



**London Borough of Croydon**

**Addiscombe Healthy Neighbourhood  
(Elmers Road)**

**Questionnaire Response Analysis**

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Project Code: 05764

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## 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 Addiscombe CHN measure on Elmers 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 Elmers 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 survey on Croydon's 'Get Involved' website.

1.2.4 This report begins with outlining the survey format and providing a general overview of the demographics of respondents, then analyses the responses in detail. The report examines travel patterns around Addiscombe, 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 restrictions.



## 2 The Survey

### 2.1 Survey Format

- 2.1.1 The survey asked respondents about their views on the temporary scheme on Elmers 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 existing scheme and the potential to upgrade to ANPR cameras. Likert scales 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 people clarify their responses to the questions related to the scheme, 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: Excerpts from The Survey

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 111 responses were received through the online survey for comments based on measures on Elmers 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 75 respondents stated they were a resident, 3 selected ‘business’, 7 selected ‘visitor’, and 3 selected ‘other’. Some respondents selected more than one category.
- 2.2.4 When asked if they lived locally to the temporary neighbourhood or travel through the area, 91% of the respondents stated that they live locally, with 9% travelling through, 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 (referred to as ‘Live Local’ in the rest of this report). Only those not living locally being assigned to their other categories. This is so that the feelings of local residents can be understood separately from those passing through or visiting.

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

	No.	%
Live locally to the temporary neighbourhood	78	91%
Travel through the area	8	9%
Study in the area	0	0%
Work in the area	0	0%
Other	0	0%
Total	86	100%

- 2.2.6 The respondents’ postcodes were plotted against the Addiscombe (Elmers 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 Elmers Road scheme boundary is attached in **Appendix A**.

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

Respondents	No.	%
Live within the scheme boundary	44	40%
Live outside of the scheme boundary	67	60%
Total	111	100%



2.2.7 Of the 78 respondents that identified themselves as living locally in **Table 2-1**, 42 (54%) live within the scheme boundary.

2.2.8 **Table 2-3** demonstrates that slightly more females completed the survey, at 51%. **Table 2-4** shows that the 51-60 age category is the most represented within the survey with 29% of responses being within this category.

**Table 2-3: Online Engagement by Gender**

Gender	No.	%
Male	28	40%
Female	36	51%
Prefer not to say	6	9%
Total	70	100%

**Table 2-4: Online Engagement by Age**

Age	No.	%
18-30	3	4%
31-40	15	21%
41-50	11	16%
51-60	20	29%
61-64	3	4%
65+	12	17%
Prefer not to say	6	9%
Total	70	100%

2.2.9 **Table 2-5** demonstrates that most respondents (77%) identified as Heterosexual/Straight. 70 respondents answered this question. **Table 2-6** shows that the majority of respondents (43%) had no religion, with 40% identifying as Christian.

**Table 2-5: Online Engagement by Sexual Orientation**

	No.	%
Heterosexual/Straight	54	77%
Gay/Lesbian	2	3%
Bi-Sexual	0	0%
Prefer to self-describe	1	1%
Prefer not to say	13	19%
Total	70	100%

**Table 2-6: Online Engagement by Religion**

	No.	%
None	30	43%
Christian	28	40%
Hindu	0	0%
Sikh	0	0%
Muslim	2	3%
Jewish	0	0%
Buddhist	1	1%
Any other religion	1	1%
Prefer not to say	8	11%
Total	70	100%



2.2.10 Respondents were asked to describe their ethnic origin. Most respondents (69%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 13% of respondents preferred not to say and 6% described themselves as Black Caribbean. 70 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	48	69%
White Irish	2	3%
White Gypsy or Irish Traveller	0	0%
Any other White background	3	4%
White and Black Caribbean	1	1%
White and Black African	0	0%
White and Asian	0	0%
Any other Mixed / multiple ethnic background	1	1%
Indian	2	3%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Any other Asian background	0	0%
Black African	0	0%
Black Caribbean	4	6%
Any other Black background	0	0%
Arab	0	0%
Other	0	0%

	No.	%
Prefer not to say	9	13%
Total	70	100%

2.2.11 Respondents were asked to state whether they had any form of disability. Out of the total responses to the survey, 13% identified themselves as having a disability. The results in **Table 2-6** shows the different types of disabilities.

**Table 2-8: Online Engagement by Disability Reported**

Type of Disability	No.	%
Visually Impaired	0	0%
Hearing Impaired	2	3%
Mobility Disability	2	3%
Learning Disability	0	0%
Communication Difficulty	0	0%
Hidden Disability; Autism (ASD)	1	1%
Hidden Disability; ADHD	0	0%
Hidden Disability; Asthma	2	3%
Hidden Disability; Epilepsy	1	1%
Hidden Disability; Diabetes	1	1%
Hidden Disability; Sickle Cell	0	0%
Other	4	5%



2.2.12 Respondents were asked to disclose their annual household income. Most respondents (50%) preferred not to disclose this information, 21% of respondents earn £50,000 and above annually. 604 respondents answered this question.

**Table 2-9: Online Engagement by Annual Household Income**

	No.	%
£0 - £10,000	3	4%
£10,000 - £20,000	2	3%
£20,000 - £30,000	7	10%
£30,000 - £40,000	9	13%
£40,000 - £50,000	4	6%
£50,000 and above	8	11%
Prefer not to say	37	53%
Total	70	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 area (LSOA) that covers the Elmers Road scheme (Croydon 014B) 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 Data from this LSOA 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 Elmers Road Area Existing Demographics**

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
<b>Gender</b> (2011 Census)	Male	36%	15	49%
	Female	55%	23	51%
	Other	0%	0	<i>n/a</i>
	<i>Prefer not to say</i>	10%	4	<i>n/a</i>
<b>Age</b> (2011 Census)	Under 18	0%	0	24%
	18-30	2%	1	21%
	31-40	26%	11	17%
	41-50	14%	6	16%
	51-60	26%	11	11%
	61-64	0%	0	3%
	65 and over	19%	8	9%
	<i>Prefer not to say</i>	12%	5	<i>n/a</i>
<b>Religion</b> (2011 Census)	None	43%	18	24%
	Christian	48%	20	60%
	Hindu	0%	0	3%
	Sikh	0%	0	3%
	Muslim	2%	1	5%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	0%
	<i>Prefer not to say</i>	7%	3	6%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
<b>Ethnic Origin</b> (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	71%	30	49%
	White Irish	2%	1	3%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	3	7%
	White and Black Caribbean	0%	0	4%
	White and Black African	0%	0	2%
	White and Asian		0	2%
	Any other Mixed / multiple ethnic background	2%	1	2%
	Indian	2%	1	2%
	Pakistani	0%	0	1%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	0%	0	4%
	Black African	0%	0	7%
	Black Caribbean	5%	2	10%
	Any other Black background	0%	0	5%
Arab	0%	0	2%	



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Other	0%	0	1%
	<i>Prefer not to say</i>	10%	4	0%
Annual Household Income (2018 ONS statistics)	£0 - £10,000	5%	2	£50,500
	£10,000 - £20,000	2%	1	
	£20,000 - £30,000	5%	2	
	£30,000 - £40,000	14%	6	
	£40,000 - £50,000	5%	2	
	£50,000 and above	12%	5	
	<i>Prefer not to say</i>	57%	24	

2.3.6 **Table 2-10** shows that the survey sample has a higher proportion of responses from females. However, the survey sample received a larger difference of percentage of females and males than the existing 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 much higher proportion of people with no religion were captured in the survey sample than the proportion within the existing population in the scheme area. Additionally, the survey sample received a lower proportion of Christians 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 5% of responses from those who are Black Caribbean, and 0% from those who are Black African, despite these communities making up 10% and 7% of the existing population, respectively. Similar under-representation is also evident for groups like 'Any other Black background', 'Any other White 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 014), the average total income in 2018 was £50,500. The survey sample has a higher proportion (14%) of





responses from people who's household income is £30,000 - £40,000, with households earning over £50,000 making up 12% of responses. Please note that about half (53%) 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	%
<b>Gender (2011 Census)</b>	Male	40%	28	48%
	Female	51%	36	52%
	Other	0%	0	n/a
	<i>Prefer not to say</i>	9%	6	n/a

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<b>Age (2011 Census)</b>	Under 18	0%	0	25%
	18-30	4%	3	18%
	31-40	21%	15	15%
	41-50	16%	11	15%
	51-60	29%	20	11%
	61-64	4%	3	4%
	65 and over	17%	12	12%
	<i>Prefer not to say</i>	9%	6	n/a
<b>Religion (2011 Census)</b>	None	43%	30	20%
	Christian	40%	28	56%
	Hindu	0%	0	6%
	Sikh	0%	0	0%
	Muslim	3%	2	8%
	Jewish	0%	0	0%
	Buddhist	1%	1	1%
	Any other religion	1%	1	1%
	<i>Prefer not to say</i>	11%	8	n/a
<b>Ethnic Origin (2011 Census)</b>	White English / Welsh / Scottish / Northern Irish / British	69%	48	47%
	White Irish	3%	2	1%
	White Gypsy or Irish Traveller	0%	0	0%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Any other White background	4%	3	6%
	White and Black Caribbean	1%	1	3%
	White and Black African	0%	0	1%
	White and Asian	0%	0	1%
	Any other Mixed / multiple ethnic background	1%	1	2%
	Indian	3%	2	7%
	Pakistani	0%	0	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	0%	0	5%
	Black African	0%	0	8%
	Black Caribbean	6%	4	9%
	Any other Black background	0%	0	4%
	Arab	0%	0	0%
	Other	0%	0	1%
	<i>Prefer not to say</i>	13%	9	<i>n/a</i>
	£0 - £10,000	4%	3	
	£10,000 - £20,000	3%	2	

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<b>Annual Household Income</b> <i>(2018 ONS statistics)</i>	£20,000 - £30,000	10%	7	£53,477
	£30,000 - £40,000	13%	9	
	£40,000 - £50,000	6%	4	
	£50,000 and above	11%	8	
	<i>Prefer not to say</i>	53%	37	

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

**2.3.14** In addition, the 18-30 age category is one of the highest for the existing population for Croydon, making up 18% of the population, yet this age category only accounts for 4% of the survey respondents.

**2.3.15** A much larger proportion of respondents stated that they had no religion compared to the borough statistics, while a lower number of responses were received by those who



identify as Christian. Fewer people who are Muslim engaged with the survey compared to the borough statistics.

2.3.16 For ethnic origin, White English / Welsh / Scottish / Northern Irish / British has the highest proportion of people for both the survey respondents and the existing population. The survey received a lower proportion of responses from Black Caribbean, Indian and Black African backgrounds than the proportion within the borough-wide population.

2.3.17 The average total income in 2018 was £53,477 in the Croydon borough. The survey sample has a higher proportion (13%) of responses from people who's household income is £30,000 - £40,000, with households earning over £50,000 making up 11% of responses. 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 Addiscombe

- 3.1.1 The next section of the survey included questions about respondent’s travel patterns around Addiscombe.
- 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 the majority of respondents are doing about the same amount of walking, cycling and scooting, but 38% are doing more and only 12% are doing less.

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

	No.	%
Much More	17	20%
Slightly More	15	18%
About the Same	42	50%
Slightly Less	6	7%
Much Less	4	5%
Total	84	100%

- 3.1.3 Respondents were then asked: ‘Are there children and/or young people in your household?’, 84 respondents answered and 30% (24) of those answered yes. This 30% 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 58%, with 37% doing more than before and only 4% doing less.

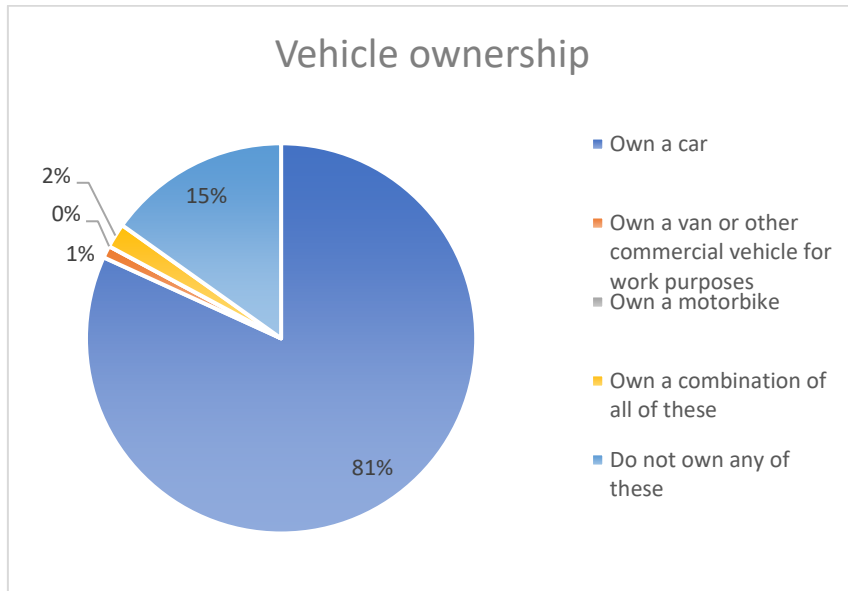
**Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults**

	No.	%
Much More	7	29%
Slightly More	2	8%
About the Same	14	58%
Slightly Less	1	4%
Much Less	0	0%
Total	24	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 (81%) own a car. In comparison to the 2011 Census (Output area level), about 67% of households within the Elmers Road scheme boundary have access to a car or van, as opposed to about 33% that did not.



**Figure 3-1: Vehicle Ownership (By Type)**

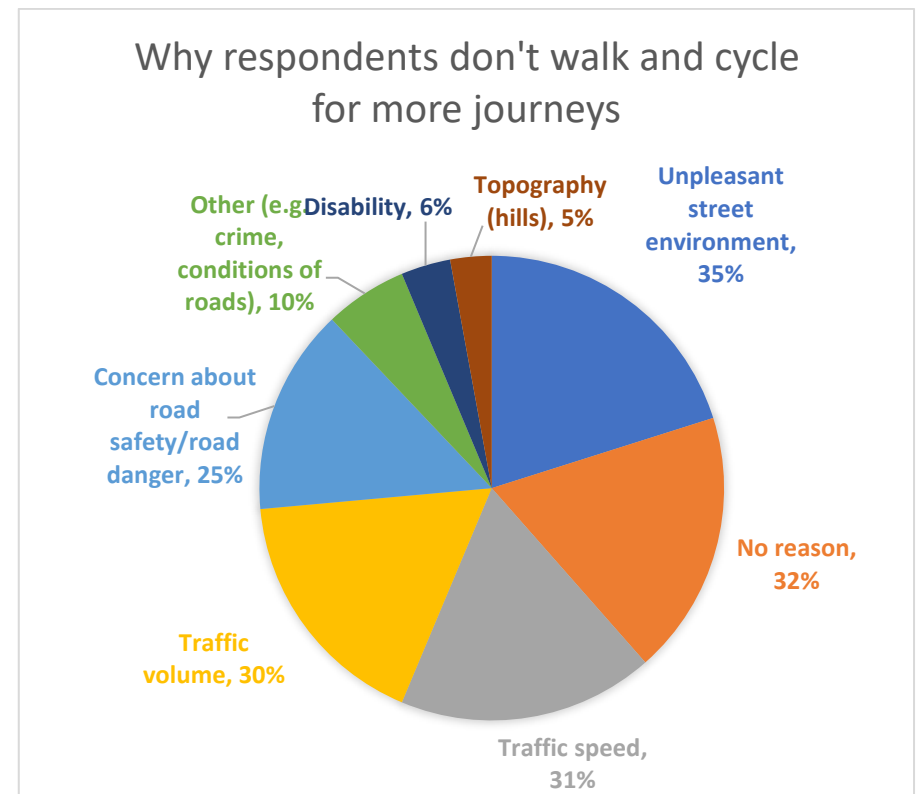


3.1.5 Those who answered yes to owning a car and/or motorbike (68) were also asked if they also walk, cycle or use public transport for some of their journeys, where 94% (64) answered that they did.

3.1.6 Further, respondents were asked; ‘What (if anything) stops you from walking and cycling for more journeys in and around Addiscombe?’. 84 out of the 111 respondents answered this question, with 35% stating that the

unpleasant street environment stops them from walking and cycling around Addiscombe, and a further 31% don’t due to traffic speeds. Despite this, 32% of respondents stated that there is nothing that stops them from walking and cycling around Addiscombe.

**Figure 3-2: Reasons for Not Walking And Cycling in and around Addiscombe**





## 4 Feedback on the Temporary Scheme

### 4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 44 of the responses received through the online engagement were from people who live within the scheme boundary, and 67 from 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 Addiscombe CHN Elmers Road temporary scheme, the majority held positive views towards the scheme, with 57% of those who live within the scheme boundary having a positive attitude and 36% displaying a negative stance. However, for those who live outside the scheme boundary, the majority (51%) have a negative stance on the existing temporary measures on Elmers Road.

**Table 4-1: Attitudes on the Existing Addiscombe – Elmers Road Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	13	31%	14	42%
Slightly do not support	2	5%	3	9%
Neutral	3	7%	3	9%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Slightly support	7	17%	0	0%
Strongly support	17	40%	13	39%
Total	42	100%	33	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 positively towards the current temporary scheme and 40% felt negative. For those who live outside the scheme area, 48% felt negative about the temporary scheme in its current format, while 42% 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	6	14%	11	33%
Negative	11	26%	5	15%
Neutral	4	10%	3	9%
Positive	8	19%	5	15%
Very Positive	13	31%	9	27%
Total	42	100%	33	100%

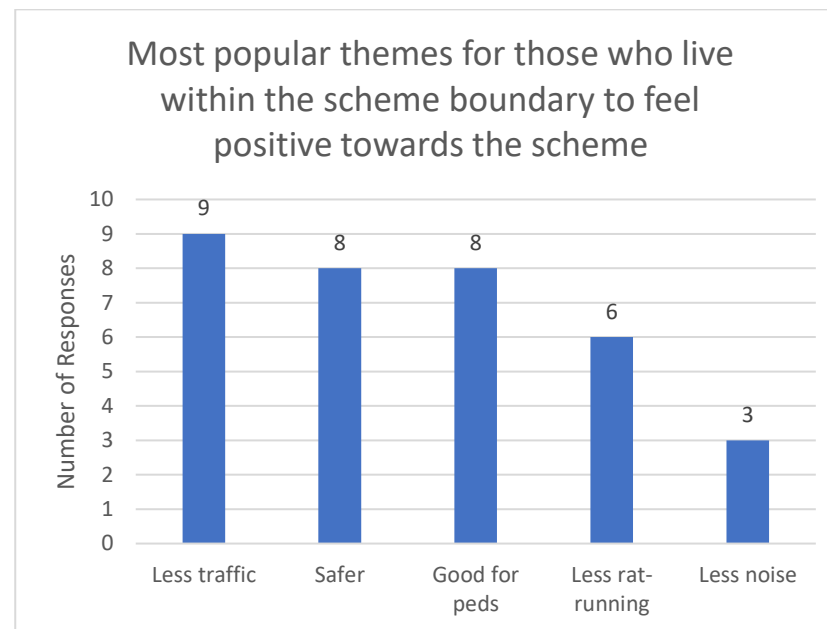


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme results in less traffic (14)
- The scheme makes the area safer (11)
- The scheme is good for pedestrians (10)
- There is less rat-running (8)
- Good for the environment (5)

4.1.5 24 out of the 42 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 theme for those who live within the scheme boundary is that the scheme results in less traffic (9), followed by the scheme makes the area safer (8) and that it is good for pedestrians (8).

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

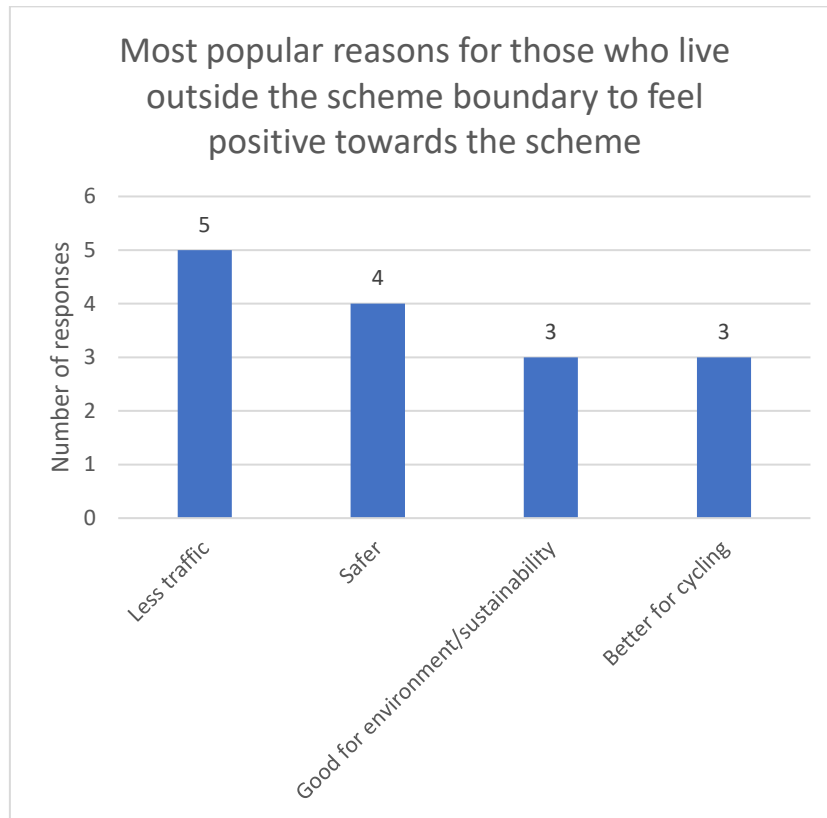


4.1.6 The 13 respondents who stated that they feel positive towards the scheme and who live outside the scheme boundary (see **Table 4-1**), mentioned in their explanation that the scheme is results in less traffic (5), that it has made the area safer (4), that it is good for the environment/sustainability (3) and better for cycling (3). This is shown in **Figure 4-2** below.





**Figure 4-2: The Most Popular Reasons for Those Who Live Outside The Scheme Boundary to Feel Positive about The Scheme**



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

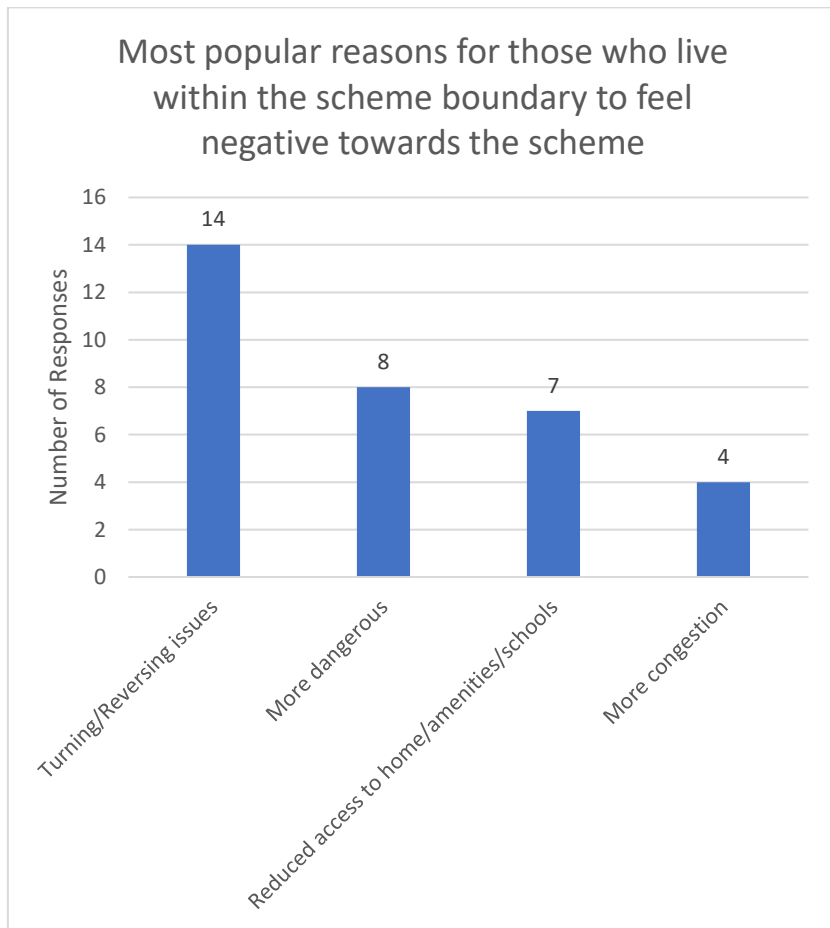
- The scheme causes turning/reversing issues (16)
- It makes the area feel more dangerous (13)

- The scheme results in more congestion (11)
- It results in reduced access to home/amenities/school (10)
- It is an inconvenience as it results in longer journeys (8)

4.1.8 15 of those who live within the scheme boundary and stated that they feel negative about the existing scheme (see **Table 4-1**), the results of their most frequently mentioned reasons for feeling negative towards the scheme are shown in **Figure 4-3** below. This highlights that turning and reversing issues (14) is the most popular reason amongst those who live within the scheme boundary to feel negative towards the scheme, closely followed by the scheme makes the area more dangerous (8) and results in reduced access to home/amenities/school (7).



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

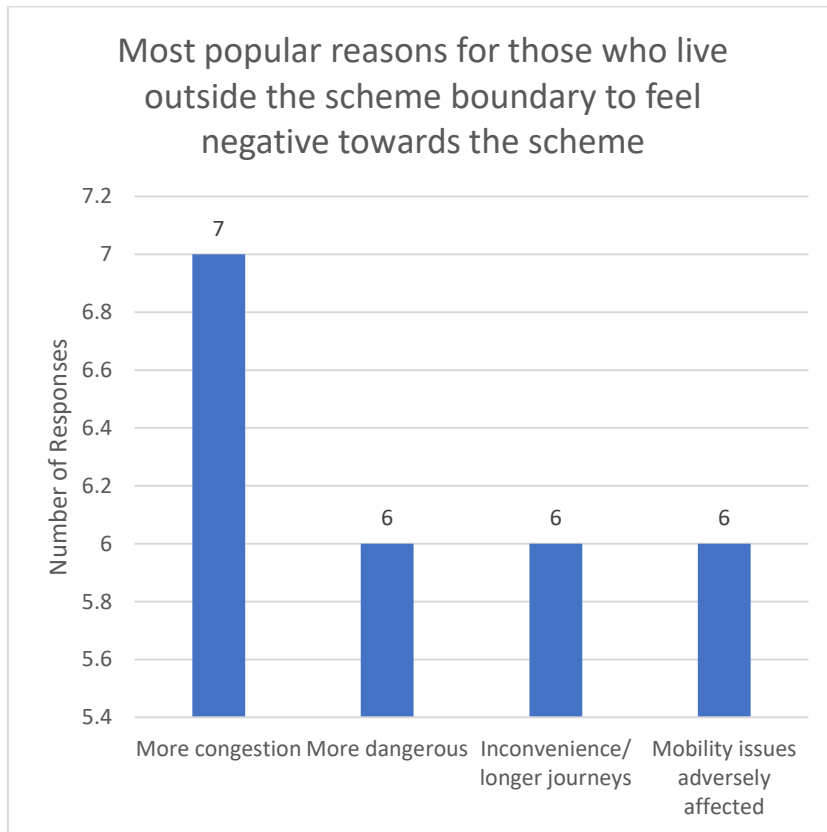


4.1.9 For the 17 respondents who live outside the scheme boundary and feel negative about the scheme (see **Table 4-**

1), **Figure 4-4** shows that their most frequently mentioned reasons for having a negative stance are that the scheme creates more congestion (7), makes the area more dangerous (6), causes an inconvenience/longer journey (6), and adversely affects mobility issues (6).



**Figure 4-4: 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, 45% perceive that the impacts of the scheme are better, with 32% thinking the impacts are the same. 46% of those who live outside the scheme boundary perceive the impacts as the same, with 29% perceiving them as better.

**Table 4-3: Extent of the Impact of the Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Better	20	45%	10	29%
About The Same	14	32%	16	46%
Worse	10	23%	9	26%
Total	44	100%	35	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, 45% of those who live within the scheme boundary said it was better, with 27% stating it was the same, and a further 27% stating it was worse than before. Whereas 51% of those who live outside the scheme boundary stated road safety was the same as before, with 26% stating it was better than before, and 23% stating it was worse, as shown in **Table 4-4** on the next page.



**Table 4-4: Extent of the Impact of Road Safety from the Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Better	20	45%	9	26%
About The Same	12	27%	18	51%
Worse	12	27%	8	23%
Total	44	100%	35	100%

4.2.3 **Table 4-5** below 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, 45% rated the conditions as being the same, with an additional 45% stating that the conditions are better than before. Respondents who live outside the scheme boundary, generally perceive that the conditions for walking, cycling and scooting have remained around the same (43%) since the scheme came into place, with 37% stating it is better than before.

**Table 4-5: Extent of the Conditions for Walking, Cycling and Scooting now from the Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Better	20	45%	13	37%
About The Same	20	45%	15	43%
Worse	4	9%	7	20%
Total	44	100%	35	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 Elmers 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 within the scheme boundary, and live outside of the scheme boundary, do not agree with enforcing camera restrictions on Elmers Road, with 58% and 63%, respectively.

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

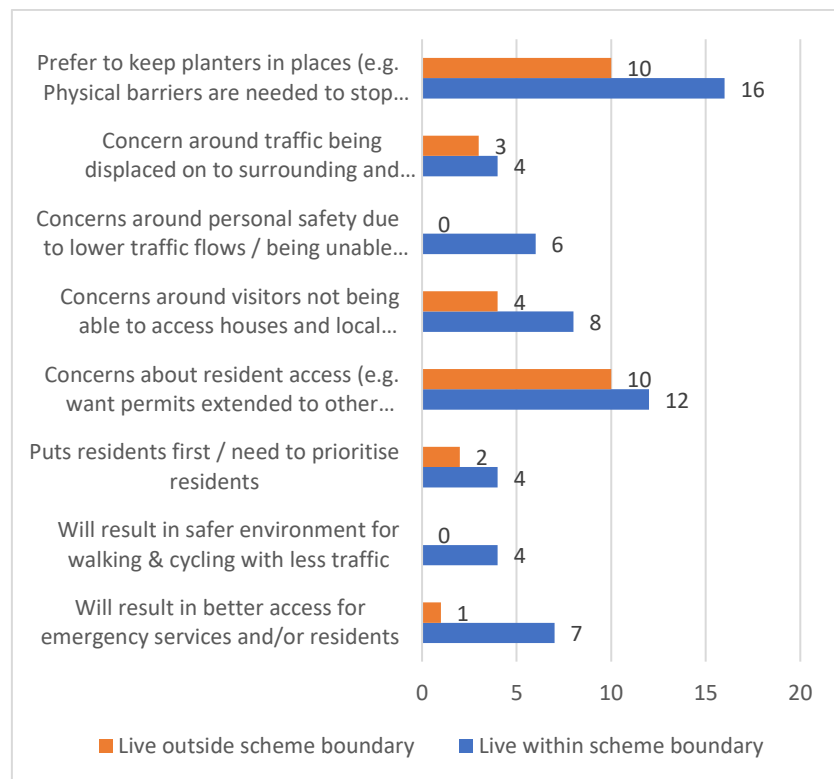
	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	20	48%	18	60%
Disagree	4	10%	1	3%
Neutral	4	10%	7	23%
Agree	8	19%	2	7%
Strongly Agree	6	14%	2	7%
Total	42	100%	30	100%

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 within the scheme boundary and those who live outside the scheme boundary. Amongst the 42 coded responses from those who within the scheme boundary, 16 (38%) stated that they would prefer to keep the planters over installing ANPR cameras, as the cameras are expensive as are the fines. 12 (29%) showed concerns about residential access. In particular, many of these concerns are about permit parking and disapproval about ANPR cameras if the residents had to pay for permits. However, 7 (17%) of those who live within the scheme boundary did claim that the ANPR cameras allow for better access for emergency vehicles and residents.

5.1.3 For those who live outside the scheme boundary, 30 explanations were received and coded. Out of these, 10 (33%) were about preference to keep the planters and another 10 (33%) also showed concerns over access, especially the increase in journey times. One (3%) respondent who lives outside the scheme boundary stated that replacing the planters with ANPR cameras will result in better access for emergency services and/or residents.



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



5.1.4 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. 54 suggestions were received, of these the most frequently mentioned suggestion was some other form of traffic management,

where 15 (28%) respondents suggested this. Following this, 8 respondents would be interested in seeing better speed enforcement and 7 (13%) suggested both introducing a one-way system and improving the streetscape/environment.

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

Coding Category	No.	%
Other traffic management	15	28%
Better speed enforcement	8	15%
Introducing one-way system	7	13%
Improve streetscape/environment	7	13%
Better traffic calming	5	9%
Remove everything	4	7%
Allow all residents access	3	6%
Personal safety & tackle anti-social behaviour	3	6%
Cleaning the street	3	6%



## 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).

### 6.2 Survey Results

#### *Travel patterns around Addiscombe*

6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around Addiscombe since the Covid-19 pandemic has remained around the same, with 50% of respondents stating that the extent of walking, cycling and scooting they do now has remained about the same, however, 38% did state that they are doing more. When asked why they would choose not to walk, cycle or scoot, 38% said they would not because of the unpleasant street environment, and 31% because of traffic speeds.

#### *Views about the Temporary Scheme*

6.2.2 When asked their views on the current temporary scheme, 57% of those who live within the scheme boundary support it. Alternatively, 39% of those who live outside the scheme boundary also support the scheme.

6.2.3 The most frequently mentioned theme for supporting the existing scheme for those who live within the scheme boundary is that it creates less traffic, with 38% of responses from those who live within the scheme boundary mentioning about reduction of traffic in their explanation. For those who live outside the scheme boundary, 38% of the supportive respondents mentioned that the scheme results in less traffic.

6.2.4 Despite this, 36% of those who live within the scheme boundary do not support the existing scheme, along with 51% of those who live outside the scheme boundary.

6.2.5 The most common theme for the respondents who live within the scheme boundary disliking the current temporary scheme was 'turning/reversing issues', with 93% of those living within the scheme boundary and had a negative stance mentioning this in their explanation. For respondents who live outside the scheme boundary and displayed a negative view on the existing scheme, their most frequently mentioned themes were also 'more congestion, with 41% mentioning this reason.

6.2.6 The results from the perceived impacts of the scheme show that those who live within the scheme boundary perceive the scheme's impacts to be better (45%) or about the same



(32%). Whereas those who live outside the scheme boundary perceive the general impacts to be about the same (46%), with 29% perceiving the general impacts to be better and 26% perceiving them as worse.

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

6.2.7 For the question regarding changing the existing planter closure to ANPR cameras, the majority disagree with this change, as 58% of those who live within the scheme boundary disagreeing and 63% of those who live outside the scheme boundary also disagreeing.

1.1.1 When asked to explain why the respondents agree or disagree with replacing the planters with ANPR cameras, the main reason for disagreement was because of preference to keep the planters, as they incur no fines in operation. Other concerns were about access to permit parking and reluctance to pay for permits. For those who agreed with replacing the planters with cameras, the main explanation was that the cameras would provide better access for emergency vehicles and residents.

## **6.3 What Does it Mean?**

6.3.1 The response to the engagement shows that those who live within the scheme boundary tend to support the existing temporary measures of the planters on Elmers Road, however, those who live outside the scheme boundary on the majority do not support it.

6.3.2 It is clear that the scheme resulting in less traffic is the dominant reason for feeling positive about the scheme and therefore people feel there is a need for measures to address levels of motor traffic. The main reason for respondents feeling negative about the current scheme is that it causes turning and reversing issues.

6.3.3 The response to the question on whether the planters should be upgraded to ANPR cameras suggests that doing this would not be popular, as both those who live inside and outside the scheme boundary disagreed with this idea, mainly because both parties prefer the planters to ANPR cameras as they don't give out fines and are more cost-effective, and because the respondents are concerned about access for residents and permit parking if the cameras were installed.

6.3.4 When the respondents were asked for their suggestions on how to make Croydon a healthier, safer and quieter area, the



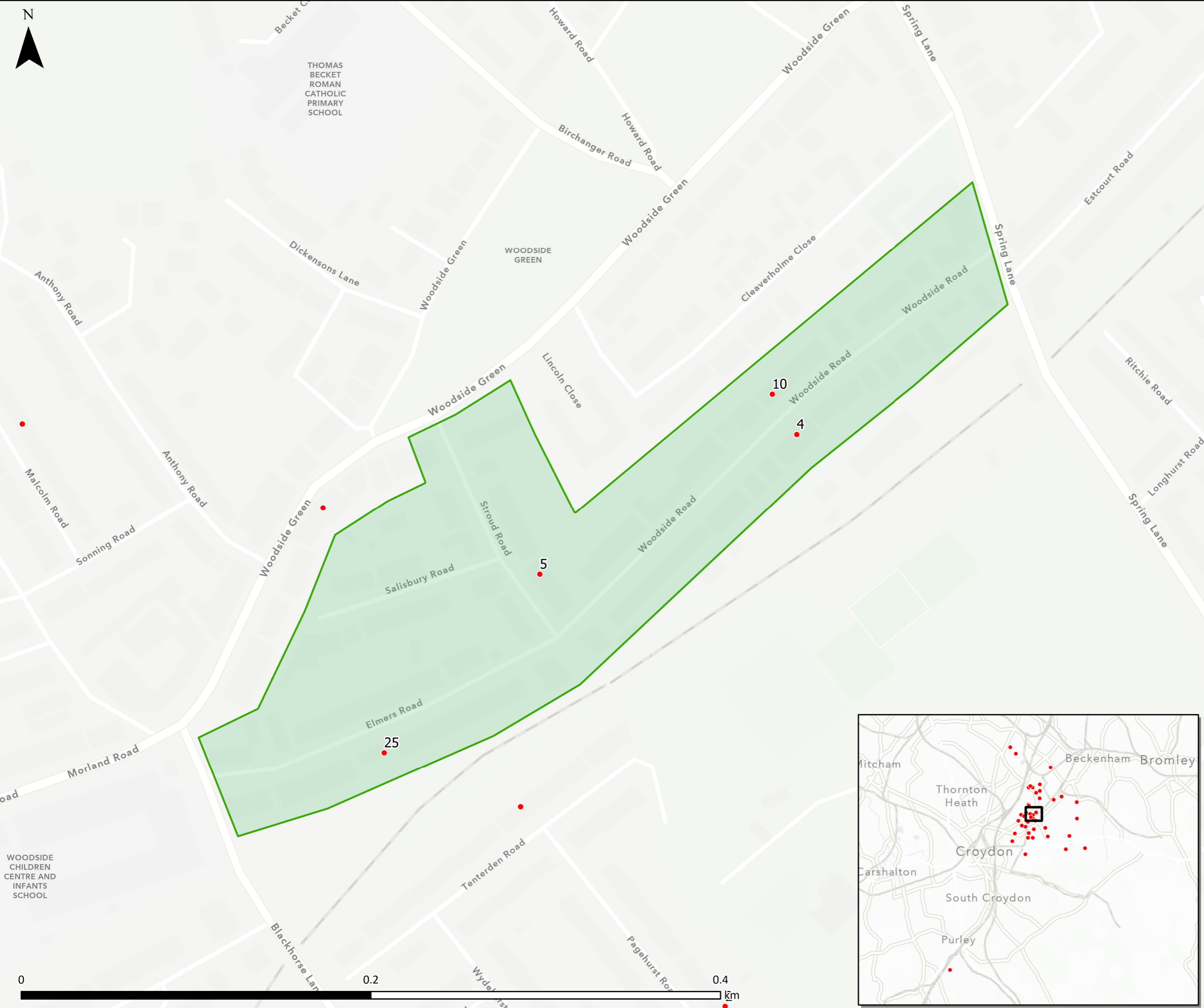


top suggestions were to implement some other form of traffic management (28%) and better speed enforcement (15%). These measures could also be considered.

- 1.1.2 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 (Elmers Road)

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

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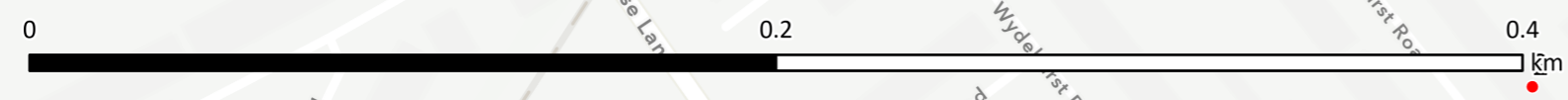
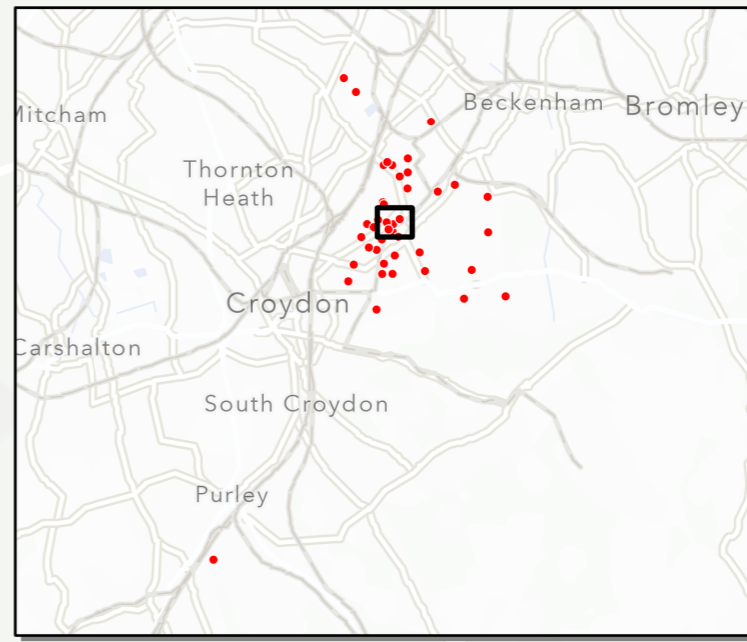
CLIENT

**London Borough of Croydon**  
 PROJECT

**Croydon HN**  
**Pre-consultation Engagement**

TITLE

**POSTCODE LOCATION OF RESPONDENTS' ADDRESS (ELMERS ROAD SCHEME)**



SCALE	DRAWN	REVIEWED	DATE
A3@1:2,000	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_3	A		