



## Jury members

With thanks to the 15 jury members who contributed their time, energy and ideas to the Hackney Citizens' Climate Jury:

Addie, Anne, Archie, David, David, Enzo, Gillian, Giulia, Joseph, Kito, Kristina, Roman, Roy, Stef and Tonte.





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# Executive summary

## Summary

In Spring 2024, Hackney Council ran its first ever **Citizens' Climate Jury**. It focused on adapting to climate change and ensuring equity.

The jury brought together a group of residents from across the borough and asked them to make considered recommendations on how the council and others should prepare for extreme heat and protect those most at risk.

The question put to the group was: How can Hackney Council and others make sure that residents, especially those who are most affected, are protected from very hot weather as our climate changes?

The jury consisted of 15 residents who broadly reflected the borough in terms of both demographics and attitudes (see <a href="Who took part?">Who took part?</a>). A further 501 residents fed into the jury through an online survey and wider community engagement.

The jury produced recommendations to inform Hackney's Council Implementation Plan, which outlines the practical steps that the council will take to deliver its climate response.

In response to the jury's recommendations, the council will:

- Publish this report and the recommendations on the council website
- Publish a formal response to all recommendations, incorporating insights from other parties who may be responsible (e.g. NHS, other institutions or landlords)
- If there are any recommendations the council is unable to take forward, the reasoning will be clearly set out

The Citizens' Climate Jury is part of Hackney's ongoing work to ensure everything they do to respond to climate change is guided by fairness and equity.







## Recommendations on priority actions

Jury members drafted these recommendations from scratch. They are included in full, in participants' own words from here.

### We would like the Council and others to prioritise...

#### Now

To aim to take forward during a heatwave in 2024-25

- Targeting emergency response and communication
- Indoor cooling off spaces
- Outreach for street homeless people
- Quick fixes to upgrade existing buildings

#### Next

Longer-term solutions that need more time or money to start planning for

- Creating cool routes and green spaces
- Investing in healthcare providers
- Incentivising companies to build heatwave compliant new builds
- Looking at the whole built environment on new developments
- Enforcing and updating building regulations



# Background

## Introduction

Hackney Council were interested in embedding principles of social justice and community participation into its wider climate action strategy.

As part of this, they commissioned a Citizens' Climate Jury, bringing together 15 residents from across the borough. The jury ran in April and May 2024.

The council appointed public participation charity Involve to independently design and facilitate the assembly, and write this report. The Sortition Foundation led the recruitment of jury members.

#### What is a Citizens' Jury?

A Citizens' Jury is a group of people who are brought together to learn about an issue or issues, discuss and weigh up ways forward, and reach a conclusion about what they think should happen.

A Citizens' Jury is usually made up of 12-24 citizens who broadly reflect the local population.

They are particularly effective to understand informed and considered public preferences on issues that are controversial or complex.



## Remit of the jury

The Hackney Citizens' Climate Jury was focused on the how the borough can prepare for heat waves in a fair way. By this we mean what steps the council and others can take to protect those most vulnerable to the impacts of extreme heat, which is occurring as a result of climate change.

The council chose this topic because:

- It has a strong focus on equity the impacts of extreme heat are not felt fairly
- The topic is specific enough to be explored in depth over the course of four sessions
- There is a clear decision and document (the Council Implementation Plan) for the jury to influence

The purpose of the jury was not to develop ideas about how to how to tackle climate change (also known as 'climate change mitigation'). Instead, the jury focused on how to prepare and protect people and places from the impacts (also known as 'climate change adaptation').

The question put to the group was:

How can Hackney Council and others make sure that residents, especially those who are most affected, are protected from very hot weather as our climate changes?







## The jury question

How can Hackney Council and others make sure that residents, especially those who are most affected, are protected from very hot weather as our climate changes?

## Who took part?

In total, **516 residents** contributed to the jury:

- 21 residents were engaged through conversations with local community groups (see Wider community engagement in the appendix for details)
- 480 people shared their perception of the risks of heat waves through an online survey
- 15 people, recruited to reflect the local population of Hackney, took part in the jury

The jury members were selected through a process called **sortition** (or civic lottery).

Jury members were given a £180 gift of thanks for participating in all sessions, to make the jury accessible to all and in recognition of their time. We also covered travel and any additional costs such as childcare.



We sent 4,000 letters to randomly selected households across Hackney, inviting people to register their interest in taking part.

From there, the Sortition Foundation selected a group by computer to be broadly reflective of the borough in terms of their:

- Age
- Gender
- Ethnicity
- Disability

- Education level
- Housing tenure
- Attitudes to climate change

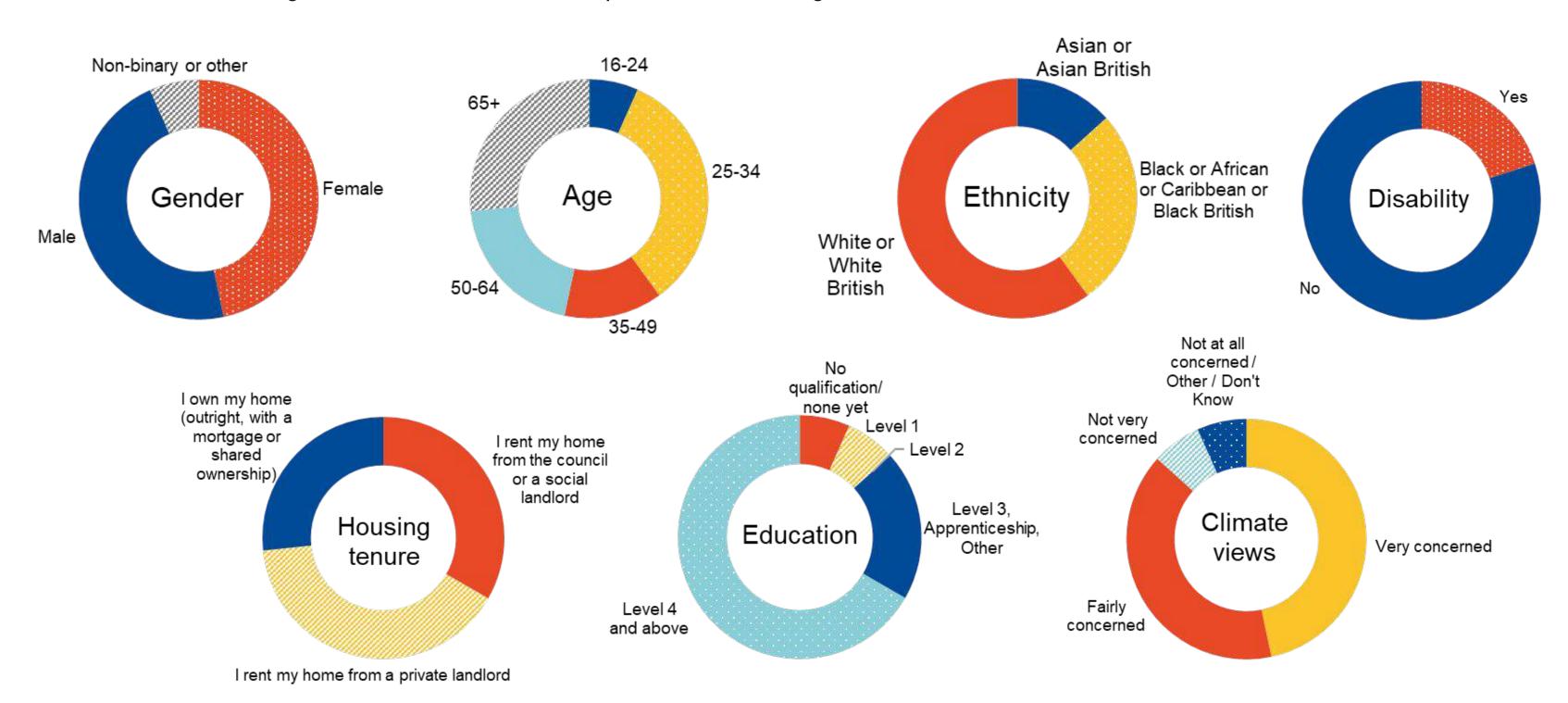
This process, known as sortition, is well-recognised as the **gold standard** for recruiting a group to be reflective of a wider population.





## Make up of the jury at a glance

Please see the following slides to see how this compares to the borough as a whole.



## Recruitment detail

The recruitment of jury members achieved a good spread of people across all criteria, even where slight variations from targets occured. The tables below compare the target percentage (from the population of Hackney) with the makeup of the Citizens' Climate Jury.

Gender	Target %	Target #	Jury #
Female	51.8%	7.8	7
Male	47.4%	7.1	7
Non-binary or other	0.9%	0.1	1

Disability	Target %	Target #	Jury #	
Yes	19.2%	2.9	3	
No	80.8%	12.1	12	

Age	Target %	Target #	Jury #
16-24	14.1%	2.1	1
25-34	30.4%	4.6	5
35-49	27.5%	4.1	2
50-64	18.1%	2.7	3
65+	9.9%	1.5	4

Older adults aged 65+ were slightly over-represented compared to Hackney as a whole.

Ethnicity	Target %	Target #	Jury #
Asian or Asian British	10.4%	1.6	2
Black or African or Caribbean or Black British	21.1%	3.2	4
Mixed or Multiple ethnic groups	6.7%	1.0	0
White or White British	53.1%	8.0	9
Other ethnic group	8.7%	1.3	0

## Recruitment detail

The recruitment of jury members achieved a good spread of people across all criteria, even where slight variations from targets occured. The tables below compare the target percentage (from the population of Hackney) with the makeup of the Citizens' Climate Jury.

Education	Target %	Target #	Jury #	
No qualification/ none yet	16.7%	2.5	1	
Level 1	6.1%	0.9	1	
Level 2	8.3%	1.2	0	
Level 3, Apprenticeship, Other	16.5%	2.5	3	
Level 4 and above	52.5%	7.9	10	

Those educated to Level 4 and above were slightly over-represented at the jury, compared to Hackney as a borough.

Housing tenure	Target Target #		Jury #
I rent my home from the council or a social landlord	40.5%	6.1	5
I rent my home from a private landlord	32.2%	4.8	6
I am living rent free, e.g. with family or friends	0.2%	0.0	0
I own my home (outright, with a mortgage or shared ownership)	27.1%	4.1	4

Climate views	Target %	Target #	Jury #
Not at all concerned / Other / Don't Know	6%	0.9	1
Not very concerned	12%	1.8	1
Fairly concerned	43%	6.5	6
Very concerned	39%	5.9	7

## The Citizens' Climate Jury in numbers

21 residents

shared their experiences of heat waves through conversations with local groups 480 residents

responded to a survey sharing their perceptions of the risks of heat waves 4000 letters sent

to households across Hackney inviting them to take part in the jury 135
people

expressed their interest in taking part (3.4%, slightly more than average)

**15** 

jury members

selected to take part who were reflective of the borough's population

11

speakers

provided information and evidence about the topic, in addition to jury members' own experiences 180

person hours

of learning, discussion and writing recommendations over the jury sessions

## Overview of the process

The Citizens' Climate Jury took place during April and May 2024 across four evenings. Jury members were guided through three stages:

#### Learning

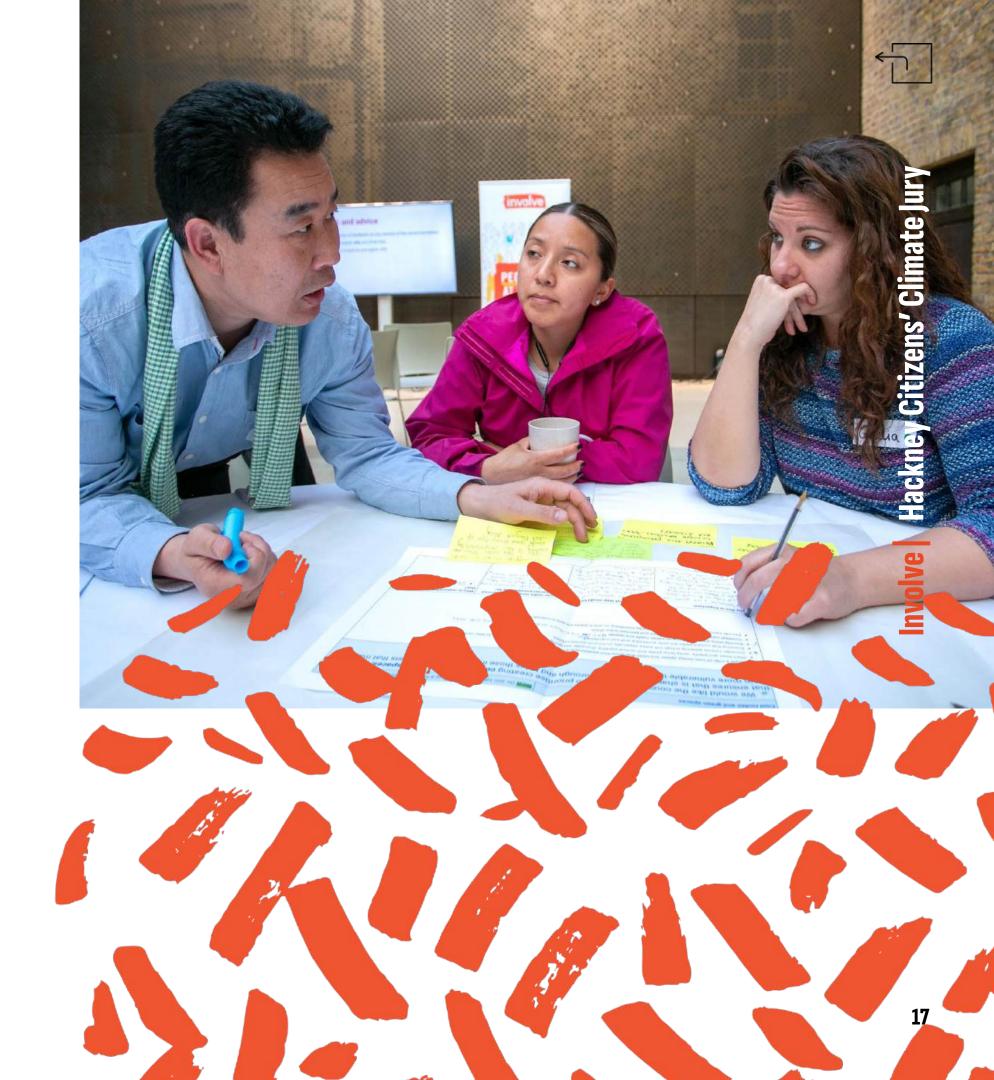
Jury members learnt about the topic from a range of specialists (from the public, private and voluntary sectors) and each other's experiences.

#### **Deliberation**

Jury members discussed the information they had heard, weighing up potential ways forward.

#### **Decision-making**

Jury members worked together to make trade-offs and arrive at workable recommendations.



## Session detail and speakers

#### Week one

The goal of the first session was to learn about the challenge: the risk extreme heat poses to people and place.

Jury members began by sharing their personal experiences. They learnt about the people and places most impacted from a range of speakers:

- Anna Beswick, London School of Economics
- Dr Sandra Husbands, Hackney Council
- Kathryn Dixon, Homerton Hospital NHS Trust
- Becci Taylor and Jo Pricopi, Arup

### Week two

The second session was focused on learning about solutions: what can people and places do to prepare?

Jury members learnt about the what we can do to prepare for heatwaves and protect those most at risk. Speakers included:

- James Groom, Hackney Council
- Cara Jenkinson, Ashden
- Asma Awan, British Red Cross
- Antonietta Canta, Arup

Jury members had the opportunity to request speakers for the following session, to fill any gaps in knowledge.





## Session detail and speakers

### **Week three**

Jury members requested to learn about how the council communicates in a heatwave. The two speakers were Martin Szybut and Ratidzo Chinyuku from Hackney Council.

Jury members then developed ideas for solutions, focused on <u>six challenge areas</u>. We invited speakers back as well as some specialist guests to contribute information and give feedback on initial ideas. The additional guests included:

- Annette Figueiredo, Greater London Authority
- Francis Heil, AtkinsRealis
- Henry Moggridge, British Red Cross
- Sam Kirk and Matthew Carrington, Hackney
   Council

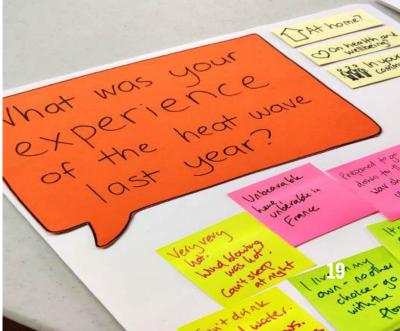
#### Week four

The goal of the final session was to write and agree recommendations for the council and others to take forward.

Jury members prioritised a final set of recommendations. They reviewed feedback from other council departments on the feasibility of ideas, before writing and peer-reviewing the final set of recommendations.

The session closed with jury members presenting these final recommendations to the Mayor of Hackney and the council's Group Director for Climate, Homes and Economy.







# Recommendations

## Recommendations on priority actions

Jury members drafted these recommendations from scratch. They are included in full, in participants' own words, on the following pages.

#### Now: to aim to take forward during a heatwave in Next: longer-term solutions that need more time or money to start planning for 2024-25 **Cool routes and green spaces** Targeting emergency response and communication We would like the council and others to prioritise creating cool routes and green spaces, in a We would like the council and others to prioritise targeting emergency response and communication at those most vulnerable way that is shared across the Borough and helps those in places and situations that make them to heat more vulnerable to heat **Indoor cooling off spaces Healthcare providers** We would like the council and others to prioritise indoor cooling off We would like the council and others to prioritise investing in healthcare providers to include spaces that allow people to cool down (including water fountains) hospitals, outside clinics, GPs, pharmacies etc **Outreach for street homeless people** Heatwave compliant new builds We would like the council and others to prioritise outreach for We would like the council and others to prioritise incentivising companies to build heatwave street homeless people compliant new builds and adjust existing buildings to raise environmental standards **Quick fixes for existing buildings** Whole built environment We would like the council and others to prioritise quick fixes to We would like the council and others to prioritise looking at the whole built environment on new developments (trees, shade, green spaces, water etc.) rather than just focusing on individual upgrade existing buildings new builds

#### **Building regulations**

We would like the council and others to prioritise enforcing and updating building regulations, in order to ensure that better materials and insulation are part of the design and building process



## We would like the council and others to prioritise targeting emergency response and communication at those most vulnerable to heat

- Target communication to those in domestic care, care homes, single parent households and those with specific health conditions
- · Clear advice or those responsible for vulnerable people like carers, teachers, parents etc
- Share advice in the most susceptible areas or buildings
- Communications about looking out for your neighbours in extreme heat

#### Why this is important:

- Ensure that relevant information gets to those most in need
- It protects vulnerable citizens from undue / unnecessary harm due to heat
- Ultimately reduces stress on the NHS!

## A practical first step would be to:

Making citizens aware using the following outreach methods:

- Leaflets
- Posters
- Forums
- Canvassing
- Billboards
- Utilising contacts / carers

# We can make sure this is delivered in the fairest possible way by:

Maintaining borough-wide indiscriminate access to information

- All council services
- Public Health community champions
- Blue light (emergency) services
- Services commissioned by the council
- Voluntary & community services
- Integrated Care Board
- GP Practices
- Public Health team can support with data for targeting vulnerable people

## Indoor cooling off spaces

# We would like the council and others to prioritise indoor cooling off spaces that allow people to cool down (including water fountains)

- · Have indoor spaces with air con to cool people down and prevent heat stroke and reduce pressure on A&E.
- · Use existing spaces such as the library, community spaces, churches, mosques etc.
- Have signs to indicate the location of the nearest public cooling hub.
- Cool spaces must be free of charge and available to anyone.
- Promotion of the cool spaces through posters, bus stops, newsletters, social media, outreach workers (for homeless people) and canvassers knocking on people's doors, cars with speakers to tell people where the cool spaces are.
- Make sure there are cool water fountains in all indoor cool spaces with A/C.
- Maybe written notifications would be better than canvassing as people might feel less threatened or if nobody answers if if there's a language barrier, a leaflet might be better.

#### Why this is important:

- To prevent heatstroke. Cool spaces have an immediate effect - could reduce hospital admissions with heatstroke (freeing up medical staff).
- To improve mental health and wellbeing when people know there's somewhere cool to go to.

## A practical first step would be to:

- Canvassing and outreach to vulnerable people
- Advertising existing GLA cool spaces
- Encourage public sector partners to sponsor drinking fountains

# We can make sure this is delivered in the fairest possible way by:

Provide transport to cool spaces prioritising those most in need

- Hackney Business
   Network
- Hackney volunteering and community services

## Outreach for street homeless people

### We would like the council and others to prioritise outreach for street homeless people

This program is trying to focus on communicating effectively with homeless people in order to inform them of all the actions and facilities available for them to fight the heatwave.

- Bring cold drinks / fans
- Find sponsors to fund this such as Shelter
- Give them support to prevent heat stroke
- Provide public shelters with air conditioning

#### Why this is important:

- Homeless people are more vulnerable than the rest of the community
- They represent a challenge communications-wise
- There is a disconnect with this community due to resistance on their part\*

#### A practical first step would be to:

- Have a register of homeless people in the area. (Could be difficult and impractical.)
- Expand the resources of the current Prevention Team (more hands and boots on the ground are needed / maybe volunteers)
- Funding NGOs who can help support these communities

## We can make sure this is delivered in the fairest possible way by:

- Homeless Prevention Team and Red Cross, make sure they oversee and take on the spearhead of the project.
- Checks at government level and community level that these initiatives continue to be prioritised.

- Homeless
   Prevention Team
- Public Health

<sup>\*</sup>Research shows that the reasons why people experiencing homelessness may not engage with services are complex and multi-faceted (see 'rough sleepers and complex needs', Crisis). This point came from a wider discussion where jury members acknowledged the challenges the council may face engaging with rough sleepers during extreme heat events.

## Quick fixes for existing buildings

### We would like the council and others to prioritise quick fixes to upgrade existing buildings

- · Painting roofs white
- Installing shutters and blinds (with subsidies)
- · Securing ground floor windows (e.g. adding grills) so they are safe to open
- Distributing window film to reflect the sun's rays
- Training and using a local workforce

#### Why this is important:

- Installing shutters and blinds will help to keep the homes cooler but windows will need to be changed
- Training local people would help with the cost of implementing the work needed
- Planning reform will be needed for high standards of work

## A practical first step would be to:

- Recognise those that are doing well and encouraging them to explain how they did it
- Prioritise blocks of flats and places in hot spots
- Prioritise the most vulnerable people

# We can make sure this is delivered in the fairest possible way by:

By deciding to tell households what they can do themselves.

- Property and Asset Management
- Finance Team

### Cool routes and green spaces

We would like the council and others to prioritise creating cool routes and green spaces, in a way that is shared across the Borough and helps those in places and situations that make them more vulnerable to heat

- · Plant trees and plants, using lamp posts and vertical planting. (Consider assigning trees to local businesses to take care of.)
- Consider intense greening in high risk areas, especially on Council owned estates.
- Ensuring that current parks are safe, accessible and well maintained.
- Keep free water foundations and water features for kids.
- Provide training in maintenance on which plants are able to tolerate heat conditions.
- · More public transport in smaller residential streets.
- · Widen the pavement adding more benches, trees and flowers.

#### Why this is important:

Because more green areas will help us cool down, both in our housing situation and on the street, especially focusing on children and elderly people at risk.

#### A practical first step would be to:

- Find the areas most at risk (e.g. highly urbanised with lack of green spaces for example), planting trees that give most shading, plants focusing on Council owned estates.
- Stressing the use of plants that can tolerate heat conditions.
- Assign each new tree to the nearest house or business to take care of them.

# We can make sure this is delivered in the fairest possible way by:

Create a list of areas most at risk and start from them both if they are Council owned estates or private buildings.

## Who should be involved?

Streetscene

## **Healthcare providers**

# We would like the council and others to prioritise investing in healthcare providers to include hospitals, outside clinics, GPs, pharmacies etc

- · Continue to invest in equipment to ensure future proof functioning.
- Continue greening of Homerton Hospital and other measures.
- Greening and cooling GPs, clinics, pharmacies etc. Provision of water fountains and seating in cool areas where possible.
- · A wider range of convenient/flexible appointment times to provide access during cooler times of the day e.g. Early or late
- Provide free bus passes where necessary to allow vulnerable patients to attend these appointments e.g. pre-9am free pass.

#### Why this is important:

To ensure continued functioning of healthcare providers and offer convenience and comfort for users.

### A practical first step would be

#### to:

- Flexible appointment times and free pass (pre 9am), make it seasonal to make it cheaper.
- Water fountains / fill stations
- Cool spaces

# We can make sure this is delivered in the fairest possible way by:

n/a

- TfL\*
- NHS

## Heatwave compliant new builds

We would like the council and others to prioritise incentivising companies to build heatwave compliant new builds and adjust existing buildings to raise environmental standards

- Incentivise companies that exceed building regulation standards
- A rating system similar to energy efficiency (A-F) but for heatwave compliance
- Also have something like the solar panels scheme (where there are subsidies)

#### Why this is important:

- Costs the council nothing but also highlights homes that need improving
- Will give good information to buyers and renters
- Will future-proof buildings against heatwaves

## A practical first step would be to:

 An award ceremony awarding heatwave compliance rating

# We can make sure this is delivered in the fairest possible way by:

 Appointing an independent panel that consists of experts to help assess how new builds can be done more efficiently when dealing with climate change

## Who should be involved?

• n/a

### Whole built environment

We would like the council and others to prioritise looking at the whole built environment on new developments (trees, shade, green spaces, water etc.) rather than just focusing on individual new builds

- Fast growing trees and water
- Making the council push projects that focus on building green environments; prioritising better green sarees and water sources. They have to be accessible to the whole community, especially the most vulnerable. This point also reinforces the fact of the inclusion of more cool routes around the borough (trees, shading and less pavement).

#### Why this is important:

- Good health
- Wellbeing of the community
- Provisions water and shady trees

#### A practical first step would be to:

- Adding more water fountains and start planting more fast-growing trees and bushes
- In order to make green borough-wide projects, the council building approval team needs to have these points in consideration

# We can make sure this is delivered in the fairest possible way by:

- Making all new developed green spaces accessible to the whole community
- (No entrance fees)
- (No access barriers)

- Local Planning Authority
- Parks & Green Spaces
- Streetscene

## **Building regulations**

# We would like the council and others to prioritise enforcing and updating building regulations, in order to ensure that better materials and insulation are part of the design and building process

- This initiative is to ensure that the Council improves and updates building regulations and enforcement to make sure that buildings are projected and constructed in a manner that aids heat reduction/management.
- It will require:
  - Heat risk assessments and enforcements and updating of regulations
  - Better windows and blinds, "cool roofs" that are white/green, lighter bricks
  - Make sure all new buildings include access to shaded areas

#### Why this is important:

- Upholding new building regulations (e.g. LP54) to ensure all new buildings meet the requirements
- Updating existing building regulations with regard to old buildings and conservation areas
- This will enable things to be fixed more quickly and longer-term retro-fittings

## A practical first step would be to:

- Local registry / certification process of new buildings meeting LP54
- Reviewing existing regulations
   to ensure not too distant
  from new regulations

# We can make sure this is delivered in the fairest possible way by:

Ensure this applies indiscriminately across the borough

- Planning
- Developers
- Council



# Participant experience

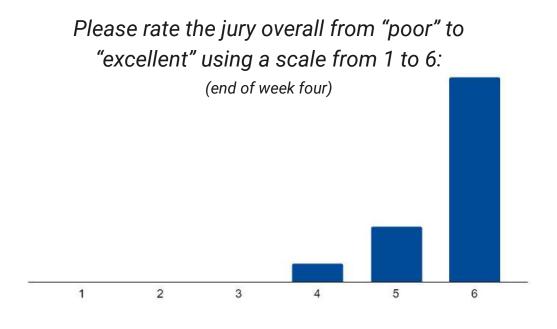
## **Experience of taking part**

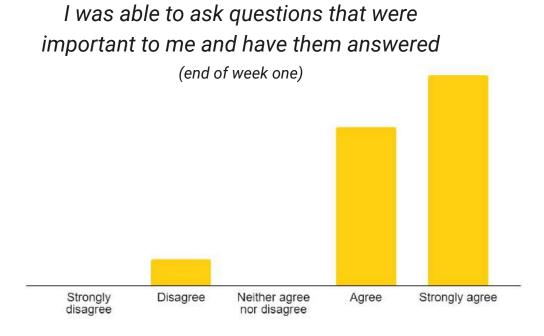
We conducted two surveys with jury members to learn about their experience (at the end of week one and at the end of week four).

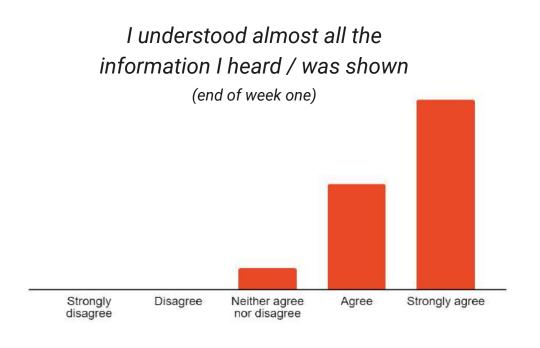
When asked to rate their experience of the jury overall, all but one participant selected 5 or 6 (where 6 was excellent).

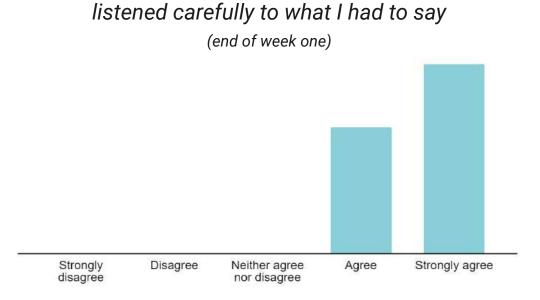
When asked what to improve next time, the most common theme was more time for discussion and/or writing recommendations (four responses).

Other one-off suggestions included: Q&A in small groups rather than plenary, ensuring the same facilitation team throughout and fewer jurors.









I have felt that other group members have

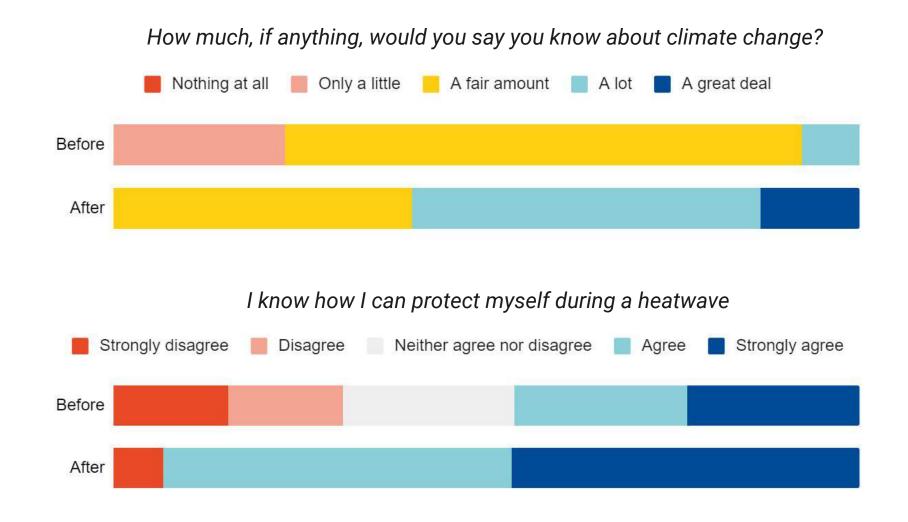
### Views and attitudes

We also collected anonymous data on jury members' views and attitudes, to see if anything changed by taking part.

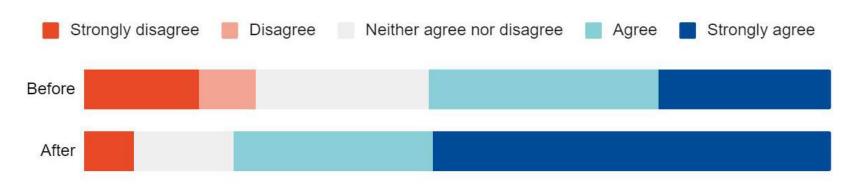
Since taking part in the jury, the survey responses show that participants increased their knowledge about:

- climate change
- how to protect themselves during a heatwave
- who in their community is particularly vulnerable during a heatwave

Please note that 13 people completed the 'before' survey, whereas all 15 jury members completed the 'after' survey. Where small changes occur, the discrepancy may be due to this.



I have a good understanding of who in my community would be particularly vulnerable during a heatwave



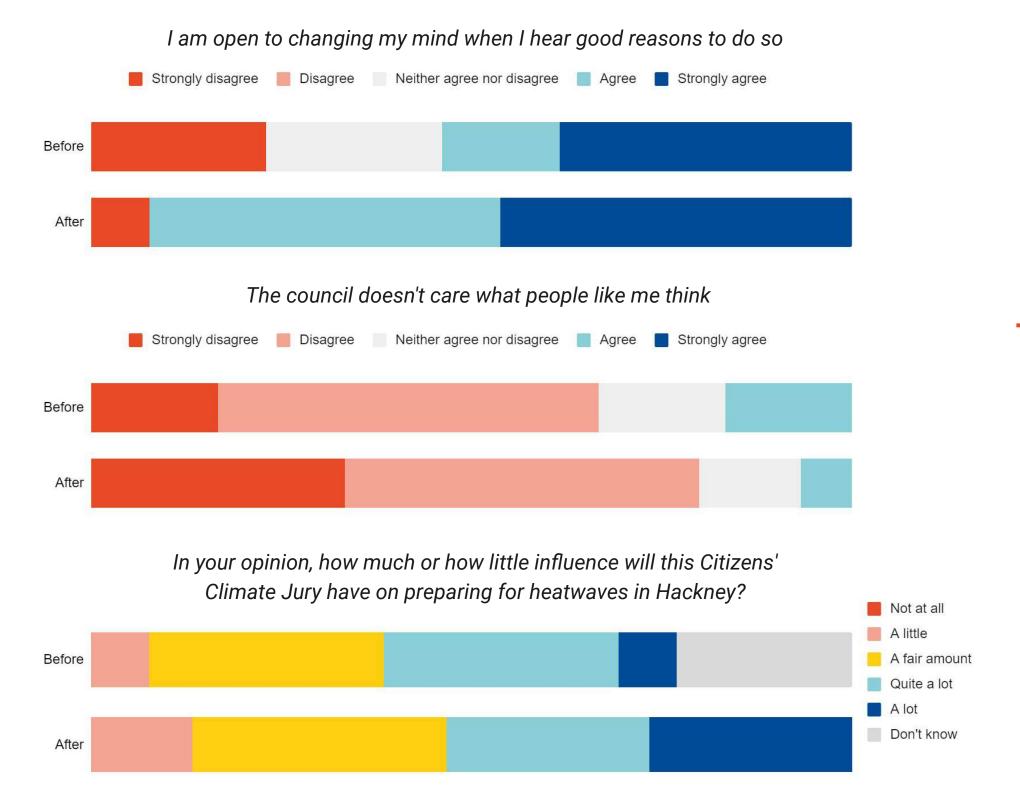
### Views and attitudes continued

The survey results also showed that since taking part, participants reported they were more open to changing their mind when they heard good reasons to do so.

There was little change on participant views and attitudes on:

- level of climate concern
- how (un)equal the impacts of climate change are
- who is responsible for taking action
- feeling heard/valued by the council
- perceived impact of the Citizens' Climate Jury

Please note that 13 people completed the 'before' survey, whereas all 15 jury members completed the 'after' survey. Where small changes occur, the discrepancy may be due to this.



Taking part in a citizens'

jury can change your opinions

Anne, 69

Great experience, felt like my voice matters and democracy is being applied

Kito, 55



Our recommendations are important because they are for the benefit of everybody in the community, every individual

Tonte, 64



ckney Citizens' Climate Jury

You did a great job in creating a "Little Hackney" and I enjoyed the way everyone had the chance to speak and be listened to Giulia



Our recommendations are important because we give all different, points of views from our background and personal experience which brings it down to earth

Enzo, 31





# Appendix

## Prioritised challenge areas

At the end of the second week, jury members prioritised six challenges they would like to solve. In the following sessions, participants developed ideas for solutions around these challenges. These were:

- 1. 🏥 Hospitals functioning
- =2. Communication and community engagement
- =2. The New builds
- =2. **%** Upgrading existing buildings
- Greening and active travel\*
- 4. 👶 Schools, nurseries and vulnerable people

\*The focus on 'active travel' was removed after a discussion between jury members, where they identified this was less relevant when preparing for extreme heat.





## Wider community engagement

In the lead up to the Citizens' Climate Jury, we engaged with local community groups. This had two purposes:

- To hear experiences and ideas from people most at risk from extreme heat
- To get feedback on the proposed design for the jury (overall session design and question)

We also engaged with <u>Interlink</u> on our recruitment approach to ensure the Charedi community was represented at the jury. Many thanks for their feedback and steer.

Following a presentation to 25 leaders from the voluntary and community sector at the Poverty Reduction Group, we organised three meetings with:

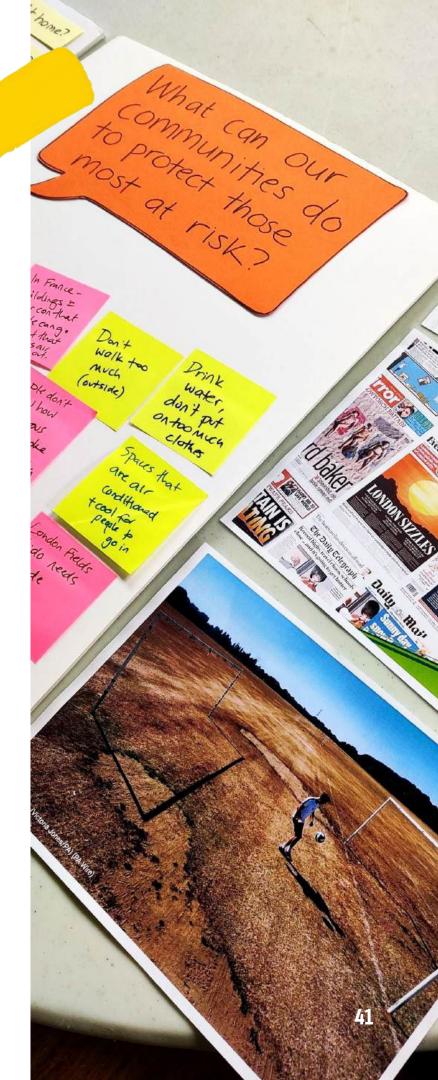
- A local tenants' and residents' association
- AgeUK Older Adults' Reference Group
- CaribEats, a local canteen for older adults

Over the course of three sessions, we had 21 conversations. From this engagement we learnt:

- There is a lack of knowledge about the risks of heatwaves
- People who do not always not identify as vulnerable to the impacts of heat
- Many older adults do not use the internet so online cannot be the only method to communicate the risks of heat waves
- Many other countries and cultures are well adapted to extreme heat - how can we learn from them?

These insights were fed into the jury design and information speakers were asked to cover.

Community members also shared ideas for how to prepare for extreme heat. These ideas were shared with jury members for them to consider.



## Level of support for recommendations

At the end of the jury, participants voted on their level of support for each recommendation. They used a four-point scale:

- Love it great, fully support this idea
- Like it might not have been your first choice but you think it is a good idea and would be happy to see it happen
- Live with it definitely not your first choice, but you could live with it if it happened
- Loathe it I really wouldn't want to see that happen in Hackney

All assembly members said they loved, liked or could live with all final nine recommendations.

	Love it	Like it	Live with it	Loathe it
Targeting emergency response and communication	73%	20%	7%	0%
Indoor cooling off spaces	80%	13%	7%	0%
Outreach for street homeless people	67%	27%	7%	0%
Quick fixes for existing buildings	80%	13%	7%	0%
Cool routes and green spaces	80%	20%	0%	0%
Healthcare providers	73%	20%	7%	0%
Heatwave compliant new builds	47%	40%	13%	0%
Whole built environment	53%	47%	0%	0%
Building regulations	80%	13%	7%	0%

