



London Borough of Croydon

Broad Green Healthy Neighbourhood (Sutherland Road)

Questionnaire Response Analysis

October 2021

Project Code: 05764

PJA
G.03
Wenlock Studios
50 - 52 Wharf Road
London
N1 7EU
pja.co.uk



Version Control and Approval

Version	Date	Main Contributor	Issued by	Approved by
A	13 August 2021	MW/JY	JY	JMQ
B	06 October 2021	MW	JY	JMQ

Prepared for

London Borough of Croydon



Contents

Section	Page
I Introduction.....	5
1.2 Background	5
2 The Survey	6
2.1 Survey Format	6
2.2 Demographics of Respondents	9
2.3 Demographic Representation	12
2.4 Limitations	17
2.5 Coding of Responses	17
3 Travel Patterns around Broad Green	18
4 Feedback on the Temporary Scheme.....	20
4.1 Views about the Temporary Scheme	20
4.2 Perceived Impacts of the Temporary Scheme	23
5 Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)	25
5.2 Other Suggestions	26
6 Summary.....	27
6.2 Survey Results	27
6.3 What Does it Mean?	28

Appendices

Appendix A Postcode Location of Respondents'
Address 29



I Introduction

- 1.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon's Healthy Neighbourhoods (CHNs).
- 1.1.2 This report will analyse the responses to the existing and proposed changes to the Broad Green CHN measure on Sutherland Road.

I.2 Background

- 1.2.1 The CHN programme follows on from the temporary Low Traffic Neighbourhood (LTN) schemes introduced in May 2020, which was part of Transport for London's Streetspace programme. The temporary schemes were created in response to the Covid-19 pandemic, with the aim to create more space for people to safely walk or cycle. It additionally aims to:
- Make streets safer, cleaner and quieter
 - Support more sustainable travel methods, like walking or cycling whilst also enabling and encouraging increased physical activity
 - Address concerns over air pollution and the current climate crisis.

- 1.2.2 Replacing the temporary scheme created in May 2020, the proposed changes to the measure on Sutherland Road aims to retain the overall benefits of LTNs but allow better access for residents too, primarily by replacing planters with Automatic Number Plate Recognition Camera (ANPR) enforced restriction.
- 1.2.3 Croydon residents were invited to submit their views about the new scheme via the map-based survey on Croydon's 'Get Involved' website.
- 1.2.4 This report begins with outlining the survey format and providing a general overview on the demographics of respondents, then analyses the responses in detail. The report examines travel patterns around Broad Green, respondents' views and perceived impacts on the existing temporary scheme, and views about the proposed improvements under the Experimental Traffic Regulation Order (ETRO) to replace the existing planters with ANPR camera enforced restriction.



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents about their views on the temporary scheme on Sutherland Road. Respondents could complete an online survey sharing their views on the existing scheme and proposals to upgrade the filter to camera enforced restrictions.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the scheme as they enable respondents to state the extent to which they agree with a statement or have a preference, as opposed to a binary yes/no choice.
- 2.1.3 To help clarify their responses, respondents were able to provide additional comments to clarify and expand on their views.
- 2.1.4 The survey aimed to gain an understanding of the extent to which local people feel the scheme has made their street healthier, and how it might be improved to better achieve these aims.

Figure 2-1: Survey Format

What (if anything) stops you from walking and cycling for more journeys in and around ?

* This question must be answered
Please tick all that apply.

- Concern about road safety/road danger
- Traffic speed
- Traffic volume
- Unpleasant street environment
- Topography (hills)
- Disability
- Other

Please Specify

Please select vehicles (if any) you own from the following list:

* This question must be answered

- Own a car
- Own a motorbike
- Own a van or other commercial vehicle for work purposes
- Own a combination of these
- Do not own any of these



If you selected owning any of the vehicles at question 9, do you also walk, cycle or use public transport for some of your journeys?

*** This question must be answered**

Please select the extent as to how much walking, cycling and scooting you are doing now, than before the Covid-19 pandemic:

*** This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

Are there children and/or young people in your household?

*** This question must be answered**

If 'Yes' please select the extent as to how much they are walking, cycling, scooting and skating now, than before the Covid-19 pandemic:

*** This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

Please select the extent of the impact on road safety in your street since the temporary scheme was put in? E.g. easier to cross, less collisions etc.

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the impact of the temporary scheme on your street since it was put in. E.g. Air pollution, noise congestion etc.

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the conditions for walking, cycling, and scooting now compared to before the temporary scheme was in place?

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse



Please rate how strongly you support or do not support the existing scheme? The question relating to the proposed scheme appears separately further in the questionnaire.

*** This question must be answered**

- Strongly support
- Slightly support
- Neutral
- Slightly do not support
- Do not support at all

Please explain your answer to question 14:

How do you feel about the temporary scheme in its current format?

*** This question must be answered**

- Very positive
- Positive
- Neutral
- Negative
- Very negative

Please explain your answer to question 16, including any positive or negative impacts you feel the temporary scheme has had on you:

Please rate the extent as to how much you agree or disagree with replacing the existing scheme with that as proposed and explained in the consultation leaflet and outlined on our healthy neighbourhood website.

*** This question must be answered**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Please explain your answer to question 18, including any positive or negative impacts you feel this option, if implemented, will have on you.

If you also have any other suggestions for how we could make the area safer, quieter and less polluted, can you please tell us?



2.2 Demographics of Respondents

- 2.2.1 A total of 99 responses were received through the online survey for comments based on measures at Sutherland Road.
- 2.2.2 Respondents were asked about their affiliation with the neighbourhood and were able to select more than one answer: ‘resident’, ‘business’, ‘school’, ‘visitor’ or ‘other’.
- 2.2.3 91 respondents stated they were a resident, 6 selected ‘business’, 2 selected ‘school’, 6 selected ‘visitor’ and 3 selected ‘other’. Some respondents selected more than one category.
- 2.2.4 When asked if they live locally to the temporary neighbourhood or travel through the area, all respondents answered, with 88% stating that they live locally to the temporary neighbourhood, 5% stating that they only travel through the area and another 5% answering that they work in the area, as shown in **Table 2-1** below.
- 2.2.5 Some respondents selected ‘living locally to the temporary neighbourhood’ and then additional categories. For the analysis, they have been assigned to the ‘living locally to the temporary neighbourhood’ category, with only those not living locally being assigned to their other categories. This is

so that the feelings of local residents to the temporary neighbourhood can be understood separately from those passing through or visiting.

Table 2-1: Online Engagement Responses Local, Travel Through or Other

	Value	Percentage
Live locally to the temporary neighbourhood	87	88%
Travel through the area	5	5%
Study in the area	0	0%
Work in the area	5	5%
Other	2	2%
Total	99	100%

- 2.2.6 The respondents’ postcodes were plotted against the Broad Green (Sutherland Road area) CHN boundary to assess how many respondents live within the scheme boundary. The results are shown in **Table 2-2** below, and a plan showing the postcode location of respondents’ addresses with the Sutherland Road scheme boundary is attached in **Appendix A**.

Table 2-2: Online Engagement Responses Live Within or Outside the Scheme Boundary

Respondents	No.	%
Live within the scheme boundary	51	52%



Respondents	No.	%
Live outside of the scheme boundary	48	48%
Total	99	100%

2.2.7 **Table 2-3** demonstrates that most respondents, amongst those who have answered this question, were mainly from those in the middle-aged brackets. **Table 2-4** shows that slightly more males completed the survey than other genders, at 44%.

Table 2-3: Online Engagement by Age

	Value	Percentage
Under 18	0	0%
18 - 30	7	8%
31 - 40	19	19%
41 - 50	19	19%
51 - 60	23	26%
61 - 64	7	8%
65 and over	5	6%
Prefer not to say	9	10%
Total	89	100%

Table 2-4: Online Engagement by Gender

	Value	Percentage
Male	39	44%
Female	37	42%
Other	5	6%

	Value	Percentage
Prefer not to say	8	9%
Total	89	100%

2.2.8 **Table 2-5** demonstrates that most respondents (82%) identified as Heterosexual/Straight. 89 respondents answered this question. **Table 2-6** shows that the majority of respondents (45%) identified as Christian, while 13% had no religion and 13% identified as muslim.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	73	82%
Gay/Lesbian	1	1%
Bi-Sexual	2	2%
Prefer to self-describe	2	2%
Prefer not to say	11	12%
Total	89	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	12	13%
Christian	40	45%
Hindu	10	11%
Sikh	0	0%
Muslim	12	13%
Jewish	0	0%
Buddhist	0	0%



	No.	%
Any other religion	3	3%
Prefer not to say	12	13%
Total	89	100%

2.2.9 Respondents were asked to describe their ethnic origin. Most respondents (35%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 16% identified themselves as Indian, while 13% preferred not to say, and 8% identified as Black Caribbean. 89 respondents answered the question and **Table 2-7** shows all the responses.

Table 2-7: Online Engagement by Ethnic Origin

	No.	%
White English / Welsh / Scottish / Northern Irish / British	31	35%
White Irish	0	0%
White Gypsy or Irish Traveller	0	0%
Any other White background	6	7%
White and Black Caribbean	0	0%
White and Black African	1	1%
White and Asian	1	1%
Any other Mixed / multiple ethnic background	3	3%
Indian	14	16%
Pakistani	6	7%
Bangladeshi	0	0%
Chinese	0	0%

	No.	%
Any other Asian background	3	3%
Black African	2	2%
Black Caribbean	7	8%
Any other Black background	0	0%
Arab	2	2%
Other	1	1%
Prefer not to say	12	13%
Total	0	0%

2.2.10 Respondents were asked to state whether they had any form of disability. Out of the total responses to this question, 6% identified themselves as having a disability. The results in **Table 2-8** shows the different types of disabilities.

Table 2-8: Online Engagement by Disability Reported

	Value	Percentage
Visually Impaired	1	1%
Hearing Impaired	0	0%
Mobility Disability	2	2%
Learning Disability	0	0%
Communication Difficulty	0	0%
Hidden Disability; Autism (ASD)	0	0%
Hidden Disability; ADHD	0	0%
Hidden Disability; Asthma	1	1%
Hidden Disability; Epilepsy	0	0%
Hidden Disability; Diabetes	0	0%
Hidden Disability; Sickle Cell	0	0%
Other	2	2%



2.2.11 Respondents were asked to disclose their annual household income. Most respondents (50%) preferred not to disclose this information, the majority of responses which did disclose indicated an annual household income between £20,000-£30,000 (13%) and £30,000-£40,000 (13%). 88 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	5	6%
£10,000 - £20,000	5	6%
£20,000 - £30,000	11	13%
£30,000 - £40,000	11	13%
£40,000 - £50,000	3	3%
£50,000 and above	9	10%
Prefer not to say	44	50%
Total	88	100%

2.3 Demographic Representation

2.3.1 The demographics from the respondents of the survey have been compared to the demographics of the existing population. This is to exhibit the level of representation of the survey respondents to the existing population.

2.3.2 It is examined in a two-tier approach:

- (1) The demographics of respondents living within scheme boundary is compared with the demographics of the population local to the scheme; and
- (2) The demographics of all respondents is compared with the demographics of the Croydon borough.

Demographic Comparison: Respondents living within scheme boundary and the local population

2.3.3 2011 Census data has been extracted with the lower super output areas (LSOA's) that cover the Sutherland Road scheme (Croydeon 019A and Croydon 019C) selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.

2.3.4 An average of these areas has been taken to compare the demographics of the scheme area to the demographics of survey respondents who live within the scheme boundary (referred as '**survey sample**' below). The results are shown in **Table 2-10** below.

2.3.5 It is worth noting that the data for the existing population is from 2011 so may be slightly out of date but it is the only data available to provide a comparison to the demographics of the survey responses.



Table 2-10: The Demographics of Survey Respondents Living Within the Scheme Boundary, in comparison to Sutherland Road Area Existing Demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	48%	22	50%
	Female	39%	18	50%
	Other	4%	2	n/a
	<i>Prefer not to say</i>	9%	4	<i>n/a</i>
Age (2011 Census)	Under 18	n/a	n/a	31%
	18-30	13%	6	19%
	31-40	15%	7	19%
	41-50	24%	11	15%
	51-60	28%	13	7%
	61-64	2%	1	2%
	65 and over	7%	3	7%
	<i>Prefer not to say</i>	11%	5	<i>n/a</i>
Religion (2011 Census)	None	15%	7	9%
	Christian	41%	19	49%
	Hindu	13%	6	21%
	Sikh	0%	0	0%
	Muslim	20%	9	15%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	0%
	<i>Prefer not to say</i>	11%	5	5%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	35%	16	16%
	White Irish	0%	0	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	2%	1	5%
	White and Black Caribbean	0%	0	2%
	White and Black African	0%	0	1%
	White and Asian	2%	1	1%
	Any other Mixed / multiple ethnic background	0%	0	1%
	Indian	15%	7	22%
	Pakistani	11%	5	6%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	7%	3	16%
	Black African	4%	2	12%
	Black Caribbean	7%	3	10%
	Any other Black background	0%	0	4%
Arab	0%	0	0%	



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Other	0%	0	2%
	<i>Prefer not to say</i>	17%	8	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	9%	4	£45,800
	£10,000 - £20,000	4%	2	
	£20,000 - £30,000	13%	6	
	£30,000 - £40,000	7%	3	
	£40,000 - £50,000	4%	2	
	£50,000 and above	11%	5	
	<i>Prefer not to say</i>	51%	23	

2.3.6 **Table 2-10** shows that the survey sample has a lower proportion of responses from males, when compared to the gender split in the local population. It should also be noted that Census 2011 data did not include ‘other’ gender categories.

2.3.7 The survey sample has more responses from those aged between 31-60, when the younger demographics make up a

higher percentage of the existing population in the scheme area.

2.3.8 A higher proportion of people with no religion and Muslims were captured in the survey sample than the proportion within the scheme area population. In contrast, the survey sample has a lower proportion of Christians and Hindus completing the survey.

2.3.9 It was also shown that the survey sample has a much higher proportion of responses from those who are White English / Welsh / Scottish / Northern Irish / British than recorded in the existing population. The survey sample also only received 4% of responses from those who are Black African, when this community makes up 12% of the local population. Similar under-representation is also evident for groups like Black Caribbean, Indian, 'Any other Black background' and 'Any other Asian background'.

2.3.10 For the existing population, only the average annual household income data was available from the Office of National Statistics (ONS). For the MSOA covering the scheme (Croydon 019), the average total income in 2018 was £45,800. The survey sample has a higher proportion of responses from people who’s annual household income is £20,000-£30,000 (13%), with 11% of respondents having an



annual household income of £50,000 and above. Please note that about half of the survey sample responded 'Prefer not to say' for this question, hence this comparison might not be fully accurate.

Demographic Comparison: All respondents and the population of the Croydon borough

2.3.11 2011 Census data was examined again with the whole Croydon borough selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.

2.3.12 The comparison between the borough-wide population demographics and the overall survey respondents' demographics are displayed in **Table 2-11** below.

Table 2-11: Survey Respondents' Demographics compared to Borough-Wide Population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	44%	39	48%
	Female	42%	37	52%
	Other	6%	5	n/a
	Prefer not to say	9%	8	n/a
Age	Under 18	0%	0	25%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<i>(2011 Census)</i>	18-30	8%	7	18%
	31-40	19%	19	15%
	41-50	19%	19	15%
	51-60	26%	23	11%
	61-64	8%	7	4%
	65 and over	6%	5	12%
	Prefer not to say	10%	9	n/a
Religion (2011 Census)	None	13%	12	20%
	Christian	45%	40	56%
	Hindu	11%	10	6%
	Sikh	0%	0	0%
	Muslim	13%	12	8%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	3%	3	1%
Prefer not to say	13%	12	n/a	
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	35%	31	47%
	White Irish	0%	0	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	6	6%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	White and Black Caribbean	0%	0	3%
	White and Black African	1%	1	1%
	White and Asian	1%	1	1%
	Any other Mixed / multiple ethnic background	3%	3	2%
	Indian	16%	14	7%
	Pakistani	7%	6	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	3	5%
	Black African	2%	2	8%
	Black Caribbean	8%	7	9%
	Any other Black background	0%	0	4%
	Arab	2%	2	0%
	Other	1%	1	1%
	<i>Prefer not to say</i>	13%	12	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	6%	5	£53,477
	£10,000 - £20,000	6%	5	
	£20,000 - £30,000	13%	11	

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£30,000 - £40,000	13%	11	
	£40,000 - £50,000	3%	3	
	£50,000 and above	10%	9	
	<i>Prefer not to say</i>	50%	44	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male and female responses than the Croydon population. This might be due to the large number of respondents selecting 'other' or 'Prefer not to say' for this question.

2.3.14 In addition, 64% of the responses were from those aged between 31-60, while this age group only accounts for 41% in the borough population. People under the age of 30 only made up 8% of the respondents, despite this age group accounts for 43% of the population in Croydon.

2.3.15 For ethnic origin, White English / Welsh / Scottish / Northern Irish / British has the highest proportion of respondents for both the survey respondents and the existing population. However, this ethnic origin represents a lower proportion



amongst the survey responses than the Croydon borough statistics. The survey received a higher proportion of responses from those with an Indian or Pakistani background, while there were fewer responses from those with a Black African background, compared to the Croydon borough statistics.

- 2.3.16 The average total income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from respondents who had an annual household income between £20,000-£30,000 (13%) and £30,000-£40,000 (13%). Please note that about half of the survey respondents responded 'Prefer not to say' for this question, hence this comparison might not be accurate.

2.4 Limitations

- 2.4.1 As shown in Section 2.3, there is an under-representation of response from certain demographic groups. Under-representation amongst income groups cannot be clearly determined.
- 2.4.2 In addition, the use of online survey methods for this questionnaire may have excluded the participation of the offline population.

- 2.4.3 Therefore, care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community

2.5 Coding of Responses

- 2.5.1 To analyse the free text comments a coding frame has been produced. The frame has been developed using a sample of responses that have been analysed in detail to identify commonly mentioned locations, issues and subjects.
- 2.5.2 These codes have been used to initially interrogate the free-text responses. Following an initial analysis, codes were reviewed by the project team. This process included a review of all categories, including a focus on those that cannot be categorised into a specific category and coded as 'other'.
- 2.5.3 Where relevant, additional codes and categories were then generated. The complete set of codes can be seen in the data analysis.
- 2.5.4 Each response was fully analysed using the codes. Each section or subject of each response was coded and included in the complete analysis.



3 Travel Patterns around Broad Green

- 3.1.1 The next section of the survey included questions about respondent’s travel patterns around Broad Green.
- 3.1.2 Respondents were asked how much walking, cycling or scooting they are doing now, compared to before the Covid-19 pandemic. **Table 3-1** demonstrates that most respondents (45%) are doing about the same amount of walking, cycling and scooting, but 34% are doing more and 20% are doing less.

Table 3-1: Extent of Walking, Cycling, Scooting

	Value	Percentage
Much more	19	20%
Slightly more	14	14%
About the same	44	45%
Slightly Less	9	9%
Much less	11	11%
Total	97	100%

- 3.1.3 Respondents were then asked: ‘Are there children and/or young people in your household?’, 97 respondents answered and 52% (10) of those answered yes. This 52% were then asked the extent to which they are currently walking, cycling or scooting compared to before the pandemic. Again, the majority of children and young

people’s extent of walking, cycling and scooting now compared to before the pandemic has remained about the same, at 54%, with 32% doing more than before and only 14% doing less.

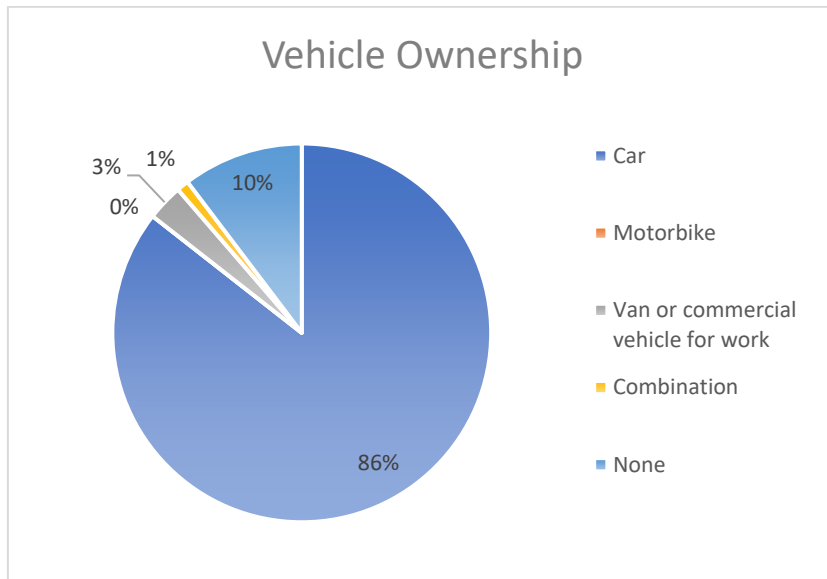
Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults

	Value	Percentage
Much more	7	14%
Slightly more	9	18%
About the same	27	54%
Slightly Less	2	4%
Much less	5	10%
Total	50	100%

- 3.1.4 Respondents of the survey were also asked what type of vehicles (if any) they own. The results in **Figure 3-1** below show that the majority (86%) own a car. In comparison to the 2011 Census (Output area level), about 57% of households within the Sutherland Road scheme boundary have access to a car or van, as opposed to about 43% that did not.



Figure 3-1: Vehicle Ownership by Type

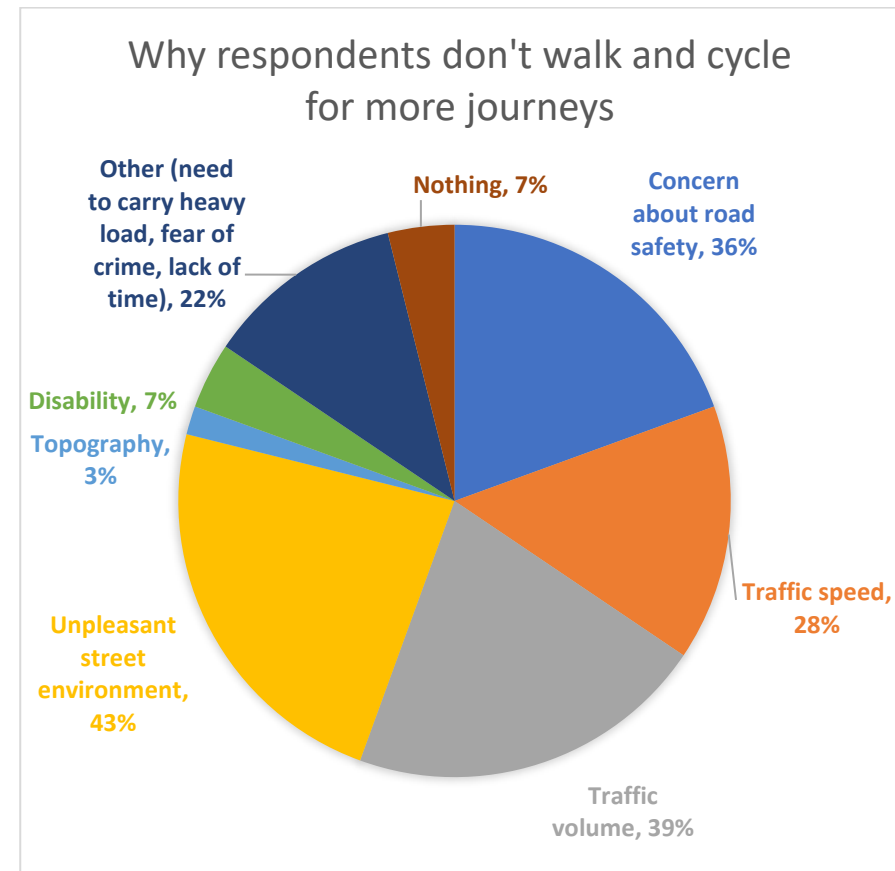


3.1.5 Those who answered yes to owning a car and/or motorbike (84) were also asked if they also walk, cycle or use public transport for some of their journeys, where 87% (73) answered that they did.

3.1.6 Further, respondents were asked; 'What (if anything) stops you from walking and cycling for more journeys in and around Broad Green?'. 97 out of the 99 respondents answered this question, with 43% stating that the unpleasant street environment stops them from walking and

cycling around Broad Green, and a further 36% don't due to concern about road safety.

Figure 3-2: Reasons for Not Walking and Cycling in and around Broad Green





4 Feedback on the Temporary Scheme

4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 51 of the responses received through the online engagement were from people who live within the scheme boundary, and 48 people who live outside the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly the respondents support or do not support the Broad Green CHN Sutherland Road temporary scheme. The majority held negative views towards the scheme, with 54% of those living within the scheme boundary having a negative attitude and 43% displaying a positive stance. A significant share of those who live outside the scheme boundary felt negatively towards the scheme at 91% of responses.

Table 4-1: Attitudes on the Existing Broad Green – Sutherland Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	23	50%	41	91%
Slightly do not support	2	4%	0	0%
Neutral	1	2%	0	0%
Slightly support	8	17%	0	0%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly support	12	26%	4	9%
Total	46	100%	45	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 50% of those who live within the scheme boundary felt negatively towards the current temporary scheme and 40% felt positive. For those who live outside the scheme boundary, 89% felt negative about the temporary scheme in its current format, while 9% felt positive.

Table 4-2: Attitudes on the Temporary Scheme in its Current Format

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very Negative	21	46%	36	80%
Negative	2	4%	4	9%
Neutral	5	11%	1	2%
Positive	9	20%	0	0%
Very Positive	9	20%	4	9%
Total	46	100%	45	100%

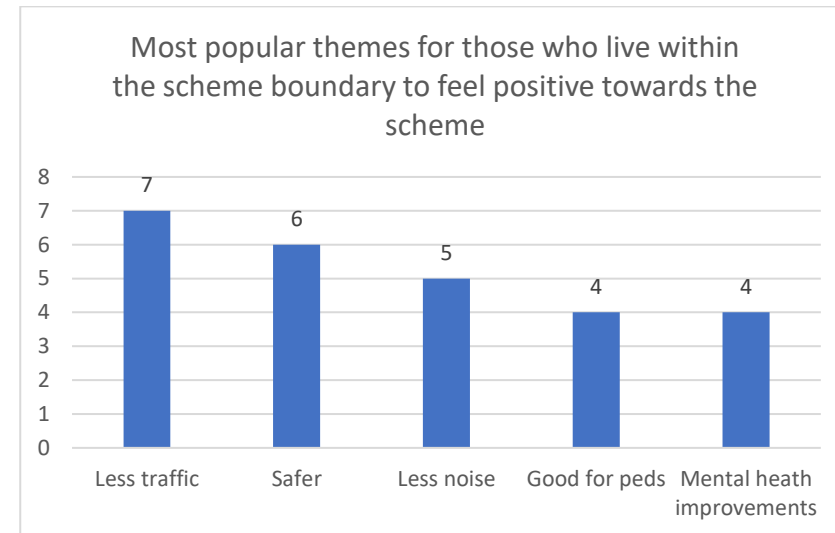


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme makes the area safer (18)
- The scheme results in less traffic (7)
- The scheme results in less noise (5)
- The scheme is good for pedestrians (4)
- The scheme results in mental health improvements (4)

4.1.5 18 out of the 46 respondents who live within the scheme boundary said they feel positive about the existing scheme (see **Table 4-1**). **Figure 4-1** shows the most frequently mentioned themes for those who live within the scheme boundary and have a positive attitude towards the scheme. The most frequently mentioned themes for those that live inside the scheme boundary are that the scheme creates less traffic (7), is safer (6) and creates less noise (5).

Figure 4-1: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Positive about the Scheme



4.1.6 Amongst the four respondents who stated that they feel positive towards the scheme and who live outside the scheme boundary (see **Table 4-1**), the only reason mentioned in their explanation was about the scheme making the area safer (2).

4.1.7 The most popular themes for feeling negative towards the scheme were:

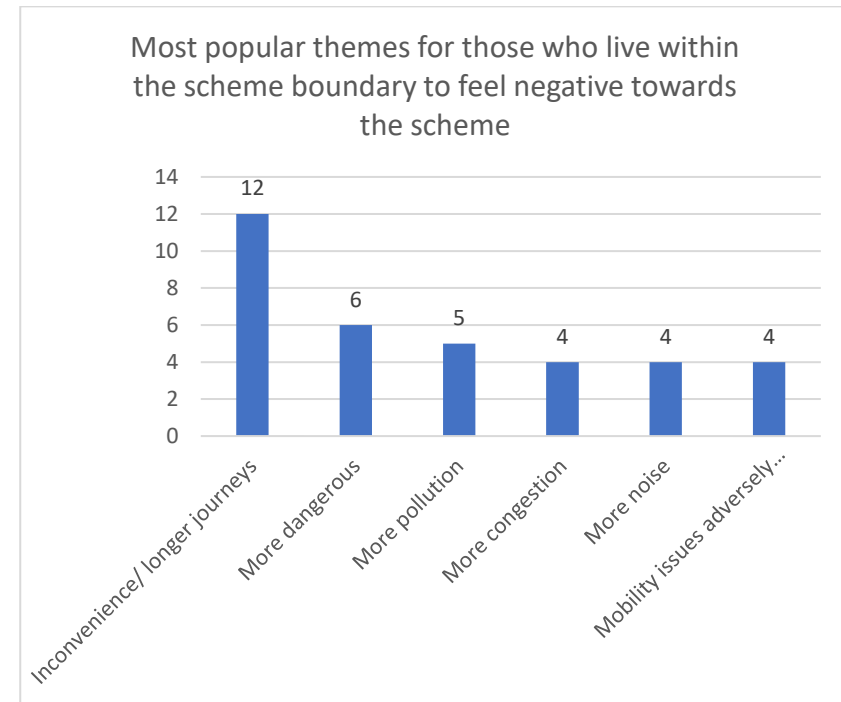
- It is an inconvenience as it results in longer journeys (25)



- The scheme results in more congestion (20)
- It makes the area feel more dangerous (14)
- It causes mobility issues being adversely affected (13)
- The scheme results in more pollution (11)

4.1.8 22 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-1**). The results of their most frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-2** below. This shows that inconvenience due to longer journeys (12) is the most popular reason, closely followed by the scheme being more dangerous (6) and causing more pollution (5).

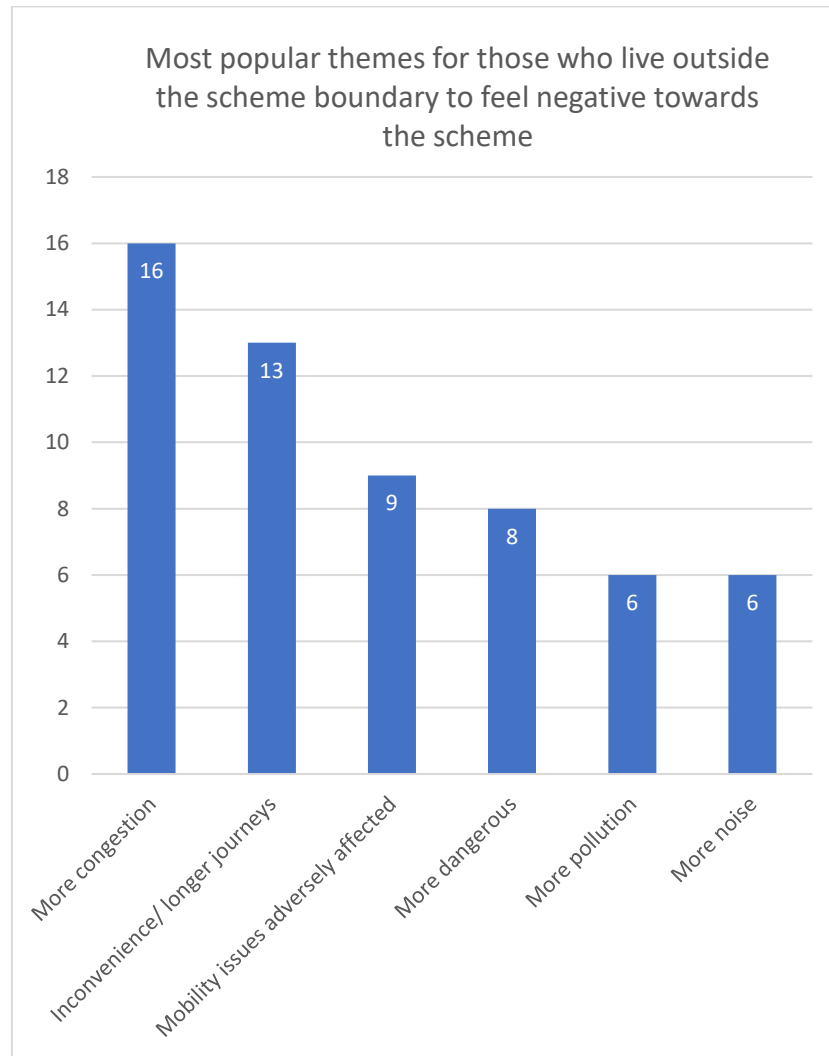
Figure 4-2: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Negative about the Scheme



4.1.9 For the 40 respondents who live outside the scheme boundary and feel negative about the scheme (see **Table 4-1**), **Figure 4-4** shows that their most frequently mentioned theme for having a negative stance is also inconvenience due to longer journeys (3), followed by the scheme resulting in more pollution (20).



Figure 4-3: The Most Popular Reasons for Those Who Live Outside the Scheme Boundary to Feel Negative about the Scheme



4.2 Perceived Impacts of the Temporary Scheme

4.2.1 To assess the perceived impacts of the temporary scheme, respondents were asked; ‘Please select the extent of the impact of the temporary scheme on your street since it was put in? E.g. Air pollution, noise, congestion etc’. Of those who live within the scheme boundary, 46% perceive that the impacts being better than before, versus 28% thinking the impacts are worse. The majority (83%) of those who do not live within the scheme boundary perceive the impacts as worse, 9% of respondents view the impacts as better.

Table 4-3: What Respondents Thought of the Impacts of the New Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	13	26%	36	77%
Slightly Worse	1	2%	3	6%
About the Same	13	26%	4	9%
Slightly Better	8	16%	0	0%
Much Better	15	30%	4	9%
Total	50	100%	47	100%

4.2.2 When asked to select the extent of the impact on road safety since the temporary scheme was put in e.g. easier to cross, fewer collisions etc, 26% of those who live within the scheme boundary said it is worse than before, as opposed to 46%



thinking it is better. However, for those who do not live within the scheme boundary, 79% stated that road safety is worse than before the scheme was put into place, while only 11% thought it became better, as shown in **Table 4-4** below.

Table 4-4: The Perceived Impact on Road Safety

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	12	24%	32	68%
Slightly Worse	1	2%	5	11%
About the Same	14	28%	5	11%
Slightly Better	8	16%	1	2%
Much Better	15	30%	4	9%
Total	50	100%	47	100%

4.2.3 **Table 4-5** on the next page shows the responses to Question 13 of the survey: ‘Please select the extent of the conditions for walking, cycling and scooting now compared to before the temporary scheme was in place?’. For those who live within the scheme boundary, 52% stated that conditions were better, while 16% stated that they were worse. Respondents who live outside the scheme boundary perceive that the conditions for walking, cycling and scooting have been worse since the scheme came into place (68%), with 17% stating that they had remained the same.

Table 4-5: The Perceived Impact on Conditions for Walking, Cycling and Scooting Now from the Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	6	14%	22	47%
Slightly Worse	1	2%	10	21%
About the Same	14	32%	8	17%
Slightly Better	8	18%	3	6%
Much Better	15	34%	4	9%
Total	44	100%	47	100%



5 Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)

5.1.1 In this section of the survey, Question 18, respondents were asked whether they agree or disagree with replacing the existing planter closure on Sutherland Road with a camera enforced restriction. The results of this question are shown in **Table 5-1** below and it is clear that the majority of both those who live inside our outside the scheme boundary, disagree with enforcing camera restrictions on Sutherland Road, with 85% and 86% disagreeing, respectively.

Table 5-1: Opinion regarding Replacing Existing Planters with Camera Enforced Restrictions

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	28	72%	33	75%
Disagree	5	13%	5	11%
Neutral	2	5%	2	5%
Agree	0	0%	0	0%
Strongly Agree	4	10%	4	9%
Total	39	100%	44	100%

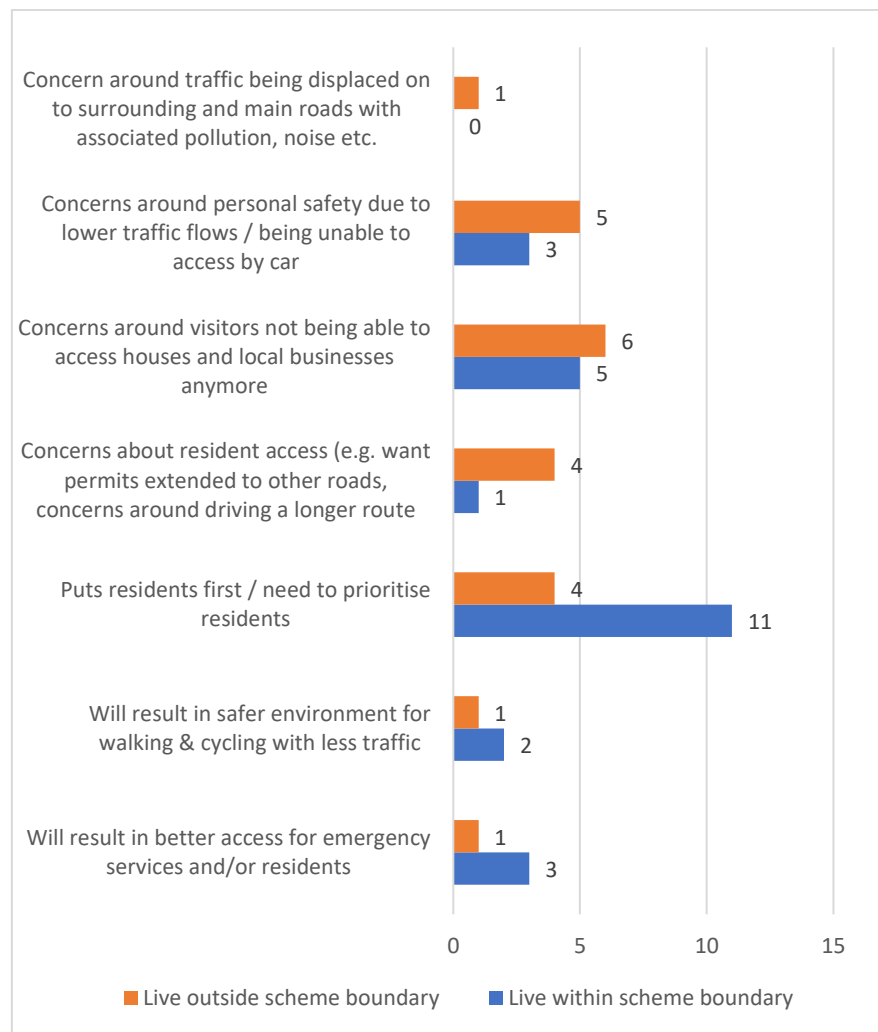
5.1.2 **Figure 5-1** below shows the most frequently mentioned reasons for the respondent’s answers to the question above

for those who live inside and outside the scheme boundary. Amongst the 36 coded responses from those who live within the scheme boundary, 11 (31%) prefer to keep the planters over installing ANPR cameras as it can prevent drivers from being fined and/ or it looks better. 11 (31%) mentioned the new scheme does not put residents first and five (14%) mentioned concerns about visitor access.

5.1.3 For those who do not live within the scheme boundary, 29 explanations were received and coded. Out of these, six (21%) expressed concerns about visitors losing access to houses and local businesses, and seven (24%) were about preference to keep the planters. Three (10%) raised concerns about personal safety.



Figure 5-1: Key Themes Drawn from Respondents' Explanations to Their Stance about Replacing the Existing Scheme with the Proposed Improvements



5.2 Other Suggestions

5.2.1 Respondents were then asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted. 60 suggestions were received and coded, of these the most frequently mentioned suggestion was introducing a one-way system (19; 32%), followed by some other form of traffic management (9; 15%) and improvements to the streetscape/environment.

Table 5-2: Most Frequently Mentioned Suggestions to Make the Area Safer, Quieter and Less Polluted

Coding Category	No.	%
Introducing one-way system	19	32%
Other traffic management	9	15%
Improve streetscape/environment	9	15%
Cleaning the streets	6	10%
Change on parking permits/zone extents	4	7%
Other suggestions	4	7%
Better traffic calming	3	5%
Personal safety & tackle anti-social behaviour	3	5%
Better public transport	3	5%
Better speed enforcement	2	3%



6 Summary

- 6.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon's Healthy Neighbourhoods (CHNs).
- 6.1.2 This report analyses the responses to the existing and proposed changes to the Broad Green CHN measure on Sutherland Road.

6.2 Survey Results

Travel patterns around Broad Green

- 6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around Broad Green since the Covid-19 pandemic has remained around the same. 45% of respondents stating that the extent of walking, cycling and scooting they do now has remained about the same, with 34% stating that they are doing more. When asked why they would choose not to walk, cycle or scoot, the most popular reasons were about unpleasant street environment (43%), traffic volume (39%) and concern about road safety (36%).

Views about the Temporary Scheme

- 6.2.2 The survey results indicate most people feel negatively towards the temporary scheme, with 54% of those who live within the scheme boundary not supporting, as well as 91% of those who live outside the scheme boundary.
- 6.2.3 In particular, 50% of those who live inside the scheme boundary are negative about the temporary scheme in its current form, while 89% of those who live outside the scheme boundary also expressed negative views. A majority of the coded answers from this group relating to the inconvenience and extra journey time.
- 6.2.4 However, some positives did emerge in the form of less traffic and both groups said they felt safer. Regardless, the impact to walking, cycling and scootering were negligible, due to residents and non-residents not picking up on it substantially, whilst quotes were mixed – including “rarely see cyclists use this scheme” as well as “road has been made safer”.
- 6.2.5 Respondents have also argued that the pandemic has skewed the results, as roads would otherwise be clear and after lockdown easing “traffic will return”.



Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)

- 6.2.6 For the question about with replacing the existing planter closure on Sutherland Road with a camera enforced restriction, the majority disagree with this change. It is opposed by 85% of those who live inside, and 86% of those who live outside the scheme boundary.
- 6.2.7 When asked to explain why the respondents agree or disagree with replacing the existing planter closure with a camera enforced restriction, the main reasons for those who disagreed was due to concerns about visitors losing access to houses and local businesses, as well as their preference to keep the planter closure, as it can prevent drivers from being fined and/ or it looks better. Some also expressed concerns about personal safety.

6.3 What Does it Mean?

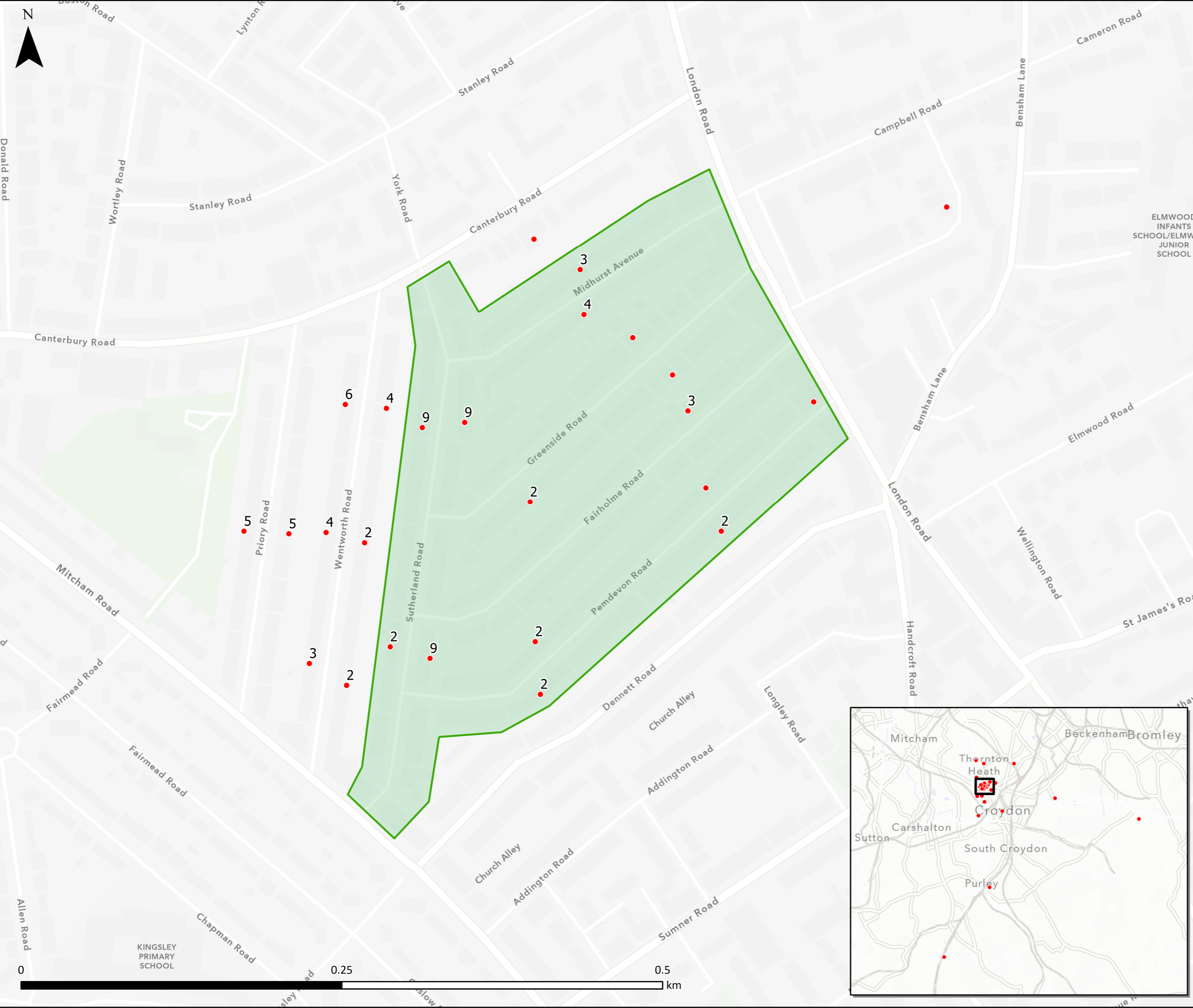
- 6.3.1 The response to the engagement shows that the majority of respondents do not support the scheme on Sutherland Road, no matter living inside or outside of the scheme boundary.
- 6.3.2 The responses suggest that replacing the temporary measures on Sutherland Road with ANPR cameras would not be very popular – predominantly amongst those who live

there. Traffic concerns were a factor throughout, but many thought that the scheme merely displaces traffic rather than reduce it, or causes unnecessary trips down Sutherland Road if drivers are unaware it is closed at one end.

- 6.3.3 When the respondents were asked for their suggestions on how to make Croydon a healthier, safer and quieter area, the top suggestions were to introduce a one-way system (32%), to implement some other form of traffic management (15%), and to improve streetscape and/ or the environment (15%).
- 6.3.4 Due to under-representation of response from certain demographic groups, as well as the use of online survey methods for this questionnaire, views of the survey population may not be fully representative of the wider population. Care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community.



Appendix A Postcode Location of Respondents' Address



• Postcode Location of Survey Respondents' addresses (of whom provided a valid postcode)
 Temporary Streetspace/ CHN Scheme Boundary (Sutherland Road)

N.B. Numbers on each dot represents the amount of responses received from the same postcode (if there are more than one)

Contains public sector information licensed under the OGL v3.0. Esri UK, Esri, HERE, Garmin, METI/NASA, USGS, Esri Community Maps Contributors, Esri UK, Esri, HERE, Garmin, INCREMENT P, METI/NASA, USGS


 G.03 Wenlock Studios
 50-52 Wharf Road
 London N1 7EU
 T. 0207 566 3939

CLIENT

London Borough of Croydon
 PROJECT

Croydon HN
Pre-consultation Engagement
 TITLE

TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (SUTHERLAND ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:2,700	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_7	A		