of 1,058 people received residential or nursing care in Newham. This represents 10% of social care users. 40% of these people are in placement outside the Borough. Usage of this service is primarily influenced by people’s primary need, age and ethnicity. In comparison, a total of 6,030 people were supported to live independently. Community based services provided include home care, day care, meals, residential not respite, professional support and equipment and adaptations. The provision of these services is evenly spread throughout the Borough.

**SOCIAL INFRASTRUCTURE: EMERGENCY SERVICES**
There are 4 fire stations within Newham—these are located in the north (Forest Gate South Ward), east (East Ham South ward), south (Royal Docks ward) and west (Plaistow South ward) of the Borough. All stations cover a 6 minute response time and are therefore well placed within the Borough to respond to emergencies with the existing service standards. In 2008, CLG announced that £130m had been set aside for Fire and Rescue Service projects to build new stations and other facilities. Fire and Rescue Services have been bidding for a share of Private Finance Initiative (PFI) credits for long term projects to modernise the country’s fire stations. Plaistow station is identified as a PFI funded project, which involves the station being rebuilt although the same number of bays will be provided as before. Funding for stations within the PFI amounts to £57.4 million, covering 9 fire stations across London.

The Metropolitan Police Estate is owned and managed by the Metropolitan Police Authority, who are the statutory watchdog for the Metropolitan Police Service. The Metropolitan Police Estate in Newham is made up of the following sites: East Ham Police Station; Forest Gate Police Station; Plaistow Police Station; Stratford Police Station, North Woolwich Police Station; Carpenter Road Safer Neighbourhoods Base and Little Ilford Police Station, Parkhurst Road.

Newham is served by the London Ambulance Services NHS Trust that provides services across London. There are three ambulance stations in Newham: Newham Ambulance Station; West Ham Station and Silvertown Ambulance Station. West Ham Station was refurbished in 2005 and Silver Town Ambulance Station was constructed in 2007. There is currently no data on the condition of Newham Ambulance Station.

**GREEN INFRASTRUCTURE**
The survey of public, private and educational open spaces was undertaken by LB Newham over a period of time ranging from 2000-2009. In order to update the initial database of sites a Green spaces workshop was held with officers of the Council including planning and parks department on 20 November 2009 enabling updates and corrections to the database to be verified. The open space study will be provided to Newham as a separate document.