

Appendix 1. Letter from Minister of Transport to Leaders of Combined, Transport and Highway Authorities in England

To: Leaders of all combined, transport and highway authorities in England

Active travel schemes supported by Government funding

Over the last year, cycling has risen by 46%. In 2020, we saw the highest level of cycling on the public highway since the 1960s, and the greatest year-on-year increase in post-war history. Many people have started cycling for shorter journeys, saving appreciable amounts of pollution, noise, CO2 and traffic danger. In some cities the delivery bike has become as normal a sight as the delivery van. Even after these remarkable rises, according to one leading retailer, a further 37% of the population now wants to buy a bike.

These things have been made possible, in part, by hundreds of school streets, pop-up cycle lanes, and Low Traffic Neighbourhoods implemented under the government's Emergency Active Travel Fund (EATF) and under statutory Network Management Duty guidance. For all the controversy these schemes can sometimes cause, there is strong and growing evidence that they command public support.

I do know that a few councils have removed, or are proposing to remove, cycle schemes installed under the fund, or to water them down. Of course I understand not every scheme is perfect and a minority will not stand the test of time, but if these schemes are not given that time to make a difference, then taxpayers' monies have been wasted. Schemes need time to be allowed to bed in; must be tested against more normal traffic conditions; and must be in place long enough for their benefits and disbenefits to be properly evaluated and understood. We have no interest in requiring councils to keep schemes which are proven not to work, but that proof must be presented. Schemes must not be removed prematurely, or without proper evidence and too soon to collect proper evidence about their effects.

As the Secretary of State stated in a letter to all local authorities in November 2020, since the peak of the emergency had passed, we now expected local authorities to consult more thoroughly. We revised our Network Management Duty (NMD) guidance to state that measures should be "taken as swiftly as possible, but not at the expense of consulting local communities" and that "local residents and businesses should... be given an opportunity to comment on proposed changes" to schemes. Please note these requirements also apply as much to the removal or modification of existing schemes as to the installation of new ones. In many cases where schemes have been removed or modified, there appears to have been little or no consultation.

The Secretary of State also stated in his November letter that consultation should include objective tests of public opinion, such as professional polling, to gather a truly representative picture of local views. Obviously the views of the local Member of Parliament should be taken into account.

Premature removal of schemes carries implications for the management of the public money used in these schemes and for the government's future funding relationship with the authorities responsible. The department will continue to assess authorities' performance in delivering schemes and, following the precedent we have already set, those which have prematurely removed or weakened such schemes should expect to receive a reduced level of funding.

We are also publishing updated Network Management Duty guidance on this subject, describing in more detail the obligations of authorities to allow adequate time to evaluate schemes and to engage with local people and protected groups using professional opinion surveys, including on any proposed removal. Authorities which are proposing to remove or weaken schemes should not proceed with their plans unless they are satisfied that they have had regard to the guidance.

Chris Heaton-Harris, Minister of state for transport

Appendix 2: TfL's Temporary Strategic Cycling Analysis and Strategic Neighbourhood Analysis

The 'Temporary Strategic Cycle Network' appendix builds on TfL's earlier Strategic Cycling Analysis¹⁹ identifying the locations (such as Croydon) with the highest potential for cycling, and the corridors along which much of that potential exists, identifying priority corridors for intervention.

Figure 1 Image from TfL's Temporary Strategic Cycling Analysis Priority Corridors



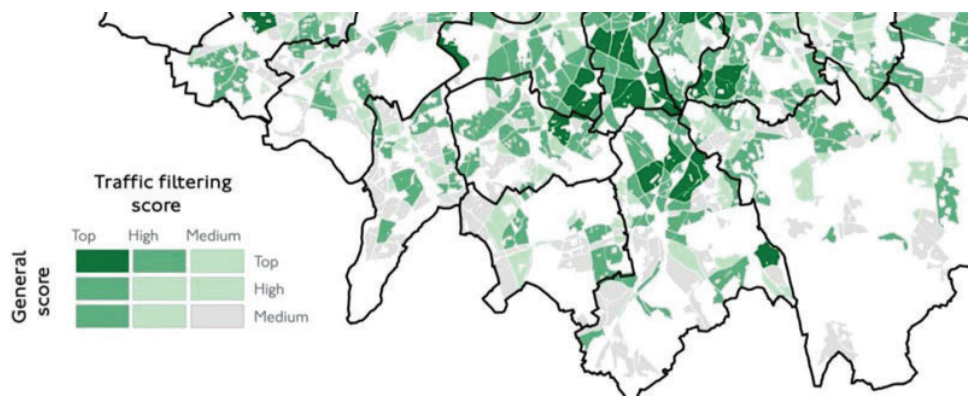
The Strategic Neighbourhood Analysis²⁰ identified the potential for low traffic neighbourhoods across London, and where the greatest need may be. The Analysis allocates 'neighbourhoods' two scores, a traffic filtering score and a general score. These are combined in Figure 2 below. The traffic filtering score is based on:

- modelled through traffic
- recorded walking and cycling casualties
- the modelled potential cycling flows

The general score is based on factors including:

- number of schools
- levels of deprivation
- total population and low car ownership

Figure 2 Outcome of TfL Strategic Neighbourhood Analysis



¹⁹ <https://content.tfl.gov.uk/strategic-cycling-analysis.pdf>

²⁰ <http://content.tfl.gov.uk/lsp-app-six-b-strategic-neighbourhoods-analysis-v1.pdf>

Appendix 3: Location and Date of Measures Creating the Temporary LTNs

The Temporary LTNs were largely implemented by placing wooden planters to close streets to through motor traffic in Addiscombe West & East, Broad Green, South Norwood and Woodside wards at:

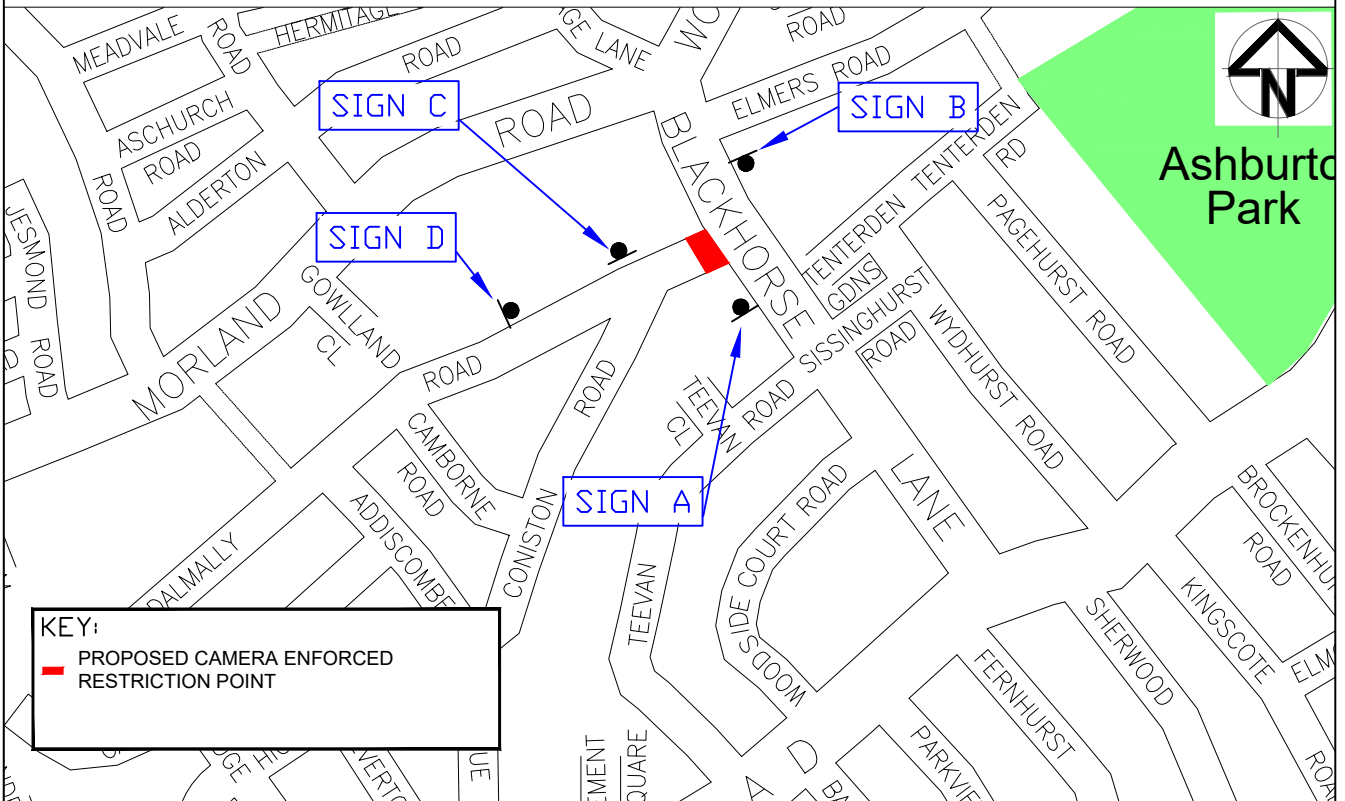
- (i) *'Dalmally Road area'*-Temporary LTN implemented on 22 May 2020 by closing Dalmally Road at its junction with Blackhorse Lane.
- (ii) *'Elmers Road area'* -Temporary LTN implemented on 22 May 2020 by closing Elmers Road at its junction with Blackhorse Lane.
- (iii) *'Kemerton Road'*-Temporary LTN implemented on 29 May 2020 by closing Kemerton Road at its junction with Jesmond Road.
- (iv) *'Sutherland Road area'*-Temporary LTN implemented on 29 May 2020 by closing Sutherland Road at its junction with Canterbury Road.
- (v) *'Holmesdale Road area'*-Temporary LTN implemented on 26 June 2020 by closing both east and west Holmesdale Road at its junction with Park Road and Holmesdale Road at its junction with Oliver Grove.
- (vi) *'Albert Road area'*-Temporary LTN implemented by closing Albert Road at:
 - *junction with Eldon Park on 29 May 2020*
 - *junction with Harrington Road on 29 May 2020*
 - *junction with Apsley Road on 23 October 2020 except for emergency service vehicles and cyclists*
 - *junction with Belfast Road on 23 October 2020 except for emergency service vehicles and cyclists*

The exception is the *'Parsons Mead area'* Temporary LTN implemented on 2 October 2020 by:

- a) closing Derby Road (just east of its junction with Parsons Mead and Clarendon Road) to through motor vehicle traffic except for emergency service vehicles & cyclists.
- b) *'No Motor Vehicles'* restrictions / signs north of its junction with Gardens Road enforced by ANPR cameras.
- c) The reversal of the one-way working in Mead Place.

The Temporary LTN and the TTRO implementing it, also permit cycling against the one way working in Handcroft Road, between its junctions with London Road and Sumner Road.

Overview of proposed Advanced Warning Signs and approximate positions



SIGN A



SIGN B



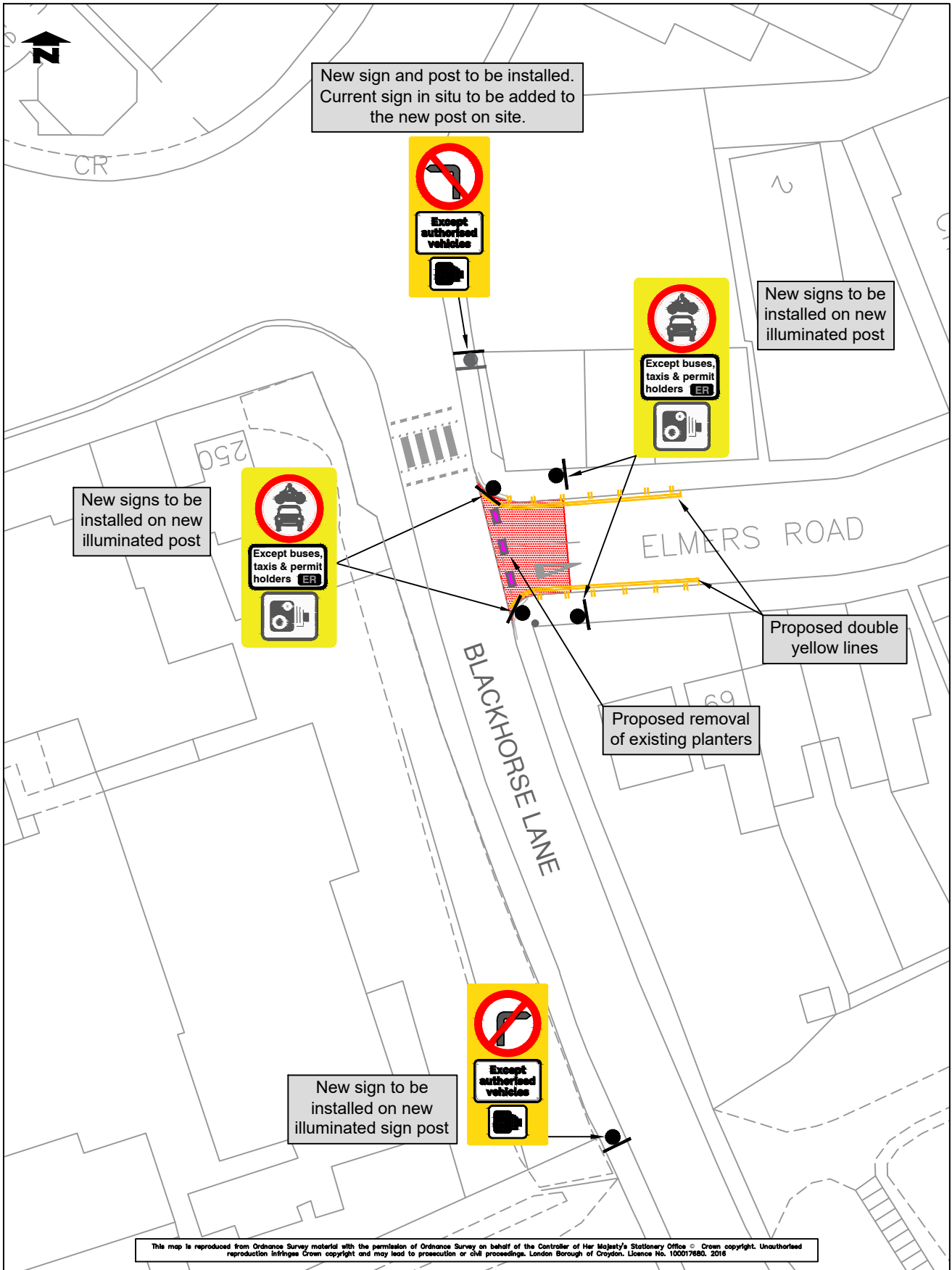
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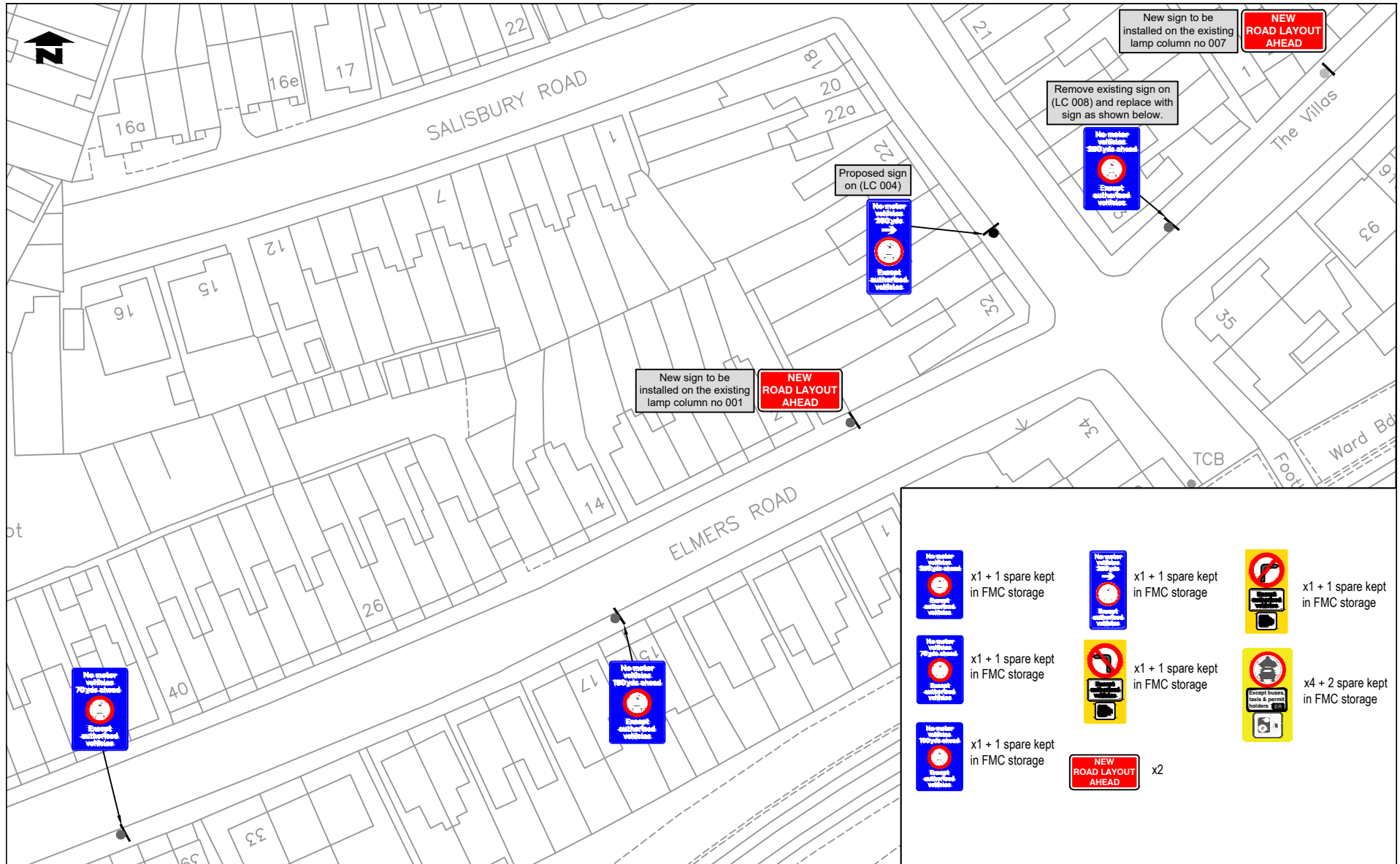
SIGN D

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JOB NAME Croydon Healthy Neighbourhoods				PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO. HWY/HN/DR 002	
DRAWING TITLE Dalmally Road Area Proposed Advanced Warning Signs				HIGHWAY IMPROVEMENTS		STATUS TMAC	
DESIGNER WA	VERIFIED TH	SCALE AT A4 NTS	DATE 22/09/2021	 www.croydon.gov.uk Delivering for Croydon			

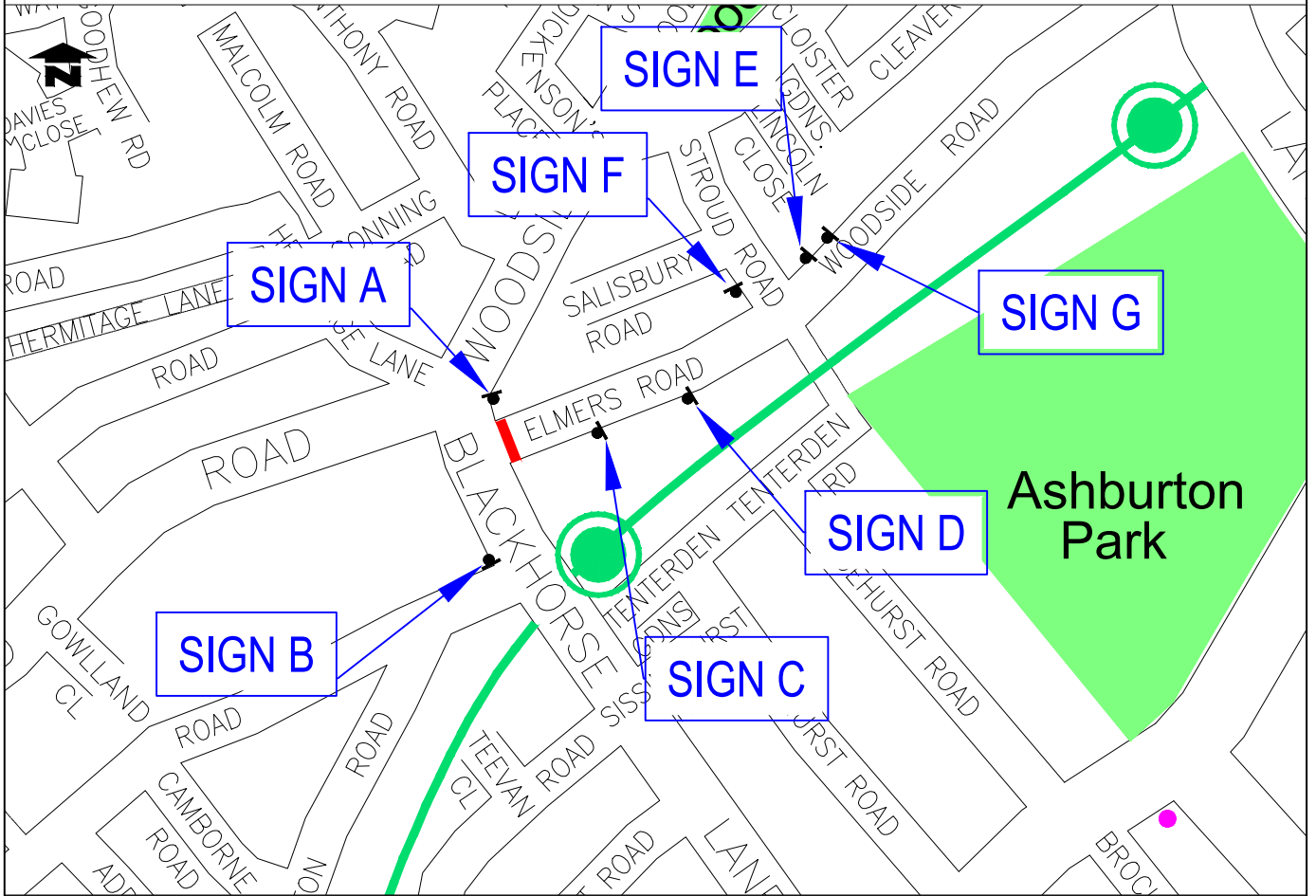


NOTES  Existing planters to be removed  Proposed red carriageway surfacing to highlight junction and restriction to drivers. This is not raised table.	JOB NAME LOWER TRAFFIC INITIATIVES		PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO. CRY-LTI-HS-ElmersRd-003.1	REVISION -
	DRAWING TITLE HEALTHY STREETS ELMERS ROAD j/w BLACKHORSE LANE		HIGHWAY IMPROVEMENTS		STATUS For Construction CROYDON Delivering for Croydon www.croydon.gov.uk	
DESIGNER SA	VERIFIED TH	SCALE AT A3 1:250 @ A3	DATE 22/09/2020			



KEY	JOB NAME LOWER TRAFFIC INITIATIVES				PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO CRY-LTI-HS-ElmersRd-003.2	REVISION -
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	DESIGNER SA	VERIFIED TH	SCALE AT A3 NTS @ A3	DATE 22/09/2021			CRYDON Delivering for Croydon www.croydon.gov.uk	

Overview of proposed Advanced Warning Signs and approximate positions



SIGN E



SIGN C



SIGN A



SIGN F



SIGN D



SIGN B

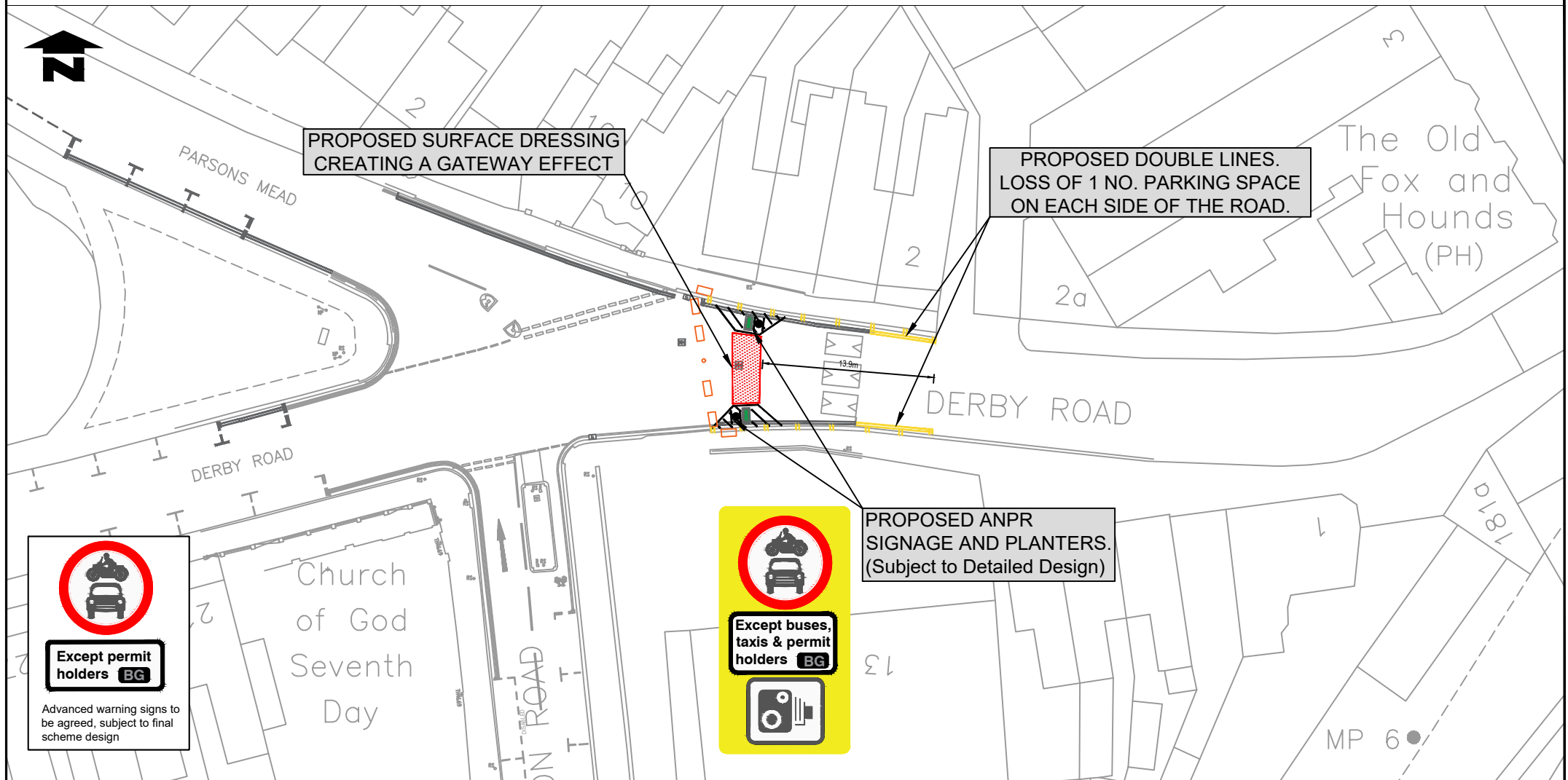


SIGN G

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	DESIGNER SA	VERIFIED TH	SCALE AT A3 1:250 @ A3	DATE 22/09/2020	CROYDON Delivering www.croydon.gov.uk for Croydon	

Proposed Layout Plan for Derby Road

Replace existing planters with 'ANPR' Camera & Associated Signage



Advanced warning signs to be agreed, subject to final scheme design

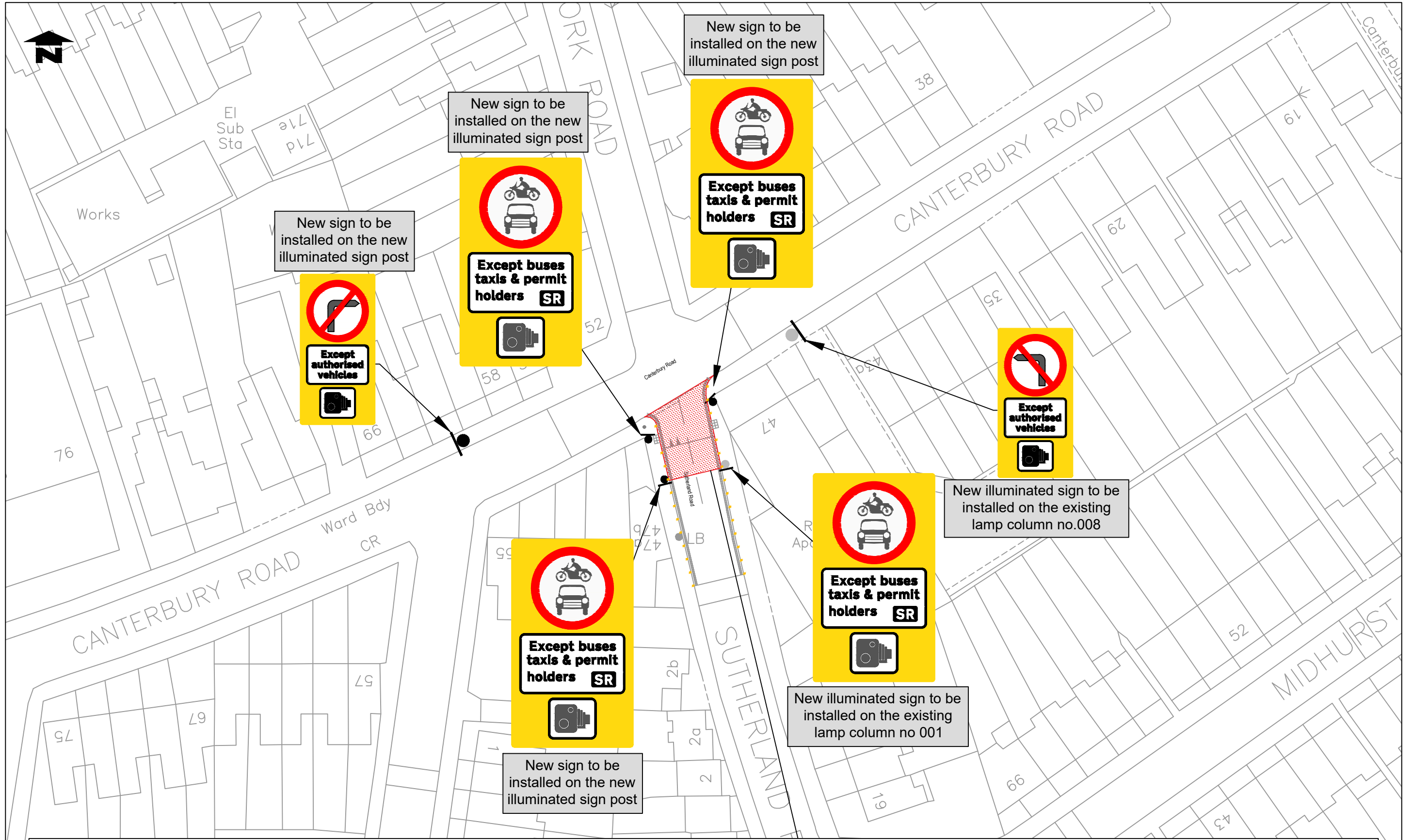
NOTES

- Coloured surface dressing creating a gateway effect on the carriageway
- Existing planters to be removed
- Existing bollard to be removed

JOB NAME CROYDON HEALTHY NEIGHBOURHOOD			
DRAWING TITLE ANPR PARSONS MEAD / DERBY ROAD			
DESIGNER SA	VERIFIED TH	SCALE AT A4 NTS	DATE 01/10/21

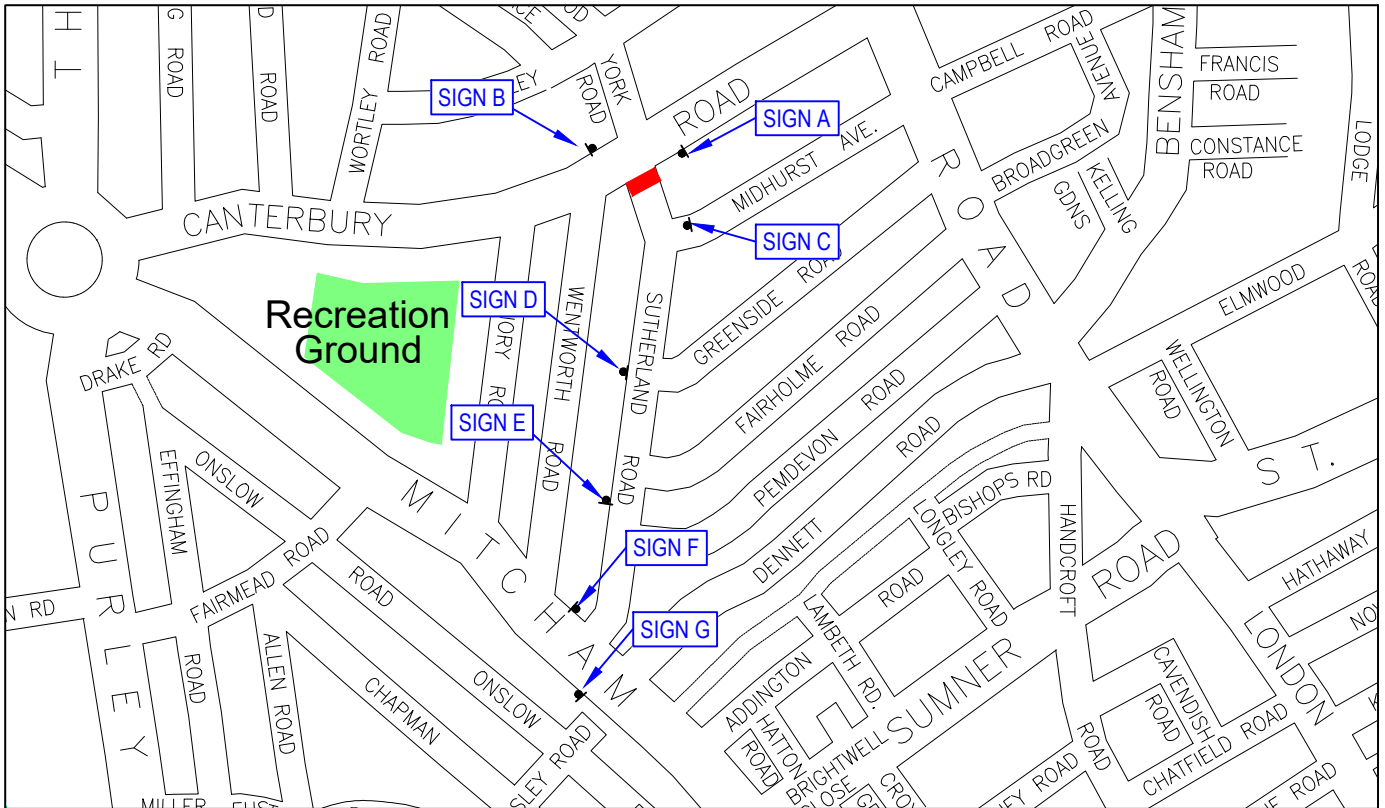
PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES
HIGHWAY IMPROVEMENTS

DRAWING NO CRY-LTN-DerbyRoad ANPR_002	REVISION -
STATUS For Construction	
CROYDON Delivering for Croydon www.croydon.gov.uk	



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REV	REVISION	DRAWN	SIG	DATE	CHKD	SIG	DATE	APP	SIG	DATE	JOB NAME	PLACE DEPARTMENT	DRAWING NO	REVISION
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											HEALTHY STREETS	DIRECTOR - STEVE ILES		
											SUTHERLAND ROAD j/w CANTENBURY ROAD			
											DESIGNER	HIGHWAY IMPROVEMENTS	STATUS	
											MW		For Construction	
											TH		CROYDON Delivering for Croydon	
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											NTS @ A3			
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											12/05/2020			



SIGN A



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SIGN C



SIGN D



SIGN E



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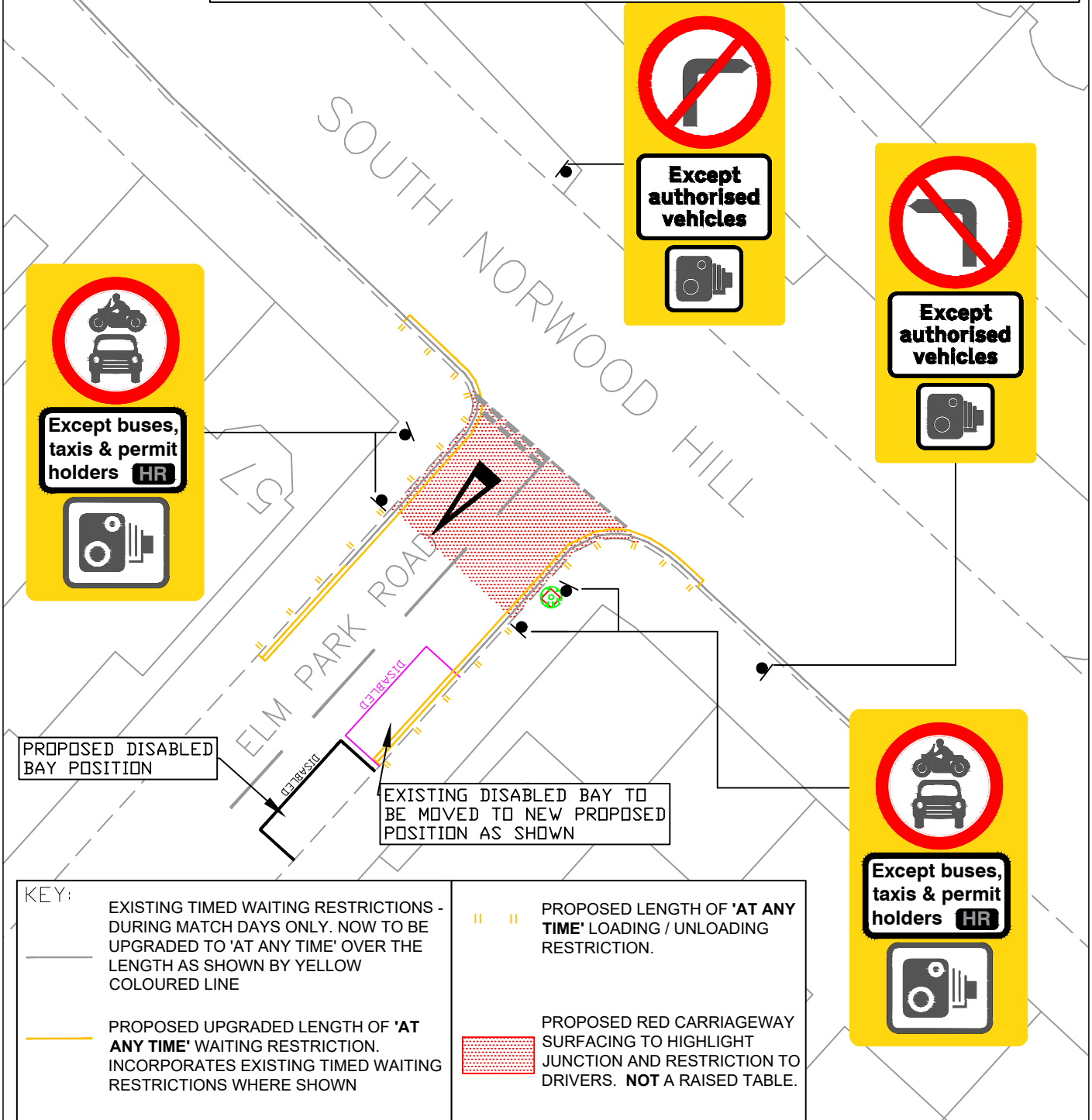
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JOB NAME LOWER TRAFFIC INITIATIVES				DRAWING NO CRY-LTI-HS-SutherlandRd-003		REVISION -
DRAWING TITLE CROYDON HEALTHY STREETS SUTHERLAND ROAD ANPR				PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		STATUS For Consultation
DESIGNER MW	VERIFIED TH	SCALE AT A4 NTS	DATE 22.09.2021	HIGHWAY IMPROVEMENTS		CROYDON www.croydon.gov.uk



GENERAL NOTES

- 1) All signage shown is proposed unless labelled otherwise. Appropriate sign posts to be installed where suitable lamp columns do not exist. Signs to be illuminated using external lighting.
- 2) Existing 20/30mph signs to be relocated but not shown in drawing so as to maintain clarity within drawing.
- 3) Road markings in S. Norwood Hill not shown in full. where not shown, the road markings are unaffected and therefore not to be changed.
- 4) Tree at junction to be trimmed back to ensure that new signage is not obstructed.
- 5) Extension/upgrading or new Waiting/Loading restrictions are necessary as shown to cater for vehicles that may need to turn around to avoid violation of prohibited movement.
- 6) Full scheme to be implemented using Experimental Traffic Regulation Orders.



KEY:

EXISTING TIMED WAITING RESTRICTIONS - DURING MATCH DAYS ONLY. NOW TO BE UPGRADED TO 'AT ANY TIME' OVER THE LENGTH AS SHOWN BY YELLOW COLOURED LINE

PROPOSED UPGRADED LENGTH OF 'AT ANY TIME' WAITING RESTRICTION. INCORPORATES EXISTING TIMED WAITING RESTRICTIONS WHERE SHOWN

PROPOSED LENGTH OF 'AT ANY TIME' LOADING / UNLOADING RESTRICTION.

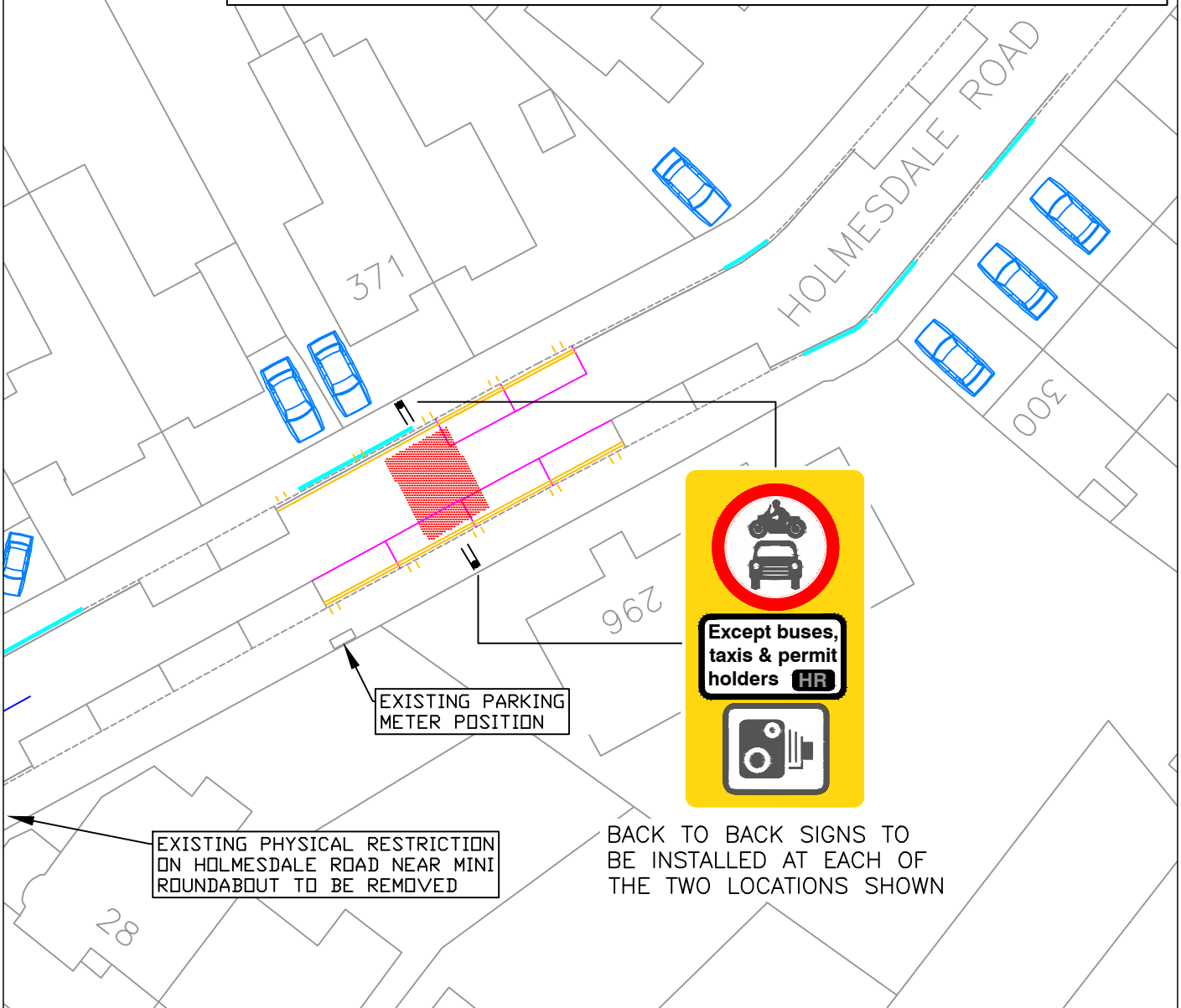
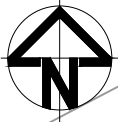
PROPOSED RED CARRIAGEWAY SURFACING TO HIGHLIGHT JUNCTION AND RESTRICTION TO DRIVERS. **NOT** A RAISED TABLE.

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JOB NAME Croydon Healthy Neighbourhoods				PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO HWY/HN/HR/001	
DRAWING TITLE General Arrangement Elm Park Rd jct. with S.Norwood Hill						STATUS TMAC	
DESIGNER WA	VERIFIED TH	SCALE AT A4 NTS	DATE 22/09/21	HIGHWAY IMPROVEMENTS		 www.croydon.gov.uk Delivering for Croydon	

GENERAL NOTES

- 1) All signage shown is proposed unless labelled otherwise. Appropriate sign posts to be installed where suitable lamp columns do not exist. Signs to be illuminated using external lighting. The signage will be placed back to back on each of the 2 posts shown as the restriction applies from both directions.
- 2) Advanced warning signs from approach roads such as S. Norwood Hill, Oliver Grove & Dixon Road is shown in separate drawing/s.
- 3) Extension/upgrading or new Waiting/Loading restrictions are necessary as shown to cater for vehicles that may need to turn around to avoid violation of prohibited movement.
- 4) Full scheme to be implemented using Experimental Traffic Regulation Orders.



EXISTING PARKING METER POSITION

EXISTING PHYSICAL RESTRICTION ON HOLMESDALE ROAD NEAR MINI ROUNDABOUT TO BE REMOVED

BACK TO BACK SIGNS TO BE INSTALLED AT EACH OF THE TWO LOCATIONS SHOWN

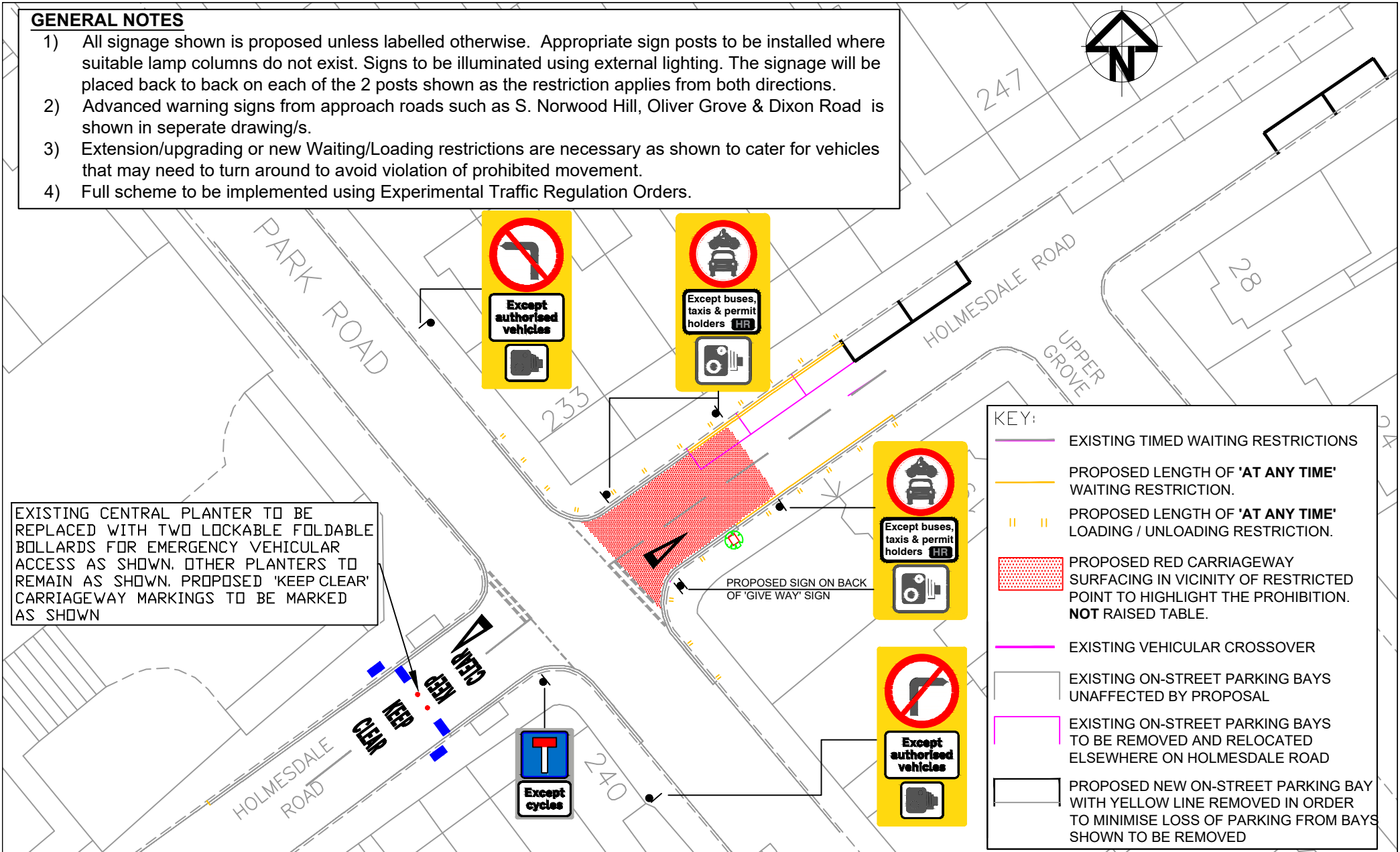
KEY:	EXISTING TIMED WAITING RESTRICTIONS. NOW TO BE UPGRADED TO 'AT ANY TIME' OVER THE LENGTH AS SHOWN BY YELLOW COLOURED LINE	PROPOSED RED CARRIAGEWAY SURFACING IN VICINITY OF RESTRICTED POINT TO HIGHLIGHT THE PROHIBITION. NOT RAISED TABLE.
	PROPOSED UPGRADED LENGTH OF 'AT ANY TIME' WAITING RESTRICTION. INCORPORATES EXISTING TIMED WAITING RESTRICTIONS WHERE SHOWN	EXISTING VEHICULAR CROSSOVER
	PROPOSED LENGTH OF 'AT ANY TIME' LOADING / UNLOADING RESTRICTION.	EXISTING ON-STREET PARKING BAYS TO BE REMOVED AND RELOCATED ELSEWHERE ON HOLMESDALE ROAD
		EXISTING ON-STREET PARKING BAYS UNAFFECTED BY PROPOSAL

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JOB NAME Croydon Healthy Neighbourhoods		PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO HWY/HN/HR/002
DRAWING TITLE General Arrangement Holmesdale Road east of Oliver Grove				STATUS TMAC
DESIGNER WA	VERIFIED TH	SCALE AT A4 NTS	DATE 22/09/21	
HIGHWAY IMPROVEMENTS				

GENERAL NOTES

- 1) All signage shown is proposed unless labelled otherwise. Appropriate sign posts to be installed where suitable lamp columns do not exist. Signs to be illuminated using external lighting. The signage will be placed back to back on each of the 2 posts shown as the restriction applies from both directions.
- 2) Advanced warning signs from approach roads such as S. Norwood Hill, Oliver Grove & Dixon Road is shown in separate drawing/s.
- 3) Extension/upgrading or new Waiting/Loading restrictions are necessary as shown to cater for vehicles that may need to turn around to avoid violation of prohibited movement.
- 4) Full scheme to be implemented using Experimental Traffic Regulation Orders.



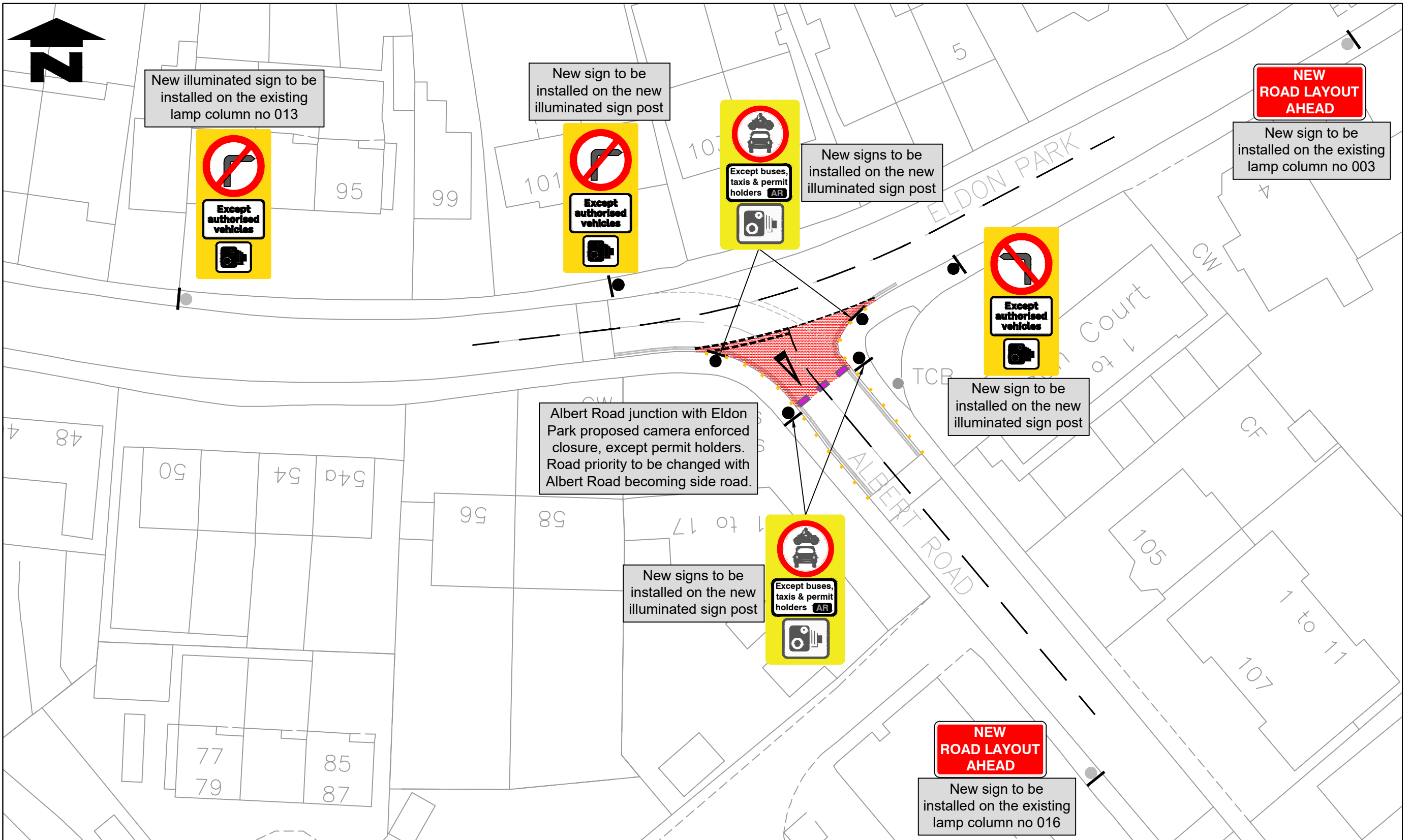
EXISTING CENTRAL PLANTER TO BE REPLACED WITH TWO LOCKABLE FOLDABLE BOLLARDS FOR EMERGENCY VEHICULAR ACCESS AS SHOWN. OTHER PLANTERS TO REMAIN AS SHOWN. PROPOSED 'KEEP CLEAR' CARRIAGEWAY MARKINGS TO BE MARKED AS SHOWN

KEY:

- EXISTING TIMED WAITING RESTRICTIONS
- PROPOSED LENGTH OF 'AT ANY TIME' WAITING RESTRICTION.
- PROPOSED LENGTH OF 'AT ANY TIME' LOADING / UNLOADING RESTRICTION.
- PROPOSED RED CARRIAGEWAY SURFACING IN VICINITY OF RESTRICTED POINT TO HIGHLIGHT THE PROHIBITION. **NOT RAISED TABLE.**
- EXISTING VEHICULAR CROSSOVER
- EXISTING ON-STREET PARKING BAYS UNAFFECTED BY PROPOSAL
- EXISTING ON-STREET PARKING BAYS TO BE REMOVED AND RELOCATED ELSEWHERE ON HOLMESDALE ROAD
- PROPOSED NEW ON-STREET PARKING BAY WITH YELLOW LINE REMOVED IN ORDER TO MINIMISE LOSS OF PARKING FROM BAYS SHOWN TO BE REMOVED


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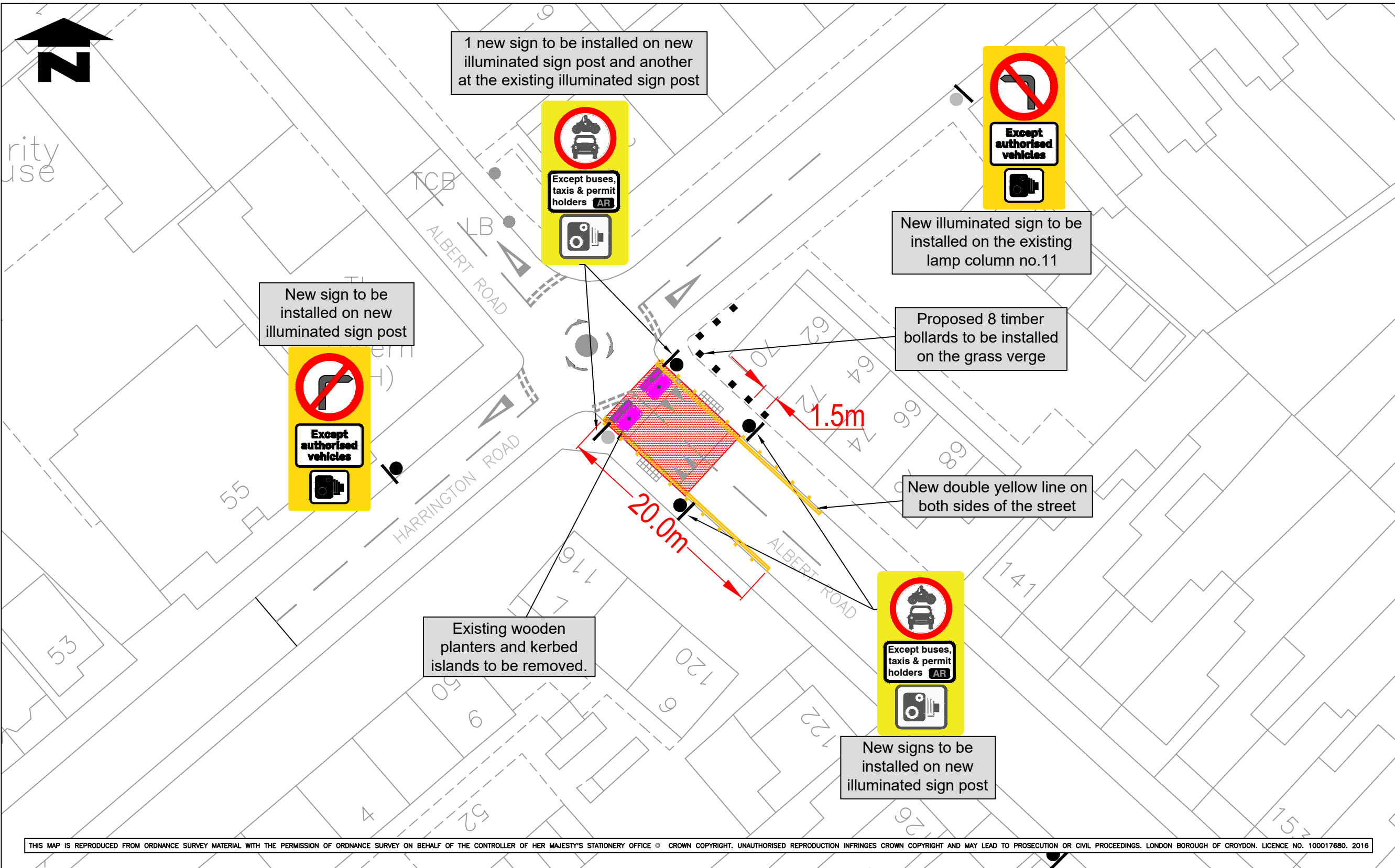
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SIG										Croydon Healthy Neighbourhoods										STREETS DIVISION			HWY/HN/HR/003		-
DATE										Homesdale Road junctions with Park Road										DIRECTOR - STEVE ILES			STATUS		-
CHKD										DESIGNER										HIGHWAY IMPROVEMENTS			TMAC		-
SIG										VERIFIED										SCALE AT A4			CROYDON		-
DATE										TH										DATE			www.croydon.gov.uk		-
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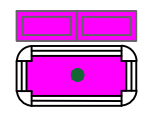
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 Existing planters and islands to be removed

JOB NAME LOWER TRAFFIC INITIATIVES				PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO. CRY-LTI-AlbertRd_ANPR-002.1	REVISION
DRAWING TITLE CROYDON HEALTHY STREETS ALBERT ROAD / ELDON PARK ANPR				HIGHWAY IMPROVEMENTS		STATUS For Constructions	
DESIGNER MW	VERIFIED TH	SCALE AT A3 1:250	DATE 25/08/2021	 www.croydon.gov.uk Delivering for Croydon			



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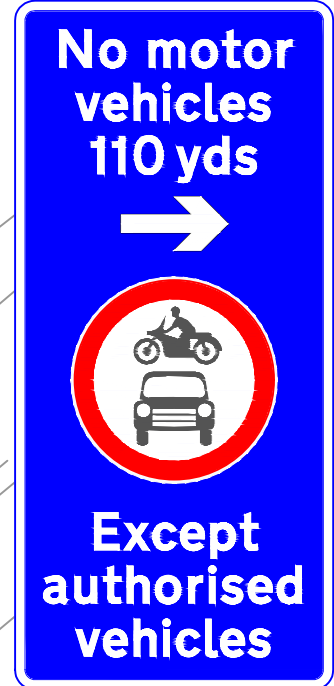


Existing planters and islands to be removed

JOB NAME LOWER TRAFFIC INITIATIVES			
DRAWING TITLE CROYDON HEALTHY STREETS ALBERT ROAD / HARRINGTON ROAD ANPR			
DESIGNER MW	VERIFIED TH	SCALE AT A3 1:250	DATE 25/08/2021

PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES
HIGHWAY IMPROVEMENTS

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STATUS For Constructions	
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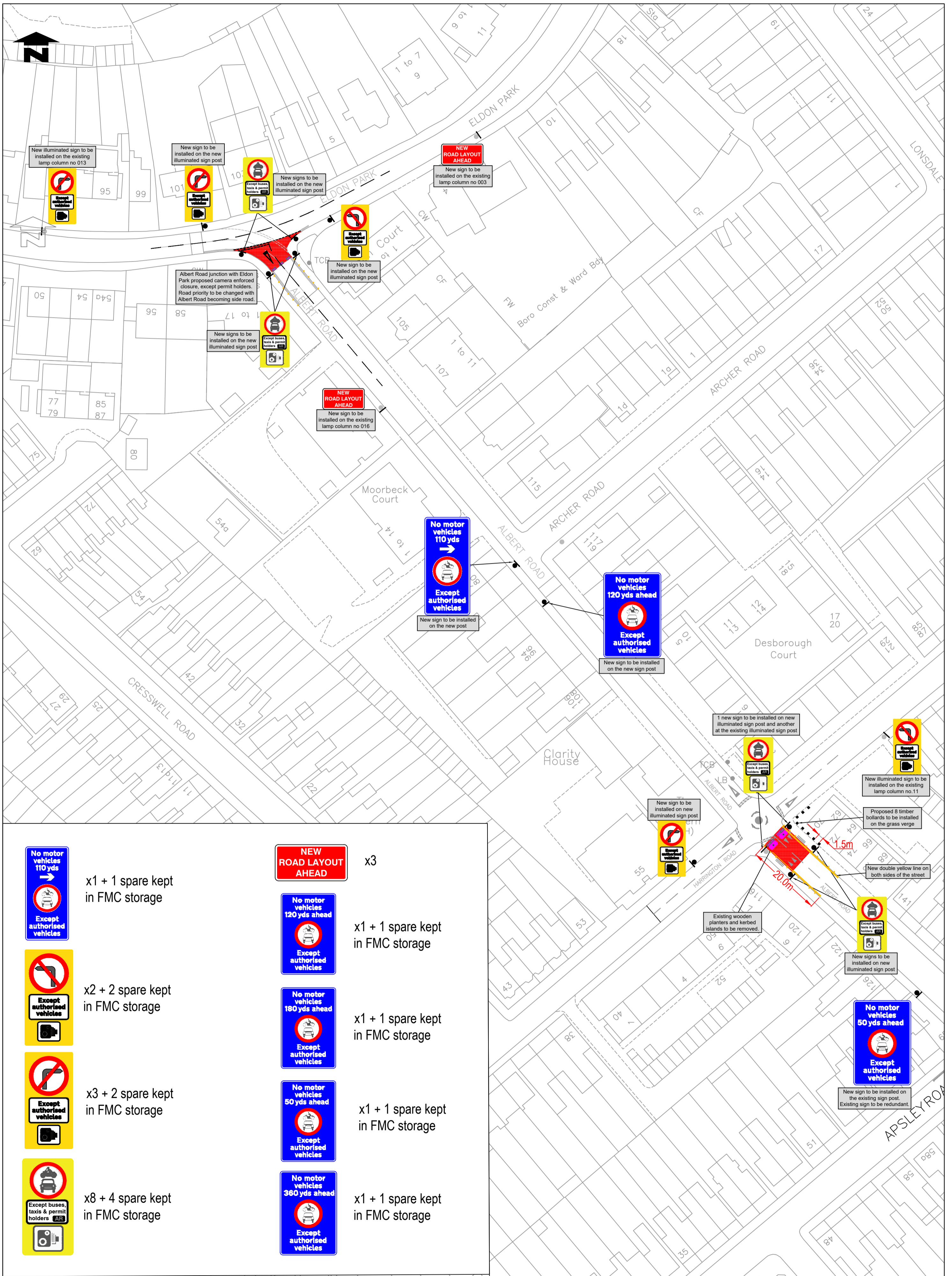
New sign to be installed on the new post



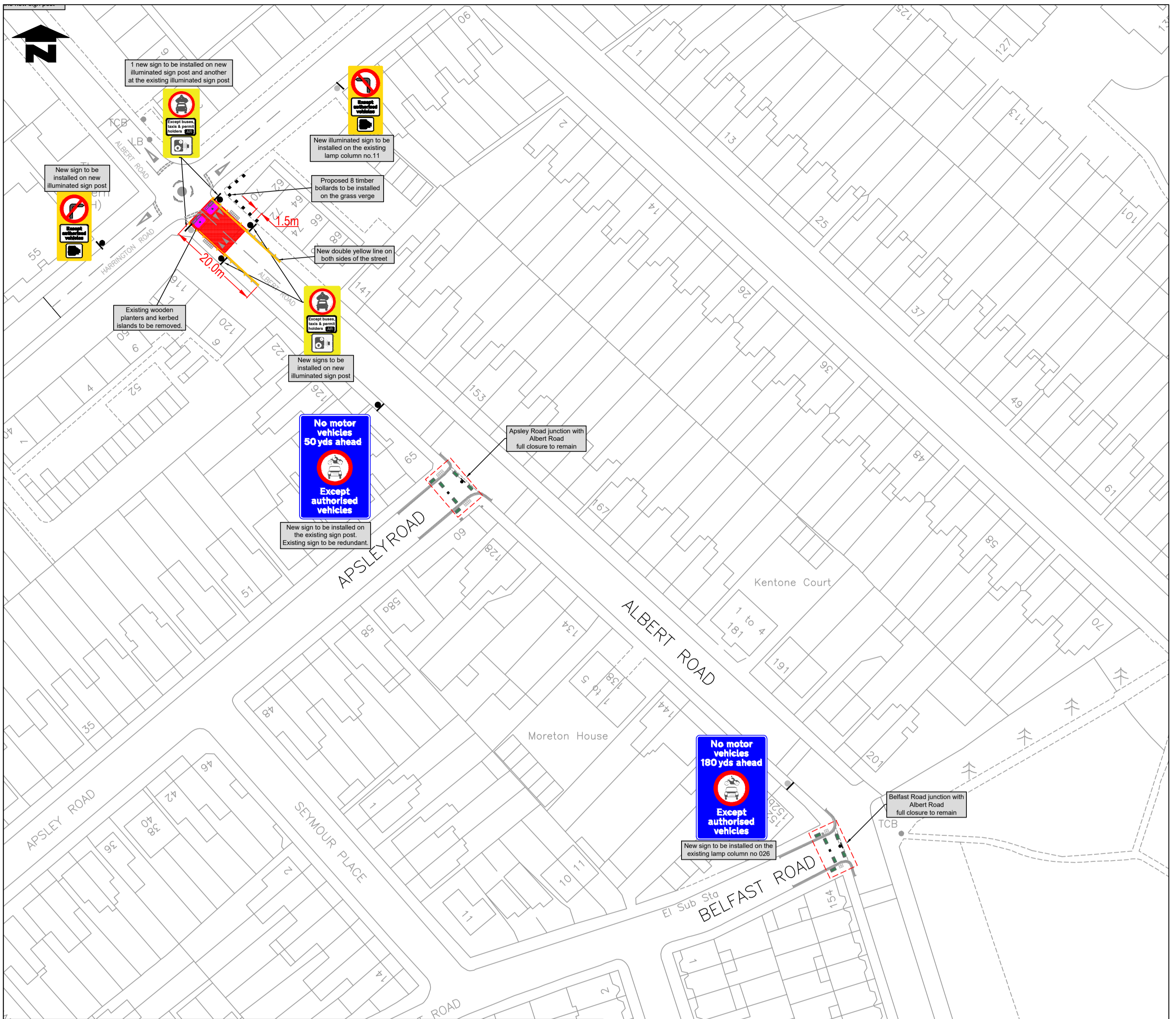
New sign to be installed on the new sign post

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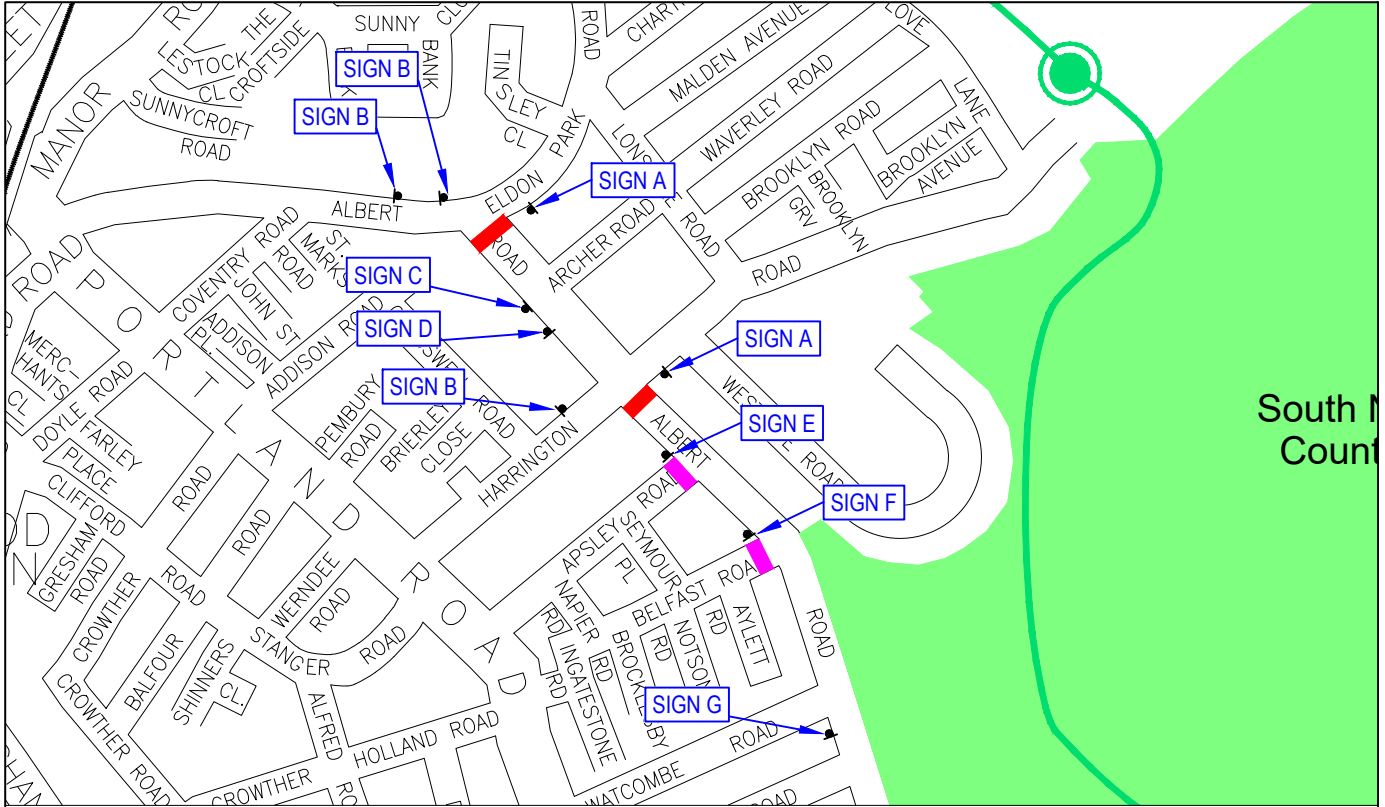


	x1 + 1 spare kept in FMC storage		x3
	x1 + 1 spare kept in FMC storage		x1 + 1 spare kept in FMC storage
	x2 + 2 spare kept in FMC storage		x1 + 1 spare kept in FMC storage
	x3 + 2 spare kept in FMC storage		x1 + 1 spare kept in FMC storage
	x8 + 4 spare kept in FMC storage		



	x1 + 1 spare kept in FMC storage		x3
	x1 + 1 spare kept in FMC storage		x1 + 1 spare kept in FMC storage
	x2 + 2 spare kept in FMC storage		x1 + 1 spare kept in FMC storage
	x8 + 4 spare kept in FMC storage		x1 + 1 spare kept in FMC storage

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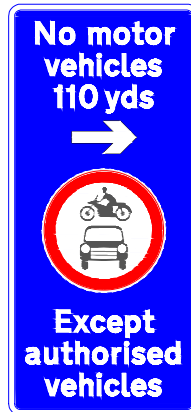
South
Count



SIGN A



SIGN B



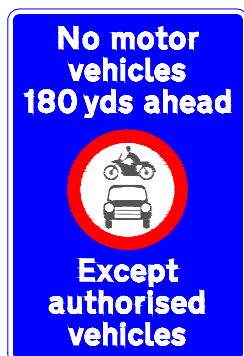
SIGN C



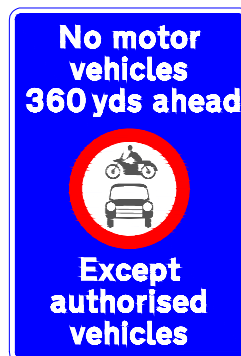
SIGN D



SIGN E



SIGN F



SIGN G

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JOB NAME LOWER TRAFFIC INITIATIVES		PLACE DEPARTMENT STREETS DIVISION DIRECTOR - STEVE ILES		DRAWING NO CRY-LTI-HS-AlbertRd_ANPR-003	REVISION -
DRAWING TITLE CROYDON HEALTHY STREETS ALBERT ROAD / ELTON PARK ANPR		HIGHWAY IMPROVEMENTS		STATUS For Consultation	
DESIGNER MW	VERIFIED TH	SCALE AT A4 NTS	DATE 22.09.2021	CROYDON www.croydon.gov.uk	

June 2021

PUBLIC SURVEY

This is your opportunity to give us your views by 14 July 2021

CROYDON
www.croydon.gov.ukDelivering
for Croydon

Addiscombe Healthy Neighbourhood

PROPOSALS FOR DALMALLY ROAD



In May 2020, the council created the Addiscombe Healthy Neighbourhood by closing Dalmally Road at its junction with Blackhorse Lane through planters.

The Temporary Scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic.

The Temporary Scheme is part of wider set of Croydon Streetspace temporary measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the Temporary Scheme could be improved, including calls for the council to improve vehicle access for residents within the neighbourhood and emergency services.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts. Further information on ETROs can be found on our website at www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed Experimental Scheme. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements



✓ **Access:** the planters on Dalmally Road will be removed and replaced with a camera-enforced partial closure with exemptions.

Benefits of camera enforced restriction replacing the planter closure:

- 1) Full two – way access for those with permits or exemptions into the neighbourhood
- 2) Full two – way access unobstructed for emergency services
- 3) The aims of the healthy neighbourhood are maintained, while providing greater access.

For an illustration of this proposal please see plan included in this leaflet.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

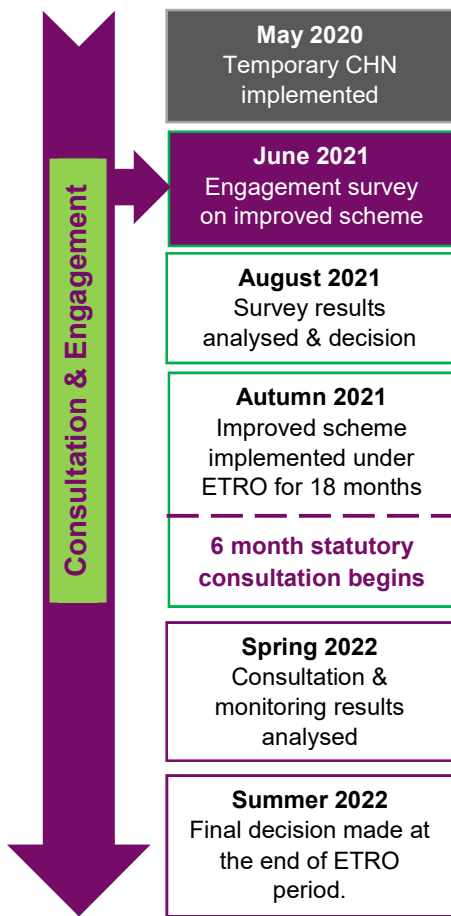
Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

Motorists with a valid permit (see plan included for permit zone) or those that meet the exemption criteria, will be able to drive through the partial closures. For further information on permits and exempt vehicles please visit our website.

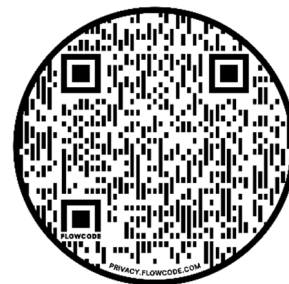
Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on the proposal to implement an ETRO to create the Experimental Scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the agreed option will be implemented on Dalmally Road and monitoring will begin. A 6-month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to this survey have been provided overleaf.



Give us your views

We are seeking your feedback on our improved proposals by completing an online survey that can be accessed at croydon.gov.uk/healthyneighbourhoods or by scanning the QR code with your phone or tablet.



The survey will be live from Thursday 16 June and close at 23:59 Wednesday 14 July 2021.

If you require the survey as a physical copy and/or another format including braille and larger font size, please contact the council using the following channels:

1. **By Phone:** contact the council on **020 8726 6000**.
2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
Highway Improvements Team
6th Floor, Zone C,
Bernard Weatherill House,
8 Mint Walk,
CR0 1EA
4. **Email:** dalmally.hn@croydon.gov.uk

For further information:

Please visit our Healthy Neighbourhood website for updates and information on how the CHN will operate and the ETRO process.

www.croydon.gov.uk/healthyneighbourhoods

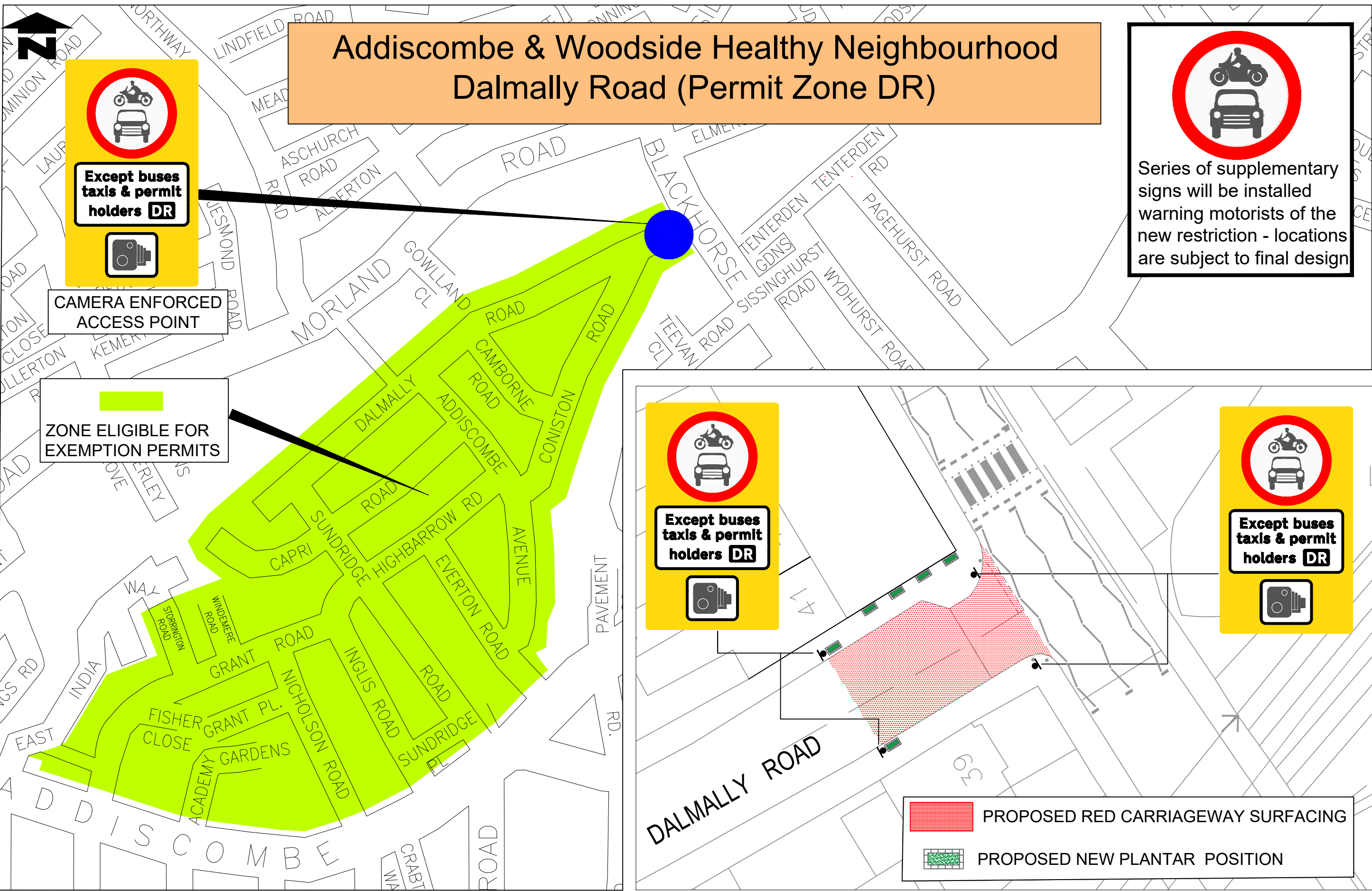
Addiscombe & Woodside Healthy Neighbourhood Dalmally Road (Permit Zone DR)

**Except buses
taxis & permit
holders DR**

**CAMERA ENFORCED
ACCESS POINT**

**ZONE ELIGIBLE FOR
EXEMPTION PERMITS**

Series of supplementary signs will be installed warning motorists of the new restriction - locations are subject to final design



**Except buses
taxis & permit
holders DR**

**Except buses
taxis & permit
holders DR**

- PROPOSED RED CARRIAGEWAY SURFACING
- PROPOSED NEW PLANTAR POSITION

Addiscombe Healthy Neighbourhood

PROPOSALS FOR ELMERS ROAD



In May 2020, the council created the Addiscombe Healthy Neighbourhood by closing Elmers Road at its junction with Blackhorse Lane through planters.

The Temporary Scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic.

The Temporary Scheme is part of wider set of Croydon Streetspace temporary measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the Temporary Scheme could be improved, including calls for the council to improve vehicle access for residents within the neighbourhood and emergency services.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts. Further information on ETROs can be found on our website at www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed Experimental Scheme. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements



✓ **Access:** the planters on Elmers Road will be removed and replaced with a camera-enforced partial closure with exemptions.

Benefits of camera enforced restriction replacing the planter closure:

- 1) Full two – way access for those with permits or exemptions into the neighbourhood
- 2) Full two – way access unobstructed for emergency services
- 3) The aims of the healthy neighbourhood are maintained while providing greater access.

For an illustration of this proposal please see plan included in this leaflet.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

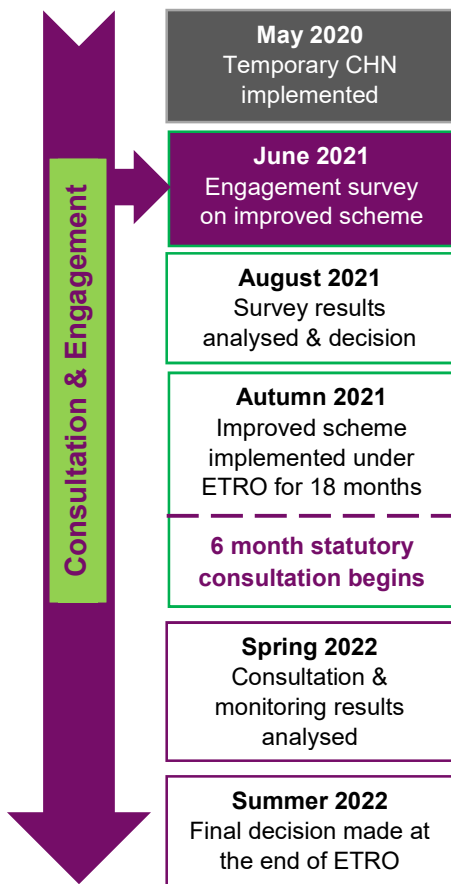
Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

Motorists with a valid permit (see plan included for permit zone) or those that meet the exemption criteria, will be able to drive through the partial closures. For further information on permits and exempt vehicles please visit our website.

Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on the proposal to implement an ETRO to create the Experimental Scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the agreed option will be implemented on Elmers Road and monitoring will begin. A 6-month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to this survey have been provided overleaf.



Give us your views

We are seeking your feedback on our improved proposals by completing an online survey that can be accessed at croydon.gov.uk/healthyneighbourhoods or by scanning the QR code with your phone or tablet.



The survey will be live from Thursday 16 June and close at 23:59 Wednesday 14 July 2021.

If you require the survey as a physical copy and/or another format including braille and larger font size, please contact the council using the following channels:

1. **By Phone:** contact the council on **020 8726 6000**.
2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
Highway Improvements Team
6th Floor, Zone C,
Bernard Weatherill House,
8 Mint Walk,
CR0 1EA
4. **Email:** elmers.hn@croydon.gov.uk

For further information:


Please visit our Healthy Neighbourhood website for updates and information on how the CHN will operate and the ETRO process.

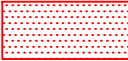
www.croydon.gov.uk/healthyneighbourhoods

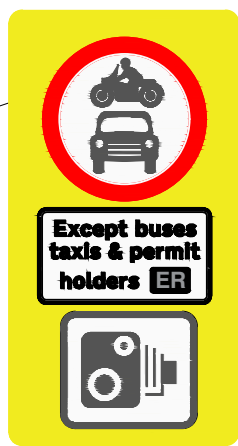
**Addiscombe & Woodside Healthy Neighbourhood
Elmers Road (Permit Zone ER)**



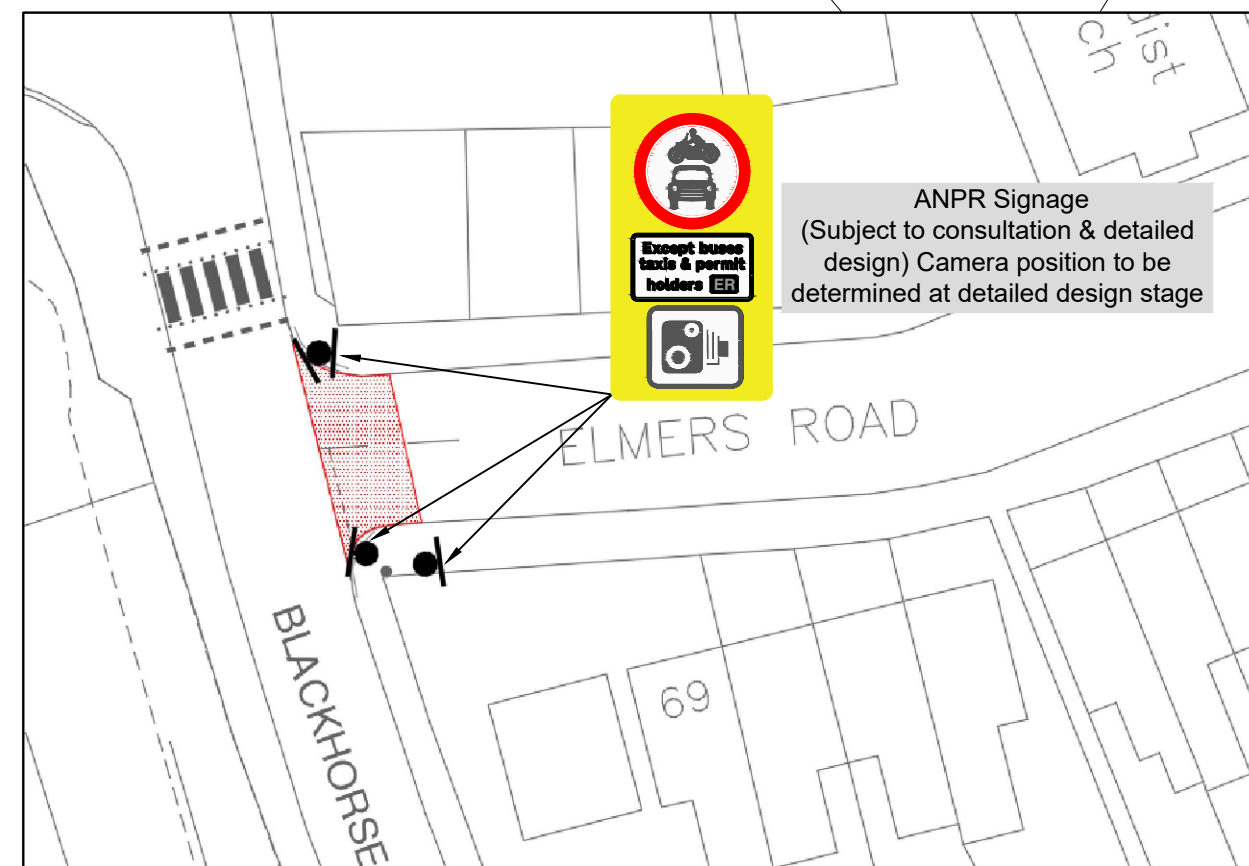
Series of supplementary signs will be installed warning motorists of the new restriction - locations are subject to final design

 **ZONE ELIGIBLE FOR EXEMPTION PERMITS**

 **RED CARRIAGEWAY SURFACING**



**CAMERA ENFORCED
ACCESS POINT**



ANPR Signage
(Subject to consultation & detailed design) Camera position to be determined at detailed design stage

Broad Green Healthy Neighbourhood

In September 2020, the council created the Broad Green Healthy Neighbourhood by making temporary changes to the following streets in the area:

- Derby Road: partial road closure (except cyclists) through placement of planters
- Parsons Mead: allowing for only permit holders to drive motorised vehicles through the street, enforced through cameras
- Handcroft Road: one-way traffic for motor vehicles, with a cycle lane running the opposite direction to traffic
- Mead Place: reverse the direction of the one-way working allowing traffic to flow away from London Road

The Temporary Scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic. The Temporary Scheme is part of wider set of Croydon Streetspace temporary measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

The aim of a CHN is to make streets more attractive for people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the Temporary Scheme could be improved, including calls for the council to:

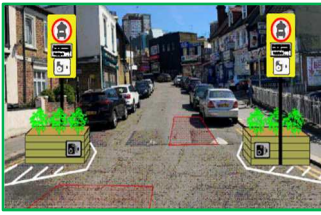
- Improve vehicle access for residents within the neighbourhood, and emergency services; and
- Increase visibility of signage at the camera-enforced restrictions.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts. Further information on ETROs can be found on our website at

www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed Experimental Scheme, which would maintain the existing temporary changes, subject to improvements. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements – Option 1 (camera enforced restriction)



An impression of the camera restriction in Derby Road

- ✓ **Access:** the planters on Derby Road will be removed and replaced with a camera-enforced restriction that will include permit exemptions.
- ✓ **Signage:** upgrading existing signs; installing additional signs where applicable; adding planters, and coloured surface paint to highlight the restriction points.

Benefits of camera enforced restriction replacing the planter closure:

- 1) Full two – way access for those with permits or exemptions into the neighbourhood
 - 2) Full two – way access unobstructed for emergency services
 - 3) The aims of the healthy neighbourhood is maintained whilst providing greater access.
- For an illustration of this proposal please see proposal plan included in this leaflet.*

Proposed Improvements – Option 2 (one way traffic)



An impression one way working in Derby Road

- ✓ **Access:** the planters on Derby Road will be removed and replaced with one-way working arrangement, where traffic will be able to exit left onto London Road only from Derby Road (existing right turn ban in place).

Benefits of one – way working replacing the planter closure:

- 1) Provides greater access to motorists by allowing traffic to exit the neighbourhood via Derby Road left only onto London Road (existing right turn ban in place).
- 2) Provides greater access to emergency services by allowing them to use Derby Road to access the neighbourhood.
- 3) Provides an opportunity to restrict through traffic from one direction, retaining some aims of healthy neighbourhoods.

For an illustration of this proposal please see proposal plan included in this leaflet.

Under either of the two options set out above, all other existing measures on Handcroft Road, Parsons Mead and Mead Place will remain in place with improvements to signs and road markings.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

Motorists with a valid permit (see plan included for permit zone) or those that meet the exemption criteria, will be able to drive through the camera enforced restrictions. For further information on permits and exempt vehicles please visit our website.

Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on the proposal to implement an ETRO to create the Experimental Scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the agreed option will be implemented on Derby Road and monitoring will begin. A 6-month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to this survey have been provided overleaf.

Give us your views

We are seeking your feedback on our improved proposals by completing an online survey that can be accessed at croydon.gov.uk/healthyneighbourhoods or by scanning the QR code with your phone or tablet.



The survey will be live from Thursday 16 June and close at 23:59 Wednesday 14 July 2021.

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3. **By Post:** please send all correspondence to:
Highway Improvements Team
6th Floor, Zone C,
Bernard Weatherill House,
8 Mint Walk,
CR0 1EA
4. **Email:** broadgreen.hn@croydon.gov.uk

For further information:

Please visit our Healthy Neighbourhood website for updates and information on how the CHN will operate and the ETRO process.

Consultation & Engagement

September 2020
Temporary CHN
implemented

June 2021
Engagement survey
on improved scheme

August 2021
Survey results
analysed & decision

Autumn 2021
Experimental Scheme
implemented under
ETRO for 18 months

**6 month statutory
consultation begins**

Spring 2022
Consultation &
monitoring results
analysed

Summer 2022
Final decision made at
the end of ETRO

www.croydon.gov.uk/healthyneighbourhoods

Broad Green Healthy Neighbourhood

PROPOSALS FOR SUTHERLAND ROAD



In May 2020, the council created the Broad Green Healthy Neighbourhood by closing Sutherland Road at its junction with Canterbury Road through planters.

The Temporary Scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic.

The Temporary Scheme is part of a wider set of Croydon Streetspace temporary measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the Temporary Scheme. That feedback has helped to identify ways in which feedback the Temporary Scheme could be improved, including calls for the council to improve vehicle access for residents within the neighbourhood and emergency services.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts. Further information on ETRO's can be found on our website at www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed improved Experimental Scheme. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements



✓ **Access:** the planters on Sutherland Road will be removed and replaced with a camera-enforced restriction with permit exemptions.

Benefits of camera enforced restriction replacing the planter closure:

- 1) Full two-way access for those with permits or exemptions into the neighbourhood
- 2) Full two-way access unobstructed for emergency services
- 3) The aims of the healthy neighbourhood are maintained whilst providing greater access.

For an illustration of this proposal please see plan included in this leaflet.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

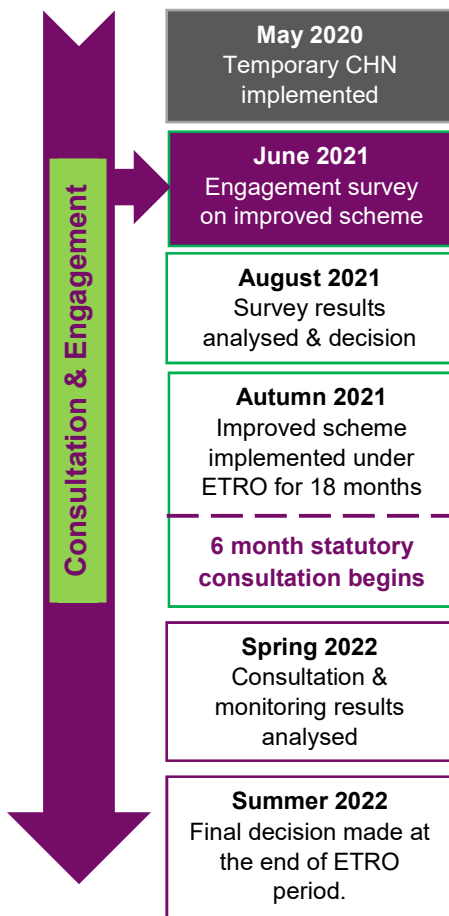
Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

Motorists with a valid permit (see plan included for permit zone) or those that meet the exemption criteria, will be able to drive through the camera enforced restriction. For further information on permits and exempt vehicles please visit our website.

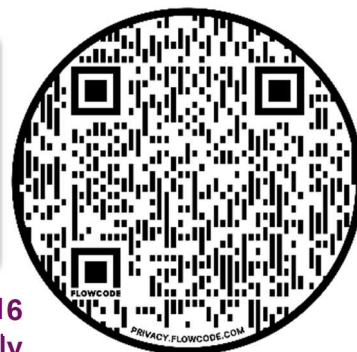
Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on our proposal to implement an ETRO to create the Experimental Scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the scheme will be implemented and monitoring will begin. A 6 month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to the survey have been provided on the next page.



Give us your views

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croydon.gov.uk/healthyneighbourhoods
 or scan the QR code with your phone or tablet.



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2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
 Highway Improvements Team
 6th Floor, Zone C,
 Bernard Weatherill House,
 8 Mint Walk,
 CR0 1EA
4. **Email:** sutherland.hn@croydon.gov.uk

For further information:

Please visit our Healthy Neighbourhood website for updates and information on how the CHN will operate and the ETRO process.

www.croydon.gov.uk/healthyneighbourhoods



Broad Green Healthy Neighbourhood Sutherland Road (Permit Zone SR)



CAMERA ENFORCED
ACCESS POINT



PROPOSED ILLUSTRATION OF WHAT THE ANPR
SCHEME COULD LOOK LIKE

-  ZONE ELIGIBLE FOR EXEMPTION PERMITS
-  RED CARRIAGEWAY SURFACING

South Norwood Healthy Neighbourhood

PROPOSALS FOR HOLMESDALE ROAD AREA



In May 2020, the council created the South Norwood – Holmesdale Road Healthy Neighbourhood by physically closing Holmesdale Road by using planters at three points along the street. Two of the closures were to either side of its junction with Park Road whilst the third was at its junction with Oliver Grove.

The temporary scheme was installed in response to guidance and emergency powers given to local authorities by central government to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic.

The temporary scheme is part of a wider set of Croydon Streetspace measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the temporary scheme could be improved, including calls for the council to improve vehicle access for residents within the neighbourhood and emergency services.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts.

Further information on ETRO's can be found on our website at

www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed improved Experimental Scheme. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements



✓ **Access:**

- 1) The planters/physical islands on Holmesdale Road at two locations will be removed and replaced with a camera-enforced restriction with permit exemptions.
- 2) The planters/physical islands at the third location (outside Selhurst Park) will remain largely unchanged but there will be an addition of foldable lockable bollard to cater for emergency service vehicle access.
- 3) A new restriction will be introduced on Elm Park Road at its junction with South Norwood Hill. This (as with the other restrictions described above) will also be enforced through the use of a camera with an exemption for those with permits or exemptions.

Benefits of camera-enforced restriction replacing the planter closures:

- 1) Full two-way access for those with permits or exemptions into the neighbourhood
- 2) Full two-way access, unobstructed for emergency services
- 3) The aims of the healthy neighbourhood are maintained whilst providing greater access

(For an illustration of this proposal please see plan included in this leaflet)

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

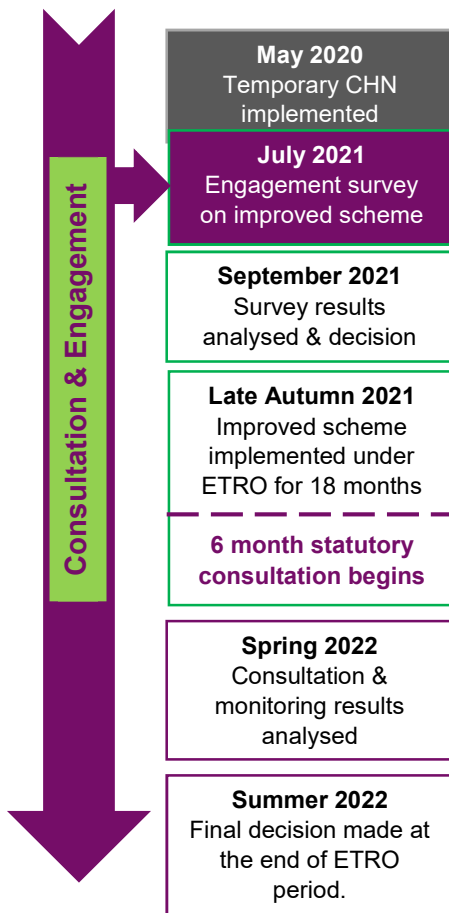
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Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

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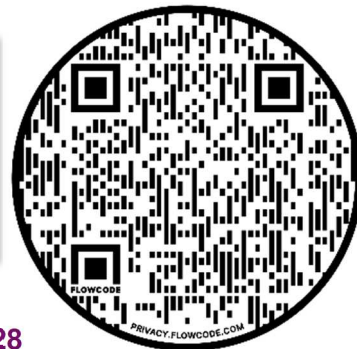
Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on our proposal to implement an ETRO to create an experimental scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the scheme will be implemented and monitoring will begin. A 6 month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to the survey have been provided on the next page.



Give us your views

Complete our online survey by visiting our website:
croydon.gov.uk/healthyneighbourhoods
 or scan the QR code with your phone or tablet.



The survey will be live from Wednesday 28 July and close at 23:59 on Tuesday 24 August 2021.

If you require the survey as a physical copy and/or another format including braille and larger font size, please contact the council using the following channels:

1. **By Phone:** contact the council on **020 8726 6000**.
2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
 Highway Improvements Team
 6th Floor, Zone C,
 Bernard Weatherill House,
 8 Mint Walk,
 CR0 1EA
4. **Email:** holmesdale.hn@croydon.gov.uk

For further information:

Please visit our Healthy Neighbourhood website for updates and information on: ETRO process, how the trial scheme will be monitored, scheme-specific benefits, permits and exemptions.

www.croydon.gov.uk/healthyneighbourhoods

**South Norwood Healthy Neighbourhood
Holmesdale Road Area (Permit Zone HR)**

Series of supplementary signs will be installed warning motorists of the new restriction - locations are subject to final design


Except buses taxis & permit holders **HR**



PROPOSED CAMERA ENFORCED ACCESS POINT

EXISTING PHYSICAL CLOSURE AT THIS POINT TO BE REMOVED

Except buses taxis & permit holders **HR**

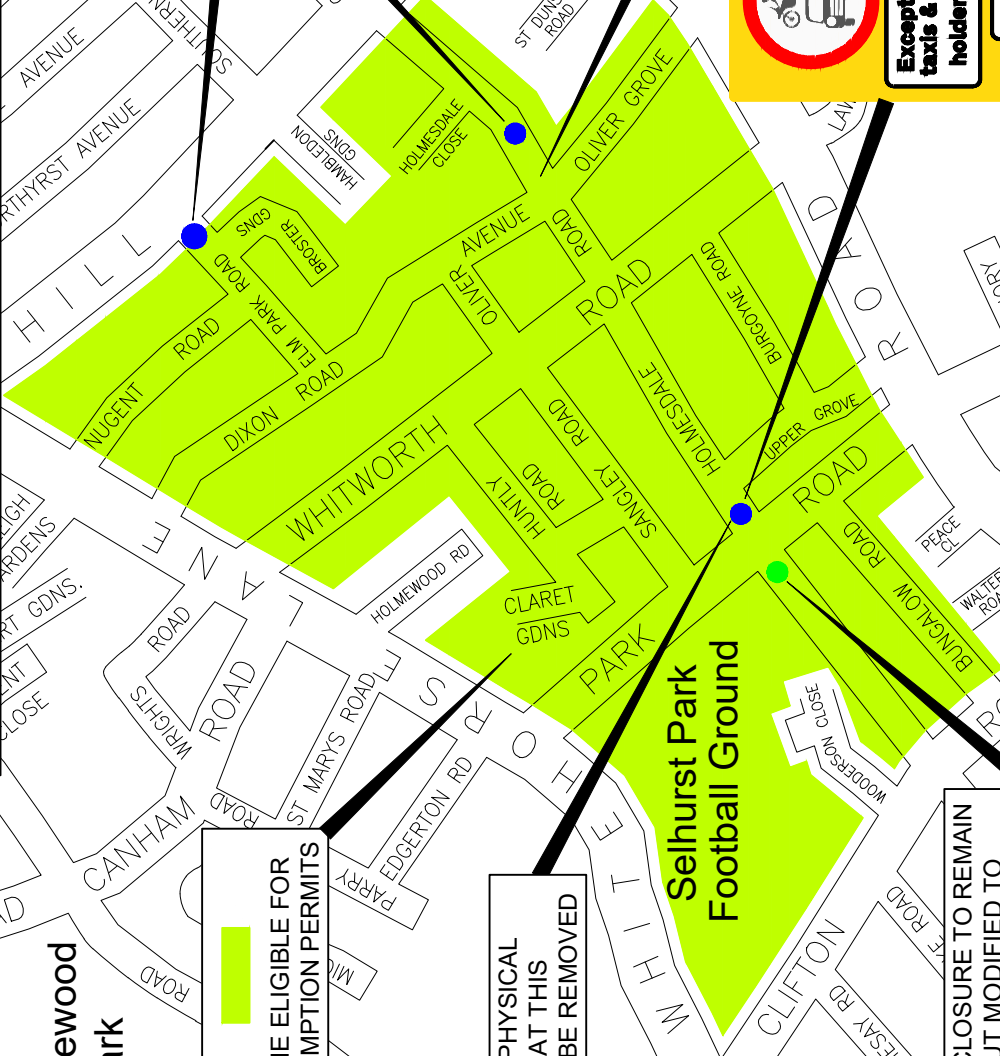


PROPOSED CAMERA ENFORCED ACCESS POINT

ZONE ELIGIBLE FOR EXEMPTION PERMITS

EXISTING PHYSICAL CLOSURE AT THIS POINT TO BE REMOVED

PHYSICAL CLOSURE TO REMAIN IN PLACE BUT MODIFIED TO INCLUDE FOLDABLE LOCKABLE BOLLARD TO CATER FOR EMERGENCY SERVICE VEHICLES



Woodside Ward South Norwood Healthy Neighbourhood

PROPOSALS FOR ALBERT ROAD AREA



In May 2020, the council created the Healthy Neighbourhood by introducing road closures at two locations – Eldon Park junction with Albert Road & Harrington Road junction with Albert Road. To complete the healthy neighbourhood, a further two closures were introduced in October 2020 on Belfast Road and Apsley Road.

The temporary scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the

Covid-19 pandemic.

The temporary scheme is part of a wider set of Croydon Streetspace measures introduced across the borough, and funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the temporary scheme could be improved, including calls for the council to expand vehicle access for residents within the neighbourhood and emergency services.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of an improved scheme under an Experimental Traffic Regulation Order (ETRO) for a period of 18 months. An ETRO enables the implementation of a longer term scheme whilst simultaneously learning from and consulting on its impacts. Further information on ETROs can be found on our website at www.croydon.gov.uk/healthyneighbourhoods

Prior to any decision on an ETRO, the council is writing to seek your feedback on the proposed experimental scheme. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out overleaf.

Proposed Improvements



✓ Access:

- 1) The planters/physical islands on Albert Road at the two locations will be removed and replaced with a camera-enforced restriction with permit exemptions
- 2) The planters on Apsley and Belfast Roads will be replaced with bollards. The middle bollard will be a lockable foldable type to allow emergency vehicles access. (See illustration provided for details).

Benefits of camera enforced restriction replacing the closure:

- 1) Full two – way vehicle access for those with permits or exemptions into the neighbourhood
- 2) Full two – way access unobstructed for emergency services
- 3) The aims of the healthy neighbourhood are maintained

For an illustration of this proposal please see plan included in this leaflet.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

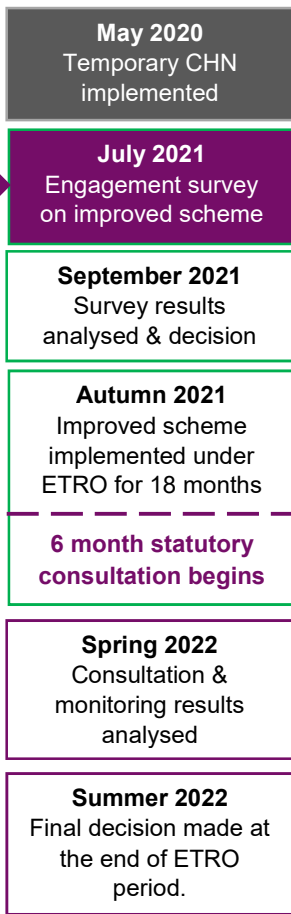
Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

Permits and Exemptions

Motorists with a valid permit (see plan included for permit zone) or those that meet the exemption criteria, will be able to drive through the partial closures. For further information on permits and exempt vehicles please visit our website at croydon.gov.uk/healthyneighbourhoods

Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on the proposal to implement an ETRO to create the experimental scheme. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the ETRO. If approved, the agreed option will be implemented and monitoring will begin. A 6-month statutory consultation period will follow, where the public will be able to submit written objections. An approximate timeline and details on how to respond to this survey have been provided overleaf.



Give us your views

We are seeking your feedback on our improved proposals by completing an online survey that can be accessed at croydon.gov.uk/healthyneighbourhoods or by scanning the QR code with your phone or tablet.



The survey will be live from Wednesday 28 July and close at 23:59 on Tuesday 24 August 2021.

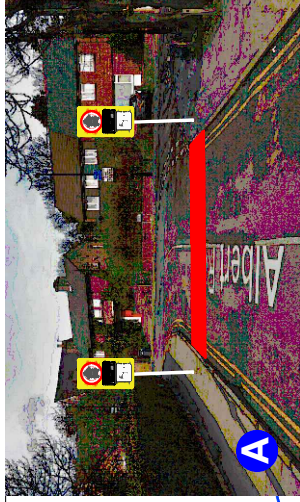
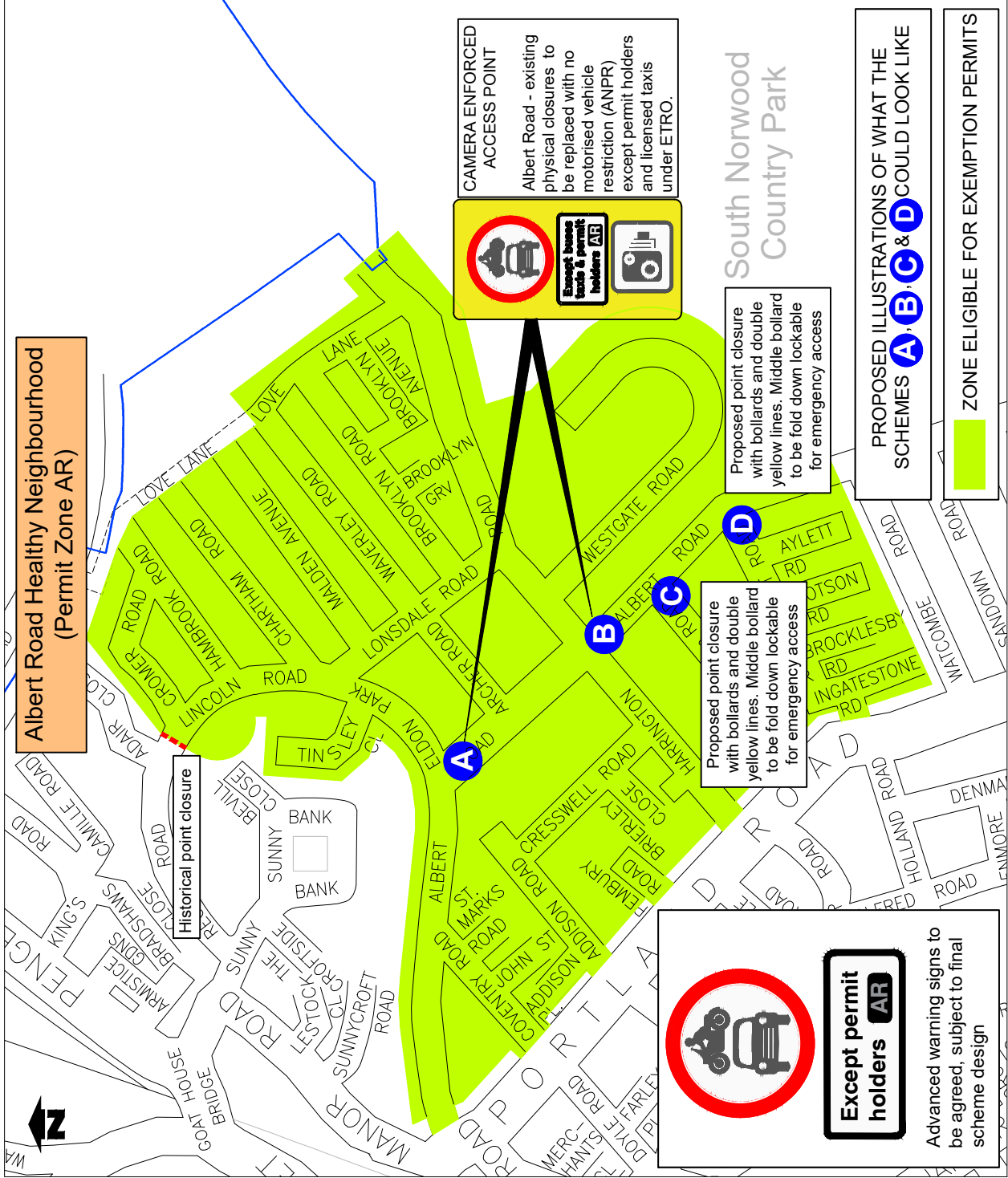
If you require the survey as a physical copy and/or another format including braille and larger font size, please contact the council using the following channels:

1. **By Phone:** contact the council on **020 8726 6000**.
2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
Highway Improvements Team
6th Floor, Zone C,
Bernard Weatherill House,
8 Mint Walk,
CR0 1EA
4. **Email:** albert.hn@croydon.gov.uk

For further information:

Please visit our Healthy Neighbourhood website for updates and information on: ETRO process, how the trial scheme will be monitored, scheme-specific benefits, permits and exemptions.

www.croydon.gov.uk/healthyneighbourhoods



CAMERA ENFORCED ACCESS POINT

Albert Road - existing physical closures to be replaced with no motorised vehicle restriction (ANPR) except permit holders and licensed taxis under ETRO.

Addiscombe Healthy Neighbourhood

PROPOSALS FOR KEMERTON ROAD



In May 2020, the council created the Addiscombe Healthy Neighbourhood by closing Kemerton Road at its junction with Jesmond Road through planters.

The Temporary Scheme was installed in response to guidance and emergency powers given to local authorities by central government last year to create more space on local streets to accommodate safe, sustainable, socially-distanced travel during the Covid-19 pandemic.

The Temporary Scheme is part of wider set of Croydon Streetspace temporary measures introduced across the borough, funded by the Department for Transport (DfT) and Transport for London (TfL).

Aims of Croydon Healthy Neighbourhoods (CHN):

A CHN makes local streets more attractive for local people in the following ways:

- ✓ Streets that are safer, cleaner, and quieter – addressing long-standing concerns from local residents around congestion and road safety
- ✓ Streets that support more sustainable methods of travel like cycling or walking – addressing concerns around air pollution and the climate crisis
- ✓ Streets that encourage and enable increased physical activity – addressing concerns about poor physical health and obesity.

Feedback so far

Feedback has been received from local residents throughout the implementation of the temporary scheme. That feedback has helped to identify ways in which the Temporary Scheme could be improved, including calls for the council to retain the road closure, but provide improved access for emergency service vehicles.

As a result of this feedback, the council is now considering how best to proceed with the CHN. It is considering the implementation of the road closure permanently. Prior to any decision on the permanent scheme, the council is writing to seek your feedback on the proposed scheme, which would maintain the existing closure, subject to improvements. If agreed, the changes will be implemented using external funds secured through TfL and the DfT as part of their Streetspace, Healthy Streets and Active Travel programmes. The proposals for those improvements are set out below and shown on the plan included with this leaflet.

Proposed Improvements



An impression of the improved scheme in Kemerton Road

- ✓ **Improved infrastructure:** the council is proposing to replace the planters with reflective bollards that require none to very minimal long-term maintenance.
- ✓ **Emergency Access:** the council is proposing to install a fold-down lockable central bollard that provides improved emergency service access.

Monitoring and tracking the Healthy Neighbourhood

The council will measure the impacts of all Healthy Neighbourhood schemes by capturing and analysing following data to be sure that the scheme is meeting its goals:

Traffic speeds	Air quality modelling (diffusion tubes & portable sensors)
Traffic volumes	Levels of walking, cycling & public transport usage
Traffic collisions	Feedback from statutory groups
Emergency services response times	Feedback from local residents, schools & businesses

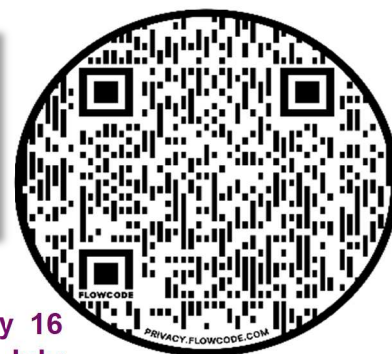
Next steps

The council is writing to all residents within the neighbourhood, as well as local businesses, schools, councillors and other key groups to collect views on the proposal to implement an improved permanent road closure except for emergency access and cyclists. Feedback from this survey will be analysed and considered as part of the decision to be taken by the council on the scheme.



Give us your views

Complete our online survey by visiting our website:
croydon.gov.uk/healthyneighbourhoods or scan the QR code with your phone or tablet.



The survey will be live from Thursday 16 June and close at 23:59 Wednesday 14 July 2021.

If you require the survey as a physical copy and/or another format including braille and larger font size, please contact the council using the following channels:

1. **By Phone:** contact the council on **020 8726 6000**.
2. Lines are open between 09:00-16:00 Monday to Friday.
3. **By Post:** please send all correspondence to:
Highway Improvements Team
6th Floor, Zone C,
Bernard Weatherill House,
8 Mint Walk,
CR0 1EA
4. **Email:** kemerton.hn@croydon.gov.uk


For further information:

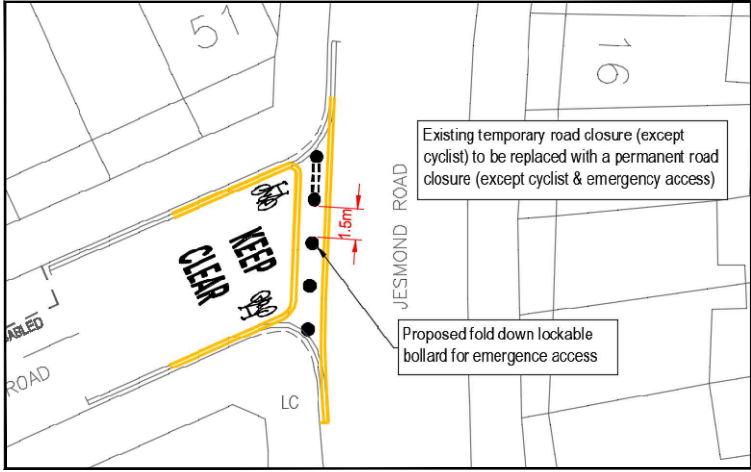
Please visit our Healthy Neighbourhood website for further information and updates.

www.croydon.gov.uk/healthyneighbourhoods

**Addiscombe & Woodside Healthy Neighbourhood
Kemerton Road**

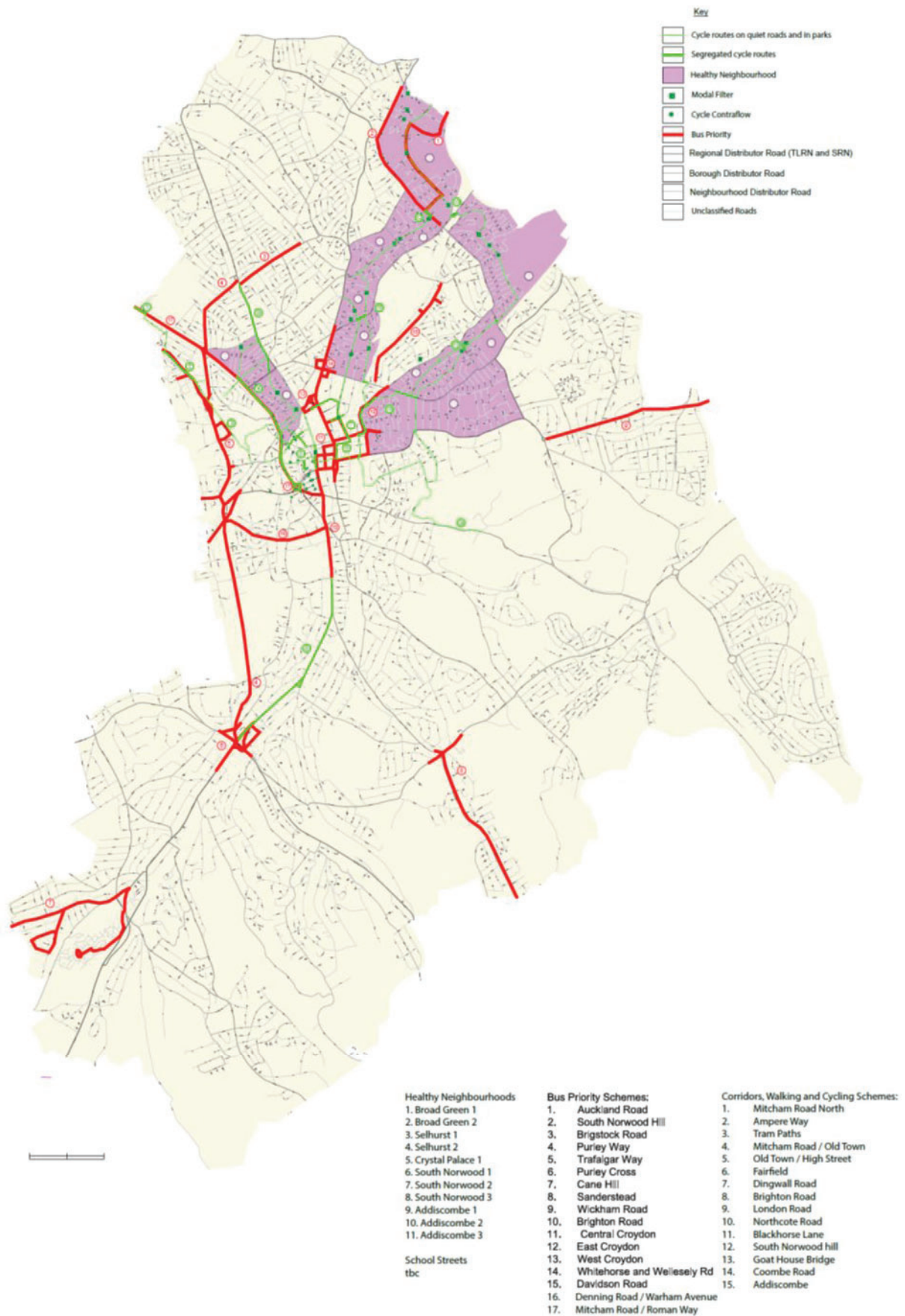


 **CONSULTATION AREA**



PROPOSED ILLUSTRATION OF WHAT THE PERMANENT CLOSURE SCHEME COULD LOOK LIKE

Appendix 6: Appendix to the 26 July 2021 Cabinet Report Showing the Location / Context of the Potential Active Travel Programme / Location of Proposals



Appendix 7: Additional Duties and Considerations When Taking a Decision to Implement an Experimental Healthy Neighbourhood or to Remove One / an LTN

Section 121B of the Road Traffic Regulation Act 1984

Section 121B of the Road Traffic Regulation Act states that no London borough council shall exercise any power under the Act in a way which will affect, or be likely to affect a:

- GLA (TfL) road,
- Strategic Road or
- road in another London borough,

unless the council has given notice of the proposal to exercise the power to TfL; and in a case where the road concerned is in another London borough, to the council for that borough and the proposal has been approved. The London Road A235 and the Roman Way/Mitcham Road A236 are both Strategic Roads. TfL has been engaged with informally and formally via its Road Space Review Panel regarding the Parsons Mead area Temporary LTN and recommended Experimental CHN. The other recommended Experimental CHNs are not predicted to affect traffic on the GLA/TfL Road Network, the Strategic Road Network, or roads in another borough. TfL's principal interest is the London Road and the bus routes running along it. Bus journey time and reliability will be key parts of the monitoring strategies. TfL is supportive of the experiment and has provided the funding with which to implement it.

The Traffic Management Duty, Section 16 of the Traffic Management Act 2004

Section 16 of the Traffic Management Act 2004 imposes 'The Network Management Duty', namely it is the duty of a local traffic authority to manage their road network with a view to achieving, so far as may be reasonably practicable having regard to their other obligations, policies and objectives, the following objectives:

- (a) securing the expeditious movement of traffic on the authority's road network; and
- (b) facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority.

The action which the authority may take in performing that duty includes, in particular, any action which they consider will contribute to securing:

- (a) the more efficient use of their road network; or
- (b) the avoidance, elimination or reduction of road congestion or other disruption to the movement of traffic on their road network or a road network for which another authority is the traffic authority.

Section 31 of the Act defines ‘traffic’ as including pedestrians. The Traffic Management Act 2004, Network Management Duty Guidance²¹ explains that the Network Management Duty requires the local traffic authority to consider the movement of all road users, pedestrians and cyclists, as well as motorised vehicles. It also explains that the overall aim of the “expeditious movement of traffic” implies a network that is working efficiently without unnecessary delay to those travelling on it. But the duty is also qualified in terms of practicability and other responsibilities of the authority. This means that the Duty is placed alongside all the other things that an authority has to consider, and it does not take precedence.

It is the junctions that generally dictate the capacity of the network. The junctions only operate efficiently (and hence the network efficiently) when they are not saturated. One of the main reasons the Mayor and Croydon Council have set a road traffic reduction target (see LIP indicators and targets further below within this Appendix) is with the aim of ensuring that those with an essential need to use a private car or other motor vehicle can do so on a network that is operating more efficiently. Cycling and walking are amongst the most space efficient means of moving through the street network.

The Health and Social Care Act 2012 and National Health Service Act 2006

The Health and Social Care Act 2012 sets a duty for the improvement of public health by amending the National Health Service Act 2006 so as to require each local authority to take such steps as it considers appropriate for improving the health of the people in its area.

The Education Act 1996

The Education Act 1996 (as amended) places various duties on local authorities including the promotion of sustainable travel and transport modes for the journey to, from, and between schools and other institutions, explaining that “Sustainable modes of travel” are modes of travel which the authority consider may improve either or both of the following:

- (a) the physical well-being of those who use them;
- (b) the environmental well-being of the whole or a part of their area.

The ‘Home to School Travel and Transport Guidance: Statutory guidance for local authorities’ explains that the sustainable school travel duty should have a broad impact, including providing health benefits for children, and their families, through active journeys, such as walking and cycling. It can also bring significant environmental improvements, through reduced levels of congestion and improvements in air quality to which children are particularly vulnerable.

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<https://webarchive.nationalarchives.gov.uk/ukgwa/+http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures/tmapart2/tmafeaturespart2.pdf>

The Crime and Disorder Act 1998

The Crime and Disorder Act 1998 places a duty on the local authority to consider crime and disorder implications of exercising its various functions. It is the duty of each authority to exercise its various functions with due regard to the likely effect of the exercise of those functions, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment).

The Equality Act 2010

The Equality Act 2010 places a duty on local authorities to comply with the provisions set out in the Act. The two provisions are:

- The duty under section 1 of the Equality Act 2010, to have due regard to the desirability of exercising the Council's functions in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage;
- The public sector equality duty in s 149 of the Equality Act 2010 requires the Council to have due regard to the need to:
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Human Rights Act 1998

The Human Rights Act 1998 states that it is unlawful for a public authority to act in a way which is incompatible with a right or freedom under the European Convention on Human Rights. Hence regard should be had to the provisions of the Human Rights Act. In particular, the provisions of Article 1, of the First Protocol protection of property and Article 8, right to respect for private and family life. In relation to Article 1 some residents have been unable to use the most direct access route when driving to their home, following the implementation of the measures creating the Temporary LTNs. However, alternative access for motor vehicles has been maintained. Access for those choosing to walk or cycle or has been aided by the temporary restrictions and direct motor vehicle access would be returned to residents with cars living within the proposed Experimental CHNs. The proposed CHNs are part of a wider network / programme agreed by Cabinet on 26 July, intended to further assist walking and cycling to directly access places or to access public transport. Further, the right under Article 1 is qualified rather than absolute as it permits the deprivation of an individual's possessions or rights where it is in the wider public interest. The public interest benefits of the temporary schemes and recommended experimental schemes and permanent scheme are outlined within the report. A move to the recommended

experimental schemes would see ease of access to their homes by car return to the pre-temporary scheme level for most residents.

In relation to Article 8, the right to respect for private and family life has a broad interpretation and extends to being in a public place if there is a reasonable expectation of privacy there. This right can be interfered with where lawful, e.g. where it is necessary and proportionate to protect a number of other concerns including public safety and health. It is not considered that the implementation of the temporary restrictions impeded on the right to individuals' right to respect for private and family life, either in public or on private land, nor would the making of the recommended ETROs. Further, the schemes are proposed to contribute to the more general reduction in vehicle mileage, which will enhance public safety and health. Traditionally 'family life' extended out into the street where siblings would play and children walk together to school. The CHN would facilitate this returning.

The Greater London Authority Act 1999 (Including the Duties to Make and Implement a Local Implementation Plan)

The Greater London Authority Act 1999 places a duty on each London local authority to have regard to the Mayor of London's Transport Strategy when exercising any function. This therefore includes the exercise of its Traffic Management Duty and when deciding whether to implement a CHN and remove a LTN.

The Act requires each London local authority to make a plan (a Local Implementation Plan (LIP)) to implement the Strategy within its area. The Mayor has to approve each local authority's LIP. To do so they must be satisfied that:

- a) The LIP is consistent with the Transport Strategy,
- b) The proposals contained in the LIP are adequate to implement his Strategy, and
- c) The timetable for implementing those proposals, and the date by which those proposals are to be implemented, are adequate for those purposes.

The Act 'presumes' the local authority will implement its LIP. If the Mayor considers a local authority to be failing or likely to fail to implement proposals in the LIP, the Act enables the Mayor to exercise the powers of the local authority to implement the LIP, and charge the local authority for doing so.

Streetspace Plan for London

When launching his (and TfL's) Streetspace Plan for London in May 2020, the Mayor of London explained that by fast-tracking the transformation of streets across the Capital, many Londoners rediscovered '*the joys of walking and cycling*' during lockdown and, by quickly creating temporary cycle lanes and closing roads to through traffic '*we will enable millions more people to change the way they get around our city*'.

Gear Change: A Bold Vision for Cycling and Walking'²²

The cycling and walking plan for England (DfT, July 2020) describes the vision to make England a great walking and cycling nation:

'Places will be truly walkable. A travel revolution in our streets, towns and communities will have made cycling a mass form of transit. Cycling and walking will be the natural first choice for many journeys with half of all journeys in towns and cities being cycled or walked by 2030.'

It sets out the actions required at all levels of government to make this a reality, grouped under four themes:

- better streets for cycling and people
- cycling and walking at the heart of decision-making
- empowering and encouraging local authorities
- enabling people to cycle and protecting them when they do

It explains that the government wants – and needs – to see a step-change in cycling and walking in the coming years. It explains that the challenge is huge, but the ambition is clear and that there is now a unique opportunity to transform the role cycling and walking can play in the country's transport system, and get England moving differently. It explains the health, congestion, air quality, economic and climate change costs arising from motorised transport use and the benefits and savings from walking and cycling. It includes:

'In particular, there are many shorter journeys that could be shifted from cars, to walking, or cycling. We want to see a future where half of all journeys in towns and cities are cycled or walked. 58% of car journeys in 2018 were under 5 miles. And in urban areas, more than 40% of journeys were under 2 miles in 2017–1817. For many people, these journeys are perfectly suited to cycling and walking.'

'Actions, not just words *To make England an active travel nation, we need to take action to tackle the main barriers. We need to attract people to active travel by building better quality infrastructure, making streets better for everyone, and we need to make sure people feel safe and confident cycling. To deliver this, we need to ensure active travel is embedded in wider policy making, and want to encourage and empower local authorities to take bold decisions.'*

'There will be less rat-running and many more low-traffic neighbourhoods *Residential side streets across the country can be blighted by rat-running. Low-traffic neighbourhoods will be created in many more groups of residential streets by installing point closures – for example, bollards or planters – on some of the roads. It would still be possible to access any road in the area, but motor traffic would not be able to use the roads as through routes. Streets within low traffic neighbourhoods will provide clear, direct routes for cyclists and pedestrians promoting walking and cycling. Accidents, pollution and noise will be dramatically reduced for residents.'*

²² <https://www.gov.uk/government/publications/cycling-and-walking-plan-for-england>

Statutory Guidance 'Traffic Management Act 2004: Network Management to Support Recovery from COVID-19'

The Secretary of State for Transport uses the Forward to the Guidance to send the following message to local authorities:

'The COVID-19 pandemic has had a terrible impact on the lives and health of many UK citizens. But it has also resulted in cleaner air, quieter streets – and an extraordinary rise in walking and cycling.

Cycling increased by 46% last year, the biggest rise in postwar history. Many more people have discovered the joys of cycling. In many places, the delivery bike has now become as common a sight as the delivery van.

An important part in the rise has been played by the hundreds of schemes to promote cycling and walking installed under this network management duty (NMD) guidance since the beginning of the pandemic. We want to secure those schemes, and the gains they have helped achieve, and to go further.

As we emerge from the pandemic, local authorities should continue to make significant changes to their road layouts to give more space to cyclists and pedestrians and to maintain the changes they have already made.

Remarkable work has been done by many authorities, achieving significant change in a short period. A few, however, have removed or watered down schemes, sometimes within a few weeks or days, or without notice, or both. Of course, not every scheme is perfect, and a minority will not stand the test of time. But we are clear that schemes must be given that time. They must be allowed to bed in, must be tested against more normal traffic conditions and must be in place long enough for their benefits and disbenefits to be properly evaluated and understood.

We have no interest in requiring councils to keep schemes which are proven not to work. But that proof must be presented. Schemes must not be removed prematurely or without proper evidence. And any decisions on whether to remove or modify them must be publicly consulted on with the same rigour as we require for decisions to install them. This guidance lays out new standards for consultation, including the use of objective methods, such as professional polling, to provide a genuine picture of local opinion, rather than listening only to the loudest voices.

In this way, we will do what is necessary to ensure that transport networks support recovery from the emergency and provide a lasting legacy of greener, safer travel.'

*Grant Shapps
Secretary of State for Transport*

The Guidance includes:

'As set out in 'Gear change', we continue to expect local authorities to take measures to reallocate road space to people walking and cycling. The focus should now be on devising further schemes and assessing COVID-19 schemes with a view to making them permanent. The assumption should be that they will be retained unless there is substantial evidence to the contrary. Authorities should also be considering how to introduce further active travel schemes, building on those already delivered.

Measures should be taken as swiftly as possible, but not at the expense of consulting local communities.....

None of these measures are new – they are interventions that are a standard part of the traffic management toolkit and a step-change in their roll-out continues to be needed to maintain a green recovery. They include:

-
- *modal filters (also known as filtered permeability); closing roads to motor traffic, for example by using planters or large barriers. Often used in residential areas, when designed and delivered well, this can create low-traffic or traffic-free neighbourhoods, which have been shown to lead to a more pleasant environment that encourages people to walk and cycle, and improved safety*
-

And

'Trial or experimental schemes should be left in place for the full duration of the temporary traffic regulation order (TTRO) or experimental traffic regulation order (ETRO), where appropriate, or where no traffic regulation order (TRO) is required, until at least 12 months' traffic data is available and has been published. This will allow them to settle in and for changes in travel patterns and behaviours to become apparent so that an informed decision can be made. Adjustments may be necessary to take account of real-world feedback but the aim should be to retain schemes and adjust, not remove them, unless there is substantial evidence to support this.

In assessing how and in what form to make schemes permanent, authorities should collect appropriate data to build a robust evidence base on which to make decisions. This should include traffic counts, pedestrian and cyclist counts, traffic speed, air quality data, public opinion surveys and consultation responses.

Consultation and community engagement should always be undertaken whenever authorities propose to remove, modify or reduce existing schemes and whenever they propose to introduce new ones. Engagement, especially on schemes where there is public controversy, should use objective methods, such as professional polling to British Polling Council standards, to establish a truly representative picture of local views and to ensure that minority views

do not dominate the discourse. Consultations are not referendums, however. Polling results should be one part of the suite of robust, empirical evidence on which decisions are made.'

Decarbonising Transport A Better, Greener Britain

The plan published in July, sets out central government's commitments and the actions needed to decarbonise the transport system in the UK. It explains:

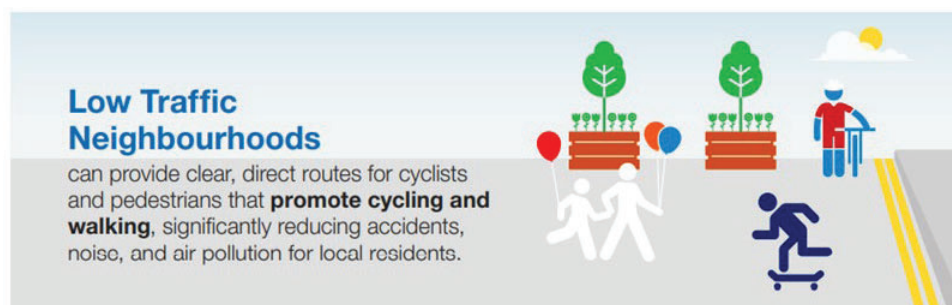
- the pathway to net zero transport in the UK
- the wider benefits net zero transport can deliver
- the principles that underpin central government's approach to delivering net zero transport
- central government's commitments, the first of which is increasing cycling and walking, specifically with the aim that half of all journeys in towns and cities will be cycled or walked by 2030 and a world class cycling and walking network will be delivered in England by 2040
- that 67.7% of UK domestic transport emissions are from cars (and taxis) dwarfing emissions from other transport modes, and that as more short journeys (43 per cent of all urban and town journeys are under 2 miles) are cycled or walked, so the carbon, air quality, noise and congestion benefits will be complemented by significant improvements in public health and wellbeing

setting a series of priorities, the first of which is '*Accelerating modal shift to public and active transport*', specifically public transport and active travel will be the natural first choice for daily activities. The Plan explains:

'Increasing the share of journeys taken by cycling and walking does not rely on any technological breakthrough, delivers a host of co-benefits and is fundamental to any good local transport plan. With better quality infrastructure through high quality road design, dedicated routes, and networks, and enabling people to access cycles, people will feel safer and more confident walking and cycling for more and more short journeys.'

'Cycling and walking can help us tackle some of the most challenging issues we face as a society, not just climate change, but improving air quality, health and wellbeing, addressing inequalities, and tackling congestion and noise pollution on our roads. Increased levels of active travel can improve everyday life for us all.'

and the benefits LTNs bring:



The Mayor of London's Transport Strategy

Published in 2018, the Mayor's Transport Strategy uses the 'Healthy Streets Approach' to prioritise human health in planning the city. The Mayor wishes to change London's transport mix so the city works better for everyone. Three key themes are at the heart of the Strategy, the first being:

Healthy Streets and Healthy People

- creating streets and street networks that encourage walking, cycling and public transport use to reduce car dependency and the health problems it creates.

The Strategy Vision is expressed as:

'Changing the transport mix

The success of London's future transport system relies upon reducing Londoners' dependency on cars in favour of increased walking, cycling and public transport use. This simple aim of a shift away from the car will help address many of London's health problems, by reducing inactivity and cleaning up the air. It will help to eliminate the blight of road danger. It will limit the city's contribution to climate change and help to develop attractive local environments. It will reconnect communities by creating places where people are prioritised over cars.....'

Policy 1 of the Strategy states:

'The Mayor, through TfL and the boroughs, and working with stakeholders, will reduce Londoners' dependency on cars in favour of active, efficient and sustainable modes of travel, with the central aim for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041.'

'THE HEALTHY STREETS APPROACH' Mayor's Transport Strategy pages 36 and 37

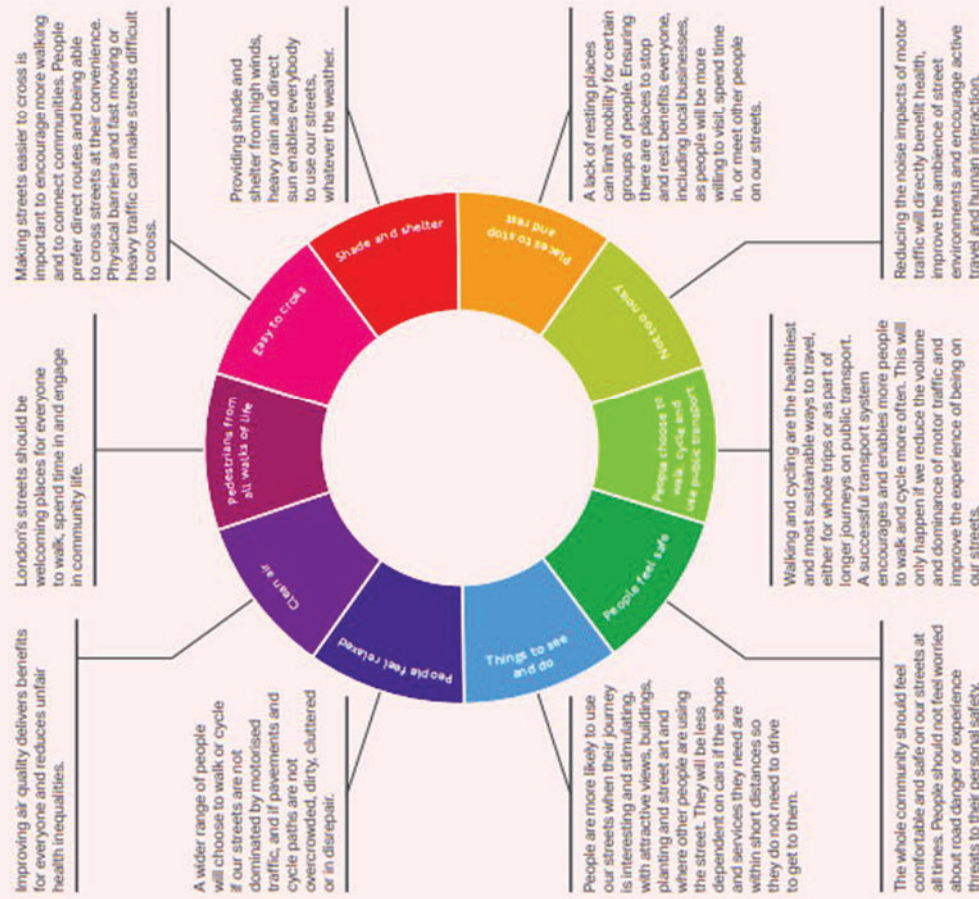
A new type of thinking is required to put into practice the theory of reducing car dependency and increasing active, efficient and sustainable travel. It requires an understanding of how Londoners interact with their city and what defines their quality of life, with particular attention to the streets where daily life plays out.

Whatever mode of transport Londoners use, the quality of the experience of using London's streets helps to define the quality of their journey. Eighty per cent of Londoners' trips are entirely on streets⁵, and all Tube and rail journeys rely on good street access to stations. A good street experience is therefore key to providing attractive public transport options of whatever mode.

The wider role streets play in virtually every aspect of London life also provides an enormous opportunity to use the Mayor's strategy for transport to improve Londoners' broader experience of their city. Streets are where Londoners spend their time and meet other people – they make up 80 per cent of the city's public space. They are places where people live, shop and work, where children play, where communities connect and where businesses can thrive. The experience of being on London's streets is particularly important for older people, the very young, disabled people and those living on lower incomes, who disproportionately feel the negative impacts of living in a car-dependent city. Improving public transport and assisted transport services for older and disabled people will help a wider range of people to become less car dependent, and improving streets to increase active travel levels, reduce road danger, improve air quality and reconnect communities will be vital in reducing unfair health inequalities.

The Healthy Streets Approach provides the framework for putting human health and experience at the heart of planning the city. It uses ten evidence-based indicators, shown in Figure 3, to assess the experience of being on our streets. Good performance against each indicator means that individual streets are appealing places to walk, cycle and spend time. Improvements against all the indicators across the city's streets will radically transform the day-to-day experience of living in London, helping to fulfil this strategy's overall aim of creating a better city for more people to live and work in.

FIGURE 3: THE TEN HEALTHY STREETS INDICATORS



5 Improving the health of Londoners – transport action plan, Transport for London, tfl.gov.uk, February 2014

Source: Lucy Saunders

The Croydon Local Implementation Plan

The LIP objectives include:

- i. Croydon will reduce reliance on the car for local in-borough car journeys by creating streets and a transport network that prioritises walking, cycling and public transport.
- ii. Croydon will reduce the number of local car trips and to ensure that by 2021/22 at least 50% of all journeys made residents are by walking, cycling and public transport. By 2041, 63% of all journeys made by residents are by walking, cycling and public transport.
- iii. Croydon will create healthy streets and neighbourhoods that encourage walking and cycling, and where traffic volumes and speeds are low.
- iv. Croydon will improve accessibility for pedestrians and cyclists through increased priority at key junctions and reduce severance caused by major roads, railway lines and parks.
- v. Croydon will implement and deliver the network of cycle routes and proposals outlined in the Croydon Cycle Strategy.
- vi. Croydon will support and deliver the principles of the Vision Zero Action Plan and work towards ensuring we have the safest roads in London with no deaths or serious injuries on our roads by 2041.
- vii. Croydon will reduce the volume of traffic on our roads and associated congestion through better management of our roads and kerbside space, and by offering pleasant, practical and safe alternatives to private cars and vans
- viii. Croydon will tackle road based air pollution by reducing traffic volumes, supporting the shift to zero emission vehicles and introducing new green infrastructure

Delivery of the LIP and London Mayor's objectives is measured by a series of indicators and targets. Those relating to LTNs/CHNs are listed in the table below.

Objective	Metric	Borough target	Target year	Additional commentary
Overarching mode share aim – changing the transport mix				
Londoners' trips to be on foot, by cycle or by public transport	Active, efficient and sustainable (walking, cycling and public transport) mode share (by borough resident) based on average daily trips. Base period 2013/14 - 2015/16 for Croydon = 49%	50%	2021	An increase of 1% sustainable mode share to 50% by 2021 is still very challenging as it is against a backdrop of falling mode share - in the 2012/13 to 2014/15 mode share was 52%
		63%	2041	
Healthy Streets and healthy people				
Outcome 1: London's streets will be healthy and more Londoners will travel actively				
Londoners to do at least the 20 minutes of active travel they need to stay healthy each day	Proportion of London residents doing at least 2x10 minutes of active travel a day (or a single block of 20 minutes or more). Croydon Baseline 2013/14-16/17= 26%	35%	2021	The interim target of 35% by 2021 is an increase of 10% points from the baseline in only 3 years. This is a very challenging. The long term target of 70% by 2041 means an increase of 44%
		70%	2041	
Objective	Metric	Borough target	Target year	Additional commentary
Londoners have access to a safe and pleasant cycle network	Proportion of Londoners living within 400m of the London-wide strategic cycle network. Croydon Baseline 2016 = 0%	6%	2021	There are no strategic (Cycle Superhighway or Quietway) cycle routes in the Borough therefore 0% residents are within this distance of a strategic cycle route. With the level of Cycle Network funding being provided the Growth Zone & the LIP the interim figure will be achievable. However that will be determined by TfL categorising our routes as Strategic Cycle Routes.
		51%	2041	
Outcome 2: London's streets will be safe and secure				
Deaths and serious injuries from all road collisions to be eliminated from our streets	Deaths and serious injuries (KSIs) from road collisions, base year 2005-09 (for 2022 target) - Casualties Killed or Seriously Injured (KSIs) according to STATS19 data Observed with back casting applied 2005-09 baseline = 252 Observed 2017 = 126	2022	88	The target of 88 KSIs in 2022 represents a 65% reduction on the 2005-09 baseline of 252.
	Deaths and serious injuries (KSIs) from road collisions base year 2010-14 (for 2030 target).	2030 2041	51 0	The target of 51 KSIs in 2030 represents a 70% reduction in KSIs on the 2010-14 baseline. Whilst Croydon supports the

Objective	Metric	Borough target	Target year	Additional commentary
	<p>Observed with back casting applied 2010-14 baseline = 170</p> <p>The Metropolitan Police Service (MPS) introduced a new collision reporting system in November 2016 - the Case Overview and Preparation Application (COPA). The City of London Police also moved to the Collision Reporting And SHaring (CRASH) system in October 2015. This has had a number of impacts on the data that is available to Transport for London (TfL), and the London Boroughs in the ACCSTATS database for collision investigation. Under the new systems officers use an 'injury-based assessment' in line with DfT STATS 20 guidance and online self reporting is available. Both of these changes are expected to provide a better assessment of injury occurrence and severity but have made data collected from November 2016 onwards difficult to compare with earlier data.</p>			<p>Vision Zero principles the 2041 targets will be extremely challenging.</p> <p>TfL commissioned the Transport Research Laboratory (TRL) to undertake a back-casting exercise to enable pre November 2016 data to be compared with post November 2016 data. These initial back cast estimates include the number of people killed or seriously injured (KSI) for each borough between 2005 and 2017 and this data has been used to update borough targets to align with those contained in the Mayor's Transport Strategy, namely a 65 percent reduction in KSIs by 2022 against the 2005-09 baseline, a 70 percent reduction in KSIs by 2030 against the 2010-14 baseline and zero KSIs by 2041. The targets contained in this final version of our LIP have been set against Outcome 2 for Vision Zero to reflect the reporting changes. The level of ambition remains unchanged, despite these revised figures.'</p>

Objective	Metric	Borough target	Target year	Additional commentary
Outcome 3: London's streets will be used more efficiently and have less traffic on them				
Reduce the volume of traffic in London.	Vehicle kilometres in given year. Base year 2015. Reduce overall traffic levels by 10%. Observed annual vehicle kilometres (millions) in 2015 base year = 1,162	1,162	2021	The interim target trajectory of 1,162 represents a 0% change on the 2015 base year.
		1,046	2041	The 2041 target of 1,046 represents a 10% decrease on the 2015 base year.
Reduce the number of freight trips in the central London morning peak.	10 % reduction in number of freight vehicles crossing into central London in the morning peak period (07:00am - 10:00am) by 2026.	N/A	N/A	N/A
Reduce car ownership in London.	Total cars owned and car ownership per household, borough residents. Quarter of a million fewer cars owned in London. No. of cars owned (no. of vehicles registered to Croydon addresses) Baseline average 2013-2016 = 143,710 Latest year 2016 = 148,256	141,200	2021	Very challenging target in the context of growth of at least 36,000 new dwellings between now and 2031. The 2021 interim trajectory represents a decrease of 2,510 vehicles from the 2013-2016 baseline.
		137,800	2041	The 2041 target of 137,800 vehicles represents a decrease of 5,910 vehicles from the 2013-2016 baseline.

Objective	Metric	Borough target	Target year	Additional commentary
Outcome 4: London's streets will be clean and green				
Reduced CO ₂ emissions.	CO ₂ emissions (in tonnes) from road transport within the borough. Base year 2013 = 250,200	211,300	2021	The 2021 interim trajectory represents a decrease of 38,900 tonnes of CO ₂ from the 2013 base year.
		56,700	2041	The 2041 target represents a decrease of 193,500 tonnes of CO ₂ from the 2013 base year.
Reduced NO _x emissions.	NO _x emissions (in tonnes) from road transport within the borough. Base year 2013 = 890	330	2021	Interim 2021 target of 330 is a decrease in 560 tonnes of NO _x from 2013 base year.
		40	2041	2041 target of 40 is a decrease in 850 tonnes of NO _x from 2013 base year.
Reduced particulate emissions.	PM ₁₀ emissions (in tonnes) from road transport within borough. Base year 2013 = 88	75	2021	Interim 2021 target of 75 is a decrease in 13 tonnes of PM ₁₀ from 2013 base year.
		41	2041	2041 target of 41 is a decrease in 47 tonnes of PM ₁₀ from 2013 base year.

Objective	Metric	Borough target	Target year	Additional commentary
Reduced particulate emissions.	PM _{2.5} emissions (in tonnes) from road transport within borough. Base year 2013 = 49	36	2021	Interim 2021 target of 36 is a decrease in 13 tonnes of PM _{2.5} from 2013 base year.
		20	2041	2041 target of 20 is a decrease in 29 tonnes of PM _{2.5} from 2013 base year.

Road Classification

The system of roads classification is intended to direct motorists towards the most suitable routes for reaching their destination. It does this by identifying roads that are best suited for traffic. All UK roads (excluding motorways) fall into the following four categories:

- A roads – major roads intended to provide large-scale transport links within or between areas
- B roads – roads intended to connect different areas, and to feed traffic between A roads and smaller roads on the network
- classified unnumbered – smaller roads intended to connect together unclassified roads with A and B roads, and often linking a housing estate or a village to the rest of the network. Similar to 'minor roads' on an Ordnance Survey map and sometimes known unofficially as C roads
- unclassified – local roads intended for local traffic. The vast majority (60%) of roads in the UK fall within this category

As originally conceived, these four classes form a hierarchy. Large volumes of traffic and traffic travelling long distances should be using higher classes of road; smaller amounts of traffic travelling at lower speeds over shorter distances should be using lower classes of road²³. The streets in each of the recommended HNs are unclassified local roads intended for local traffic. In reality a number of them are acting as B roads if not A roads. The CHNs are recommended in part to ensure that the roads within them operate as per their classification. If CHNs are not permanently implemented, consideration should be given to reclassifying key streets through them as B (possibly A) Roads, reflecting the nature of the traffic they carry in the absence of LTN/CHN controls.

²³ <https://www.gov.uk/government/publications/guidance-on-road-classification-and-the-primary-route-network/guidance-on-road-classification-and-the-primary-route-network>

Appendix 8a: Summary Findings from the 'Listening' at Each of the Temporary LTN/Proposed Experimental CHN Areas

Albert Road Area Findings

A leaflet was delivered to each of the 1565 households within the area of the Albert Road area Temporary LTN/proposed Experimental CHN. A total of 300 responses were received from within the area of the proposed CHN approximating to a response rate of 19%. The total number of response received from both within and beyond the area of the proposed Experimental CHN is 521 of which 471 (90%) described themselves as living local to the area of the LTN/CHN. Others described themselves as 'Travelling through the area' (36 (7%)) etc. Respondents were asked if they were responding as any of the following, and were able to select more than one answer; 'resident', 'business', 'school', 'visitor' or 'other'. All respondents replied to this question, with 482 selecting 'resident', 19 'business', 4 'school', 38 'visitor' and 14 'other'. Some respondents selected 'resident' and a second option. The following tables and figures summarise some of the demographic factors comparing the self-selected sample population with the wider general population, as well as views regarding the Temporary LTN and proposed CHN expressed amongst the sample population.

Gender balance of respondents (total sample population) who answered the question

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Gender (2011 Census)	Male	164	35%	48%
	Female	227	48%	52%
	Other	12	3%	n/a
	Prefer not to say	70	15%	n/a
		473	101%	

Gender balance of the respondents from within the area of the proposed Experimental CHN compared to that locally

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	35%	97	47%
	Female	51%	139	53%
				n/a

Age profile of all respondents (who responded to this question) compared to that Borough wide

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 30	39	8%	43%
	31 -64	325	68%	45%
	65 and over	34	7%	12%

	Prefer not to say	75	16%	
	Total	473	99%	100%

Age profile of respondents from within the area of the proposed Experimental CHN compared to that locally

		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 30	24	9%	47%
	31 -64	196	78%	46%
	65 and over	18	7%	9%
	Total	238	94.%	102.%

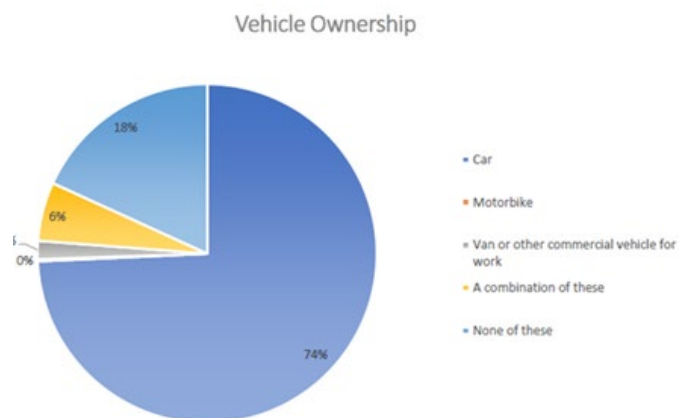
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	239	51%	47%

Ethnicity: Proportion of respondents from within the area of the proposed CHN describing themselves as White British compared to that locally

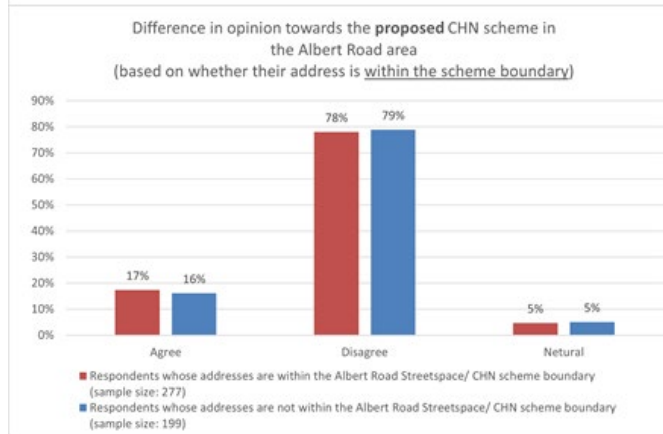
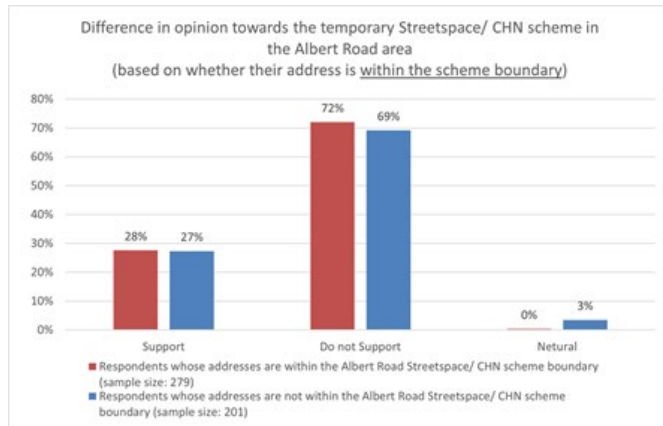
		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	131	48%	35%

Car Availability: Those responding to the survey were much more likely to own a car or a van than the general local population. The 2011 census indicates that 59.8% of households in the Woodside ward had a car or van available, compared with 82% of respondents reporting owning a car, van or both.



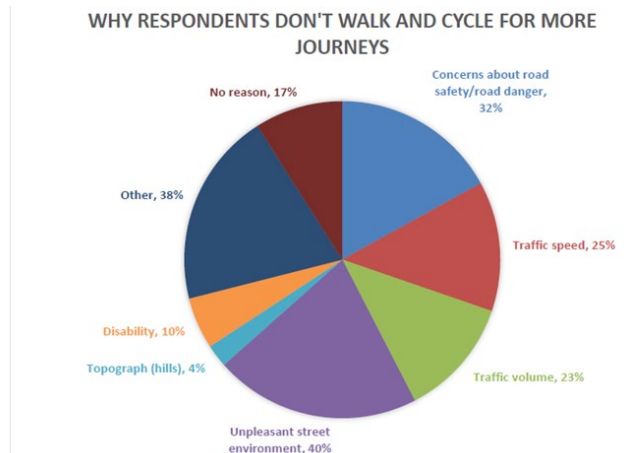
Reported Views on the Current Temporary LTN and Proposed Experimental CHN:

Whether living within or outside the area of the proposed Experimental CHN, those responding to the survey were predominately opposed to both the existing Temporary LTN and Proposed CHN.



Reported Reasons for not Walking and Cycling More:

The number of respondents opposed to the LTN and CHN contrast with the reasons given why the respondents do not walk or cycle more. Those reasons include ‘concerns about road safety/road danger’, ‘Traffic speed’, ‘Traffic volume’, ‘Unpleasant street environment’.



Holmesdale Road Area Findings

A Leaflet was delivered to each of the 989 households within the Holmesdale Road Albert Road area Temporary LTN/proposed Experimental CHN. A total of 224 responses were received from within the area of the proposed CHN approximating to a response rate of 23%. A total of 683 responses received from both within and beyond the area of the proposed Experimental CHN, of which 87% described themselves as living local to the area of the LTN/CHN. Others described themselves as 'Travelling through the area' (77 (11%)) etc. The following tables and figures summarise some of the demographic factors comparing the self-selected sample population with the wider local population, and summarising the views regarding the Temporary LTN and proposed CHN expressed amongst the sample population.

Gender balance of respondents (total sample population) of those responding to this question

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Gender (2011 Census)	Male	230	38%	48%
	Female	278	46%	52%
	Other	17	3%	n/a
	Prefer not to say	81	13%	n/a
		606	100%	

Gender balance of the respondents from within the area of the proposed Experimental CHN compared to that locally

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	37%	75	48%
	Female	52%	106	52%
	Other	1%	3	n/a
		10%	20	n/a

Age profile of all respondents compared to that Borough wide of those responding to this question

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 30	50	8%	43%
	31 -64	405	67%	45%
	65 and over	68	11%	12%
	Prefer not to say	82	14%	
	Total	605	100%	100%

Age profile of respondents from within the area of the proposed Experimental CHN compared to that locally

		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 30	23	11%	44%
	31 -64	139	68%	47%
	65 and over	20	10%	9%
	Prefer not to say	21	10%	
	Total	203	99%	100%

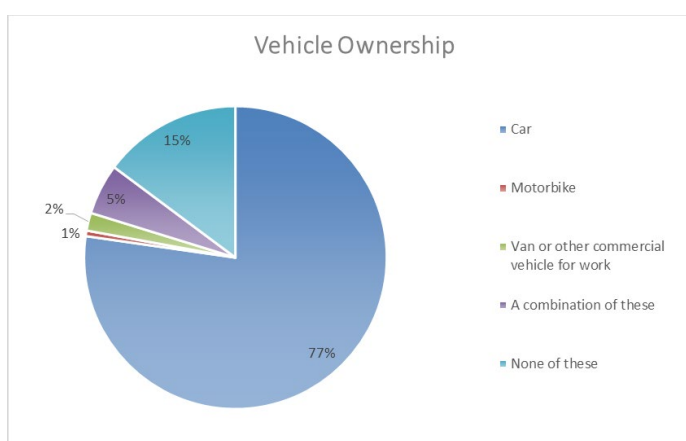
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	244	40%	47%

Ethnicity: Proportion of respondents from within the area of the proposed CHN describing themselves as White British compared to that locally

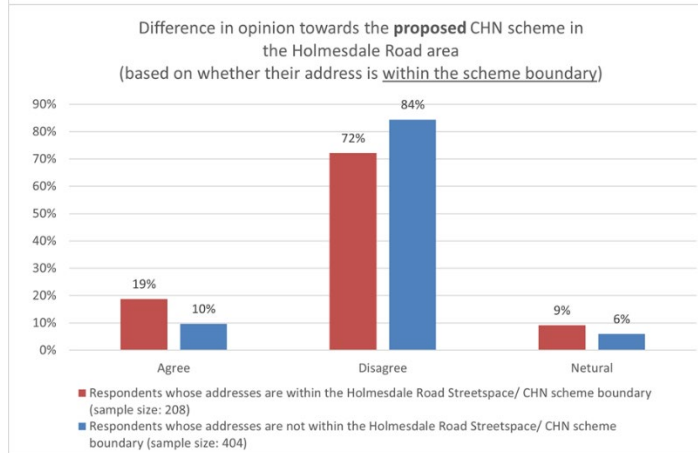
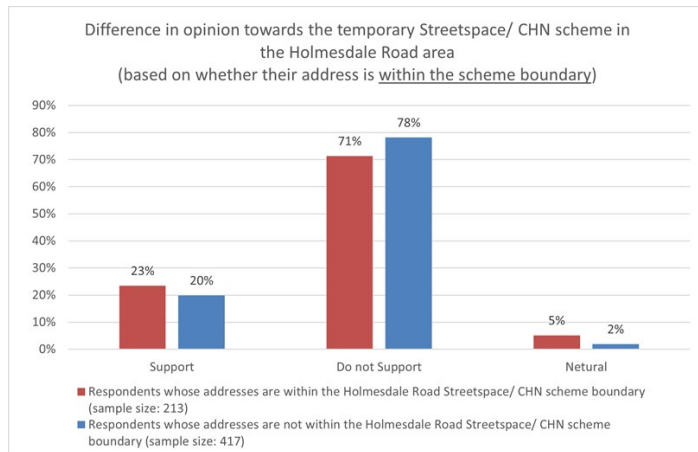
		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	81	40%	31%

Car Availability: Those responding to the survey were much more likely to own a car or a van than the general local population. The 2011 census indicates that 54.7 % of households in the South Norwood ward had a car or van available compared with 82% of respondents reporting owning a car, van or both.



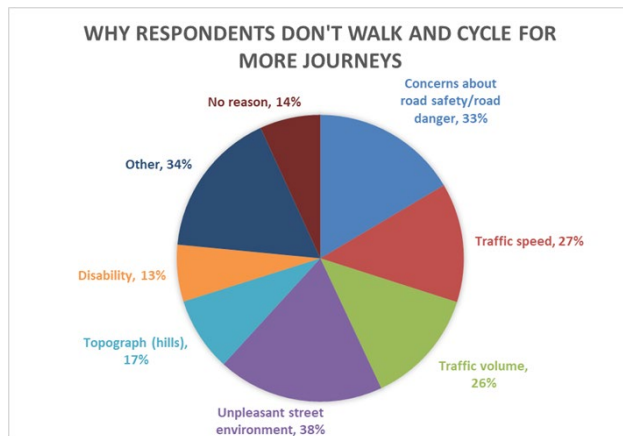
Reported views on the current Temporary LTN and proposed Experimental CHN

Whether living within or outside the area of the proposed Experimental CHN, those responding to the survey were predominately opposed to both the existing Temporary LTN and Proposed CHN. The most frequently given reason was concerns about traffic being displaced onto surrounding and main roads with associated pollution, noise etc / general.



Reported Reasons for not Walking and Cycling More:

The number of respondents opposed to the LTN and CHN contrasts with the reasons given why the respondents do not walk or cycle more. Those reasons include 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment', all of which LTNs/CHNs aim to address.



Parsons Mead Area Findings

- 3.8 Leaflet delivered to each of the 1138 properties within the Parsons Mead area Temporary LTN/proposed Experimental CHN. A of total of 113 responses were received from within the area of the proposed CHN approximating to a response rate of 9.9%. The total number of completed responses received from both within and beyond the area of the proposed Experimental CHN is 391. Out of the total valid responses, 254(65%) described themselves as living local to the area of the LTN/CHN. Others described themselves as 'Travelling through the area' (105 (27%)). The following tables and figures summarise some of the demographic factors comparing the self-selected sample population with the general local population, and summarise views regarding the Temporary LTN and proposed CHN expressed amongst the sample population.

Gender balance of respondents (total sample population) of those responding to this question

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Gender (2011 Census)	Male	117	38%	48%
	Female	139	45%	52%
	Other	7	2%	n/a
	Prefer not to say	43	14%	n/a

Gender balance of the respondents from within the area of the proposed Experimental CHN compared to that locally

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	38%	42	49%
	Female	48%	53	51%
	Other	1%	1	n/a
		14%	15	n/a

Age profile of all respondents compared to that Borough wide of those responding to this question

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 31	26	8%	43%
	31 -64	214	70%	45%
	65 and over	23	8%	12%
	Prefer not to say	43	14%	
Total		306	100%	100%

Age profile of respondents from within the area of the proposed Experimental CHN compared to that locally

		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Age (2011 Census)	Under 31	16	14%	50%
	31 -64	76	68%	43%
	65 and over	7	6%	7%
	Prefer not to say	12	11%	
	Total	111	99%	100%

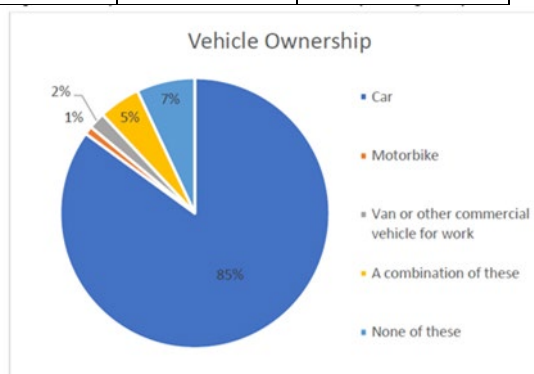
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

		Overall Survey Responses		Borough-wide Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	65	21%	47%

Ethnicity: Proportion of respondents from within the area of the proposed CHN describing themselves as White British compared to that locally

		Overall Survey Responses		Local Population Statistics
		Frequency	%	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	25	23%	24%

Car Availability: Those responding to the survey were much more likely to own a car or a van than the general local population. The 2011 census indicates that 52.9 % of households in the Broad Green ward had a car or van available compared with 88% of respondents reporting owning a car, van or both.



Reported views on the current Temporary LTN and proposed Experimental CHN

Whether living within or outside the area of the proposed Experimental CHN, those responding to the survey were predominately opposed to the existing Temporary LTN. Negative views regarding the current scheme were more frequent amongst those living outside of the area of the LTN. There was a similar pattern regarding views on the two proposed CHN options ie camera enforced 'No Motor

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	54	45%	174	84%
Negative	19	16%	20	10%
Neutral	10	8%	9	4%
Positive	18	15%	1	0%
Very Positive	20	17%	4	2%
Total	121	100%	208	100%

Vehicles' restriction 'closing' Derby Road (Option A) and One-way working in Derby Road (Option B)

Table 5-1: Attitudes on Option A (Camera enforced restriction)

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	51	45%	159	81%
Disagree	13	12%	20	10%
Neutral	12	11%	8	4%
Agree	11	10%	4	2%
Strongly Agree	26	23%	5	3%
Total	113	100%	196	100%

Table 5-2: Attitudes on Option B (One-way working on Derby Road)

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	38	34%	111	57%
Disagree	16	14%	18	9%
Neutral	12	11%	35	18%
Agree	22	19%	23	12%
Strongly Agree	25	22%	9	5%
Total	113	100%	196	100%

The most frequently given reasons for opposing option A were concerns about traffic being displaced on to surrounding main roads with associated pollution, noise etc.

Reported Reasons for not Walking and Cycling More:

The number of respondents opposed to the LTN and CHN contrast with the reasons given why the respondents do not walk or cycle more. Those reasons include 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment', all of which LTNs/CHNs aim to address. They also include concerns about personal safety which central government suggest LTNs can address.

Reason	No.	%
Unpleasant street environment	155	41%
Other (e.g. worried about personal safety, need to carry a heavy load, etc.)	112	30%
Concern about road safety/road danger	113	30%
Traffic volume	90	24%
Traffic speed	76	20%
A disability	58	15%
Topography (hills)	14	4%
No Reason	11	3%

Sutherland Road Area

Leaflets were delivered to the 595 properties within the area of the LTN/ proposed CHN. There was a total of 99 responses to the online questionnaire, of which 51 were from within the area of the LTN, approximating to a response rate of 9%. 44% of responses were from women, 42% from men. Amongst the respondents, the proportion describing themselves as White English/British was higher than in the local population. The proportion of respondents within the age range 31 to 64 was higher than those in this age range in the local population and Borough wide population. Car ownership was high amongst the respondents with 80% owning a car. The main reasons given why the respondents do not walk or cycle more are 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment'. Of those giving a home post code within the scheme boundary, 46% Described the situation with the temporary LTN as being better than before perceive that the impacts being better than before it, with 28% describing it as worse. 39 (83%) of respondents from outside the scheme boundary considered the situation to be worse with the Temporary LTN, whilst 4 (9%) of respondents considered the situation better. 33 of the respondents from within the area of the Temporary LTN disagreed

with the proposed Experimental CHN and 38 from outside disagreed. Amongst those living in the area of the LTN and giving reasons for opposing the proposed Experimental CHN, 11 prefer to keep the planters as they feel planters can prevent drivers from being fined and / or look better. 11 mentioned the proposed scheme does not put residents first and 5 mentioned concerns about visitor access. Of those reporting living outside of the scheme boundary, and giving a reason for the proposed Experimental CHN, 6 expressed concerns about visitors losing access to houses and local businesses, 7 expressed a preference to keep the planters, and 3 raised concerns about personal safety.

Elmers Road Area

Leaflets were delivered to the 239 properties within the area of the LTN / proposed CHN. There was a total of 111 responses to the online questionnaire, of which 44 were from within the area of the LTN, approximating to a response rate of 18%. 51% of respondents were female compared with 40% male. Amongst the respondents, the proportion describing themselves as White English/British was higher than in the local population and Borough wide population. The proportion of respondents within the age range 31 to 64 was much higher than those in this age range in the local population and Borough wide population. Car ownership was high amongst the respondents with 81% owning a car. The main reasons given why the respondents do not walk or cycle more include 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment'. The 'majority' of respondents expressed a positive view opinion of the temporary LTN scheme. 57% of those who live within the scheme boundary expressed a positive opinion towards the temporary scheme but amongst respondents living outside the scheme boundary, 51% expressed a negative opinion. The most common theme from 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 expressing a negative opinion, mentioning this reason. For respondents who live outside the scheme boundary and displayed a expressed a negative opinion of the existing scheme, their most frequently mentioned themes was 'more congestion, with 41% giving this reason. A clear 'majority' amongst respondents were against the Experimental CHN proposals. The main reason most frequently given for opposing the experimental proposal, was a preference to keep the planters, as they do not result in fines. Other concerns were about access to permits and reluctance to pay for permits. Amongst those who agreed with replacing the planters with camera enforced 'No Motor Vehicles' restrictions, the most common reason was providing better access for emergency vehicles and residents.

Kemerton Road Area

Leaflets were delivered to the 205 properties within the area of the LTN/ proposed CHN. There was a total of 42 responses to the online questionnaire, of which 32 were from within the area of the LTN, approximating to a response rate of 16%. Considerably more responses were received from women than men. Amongst the respondents, the proportion describing themselves as White English/British was higher

than in the local population and Borough wide population. The proportion of respondents within the age range 31 to 64 was much higher than those in this age range in the local population and Borough wide population. Car ownership was high amongst the respondents with 79% owning a car. The main reasons given why the respondents do not walk or cycle more include 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment'. The 'majority' of the respondents were positive about the existing temporary LTN but strongly disagreed with the proposal to replace the current planters with bollards including fold down bollard for emergency services' vehicle access to implement the experimental scheme.

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	7	23%	2	20%
Negative	1	3%	1	10%
Neutral	3	10%	2	20%
Positive	17	57%	4	40%
Very Positive	2	7%	1	10%
Total	30	100%	10	100%

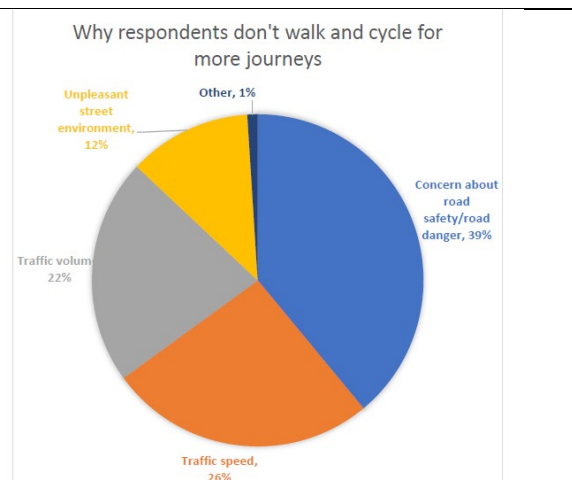
Table 5-1: Opinions regarding Replacing Existing Planters with Fold-down, Lockable Bollard

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	21	70%	3	30%
Disagree	3	10%	1	10%
Neutral	3	10%	3	30%
Agree	1	3%	3	30%
Strongly Agree	2	7%	0	0%
Total	30	100%	10	100%

Dalmally Road Area

Leaflets were delivered to the 1074 properties within the area of the LTN/ proposed CHN. A total of 177 responses were received to the online questionnaire, of which 122 were from respondents giving their home post codes as within the area of the LTN, approximating to a response rate of 11%. More responses were received from women than men. Amongst the respondents, the proportion describing themselves as White English/British was higher than in the local population. The proportion of respondents within the age range 31 to 64 was higher than those in this age range in the local population and Borough wide population. Car ownership was high amongst the respondents with 79% owning a car.

The main reasons given why the respondents do not walk or cycle more include 'concerns about road safety/road danger', 'Traffic speed', 'Traffic volume', 'Unpleasant street environment'. Of the respondents living in the scheme area (the large majority of respondents), 54% indicated their support for the Temporary LTN scheme. Overall, 52% of the respondents disagreed with the proposals for the Experimental CHN, while 38% agreed and 10% were neutral. Amongst those opposed to the proposal the most commonly cited reason was concerns over confusion and unfair fines / the need for clear signage, etc.





London Borough of Croydon

Addiscombe Healthy Neighbourhood (Dalmally Road)

Questionnaire Response Analysis

October 2021

Project Code: 05754

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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 Dalmally 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; and
- 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 Dalmally Road aims to retain the overall objectives 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 Addiscombe, respondents' views and perceived impacts of 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 for their views on the temporary modal filter on Dalmally 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 different schemes. 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 schemes, 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: Excerpt 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	<input type="checkbox"/>
Traffic speed	<input type="checkbox"/>
Traffic volume	<input type="checkbox"/>
Unpleasant street environment	<input type="checkbox"/>
Topography (hills)	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Other	<input type="checkbox"/>
<input type="text" value="Please Specify"/>	

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

* This question must be answered

Own a car	<input type="radio"/>
Own a motorbike	<input type="radio"/>
Own a van or other commercial vehicle for work purposes	<input type="radio"/>
Own a combination of these	<input type="radio"/>
Do not own any of these	<input type="radio"/>



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 177 responses were received through the online survey for comments based on measures at Dalmally Road.

2.2.2 Respondents were asked if they were responding as any of the following, and were able to select more than one answer; 'resident', 'business', 'school', 'visitor' or 'other'.

2.2.3 177 respondents stated they were a resident, 3 selected 'business', 8 selected 'visitor' and 3 selected 'other'. Some respondents selected more than one category.

2.2.4 When asked if they lived locally to the scheme or travel through the area, 168 respondents answered with 90% stating that they live locally to the scheme, 5% stating that they only travel through the area and 5% answering 'other' only as shown in **Table 2-1** below.

2.2.5 Some respondents selected 'living locally' and then additional categories. For the analysis, they have been assigned to the 'living locally' category, with 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 or Travel Through

Respondents	No.	%
Live local to the temporary neighbourhood	152	90%
Travel through the area	8	5%
Other	8	5%
Total	168	100%

2.2.6 The respondents' postcodes were plotted against the Addiscombe (Damally 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 Damally 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	122	69%
Live outside of the scheme boundary	55	31%
Total	177	100%

2.2.7 Amongst the 152 respondents who identified themselves as living locally in **Table 2-1**, 118 (78%) live within the scheme boundary.



2.2.8 **Table 2-2** demonstrates that most respondents (28%) fell into the 31-40 age category, with 23% in the 51-60 age category. **Table 2-3** shows that slightly more females completed the survey than other genders, at 48%.

Table 2-2-3: Online Engagement by Age

Age	No.	%
Under 18	2	1%
18-30	13	9%
31-40	43	28%
41-50	18	12%
51-60	34	23%
61-64	7	5%
65 and over	18	12%
Prefer not to say	16	11%
Total	151	100%

Table 2-4: Engagement by Gender

Gender	No.	%
Male	64	42%
Female	72	48%
Other	5	3%
Prefer not to say	10	7%
Total	151	100%

2.2.9 **Table 2-5** demonstrates that most respondents (79%) identified as Heterosexual/Straight. 151 respondents answered this question. **Table 2-6** shows that the majority of

respondents (45%) had no religion, with 38% identifying as Christian.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	120	79%
Gay/Lesbian	3	2%
Bi-Sexual	5	3%
Prefer to self describe	3	2%
Prefer not to say	20	13%
Total	151	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	68	45%
Christian	58	38%
Hindu	4	3%
Sikh	0	0%
Muslim	0	0%
Jewish	0	0%
Buddhist	1	1%
Any other religion	1	1%
Prefer not to say	19	13%
Total	151	100%

2.2.10 Respondents were asked to describe their ethnic origin. Most respondents (57%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 13% of



respondents preferred not to say. 151 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	86	57%
White Irish	7	5%
White Gypsy or Irish Traveller	0	0%
Any other White background	9	6%
White and Black Caribbean	6	4%
White and Black African	0	0%
White and Asian	1	1%
Any other Mixed / multiple ethnic background	2	1%
Indian	4	3%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Any other Asian background	3	2%
Black African	2	1%
Black Caribbean	6	4%
Any other Black background	1	1%
Arab	0	0%
Other	4	3%
Prefer not to say	20	13%
Total	151	100%

2.2.11 Respondents were asked to disclose their annual household income. Most respondents (40%) preferred not to disclose this information, 33% of respondents have an annual household income of £50,000 and above. 151 respondents answered this question.

Table 2-8: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	0	0%
£10,000 - £20,000	5	3%
£20,000 - £30,000	9	6%
£30,000 - £40,000	7	5%
£40,000 - £50,000	20	13%
£50,000 and above	50	33%
Prefer not to say	60	40%
Total	151	100%

2.2.12 Respondents were asked to state whether they had any form of disability. All respondents either stated that they did not have a disability or preferred not to say.

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 Damlally Road scheme (Croydon 022C, 017B and 017D) 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 2-9: The Demographics of Survey Respondents Living Within the Scheme Boundary, in comparison to Damally Road Area Existing Demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	42%	49	50%
	Female	51%	59	50%
	Other	3%	3	n/a
	<i>Prefer not to say</i>	4%	5	<i>n/a</i>
Age (2011 Census)	Under 18	1%	1	21%
	18-30	8%	9	19%
	31-40	29%	34	19%
	41-50	13%	15	16%
	51-60	22%	25	10%
	61-64	6%	7	3%
	65 and over	12%	14	11%
<i>Prefer not to say</i>	9%	11	<i>n/a</i>	
Religion (2011 Census)	None	47%	55	9%
	Christian	41%	47	54%
	Hindu	3%	3	5%
	Sikh	0%	0	0%
	Muslim	0%	0	7%
	Jewish	0%	0	0%
	Buddhist	1%	1	1%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	Any other religion	0%	0	1%
	<i>Prefer not to say</i>	9%	10	9%
	White English / Welsh / Scottish / Northern Irish / British	60%	70	49%
	White Irish	4%	5	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	8	8%
	White and Black Caribbean	4%	5	3%
	White and Black African	0%	0	1%
	White and Asian	1%	1	2%
	Any other Mixed / multiple ethnic background	2%	2	2%
	Indian	3%	3	6%
	Pakistani	0%	0	2%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	3	4%
	Black African	2%	2	6%
	Black Caribbean	3%	3	8%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other Black background	1%	1	3%
	Arab	0%	0	0%
	Other	3%	3	1%
	<i>Prefer not to say</i>	9%	10	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000			£53,550
	£10,000 - £20,000	3%	4	
	£20,000 - £30,000	7%	8	
	£30,000 - £40,000	3%	3	
	£40,000 - £50,000	13%	15	
	£50,000 and above	38%	44	
	<i>Prefer not to say</i>	36%	42	

2.3.6 **Table 2-10** shows that the survey sample has a lower proportion of responses from males in comparison to the local population statistics. 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, Muslims 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 3% of responses from those who are Black Caribbean, despite this community making up 8% of the local population. Similar under-representation is also evident for those with an Indian and Black African 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's covering the scheme (Croydon 017 and 022), the average total income in 2018 was £53,550. The survey sample has a higher proportion of responses from those with a household income of £50,000 and above compared to other categories

at 38%. Please note that 36% of the 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 2-10: Survey Respondents' Demographics Compared to Borough-Wide Population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender <i>(2011 Census)</i>	Male	42%	64	48%
	Female	48%	72	52%
	Other	3%	5	n/a
	<i>Prefer not to say</i>	7%	10	n/a
Age	Under 18	1%	2	25%
	18-30	9%	13	18%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<i>(2011 Census)</i>	31-40	28%	43	15%
	41-50	12%	18	15%
	51-60	23%	34	11%
	61-64	5%	7	4%
	65 and over	12%	18	12%
	<i>Prefer not to say</i>	11%	16	<i>n/a</i>
Religion <i>(2011 Census)</i>	None	45%	68	20%
	Christian	38%	58	56%
	Hindu	3%	4	6%
	Sikh	0%	0	0%
	Muslim	0%	0	8%
	Jewish	0%	0	0%
	Buddhist	1%	1	1%
	Any other religion	1%	1	1%
	<i>Prefer not to say</i>	13%	19	<i>n/a</i>
Ethnic Origin <i>(2011 Census)</i>	White English / Welsh / Scottish / Northern Irish / British	57%	86	47%
	White Irish	5%	7	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	6%	9	6%
	White and Black Caribbean	4%	6	3%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	White and Black African	0%	0	1%
	White and Asian	1%	1	1%
	Any other Mixed / multiple ethnic background	1%	2	2%
	Indian	3%	4	7%
	Pakistani	0%	0	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	2%	3	5%
	Black African	1%	2	8%
	Black Caribbean	4%	6	9%
	Any other Black background	1%	1	4%
	Arab	0%	0	0%
	Other	3%	4	1%
	<i>Prefer not to say</i>	13%	20	<i>n/a</i>
Annual Household Income <i>(2018 ONS statistics)</i>	£0 - £10,000	0%	0	£53,477
	£10,000 - £20,000	3%	5	
	£20,000 - £30,000	6%	9	
	£30,000 - £40,000	5%	7	



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£40,000 - £50,000	13%	20	
	£50,000 and above	33%	50	
	<i>Prefer not to say</i>	40%	60	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male responses than the Croydon population, despite both male and female are slightly under-represented compared to the borough-wide statistics. This might be due to the number of respondents selecting ‘Prefer not to say’ for this question.

2.3.14 In addition, those under 30 is one of the largest proportions of the existing population for Croydon, making up 43% of the population, yet this age category only accounts for 10% of the survey respondents.

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. The survey received a lower proportion of responses from ‘any other Asian background’, Indian, Black Caribbean and

Black African than the proportion within the borough-wide population.

2.3.16 The average annual household income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from those with an annual household income of £50,000 and above at 33%. Please note that approximately 40% of 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 Changing travel patterns during the pandemic

3.1.1 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic, as shown in **Table 3-1**.

3.1.2 164 respondents answered this question about themselves, 45% stating that overall they were walking, cycling or scooting more after the pandemic, 14% stating that they were travelling this way less overall, and 40% stating ‘about the same’.

Table 3-1: Extent of Walking, Cycling and Scooting amongst Respondents following the Covid-19 Pandemic

	No.	%
Much more	39	24%
Slightly more	35	21%
About the same	66	40%
Slightly less	12	7%
Much less	12	7%
Total	164	100%

3.1.3 Respondents were then asked: ‘Are there children and/or young people in your household?’, 63 respondents (36%) answered yes. This 36% were then asked the extent to which

they are currently walking, cycling or scooting compared to before the pandemic. 47% of them stated that they were walking, cycling or scooting more, 10% stated less, and 44% stated ‘about the same’. 62 respondents answered this question.

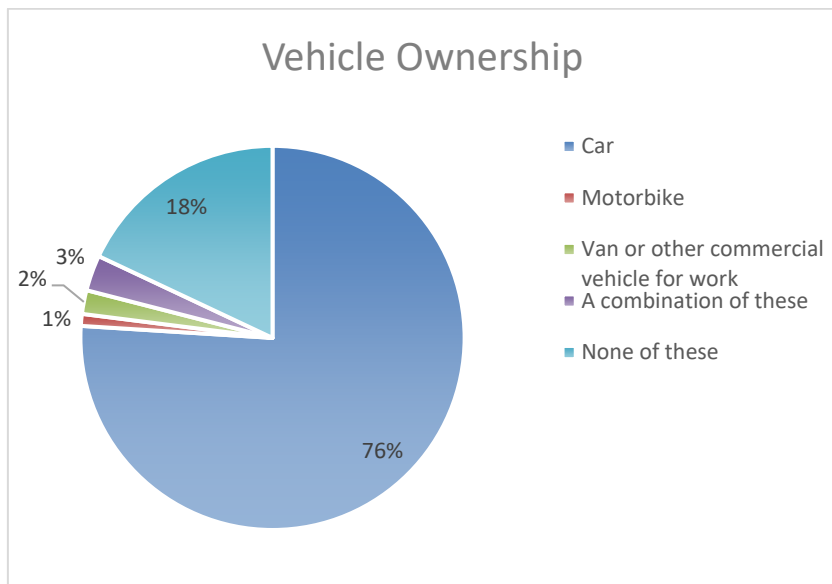
Table 3-2: Extent of More Walking, Cycling and Scooting Among Young People in Respondents’ Households Following the Covid-19 Pandemic

	No.	%
Much more	13	21%
Slightly more	16	26%
About the same	27	44%
Slightly less	3	5%
Much less	3	5%
Total	62	100%

3.1.4 Respondents were also asked about vehicle ownership, the results for which are set out in **Figure 3-1**. 165 responded to this question, with 82% stating that they own one of the vehicles listed, compared to 18% stating that they don’t. In comparison to the 2011 Census (Output area level), about 58% of households within the Dalmally Road scheme boundary have access to a car or van, as opposed to about 42% that did not.



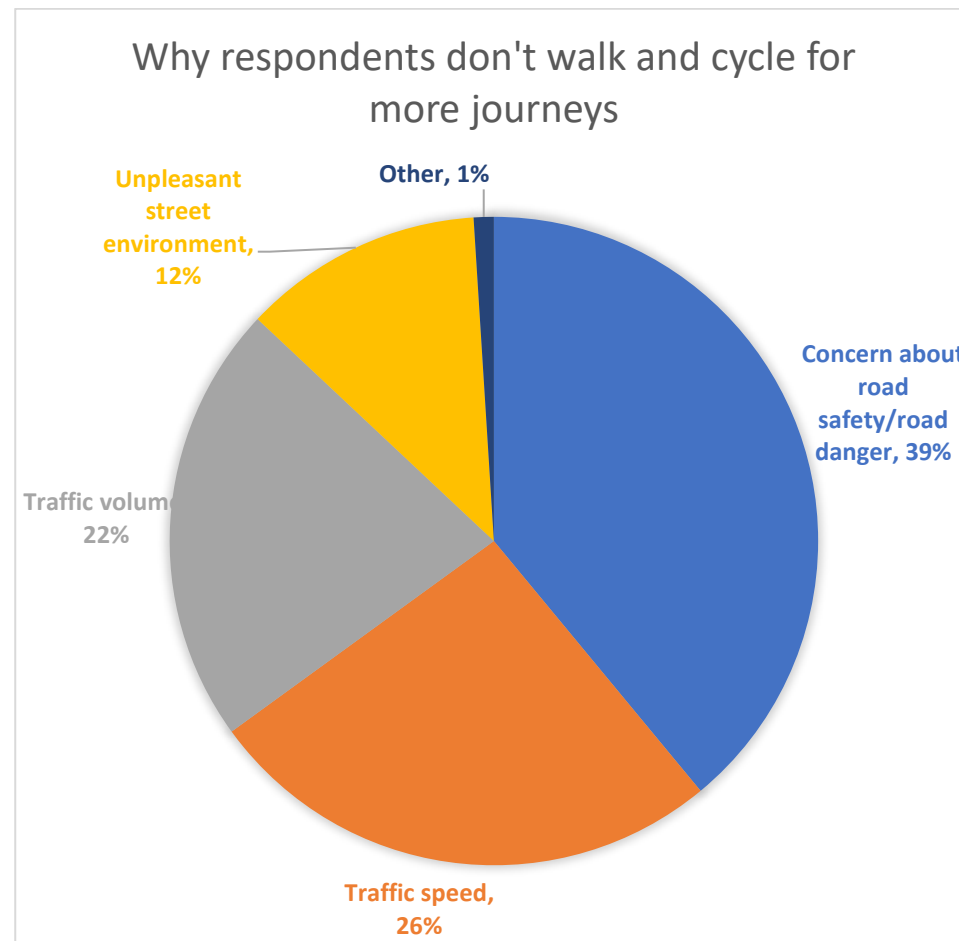
Figure 3-1: Vehicle Ownership Among Respondents



3.1.5 Respondents who stated that they owned a car and/or motorbike were asked if they walk, cycle or take public transport for some of their journeys. 136 people responded. 95% stated they do and 5% stated they don't.

3.1.6 Respondents were asked what stops them from walking and cycling for more journeys around Addiscombe. There were 172 responses to the question and the results are set out in **Figure 3-2**. The most frequently selected reason was 'concern about road safety/road danger', followed by 'traffic speed'.

Figure 3-2: Why respondents don't walk and cycle for more journeys





4 Feedback on the temporary scheme

4.1 Views about the Temporary Scheme

4.1.1 Respondents were asked to rate how strongly they do or don't support the temporary modal filter on Dalmally Road.

4.1.2 There were 154 responses to this question. Of those who live within the scheme boundary, 54% showed support for the scheme, while 35% of those who live outside the scheme boundary showed support for the scheme. 36% of those who live within the scheme boundary did not support the scheme, compared to 64% of those who live outside the scheme boundary. The results are set out in **Table 4-1**.

Table 4-1: Extent of Support for the Existing Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	42	36%	22	59%
Slightly do not support	0	0%	2	5%
Neutral	6	5%	0	0%
Slightly support	15	13%	2	5%
Strongly support	48	41%	11	30%
Total	117	100%	37	100%

4.1.3 Respondents were also asked specifically how they felt about the scheme in its current format. Their responses are set out in **Table 4-2**.

4.1.4 49% of respondents who live within the scheme boundary stated that they felt positive or very positive about the scheme in its current form, while 33% of those who live outside the scheme boundary stated the same. The majority (62%) of those who live outside the scheme boundary felt negative or very negative towards the scheme in its current form, compared to 41% of those living within the scheme boundary.

Table 4-2: Perceptions of the Scheme in its Current Form

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very negative	31	26%	17	46%
Negative	18	15%	6	16%
Neutral	11	9%	2	5%
Positive	21	18%	1	3%
Very positive	36	31%	11	30%
Total	117	100%	37	100%

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

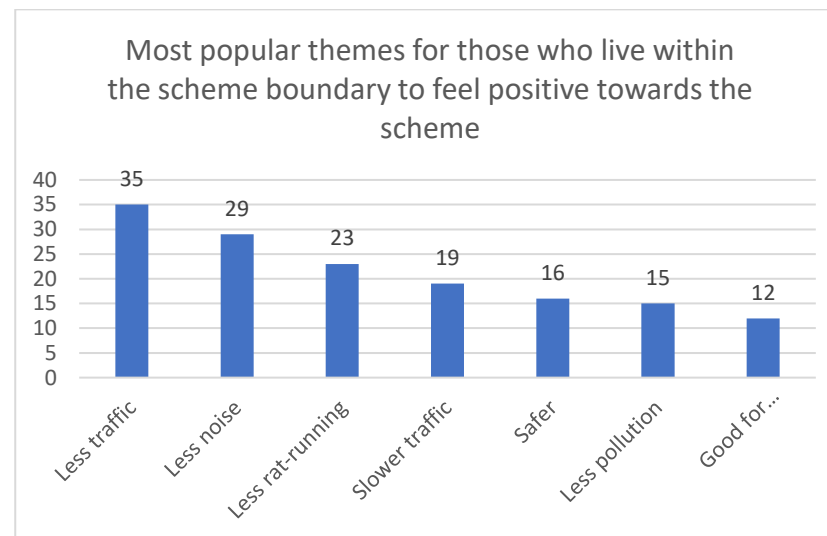
- The scheme results in less traffic (38)



- The scheme results in less noise (33)
- The scheme creates less rat running (23)
- The scheme slows traffic (21)
- The scheme is safer (20)

4.1.6 63 respondents who live within the scheme boundary and hold positive stance about the scheme (see **Table 4-2**). **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 are that the scheme results in less traffic (35), makes less noise (29) and that it results in less rat running (23).

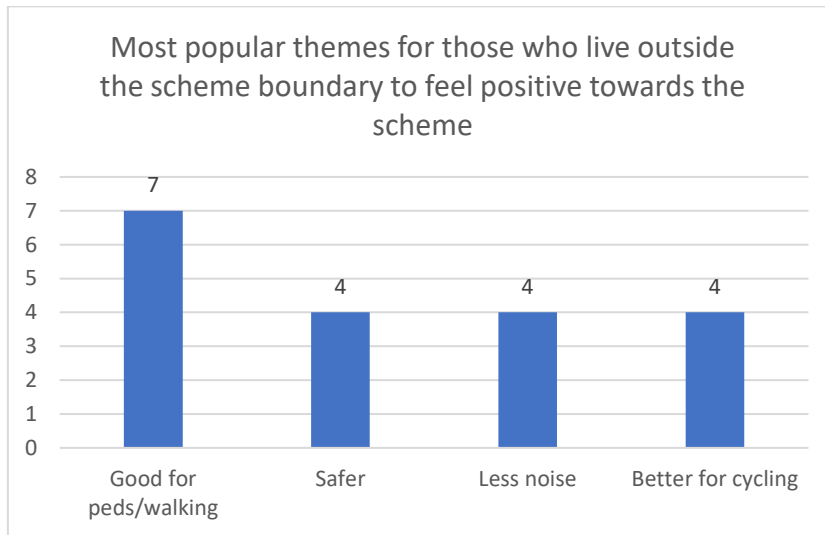
Figure 4-1: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Positive about the Scheme



4.1.7 The 13 respondents who hold positive views towards the scheme and live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme is good for pedestrians (7), makes the area safer (4), creates less noise (4) and is better for cycling (4), as shown in **Figure 4-2**.



Figure 4-2: The Most Popular Themes for Those Who Live Outside of the Scheme Boundary to Feel Positive about the Scheme



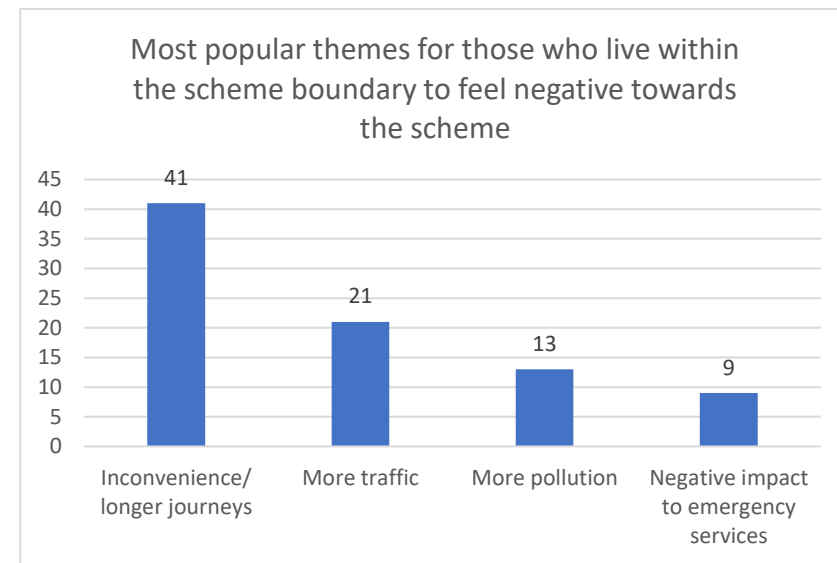
4.1.8 The most popular themes for feeling negative towards the scheme were:

- The scheme is an inconvenience and results in longer journeys (48)
- The scheme creates more noise (34)
- The scheme results in more pollution (21)

4.1.9 42 of those who live within the scheme boundary and hold negative views about the existing scheme (see **Table 4-2**), the results for their most frequently mentioned themes for

feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes are that the scheme causes inconvenience and creates longer journeys (41), creates more traffic (21), creates more pollution (13) and has a negative impact on emergency services (9).

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

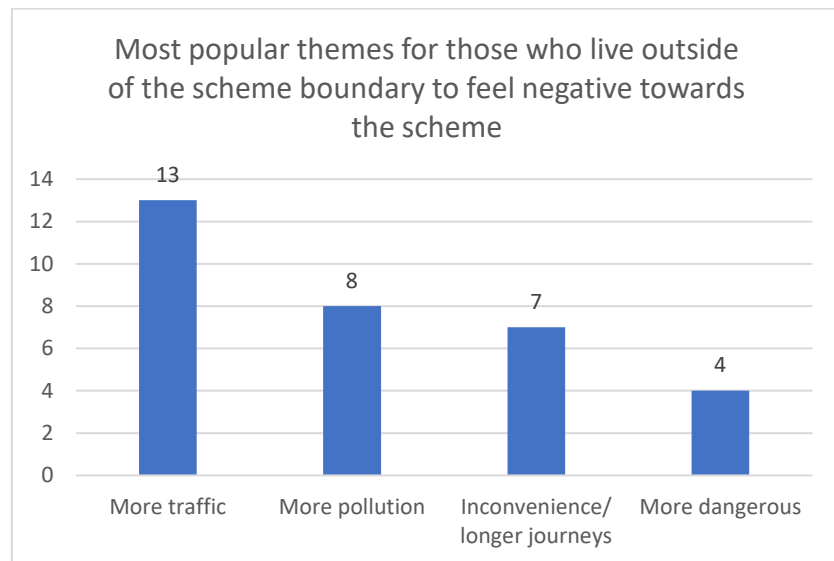


4.1.10 The 24 respondents who hold negative views towards the scheme and live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic or congestion (13), results in more pollution (8),



causes an inconvenience due to longer journey times (7), and that it is more dangerous (4), as shown in **Figure 4-4**.

Figure 4-4: The Most Popular Themes for Those Who Live Outside of 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, 53% thought the impacts are better, with 29% stating that the impacts are

about the same, as shown in **Table 4-3**. Of those who live outside the scheme boundary, 33% perceive the impacts as better, and 35% perceive them as worse.

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

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much better	48	40%	9	23%
Slightly better	16	13%	4	10%
About the same	35	29%	13	33%
Slightly worse	6	5%	4	10%
Much worse	16	13%	10	25%
Total	121	100%	40	100%

4.2.1 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, 54% of those who live within the scheme boundary said it is better than before, as opposed to 14% thinking it is worse. For those who live outside the scheme boundary, 33% stated that road safety is better than before the scheme was put into place, while 35% thought it is the same and another 33% thought it was worse than before, 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.	%
Much better	48	40%	11	28%
Slightly better	17	14%	2	5%
About the same	39	32%	14	35%
Slightly worse	5	4%	5	13%
Much worse	12	10%	8	20%
Total	121	100%	40	100%

4.2.2 **Table 4-5** 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, 46% said that conditions were better than before, and 45% reported that conditions were about the same. 40% of respondents who live outside the scheme boundary reported that the conditions for walking, cycling and scooting have remained around the same since the scheme came into place, 33% stated that it is better than before, and 28% stated that it is worse 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.	%
Much better	40	33%	12	30%
Slightly better	16	13%	1	3%
About the same	55	45%	16	40%
Slightly worse	0	0%	4	10%
Much worse	10	8%	7	18%
Total	121	100%	40	100%



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

- 5.1.1 In this section of the survey, respondents were asked about their opinion with replacing the existing modal filter with ANPR cameras which would permit vehicles for authorised residents and emergency vehicles.
- 5.1.2 Question 18 of the survey asked whether the respondents agree with this or not. 153 responded to this question, and the results of this question are shown in **Table 5-1**. Overall, 52% disagreed with replacing the planter with camera-enforced closure, while 38% agreed and 10% remained neutral.

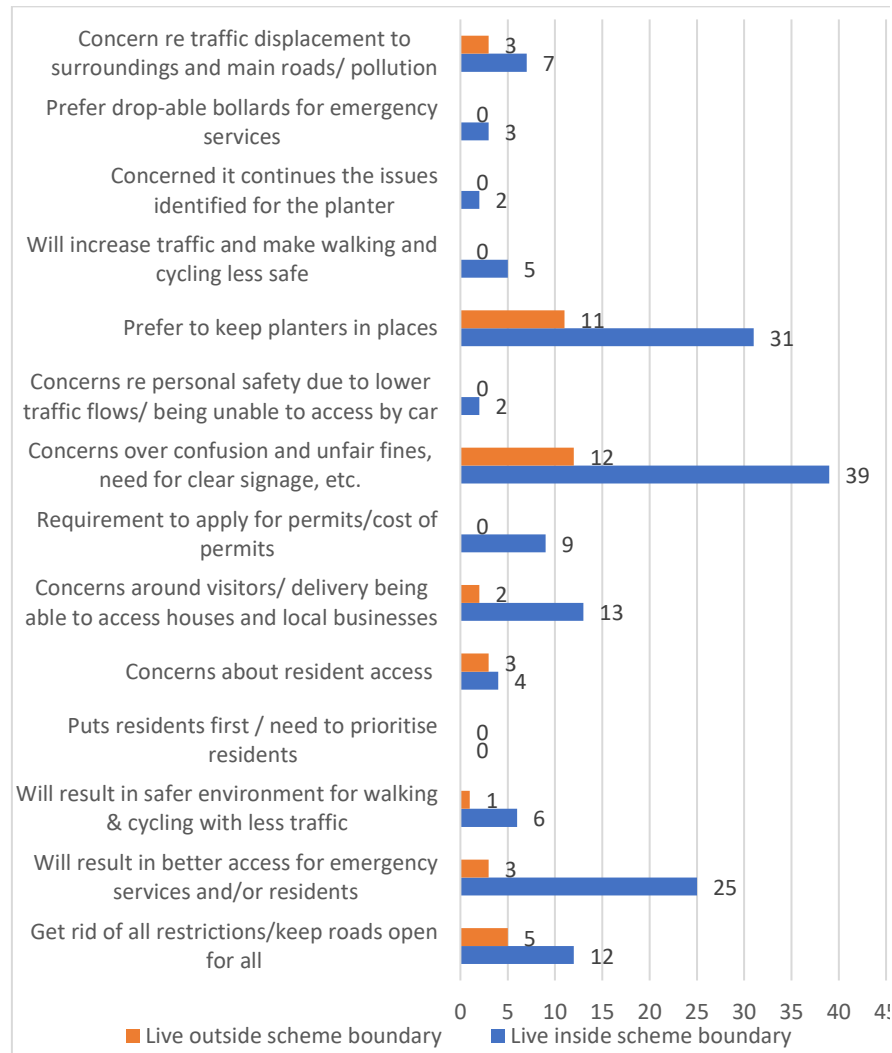
Table 5-1: Attitudes on Replacing Existing Scheme with Proposed Improvements

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	45	39%	22	59%
Disagree	10	9%	3	8%
Neutral	13	11%	3	8%
Agree	25	22%	5	14%
Strongly Agree	23	20%	4	11%
Total	116	100%	37	100%

- 5.1.3 Amongst respondents who live inside the scheme boundary, 42% agreed with replacing the planter with camera enforcement overall, while 25% of those who live outside the scheme boundary agreed. For those who live inside the scheme boundary, 48% disagreed, which rose to 67% for those who live outside the scheme boundary.
- 5.1.4 **Figure 5-2** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 213 coded responses, 51 (24%) stated concerns confusion and unfair fines.
- 5.1.5 Aside from the general reasons for opposing low traffic schemes, 42 (20%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers. Some respondents also said they prefer physical barriers rather than cameras, as they can avoid annoyance or threat of being fined.



Figure 5-1: Most Common Comments Regarding Proposals for an ANPR-Enforced Closure



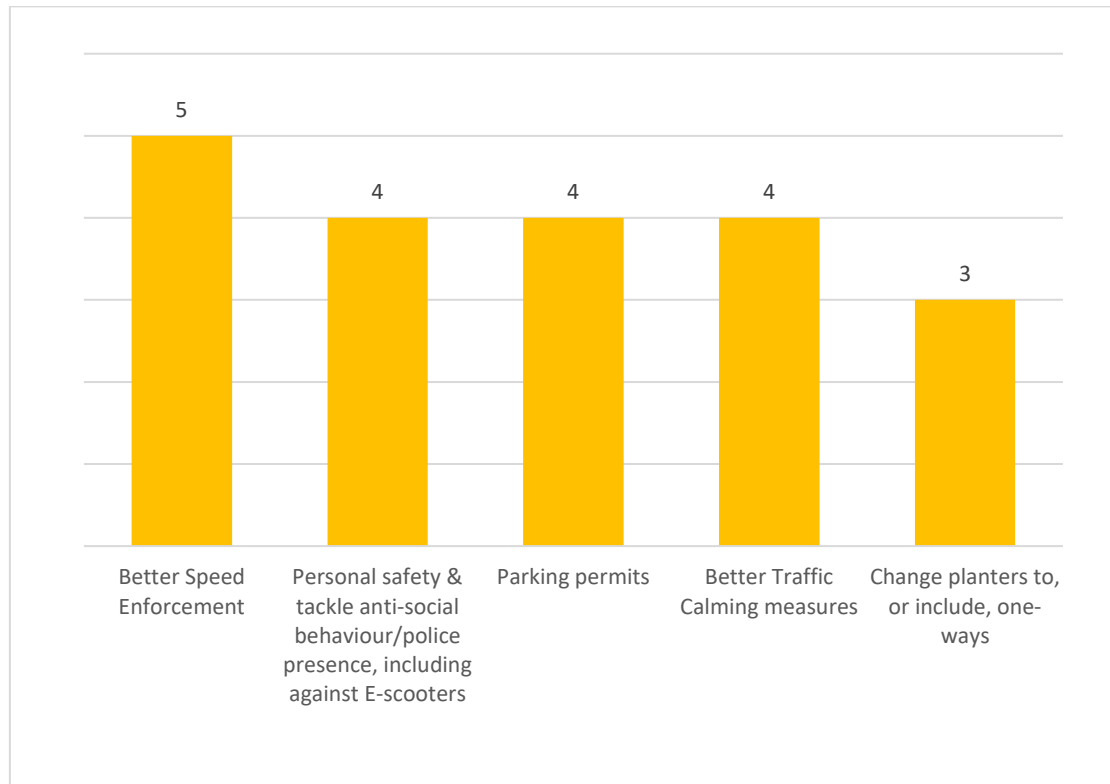
5.1.6 Finally, respondents were asked how they might make the area safer, quieter and less polluted. These responses were coded so that the most popular themes could be identified. **Figure 5-2** on the next page shows the most popular examples and how many respondents put these ideas forward.

5.1.7 Other suggested ideas included:

- Retain existing scheme
- Improve/reduce costs of public transport
- Maintain local park and/ or improve Dalmally passage
- Cleaning the streets, addressing litter and fly-tipping
- No restrictions to traffic on Dalmally
- Use collapsible bollards/automatic barriers/gates with access instead
- Crossing improvements
- Other traffic management approaches
- More trees and greenery



Figure 5-2: Most Popular Suggestions for Making the Area Safer, Quieter and Less Polluted





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 Healthy Neighbourhoods (CHNs).

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 stated they have been walking, cycling and scooting more, with 40% stated same as before. When asked why they would choose not to walk, cycle or scoot, the most popular reasons were concerns about road safety (39%), traffic speed (26%) and traffic volume (22%).

Views about the Temporary Scheme

6.2.2 When rating the scheme overall, 54% of those who live within the scheme boundary were in support, 36% against and 5% neutral. When asked specifically about the scheme in its current format, of those who live within the scheme boundary, 49% were positive overall, 41% negative and 3%

neutral. The majority of those who live outside the scheme boundary did not support the scheme at 64%, with 62% expressing negative views about the scheme in its current format.

6.2.3 When asked to what extent the scheme had improved the street with regards to air quality and noise congestion, 53% of those who live within the scheme boundary suggested it had improved, while 29% suggested it was about the same. 33% of those who live outside the scheme boundary stated that it had improved, with 35% stating that it was worse.

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

6.2.4 In terms of changing the existing scheme to an ANPR camera, 48% of those who live within the scheme boundary disagreed, compared to a majority of 68% of those who live outside the scheme boundary disagreeing. 11% of those who live inside, and 8% of those live outside the scheme boundary, felt neutral to the scheme.

6.2.5 There were clear concerns expressed over potential unfair charges and costs to residents for permits, as well as concerns that visitors would be disadvantaged if the cameras were not made clear. There was also a large number of



comments who stated that they preferred the existing scheme. However, also frequent was the acknowledgement that the ANPR proposals would benefit emergency services and give better access to residents. A number of comments were about concerns on traffic displacement in general and asking all measures to be removed.

6.3 What Does it Mean?

6.3.1 A similar show of support or no support in questions highlights the mixed impressions towards the scheme. This extremity of views is further highlighted by respondents being more likely to select 'strongly support or don't support' than just 'support or don't support' on most questions. The question about support for an ANPR was the only case where this did not happen, with more in agreement than strong agreement.

6.3.2 The fact that around half of those who live within the scheme boundary think that the scheme has made improvements regarding air quality and noise, road safety and conditions for walking, cycling and scooting suggests there is merit in keeping the scheme. However, the almost 50/50 split in support suggests there could be serious resistance to doing so, with some very negative comments submitted.

6.3.3 Results suggest that, regardless of how respondents feel about the existing scheme, the majority do not support the planters being replaced with a camera-enforced closure, mostly due to concerns over unfair charging and lack of clarity of the restriction compared to a physical closure. There are several comments to suggest that the cameras would not be as effective, while a number acknowledge how access would be improved for emergency vehicles and residents. The number of queries regarding costs, the exemption for the cameras and parking permits suggests that the proposals have not been entirely understood, which may have affected the final result.

6.3.4 The existing scheme has created split views for the area around Dalmally Road, with views less split on changing the scheme to an ANPR camera too, but still contentious.

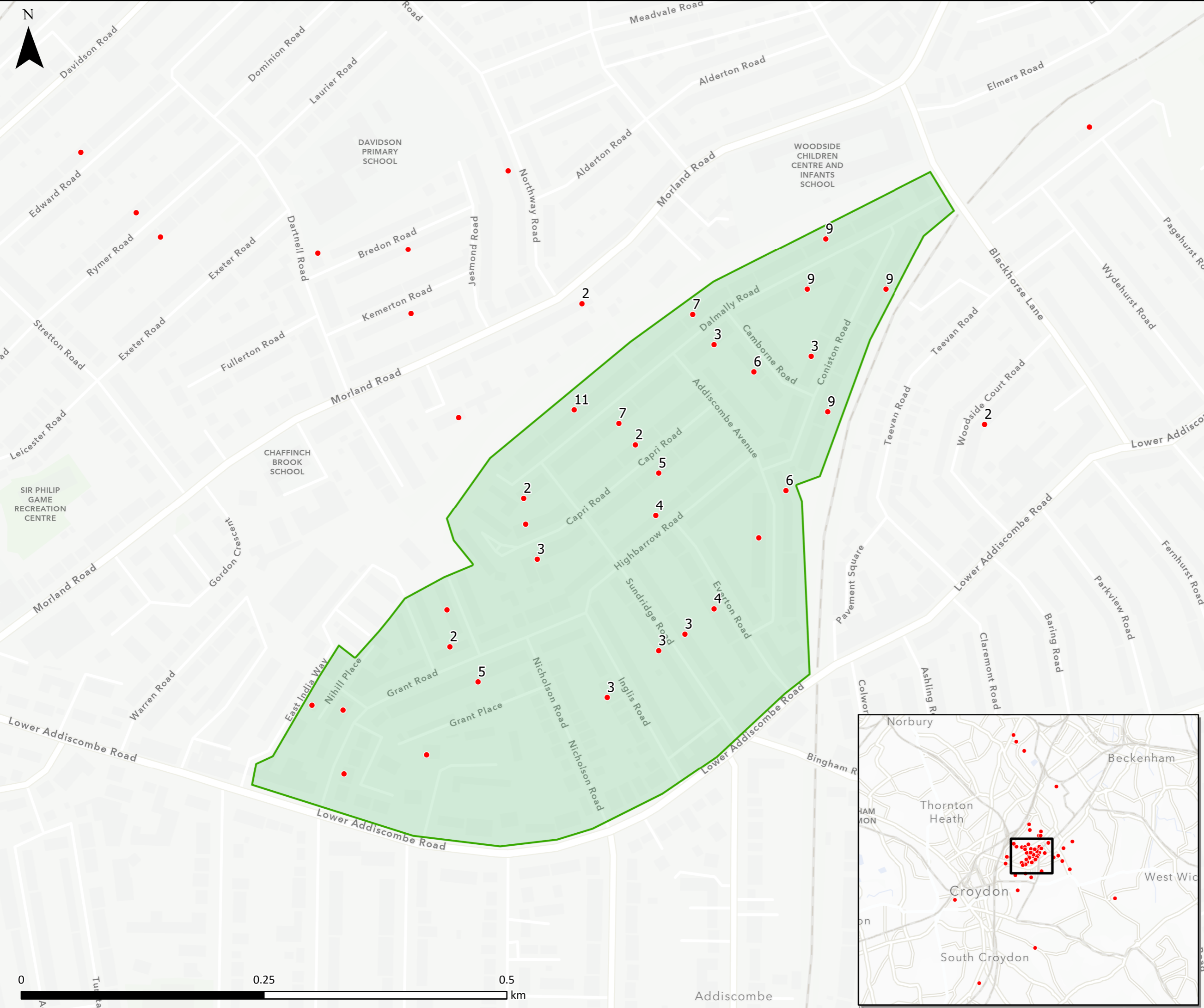
6.3.5 Comments suggest there is a significant concern for how the camera enforcement would work, whether drivers would be unfairly caught out due to poor signage, and whether the costs of the scheme and any permits would fall to residents. But there is an appreciation that camera enforcement would allow for emergency vehicle access, which causes concern for respondents. This suggests that further clarity may need to be provided to residents for a clearer preference to be identified.



- 6.3.6 In addition, there are also concerns over lack of parking availability and dangerous reversing manoeuvres also suggest that consideration of changes to the existing scheme, such as resident parking permits and reconsideration of the filter location, may help to ensure greater buy-in and ensure that the scheme works to benefit more local people.
- 6.3.7 If the local authority is determined to achieve buy-in for the proposals, then substantial further clarification work must be done with residents to help them feel comfortable and informed about potential financial implications.
- 6.3.8 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 (Dalmary Road)

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

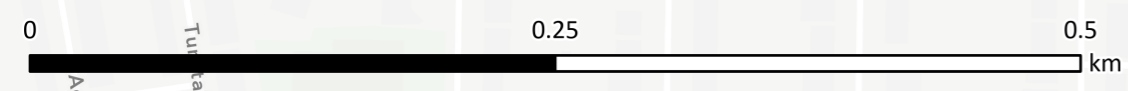
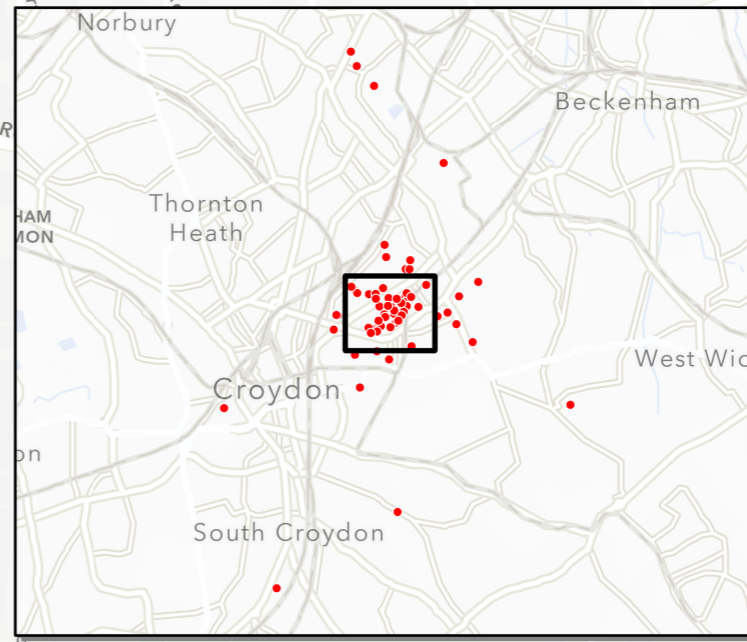
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CLIENT
London Borough of Croydon
 PROJECT
Croydon HN
Pre-consultation Engagement
 TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (DALMARY ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:3,600	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_4	A		





London Borough of Croydon

**Addiscombe Healthy Neighbourhood
(Elmers Road)**

Questionnaire Response Analysis

October 2021

Project Code: 05764

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London Borough of Croydon



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Appendix A Postcode Location of Respondents' Address 32



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	%
Gender (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>
Age (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>
Religion (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	%
Ethnic Origin (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	%
Gender (2011 Census)	Male	40%	28	48%
	Female	51%	36	52%
	Other	0%	0	n/a
	Prefer not to say	9%	6	n/a

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Age (2011 Census)	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%
	Prefer not to say	9%	6	n/a
Religion (2011 Census)	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%
	Prefer not to say	11%	8	n/a
Ethnic Origin (2011 Census)	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	%
Annual Household Income <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.

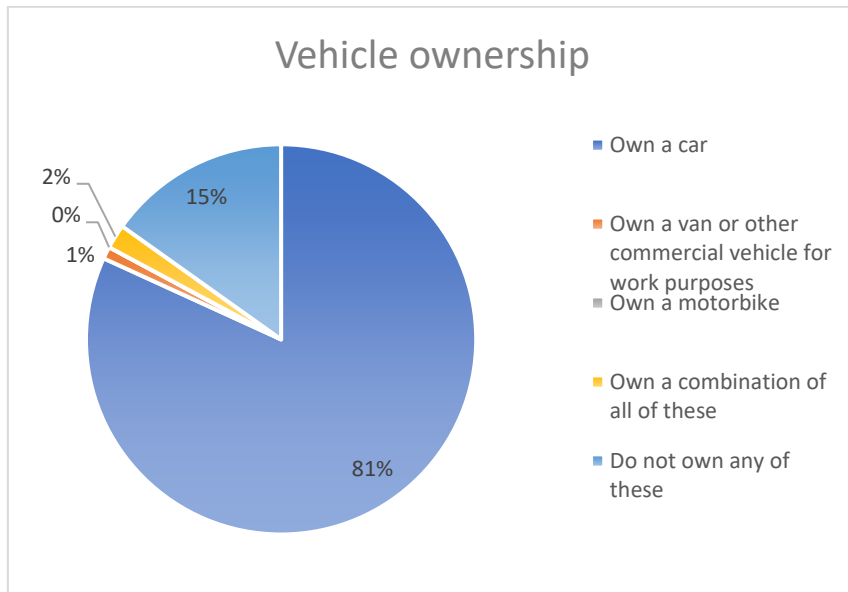
Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults

	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)

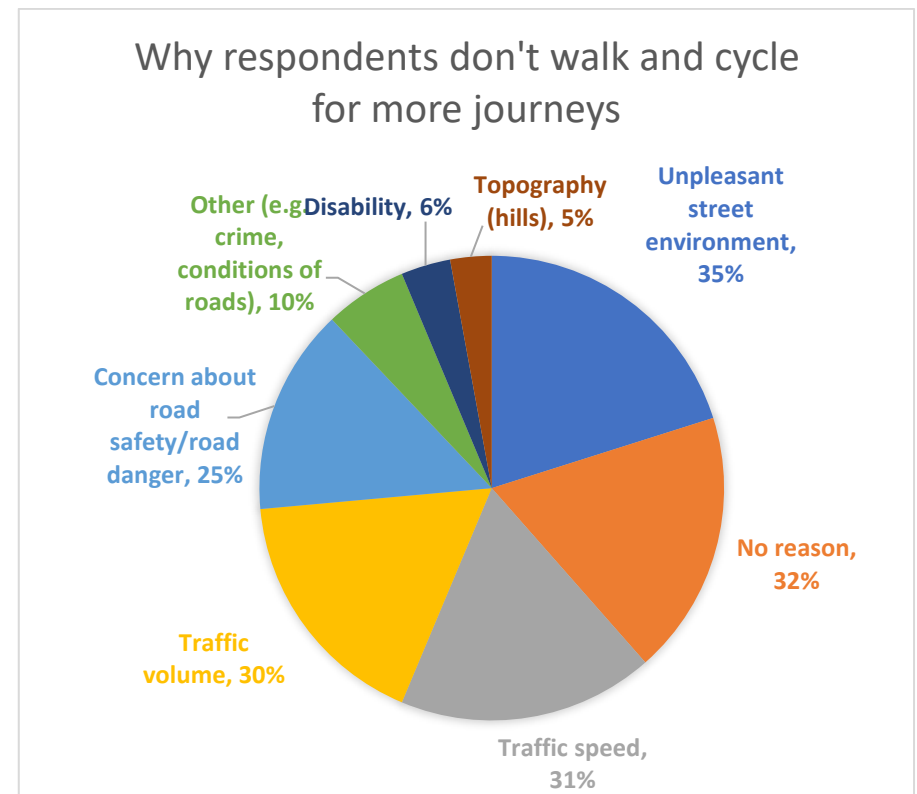


3.1.5 Those who answered yes to owning a car and/or motorbike (68) were also asked if they also walk, cycle or use public transport for some of their journeys, where 94% (64) answered that they did.

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).

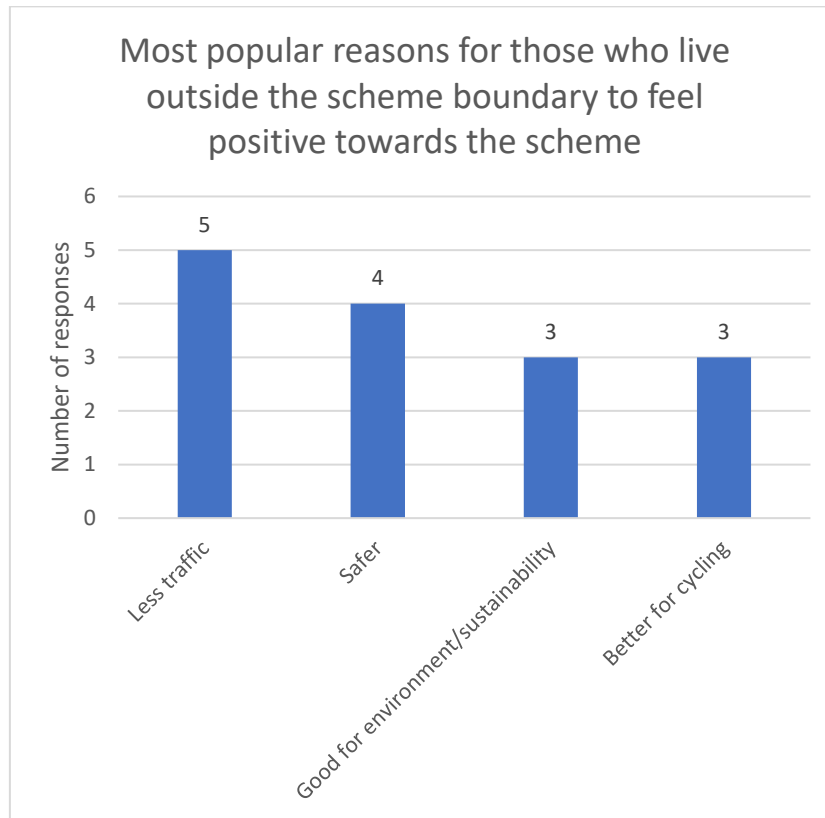
Figure 4-1: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Positive about the Scheme



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:

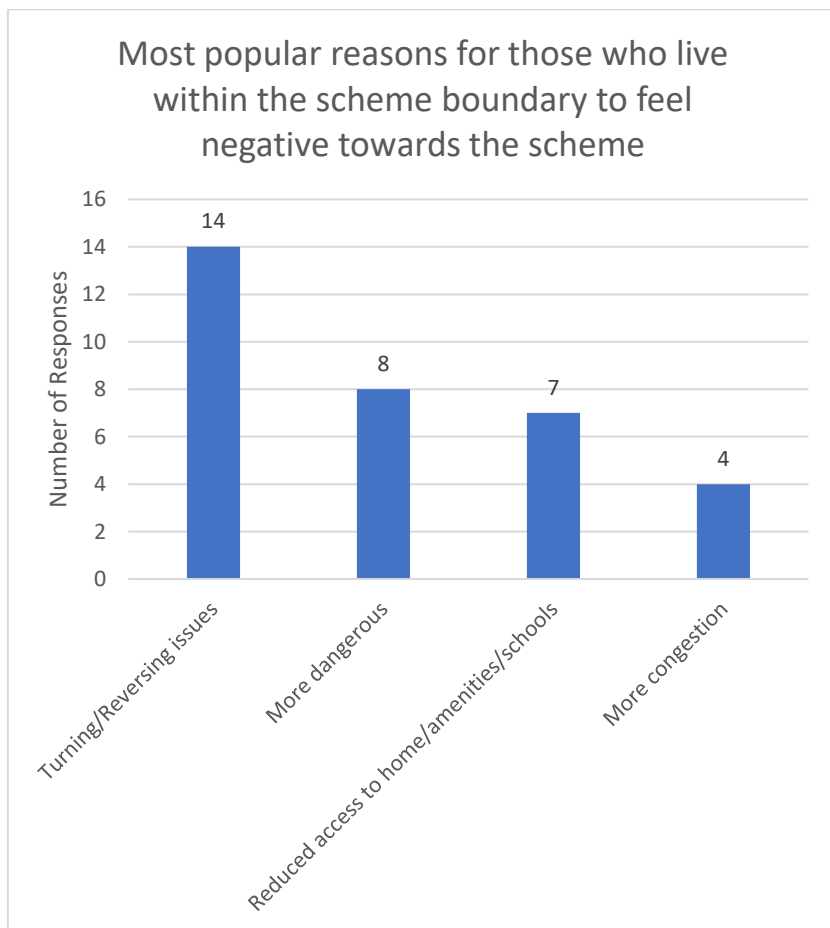
- The scheme causes turning/reversing issues (16)
- It makes the area feel more dangerous (13)

- 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

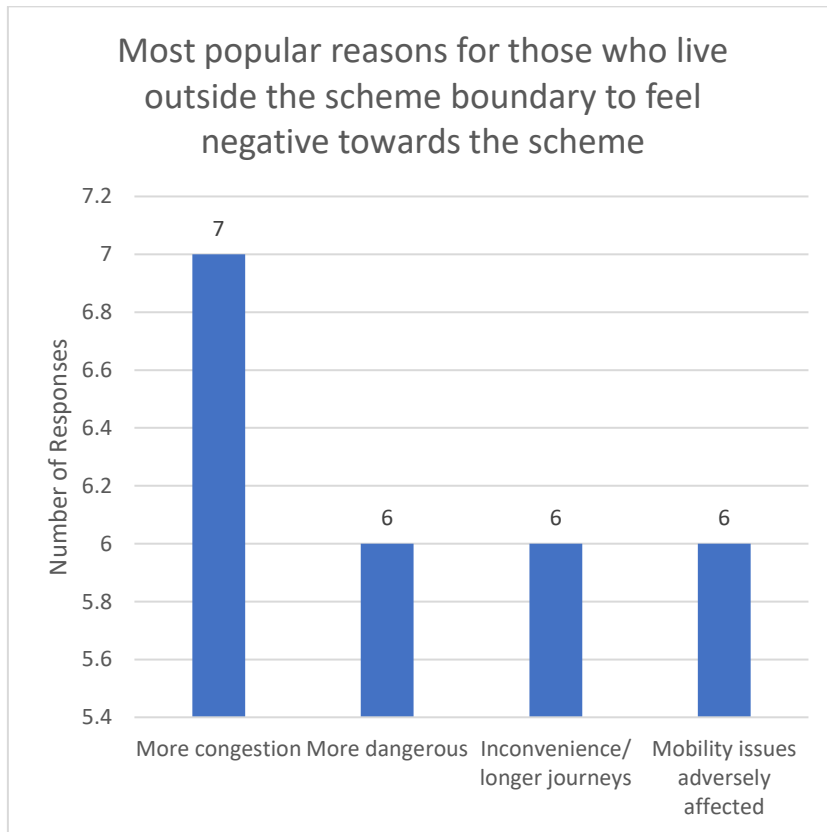


4.1.9 For the 17 respondents who live outside the scheme boundary and feel negative about the scheme (see **Table 4-**

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

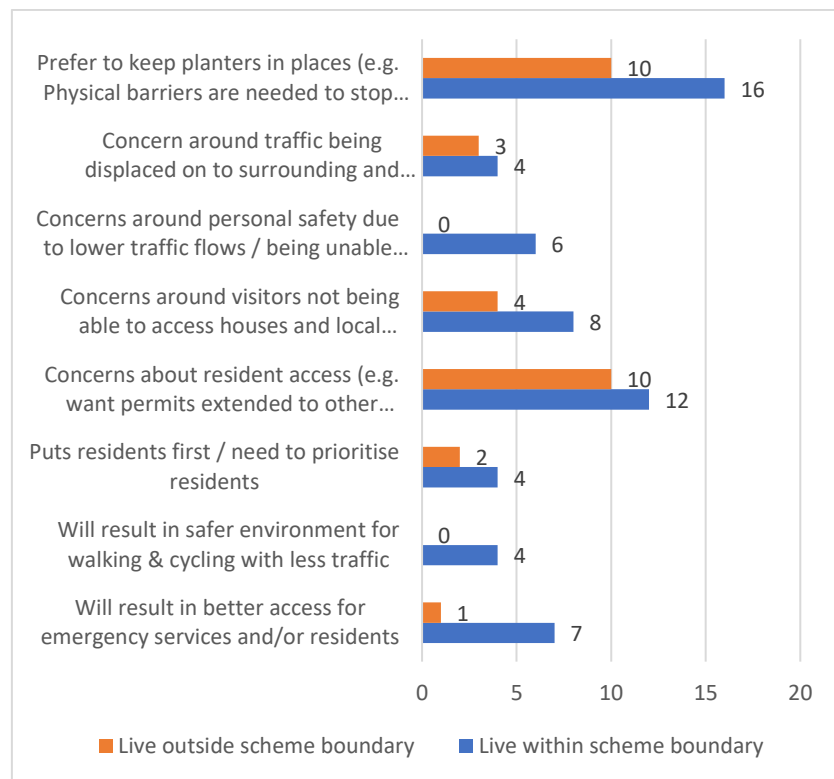
	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	20	48%	18	60%
Disagree	4	10%	1	3%
Neutral	4	10%	7	23%
Agree	8	19%	2	7%
Strongly Agree	6	14%	2	7%
Total	42	100%	30	100%

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

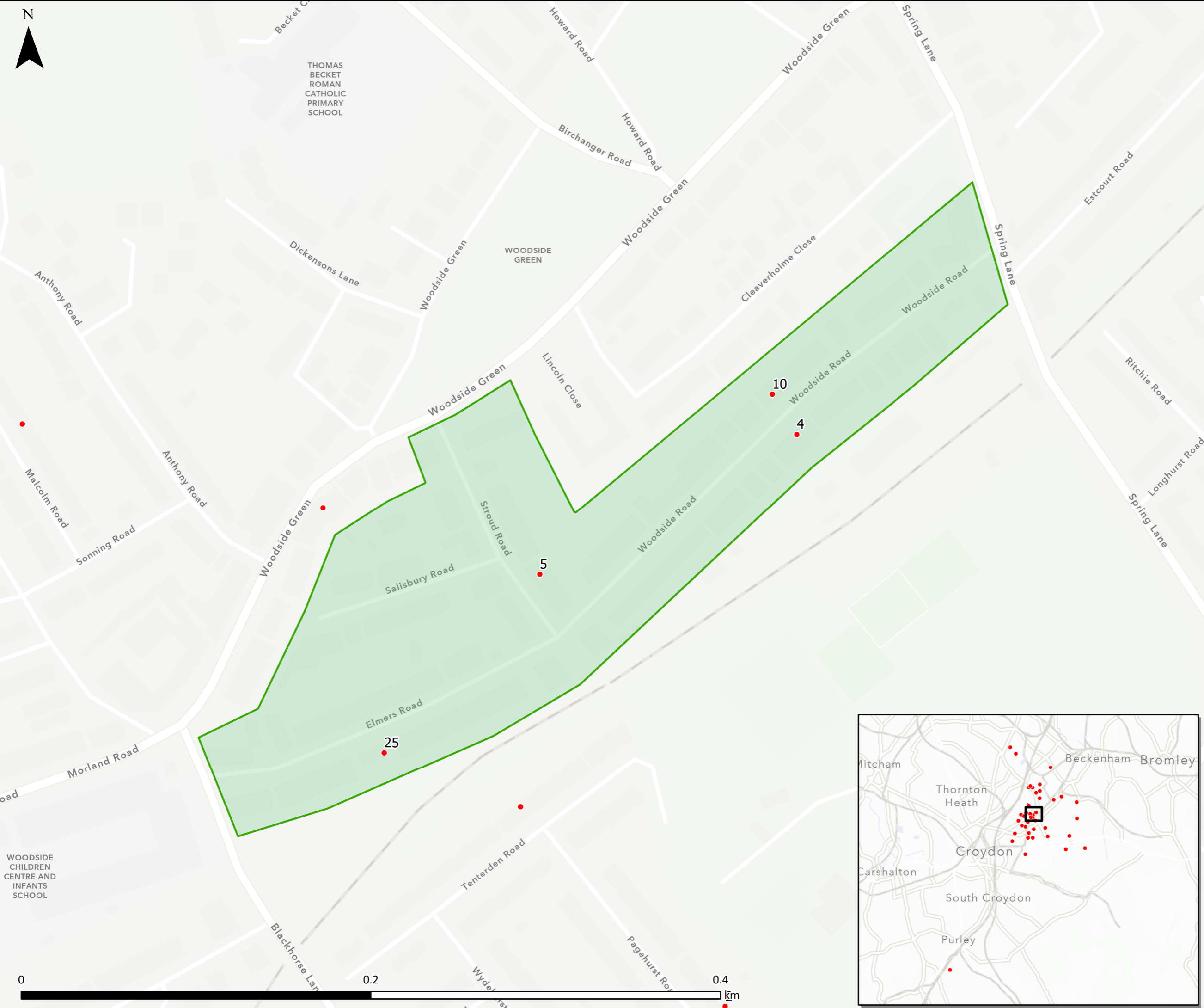


top suggestions were to implement some other form of traffic management (28%) and better speed enforcement (15%). These measures could also be considered.

- 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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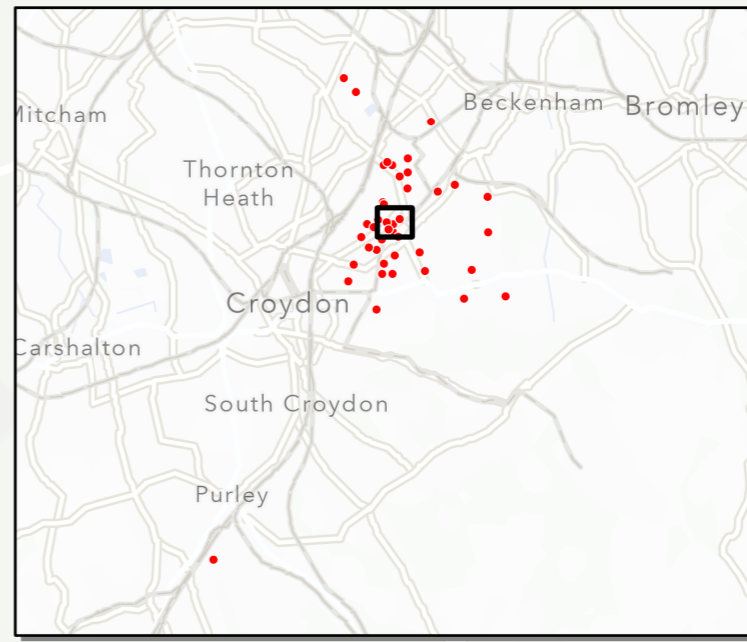
CLIENT

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		



London Borough of Croydon

**Broad Green Healthy Neighbourhood
(Parsons Mead)**

Questionnaire Response Analysis

October 2021

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 for the existing Broad Green CHN (Parsons Mead area) scheme and proposed changes to the measure on Derby 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; and
 - Address concerns over air pollution and the current climate crisis.
- 1.2.2 Replacing the temporary scheme created in May 2020, the improvement proposals to the Broad Green CHN (Parsons Mead area) aims to retain the overall objectives of the LTNs but allow better access for emergency services and residents.
- 1.2.3 Two improvement options have been proposed to replace the existing planter closure on Derby Road:
- Option A: replacing planters with Automatic Number Plate Recognition Camera (ANPR) enforced restriction, alongside signage and road marking upgrade and installation of additional signs where applicable; and
 - Option B: replacing planters with a one-way working arrangement, where traffic will be able to exit left onto London Road only from Derby Road (existing right turn ban in place).
- 1.2.4 Croydon residents or anyone travelling through the area was invited to submit their views via an online survey.
- 1.2.5 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 Broad Green, respondents' views and perceived impacts of the entire



Broad Green CHN (Parsons Mead area) temporary scheme, and their preference over the two proposed options for the Derby Road measure under the Experimental Traffic Regulation Order (ETRO).



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the entire Broad Green CHN (Parsons Mead area) temporary scheme. Respondents could complete an online survey sharing their views on the existing scheme and their preference over the two proposed options for the Derby Road measure.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the existing scheme and preference over the improvement options. 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 schemes, 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 391 valid responses were received through the online survey, with another 124 blank responses which were excluded from the analysis.
- 2.2.2 Respondents were asked if they were responding as any of the following, and were able to select more than one answer; ‘resident’, ‘business’, ‘school’, ‘visitor’ or ‘other’.
- 2.2.3 All respondents responded to this question, with 277 selecting ‘resident’, 47 ‘business’, 12 ‘school’, 76 ‘visitor’ and 36 ‘other’. Some respondents selected ‘resident’ but also selected a second option.
- 2.2.4 When asked if they lived locally to the temporary neighbourhood, respondents answered with 65% (254) stating that they live local, 27% stating that they only travel through the area, 5% stating that they work in the area and 4% answering ‘other’ as shown in **Table 2-1**. This totals 35% (137) respondents who don’t classify as ‘living locally’.
- 2.2.5 Some respondents selected ‘live locally to the temporary neighbourhood’ and then additional categories. For the analysis, they have been assigned to the ‘live locally to the temporary neighbourhood’ category. 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 or travel through

Respondents	No.	%
Live local to the temporary neighbourhood	254	65%
Travel through in the area	105	27%
Work in the area	18	5%
Other	14	4%
Total	391	100%

- 2.2.6 The respondents’ postcodes were plotted against the Broad Green (Parsons Mead) 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 Parsons Mead 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	138	35%
Live outside of the scheme boundary	253	65%
Total	391	100%



2.2.7 **Table 2-3** shows that slightly more females completed the survey than other genders, at 45%. 306 respondents answered this question. **Table 2-4** demonstrates that most respondents (23%) fell into the 31-40 age category, with 22% in the 41-50 age category. 306 respondents answered this question.

Table 2-3: Online Engagement by Gender

	No.	%
Male	117	38%
Female	139	45%
Transgender female	2	7%
Gender variant/non-conforming	1	0%
Prefer to self-describe	4	1%
Prefer not to say	43	14%
Total	306	100%

Table 2-4: Online Engagement by Age

	No.	%
Under 18	0	0%
18-30	26	8%
31-40	69	23%
41-50	68	22%
51-60	65	21%
61-64	12	4%
65 and over	23	8%

	No.	%
Prefer not to say	43	14%
Total	306	100%

2.2.8 **Table 2-5** demonstrates that most respondents (75%) identified as Heterosexual/Straight. 306 respondents answered this question. **Table 2-6** shows that over one-third of respondents (36%) identified themselves as Christian, with 17% having no religion.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	228	75%
Gay/Lesbian	5	2%
Bi-Sexual	5	2%
Prefer to self describe	10	3%
Prefer not to say	58	19%
Total	306	100%

Table 2-6: Online Engagement by Religion

	No.	%
Christian	111	36%
None	51	17%
Muslim	42	14%
Hindu	27	9%
Sikh	2	1%
Jewish	1	0%
Any other religion	8	3%



	No.	%
Prefer not to say	64	21%
Total	306	100%

2.2.9 Respondents were asked to describe their ethnic origin. About a quarter of respondents (26%) described themselves as White English / Welsh / Scottish / Northern Irish / British, White Irish, White Gypsy or Irish Traveller or Any other White background. 19% described themselves as Black African, Black Caribbean or Any other Black background. 23% of respondents preferred not to say. 306 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	65	21%
White Irish	5	2%
White Gypsy or Irish Traveller	1	0%
Any other White background	8	3%
White and Black African	7	2%
White and Black Caribbean	4	1%
White and Asian	5	2%
Any other Mixed / multiple ethnic background	7	2%
Indian	30	10%
Pakistani	17	6%
Bangladeshi	1	0%

	No.	%
Chinese	1	0%
Any other Asian background	10	3%
Black African	30	10%
Black Caribbean	26	8%
Any other Black background	3	1%
Other	16	5%
Prefer not to say	70	23%
Total	306	100%

2.2.10 Respondents were asked whether they considered themselves to have any form of disability. 306 answered the question. 10% (31) said that they did, 72% (221) said that they didn't, and the remaining respondents preferred not to say. The results in **Table 2-8** shows the different types of disabilities.

Table 2-8: Online Engagement by Disability Reported

Type of Disability	No.	%
Visually Impaired	1	0%
Hearing Impaired	1	0%
Mobility Disability	21	7%
Learning Disability	1	0%
Communication Difficulty	0	0%
Hidden Disability; Autism (ASD)	0	0%
Hidden Disability; ADHD	3	1%
Hidden Disability; Asthma	0	0%
Hidden Disability; Epilepsy	1	0%



Type of Disability	No.	%
Hidden Disability; Sickle Cell	3	1%
Other (e.g. Cancer, Cognitive, Mental Health, etc.)	8	3%

2.2.11 Respondents were asked to disclose their annual household income, as shown in **Table 2-9**. Most respondents (50%) preferred not to disclose this information, 15% of respondents earn £50,000 and above annually. 303 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	16	5%
£10,000 - £20,000	23	8%
£20,000 - £30,000	25	8%
£30,000 - £40,000	23	8%
£40,000 - £50,000	19	6%
£50,000 and above	45	15%
Prefer not to say	152	50%
Total	303	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 Parsons Mead area scheme boundary (Croydon 019E, 020B and 024A) 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 Parsons Mead area existing demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	38%	42	49%
	Female	48%	53	51%
	Other	1%	1	n/a
	<i>Prefer not to say</i>	14%	15	n/a
Age (2011 Census)	Under 18	0%	0	26%
	18-30	14%	16	24%
	31-40	23%	26	18%
	41-50	23%	26	14%
	51-60	18%	20	8%
	61-64	4%	4	2%
	65 and over	6%	7	7%
	<i>Prefer not to say</i>	11%	12	n/a
Religion (2011 Census)	None	17%	19	16%
	Christian	41%	45	50%
	Hindu	2%	2	11%
	Sikh	0%	0	0%
	Muslim	17%	19	15%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other religion	2%	2	0%
	<i>Prefer not to say</i>	22%	24	n/a
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	23%	25	24%
	White Irish	0%	0	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	5%	6	8%
	White and Black Caribbean	5%	6	4%
	White and Black African	1%	1	1%
	White and Asian	1%	1	2%
	Any other Mixed / multiple ethnic background	3%	3	2%
	Indian	3%	3	11%
	Pakistani	5%	5	5%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	2%
	Any other Asian background	3%	3	9%
	Black African	14%	15	12%
	Black Caribbean	5%	6	9%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other Black background	1%	1	5%
	Arab	0%	0	1%
	Other	6%	7	3%
	<i>Prefer not to say</i>	26%	29	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	5%	6	£48,167
	£10,000 - £20,000	5%	6	
	£20,000 - £30,000	7%	8	
	£30,000 - £40,000	9%	10	
	£40,000 - £50,000	6%	7	
	£50,000 and above	14%	15	
	<i>Prefer not to say</i>	53%	59	

2.3.6 **Table 2-10** shows that the survey sample has a higher proportion of responses from females, but the scheme area also has a higher proportion of females than males. 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 31-50, when the younger demographics make up a higher percentage of the existing population in the scheme area.

2.3.8 In terms of religion, the survey sample shows a fairly proportional representation to the local population, namely for Christians, Muslims and people with no religion. An exception applies for Hindus, the survey sample only capture 2% of Hindus, as compared to 11% in the local population.

2.3.9 For ethnic origins, the proportion of respondents with White, Black and Asian backgrounds are relatively proportional to the local population, as compared to the survey samples from other scheme areas. An exception applies for Indians, the survey sample only received 3% of responses from this ethnic group, when this community makes up 11% of the local population.

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's covering the scheme (Croydon 019, 020 and 024), the average total income in 2018 was £48,167. The survey sample has a higher proportion of responses from people who earned £50,000 and above. Please note that about 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	%
Gender (2011 Census)	Male	38%	117	48%
	Female	45%	139	52%
	Other	2%	7	n/a
	<i>Prefer not to say</i>	14%	43	<i>n/a</i>
Age (2011 Census)	Under 18	0%	0	25%
	18-30	8%	26	18%
	31-40	23%	69	15%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	41-50	22%	68	15%
	51-60	21%	65	11%
	61-64	4%	12	4%
	65 and over	8%	23	12%
	<i>Prefer not to say</i>	14%	43	<i>n/a</i>
Religion (2011 Census)	None	17%	51	20%
	Christian	36%	111	56%
	Hindu	9%	27	6%
	Sikh	1%	2	0%
	Muslim	14%	42	8%
	Jewish	0%	1	0%
	Buddhist	0%	0	1%
	Any other religion	3%	8	1%
	<i>Prefer not to say</i>	21%	64	<i>n/a</i>
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	21%	65	47%
	White Irish	2%	5	1%
	White Gypsy or Irish Traveller	0%	1	0%
	Any other White background	3%	8	6%
	White and Black Caribbean	1%	4	3%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	White and Black African	2%	7	1%
	White and Asian	2%	5	1%
	Any other Mixed / multiple ethnic background	2%	7	2%
	Indian	10%	30	7%
	Pakistani	6%	17	3%
	Bangladeshi	0%	1	1%
	Chinese	0%	1	1%
	Any other Asian background	3%	10	5%
	Black African	10%	30	8%
	Black Caribbean	8%	26	9%
	Any other Black background	1%	3	4%
	Arab	0%	0	0%
	Other	5%	16	1%
	<i>Prefer not to say</i>	23%	70	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	5%	16	£53,477
	£10,000 - £20,000	8%	23	
	£20,000 - £30,000	8%	25	
	£30,000 - £40,000	8%	23	

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£40,000 - £50,000	6%	19	
	£50,000 and above	15%	45	
	<i>Prefer not to say</i>	50%	152	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male responses than the Croydon population, despite both male and female are under-represented compared to the borough-wide statistics. 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 8% of the survey respondents. Two-third of the respondents are part of the 31-60 age categories.

2.3.15 The survey received a much lower proportion of responses from the ‘White English / Welsh / Scottish / Northern Irish / British’ ethnic group than the proportion within the



borough-wide population. On a side note, 23% of respondents selected 'Prefer not to say' for this question.

- 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 people who earned £50,000 and above. 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 Though broadly representative, there is an under-representation of response from certain demographic groups, as shown in Section 2.3. 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 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic.

Table 3-1: Extent of more walking, cycling and scooting among respondents following the Covid-19 pandemic

	No.	%
Much less	65	18%
Slightly less	41	11%
About the same	154	42%
Slightly more	52	14%
Much more	58	16%
Total	370	100%

3.1.2 370 respondents answered this question about themselves, 30% stating that overall they were walking, cycling or scooting more after the pandemic, 29% stating that they were travelling this way less overall, and 42% stating 'about the same'.

Table 3-2: Extent of more walking, cycling and scooting among young people in respondents' households following the Covid-19 pandemic

	No.	%
Much less	30	15%
Slightly less	21	11%

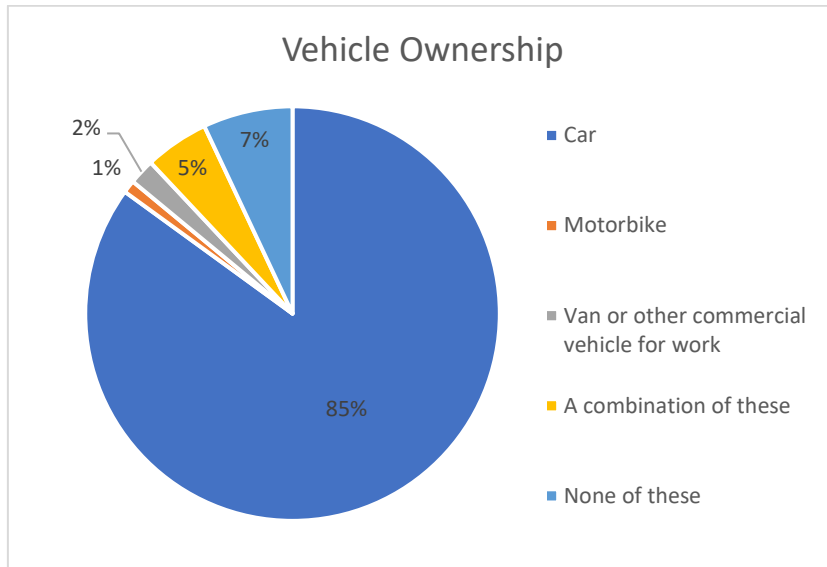
About the same	91	46%
Slightly more	32	16%
Much more	26	13%
Total	200	100%

3.1.3 210 respondents stated that there were children or young people in their households. 200 of those respondents answered this question about those young people. 29% stated that overall they were walking, cycling or scooting more. 26% said that overall they were travelling this way less, and 46% stated 'about the same'.

3.1.4 Respondents were also asked about vehicle ownership, the results for which are set out in **Figure 3-1**. 1376 responded to this question, with 93% stating that they own one of the vehicles listed, compared to 7% stating that they don't. In comparison to the 2011 Census (Output area level), about 42% of households within the Parsons Mead scheme boundary have access to a car or van, as opposed to about 58% that did not.



Figure 3-1: A pie chart to show vehicle ownership amongst respondents



3.1.5 Respondents who stated that they owned a car and/or motorbike (322; 86%) were then asked if they walk, cycle, or take public transport for some of their journeys. 77% (248) of them stated they do and 23% (74) stated they don't.

3.1.6 Respondents were asked what stops them from walking and cycling for more journeys around Broad Green. 375 respondents answered this question, and they could select more than one answer. The results are set out in **Table 3-3**. The most frequently selected reason was 'unpleasant street environment, followed by 'concern about road safety/ road

danger' and other reasons, such as worries about personal safety and the need to carry a heavy load.

Table 3-3: Why respondents don't walk and cycle for more journeys

Reason	No.	%
Unpleasant street environment	155	41%
Other (e.g. worried about personal safety, need to carry a heavy load, etc.)	112	30%
Concern about road safety/road danger	113	30%
Traffic volume	90	24%
Traffic speed	76	20%
A disability	58	15%
Topography (hills)	14	4%
No Reason	11	3%



4 Feedback on the temporary scheme

4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 138 of the total responses were from respondents who live within the scheme boundary and 253 were from outside of the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly the respondents support or do not support the existing Broad Green CHN (Parsons Mead area) temporary scheme, the majority (78%) of all respondents held negative views towards the scheme, with only 37% of those who live within the scheme boundary having a positive attitude. For those who do not live within the scheme boundary, 91% expressed a negative stance on the existing temporary scheme in Parsons Mead.

Table 4-1: Attitudes on the Existing Broad Green – Parsons Mead Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	58	48%	179	86%
Slightly do not support	10	8%	11	5%
Neutral	9	7%	5	2%
Slightly support	8	7%	5	2%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly support	36	30%	8	4%
Total	121	100%	208	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 61% of those who live within the scheme boundary felt negatively towards the current temporary scheme and 32% felt positive. For those who do not within the scheme boundary, an overwhelming majority (94%) felt negative about the temporary scheme in its current format, with only 2% 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	54	45%	174	84%
Negative	19	16%	20	10%
Neutral	10	8%	9	4%
Positive	18	15%	1	0%
Very Positive	20	17%	4	2%
Total	121	100%	208	100%

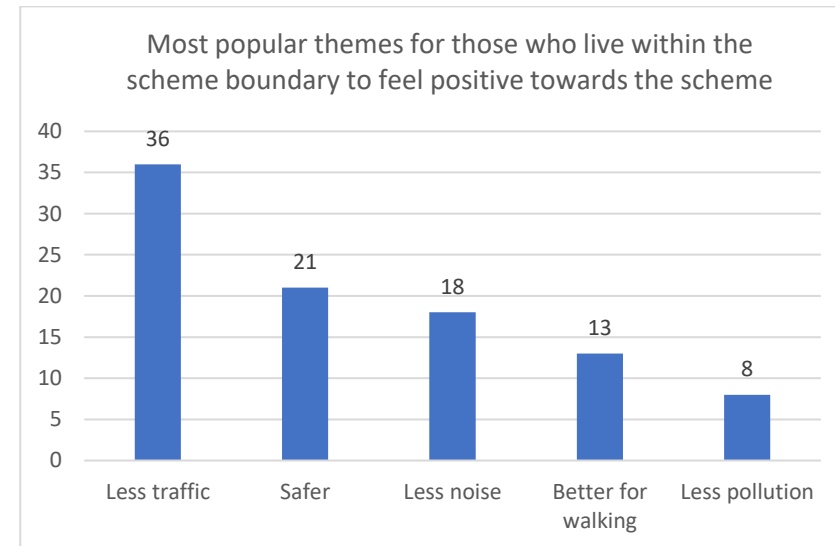
4.1.4 The most frequently mentioned themes for supporting the scheme were:



- The scheme results in less traffic (39)
- The scheme makes the area safer (23)
- The scheme results in less noise (18)
- The scheme makes it better for walking (15)
- The scheme results in less pollution (8)

4.1.5 44 out of the 121 respondents who live within the scheme boundary hold positive attitude 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 who live within the scheme boundary are that the scheme results in less traffic (36), makes the area safer (21) and that it results in less noise (18).

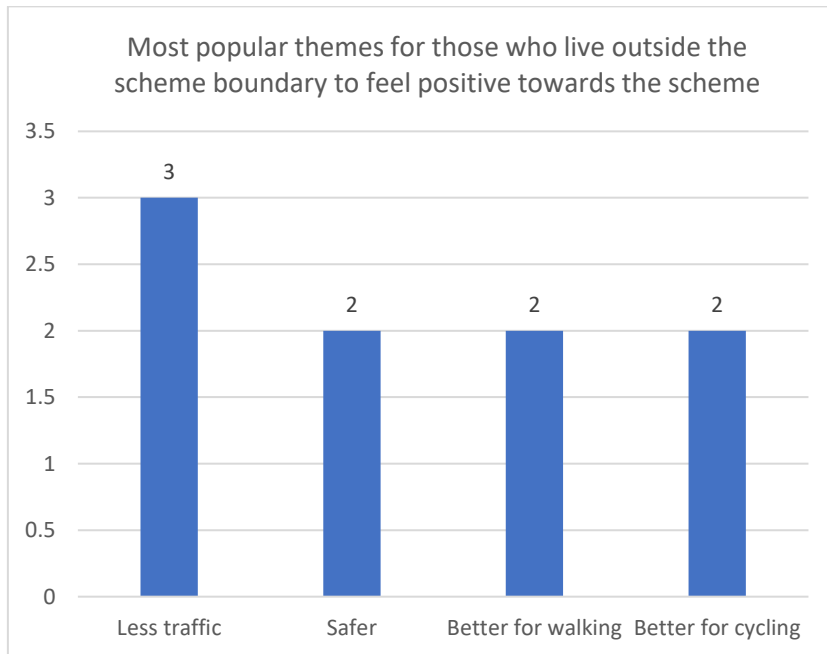
Figure 4-1: A bar chart to show the most popular themes for those who live within the scheme boundary to feel positive about the scheme



4.1.6 The 13 respondents who live outside of the boundary and feel positive towards the scheme (see **Table 4-1**), mentioned in their explanation that the scheme results in less traffic (4), results in less noise (3), makes the area safer and better for pedestrians and cyclists (2), as shown in **Figure 4-2** on the next page.



Figure 4-2: A bar chart to show the most popular themes for those who live outside the scheme boundary to feel positive about the scheme



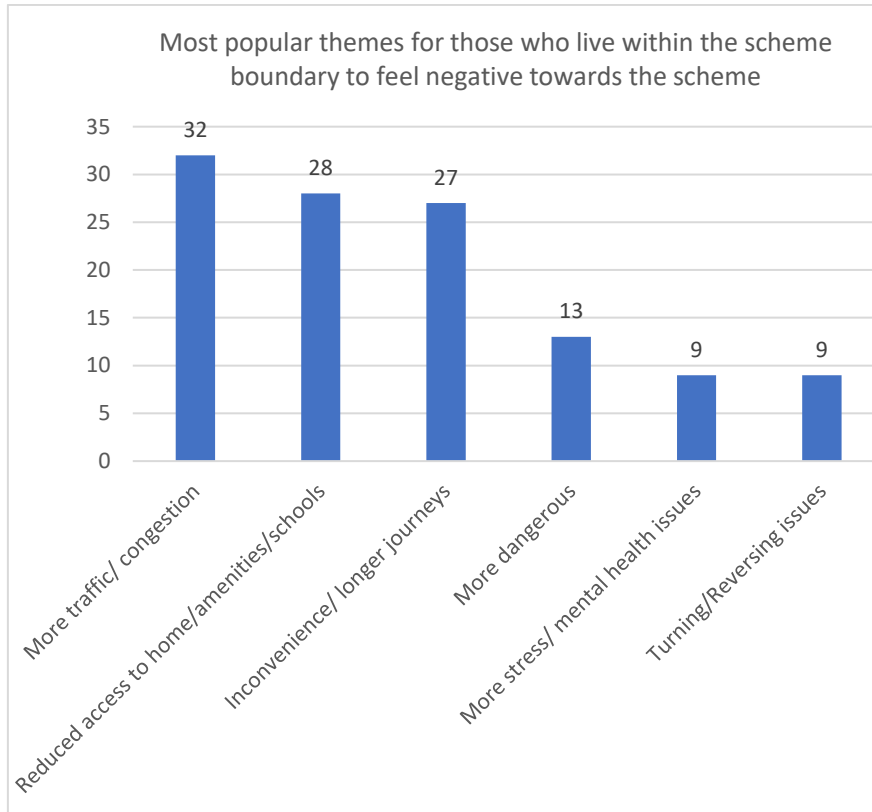
4.1.7 The most popular themes for feeling negative towards the scheme were:

- The scheme results in more congestion (145)
- It is an inconvenience as it results in longer journeys (89)
- The scheme results in more pollution (84)
- The scheme reduces access to homes, amenities, or schools (67)
- It makes the area feel more dangerous (35)

4.1.8 68 of those who live within the scheme boundary and hold negative views about the existing scheme (see **Table 4-1**). **Figure 4-3** on the next page shows their most frequently mentioned themes for feeling negative towards the scheme. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in more congestion (32), reduces access to homes, amenities, and schools (28), causes inconvenience due to longer journeys (27), makes the area more dangerous (13), and results in more stress and mental health issues (9) as well as causing turning and reversing issues (9).



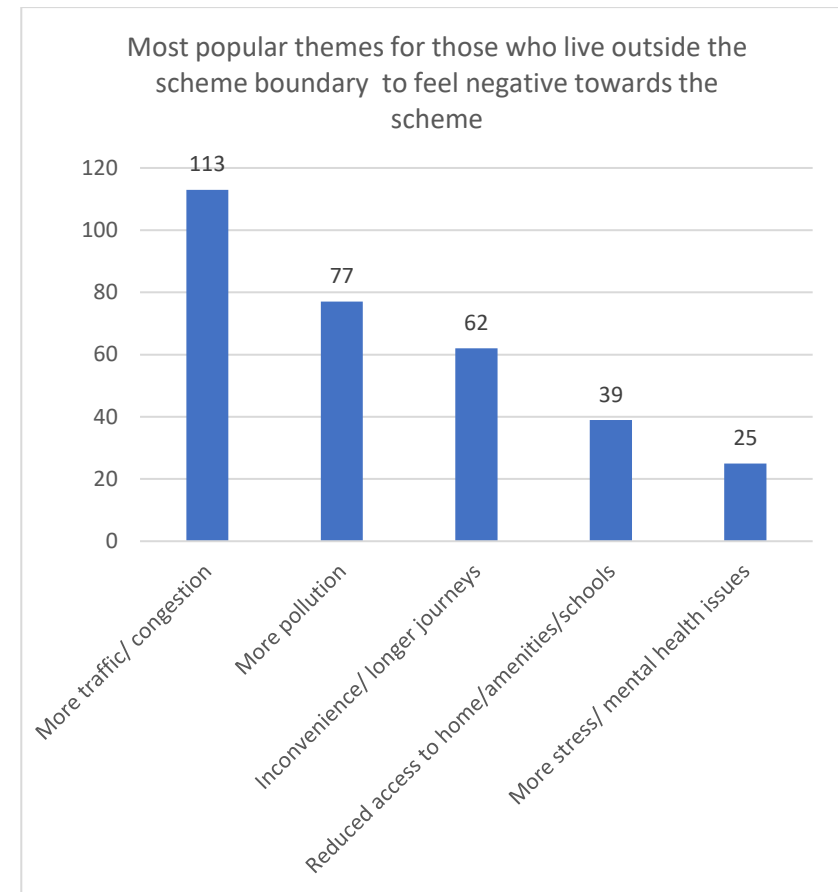
Figure 4-3: A bar chart to show the most popular themes for those who live within the scheme boundary to feel negative about the scheme



4.1.9 The 194 respondents who live outside the scheme boundary and hold negative attitude towards the scheme (see **Table 4-1**), mentioned in their explanation that the scheme causes more congestion (113), more pollution (77) and

inconvenience due to longer journeys (62), as shown in **Figure 4-4** below.

Figure 4-4: A bar chart to show the most popular themes for those who live outside the scheme boundary to feel negative about the scheme





4.1.10 It is notable that 98 respondents, including those who feel positive towards the scheme, have expressed their grievances about the existing signages being unclear or unnoticeable, resulting in the feeling of unfairness or even deception. 62 of these respondents live within the scheme boundary, while 36 of them do not.

4.2 Views about Signage

4.2.1 When asked ‘will improvements to signage around the scheme make a difference in how you currently feel about the scheme?’ Of those who live within the scheme boundary, 45% responded they won’t, versus 40% said they will. Similarly, 75% of those who do not live within the scheme boundary responded they won’t, as opposed to 16% who responded they will.

Table 4-3: Opinion on whether improvements to signage will influence how they feel about the scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
No	55	45%	155	75%
No opinion	18	15%	19	9%
Yes	48	40%	34	16%
Total	121	100%	208	100%

4.2.2 Respondents who responded ‘yes’ (82; 25%) were then asked if they could suggest any improvements to signage that will make a difference in their opinion about the scheme. 79 responses were received and coded, with the key themes drawn and listed in **Table 4-4**. The most popular theme of suggestions was about providing more advanced warning (36), followed by making the signs larger or more visible (35), and making the signs clearer, with clearer wordings and/or with consequences listed (29).

Table 4-4: Key themes are drawn from the suggested improvements to signage

	No.	%
More advanced warning	36	46%
Larger/ More visible	35	44%
Clearer Signage (Consequence/ More clearly worded)	29	37%
Clearer road layout at the filter location (planters, road markings)	12	15%
No changes needed	9	11%
Clearer Signage (Alternative route)	5	6%

4.3 Perceived Impacts of the Temporary Scheme

4.3.1 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, 32% perceive that the impacts being worse than before, versus 42% thinking the impacts are better. Conversely, 57% of those who do not live within the scheme boundary perceive the impacts as worse, as opposed to only 9% thinking the impacts are better.

Table 4-5: 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	33	26%	109	49%
Slightly Worse	8	6%	18	8%
About the Same	34	27%	77	34%
Slightly Better	16	13%	12	5%
Much Better	37	29%	8	4%
Total	128	100%	224	100%

4.3.2 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, 31% of those who live within the scheme boundary said it is worse than before, as opposed to 43% thinking it is better. Conversely, for those who do not live within the scheme boundary, 54% stated that road safety is worse than before the scheme was put into place, while only 10% thought it became better, as shown in **Table 4-6**.

Table 4-6: The perceived impact on road safety

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	28	22%	92	41%
Slightly Worse	11	9%	28	13%
About the Same	33	26%	82	37%
Slightly Better	21	16%	13	6%
Much Better	35	27%	9	4%
Total	128	100%	224	100%

4.3.3 **Table 4-7** in 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, 47% rated as being the same, while 32% rated the conditions better than before. In contrast, almost half of the respondents who do not live within the scheme boundary perceive that the conditions for walking, cycling and scooting have remained around the same (47%), with 46% thought that it has been worse since the scheme came into place.



Table 4-7: 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	17	13%	80	36%
Slightly Worse	10	8%	22	10%
About the Same	60	47%	105	47%
Slightly Better	17	13%	10	4%
Much Better	24	19%	7	3%
Total	128	100%	224	100%



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

5.1.1 In this section of the survey, respondents were asked several questions about their preferences over the two proposed options for the Derby Road measure:

- Option A: replacing planters with Automatic Number Plate Recognition Camera (ANPR) enforced restriction, alongside signage and road marking upgrade and installation of additional signs where applicable; and
- Option B: replacing planters with a one-way working arrangement, where traffic will be able to exit left onto London Road only from Derby Road (existing right turn ban in place).

5.2 Views about Option A (Camera enforced restriction)

5.2.1 When asked how strongly the respondents agree or disagree with Option A (replacing planters with ANPR camera enforced restriction), the majority held negative views. 57% of those who live within the scheme boundary disapprove of this option while 33% display a positive stance. For those

who do not live within the scheme, most of them (91%) have a negative stance on this option, with only 5% feel positive.

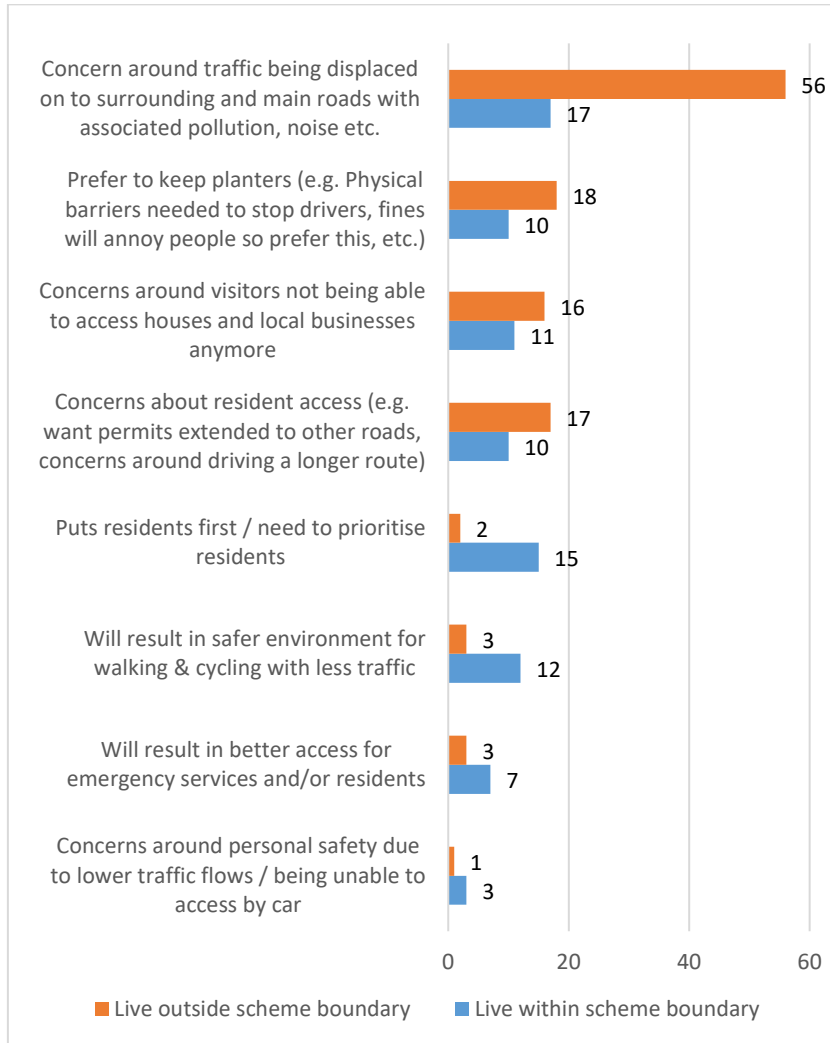
Table 5-1: Attitudes on Option A (Camera enforced restriction)

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	51	45%	159	81%
Disagree	13	12%	20	10%
Neutral	12	11%	8	4%
Agree	11	10%	4	2%
Strongly Agree	26	23%	5	3%
Total	113	100%	196	100%

5.2.2 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent’s explanations to the question above. Amongst 197 coded responses, 73 (37%) stated concerns about displacement of traffic, pollution, and noise. Another 27 (14%) showed concerns about resident and visitor access. Aside from the general reasons for opposing low traffic schemes, 28 (14%) mentioned preference to keep planters in place, claiming physical barriers are needed to stop drivers, as well as being able to avoid the dispute and annoyance of fines.



Figure 5-1: Key themes drawn from respondents' explanations to their stance about Option A (Camera enforced restriction)



5.3 Views about Option B (One-way working on Derby Road)

5.3.1 When asked how strongly the respondents agree or disagree with Option B (One-way working on Derby Road), slightly fewer respondents held negative views. 48% of those who live within the scheme boundary disapprove of this option while 41% display a positive stance. For those who do not live within the scheme boundary, the majority (66%) have a negative stance on this option, with only 17% feel positive. It is evident that fewer people are opposed to this option, with slightly more respondents indicating they are neutral than for Option A.

Table 5-2: Attitudes on Option B (One-way working on Derby Road)

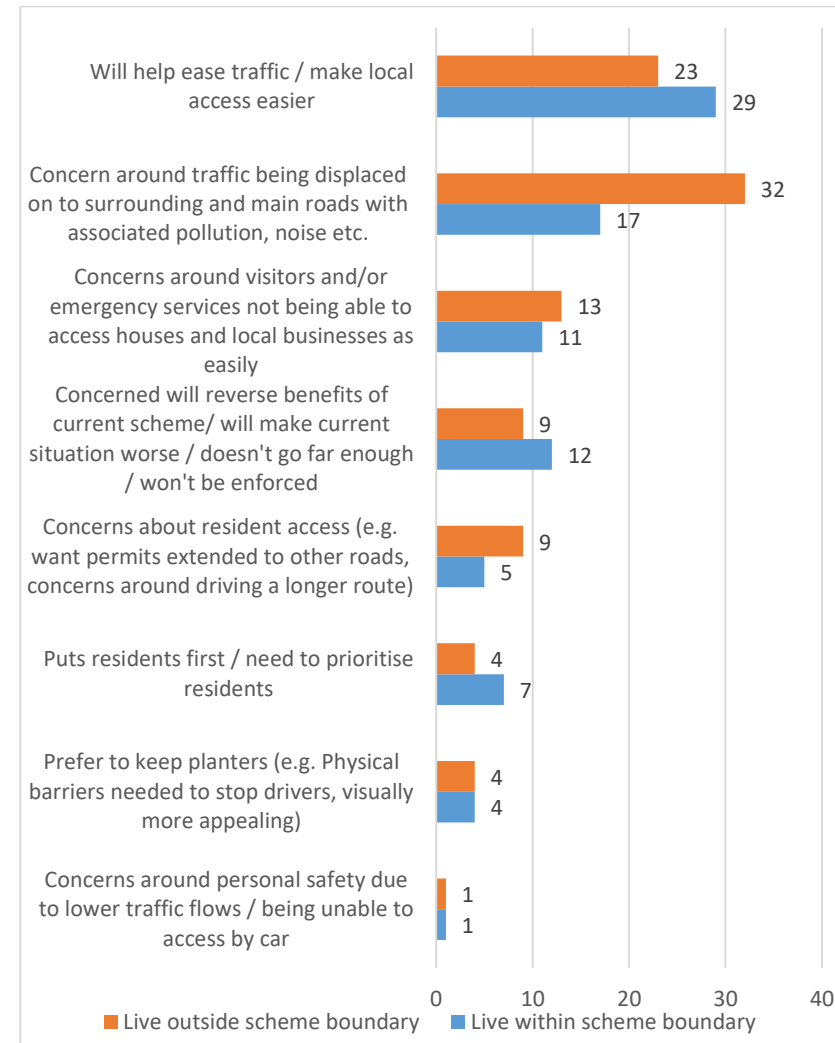
	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	38	34%	111	57%
Disagree	16	14%	18	9%
Neutral	12	11%	35	18%
Agree	22	19%	23	12%
Strongly Agree	25	22%	9	5%
Total	113	100%	196	100%

5.3.2 **Figure 5-2** on the next page shows the most frequently mentioned themes of the respondent's explanations to the



question above. Amongst 177 coded responses, 52 (26%) welcomed this option as it will help ease traffic and/or make local access easier. However, 39 (20%) still expressed concerns about displacement of traffic, pollution, and noise, and 24 (14%) showed concerns about visitor and/ or emergency services access. Aside from the general reasons for opposing low traffic schemes, 21 (11%) were concerned that this option would reverse the benefits of the current scheme, or would make the current situation worse. Some of the comments that belong to this theme also question whether it would actually be enforced.

Figure 5-2: Key themes drawn from respondents' explanations to their stance about Option B (One-way working on Derby Road)





5.4 Preferred Option

5.4.1 Respondents were then asked to give select their preference over the two proposed options for the Derby Road measure. It is evident that Option B is more popular than Option A, preferred by 50% of those who live within the scheme boundary, and 63% of those who live outside.

Table 5-3: Selection of the Preferred Option for Derby Road

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Option A (Camera enforced restriction)	27	24%	8	4%
Option B (One-way working on Derby Road)	57	50%	124	63%
No preference	29	26%	64	33%
Total	113	100%	196	100%

5.5 Other suggestions

5.5.1 When respondents were asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted, 93 suggestions were received and coded. The most frequently mentioned suggestion was improving personal safety and tackling anti-social behaviour (21; 23%), followed by a range of other

suggestions (18; 19%) and other forms of traffic management (14; 15%).

Table 5-4: Most frequently mentioned suggestions to make the area safer, quieter and less polluted

Coding Category	No.	%
Personal safety & tackle anti-social behaviour	21	23%
Other suggestions (cheaper local car parks, house the homeless, supporting local businesses, etc.)	18	19%
Other traffic management	14	15%
Other one-way proposals in the area	12	13%
Better traffic calming	10	11%
Better speed enforcement	10	11%
Better public transport	10	11%
Cleaning the streets	8	9%
Cycle improvements (e.g. cycle lane, cycle parking, etc.)	7	8%
Improve streetscape/ environment	7	8%
Walking improvements (e.g. improve crossings and junctions, widen pavements, pedestrianisation, etc.)	6	6%
Change on parking permits/zone extents	4	4%
Incentivise usage of electric vehicles (e.g. provide charging points)	4	4%



Coding Category	No.	%
Time restriction (e.g. school streets)	3	3%
Limit major residential developments	3	3%
Better Parking Enforcement	2	2%
Financial Incentives for Walking/Cycling	2	2%



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 for the existing Broad Green CHN (Parsons Mead area) scheme and proposed changes to the measure on Derby 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 have remained around the same. 42% of respondents stating that the extent of walking, cycling and scooting they do now has remained about the same, with less than 30% each stating that they are doing either more or less. When asked why they would choose not to walk, cycle or scoot, 41% said they would not because of the unpleasant street environment.

Views about the Temporary Scheme

- 6.2.2 When asked their views on the current temporary scheme, the majority does not support the existing scheme, with 56% of those who live within the scheme boundary against it and 91% of those who live outside the boundary.
- 6.2.3 The most common reason for the local respondents disliking the current temporary scheme was 'more traffic and/or congestion', with 47% of those who live within the scheme boundary and hold negative stance mentioning this in their explanation.
- 6.2.4 For respondents who live outside and displayed a negative view of the existing scheme, the most common reason was 'more congestion' (58%).
- 6.2.5 Despite this, 37% of those who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for supporting the existing scheme for those who live local is that it creates less noise, with 82% of the supportive local respondents mentioning that it 'results in less traffic' in their explanation.



6.2.6 64% of the respondents said signage improvement would not make a difference in how they feel about the scheme. For the 25% who said they will, 'more advanced warning' (36) and 'making the signs larger or more visible' (35) were the most common themes.

6.2.7 Those who live within the scheme boundary do perceive the scheme's general impacts to be better. 41% of those who live within thought their street feels better than before, as opposed to 32% who felt worse. For those who live outside the scheme boundary, the majority perceive the general impacts to be worse (57%) or about the same (34%).

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

6.2.8 When the respondents were asked about their views about Option A (camera enforced restriction), 79% felt negative and 15% felt positive, with most citing concerns about displacement of traffic, pollution, and noise.

6.2.9 For Option B (one-way working on Derby Road), fewer respondents held negative views (59%). 26% display a positive stance, claiming this option will help ease traffic and/or make local access easier.

6.2.10 When respondents were then asked to select their preference over the two proposed options for the Derby Road measure, Option B (one-way working on Derby Road) has proven more popular than Option A (camera enforced restriction), preferred by 50% of those who live inside and 66% of those who outside of the scheme boundary.

6.3 What Does it Mean?

6.3.1 The response to the engagement shows that the existing Broad Green CHN (Parsons Mead area) scheme does not have support from most respondents (78%), despite the existing scheme receiving more support from respondents who live inside the boundary than those who live outside.

6.3.2 It is clear that the scheme resulting in more traffic and/or congestion to nearby areas is the dominant reason for those who felt negative about the scheme.

6.3.3 However, if some form of low traffic scheme must stay on Derby Road and respondents were to choose between the two options, one-way working is the more preferred option.

6.3.4 It is essential to improve the existing signage, as about 25% of all respondents stated that improvements to signage 'will make a difference' on how they feel about the scheme. Signage improvements should be about providing more



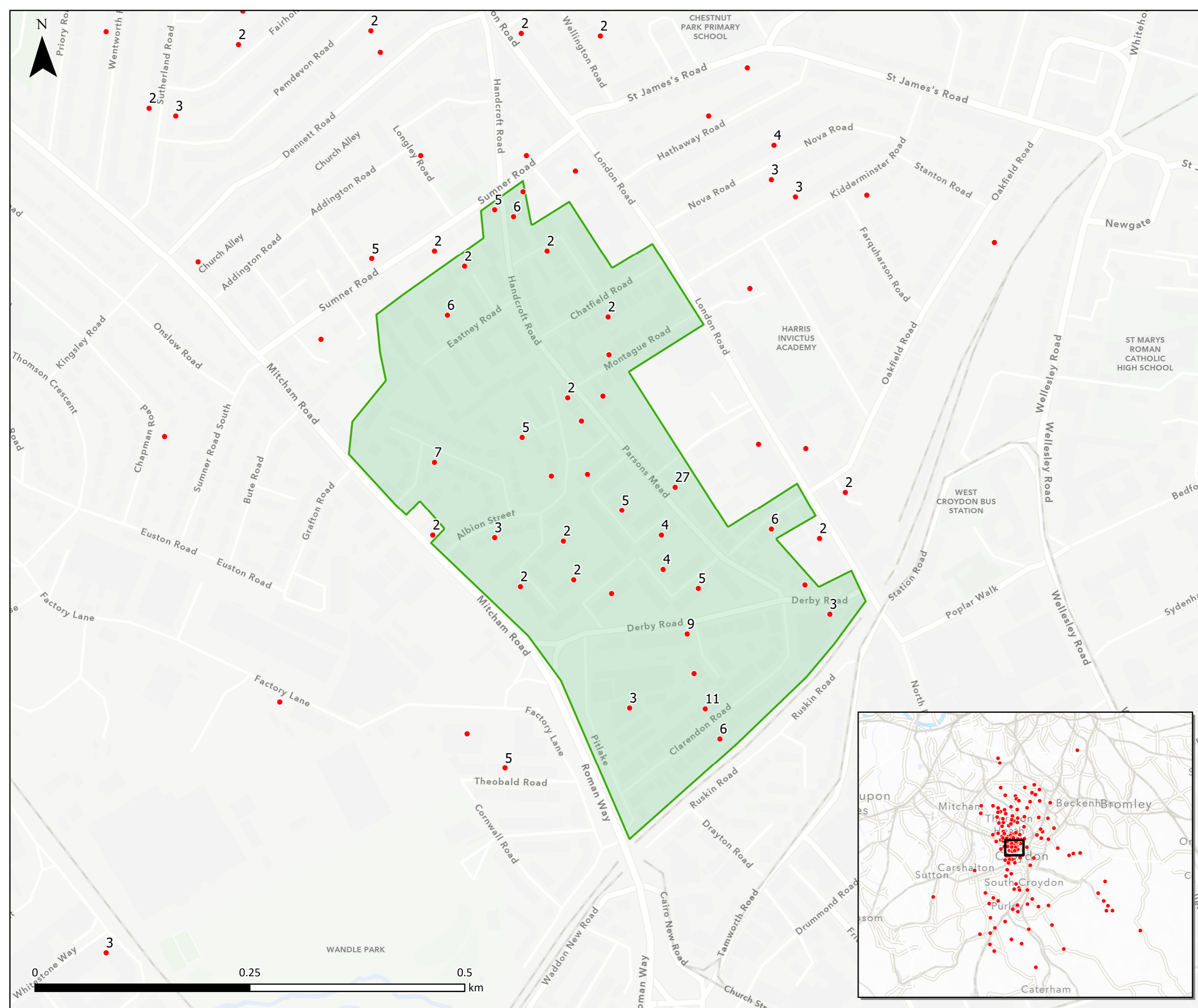
advanced warnings, making the signs larger and making the signs clearer (with clearer wordings and/or with consequences clearly listed), as drawn from the most popular themes of suggestions.

6.3.5 When the respondents were asked for their suggestions on how to make Croydon a healthier, safer and quieter area, the top suggestions were to improve personal safety and tackle anti-social behaviour (23%), followed by a range of other suggestions (including cheaper local car parks, house the homeless, supporting local businesses, etc; 19%) and implementing other forms of traffic management (15%). These suggestions should also be considered.

6.3.6 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 (Parsons Mead)

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 (PARSONS MEAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:4,000	JY	JMQ	05/10/2021
FIGURE NUMBER	REVISION		
C1_6	A		



London Borough of Croydon

Broad Green Healthy Neighbourhood (Sutherland Road)

Questionnaire Response Analysis

October 2021

Project Code: 05764

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London Borough of Croydon



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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	%
Annual Household Income (2018 ONS statistics)	Other	0%	0	2%
	<i>Prefer not to say</i>	17%	8	<i>n/a</i>
	£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.

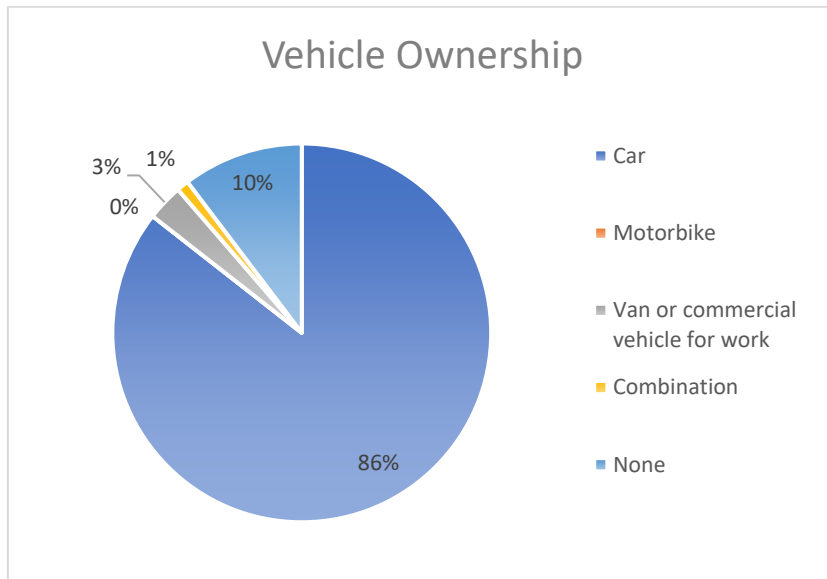
Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults

	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

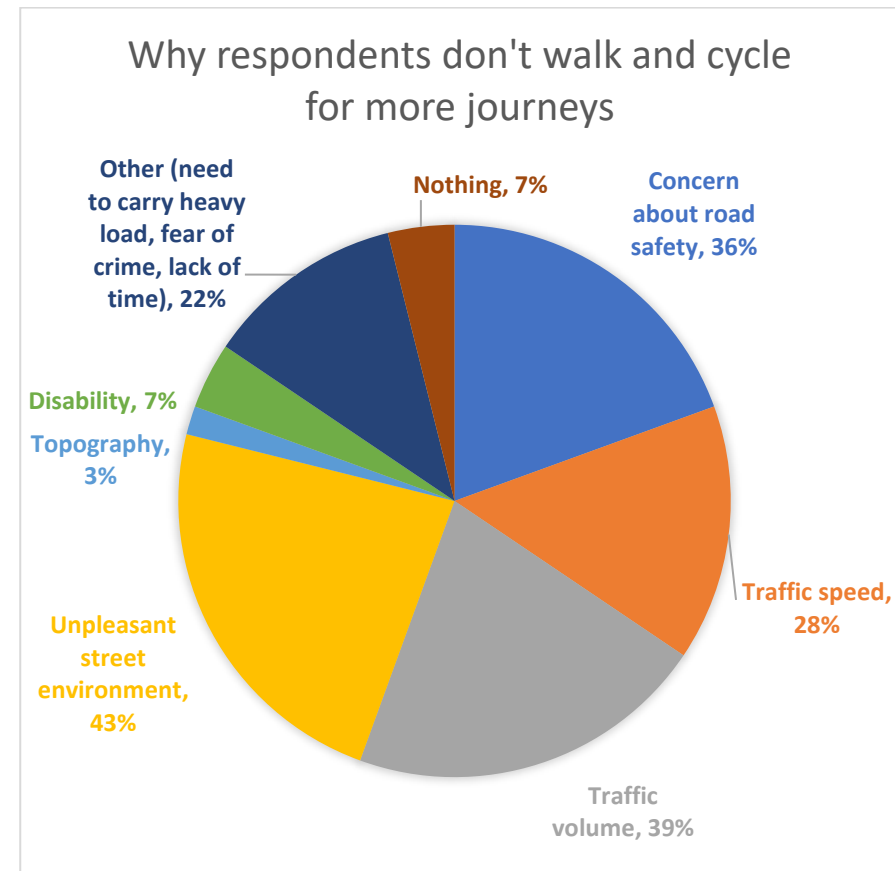


3.1.5 Those who answered yes to owning a car and/or motorbike (84) were also asked if they also walk, cycle or use public transport for some of their journeys, where 87% (73) answered that they did.

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%

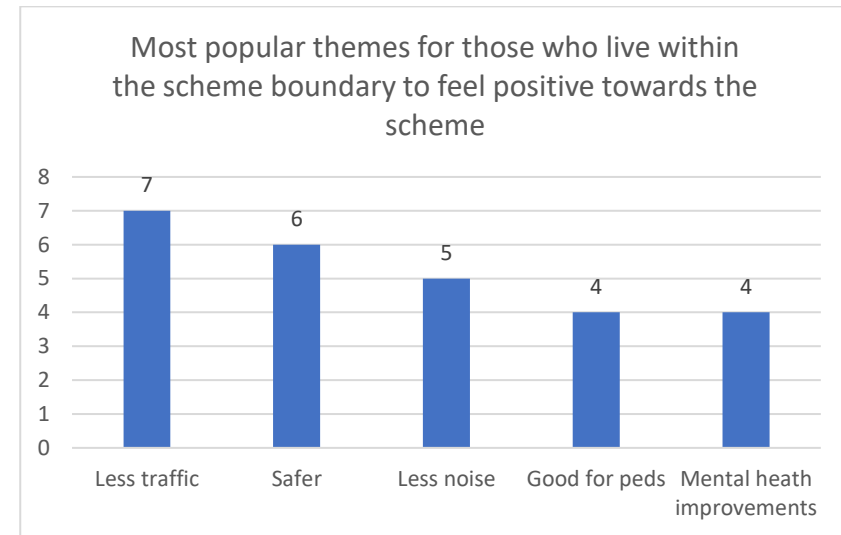


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- 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:

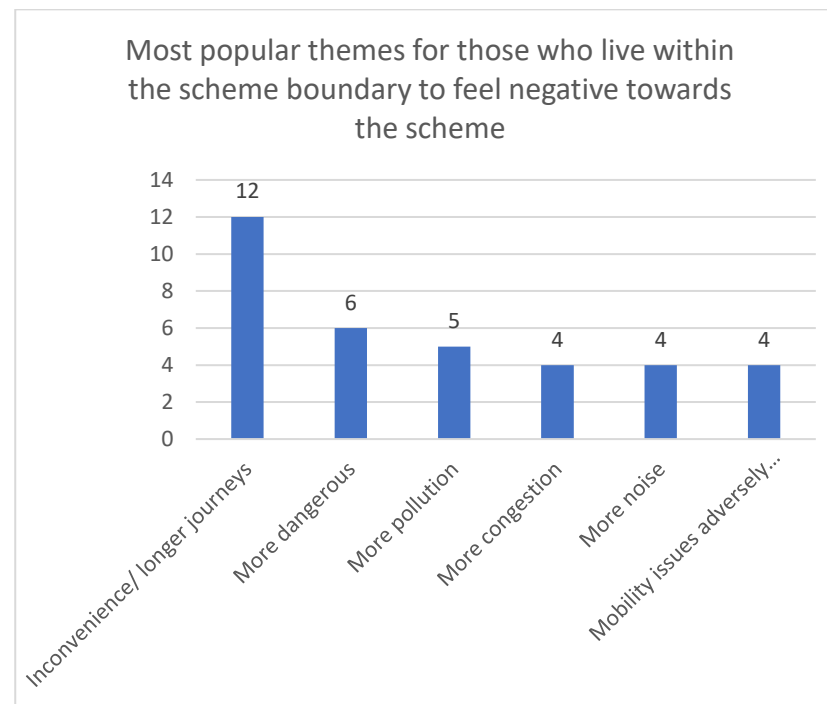
- It is an inconvenience as it results in longer journeys (25)



- 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).

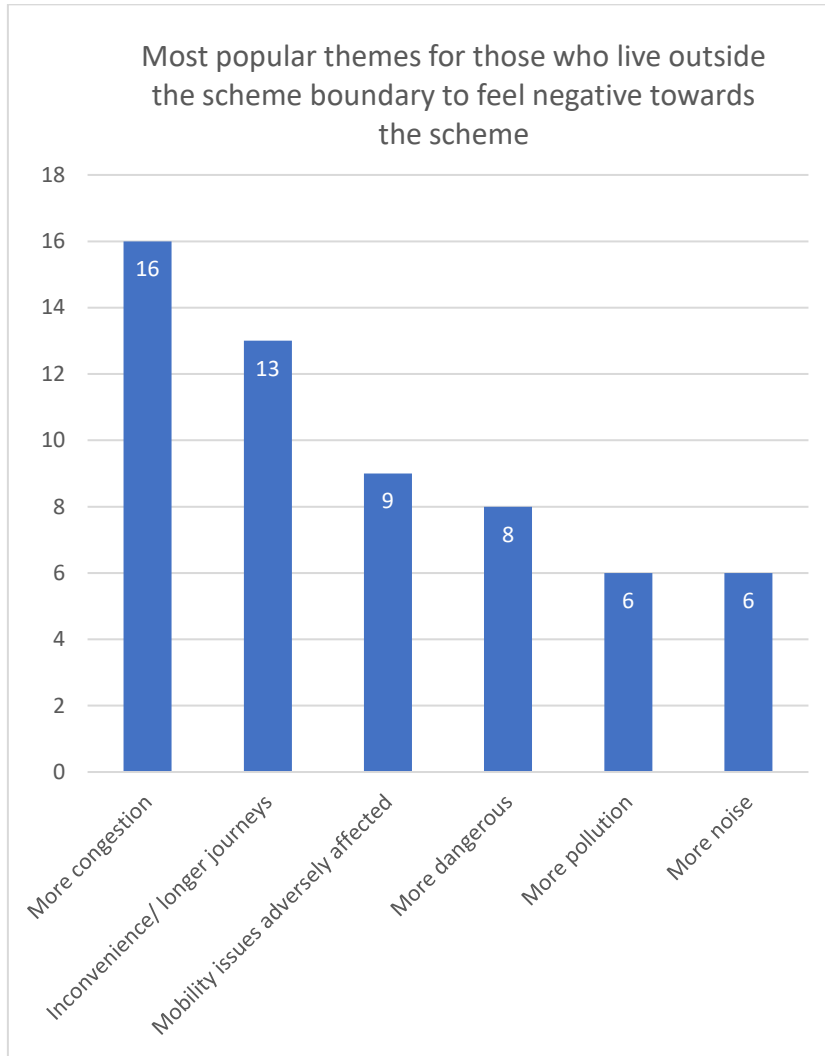
Figure 4-2: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Negative about the Scheme



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%

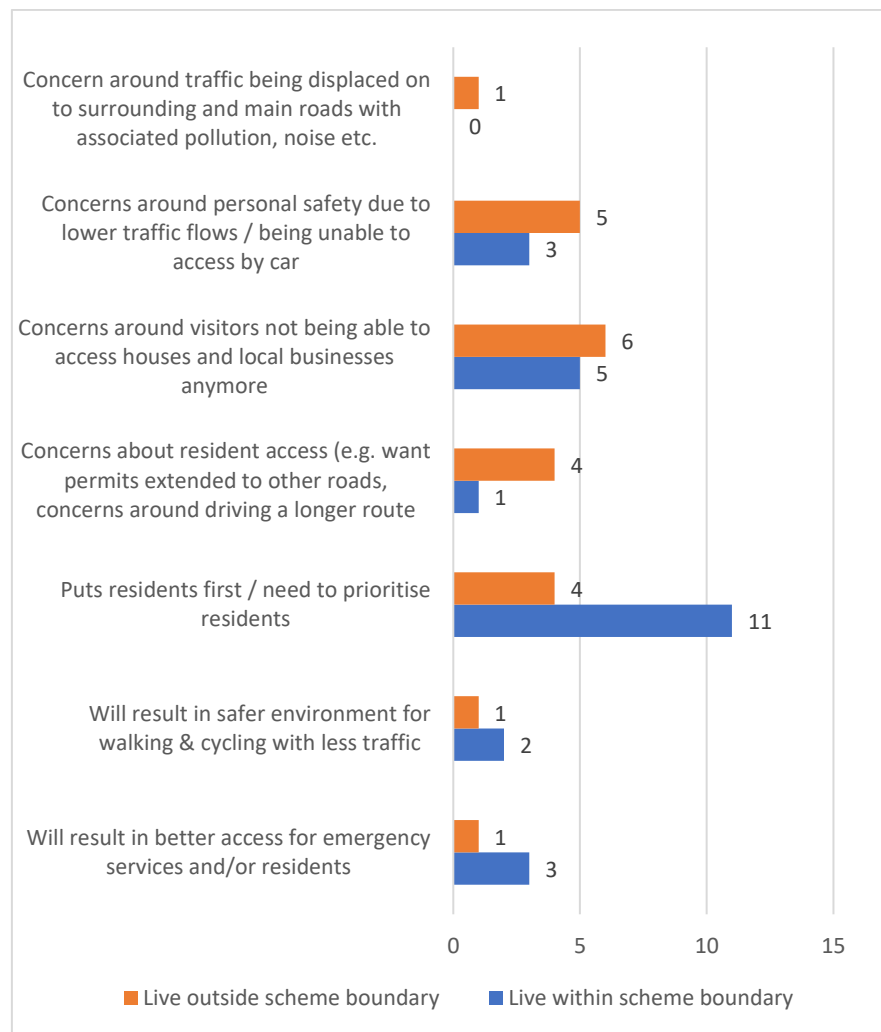
5.1.2 **Figure 5-1** below shows the most frequently mentioned reasons for the respondent’s answers to the question above

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?

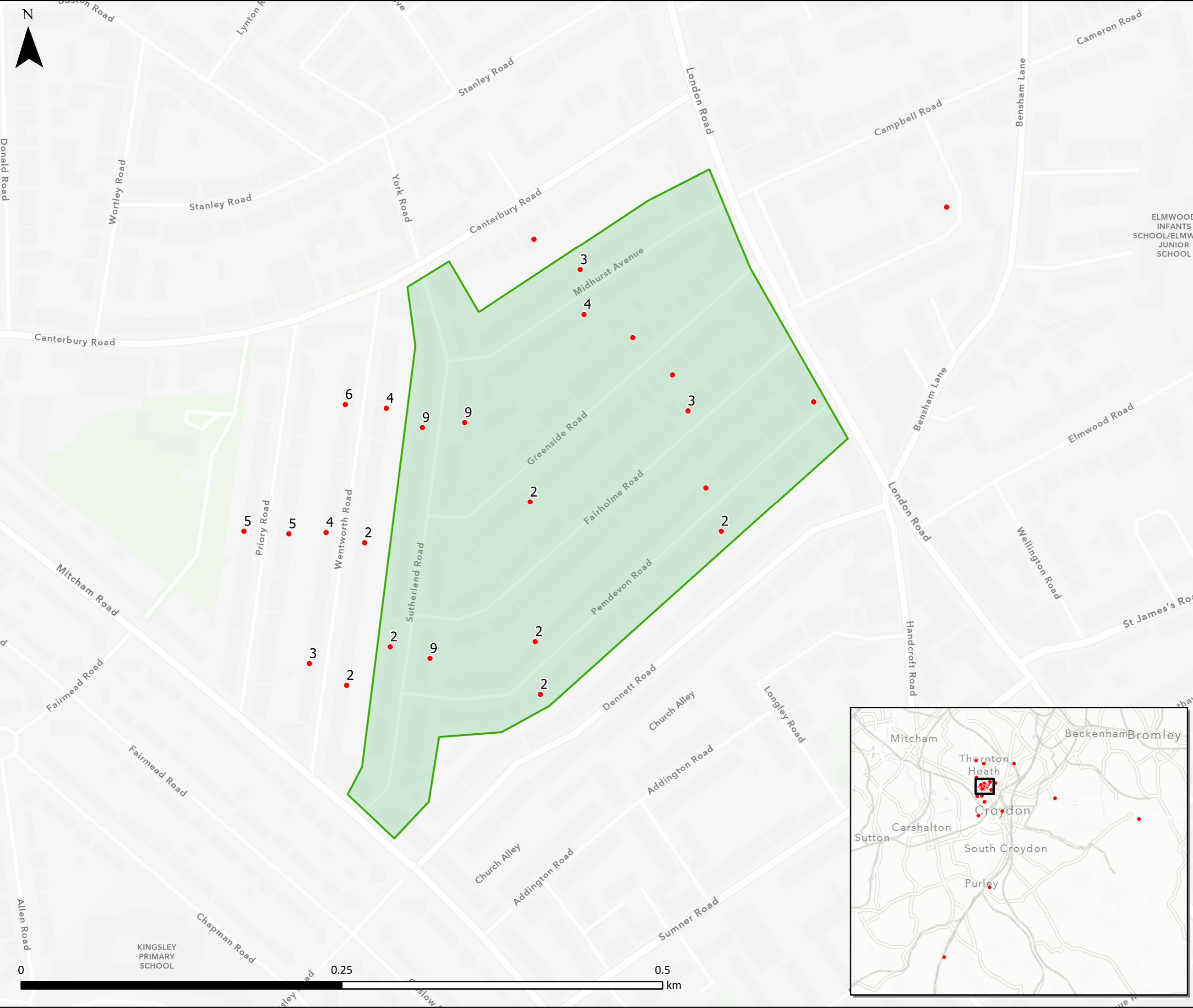
- 6.3.1 The response to the engagement shows that the majority of respondents do not support the scheme on Sutherland Road, no matter living inside or outside of the scheme boundary.
- 6.3.2 The responses suggest that replacing the temporary measures on Sutherland Road with ANPR cameras would not be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

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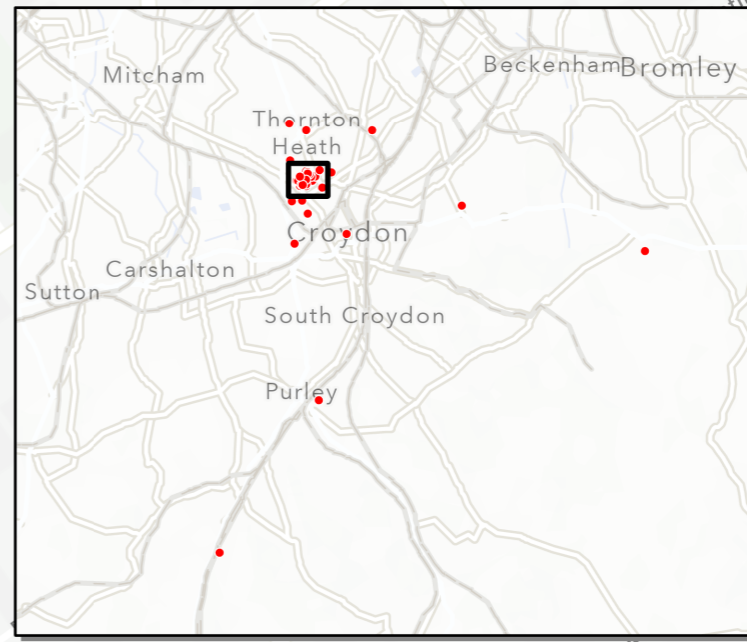
London Borough of Croydon
 PROJECT

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		





London Borough of Croydon

South Norwood Healthy Neighbourhoods (Holmesdale Road)

Questionnaire Response Analysis

October 2021

Project Code: 05764

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London Borough of Croydon



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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 for the existing South Norwood CHN (Holmesdale Road area) scheme and proposed changes to the measure.

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; and

- Address concerns over air pollution and the current climate crisis.

1.2.2 Replacing the temporary scheme created in May 2020, the proposals for an Experimental South Norwood CHN (Holmesdale Road area) aims to retain the overall objectives of the LTNs but allow more direct access for emergency services and residents.

1.2.3 The proposal to replace the existing planter closures are outlined below:

- The planters/physical islands on Holmesdale Road at two locations will be removed and replaced with a camera-enforced restriction with permit exemptions.
- The planters/physical islands at the third location (outside Selhurst Park) will remain largely unchanged but there will be an addition of foldable lockable bollard to cater for emergency service vehicle access.
- A new restriction will be introduced on Elm Park Road at its junction with South Norwood Hill. This (as with the other restrictions described above) will also be enforced through the use of a camera with an exemption for those with permits or exemptions.



Introduction

- 1.2.4 Croydon residents or anyone travelling through the area were invited to submit their views via an online survey or through a physical survey.
- 1.2.5 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 South Norwood, respondents' views and perceived impacts of the entire South Norwood CHN (Holmesdale Road area) temporary scheme, and their preference over keeping the existing temporary scheme or installing the proposed improvements.

2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the entire South Norwood CHN (Holmesdale Road area) temporary scheme. Respondents could complete an online survey sharing their views on the existing scheme and how they feel about replacing the existing scheme with the proposed improvements.
- 2.1.2 A ‘Likert’ scale type question was used to gauge views on the existing scheme and preference over the improvement options. 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 schemes, 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	<input type="checkbox"/>
Traffic speed	<input type="checkbox"/>
Traffic volume	<input type="checkbox"/>
Unpleasant street environment	<input type="checkbox"/>
Topography (hills)	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Other	<input type="checkbox"/>
<input type="text" value="Please Specify"/>	

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

*** This question must be answered**

Own a car	<input type="radio"/>
Own a motorbike	<input type="radio"/>
Own a van or other commercial vehicle for work purposes	<input type="radio"/>
Own a combination of these	<input type="radio"/>
Do not own any of these	<input type="radio"/>



The Survey

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 681 responses were received through the online survey and two responses were received through a physical copy of the survey. Respondents were asked if they were responding as any of the following, and were able to select more than one answer; ‘resident’, ‘business’, ‘school’, ‘visitor’ or ‘other’.

2.2.2 All respondents responded to this question, with 595 selecting ‘resident’, 32 ‘business’, 8 ‘school’, 80 ‘visitor’ and 22 ‘Other’. Some respondents selected ‘resident’ but also selected a second option.

2.2.3 When asked if they lived locally to the temporary neighbourhood, respondents answered with 87% (591) stating that they live local, 11% stating that they only travel through the area and 1% answering ‘other’ as shown in **Table 2-1**. This totals 13% (92) respondents who don’t classify as ‘living locally’.

2.2.4 Some respondents selected ‘live locally to the temporary neighbourhood’ and then additional categories. For the analysis, they have been assigned to the ‘live locally to the temporary neighbourhood’ category. 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 or travel through

Respondents	No.	%
Live local to the temporary neighbourhood	591	87%
Travel through in the area	77	11%
Study in the area	2	0%
Work in the area	3	0%
Other	10	1%
Total	683	100%

2.2.5 The respondents’ postcodes were plotted against the South Norwood (Holmesdale 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 Holmesdale 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	224	33%
Live outside of the scheme boundary	459	67%
Total	683	100%

2.2.6 Amongst the 591 respondents who identified themselves as living locally in **Table 2-1**, 224 (38%) live within the scheme boundary.

2.2.7 **Table 2-3** shows that slightly more females completed the survey than other genders, at 46%. 606 respondents answered this question. **Table 2-4** demonstrates that most respondents (21%) fell into the 41-50 age category, with 20% in the 31-40 and 51-60 age categories. 605 respondents answered this question.

Table 2-3: Online Engagement by Gender

	No.	%
Male	230	38%
Female	278	46%
Gender variant/non-conforming	2	0%
Transgender male	4	1%
Transgender female	3	0%
Prefer to self-describe	8	1%
Prefer not to say	81	13%
Total	606	100%

Table 2-4: Online Engagement by Age

	No.	%
Under 18	2	0%
18-30	48	8%
31-40	119	20%

	No.	%
41-50	128	21%
51-60	124	20%
61-64	34	6%
65 and over	68	11%
Prefer not to say	82	14%
Total	605	100%

2.2.8 **Table 2-5** demonstrates that most respondents (71%) identified as Heterosexual/Straight. 606 respondents answered this question. **Table 2-6** shows that over one-third of respondents (35%) had no religion, with 34% identifying as Christian.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	433	71%
Gay/Lesbian	13	2%
Bi-Sexual	7	1%
Prefer to self describe	16	3%
Prefer not to say	137	23%
Total	606	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	211	35%
Christian	204	34%



	No.	%
Hindu	5	1%
Sikh	1	0%
Muslim	15	2%
Jewish	2	0%
Buddhist	0	0%
Any other religion	24	4%
Prefer not to say	141	23%
Total	603	100%

2.2.9 Respondents were asked to describe their ethnic origin. Most respondents (40%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 22% of respondents preferred not to say and 10% described themselves as Black Caribbean. 605 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	244	40%
White Irish	16	3%
White Gypsy or Irish Traveller	1	0%
Any other White background	39	6%
White and Black Caribbean	11	2%
White and Black African	4	1%
White and Asian	9	1%
Any other Mixed / multiple ethnic background	17	3%

	No.	%
Indian	10	2%
Pakistani	9	1%
Bangladeshi	0	0%
Chinese	2	0%
Any other Asian background	3	0%
Black African	16	3%
Black Caribbean	59	10%
Any other Black background	9	1%
Arab	0	0%
Other	24	4%
Prefer not to say	132	22%
Total	605	100%

2.2.10 Respondents were asked whether they considered themselves to have any form of disability. 606 respondents answered the question. 16% (96) said that they did, 67% (407) said that they didn't, and the remaining respondents preferred not to say. The results in **Table 2-8** shows the different types of disabilities.

Table 2-8: Online Engagement by Disability Reported

Type of Disability	No.	%
Visually Impaired	5	1%
Hearing Impaired	7	1%
Mobility Disability	62	10%
Learning Disability	0	0%
Communication Difficulty	4	1%

Type of Disability	No.	%
Hidden Disability; Autism (ASD)	5	1%
Hidden Disability; ADHD	1	0%
Hidden Disability; Asthma	13	2%
Hidden Disability; Epilepsy	2	0%
Hidden Disability; Diabetes	11	2%
Hidden Disability; Sickle Cell	2	0%
Other (e.g. Crohn's, Mental Health, Cancer, Arthritis etc.)	21	3%

2.2.11 Respondents were asked to disclose their annual household income, as shown in **Table 2-9**. 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	20	3%
£10,000 - £20,000	39	6%
£20,000 - £30,000	36	6%
£30,000 - £40,000	45	7%
£40,000 - £50,000	35	6%
£50,000 and above	128	21%
Prefer not to say	301	50%
Total	604	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 Holmesdale Road scheme (Croydon 007A, 007B, 007E, 010D, 013C) 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 Holmesdale Road area existing demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	37%	75	48%
	Female	52%	106	52%
	Other	1%	3	n/a
	Prefer not to say	10%	20	n/a
Age (2011 Census)	Under 18	1%	2	25%
	18-30	10%	21	19%
	31-40	25%	50	17%
	41-50	19%	39	17%
	51-60	20%	41	10%
	61-64	4%	9	3%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	65 and over	10%	20	9%
	Prefer not to say	10%	21	n/a
Religion (2011 Census)	None	34%	68	19%
	Christian	42%	84	61%
	Hindu	1%	3	2%
	Sikh	0%	0	0%
	Muslim	3%	6	8%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	4%	8	1%
	Prefer not to say	16%	32	n/a
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	40%	81	31%
	White Irish	0%	1	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	14	7%
	White and Black Caribbean	1%	2	5%
	White and Black African	1%	2	1%
	White and Asian	1%	3	1%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other Mixed / multiple ethnic background	3%	7	2%
	Indian	4%	8	3%
	Pakistani	1%	2	2%
	Bangladeshi	0%	0	0%
	Chinese	0%	1	1%
	Any other Asian background	0%	1	4%
	Black African	4%	8	14%
	Black Caribbean	13%	26	17%
	Any other Black background	2%	4	7%
	Arab	0%	0	1%
	Other	4%	9	1%
<i>Prefer not to say</i>	17%	34	<i>n/a</i>	
Annual Household Income (2018 ONS statistics)	£0 - £10,000	5%	10	Average Annual Income: £48,150
	£10,000 - £20,000	7%	14	
	£20,000 - £30,000	5%	11	
	£30,000 - £40,000	6%	13	
	£40,000 - £50,000	5%	11	

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	£50,000 and above	22%	44	
	<i>Prefer not to say</i>	49%	100	

2.3.6 **Table 2-10** shows that the survey sample has a higher proportion of responses from females, but the scheme area also has a higher proportion of females than males. 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 and Muslims 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 14% of the local population, along with the Black Caribbean community making up 17% of the existing population but only 13% of the survey sample. Similar under-representation is also evident for groups like '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's covering the scheme (Croydon 007 and 010), the average total income in 2018 was £48,150. The survey sample has a higher proportion of responses from people who earned £50,000 and above and £30,000 - £40,000. 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	38%	230	48%
	Female	46%	278	52%
	Other	3%	17	n/a
	Prefer not to say	13%	81	n/a
Age (2011 Census)	Under 18	0%	2	25%
	18-30	8%	48	18%
	31-40	20%	119	15%
	41-50	21%	128	15%
	51-60	20%	124	11%
	61-64	6%	34	4%
	65 and over	11%	68	12%
	Prefer not to say	14%	82	n/a
	None	35%	211	20%
	Christian	34%	204	56%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Religion (2011 Census)	Hindu	1%	5	6%
	Sikh	0%	1	0%
	Muslim	2%	15	8%
	Jewish	0%	2	0%
	Buddhist	0%	0	1%
	Any other religion	4%	24	1%
	<i>Prefer not to say</i>	23%	141	<i>n/a</i>
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	40%	244	47%
	White Irish	3%	16	1%
	White Gypsy or Irish Traveller	0%	1	0%
	Any other White background	6%	39	6%
	White and Black Caribbean	2%	11	3%
	White and Black African	1%	4	1%
	White and Asian	1%	9	1%
	Any other Mixed / multiple ethnic background	3%	17	2%
	Indian	2%	10	7%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Pakistani	1%	9	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	2	1%
	Any other Asian background	0%	3	5%
	Black African	3%	16	8%
	Black Caribbean	10%	59	9%
	Any other Black background	1%	9	4%
	Arab	0%	0	0%
	Other	4%	24	1%
	<i>Prefer not to say</i>	22%	132	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	3%	20	£53,477
	£10,000 - £20,000	6%	39	
	£20,000 - £30,000	6%	36	
	£30,000 - £40,000	7%	45	
	£40,000 - £50,000	6%	35	
	£50,000 and above	21%	128	
	<i>Prefer not to say</i>	50%	301	



- 2.3.13 Table 2-11 demonstrates that the survey received a lower proportion of male responses than the Croydon population, despite both male and female are under-represented compared to the borough-wide statistics. 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 8% of the survey respondents.
- 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. The survey received a lower proportion of responses from 'any other Asian background' and Black African than the proportion within the borough-wide population.
- 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 people who earned £50,000 and above. 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 South Norwood

3.1.1 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic.

Table 3-1: Extent of more walking, cycling and scooting among respondents following the Covid-19 pandemic

	No.	%
Much less	80	12%
Slightly less	58	9%
About the same	345	51%
Slightly more	107	16%
Much more	88	13%
Total	678	100%

3.1.2 678 respondents answered this question about themselves, 29% stating that overall they were walking, cycling or scooting more after the pandemic, 20% stating that they were travelling this way less overall, and 51% stating ‘about the same’.

Table 3-2: Extent of more walking, cycling and scooting among young people in respondents’ households following the Covid-19 pandemic

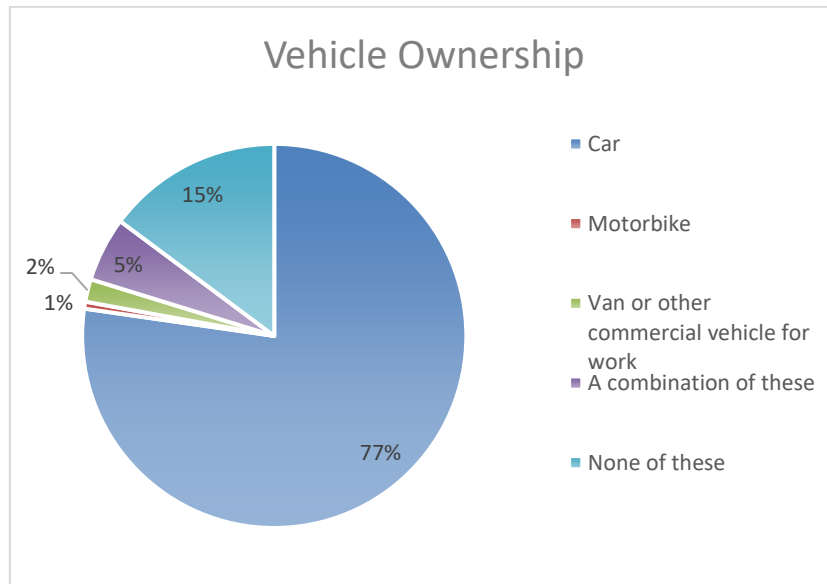
	No.	%
Much less	18	6%
Slightly less	25	9%
About the same	170	61%
Slightly more	42	15%
Much more	23	8%
Total	278	100%

3.1.3 282 respondents stated that there were children or young people in their households. 278 of those respondents answered this question about those young people. 23% stated that overall they were walking, cycling or scooting more. 15% said that overall they were travelling this way less, and 61% stated ‘about the same’.

3.1.4 Respondents were also asked about vehicle ownership, the results for which are shown in **Figure 3-1**. 682 responded to this question, with 85% stating that they own one of the vehicles listed, compared to 15% stating that they do not. In comparison to the 2011 Census (Output area level), about 51% of households within the Holmesdale Road scheme boundary have access to a car or van, as opposed to about 49% that did not.



Figure 3-1: A Pie Chart to show Vehicle Ownership amongst respondents

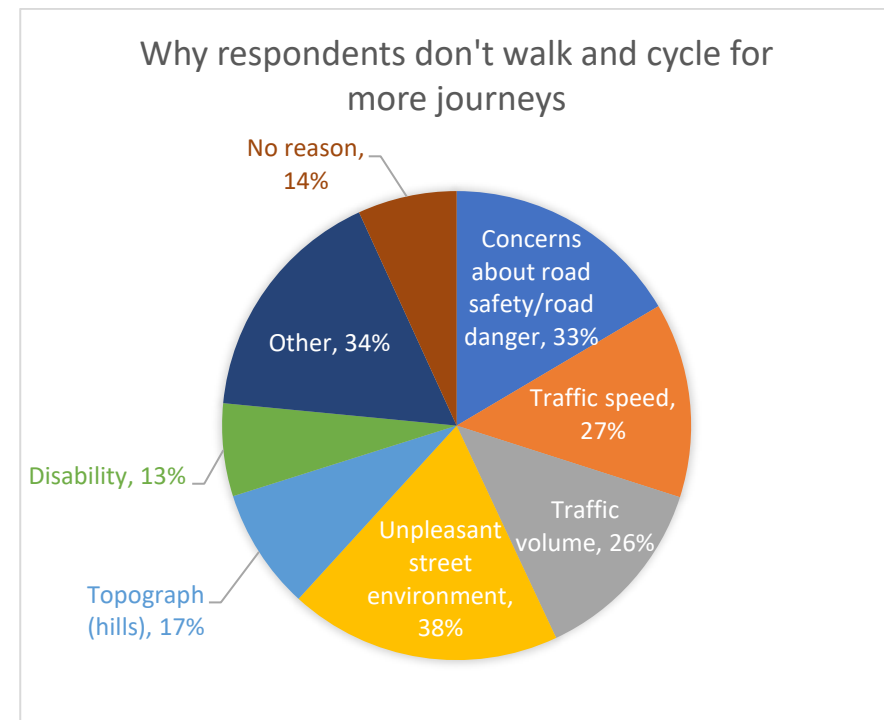


3.1.5 Respondents who stated that they owned a car and/or motorbike (531; 78%) were then asked if they walk, cycle, or take public transport for some of their journeys. 83% (479) of them stated that they do, whilst 17% (99) stated that they do not.

3.1.6 Respondents were asked what stops them from walking and cycling for more journeys in and around South Norwood. 680 respondents answered this question, and they could select more than one answer. The results are displayed in **Figure 3-2**. The most frequently selected reason was 'Unpleasant

street environment', followed by other reasons such as concerns around personal safety, the need to carry heavy items, having to travel long distances, conditions of the road and pavements. This is then followed by 'Concerns about road safety/road danger'.

Figure 3-2: A Pie Chart to show why respondents don't walk and cycle for more journeys





4 Feedback on the Temporary Scheme

4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 224 of the total responses were from people who live within the scheme boundary and 459 who live outside of the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly respondents support or do not support the South Norwood (Holmesdale Road area) existing scheme, the majority of those who live within the scheme boundary (71%) held negative views towards the scheme, with only 23% having a positive attitude. Like those who live outside of the scheme boundary, 78% expressed a negative stance on the existing temporary scheme.

Table 4-1: Attitudes on the Existing South Norwood – Holmesdale Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	141	66%	315	76%
Slightly do not support	11	5%	11	3%
Neutral	11	5%	8	2%
Slightly support	10	5%	12	3%
Strongly support	40	19%	71	17%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Total	213	100%	417	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 70% of those who live within the scheme boundary felt negatively towards the current temporary scheme, with 22% feeling positive. For those who do not live within the scheme boundary, the majority (78%) felt negative about the temporary scheme in its current format, with only 18% feeling 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	116	54%	270	65%
Negative	34	16%	56	13%
Neutral	16	8%	15	4%
Positive	19	9%	24	6%
Very Positive	28	13%	52	12%
Total	213	100%	417	100%

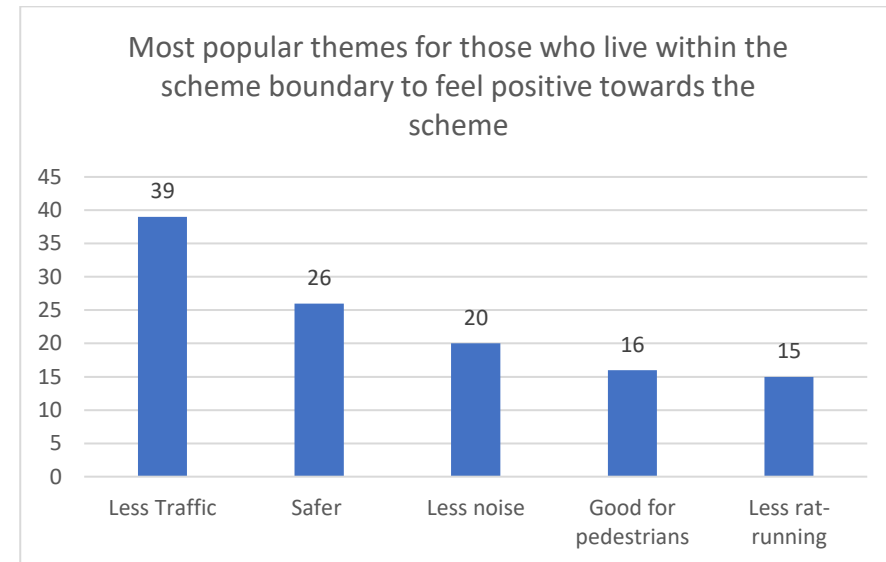


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme makes the area safer (73)
- The scheme results in less traffic (69)
- The scheme makes the area better for cyclists (55)
- The scheme is good for pedestrians (50)
- The scheme results in less noise (33)

4.1.5 47 out of the 213 respondents who live within the scheme boundary said they feel positive about the scheme (see **Table 4-2**). **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 who live within the scheme boundary are that the scheme results in less traffic (39), makes the area safer (26) and that it results in less noise (20).

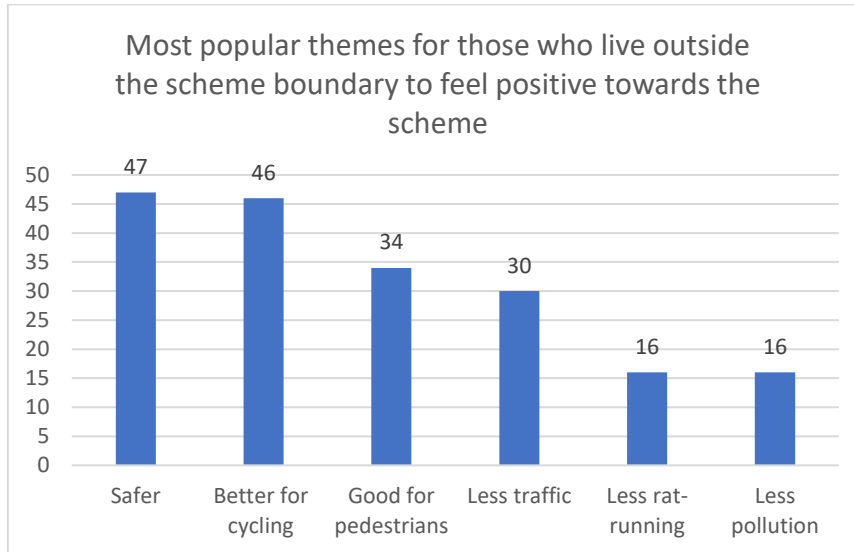
Figure 4-1: A bar chart to show the most popular themes for those who live within the scheme boundary to feel positive about the scheme



4.1.6 The 76 respondents who stated that they feel positive towards the scheme and who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme makes the area safer (47), that it makes the area better for cycling (46) and that it is good for pedestrians (34), as shown in **Figure 4-2**.



Figure 4-2: A bar chart to show the most popular themes for those who live outside of the scheme boundary to feel positive about the scheme



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

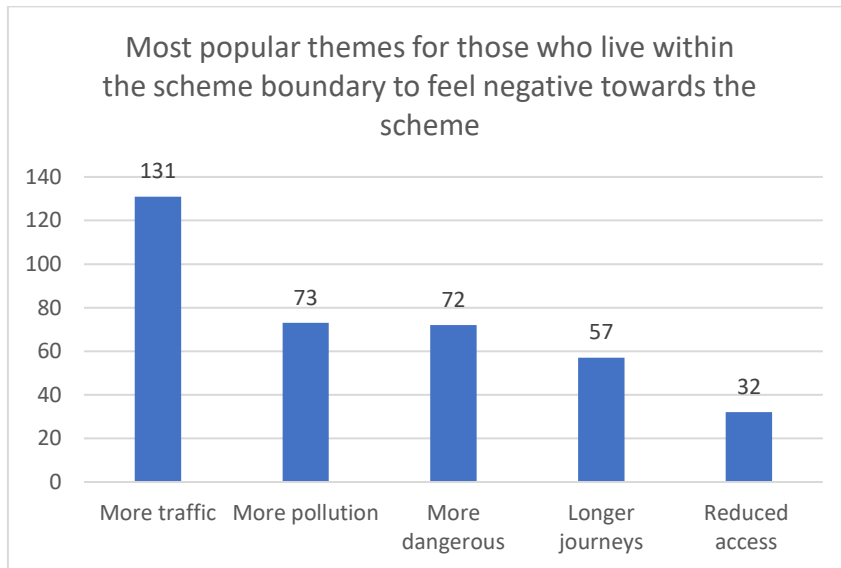
- The scheme results in more traffic / congestion on the main road / wider road network (382)
- The scheme results in more pollution (233)
- The scheme is an inconvenience and results in longer journeys (199)
- The scheme makes the area more dangerous (173)

- The scheme results in reduced access to home / amenities / school (89)

4.1.8 150 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-2**), the results for their most frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in more traffic / congestion on the main road / wider road network (131), it also results in more pollution (73) and that it makes the area more dangerous (72).

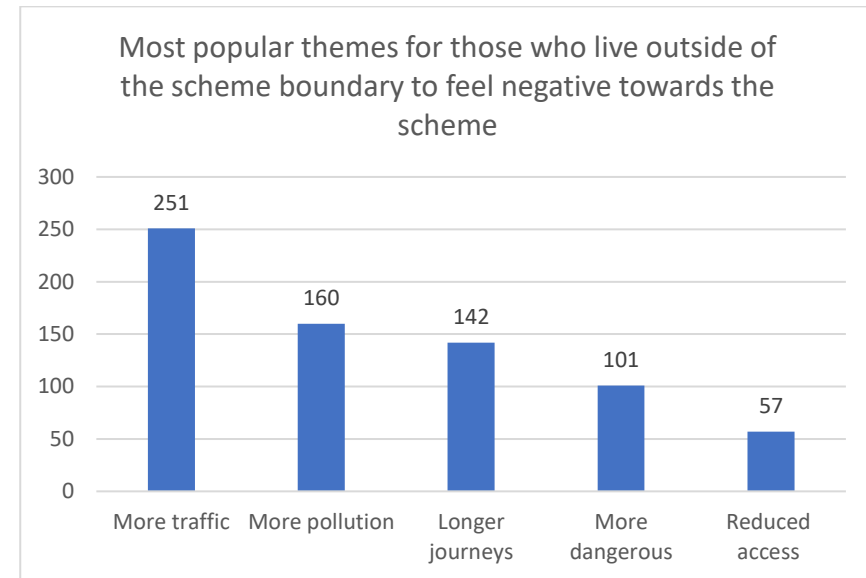


Figure 4-3: A bar chart to show the most popular themes for those who live within the scheme boundary to feel negative about the scheme



4.1.9 The 326 respondents who stated that they feel negative towards the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic / congestion on the main roads / wider road network (251), that it results in more pollution (160) and causes an inconvenience due to longer journey times (142), as shown in **Figure 4-4**.

Figure 4-4: A bar chart to show the most popular themes for those who live outside of 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, 58% perceive that the impacts are worse than before, versus 25% thinking the impacts are better. Similarly, 61% of those who live outside of the scheme boundary perceive the impacts as worse, as



opposed to 14% thinking the impacts are better. The results are shown on **Table 4-3** below.

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	113	51%	214	49%
Slightly Worse	15	7%	53	12%
About the Same	39	18%	110	25%
Slightly Better	13	6%	10	2%
Much Better	41	19%	54	12%
Total	221	100%	441	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, 56% of those who live within the scheme said it is worse than before, as opposed to 27% thinking it is better, as shown in **Table 4-4**. Similarly, for those who do not live within the scheme, 51% also stated that road safety is worse than before the scheme was put into place, with 34% thinking as about the same and only 15% thinking it improved.

Table 4-4: The perceived impact on road safety

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	95	43%	158	36%
Slightly Worse	28	13%	65	15%
About the Same	38	17%	149	34%
Slightly Better	18	8%	14	3%
Much Better	42	19%	55	12%
Total	221	100%	441	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, 38% rated as worse than before, 33% rated being about the same, while 28% rated the conditions as better than before. For respondents who live outside of the scheme, it is an equal split amongst those who rated as worse than before (40%) and being about the same (40%), with only 20% rating the conditions as better than before.



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	71	32%	123	28%
Slightly Worse	14	6%	55	12%
About the Same	73	33%	177	40%
Slightly Better	20	9%	25	6%
Much Better	43	19%	61	14%
Total	221	100%	441	100%



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

5.1.1 In this section of the survey, respondents were asked about their preference with replacing the existing scheme with the proposed improvements.

5.1.2 The proposed improvements involve installing three camera enforced restrictions, two of which will be on Holmesdale Road and the third on Elm Park Road at its junction with South Norwood Hill. The two sets of existing planters near the control points on Holmesdale Road will be removed. Permits will be issued to local residents to allow access. Any vehicles without a valid permit or those that aren't exempt will be detected by the camera and Penalty Charge Notice (PCN) issued.

5.1.3 The existing road closure set up on Holmesdale Road outside the Stadium will remain as a physical closure but modified, with provision for access by emergency service vehicles.

5.2 Views about Proposed Improvements

5.2.1 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed

improvements outlined above, the majority held negative views. 72% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 19% agree. Similar to those who live outside of the scheme boundary, the majority (84%) disagree with replacing the planters with camera enforced restrictions, with only 10% agreeing.

Table 5-1: Attitudes on replacing existing scheme with proposed improvements

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	132	63%	307	76%
Disagree	18	9%	34	8%
Neutral	19	9%	24	6%
Agree	21	10%	23	6%
Strongly Agree	18	9%	16	4%
Total	208	100%	404	100%

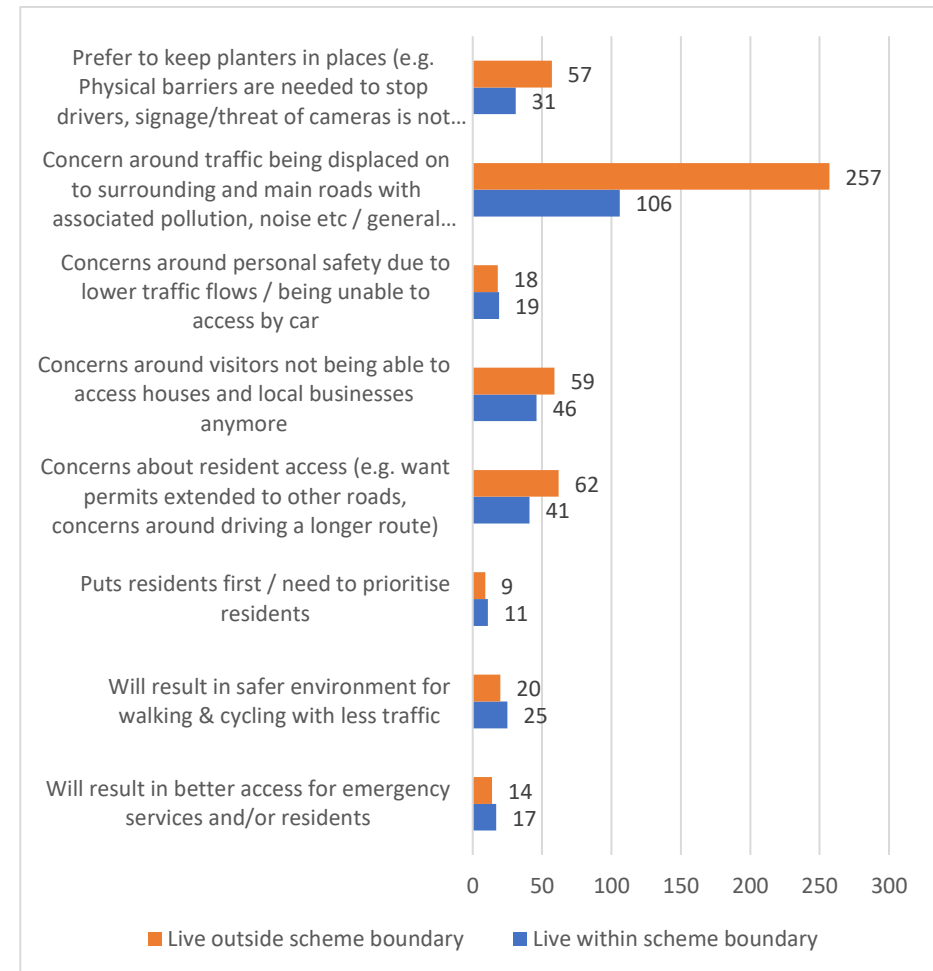
5.2.2 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 612 coded responses, 363 (59%) stated concerns about displacement of traffic onto surrounding and main roads with associated pollution, noise and showed general disagreements to both the camera



enforced restrictions and the existing planters. Another 105 (17%) showed concerns about visitors not being able to access houses and reduced access to local businesses, along with 103 (17%) expressing concerns surrounding residents access regarding permits and driving a longer route.

5.2.3 Aside from the general reasons for opposing low traffic schemes, 88 (14%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers. Some respondents also said they prefer physical barriers rather than cameras, as they can avoid annoyance or threat of being fined.

Figure 5-1: Key themes drawn from respondents' explanations to their stance about replacing the existing scheme with the proposed improvements





5.3 Other Suggestions

5.3.1 When respondents were asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted, 409 suggestions were received and coded. The most frequently mentioned suggestion was to remove everything and open the roads back up (127; 31%), followed by better speed enforcement such as speed cameras (69; 17%) and better traffic calming such as better speed bumps (58; 14%).

Table 5-2: Most frequently mentioned suggestions to make the area safer, quieter and less polluted

Coding Category	No.	%
Remove everything	127	31%
Better Speed Enforcement	69	17%
Better Traffic Calming	58	14%
Personal Safety & Tackle anti-social behaviour	58	14%
Other	54	13%
Improve streetscape/environment	44	11%
Change on Parking Permits/Zone Extensions	41	10%
Incentivise usage of electric vehicles (e.g. provide charging points)	35	9%
Cycle Improvements (e.g. cycle lane, cycle parking, etc.)	35	9%

Coding Category	No.	%
Cleaning the streets	33	8%
Walking improvements (e.g. improve crossings and junctions, widen pavements, pedestrianisation, etc.)	30	7%
Change to One ways	28	7%
Other Traffic Management	25	6%
Better Public Transport	25	6%
Financial Incentives for Walking/Cycling/Public Transport	22	5%
More LTN's / Healthy Neighbourhoods	18	4%
Retain as it is	15	4%
Timed Restriction (e.g. school streets)	9	2%
Restrict heavy vehicles from using residential roads	5	1%
Limit major residential developments	4	1%
Use Bollards instead	3	1%



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 for the existing South Norwood CHN (Holmesdale Road area) scheme and proposed improvements.

6.2 Survey Results

Travel patterns around South Norwood

- 6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around South Norwood since the Covid-19 pandemic have remained around the same. 51% of respondents stated that the extent of walking, cycling and scooting they do now has remained about the same, with 29% saying they do more and 20% doing less. When asked why they would choose not to walk, cycle or scoot, 38% said they would not because of the unpleasant street environment.

Views about the Temporary Scheme

- 6.2.2 When asked their views on the current temporary scheme, the majority of respondents do not support the existing scheme, with 71% of those who live within the scheme boundary against it and 78% of those who live outside of the scheme boundary.
- 6.2.3 The most common reasons for respondents who live within the scheme boundary disliking the current temporary scheme was 'more traffic / congestion on the main road / wider network', with 87% of respondents who live within the scheme boundary who had a negative stance mentioning this in their explanation.
- 6.2.4 For respondents who live outside of the scheme boundary and displayed a negative view of the existing scheme, the most common reasons was 'more traffic / congestion on the main road / wider network' (77%).
- 6.2.5 Despite this, 22% who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for supporting the existing scheme for those who live within the scheme boundary is that it results in 'less traffic', with 83% of the supportive respondents who live within the scheme mentioning this in their explanation.



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

- 6.2.6 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements, the majority held negative views. 72% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 19% agree. Similar to those who live outside of the scheme boundary, the majority (84%) disagree with replacing the planters with camera enforced restrictions, with only 10% agreeing.
- 6.2.7 59% of respondents stated concerns about displacement of traffic onto surrounding and main roads with associated pollution, noise and showed general disagreements to both the camera enforced restrictions and the existing planters

6.3 What Does it Mean?

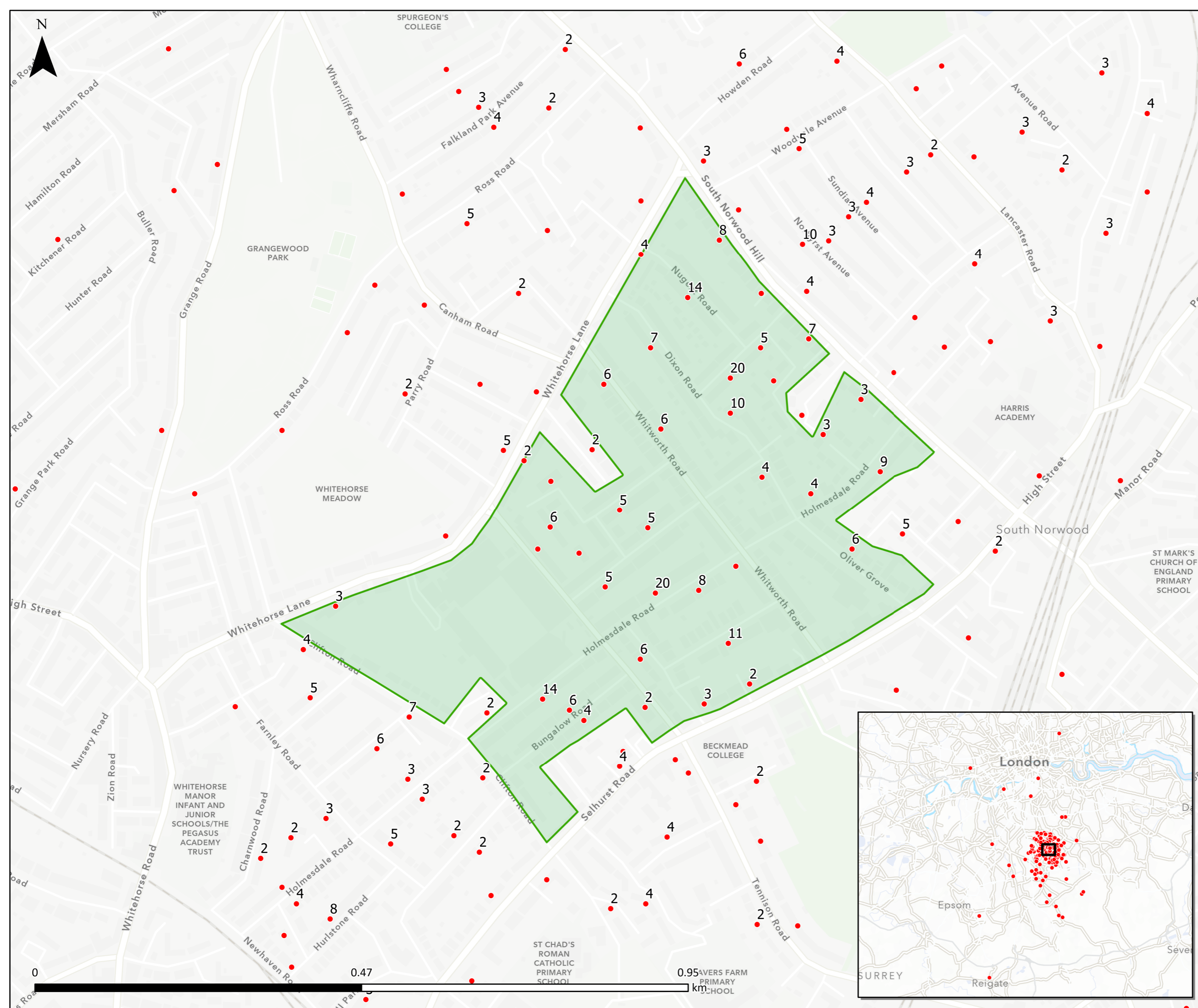
- 6.3.1 The response to the engagement shows the existing South Norwood CHN (Holmesdale Road area) scheme does not have support from most respondents, including those who live within or outside the scheme boundary. It is clear that the scheme resulting in more traffic and/or congestion to

nearby areas is the dominant reason for those who felt negative about the scheme.

- 6.3.2 Most respondents disagree with replacing the existing scheme with the proposed improvements. However, if some form of low traffic scheme must stay in the Holmesdale Road area and respondents were to choose between the existing measures and proposed improvements, the existing planters is the preferred option over introducing camera enforced restrictions, with 80% of respondents disagreeing with the proposed improvements.
- 6.3.3 When the respondents were asked for their suggestions of how to make Croydon a healthier, safer and quieter area, the top suggestions were to remove everything and open the roads back up (31%), followed by better speed enforcement such as speed cameras (17%) and better traffic calming such as better speed bumps (14%).
- 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 (Holmesdale 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 (HOLMESDALE ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:5,000	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_1	A		



London Borough of Croydon

South Norwood Healthy Neighbourhoods (Albert Road)

Questionnaire Response Analysis

October 2021

Project Code: 05764

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C	30 September 2021	ED/JY	JY	JMQ
D	6 October 2021	ED/JY	JY	JY

Prepared for

London Borough of Croydon



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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 for the existing South Norwood CHN (Albert Road area) scheme and proposed changes to the measure.

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; and
- Address concerns over air pollution and the current climate crisis.

1.2.2 Replacing the temporary scheme created in May 2020, the proposals for an Experimental South Norwood CHN (Albert Road area) aims to retain the overall objectives of the LTNs but allow more direct access for emergency services and residents.

1.2.3 The proposal to replace the existing planter closures are outlined below:

- The planters/physical islands at Eldon Park junction with Albert Road and Harrington Road junction with Albert Road will be removed and replaced with a camera-enforced restriction with permit exemptions.
- The planters on Apsley and Belfast Roads will be replaced with bollards. The middle bollard will be a lockable foldable type to allow emergency vehicle access.

1.2.4 Croydon residents or anyone travelling through the area were invited to submit their views via an online survey or through a physical survey.

1.2.5 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 South Norwood, respondents' views and perceived impacts of the entire South Norwood CHN (Albert Road area) temporary scheme,



and their preference over keeping the existing temporary scheme or installing the proposed improvements.



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the entire South Norwood CHN (Albert Road area) temporary scheme. Respondents could complete an online survey sharing their views on the existing scheme and how they feel about replacing the existing scheme with the proposed improvements.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the existing scheme and preference over the improvement options. 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 schemes, 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 521 responses were received through the online survey. Respondents were asked if they were responding as any of the following, and were able to select more than one answer; 'resident', 'business', 'school', 'visitor' or 'other'.
- 2.2.2 All respondents responded to this question, with 482 selecting 'resident', 19 'business', 4 'school', 38 'visitor' and 14 'other'. Some respondents selected 'resident' but also selected a second option.
- 2.2.3 When asked if they lived locally to the temporary neighbourhood, respondents answered with 90% (471) stated that they live local, 7% stating that they only travel through the area, 1% work in the area and 2% stating other, as shown in **Table 2-1**. This totals 10% (50) respondents who don't classify as 'living locally'.
- 2.2.4 Some respondents selected 'live locally to the temporary neighbourhood' and then additional categories. For the analysis, they have been assigned to the 'live locally to the temporary neighbourhood' category. 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 or travel through

Respondents	No.	%
Live local to the temporary neighbourhood	471	90%
Travel through in the area	36	7%
Study in the area	0	0%
Work in the area	3	1%
Other	11	2%
Total	521	100%

- 2.2.5 The respondents' postcodes have been plotted against the South Norwood (Albert Road area) CHN boundary to determine 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 Albert Road scheme boundary is attached in **Appendix A**.

Table 2-2: Online engagement responses live within or outside of the scheme boundary

	No.	%
Live within the Scheme Boundary	300	58%
Live Outside of the Scheme Boundary	221	42%
Total	521	100%



2.2.6 Amongst the 471 respondents who identified themselves as living locally in **Table 2-1**, 300 (64%) live within the scheme boundary.

2.2.7 **Table 2-3** shows that more females completed the survey than other genders, at 48%. **Table 2-4** demonstrates that most respondents (26%) fell into the 31-40 age category, with 21% in the 41-50 age category. 473 respondents answered both of these questions.

Table 2-3: Online Engagement by Gender

	No.	%
Male	164	35%
Female	227	48%
Gender variant/non-conforming	3	1%
Transgender male	0	0%
Transgender female	1	0%
Prefer to self-describe	8	2%
Prefer not to say	70	15%
Total	473	100%

Table 2-4: Online Engagement by Age

	No.	%
Under 18	1	0%
18-30	38	8%
31-40	125	26%
41-50	101	21%
51-60	76	16%

	No.	%
61-64	23	5%
65 and over	34	7%
Prefer not to say	75	16%
Total	473	100%

2.2.8 **Table 2-5** demonstrates that most respondents (71%) identify as Heterosexual / Straight. **Table 2-6** shows that the majority of respondents (42%) had no religion, with 29% having a Christian belief. 473 respondents answered both of these questions.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	336	71%
Gay/Lesbian	8	2%
Bi-Sexual	9	2%
Prefer to self describe	14	3%
Prefer not to say	106	22%
Total	473	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	201	42%
Christian	136	29%
Hindu	1	0%
Sikh	1	0%
Muslim	5	1%



	No.	%
Jewish	2	0%
Buddhist	4	1%
Any other religion	15	3%
Prefer not to say	108	23%
Total	473	100%

2.2.9 Respondents were asked to describe their ethnic origin. Most respondents (51%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 20% of respondents preferred not to say and 7% described themselves as 'any other White background'. 473 respondents answered the question and **Table 2-7** below shows all the responses.

Table 2-7: Online Engagement by Ethnic Origin

	No.	%
White English / Welsh / Scottish / Northern Irish / British	239	51%
White Irish	8	2%
White Gypsy or Irish Traveller	0	0%
Any other White background	34	7%
White and Black Caribbean	14	3%
White and Black African	1	0%
White and Asian	9	2%
Any other Mixed / multiple ethnic background	6	1%
Indian	4	1%
Pakistani	2	0%

	No.	%
Bangladeshi	0	0%
Chinese	4	1%
Any other Asian background	3	1%
Black African	9	2%
Black Caribbean	25	5%
Any other Black background	3	1%
Arab	0	0%
Other	17	4%
Prefer not to say	95	20%
Total	473	100%

2.2.10 Respondents were asked whether they considered themselves to have any form of disability. 473 respondents answered this question. 13% (62) said they did, 70% (333) said they didn't, and the remaining respondents preferred not to say. The results in **Table 2-8** shows the different types of disabilities.

Table 2-8: Online Engagement by Disability Reported

Type of Disability	No.	%
Visually Impaired	5	1%
Hearing Impaired	3	1%
Mobility Disability	31	7%
Learning Disability	2	0%
Communication Difficulty	5	1%
Hidden Disability; Autism (ASD)	4	1%
Hidden Disability; ADHD	1	0%



Type of Disability	No.	%
Hidden Disability; Asthma	16	3%
Hidden Disability; Epilepsy	3	1%
Hidden Disability; Diabetes	14	3%
Hidden Disability; Sickle Cell	1	0%
Other (e.g. Crohn’s, Mental Health, Cancer, Arthritis etc.)	15	3%

2.2.11 Respondents were asked to provide their annual household income. Most respondents (49%) preferred not to disclose this information, 23% of respondents earn £50,000 and above annually in their household. 472 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	10	2%
£10,000 - £20,000	33	7%
£20,000 - £30,000	25	5%
£30,000 - £40,000	36	8%
£40,000 - £50,000	30	6%
£50,000 and above	109	23%
Prefer not to say	229	49%
Total	472	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 Albert Road scheme selected (Croydon 008B, 008C, 008E, 045C, 045D). For income statistics, ‘Income estimates for small areas, England and Wales (2018 edition)’ published by Office for National Statistics (ONS) 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 Albert Road area existing demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	35%	97	47%
	Female	51%	139	53%
	Other	2%	6	n/a
	<i>Prefer not to say</i>	12%	33	<i>n/a</i>
Age (2011 Census)	Under 18	0%	0	28%
	18-30	9%	24	19%
	31-40	28%	77	17%
	41-50	23%	62	16%
	51-60	15%	42	10%
	61-64	5%	15	3%
	65 and over	7%	18	9%
	<i>Prefer not to say</i>	13%	37	<i>n/a</i>
	None	40%	111	20%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Religion (2011 Census)	Christian	34%	94	62%
	Hindu	0%	1	1%
	Sikh	0%	0	0%
	Muslim	1%	2	6%
	Jewish	1%	2	0%
	Buddhist	0%	0	1%
	Any other religion	2%	5	1%
	<i>Prefer not to say</i>	21%	58	<i>n/a</i>
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	48%	131	35%
	White Irish	1%	3	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	9%	24	6%
	White and Black Caribbean	4%	11	5%
	White and Black African	0%	0	1%
	White and Asian	3%	7	1%
	Any other Mixed / multiple ethnic background	2%	5	2%
	Indian	1%	3	2%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Pakistani	0%	1	1%
	Bangladeshi	0%	0	1%
	Chinese	1%	3	1%
	Any other Asian background	1%	2	3%
	Black African	3%	7	14%
	Black Caribbean	7%	18	18%
	Any other Black background	1%	2	7%
	Arab	0%	0	0%
	Other	3%	8	1%
	<i>Prefer not to say</i>	<i>18%</i>	<i>50</i>	<i>n/a</i>
Annual Household Income <i>(2018 ONS statistics)</i>	£0 - £10,000	2%	6	£46,650
	£10,000 - £20,000	9%	24	
	£20,000 - £30,000	6%	16	
	£30,000 - £40,000	7%	20	
	£40,000 - £50,000	7%	20	
	£50,000 and above	23%	64	
	<i>Prefer not to say</i>	<i>45%</i>	<i>125</i>	

2.3.6 **Table 2-10** shows that both the survey and the existing population in the scheme area have a higher proportion of

females, however the survey sample has a lower proportion of responses from males than within the local population. It should be noted that Census 2011 data did not include any other gender categories.

2.3.7 The existing population in the Albert Road area has a much higher proportion of younger demographics in the population than the survey receives. The survey sample mainly gained responses from those aged between 31-50.

2.3.8 A significantly 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 received much lower proportions of Muslim's and Christian's completing the survey compared to the existing population.

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 contains 3% of responses from those who are Black African, when this community makes up 14% of the population, along with the Black Caribbean community making up 18% of the existing population but only 7% of the survey sample.



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's covering the scheme (Croydon 008 and 045), the average total income in 2018 was £46,650. The survey sample has a higher proportion of responses from people who earned £50,000 and above. Please note that about 45% 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 has been extracted with the 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 existing 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	35%	164	48%
	Female	48%	227	52%
	Other	3%	12	n/a
	<i>Prefer not to say</i>	15%	70	<i>n/a</i>
Age (2011 Census)	Under 18	0%	1	25%
	18-30	8%	38	18%
	31-40	26%	125	15%
	41-50	21%	101	15%
	51-60	16%	76	11%
	61-64	5%	23i	4%
	65 and over	7%	34	12%
	<i>Prefer not to say</i>	16%	75	<i>n/a</i>
Religion (2011 Census)	None	42%	201	20%
	Christian	29%	136	56%
	Hindu	0%	1	6%
	Sikh	0%	1	0%
	Muslim	1%	5	8%
	Jewish	0%	2	0%
	Buddhist	1%	4	1%
	Any other religion	3%	15	1%
	<i>Prefer not to say</i>	23%	108	<i>n/a</i>



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	51%	239	47%
	White Irish	2%	8	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	34	6%
	White and Black Caribbean	3%	14	3%
	White and Black African	0%	1	1%
	White and Asian	2%	9	1%
	Any other Mixed / multiple ethnic background	1%	6	2%
	Indian	1%	4	7%
	Pakistani	0%	2	3%
	Bangladeshi	0%	0	1%
	Chinese	1%	4	1%
	Any other Asian background	1%	3	5%
	Black African	2%	9	8%
	Black Caribbean	5%	25	9%
	Any other Black background	1%	3	4%
	Arab	0%	0	0%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Annual Household Income (2018 ONS statistics)	Other	4%	17	1%
	Prefer not to say	20%	95	n/a
	£0 - £10,000	2%	10	£53,477
	£10,000 - £20,000	7%	33	
	£20,000 - £30,000	5%	25	
	£30,000 - £40,000	8%	36	
	£40,000 - £50,000	6%	30	
	£50,000 and above	23%	109	
	Prefer not to say	49%	229	

2.3.13 Table 2-11 demonstrates that the survey received a lower proportion of male responses than within the Croydon population. 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 8% of the survey respondents.

2.3.14 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, but the survey receives a significantly higher proportion of responses from this ethnic group. The survey received a lower proportion of responses from ‘any other Asian background’, Indian and Black African communities than the proportion within the existing population.

- 2.3.15 The average total income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from people who earned £50,000 and above. 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 South Norwood

3.1.1 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic.

Table 3-1: Extent of more walking, cycling and scooting among respondents following the Covid-19 pandemic

	No.	%
Much less	68	13%
Slightly less	45	9%
About the same	252	49%
Slightly more	70	14%
Much more	81	16%
Total	516	100%

3.1.2 516 respondents answered this question about themselves, 29% stating that overall they were walking, cycling or scooting more after the pandemic, 22% stating that they were travelling this way less overall, and 49% stating ‘about the same’.

Table 3-2: Extent of more walking, cycling and scooting among young people in respondents’ households following the Covid-19 pandemic

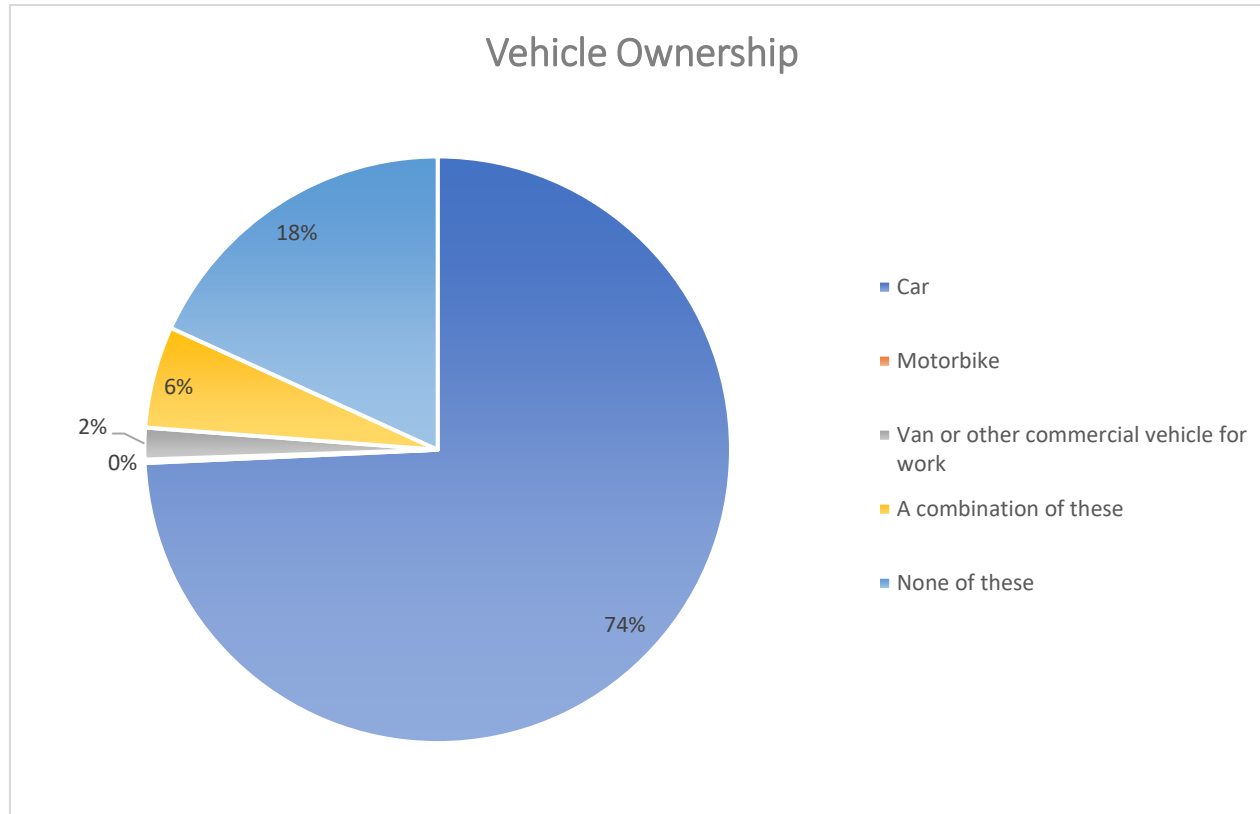
	No.	%
Much less	15	7%
Slightly less	16	8%
About the same	115	56%
Slightly more	30	15%
Much more	28	14%
Total	204	100%

3.1.3 210 respondents stated that there were children or young people in their households. 204 of those respondents answered this question about those young people. 28% stated that overall they were walking, cycling or scooting more. 15% said that overall they were travelling this way less, and 56% stated ‘about the same’.

3.1.4 Respondents were also asked about vehicle ownership, the results for which are shown in **Figure 3-1**. 517 responded to the question, with 82% stating that they own at least one of the vehicles listed, compared to 18% stating that they do not. In comparison to the 2011 Census (output area level), about 57% of households within the Albert Road scheme boundary have access to a car or van, as opposed to about 43% that did not.



Figure 3-1: A pie chart to show vehicle ownership amongst respondents

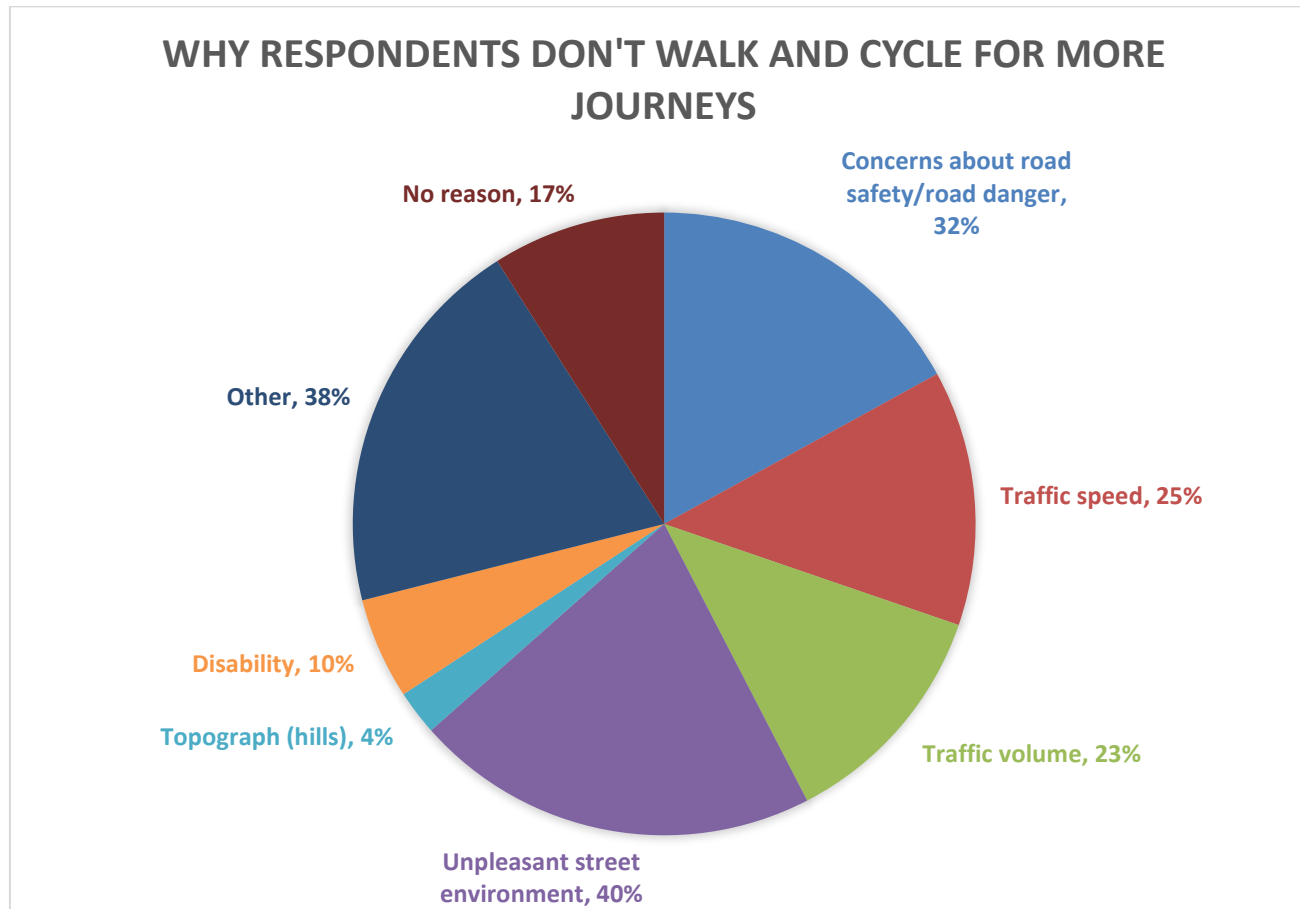




- 3.1.5 Respondents who stated that they owned a car and/or a motorbike (385; 82%) were then asked if they walk, cycle, or take public transport for some of their journeys. 88% (373) of them stated that they do, whilst 12% (50) stated that they do not.
- 3.1.6 Respondents were asked what stops them from walking and cycling for more journeys in and around South Norwood. 518 respondents answered this question, and they could select more than one answer. The results are displayed in **Figure 3-2**. The most frequently selected reason was 'Unpleasant street environment', followed by other reasons such as worries about crime, the need to carry heavy items, long commutes to work. This is followed by concerns about road safety / road danger.



Figure 3-2: A pie chart to show why respondents don't walk and cycle for more journeys





4 Feedback on the Temporary Scheme

4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 300 of the total responses were from respondents who live within the scheme boundary and 221 were from outside of the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly respondents support or do not support the South Norwood (Albert Road area) existing scheme, the majority of those who live within the scheme boundary (72%) held negative views towards the scheme, with 28% supporting the scheme. Similar to those who live outside of the scheme boundary, 69% expressed a negative stance on the existing temporary scheme.

Table 4-1: Attitudes on the Existing South Norwood – Albert Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	185	66%	133	66%
Slightly do not support	17	6%	6	3%
Neutral	1	0%	7	3%
Slightly support	13	5%	2	1%
Strongly support	64	23%	53	26%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Total	280	100%	201	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 71% of those who live within the scheme boundary felt negatively towards the scheme in its current format, with 24% feeling positive. For those who do not live within the scheme boundary, the majority (70%) felt negative about the temporary scheme in its current format, with 26% feeling 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	161	58%	123	61%
Negative	39	14%	17	8%
Neutral	12	4%	8	4%
Positive	21	8%	11	5%
Very Positive	47	17%	42	21%
Total	280	100%	201	100%

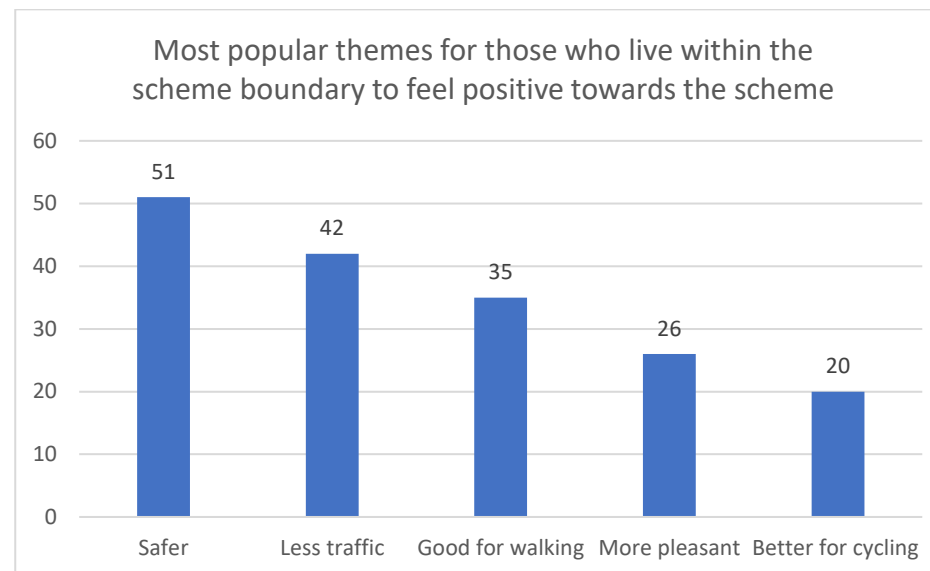


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme makes the area safer (85)
- The scheme results in less traffic (76)
- The scheme is good for walking / pedestrians (57)
- The scheme makes the area more pleasant (47)
- The scheme makes the area better for cyclists (38)

4.1.5 68 out of the 280 respondents who live within the scheme boundary said they feel positive about the scheme (see **Table 4-2**). **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 who live within the scheme boundary are that the scheme makes the area feel safer (51), the scheme results in less traffic (42) and that it is good for walking and pedestrians.

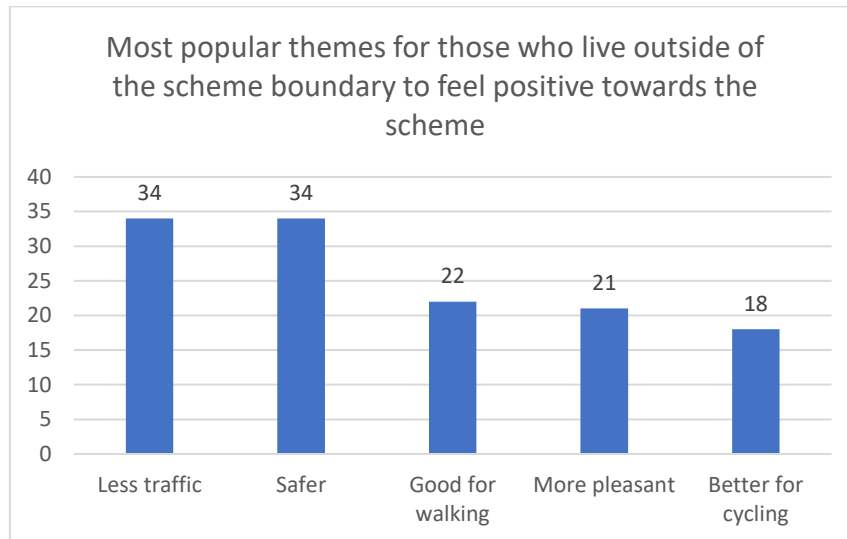
Figure 4-1: A bar chart to show the most popular themes for those who live within the scheme boundary to feel positive about the scheme



4.1.6 The 53 respondents who stated that they feel positive about the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme results in less traffic (34), makes the area safer (34) and improves the area for walking and pedestrians (22), as shown in **Figure 4-2**.



Figure 4-2: A bar chart to show the most popular themes for those who live outside of the scheme boundary to feel positive about the scheme



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

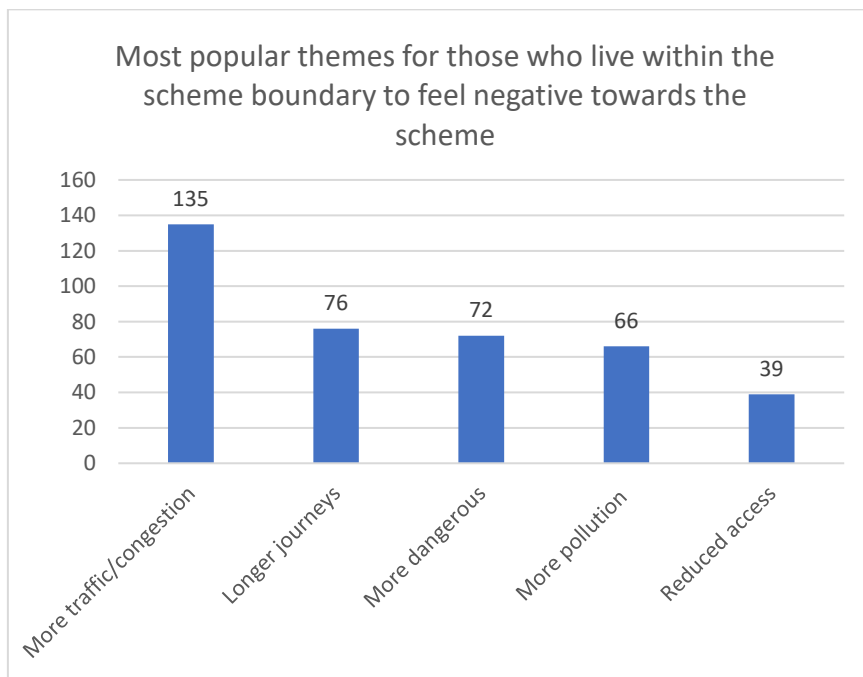
- The scheme results in more traffic / congestion on the main road / displaced somewhere else (234)
- The scheme creates more pollution (119)
- The scheme causes inconvenience / longer journey times (115)
- The scheme makes the area feel more dangerous (105)

- The scheme results in reduced access to home / amenities / schools (64)

4.1.8 200 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-2**), the results for their frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in more traffic / congestion on the main road e.g. Portland Road or is displaced somewhere else (135), it causes an inconvenience due to longer journey times (76) and makes the area more dangerous due to speeding and/or for personal safety (72).

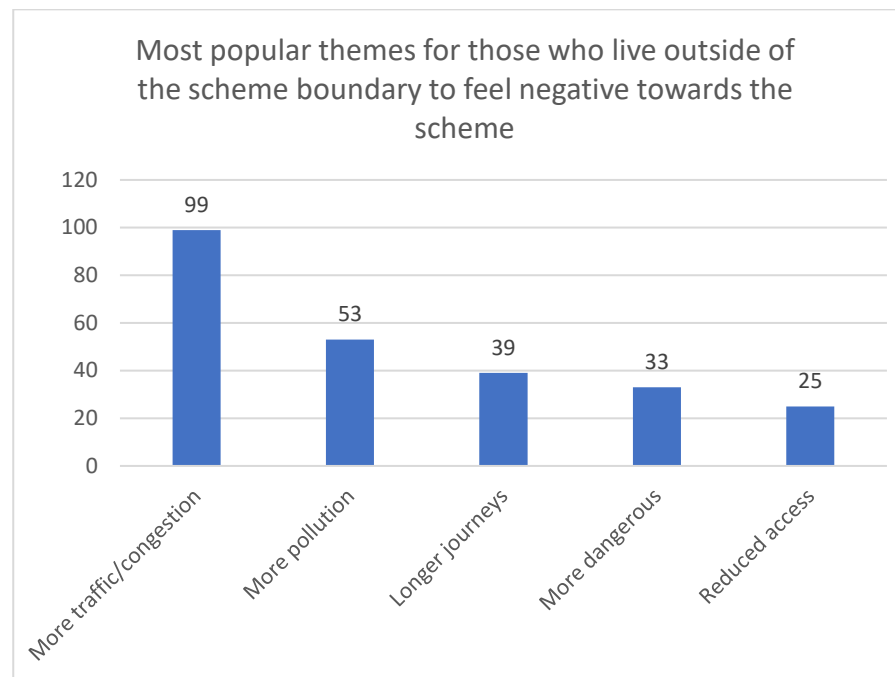


Figure 4-3: A bar chart to show the most popular themes for those who live within the scheme boundary to feel negative about the scheme



4.1.9 140 out of the 201 respondents who live outside of the scheme boundary, stated that they feel negative towards the existing scheme (see **Table 4-2**). Within their explanations, the most frequently mentioned themes were that the scheme causes more traffic / congestion on the main roads / displaced somewhere else (99), that it creates more pollution (53) and that it is an inconvenience due to longer journey times (39), as shown in **Figure 4-4**.

Figure 4-4: A bar chart to show the most popular themes for those who live outside of 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, 51% perceive that the impacts are worse than before, versus 23% thinking the



impacts are better. Similarly, 52% of those who live outside of the scheme boundary perceive the impacts as worse, as opposed to 24% thinking the impacts are 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	122	42%	91	43%
Slightly Worse	24	8%	19	9%
About the Same	76	26%	50	24%
Slightly Better	9	3%	11	5%
Much Better	58	20%	40	19%
Total	289	100%	211	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, 47% of those who live within the scheme said it is worse than before, as opposed to 23% thinking it is better. Similarly, for those who do not live within the scheme, 47% also stated that road safety is worse than before the scheme was put into place, with again only 23% thinking it improved, 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	93	32%	73	35%
Slightly Worse	43	15%	26	12%
About the Same	87	30%	63	30%
Slightly Better	11	4%	7	3%
Much Better	55	19%	42	20%
Total	289	100%	211	100%

4.2.3 **Table 4-5** 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, 42% rated as being the same, while 33% rated the conditions as worse than before. Respondents who live outside of the scheme also perceive that the conditions for walking, cycling and scooting have remained around the same (36%), or have been worse since the scheme came into place (36%).



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	64	22%	58	27%
Slightly Worse	30	10%	18	9%
About the Same	120	42%	77	36%
Slightly Better	22	8%	13	6%
Much Better	53	18%	45	21%
Total	289	100%	211	100%



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

5.1.1 In this section of the survey, respondents were asked about their preference with replacing the existing scheme with the proposed improvements.

- 5.1.2 The proposed improvements involve:
- The planters/physical islands at Eldon Park junction with Albert Road and Harrington Road junction with Albert Road will be removed and replaced with a camera-enforced restriction with permit exemptions.
 - The planters on Apsley and Belfast Roads will be replaced with bollards. The middle bollard will be a lockable foldable type to allow emergency vehicle access.

5.2 Views about the Proposed Improvements

5.2.1 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements outlined above, the majority held negative views. 78% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 17% agree. Similar to those who live

outside of the scheme boundary, the majority (79%) disagree with replacing the planters with camera enforced restrictions, with only 16% agreeing.

Table 5-1: Attitudes on replacing existing scheme with proposed improvements

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	172	62%	132	66%
Disagree	45	16%	25	13%
Neutral	13	5%	10	5%
Agree	24	9%	16	8%
Strongly Agree	24	9%	16	8%
Total	278	100%	199	100%

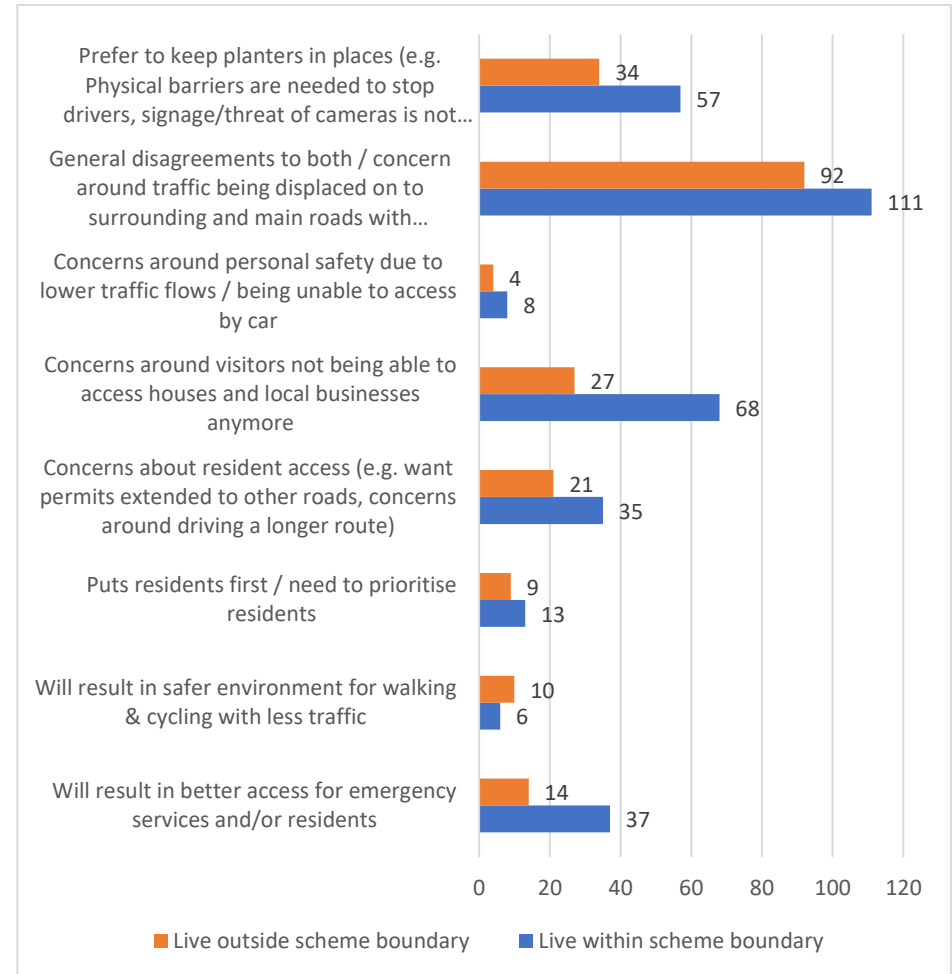
5.2.2 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent’s explanations to the question above. Amongst the 398 coded responses, 203 (51%) stated general disagreements to both the existing scheme and proposed improvements and showed concerns about displacement of traffic onto surrounding and main roads with associated pollution and noise. Another 95 respondents (24%) expressed concerns around visitors not being able to access houses and reduced access to local businesses.



5.2.3 Aside from the general reasons from opposing low traffic schemes, 91 (23%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers. Some respondents also said they prefer physical barriers rather than cameras, as they can avoid annoyance or threat of being fined.

5.2.4 51 (13%) of respondents stated that the camera enforced restrictions 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





5.3 Other Suggestions

5.3.1 When respondents were asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted, 330 suggestions were received and coded. The most frequently mentioned suggestion was to remove everything and open the roads back up to free flowing traffic (96; 29%), followed by improving personal safety and tackling anti-social behaviour (59; 18%) and cleaning the streets (50; 15%).

Table 5-2: Most frequently mentioned suggestions to make the area safer, quieter and less polluted

Coding Category	No.	%
Remove everything	96	29%
Personal Safety & Tackle anti-social behaviour	59	18%
Cleaning the streets	50	15%
Improve streetscape/environment	45	14%
Change on Parking Permits/Zone Extentions	34	10%
Better Speed Enforcement	31	9%
Better Traffic Calming	29	9%
Cycle Improvements (e.g. cycle lane, cycle parking, etc.)	24	7%
Retain as it is	18	5%
Walking improvements (e.g. improve crossings and junctions,	15	5%

Coding Category	No.	%
widen pavements, pedestrianisation, etc.)		
Incentivise usage of electric vehicles (e.g. provide charging points)	15	5%
More LTN's / Healthy Neighbourhoods	15	5%
Better Public Transport	14	4%
Other Traffic Mangement	13	4%
Change to One ways	13	4%
Timed Restriction (e.g. school streets)	5	2%
Limit major residential developments	5	2%
Financial Incentives for Walking/Cycling/Public Transport	4	1%
Use Bollards instead	3	1%
Restrict heavy vehicles from using residential roads	2	1%



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 will analyse the responses for the existing South Norwood CHN (Albert Road area) scheme and proposed changes to the measure.

6.2 Survey Results

Travel patterns around South Norwood

- 6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around South Norwood since the Covid-19 pandemic have remained around the same. 49% of respondents stated that the extent of walking, cycling and scooting they do now has remained about the same, with 29% saying they do more and 22% doing less. When asked why they would choose not to walk, cycle or scoot, 40% said they would not because of the unpleasant street environment.

Views about the Temporary Scheme

- 6.2.2 When asked their views on the current temporary scheme, the majority of respondents do not support the existing scheme, with 72% of those who live within the scheme not supporting it and 69% of those who do not live within the scheme boundary.
- 6.2.3 The most common reason for both respondents who live within and outside of the scheme boundary for feeling negative about the current temporary scheme was 'more traffic / congestion on the main road / displaced somewhere else'. 68% of those who live within the scheme boundary who had a negative stance mentioned this in their explanation, as did 71% who live outside of the scheme boundary with a negative attitude.
- 6.2.4 Despite this, 24% who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for support the existing scheme for those who live within the scheme boundary is that it makes the area 'safer', with 75% of the supportive respondents who live within the scheme mentioning this in their explanation.



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

- 6.2.5 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements, the majority held negative views. 78% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 17% agree. Similar to those who live outside of the scheme boundary, the majority (79%) disagree with replacing the planters with camera enforced restrictions, with only 16% agreeing.
- 6.2.6 51% of respondents stated general disagreements to both the existing scheme and proposed improvements and showed concerns about displacement of traffic onto surrounding and main roads with associated pollution and noise.

6.3 What Does it Mean?

- 6.3.1 The response to the engagement shows the existing South Norwood CHN (Albert Road area) scheme does not have support from most respondents, including those who live within the scheme boundary and those who live outside of the scheme boundary, travel through, work or have another

capacity in the area. The scheme resulting in more traffic and/or congestion to nearby areas is the dominant reasons for those who feel dislike the scheme.

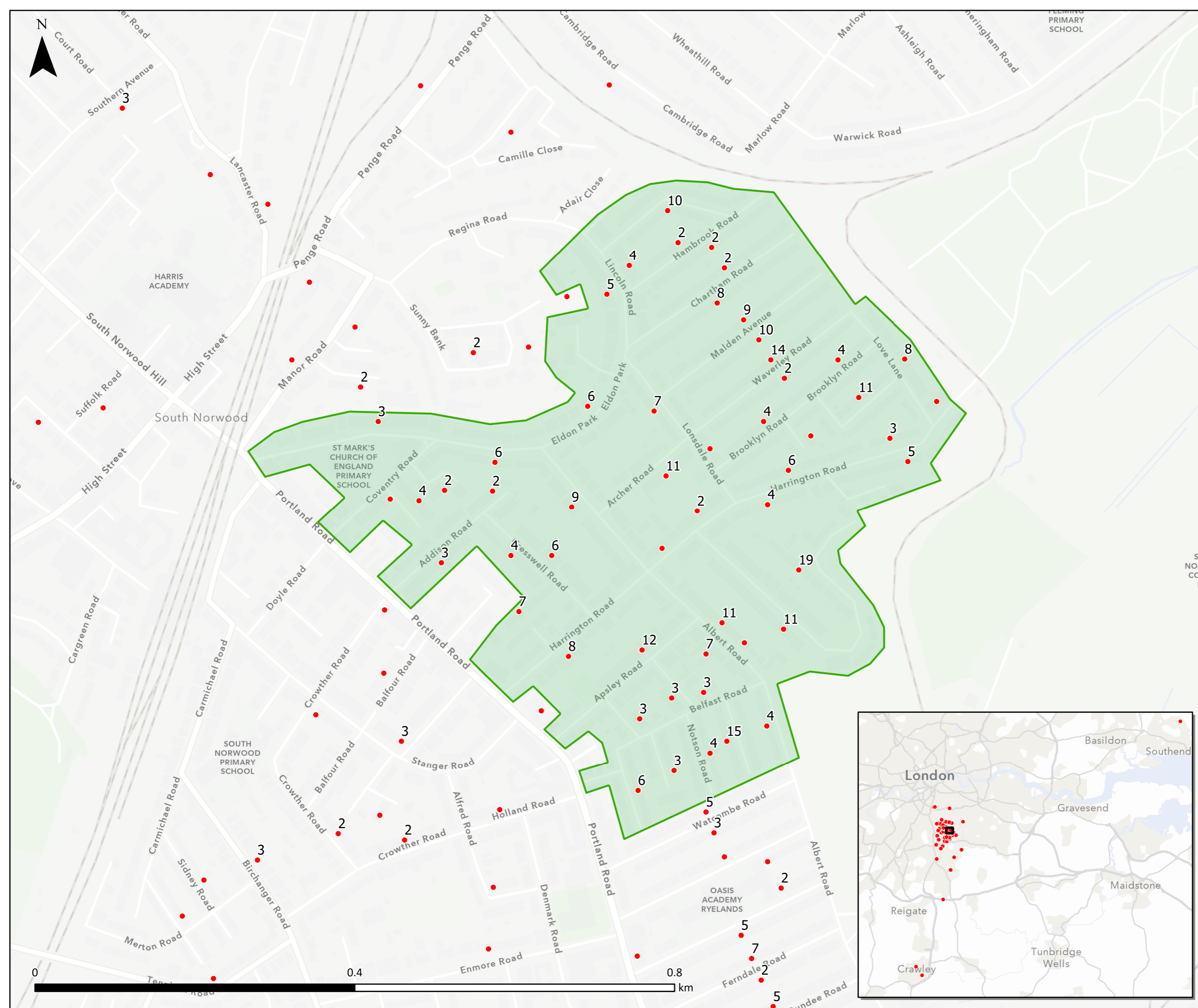
- 6.3.2 Most respondents disagree with replacing the existing scheme with the proposed improvements. However, if some form of low traffic scheme must stay in the Albert Road area and respondents were to choose between the existing measures and proposed improvements, the existing planters is the preferred option over introducing camera enforced restrictions, with 78% of respondents disagreeing with the proposed improvements.
- 6.3.3 When the respondents were asked for their suggestions of how to make Croydon a healthier, safer and quieter area, the top suggestions to remove everything and open the roads back up to free flowing traffic (29%), followed by improving personal safety and tackling anti-social behaviour (18%) and cleaning the streets (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 (Albert 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 (ALBERT ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:4,300	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_2	A		



London Borough of Croydon

Addiscombe Healthy Neighbourhood (Kemerton Road)

Questionnaire Response Analysis

October 2021

Project Code: 05764

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London Borough of Croydon



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Appendices

Appendix A Postcode Location of Respondents'
Address 31



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 Kemerton 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 Kemerton Road aims to retain the overall objectives of the LTN but allow better access for emergency services, primarily by replacing planters with fold-down, lockable bollard.

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 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 fold-down, lockable bollard.



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents about their views on the temporary planters on Kemerton Road. Respondents could complete an online survey sharing their views on the existing scheme and proposals to upgrade the filter to a fold-down, lockable bollard.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the existing scheme and potential replacement with fold-down, lockable bollard. 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 42 responses were received through the online survey for comments based on measures at Kemerton 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 40 respondents stated they were a resident, 1 selected ‘school’, and 1 selected ‘other’. Some respondents selected more than one category.
- 2.2.4 When asked if they lived locally to the scheme or travel through the area, all respondents answered, with 95% stating that they live locally to the temporary neighbourhood, with the remaining 5% stating that they only travel through 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 (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	40	95%
Travel through the area	2	5%
Study in the area	0	0%
Work in the area	0	0%
Other	0	0%
Total	42	100%

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

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

	No.	%
Live within the scheme boundary	32	76%
Live outside of the scheme boundary	10	24%
Total	42	100%



2.2.7 Amongst the 40 respondents who identified themselves as living locally in **Table 2-1**, 32 (80%) live within the scheme boundary.

2.2.8 **Table 2-3** demonstrates that slightly more females completed the survey, at 55%. **Table 2-4** shows that 41-50 was the most represented age category within the survey, with 26% of respondents falling within this category.

Table 2-3: Online Engagement by Gender

	No.	%
Male	14	33%
Female	23	55%
Gender variant / non-conforming	0	0%
Transgender male	0	0%
Transgender female	0	0%
Prefer not to self-describe	0	0%
Prefer not to say/ No answer	5	12%
Total	42	100%

Table 2-4: Online Engagement by Age

	No.	%
18-30	5	12%
31-40	8	19%
41-50	11	26%
51-60	8	19%
61-64	1	2%
65+	4	10%

	No.	%
Prefer not to say/ No answer	5	12%
Total	42	100%

2.2.9 **Table 2-5** demonstrates that most respondents (68%) identified as Heterosexual/Straight. 40 respondents answered this question. **Table 2-6** shows that the majority of respondents (40%) had no religion, with 33% identifying as Christian.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	27	68%
Gay/Lesbian	1	3%
Bi-Sexual	0	0%
Prefer not to self-describe	0	0%
Prefer not to say	12	30%
Total	40	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	16	40%
Christian	13	33%
Hindu	0	0%
Sikh	0	0%
Muslim	0	0%
Jewish	0	0%
Buddhist	0	0%



	No.	%
Any other religion	0	0%
Prefer not to say	11	28%
Total	30	100%

2.2.10 Respondents were asked to describe their ethnic origin. Most respondents (63%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 13% of respondents preferred not to say and 8% described themselves as Black Caribbean. 40 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	25	63%
White Irish	1	3%
White Gypsy or Irish Traveller	0	0%
Any other White background	1	3%
White and Black Caribbean	2	5%
White and Black African	0	0%
White and Asian	0	0%
Any other Mixed / multiple ethnic background	1	3%
Indian	0	0%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Any other Asian background	1	3%

	No.	%
Black African	0	0%
Black Caribbean	3	8%
Any other Black background	0	0%
Arab	0	0%
Other	1	3%
Prefer not to say	5	13%
Total	40	100%

2.2.11 Respondents were asked to state whether they had any form of disability. Out of the total responses to the survey, only 2 respondents (5%) 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

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



2.2.12 Respondents were asked to disclose their annual household income. Most respondents (48%) preferred not to disclose this information, 20% of respondents have a household income of £50,000 and above annually. 40 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	0	0%
£10,000 - £20,000	2	5%
£20,000 - £30,000	5	13%
£30,000 - £40,000	3	8%
£40,000 - £50,000	3	8%
£50,000 and above	8	20%
Prefer not to say	19	48%
Total	40	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 Kemerton Road scheme (Croydon 017C) 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 This data has been extracted 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**.

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 Kemerton Road Area Existing Demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	30%	9	50%
	Female	63%	19	50%
	Other	0	0	<i>n/a</i>
	<i>Prefer not to say</i>	7%	2	<i>n/a</i>
Age (2011 Census)	Under 18	0%	0	24%
	18-30	13%	4	19%
	31-40	17%	5	21%
	41-50	30%	9	14%
	51-60	17%	5	10%
	61-64	3%	1	4%
	65 and over	13%	4	8%
	<i>Prefer not to say</i>	7%	2	<i>n/a</i>
Religion (2011 Census)	None	40%	12	24%
	Christian	33%	10	57%
	Hindu	0%	0	4%
	Sikh	0%	0	0%
	Muslim	0%	0	6%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	1%
	<i>Prefer not to say</i>	27%	8	8%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	63%	19	51%
	White Irish	0%	0	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	0%	0	8%
	White and Black Caribbean	0%	0	2%
	White and Black African	0%	0	1%
	White and Asian	0%	0	1%
	Any other Mixed / multiple ethnic background	3%	1	2%
	Indian	0%	0	5%
	Pakistani	0%	0	1%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	1	5%
	Black African	0%	0	7%
	Black Caribbean	10%	3	9%
	Any other Black background			3%
	Arab	0%	0	0%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Other	3%	1	1%
	<i>Prefer not to say</i>	13%	4	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	0%	0	£56,400
	£10,000 - £20,000	7%	2	
	£20,000 - £30,000	13%	4	
	£30,000 - £40,000	7%	2	
	£40,000 - £50,000	7%	2	
	£50,000 and above	20%	6	
	<i>Prefer not to say</i>	47%	14	

2.3.6 **Table 2-10** demonstrates that the survey received a lower proportion of responses from males compared to the total for the scheme area.

2.3.7 The survey sample has 60% responses from those aged over 40, while the age group only makes up 36% of the local population. It shows an under-representation from younger demographics in the scheme area.

2.3.8 In terms of religion, 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, Hindus and Muslims completing the survey.

2.3.9 The survey sample has also been shown to have a higher proportion of responses from those who are White English / Welsh / Scottish / Northern Irish / British than recorded in the existing population. The survey did not receive any responses from those who are Black African, despite this group making up 7% of the local population statistics. This is similar for the Any other White background group.

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 017). The average total annual income for this area in 2018 was £56,400. Other than nearly half of those who responded 'Prefer not to say', the highest proportion of survey respondents had a total household income of £50,000 and above, and therefore the comparison may 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**.

Table 2-11: Survey Respondents’ Demographics compared to Borough-wide Population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	35%	14	48%
	Female	58%	23	52%
	Other	0%	0	n/a
	<i>Prefer not to say</i>	8%	3	n/a
Age (2011 Census)	Under 18	0%	0	25%
	18-30	13%	5	18%
	31-40	20%	8	15%
	41-50	28%	11	15%
	51-60	20%	8	11%
	61-64	3%	1	4%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	65 and over	10%	4	12%
	<i>Prefer not to say</i>	8%	3	n/a
Religion (2011 Census)	None	40%	16	20%
	Christian	33%	13	56%
	Hindu	0%	0	6%
	Sikh	0%	0	0%
	Muslim	0%	0	8%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	1%
	<i>Prefer not to say</i>	28%	11	n/a
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	63%	25	47%
	White Irish	3%	1	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	3%	1	6%
	White and Black Caribbean	5%	2	3%
	White and Black African	0%	0	1%
	White and Asian	0%	0	1%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Any other Mixed / multiple ethnic background	3%	1	2%
	Indian	0%	0	7%
	Pakistani	0%	0	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	1	5%
	Black African	0%	0	8%
	Black Caribbean	8%	3	9%
	Any other Black background	0%	0	4%
	Arab	0%	0	0%
	Other	3%	1	1%
	<i>Prefer not to say</i>	13%	5	<i>n/a</i>
Annual Household Income <i>(2018 ONS statistics)</i>	£0 - £10,000	0%	0	£53,477
	£10,000 - £20,000	5%	2	
	£20,000 - £30,000	13%	5	
	£30,000 - £40,000	8%	3	
	£40,000 - £50,000	8%	3	

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£50,000 and above	20%	8	
	<i>Prefer not to say</i>	48%	19	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male responses than the Croydon population, and a higher proportion of female responses than the Croydon population.

2.3.14 The survey overall has more responses from those aged between 31-60, when the younger demographics make up a higher percentage of the existing population in the borough.

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. The survey received a lower proportion of responses from 'any other Asian background', Indian, Black Caribbean and Black African backgrounds than the proportion within the borough-wide population.

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 people who earned £50,000 and above. 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 The use of online survey methods for this questionnaire may have excluded the participation of the offline population. The questionnaire also only received 42 responses, which is considered a low response rate compared to other schemes.

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 which 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 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 half of the respondents are doing about the same amount of walking, cycling and scooting (50%), but 31% are doing more and only 19% are doing less.

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

	No.	%
Much More	5	12%
Slightly More	8	19%
About the Same	21	50%
Slightly Less	7	17%
Much Less	1	2%
Total	42	100%

- 3.1.3 Respondents were then asked: 'Are there children and/or young people in your household?', 24% (10) of those answered yes, as shown in **Table 3-2**. This 24% 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 60%, with 20% walking, cycling and scooting more, but 20% saying that they are doing it less.

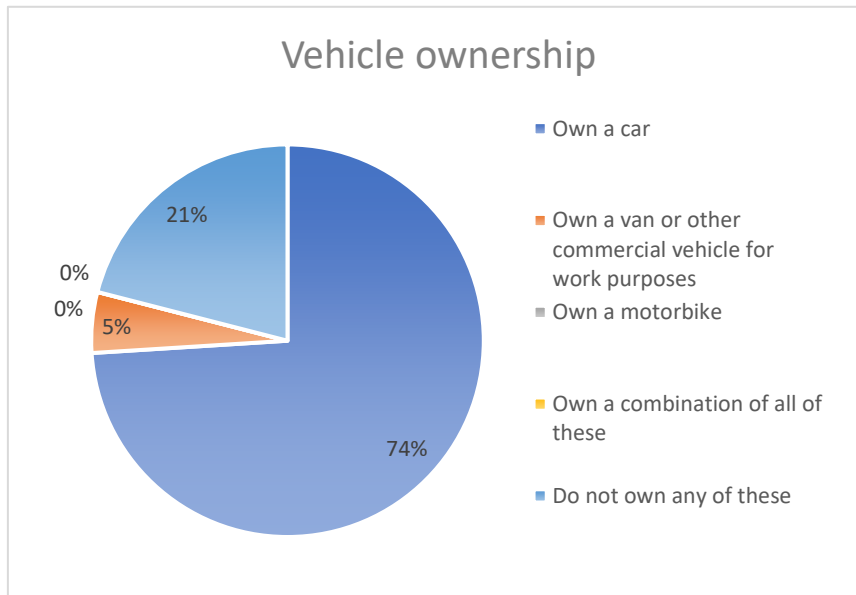
Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults

	No.	%
Much More	2	20%
Slightly More	0	0%
About the Same	6	60%
Slightly Less	1	10%
Much Less	1	10%
Total	10	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 (74%) own a car. In comparison to the 2011 Census (Output area level), about 61% of households within the Kemerton Road scheme boundary have access to a car or van, as opposed to about 39% that did not.



Figure 3-1: Vehicle Ownership amongst Respondents

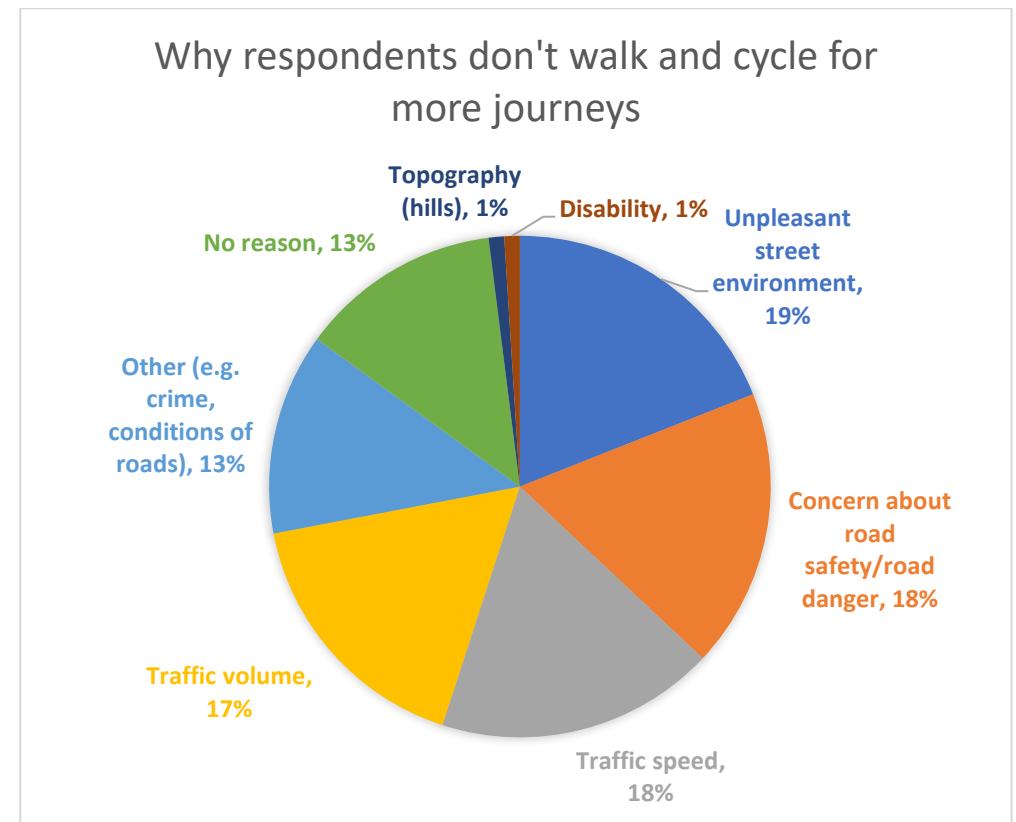


3.1.5 Those who answered yes to owning a car and/or motorbike (31) were also asked if they also walk, cycle or use public transport for some of their journeys, where 94% (29) answered that they did.

3.1.6 Further, respondents were asked; ‘What (if anything) stops you from walking and cycling for more journeys in and around Addiscombe?’. The most common reason for not walking and cycling in and around Addiscombe is the ‘unpleasant street environment’, whereby 19% of

respondents selected this category. This is followed closely by ‘concern about road safety/road danger’, with 18% selecting this category, and 18% also selected ‘traffic speed’.

Figure 3-2: Why Respondents Don’t Walk and Cycle for More Journeys





4 Feedback on the Temporary Scheme

4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 32 of the responses received through the online engagement were from people who live within the scheme boundary to the temporary neighbourhood, and 10 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 existing Addiscombe CHN (Kemerton Road) temporary scheme, the majority of those who live within the scheme boundary (80%) held negative views towards the scheme, with only 20% having a positive attitude. For those who live outside of the scheme boundary, 30% expressed a negative stance on the existing temporary scheme, while 50% expressed a positive stance.

Table 4-1: Attitudes of the Existing Addiscombe – Kemerton Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	22	73%	2	20%
Slightly do not support	2	7%	1	10%
Neutral	0	0%	2	20%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Slightly support	3	10%	2	20%
Strongly support	3	10%	3	30%
Total	30	100%	10	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 26% of those who live within the scheme boundary felt negatively towards the current temporary scheme, with 64% feeling positive. For those who do not live within the scheme boundary, the majority (50%) felt positive about the temporary scheme in its current format, with 30% feeling negative.

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	7	23%	2	20%
Negative	1	3%	1	10%
Neutral	3	10%	2	20%
Positive	17	57%	4	40%
Very Positive	2	7%	1	10%
Total	30	100%	10	100%

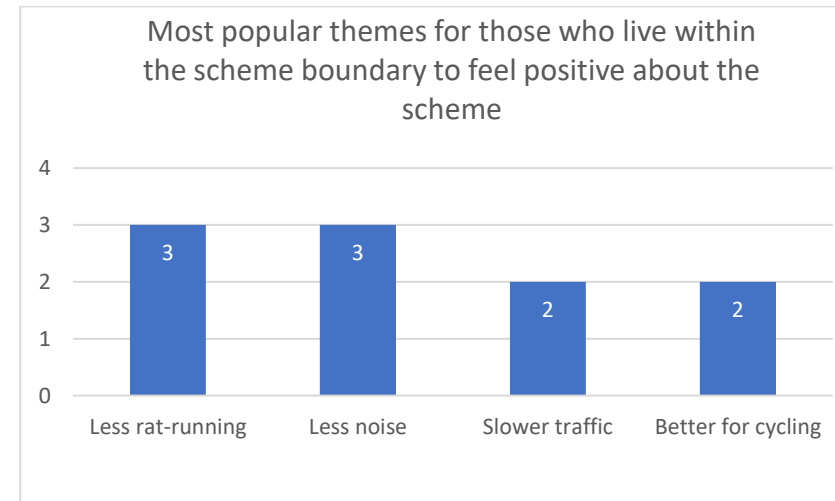


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme results in less noise (5)
- The scheme makes the area safer (3)
- There is less rat-running (3)
- The scheme is better for cycling (3)

4.1.5 Six out of the 30 respondents who live within the scheme boundary said they feel positive about the 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 who live within the scheme boundary are that the scheme results in less rat running (3) and that it makes less noise (3).

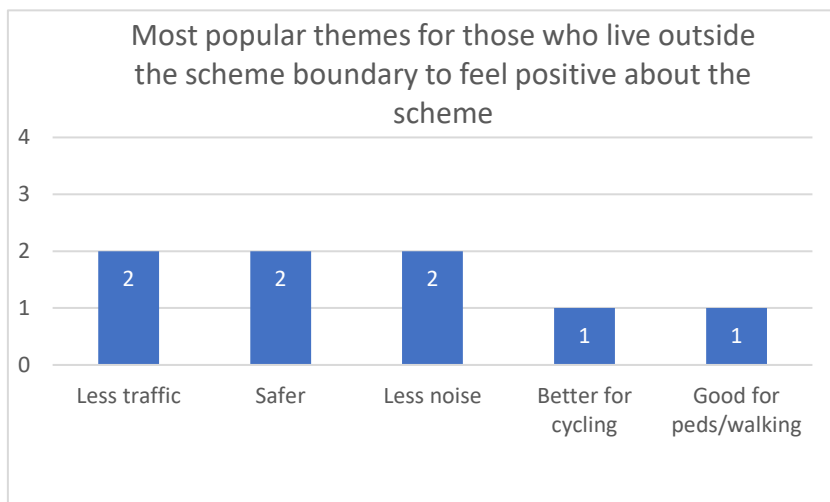
Figure 4-1: The Most Popular Themes for Those Who Live Within The Scheme Boundary to Feel Positive about the Scheme



4.1.6 The 5 respondents who stated that they feel positive towards the scheme and who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme makes the area safer (2), that it makes the area have less traffic (2) and less noise (2) as shown in **Figure 4-2**.



Figure 4-2: The Most Popular Themes for Those Who Live Outside of The Scheme Boundary to Feel Positive about the Scheme



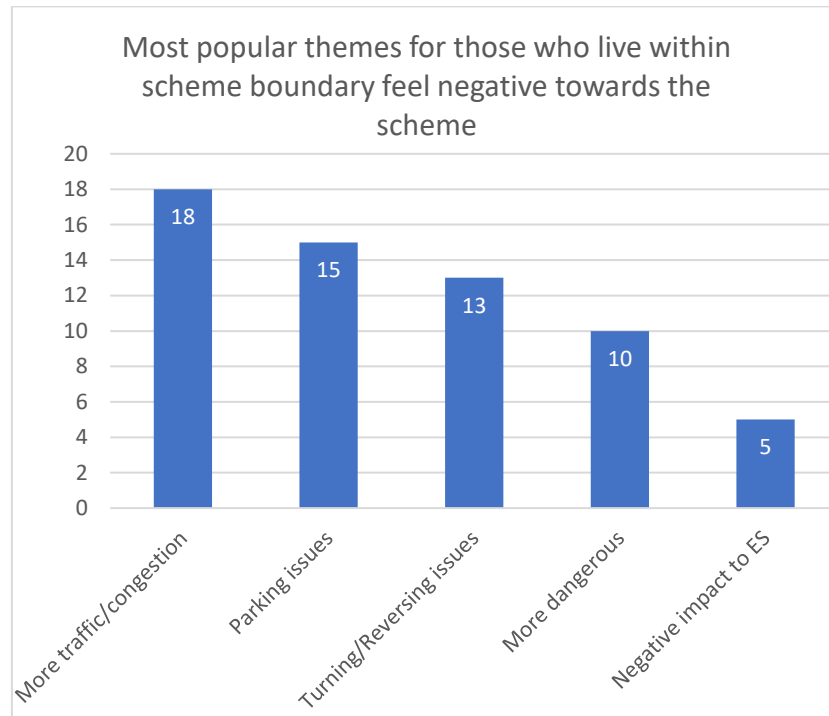
4.1.7 The most popular themes for feeling negative towards the scheme were:

- The scheme results in more congestion (19)
- The scheme results in parking issues (16)
- The scheme results in turning/ reversing issues (13)
- It makes the area feel more dangerous (11)
- The scheme causes a negative impact on emergency services (6)

4.1.8 24 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-2**), the results for their most frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes for those who live within the scheme boundary are that it would cause more traffic (18), that it would cause parking issues (15) and that it would cause turning / reversing issues (13).



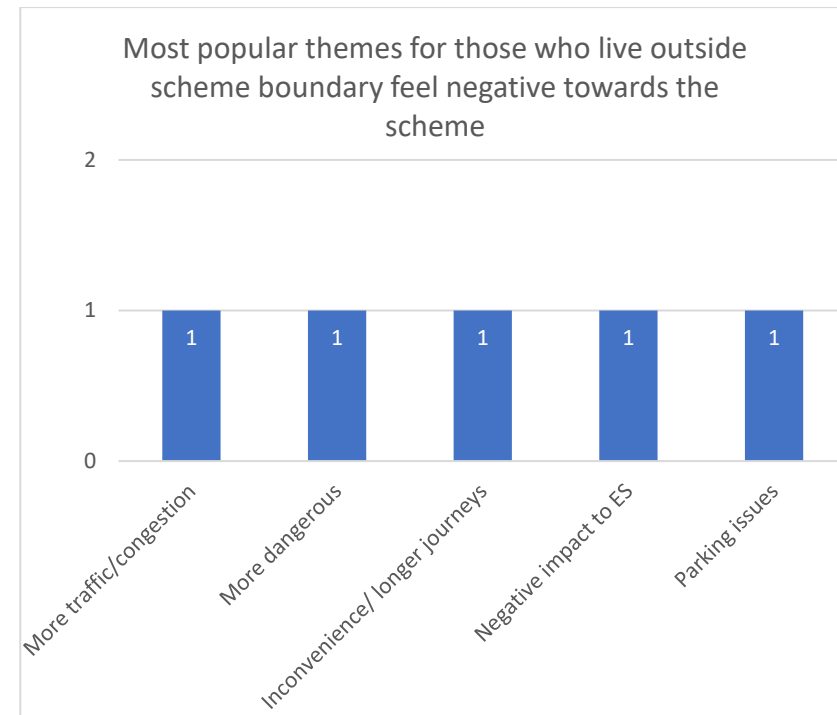
Figure 4-3: The Most Popular Themes for Those Who Live Within The Scheme Boundary to Feel Negative about the Scheme



4.1.9 The three respondents who stated that they feel negative towards the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic / congestion on the main roads / wider road network (1), that is more dangerous

(1), would be an inconvenience causing long journeys (1), that it would have a negative impact on emergency services (1) and that it would cause parking issues (1), as shown in **Figure 4-4**.

Figure 4-4: The Most Popular Themes for Those Who Live Outside of 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, 72% thought the impacts are worse, with 13% think the impacts are better. Whereas, the majority of those (605) who live outside the scheme boundary perceive the impacts as the same as before.

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

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Better	4	13%	2	20%
About The Same	5	16%	6	60%
Worse	23	72%	2	20%
Total	32	100%	10	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, 72% of those who live within the scheme boundary said it is worse than before, as opposed to 16% thinking it is better. However, for those who live outside the scheme boundary, 40% stated that road safety is better than

before the scheme was put into place, while another thought it is the same, as shown in **Table 4-4** below.

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	5	16%	4	40%
About The Same	4	13%	4	40%
Worse	23	72%	2	20%
Total	32	100%	10	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, most of them rated the conditions as being the same (44%), or worse than before (44%). 70% of respondents who live outside the scheme boundary reported that the conditions for walking, cycling and scooting have remained around the same since the scheme came into place, the remaining 30% stated it was 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	4	13%	3	30%
The Same	14	44%	7	70%
Worse	14	44%	0	0%
Total	32	100%	10	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 Kemerton Road with a lockable bollard for emergency service access.
- 5.1.2 The result of this question is shown in **Table 5-1** below and it is clear that the majority of both those who live within the scheme boundary disagree with replacing the planters with a lockable bollard on Kemerton Road, with 80% disagreeing. 30% of those who live outside the scheme boundary also disagree.

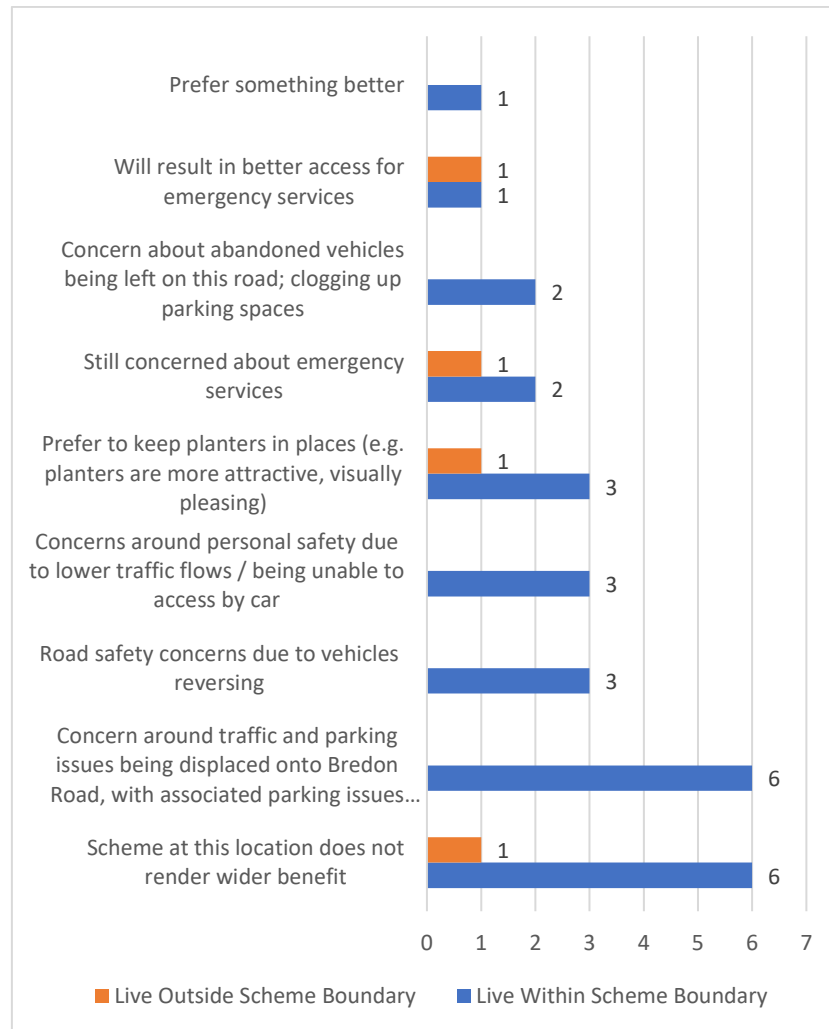
Table 5-1: Opinions regarding Replacing Existing Planters with Fold-down, Lockable Bollard

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	21	70%	3	30%
Disagree	3	10%	1	10%
Neutral	3	10%	3	30%
Agree	1	3%	3	30%
Strongly Agree	2	7%	0	0%
Total	30	100%	10	100%

- 5.1.3 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 31 coded responses, seven (23%) stated concerns about traffic and parking being displaced onto Bredon Road, six (19%) reported concerns about road safety due to vehicles reversing.
- 5.1.4 Aside from the general reasons for opposing low traffic schemes, four (13%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers from access.



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. 25 suggestions were received and coded, of these the most frequently mentioned suggestion was cleaning the streets and/or tackling fly-tipping and littering, 6 (24%) respondents suggested this. Following this, 4 (16%) respondents would be interested in seeing better speed enforcement, with another 4 (16%) suggested more trees and greenery.

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

Coding Category	No.	%
Cleaning the streets/ tackling fly-tipping and littering	6	24%
Better speed enforcement	4	16%
More trees and greenery	4	16%
Change on parking Permits/zone Extents	3	12%
Introducing one way system	3	12%
Other traffic management	3	12%
Personal safety & tackle anti-social behaviour/police presence	3	12%
Improve/ reduce costs of public transport	3	12%
Other suggestions	3	12%



Coding Category	No.	%
Add/change location of closure	2	8%
Enforce traffic rules against cyclists and/ or e-scooter users	2	8%



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 for the existing and proposed changes to the Addiscombe CHN measure on Kemerton Road.

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. 60% of respondents stating that the extent of walking, cycling and scooting they do now has remained about the same, with 20% each stating that they are doing either more or less. When asked why they would choose not to walk, cycle or scoot, 18% said they would not because of concerns about road safety/road danger and traffic speeds.

Views about the Temporary Scheme

- 6.2.2 When asked their views on the current temporary scheme, the majority (67%) does not support the existing scheme, with 80% of those who live within the scheme boundary against it and 30% of those who live outside the boundary.
- 6.2.3 The most common reason for the local respondents disliking the current temporary scheme was 'more traffic and/or congestion' with 75% of those who live within the scheme boundary and hold negative stance mentioning this in their explanation.
- 6.2.4 For the three respondents who live outside the scheme boundary and displayed negative views of the existing scheme, their comments are about issues such as 'inconvenience/ longer journeys' and 'negative impact to emergency services'.
- 6.2.5 Despite this, 20% of those who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for supporting the existing scheme for them is that it reduces rat-running and creates less noise.
- 6.2.6 Majority of those who live within the scheme boundary perceive the scheme's general impacts to be worse (72%).



For those who live outside the scheme boundary, 60% rated the impacts as the same as before.

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

6.2.7 For the question regarding changing the existing planter closure to a lockable bollard, the majority disagree with this change. It is opposed by 80% of those who live inside, and 40% of those who live outside the scheme boundary.

6.2.8 When asked to explain why the respondents agree or disagree with replacing the planters with a lockable bollard, the main reasons for those who disagreed was because they do not think a scheme at this location could render any wider benefits, or due to concerns about traffic and parking issues being displaced onto Bredon Road. Some also mentioned that they prefer to keep the planters as they are more visually pleasing. For those who agreed with replacing the planters with a fold-down, lockable bollard, the main explanation was that they would provide better access for emergency vehicles.

6.3 What Does it Mean?

6.3.1 The response to the engagement suggests that neither those who live inside or outside the scheme boundary support the

existing temporary measures of the planters on Kemerton Road.

6.3.2 From coding the respondents' explanations, it is clear that the scheme resulting in more traffic and/or congestion to nearby areas is the dominant reason for feeling negative about the scheme, and therefore people do not support changing it to a lockable bollard either.

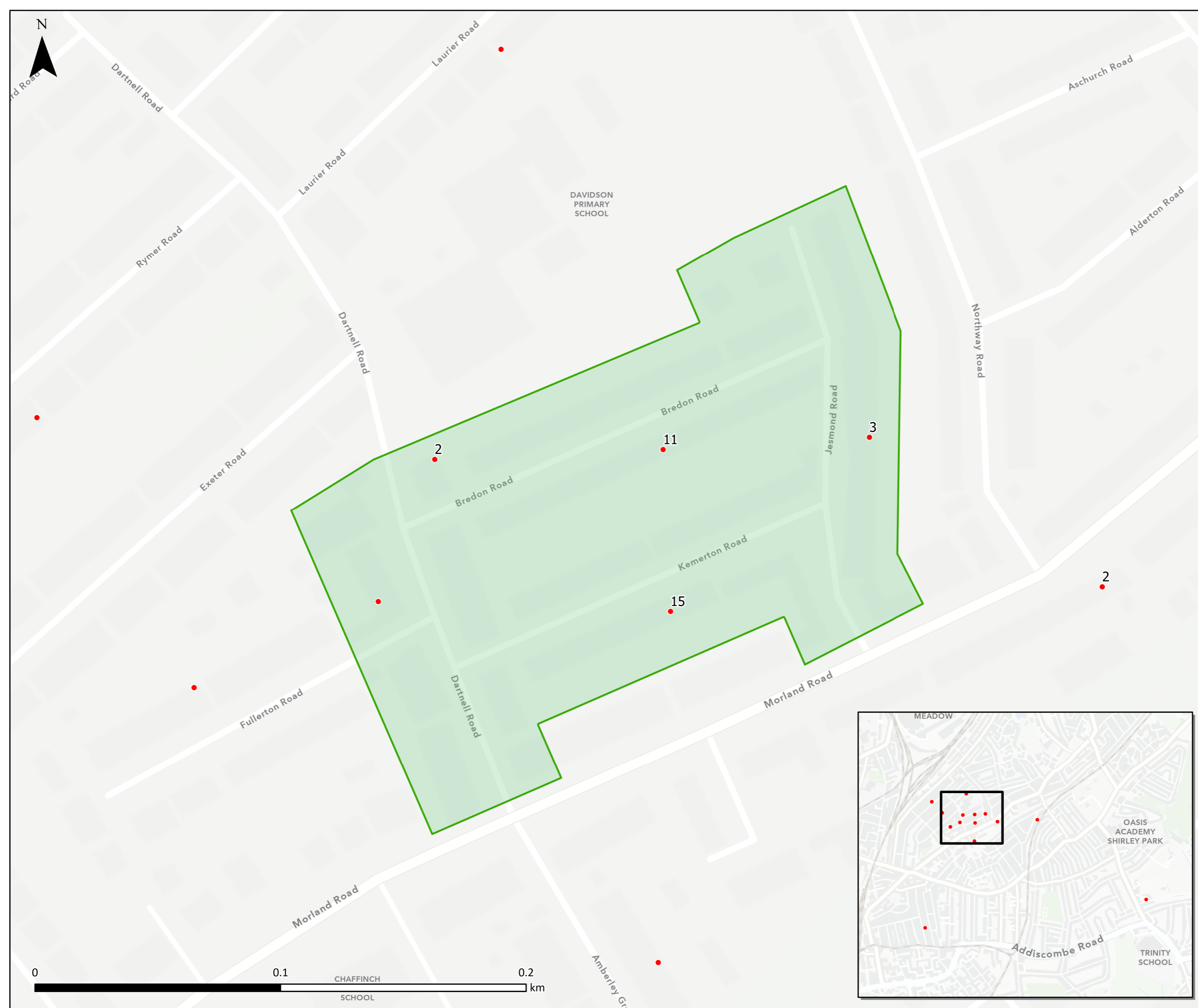
6.3.3 Many locals are concerned about traffic and parking issues being displaced to Bredon Road. There are also concerns about a lockable bollard being an unreliable method for providing emergency access.



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 clean the streets and/or tackle fly-tipping and littering (24%), better speed enforcement (16%), and to provide more trees and greenery (16%).

6.3.5 Due to under-representation of response from certain demographic groups, the low response rate, 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 (Kermerton 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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 PROJECT

Croydon HN
 Pre-consultation Engagement
 TITLE

TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (KERMERTON ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:1,400	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_5	A		

CROYDON HEALTHY NEIGHBOURHOODS

Paper by

Shape Better Streets

Croydon Cycling Campaign

Croydon Living Streets

Cypress School Cycling Club

October 2021

Healthy neighbourhoods schemes work: indeed they are the only demonstrably practical and successful way of promoting active travel

The evidence from elsewhere in London, and indeed internationally, is that using modal filters to exclude through motor traffic from neighbourhoods is an extraordinarily powerful and cost-effective intervention. That evidence also shows that, far from increasing traffic on other roads, schemes tend, in fact, to reduce it across an area as a whole, with no increase in congestion on nearby main roads, indeed often reductions. They also result in increased active travel in all forms, walking and active mobility by disabled people, not just cycling. They have been transformative, in particular, for home-school travel, making the roads safer for children and parents to walk and cycle, and discouraging vehicle use. These benefits were seen in the Crystal Palace and South Norwood scheme, with hundreds of responses to the consultation reporting more active travel, and resident surveys suggesting a threefold increase in walking and cycling. Very recent analysis of collision data suggests that the Crystal Palace and South Norwood scheme, in its short existence, resulted in statistically significant reductions in injury collisions within the scheme area and on surrounding main roads.

By contrast, in nearly 18 months of local debate, opponents of schemes have not been able to offer any other practical and realistic means of achieving the same benefits. “Traffic calming” has been suggested, but it is not clear what this means in practice. Many streets in the current healthy neighbourhoods scheme areas have features including humps, cushions and speed displays, but these have not been successful in reducing vehicle numbers, enforcing safe driving or creating the feeling that active travel is safe and enjoyable. The other, likewise usually unspecific, category of proposals has been for public transport improvements. In fact, public transport across most of North Croydon is astonishingly good already, and TfL’s finances are extremely unlikely to allow for significant improvements. We would strongly support options like tram extensions, but they are not even on the drawing board, the costs would be huge, and they could not be completed for 10 years or more. In any event, the reductions in private car use needed to get to net zero require both more active travel as well as more use of public transport.

Decisions following consultation should not be a numbers game

It would be completely wrong to read the numbers of people apparently supporting or opposing schemes in an online consultation as a reliable indication of local public opinion, for a number of reasons:

- We have not seen the figures for the summer 2021 consultations, but if experience of the 2020 Crystal Palace/South Norwood consultation and participation in similar consultations generally is anything to go by, responses are likely to be seriously unrepresentative of the community as a whole – older, more affluent, more likely to own and use a motor vehicle, less likely BAME. Consultations of this kind tend to exclude sections of the community, including the oldest people and children, whose voices really should be heard on issues of this kind.
- Aside from sending out consultation letters and material posted on its website, the council has done nothing to explain and promote its proposals. Its materials have failed to address clearly likely concerns and misconceptions.
- Open Our Roads, in its leaflets and on the doorstep, has lied about the proposals, in particular claiming that cabs, delivery and visiting vehicles could not enter healthy neighbourhoods, that residents would have to pay for permits, and the council’s real

intention is to generate revenue from fines. The council did nothing to rebut these lies, and, despite our efforts to counter them, they must have affected some residents' response.

- We know from elsewhere, for example Hackney, Newcastle and Cambridge, that opponents of active travel schemes game and manipulate online surveys. Councils have discovered multiple responses, running into the thousands, from the same IP addresses, overwhelmingly expressing opposition to schemes. Responses are submitted from far and wide.
- Professionally conducted polling, in London and nationally, has been consistent in suggesting that the majority of people support healthy streets and active travel schemes.

The Government has made clear in its guidance to councils that simple majorities of respondents in consultation surveys opposing schemes are not by themselves good reason for ending them. The council itself recognised this in its decision to proceed with a revised scheme in Crystal Palace and South Norwood. Other councils, including Southwark and Hackney, have taken the results of local consultations as only one element in their decision-making, alongside the quality of the arguments of supporters and opponents, and objective evidence of the impacts of schemes.

There is no credible Plan B

If the council scraps the current schemes, what next? As we have argued above, there is no obvious effective and workable means of achieving the same combination of environmental and public health benefits. We strongly suspect that opponents of the current schemes, whatever they may say from time to time, would not in fact engage in any serious debate about different ways of achieving the council's objectives. In fact they are likely, in concert with the current opposition, with which they are closely aligned, to push back further on such issues as school streets and 20 mph limits.

However, even if other options were found after some further process of community engagement, the council would have no means to deliver them. It goes without saying that the council's current financial position means it is dependent on external funding for any projects in this territory. The Government and TfL have made clear that they will not provide funding for councils which have removed active travel schemes and may even demand repayment of funding already provided. Ealing Council, for example, which removed schemes on the basis of crude numbers supporting and opposing them in an online survey, has been excluded from any future funding. So the council's ability to make any practical progress is likely to be non-existent.

Funding aside, scrapping schemes on the basis of a very unreliable reading of local public opinion, ignoring the substantive benefits, would fatally undermine the other necessary basis for making progress, the confidence and support of local stakeholders, London and national government – which is at a premium because of the council's wider reputational standing. All would read a decision of this kind as suggesting the council is not serious or lacking in the capability to make progress, with repercussions for its credibility well beyond this specific issue.

A further phase of public engagement is the right approach

The correct lesson to draw from the process over the summer, and indeed the autumn 2020 process in Crystal Palace and South Norwood, is that the council needs to raise its game significantly in the way it explains and promotes its position, works with community stakeholders, and engages all parts of the community. A citizen's assembly or similar approaches could be a productive element in that next stage.

Unfortunately the approach so far has been characterised by poor communication, initially and in response to misinformation and misperceptions, and a lack of practical engagement with local organisations and campaigns, and outreach to sections of the community whose voice tends not to be heard through formal consultation processes, especially children, less affluent older people, BAME communities and marginalised groups. We ourselves put forward ideas about improvements to the council's consultation proposals to which we have received no response, and meetings we have suggested about a range of issues, including data, have not taken place. It is deeply disappointing that the council has not in recent months even been willing to meet with local campaigners who have endured vandalism, abuse, hacking of email and even death threats while trying to explain and promote schemes which the council itself has done so little to present positively.

Despite our unhappiness about the way the process has been handled so far, we would be prepared to work alongside the council, using channels we have, for example to community groups working on mental health and active travel in BAME communities, to improve the extent and quality of engagement around schemes. Taking the council's evidence and data and ours together, we suggest there is scope to significantly improve the presentation of the facts on the impact of schemes.

Croydon Healthy Neighbourhoods

Consultation response

Holmesdale Road

Albert Road



**SHAPE
BETTER
STREETS**

**CROYDON
CYCLING
CAMPAIGN**



Part of the London Cycling Campaign

Who we are

Holmesdale Community Action Group is a community group bringing neighbours together who are dedicated to making our local area a safer, cleaner, and better place to live.

Shape Better Streets is a resident campaign supporting the principle of a Low Traffic Neighbourhood in Crystal Palace and South Norwood. Our website address is: <https://crystalpalaceltn.org/> and our email address is CrystalPalaceLTN@gmail.com.

Croydon Climate Action is a group of activists who work with our local Council, businesses, schools, communities, and other green groups to help mitigate the impacts of climate change on a local level through lobbying and raising awareness of issues.

Croydon Cycling Campaign is a group of Croydon locals who want to see Croydon transformed into a city that is welcoming to cyclists of all ages and abilities. We work with the council to encourage high quality provision for cycling, organise rides and socials and campaign tirelessly for a real cycling revolution.

Croydon Living Streets is a group of volunteers working to make every day walking safer, easier, and more enjoyable across our community.

Key points

- The climate crisis, national and local policy all call for a local approach based on reducing private vehicle use and the air quality, noise, and traffic danger it creates, to make neighbourhoods safe and pleasant and encourage active travel. Recent government guidance has reinforced the importance of tackling excessive motor vehicle use and encouraging active travel.
- The Council should continue to implement and refine Healthy Neighbourhoods unless there is strong evidence that any harms significantly outweigh the benefits and cannot be mitigated by changes to the scheme.
- The two neighbourhoods featured in this response are both majority BAME, lower income neighbourhoods, with almost half of households not owning a vehicle. There are several schools in the Albert Road neighbourhood. There are therefore particularly strong equalities arguments for tackling the pollution and road danger caused by rat-running.
- The temporary changes to Holmesdale Road implemented in 2020 were a necessary response to the previous steady increase in its use as a rat-run. The volume and frequent dangerous and illegal behaviour of drivers was both harming residents and unacceptable for what is supposed to be a safe cycle route alternative to busy and dangerous nearby main roads.
- The geography of the Albert Road neighbourhood, and the longstanding modal filter in Regina Road, stopped its streets being used by through traffic. Nevertheless, the temporary measures introduced in 2020 were a justifiable response to frequent speeding and other dangerous behaviours by drivers accessing the area. Such driver behaviour was unacceptable both for residents and users of the cycle route running through the neighbourhood from Sunny Bank to Spring Lane, and on to Addiscombe and East Croydon.
- Our headline response to the consultation is as follows:
 1. The temporary measures have been highly effective in improving the tranquillity, air quality and safety of the two neighbourhoods. However, the limited scope of the Holmesdale Road measures has left residents, and users of the Holmesdale Road cycle route, still exposed to high volumes of north-south rat-running.
 2. The Council should continue and build on the current restrictions to motor traffic movement in the two neighbourhoods. To abandon the schemes would once again expose both residents and cycle route users to air and noise pollution and traffic danger.

However:

3. There is no need to replace the planter filters on Albert Road with ANPR. The planters are more effective in enforcing a quiet and safe neighbourhood. The minimal distances involved in diverting around the planters mean that little would be gained from ANPR in terms of emergency service or resident access.
4. The experimental scheme proposed for Holmesdale Road is insufficiently ambitious. The Council should retain the current three planter locations for the time being and engage with the community on a scheme which will protect all streets in the neighbourhood from rat-running traffic. Such an ambitious scheme could well retain planter filters in more locations than the west side of Park Road.

5. Through the proposed experimental period and beyond, the council needs to develop effective measures to address the safety of main roads on the edge of the two schemes, for the benefit of residents and to provide continuity for cycling routes. In particular, there is a need to improve cycle and pedestrian safety at Goat House Bridge, Spring Lane and Park Road, and address speeding and other dangerous driver behaviour on the latter. We also urge the council to work with community organisations in promoting understanding of the opportunities for cycling and walking in Healthy Neighbourhoods.
- Clams in the leaflet distributed by Open Our Roads are unsupported by evidence and in some cases completely false.

Policy context

Our December 2020 submission on the Crystal Palace and South Norwood proposals explored the global, national, and local policy context within which decisions on streets and travel should be taken. The climate crisis, the need to combat unacceptable air quality, and the safety and economic impact of traffic congestion all make it imperative that the council takes bold and decisive action to reduce motor traffic and encourage active travel. The council's adopted plans and strategies on climate, air quality, public health and active travel all reflect this imperative. For more detail, please see our submission (<https://shapebetterstreets.org/2020/12/13/ltn-proof-its-needed-proof-its-working/>)

Since that submission, the policy case and evidence have continued to strengthen. On 30 July, the Department for Transport published further Network Management Duty Guidance, making clear the Government's expectation that highway authorities would continue to prioritise improvements for active travel. The guidance, and the accompanying Ministerial letter, made it clear that councils should keep schemes in place for long enough for their success to be properly evaluated, and should use robust methods to test public opinion. It made clear that funding for active travel, and funding for transport more generally, could be withdrawn if councils abandon active travel schemes without robust evidence.

The evidence base continues to strengthen. London councils, including Lambeth, Southwark, Hackney, Enfield, and Ealing, have all published analyses of traffic which suggest healthy neighbourhood schemes do not significantly lead to worse traffic on nearby main roads. Academic research has also been published debunking false claims often made about schemes. For example, studies show that schemes of this kind tend to benefit lower income and BAME people, they do not adversely affect emergency services response times, and they are not associated with increases in street crime.¹

The Government and others have published polling which suggests majority public support for reducing traffic and improving conditions for active travel.²

How the policy context should shape a decision

The weight of national, London and local policy points overwhelmingly to the need to reduce motor vehicle use and encourage active travel. It also points to the importance of creating low-traffic environments in which the air and noise pollution associated with excessive traffic is removed, and in which active travel is encouraged.

That does not, of course, justify persisting with a particular scheme if it does not achieve these objectives, or results in significant unintended adverse consequences. But it does point strongly towards only abandoning a scheme if:

- there is clear evidence that the harm outweighs the benefits;

and

- any harm cannot be addressed by modifications to the scheme.

In our view, the two South Norwood schemes:

- Have resulted in very significant benefits.
- Have caused minimal disbenefits. Claims which have been made about adverse consequences are, at best, exaggerated, and in some cases are not supported at all by the evidence.

However, the Holmesdale Road scheme, limited to filters on just one street, has not had a sufficient impact on traffic across the neighbourhood as a whole.

About the neighbourhoods

Geography

The proposed Albert Road Healthy Neighbourhood is bounded by rail lines and the Country Park to one side, and the A215 Portland Road on the other side. Vehicle movement to the east is not possible, and a longstanding modal filter in Regina Road prevents vehicle traffic from entering from or exiting to the A213 Penge Road. Before the additional filters were installed in 2020, it did not therefore experience through traffic in the fullest sense of the term. However, there was a tendency for traffic to use Albert Road, in particular, for access, rather than entering or leaving the neighbourhood via the shortest route from Portland Road. Residents experienced significant speeding and other anti-social driving behaviours.

Action to reduce traffic on Albert Road, in particular, was justified because:

- It is typically heavily parked up, and there is insufficient width for opposing vehicles to pass.
- There are two primary schools and a secondary academy in the neighbourhood. With the streets in the neighbourhood also providing access to the Croydon Arena and the Country Park, they are heavily used by children and young people.
- The limited available road width is unpleasant and hazardous for cycling when there are also high volumes of motor vehicles, some of them driven irresponsibly. Yet Albert Road (with Estcourt Road, Eldon Park, Lincoln Road and Regina Road) is a designated cycle route, which should be offering a safer and more pleasant environment for cycling than Portland Road, which is dangerous and unpleasant.

The proposed Holmesdale Road Healthy Neighbourhood is bounded by the A215 South Norwood Hill, the A213 South Norwood High Street/Selhurst Road, and the B classified Whitehorse Lane. Park Road (a borough classified road) runs through it. Before filters were installed on Holmesdale Road in 2020, streets in the neighbourhood were heavily used by rat-running drivers. Action to reduce traffic was justified because:

- Almost all streets in the neighbourhood are heavily parked up with insufficient remaining width for opposing motor vehicles to pass.
- Air and noise pollution, and traffic danger, adversely affected people living in the neighbourhood.
- Holmesdale Road is a designated cycling route which should provide a pleasant and safe alternative to Whitehorse Lane and the A213, neither of which are pleasant roads for cycling. Yet it was made unpleasant and dangerous for cycling both by traffic rat-running along it, and crossing traffic on the north-south roads.

Demography

Figure 1 shows key demographic information.³ Both neighbourhoods have 5-6,000 inhabitants. Both are majority-minority and generally lower income neighbourhoods, with owner-occupation only at 50% or so, and within the 30% most deprived neighbourhoods in England. 40-50% of residents do not have a car.

Figure 1: Key demographic information

	Population	% non-white	% car owning	%Tenants	Deprivation*
Albert Road	5,900	56	57	46%	2-5
Holmesdale Road	5,100	61	53	50%	2-5

* 1= highest deprivation, 10=lowest deprivation

Neither neighbourhood is therefore at all a “small, wealthy, white, enclave”, as opponents of LTNs often claim.

Our views on the Council's proposals

Albert Road

The measures taken in 2020 to reduce excessive and anti-social traffic and make Albert Road and adjoining streets safer and more pleasant for active travel have been successful. While we are not aware of any formal monitoring, members of our organisations who live in and pass through the area report:

- A significant reduction in traffic, along Albert Road especially.
- A particularly significant and welcome reduction in speeding and other anti-social driving behaviour. Breaking Albert Road into sections prevents it being used to build up speed over a distance.
- More walking and cycling, supported by resident perceptions that the area is safer and more pleasant. Older people, for example, report feeling safer when they are out and about on foot, and they are therefore walking more.

We therefore support the Council's proposals to implement an Experimental Traffic Order, retaining modal filters at the current locations.

However, **we urge the Council to consider further whether it is really necessary or the best option to replace the current two sets of planters in Albert Road with ANPR filters.** The planters are an attractive feature in the streetscape. By completely preventing motor vehicle movement, they are a better means of creating complete safety from motor traffic than ANPR filters open to permit-holders, and not offering any physical obstruction to drivers willing to pass through them illegally. It is probable that drivers willing to pass through such filters by, for example, covering plates or using false registrations, would also tend to drive dangerously. Retaining fixed filters would make only a very marginal difference to emergency service access, and would not extend journey times or distances materially for residents. An experimental scheme based wholly on fixed filters would not involve the bureaucracy and potential confusion of a scheme requiring electronic permits.

Holmesdale Road

The measures put in place in 2020 have been successful, insofar as they prevent drivers from using Holmesdale Road as a through route between South Norwood Hill and Park Road, and on towards Selhurst. This has liberated residents of the street from the previous unacceptable levels of air and noise pollution, and traffic danger. It has greatly improved the safety and attractiveness of Holmesdale Road as a cycling route.

However, the 2020 measures fell far short of a full Low Traffic or Healthy Neighbourhood. They have not prevented north-south rat-running on Dixon Road, Oliver Grove, Whitworth Road and Clifton Road, streets not at all suitable for high volumes of traffic. The continued use of these streets by drivers passing through results in continued noise and air pollution, damage to parked vehicles, and disturbance from drivers getting into confrontations. It also makes the Holmesdale Road cycle route less safe than it should be, because of crossing vehicle movements, too often at high speed and disregarding junction priorities. The 2020 measures have done nothing to improve conditions on Park Road,

which remains a hostile environment for walking and cycling, with no features enforcing adherence to the posted, but almost wholly disregarded, 20 mph speed limit.

In response, the Council has proposed an additional filter, on Elm Park Road. While helpful, by itself this would not stop north-south rat-running through the neighbourhood. We also have concerns about the replacement of the current planter filters on the east side of the Park Road junction, and at the Oliver Grove junction, with ANPR filters. Like the similar proposals for Albert Road, we do not see that the benefits, in terms of emergency service and resident access, would be more than marginal. Set against that, they would result in more traffic using Holmesdale Road, including drivers illegally chancing passing through the filters. A scheme without ANPR would both be safer and avoid the bureaucracy and potential confusion of ANPR.

We do not believe the current proposals are ambitious enough. They do not seem to us to go far enough towards creating a tranquil and safe environment for residents and for people cycling and walking through the neighbourhood. We therefore urge the council to leave in place, for the time being, the current filters on Holmesdale Road, and instead to engage further with residents and local organisations on a stronger design.

We suggest the following agenda items for this engagement:

- The positioning of additional filters to prevent north-south rat-running through the neighbourhood.
- Case by case, whether fixed or ANPR filters are most appropriate for each location.
- How to improve safety on Park Road, especially at the junction with Holmesdale Road, where pedestrians and cyclists need to cross.
- Whether the scheme would be better conceived as two neighbourhoods, east and west of Park Road. If the scheme does involve ANPR, an increase in resident traffic on Holmesdale Road would be mitigated by allowing drivers only to use the sections of Holmesdale Road to the east and west of Park Road respectively.

Beyond the two neighbourhoods

In this section of our response, we encourage the Council to consider how the two schemes fit into a wider strategy for active travel in Croydon and adjoining areas. The council needs to consider the improvements needed on main roads and elsewhere to link the two schemes with other schemes to provide useful corridors, and how to increase awareness of how these and other schemes make it much safer and more attractive to walk and cycle, and therefore to switch from driving for many journeys.

Despite the welcome active travel improvements implemented over the last 18 months, Croydon generally remains a poor environment for active travel. It is 23rd out of 33 London boroughs in the 2021 Healthy Streets Scorecard.⁴ Before the pandemic, sustainable modes accounted for just 51% of trips, compared with 65% in a comparable outer borough, Waltham Forest. Just a third of adults walk five or more times a week, and, pitifully, just two per cent of adults cycle five or more times a week.

To improve, Croydon needs not just to implement individual Healthy Neighbourhoods and main road schemes, but consider how they fit together into a bigger picture.

So far as these two schemes are concerned, crucial issues to consider are:

- The main road crossings where these neighbourhoods join others – the crossing of South Norwood Hill between Holmesdale Road and Southern Avenue, of Goat House Bridge from Lancaster Road to Sunny Bank, and of Spring Lane from Estcourt Road to Woodside Road. (We also note above the need to make the junction of Holmesdale Road and Park Road safer.)
- Improving connections from the northeast part of the borough to the town centre. Once the planned Crystal Palace and South Norwood Healthy Neighbourhood is implemented, there will be good cycling routes away from main roads from Crystal Palace and South Norwood towards the town centre, one via Albert Road and Woodside towards Lower Addiscombe Road, and the other via Holmesdale Road. However, there remain significant “missing links”: the route from Lower Addiscombe Road to East Croydon is roundabout and not intuitive; worse, the environment for cycling southwest from Selhurst station is extremely poor: Dagnall Park, Northcote Road, Gloucester Road and Sydenham Road are all currently very unpleasant and dangerous cycling environments.
- In co-operation with Bromley Council, how to improve links between South Norwood, Elmers End, Penge and Beckenham. For different reasons, the footway tunnel from Love Lane to Marlow Road, the route through Beckenham Cemetery, and the Country Park paths are unsatisfactory, the latter if only because in parts they are under water at times in winter!
- How to increase awareness of the improved environment for walking and cycling created by the council’s recent improvements. The current programme of second-hand bike events is welcome, but knowledge of good cycling and walking routes remains very low. Our organisations would be happy to work alongside the council on this.

Local campaigning against active travel schemes

Local opponents of the two proposed schemes have distributed a thoroughly misleading leaflet. It makes five claims, none of which are correct, as we set out below:

Claim	The Facts
“Worse air quality – caused by traffic gridlocking surrounding roads”	The claim this has been the consequence of similar schemes in Waltham Forest is completely false . The Waltham Forest schemes have reduced air pollution on 90 % of the borough’s streets without worsening it on the main roads. ⁵
“Hours of unremitting traffic on surrounding roads”	There is no evidence the schemes currently in place in the two neighbourhoods have led to worse traffic. Heavy traffic is caused by the over-use of private cars for journeys which could be undertaken by other means.
“Making the lives of the elderly and less able more difficult”	People who need to use vehicles for mobility and other reasons still have access to all streets and addresses without having to pass through a filter. Older and less able people are less likely than the general population to have access to a vehicle. Their lives are made more difficult by hostile street environments, for example excessive volumes of traffic making it difficult to cross the road. ⁶
“Local lives being put at risk”	The real safety issue is excessive traffic on minor roads not designed to carry it: Injury risk for pedestrians and cyclists is greater on minor roads than main roads. ⁷ Evidence from Waltham Forest and elsewhere is of no impact on emergency service response times and no increase in street crime. ⁸ The notion that speeding traffic makes streets safer is ludicrous.
“Unfair fines”	There is nothing unfair about fines for contravening clear traffic signs and road markings – especially as the council has sent out warning letters ahead of formal enforcement.

In both neighbourhoods, there have been repeated acts of vandalism against the planters, which have, in some cases, required the council, at additional cost, to reinforce the filters. Posters put up by our supporters have been torn down. Scheme opponents have posted dishonest claims on local social media, and abused and threatened people who challenge them.⁹

References

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- ¹ *Gear Change: One year on review*, Department for Transport, 30 July 2021
<https://www.gov.uk/government/publications/gear-change-one-year-on-review>
- ² *Public attitudes towards traffic, road use and low-traffic neighbourhoods*, Department for Transport, 30 July 2021
<https://www.gov.uk/government/publications/public-attitudes-towards-traffic-and-road-use>
- ³ Derived from Ministry of Housing, Communities and Local Government, Index of Multiple Deprivation, and London Datastore, Super Output Area Population (LSOA, MSOA), London
- ⁴ *2021 Scorecard results overview*: <https://www.healthystreetsscorecard.london/results/>
- ⁵ *Air Quality: concentrations, exposure and attitudes in Waltham Forest*, David Dajknak et al, King's College London, p7-9
- ⁶ *Active travel and mid-life: Understanding the barriers and enablers to active travel*, Centre for Ageing Better, August 2021, p15-17; *Pave the Way, Transport for All*, January 2021, p 47-52
- ⁷ *Motor traffic on urban minor and major roads: impacts on pedestrian and cyclist injuries*, Rachel Aldred, *Municipal Engineer*, March 2019
- ⁸ *The Impact of Introducing a Low Traffic Neighbourhood on Fire Service Emergency Response Times, in Waltham Forest, London*, Anna Goodman, Anthony Laverty and Rachel Aldred, *Ideas*, 2020; *The Impact of Introducing a Low Traffic Neighbourhood on Street Crime, in Waltham Forest, London*, Anna Goodman and Rachel Aldred, *Findings*, February 2021
- ⁹ *Residents concern as South Norwood's 'culture war' turns toxic*, Inside Croydon, 24 August 2021
<https://insidecroydon.com/2021/08/24/residents-concern-as-south-norwoods-culture-war-turns-toxic/>

Appendix 8c Additional Email Submissions

1. **Covering Email to the ‘Croydon Healthy Neighbourhoods Consultation Response: Holmesdale Road, Albert Road’ in this appendix.**

From:

Sent: 24 August 2021 16:52

To: Ali, Muhammad

Subject: CROYDON HEALTHY NEIGHBOURHOODS

Dear Muhammad

On behalf of Holmesdale Community Action Group, Croydon Living Streets, Croydon Climate Action, Croydon Cycling Campaign and Shape Better Streets, I attach a submission to the Council’s consultation on the Albert Road and Holmesdale Road Healthy Neighbourhoods schemes.

The headlines are:

- We support healthy neighbourhoods in both these locations.
- We support the Council’s proposals for Albert Road, but would ask you to consider retaining planters, rather than installing ANPR, at the filter locations in Albert Road.
- The Council’s proposals for the Holmesdale Road neighbourhood are not ambitious enough. They risk missing the opportunity to bring about a real transformation in safety and quality of life. We would ask you to retain the current scheme and work with local residents and organisations on improved proposals for a new ETRO.
- There is a need to set the two schemes and the others in place and proposed in the context of a clear borough-wide strategy for active travel and safer streets, including better links across main roads between healthy neighbourhoods, and more promotion of active travel routes. Our organisations stand ready to work with the council on bring this about.

Would it be possible for representatives of our groups to meet you before you make decisions on these schemes?

Kind regards

2. **Email from the Homesdale Community Action Group**

From:

Sent: 27 October 2021 21:37

To:

Subject: CROYDON HEALTHY NEIGHBOURHOODS - REQUEST FROM RESIDENTS AND STAKEHOLDERS FOR A MEETING WITH COUNCIL REPRESENTATIVES

Dear Muhammad, Hamida, Clive, Patsy and Louis,

I'm contacting you further to the emails from Croydon Living Streets and Martin Wheatley (both below) regarding the Holmesdale Road and Albert Road LTNs. We are asking to meet with you as soon as possible to discuss why we believe it is imperative for the Council to continue to promote healthy neighbourhoods in South Norwood. We represent residents who support the South Norwood LTNs, as well as those who have come to rely on Holmesdale and Albert Roads as safe routes for active travel through our borough.

As is often the case when introducing change, it is negative voices that tend to dominate the debate to the detriment of all others. We fear this is what has happened in South Norwood. The many beneficial impact the LTNs have had on our local community have been overshadowed. We want to share these positive experiences with you before any final decisions are made on the future of South Norwood's LTNs.

I speak as a founder member of Holmesdale Community Action Group which was set up as a direct consequence of the Holmesdale Road LTN. The idea of a neighbourhood group dedicated to greening and cleaning our street prior to the LTN was unthinkable. Our road was a rat run filled with speeding cars avoiding traffic lights on Selhurst Road and Whitehorse Lane. It was the scene of frequent road rage incidents and road traffic accidents at the junction with Park Road. Neighbours rarely stood on the street talking. Now it is very different. We have a growing collaborative community group and lots of ideas for future projects.

I've attached a copy of a poster we created during the online survey consultation to explain what the LTN means to us and publicise the survey to the street. We pinned these posters to every telegraph pole and planter along Holmesdale Road but within a matter of hours every single poster had been ripped down.

This is just one example of how difficult it has been to foster honest and open discussion about the LTNs in South Norwood. You may have seen the leaflet delivered to thousands of households during the consultation period by Open Our Roads which contained several untruths and misinformation. It is worrying to think that these leaflets could have had a detrimental impact on responses to the online survey.

We are convinced that Croydon Council has the ability to bring lasting change to South Norwood by improving and expanding the current LTNs. As genuine community-centred groups, we want to work with you to make transformational change a reality. The evidence on the benefits of LTNs is incontrovertible: RTAs reduced, pedestrian casualties reduced, air quality improved, cycling and walking increased, traffic evaporation, and popular with London voters. This is our lived experience of our LTNs.

Our lived experience is reflected in the most recent research and surveys. Possible, the climate action group, found that 84.6% of households living on

streets with filters wanted to keep them. They discovered this by knocking on doors and talking to people on streets in LTNs. We fear online surveys may not yield quite so accurate results which is why we, as representatives of our community, are asking to talk to you directly.

Please can we arrange a date to meet and talk more about the positive aspects of our LTNs at your earliest convenience?

We look forward to hearing from you.

With best wishes,

On behalf of Holmesdale Community Action Group, Croydon Living Streets, Croydon Climate Action, Croydon Cycling Campaign and Shape Better Streets

3. Covering Email to the Submission 'CROYDON HEALTHY NEIGHBOURHOODS. Paper by: Shape Better Streets, Croydon Cycling Campaign, Croydon Living Streets, Cypress School Cycling Club

From: Sent: 28 October 2021 15:17

To:

Cc:

Subject: CROYDON HEALTHY NEIGHBOURHOODS

Dear Hamida and Muhammad

This is a joint approach from the following local and community organisations concerned with healthy streets in Croydon – Shape Better Streets, Croydon Living Streets, Croydon Cycling Campaign and Cypress School Cycling Club (a local children's cycling group). We are also in close alignment with Holmesdale Community Action Group, who wrote to you earlier today.

We strongly support the council's ambitions on climate and healthy neighbourhoods. We urge you to retain the schemes currently in place, proceed with the revised scheme in Crystal Palace/South Norwood, and embark on a strong programme of engagement to ensure there is an informed debate with the participation of all elements in the community, which we suggest could usefully involve a properly constituted citizen's assembly or similar process. We would work with the council in bringing this about in any way we can.

At this time when the council is looking to make decisions on healthy neighbourhoods, COP26 is in progress and Sadiq Khan has just been elected Chair of the C40 Cities, we are deeply disturbed to have picked up word that the abandonment of all the current schemes is seriously being considered in the council. We have to speak plainly and say this would be completely catastrophic for the council's climate emergency, local environment and public health objectives, both practically and reputationally, and for Croydon Labour's credibility on environmental and active travel issues. Such a decision at this time would be a massive reputational own goal for any council which has declared a climate emergency. For Croydon, a council which is "in special measures" and which desperately needs to

rebuild the confidence of the London Mayor, national government, and local stakeholders, it should be unthinkable.

Some version of healthy neighbourhoods is the best, indeed we would suggest, in the short term, the only game in town for tackling several environmental and social challenges at the same time. Such schemes cut carbon, cut air pollution, cut noise pollution, tackle childhood obesity, reduce traffic danger, and as a result improve wellbeing, with the greatest impact on those on the lowest incomes and on children and young people. There is literally no argument of substance against them. In most of the scheme neighbourhoods, car owners are a minority. Opposition to them is pure noise: Open Our Roads' arguments are completely unsupported by the evidence and they offer no credible alternative ways of reducing traffic and its appalling adverse impacts on our communities, even if they had any genuine interest in doing so.

The argument being put forward for abandoning the current schemes is, we understand, that they were not supported by a majority of respondents to the consultation surveys carried out over the summer. Yet earlier this year, the council rightly decided that such a numbers game should not determine its approach to the Crystal Palace and South Norwood scheme because the response did not reflect the demographics of the local area, the environmental and public health case for it was unanswerable, and the evidence showed that the scheme had been successful, even after just a few months. The demographic which tends to dominate responses to such surveys is not representative of the community as a whole, and there are numerous examples now of opposition campaigners gaming and cheating them.

Government and TfL have made it clear that they will not fund councils which abandon active travel schemes without good reason. Croydon evidently cannot itself fund action in this territory. So abandoning these schemes now means no prospect of any funding, and hence action, on healthy streets for the foreseeable future. This means more traffic, more pollution, more children growing up obese, more injury and pain from traffic collisions. No responsible council leadership could take this path.

We set out our views in more detail below in the attached paper. We urge you to meet with us before you make any decision, and indeed would be extremely disappointed if you were not to do so.

All best wishes

On behalf of:

Shape Better Streets
Croydon Cycling Campaign
Croydon Living Streets
Cypress Cycling Club



Dear Council
I love having quiet streets
and riding my bike
between the flowers,
From [redacted] aged 6.

23-08-2021

Dear Croydon Council,

I am fully in support of the planters on Albert Road. I think they create a much safer, cleaner environment for those living in South Norwood. I know that some people don't like them because they want to be able to drive everywhere in their cars, but it is much healthier and better for the environment to cycle or walk, and you can also marvel at the small wonders of the world that you wouldn't be able to see in a car.

I personally cycle that way at least once a week, and it is quite nice knowing that I am not at risk of getting run over. Additionally, my dad pointed out that if you need to get somewhere one block away and you usually drive, suddenly there are those planters in the way, so you might as well just walk instead of going around, (which is what some people choose to do.)

Because of the planters, hopefully most will choose to walk and that will reduce the amount of car emissions. On a larger scale, it doesn't seem like much, but imagine it as one Lego brick in a Lego set. Without that one brick the set wouldn't be complete. Of course there are always unneeded spare bricks, but you'll never know they're spare until you've completed the set. And then maybe you could add them on and create something even greater.

(Age 12)

23-08-2021

Dear Croydon Council,

I very much like the planters on Albert rd. As I enjoy walking or cycling down quiet streets. Also I think it is a lot better for the environment. I feel the the people who like to drive should either walk or cycle if they want to get somewhere as it is not only better for themselves but also better for the ones around them.

page 9

Dear Council,
It is really important you provide more safe roads to cycle on. Since the Auckland Road LTN was removed I have stopped cycling regularly. Cars drive by at high speeds passing very close. Cars coming towards us literally drive straight at us which is terrifying. No LTNs means no independence for teenagers like me. Please do something about this it's my generations future that is being destroyed not yours.

Age 13.



I like ~~climbing~~
on the planters
with my friends
it is fun please
keep them
walk to school and
back every day and
like there are red cars
and it is winter.

Walking to school

I like looking for plants
on my way to school

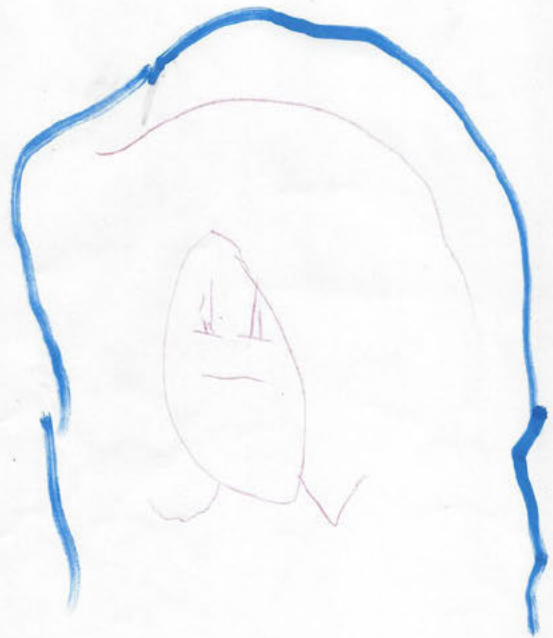
I find small plants and

big plants and leaves

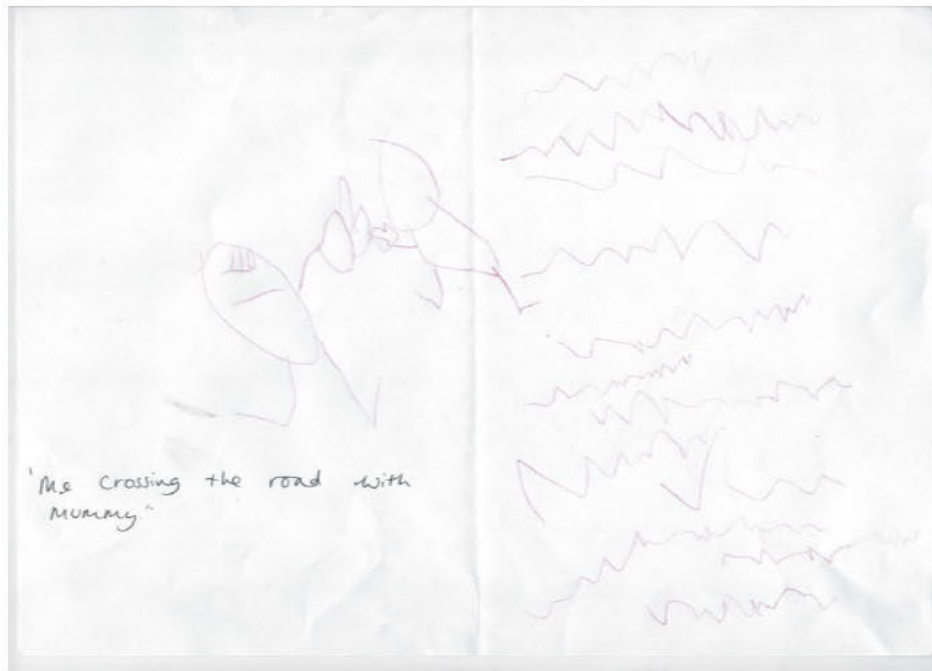
on the trees



Dear Croydon
Council the
planters are very
pretty and I
think they ~~shou~~
should stay there.
Another thing is
when I cross the
road they make
me feel safe.
Thank you from
[redacted] age 6.



"The planters help me when I go to nursery." [redacted] age 3



"Me crossing the road with mummy."

Croydon Council
Equality Analysis Form
Healthy Neighbourhoods
Version 1 (September 2021)

Stage 1

At this stage, you will review existing information such as national or local research, surveys, feedback from customers, monitoring information and also use the local knowledge that you, your team and staff delivering a service have to identify if the proposed change could affect service users from equality groups that share a “protected characteristic” differently. You will also need to assess if the proposed change will have a broader impact in relation to promoting social inclusion, community cohesion and integration and opportunities to deliver “social value”.

Please note that the term ‘change’ is used here as shorthand for what requires an equality analysis. In practice, the term “change” needs to be understood broadly to embrace the following:

- Policies, strategies and plans
- Projects and programmes
- Commissioning (including re-commissioning and de-commissioning)
- Service Review
- Budgets
- Staff structures (including outsourcing)
- Business transformation programmes
- Organisational change programmes
- Processes (for example thresholds, eligibility, entitlements, and access criteria)

You will also have to consider whether the proposed change will promote equality of opportunity; eliminate discrimination or foster good relations between different groups or lead to inequality and disadvantage. These are the requirements that are set out in the Equality Act 2010.

1.1 Analysing the proposed change

1.1.1 What is the name of the change?

Recommended Experimental Croydon Healthy Neighbourhoods

1.1.2 Why are you carrying out this change?

Please describe the broad aims and objectives of the change. For example, why are you considering a change to a policy or cutting a service etc.

Healthy Neighbourhoods (also known as Low Traffic Neighbourhoods) have been formed as part of Transport for London's Streetspace programme and the call for swift action from the Secretary of State for Transport. The programme was set by TfL and central government for local authorities to introduce schemes on a temporary basis, which would allow for social distancing and for people to safely walk, cycle and exercise outdoors especially during the pandemic.

The change is a response to:

- past decisions and current trends of increased traffic on residential roads
- the Mayor of London's Transport Strategy (in particular the Healthy Streets objective) and his / TfL's Streetspace Plan for London.
- the continuing Covid19 Pandemic and to Secretary of State for Transport statements and guidance relating to it including to retain schemes whilst fully evaluating their effects.

Past decisions were taken without any formal consideration of the equality implications. These include parliament in the 1930's allowing streets to be given over to motor vehicles, the consequences of which began to be considered formally in the 1960's. In 1961 Ernest Marples MP chaired a Steering Group for a Ministry of Transport study looking at the 'Long Term Problem of Traffic in Towns'. The study considered the '*Deterioration of Environment*' identifying the issues relating to '*drivers are seeking alternative routes, mainly through residential areas, in order to avoid congested areas on main roads*'. The study highlighted some of the effects this was having relating to 'age', namely children. It reported '*Journey to school. In 1962, 4,287 child pedestrians between the ages of 5 and 9 years were killed or seriously injured*'. It proposed traffic levels that were compatible with play in the street and with a reasonable quality of environment. It suggested the creation of Environmental Areas (areas free of extraneous traffic) in between the Distributor Roads which would largely need to be rebuilt as major urban highways in order to accommodate the predicted levels of traffic.

This approach was clearly not fully taken forward in the UK. The response to the high road casualty rate in children age 5 to 9, has largely been to deny them access to the street and to curtail their independent mobility (unlike in the Netherlands where in response to the 'Stop Child Murder' public campaign in the 60s and early 70s, Woonerf or Living Streets in which the car is the visitor, were created).

Since 2009, vehicle miles on London's streets has grown significantly. The growth has been entirely on the minor unclassified roads / streets, such that the minor street network is now carrying almost as much traffic as the A Road network. The above growth was not subject to any formal equality assessment. The following equality analysis relates to proposed projects to address some of the effects arising from above.

1.1.3 What stage is your change at now?

See **Appendix 1** for the main stages at which equality analyses needs to be started or updated.

Croydon's Temporary Low Traffic Neighbourhoods were implemented in stages in a reactive manner as a response to the Covid19 Pandemic. Options for the future of the temporary schemes are being considered, including removal or keeping the schemes largely as they are. It is proposed to move to trial/Experimental Croydon Healthy Neighbourhoods with camera enforced restrictions, rather than physical closures, with exemptions for vehicles belonging to residents living within the trial CHNs.

1.2 Who could be affected by the change and how

1.2.1 Who are your internal and external stakeholders?

For example, groups of council staff, members, groups of service users, service providers, trade unions, community groups and the wider community.

The main internal stakeholders are the Council administered, Mobility Forum, the Cycle Forum, the Public Transport Liaison Panel, the Councilors for the locally affected wards, school, the SEN Transport Service, Public Health, the Active Lifestyles Service and Council contractors including Veolia.

External stakeholders include:

- Residents living within the proposed trial CHN areas (including existing low traffic streets within the LTN areas, those living on the main streets that form the edges of the trial CHNs, and those living beyond the LTNs.

- Businesses including those within the proposed trial CHN areas and on the main streets that form the edges of the trial CHNs
- Church and other faith groups
- Primary and Secondary School
- Doctors Surgeries
- Transport for London
- The emergency services
- Adjoining Borough Councils (where appropriate)

1.2.2 What will be the main outcomes or benefits from making this change for customers / residents, staff, the wider community and other stakeholders?

The proposed trials are a continued response to the Secretary of States call for continuing action to help people to walk and to cycle and use public transport rather than to drive. They are also intended to deliver the Mayor of London's Healthy Streets and Vision Zero objectives within the trial CHN areas. They are intended to provide quieter streets facilitating healthy and active travel, play and social interaction / community building. By facilitating active travel the proposal is a part of enabling people to exercise as part of their daily travel routine, to help them be a healthy weight, to stay healthy longer, to improve air quality and to help address the climate change emergency.

1.2.3 Does your proposed change relate to a service area where there are known or potential equalities issues?

Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response If you don't know, you may be able to find more information on the Croydon Observatory (<http://www.croydonobservatory.org/>)

Yes. It relates to:

Public Health and known health inequalities in Croydon, inequalities strongly associated with deprivation

<https://www.croydonobservatory.org/wp-content/uploads/2016/11/JSNA-Geographical-Health-Inequalities-2009-10.pdf> and the Health and Wellbeing Strategy aiming to tackle the inequalities <https://democracy.croydon.gov.uk/documents/s13992/Health%20and%20Wellbeing%20Strategy%20-%20Final.pdf> the objectives of which include:

- Ensure children and young people have the best physical and emotional environments for growing up.
- Reduce health inequalities by developing strong, inclusive and well-connected communities.
- Make improving mental health and wellbeing everyone's business.
- Get more people more active, more often. Reducing social isolation and driving improvement in health through social, cultural and physical activities.
- Support people to remain healthy and independent for longer by preventing the conditions that cause ill health.

Air Quality Management and the known (largely age related) inequalities relating to poor air quality. The Mayor of London's Environment Strategy tells us that:

- ‘Human health is affected by poor air quality. This is particularly true for disadvantaged people like children, older people, and those with pre-existing health conditions.’
- ‘... younger children are among the most vulnerable to its health impacts. Eight and nine year-olds living in cities with high levels of fumes from diesel cars have up to ten per cent less lung capacity than normal.’
- ‘... air pollution has a big impact on health at all life stages, from development in the womb to the end of life. A baby born in 2010 and exposed to that same level of air quality for its entire life would lose around two years of life expectancy. There is also strong evidence that poor air quality affects children’s lung development, and emerging evidence that improving air quality can reverse those effects. There is also increasing evidence of the link between exposure to pollution and dementia.’

Hence the relevance of the Council’s Air Quality Management Plan

<https://www.croydon.gov.uk/environment/pollution/air-pollution/final-air-quality-action-plan-2017>

and in particular the action:

- ‘Provision of infrastructure to support walking and cycling ‘

Climate Change and Croydon being Carbon Neutral by 2030:

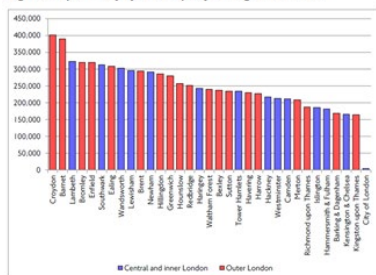
<https://www.croydonclimate.org.uk/about-croydon-climate-crisis-commission> .

Unlike older people, those who are children and young people today will increasingly experience the effects of Climate Change.

Transport Planning

Cycling is potentially available to nearly all. TfL has assessed Croydon having the greatest Cycling Potential (largest number of journeys that could be cycled) of all London boroughs. However, Croydon has the lowest cycle mode share of all the London Boroughs at 1%. Consequently a lot of Croydon people from all groups are being denied the health, access an economic benefits of cycling.

Figure 4.2: potentially cyclable trips by borough of residence



It is known that there are fewer women cyclists although in Croydon more women take up Cycle Training. Children, young people, older people and members of certain BAME groups are under represented amongst cyclists.

Disability Pave The Way, Transport for All, January 2021

Transport for All published research into the experiences of people with disabilities regarding LTNs. It reports the barriers to Active Travel for disabled people are Medical, Physical (infrastructure), Financial, Attitudinal, and Societal. Of the Physical / Infrastructure barriers, there are:

- Pavements cluttered by obstacles.
- Pavements that are steep, uneven, or bumpy
- The lack of dropped kerbs
- A lack of alcoves or benches mean that people are unable to stop and rest.
- Hazards - such as cycle lanes that are integrated with the pavement, or a widening gap between road and pavement
- A confusing streetscape layout, with one-way systems, poor signage, shared space and excess bollards,
- Road crossings must have appropriate tactile paving and dropped kerbs, be clear of obstruction from signs or clutter, and be at regular junctions to avoid

overcrowding

The findings include

- 15% of participants raised concerns about the impact of LTNs on their ability to use taxis.
- Effect of increased journey time on visitors providing support or care 27% of participants reported concerns about an increased journey time for visitors.

The Transport for All report includes:

LTNs, in their current format, are too much 'stick' and not enough 'carrot': they bring negative impacts for those who continue to use cars, and too few incentives or changes that increase disabled people's opportunities to access Active Travel. The lack of consultation and meaningful engagement with disabled residents has created a toxic and divided atmosphere where disabled people feel ignored and demonized. However, some disabled people do benefit greatly from these schemes, and the aims of reducing pollution, reducing traffic, and reducing road danger are important to disabled people. We don't believe ripping them out and returning to normal is the way forward. Indeed, the 'normal' we had before was not accessible enough either. Instead, what we need is a series of short-term measures to address and mitigate the negative impacts arising from LTNs. This needs to happen alongside some wide-reaching long-term solutions - to address the many barriers that disabled people face to Active Travel and to encourage take up of walking, wheeling and cycling, and to create an accessible public transport system as a viable alternative to car-use. Local authorities and transport bodies alike must demonstrate that co-production with disabled people is at the heart of all consultations and policy-making.

Meaningful engagement with disabled people in the community,

Equalities analysis should be undertaken by a professional with expertise in disabled access, and coproduced with disabled residents where possible. The EQIA should be specific to the scheme, and detailed and thorough enough to identify the problematic areas and put forward solutions to mitigate impact

Accessible implementation:

- We recommend that a full audit is undertaken for each scheme to ensure compliance with accessibility standards, including preventing planters from blocking dropped kerbs, ensuring planters/bollards are placed far enough apart to allow wheelchairs through, sufficient tactile signage, etc.
 - Softer approach: In some areas, it may be appropriate to trial timed closures, or alternatively a gradual phase in of restrictions (rather than all at once). This could only be done so long as these changes are communicated extremely efficiently to ensure residents are confident about what changes are happening and when.
 - Dispensation for disabled people: We suggest that ANPR cameras are used to filter traffic, allowing access for specific vehicles. It is important to note that not all disabled people who require accommodations have a Blue Badge. Of our participants, only 51% hold a Blue Badge. For that reason, we recommend Local Authorities implement a scheme that grants dispensation for disabled people requiring accommodation to access their home by any vehicle they choose, including taxis. This should be independently arbitrated by an organisation or individual with expertise in access and trained in Disability Equality.

<https://www.transportforall.org.uk/wp-content/uploads/2021/01/Pave-The-Way-full-report.pdf>

1.2.4 Does your proposed change relate to a service area where there are already local or national equality indicators?

You can find out from the Equality Strategy <http://intranet.croydon.net/corpdept/equalities-cohesion/equalities/docs/equalitiesstrategy12-16.pdf>). Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response

Croydon Council 'Opportunity and Fairness Plan' 2016-2020

https://www.croydon.gov.uk/sites/default/files/articles/downloads/Opportunity_and_Fairness_Plan.pdf In particular addresses the inequality around:

SOCIAL ISOLATION: A CONNECTED BOROUGH WHERE NO ONE IS ISOLATED

COMMUNITY COHESION: VIBRANT, RESPONSIBLE AND CONNECTED COMMUNITIES

HEALTH: HELP PEOPLE FROM ALL COMMUNITIES LIVE LONGER, HEALTHIER LIVES (in particular 'Create and develop healthy and sustainable places and communities')

https://lbcccloudadcroydongov.sharepoint.com/sites/col-15/ic/Documents/WEB_200009_Equalities_Annual_Report%202019.pdf

The above three areas of inequality are interrelated. Research

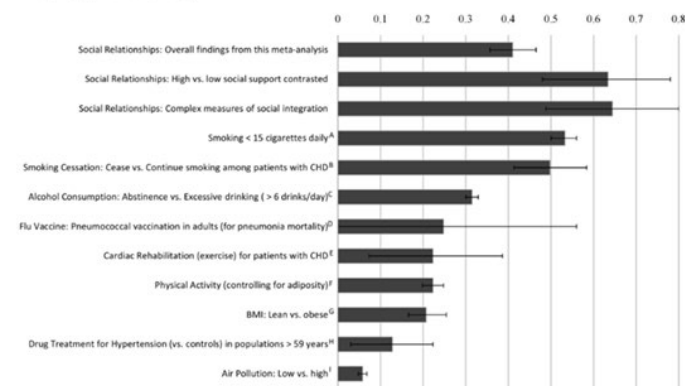
<https://journals.plos.org/plosmedicine/article%3Fid=10.1371/journal.pmed.1000316#pmed-1000316-g006> indicates how that lack of social relationships is one of the biggest health risk factors

Social Relationships and Mortality Risk: A Meta-analytic Review

Figure 6

Comparison of odds (INOR) of decreased mortality across several conditions associated with mortality

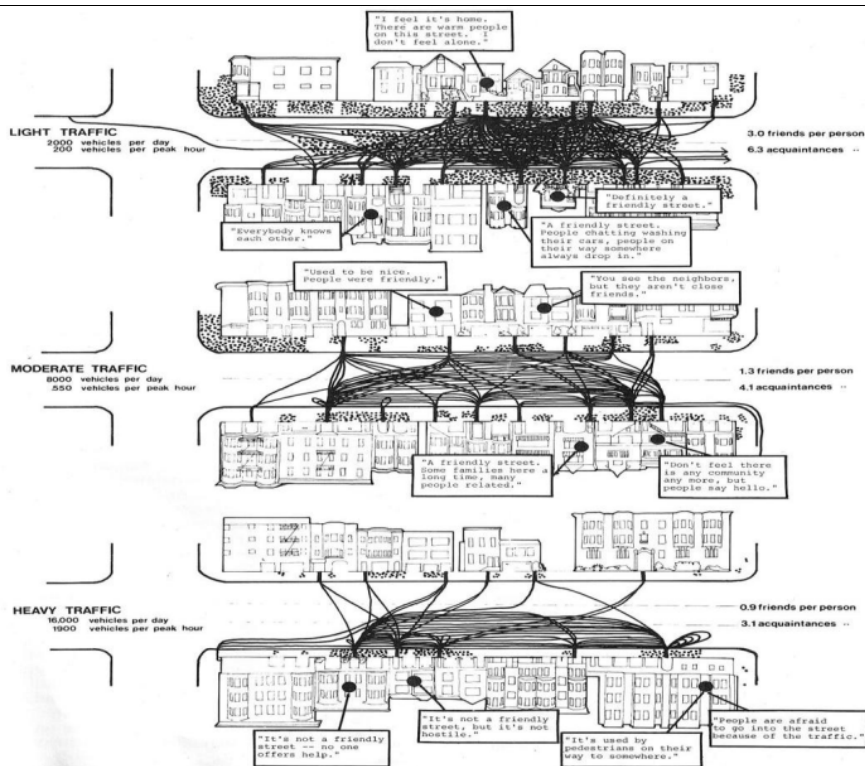
Note: Effect size of zero indicates no effect. The effect sizes were estimated from meta-analyses: A = Shavelle, Paolitto, Strauss, and Kusch, 2008 [205]; B = Critchley and Capewell, 2003 [206]; C = Holman, English, Mine, and Winter, 1996 [207]; D = Fine, Smith, Carson, Melle, Sankey, Weissfeld, Detsky, and Kapoor, 1994 [208]; E = Taylor, Brown, Ebrahim, Jolliffe, Noorani, Rees et al., 2004 [209]; F, G = Katzmarzyk, Janssen, and Ardern, 2003 [210]; H = Insua, Sacks, Lau, Lau, Reitman, Pagano, and Chalmers, 1994 [211]; I = Schwartz, 1994 [212].



doi: <https://doi.org/10.1371/journal.pmed.1000316.g006>

by the speed and volume of traffic in the back as 1969, demonstrated that people one-third as many social connections as recent studies investigated street design,

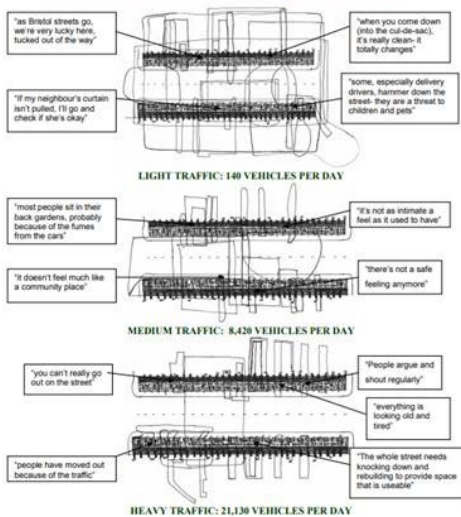
traffic, and neighbourhood quality of life; work that culminated with the publication of *Livable Streets* (Appleyard, 1981). *Livable Streets* revealed the social impacts of motor traffic in fine detail through interviews and street observations, demonstrating that casual conversations, children's play, and other street-based social life tend to be suppressed, particularly as vehicle volumes and speeds increase. The 1969 study included the iconic diagram which visually represented the erosion of social interaction as traffic volumes increase.



confirmed that Appleyard's findings are applicable to the UK in the 21st century; specifically that the number of friends and acquaintances reported by residents was significantly lower on streets with higher volumes of motor traffic. The extent of people's 'home territories' also diminished as motor traffic increased. Other notable outcomes from the research include the finding that individuals' perceptions of road safety in their neighbourhood may be disproportionately influenced by the traffic conditions on their street of residence, especially affecting the degree of independence granted to children.

logy in Bristol producing the report of Life of Residents of Three Streets owns is of increasing concern to the e is the high volume of motor vehicle cal health detriments. The results

Figure 3. Composite Home Territory Diagrams for Interviews from each Street



Walking: Segmentation Study' (2014)
[king-2014-summary.pdf](#) reports on the key 'drivers' of

walking. These are gender, age & lifestage, car ownership, income and whether live in central, inner or outer London, concluding:

- I Females travel more stages per day and walk more stages per day compared to males, although females travel and walk a shorter distance per stage compared to males
- I People aged 20-44 walk more stages per day than older people
- I Combining age and gender makes the differences greater (see Figure 2):
 - Females aged 20-44 walk the most stages per day. There is a particular difference in walking activity between females and males aged 35-44
- I Lifestage appears to be a key differentiating factor:

- Single adults, with or without children, walk more stages per day than adults in couples
- ┆ Further differences are seen by gender
- Males in a couple with children walk the fewest stages per day, particularly compared to single adult males
- Females with children, either in a couple or single, walk more than those without children

TfL undertook an annual Attitudes Towards Cycling survey <http://content.tfl.gov.uk/attitudes-to-cycling-2016.pdf> which contains a good many indicators relating to gender, age ethnicity

Profile of cyclists (Sept 2016)



Profile of cyclists (Sept 2016)



Demographic questions
Base: All - Sept 2016

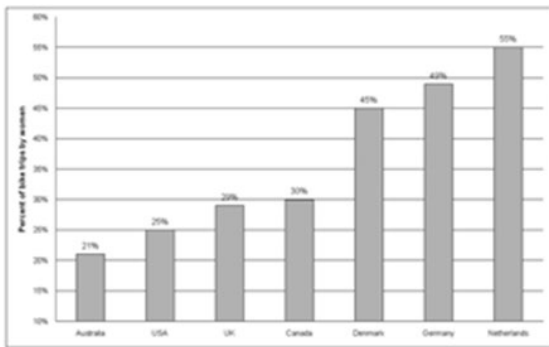


Percentage able to ride a bike (Sept 2016)



ns from The Netherlands, Denmark and (2008) looked at gender and age differences

in cycling across countries. On the difference rates of cycling amongst men and women, the study reported that not only do the Netherlands, Denmark and Germany have high and growing levels of cycling, but their cyclists comprise virtually all segments of society. Women are just about as likely to cycle as men, making 45% of all bike trips in Denmark, 49% in Germany and 55% in the Netherlands.



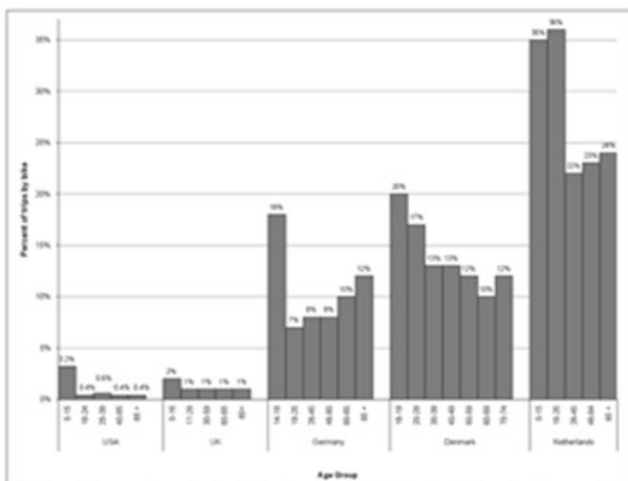
Sources: German Federal Ministry of Transport (2007); U.S. Department of Transportation (2003); Danish Ministry of Transport (2005); Statistics Netherlands (2005); Australian Bureau of Statistics (2007); Department for Transport (2007) and information provided directly by bike planners in Canadian provinces and cities

Figure 8. Women's share of total bike trips in Australia, the USA, the UK, Canada, Denmark, Germany and the Netherlands (2000-2005).

countries, men dominate cycling in the UK and the like trips, respectively.

another dimension of cycling's universality in the Netherlands, Denmark and Germany is the representation of all age groups. Children and adolescents have the highest rates of cycling in almost every country. As shown in Figure 9, however, cycling levels in the Netherlands, Denmark and Germany remain high even among the elderly. In Germany, the bike share of trips rises steadily from 7% among 18- to 24-year olds to 12% for those 65 and older. The bike share of trips declines with age in Denmark, but even among those aged 70-74 years old, cycling accounts for 12% of all trips, the same as among Germans who are 65 and older. The Dutch elderly double that percentage, making 24% of all their trips by bike. Cycling rates are low for all age groups in the USA, but they also decline with age: from 3.2% among children 5-15 years old to only 0.4% of trips for those 40 and older. Similarly, the bike share of trips falls from 2% among British children to 1% among older age groups. The bike share of trips for the Dutch elderly is 24 times higher than for British elderly. The bike share of trips for

higher than for British elderly.



Sources: German Federal Ministry of Transport (2007); U.S. Department of Transportation (2003); Danish Ministry of Transport (2005); Statistics Netherlands (2005); Department for Transport (2007)

Figure 9. Cycling share of trips by age group in the USA, the UK, Germany, Denmark and the Netherlands (2000-2002).

Age Differences in Independent Mobility

The Policy Studies Institute study 'Children's Independent Mobility: A Comparative Study in England and Germany 1970 – 2010' http://www.psi.org.uk/images/uploads/CIM_Final_report_v9_3_FINAL.PDF

reported on the dramatic decline in children's independent mobility in England relative to Germany and the psychological and other consequences this was having for English children. The study also looked at race and gender difference in children's independent mobility.

The Policy Studies Institute (and others) has continued to research this topic including a study <https://www.nuffieldfoundation.org/project/independent-mobility-and-child-development-2> which looked at the degree to which children of different ages have the freedom to travel to school, friends, shops and other destinations unaccompanied by adults across ten countries in order to identify factors affecting the independent mobility of children and the implications for child development.

Summary of results

- Overall, Finland is the top-performing country across almost every independent mobility indicator in this study, coming second only to Germany for children's self-reported freedom to travel on local buses alone.
- In 2013, Unicef published a comparative overview of child well-being across twenty-nine OECD and EU countries (Unicef, 2013) using national data from 2009 and 2010, coinciding with the start of data collection for this study of children's independent mobility. The Policy Studies Institute report found that there is a positive correlation between Unicef well-being scores and the rank scores measuring children's degree of freedom to travel and play without adult supervision in these countries. There is also a positive correlation between the education attainment of children, based on national Programme for International Student Assessment (PISA) rankings in 2009 and children's degree of freedom to travel and play without adult supervision in these countries.
- Of the three factors examined, traffic seems to be the strongest factor affecting the granting of independent mobility, with 'strangers' showing a weak effect and community supervision not being a factor. However, the correlation between traffic deaths and the ranking of countries for independent mobility is weak. On the other hand, almost all of the countries with the highest levels of children's independent mobility have national policies to promote walking or cycling, and the local authorities in these countries are permitted to set lower speed limits than those defined at the national level.

Arising from the research findings and discussion, the report makes four observations and seven recommendations.

Observations

1. Unsafe environments for children are widely tolerated
2. Withholding independent mobility may only defer risk to older children
3. Action is needed to address parental concerns, road user behaviour, the physical environment, social and cultural factors
4. Change in transport policy and behaviour may be resisted but it actually happens all the time

Recommendations

1. Implement and enforce stringent road safety measures
2. Reduce car dependency and the dominance of traffic in the public realm
3. Put the needs of children at the heart of urban development 'cities that work for children, work for everyone'
4. Explicitly incorporate children's independent mobility into policy
5. Adopt Daylight Saving Time to allow children to better utilise daylight hours and reduce road casualties
6. Invest in research to consolidate and develop knowledge on children's independent mobility
7. Create a national challenge fund to catalyse and drive action to improving children's

Cycling by People with a Disability

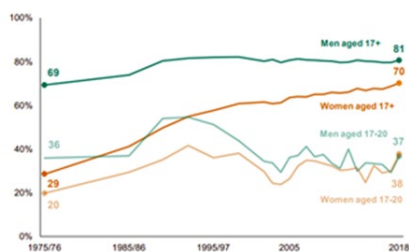
The Wheels for Wellbeing annual survey 'Assessing the needs and Experiences of Disabled Cyclists' (2018) <https://wheelsforwellbeing.org.uk/wp-content/uploads/2019/04/Survey-report-FINAL.pdf> was based on responses from over 200 disabled cyclists across the UK. It reports that 72% of disabled cyclists use their bike as a mobility aid, and 75% found cycling easier than walking. Survey results also show that 24% of disabled cyclists bike for work or to commute to work and many found that cycling improves their mental and physical health. Inaccessible cycle infrastructure was found to be the biggest barrier to cycling.

Age and Gender Difference in Travelling

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/823068/national-travel-survey-2018.pdf

In England as a whole, the percentage of women having a driving licence has increased considerably since the mid 1970's but is still below the percentage of men. The trend is different amongst the youngest drivers.

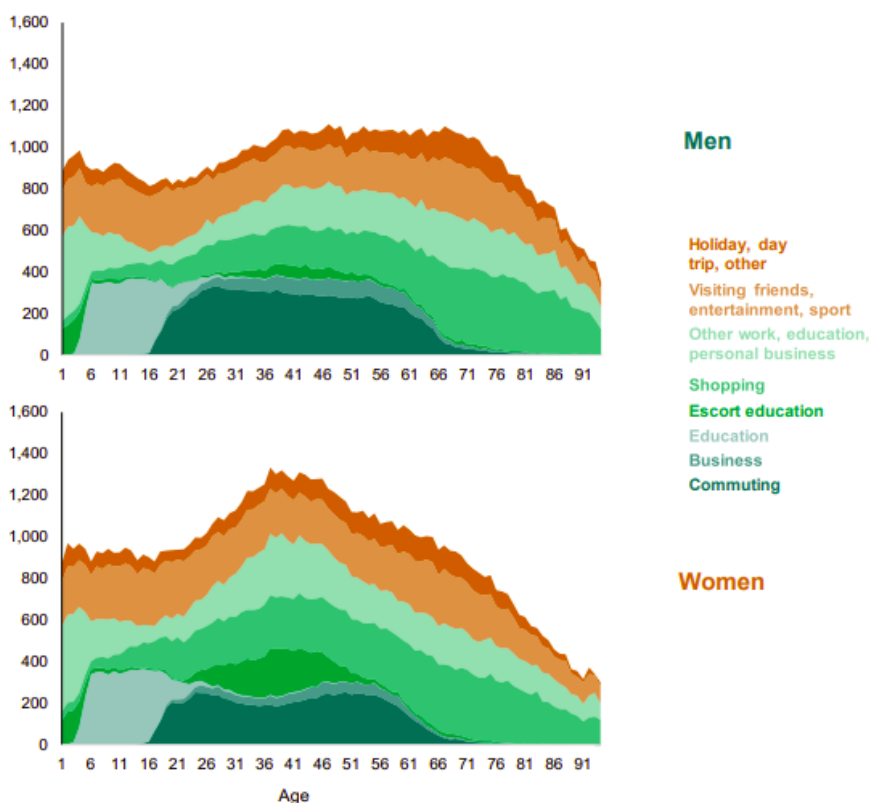
Chart 5: % of people owning a full driving licence: England 1975/76-2018 [NTS0201]



... means than older men. Women make more journeys escorting

Chart 22: Average trips per person per year, by purpose, age and gender: England 2002/2018 average [based on NTS0611]

Trips per person per year



'Young People's Travel – What's Changed and Why? Review and Analysis' (2018) <https://www.gov.uk/government/publications/young-peoples-travel-whats-changed-and-why>
 Young adults (age 17 to 29) in Great Britain and other countries are driving less now than young adults did in the early 1990s.

Travel in London: Understanding our diverse communities 2019

<http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

This TfL document contains information on a series of equality indicators. Some example extracts are shown below

Frequency of walking (2016/17) [11]

%	All	White	BAME	Black	Asian	Mixed	Other
Base	(17,560)	(11,173)	(6,099)	(1,984)	(3,049)	(470)	(596)
5 or more days a week	84	82	86	86	86	87	82
3 or 4 days a week	5	6	5	4	5	4	6
2 days a week	4	4	3	4	3	2	2
1 day a week	2	3	2	2	2	2	3
At least once a fortnight	0	0	0	0	0	0	1
At least once a month	1	1	0	0	0	0	0
At least once a year	0	0	0	0	0	1	0
Not used in last year	1	1	1	1	1	0	0
Never used	3	3	2	2	2	5	5

LTDS data in this report excludes children aged under five.

Proportion of Londoners (aged 17+) with a full car driving licence (2016/17) [11]

%	All	White	BAME	Black	Asian	Mixed	Other
Base	(14,899)	(9,831)	(4,831)	(1,554)	(2,501)	(308)	(468)
Holds a full car driving licence	65	71	54	48	57	57	55

Figures include all Londoners aged 17 and over.

Household access to a car (2016/17) [11]

%	All	White	BAME	Black	Asian	Mixed	Other
Base	(17,560)	(11,173)	(6,099)	(1,984)	(3,049)	(470)	(596)
0 cars	35	35	36	45	27	41	44
1 car	44	44	44	42	47	41	40
2+ cars	21	21	20	13	26	18	16

LTDS data in this report excludes children aged under five.

Proportion of Londoners who cycle (November 2017) [16]

%	All	White	BAME
Base	(2,367)	(1,597)	(770)
Cyclist (used a bike to get around London in the last 12 months)	17	18	17
Non-cyclist (not used a bike to get around London in the last 12 months)	83	82	83

Dial-a-Ride membership by ethnicity (2016) [2, 30]

%	All disabled Londoners	Dial-a-Ride members	65-79 years-old	80-89 years-old	90+ years old
Base (excludes unknown data)	-	(39,166)	(9,404)	(14,177)	(8,573)
White	66	68	56	72	88
BAME	34	32	44	28	12

Proportion of Londoners using types of transport at least once a week (2016/17) [11]

%	Disabled	Disabled 16-64	Disabled 65+	Non-disabled (All)	Non-disabled 65+
Base	(1,729)	(789)	(863)	(15,831)	(1,828)
Walking	81	88	70	96	95
Bus	58	64	48	60	72
Car (as a passenger)	42	40	41	45	41
Car (as a driver)	24	26	25	39	52
Tube	21	30	13	43	35
National Rail	9	12	5	17	15
Overground	7	10	3	12	8
PHV (minicab)	10	12	8	10	4
Taxi (black cab)	3	3	3	2	2
DLR	3	5	2	5	1
Tram	2	3	1	2	2
Motorbike	-	1	-	1	1
Net: Any public transport (bus, Tube, National Rail, DLR, London Overground, tram)	61	69	52	74	78

LTDS data in this report excludes children aged under five.

Regarding road danger and road casualties, it reports that BAME Londoners are more at risk of being killed or seriously injured on London’s roads, with children in this group being on average 1.5 times more likely to be affected than non-BAME children. BAME Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22 per cent BAME feel ‘very safe’ compared with 30 per cent white).

1.2.6 Analyse and identify the likely advantage or disadvantage associated with the change that will be delivered for stakeholders (customers, residents, staff etc.) from different groups that share a “protected characteristic”

Please see Appendix 2 (section 1) for a full description of groups.

	Likely Advantage 😊	Likely Disadvantage ☹️
Disability	By generally moving away from the planter based roads closures implementing the Temporary LTNs to camera enforced ‘No Motor Vehicles’ restrictions and signs, residents with the proposed CHNs with disabilities who cannot walk or cycle, would not be disadvantaged by the Experimental CHNs. Under the proposed trials, residents living within the notional CHN areas, having a car registered to their	The proposal is intended to help people choose to travel actively to help stay healthy longer. For those that already are in very bad health and needing care, the proposed trial restrictions on motor vehicles includes an exemption for district nurses. However, possible not all carers will be provided with an exemption and for some accessing particular premises by car will require a longer route.

	<p>home address and needing to use a car, will be able to use their car with the same ease they enjoyed before the Temporary LTNs were introduced. Blue Badge holders will be able to nominate two vehicles for exemption permits</p> <p>Users of Dial-a-Ride and SEN Transport buses, and people with a disability using Community Transport, should have a quicker and more reliable journey via LTNs.</p> <p>Taxicard users will have an improved journey via LTNs if in a Taxi during the Experimental CHNs compared within the Temporary LTNs. However, if in a Private Hire Vehicle, they will not be able to pass through the control points necessitating a different route.</p>	<p>People with a disability living beyond the trial CHN areas, reliant on cars for travel, needing to access premises within the trial CHN areas, may have to take a longer route compared to those walking, cycling or using the bus.</p> <p>People with a disability living beyond the trial CHN areas, reliant on cars for travel who previously used LTN areas to avoid congestion on the A and B Roads, would not be able to. However in this respect, they would not be disadvantaged relative to non-disabled people living beyond the LTNs.</p> <p>Users of Dial-a-Ride and SEN Transport buses, and people with a disability using Community Transport, may have an increased journey time, if the journey previously involved going via streets that will be subject to the 'No Motor Vehicle' restrictions.</p> <p>SEN Transport drivers using cars, and Private Hire cars hired for SEN Transport will not be able to pass through the 'No Motor Vehicle' restrictions</p> <p>Those using taxis and minicabs may incur extra journey distance, time and cost if taxis and minicabs are unable to pass through all the camera enforced restrictions.</p>
Race/ Ethnicity	<p>LTNs/CHNs are intended to create quieter, safer street space. Hence they have the potential to lessen the disadvantage experienced by members of BAME groups (particularly children) when it comes to road casualty rates</p> <p>(see also Community Cohesion)</p>	None specific
Gender	TfL's Attitudes to Walking study indicates that women travel more stages per day and walk more	None specific

	<p>stages per day compared to men, although women travel and walk a shorter distance per stage compared to men. Men and women should both be helped by the improved walking environment, but helped differently. Women helped to make the more frequent but shorter trip stages they walk.</p> <p>Both the TfL Attitudes to Cycling research and Sustrans' 'What Stops Women Getting on Their Bikes' study, report that fear of road danger is the biggest thing deterring women cycling. Providing quieter and safer street space is intended to address this.</p>	
Transgender	None specific	None specific
Age	<p>The proposed trial is intended to create a network of quieter and safer streets to foster walking and cycling. Children and young people are amongst those likely to be benefiting the most. Many will be living in the households in the area which do not have access to a car or a van. Nationally, young adults are significantly less likely to hold a driving licence and driving less than they did in the past. Aiding walking and cycling including to public transport will benefit this group.</p> <p>Children are the group whose independent mobility has been curtailed the most as streets have been taken over by more and more cars. Providing quieter and safer streets provides space in which children can more easily regain their independent mobility, play and socialise. The same quieter streetspace can help them get a little closer to the levels of cycling seen amongst their north European counterparts.</p> <p>Quieter streets may well be a factor in enabling older people to keep cycling or to choose cycling</p>	None specific. Disadvantage may be Disability related. See 'Disability above'

	<p>and could help the percentage of cycle trips made by older people get a little closer to some of those in northern Europe, something made feasible in hilly areas by modern E-bikes (although at a financial cost as with the private motor car).</p> <p>The degree to which children's access to active travel and to play in the street puts them at risk of being overweight and associated medical conditions, both in childhood and later in life. Behaviours (including travel behaviour) learnt in childhood are often taken into later into life. Facilitating active travel in early life is part of ensuring good health as an adult and older adult.</p> <p>The Mayor's Healthy Streets objective is a key part of his approach to tackling climate change. Those that are young today, are the ones that will be experiencing the worst effects of climate change when older adults.</p> <p>As people get older, particularly beyond the age of 70 when the driving licence has to be renewed every five years, fewer may have driving licenses / be driving.</p>	
Religion /Belief	None specific	None specific
Sexual Orientation	None specific	None specific
Pregnancy and Maternity	Information has not been found specifically relating to Pregnancy and Maternity. However TfL's Attitudes Towards Walking research indicates that women with children, either in a couple or single, walk more than those without children, and it is likely that amongst these women, some will be pregnant and / or in maternity	Some women in the latter stages of pregnancy, may feel walking is difficult, but If they have a car available may still be able to drive. Those living outside of the trial CHN areas but needing to reach premises within the LTN may have an extended driving route / journey time but will still have access.
Social inclusion issues	The work of Appleyard in the 1960s and replicated in Bristol a decade ago shows how the number of friends and acquaintances a resident of a	Many living outside of the trial CHNs may wish to drive to visit a friend or relative living within the CHN. If they chose to do so, they will still be able to do so, but the

	street has declines, as the volume of traffic increases. Creating a quieter and calmer street environment is a means of increasing social inclusion and reducing isolation.	journey time / distance might be increased.
Community Cohesion Issues	See above. The street has historically been where much of the life of the town/city takes place. It was community space which also happened to have a movement function. Lowering traffic levels has the potential for the role of the street as community space to return to a degree depending on the residual traffic level. This in turn fosters community cohesion and enables the fostering of good relations between members of groups with protected characteristics and others (something difficult to achieve if everyone travels to and from their own home, in their own car).	See above
Delivering Social Value	The trial project is intended to support delivery of the Mayors Health Streets objective, in turn delivering value and savings in relation to mental and physical health	None

1.2.7	In addition to the above are there any other factors that might shape the equality and inclusion outcomes that you need to consider? For example, geographical / area based issues, strengths or weaknesses in partnership working, programme planning or policy implementation
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Where LTNs/CHNs are in hilly areas there is likely to be need for additional action to help people consider the use of E-Bikes. Also the need for seating/rest spaces.

1.2.8	Would your proposed change affect any protected groups more significantly than non-protected groups? Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response. For a list of protected groups, see Appendix.....
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Yes. The projects are intended have a significant positive effect on children and young people, especially those from BAME groups.

1.2.9	As set out in the Equality Act, is your proposed change likely to help or hinder the Council in advancing equality of opportunity between people who belong to any protected groups and those who do not?
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In practice, this means recognising that targeted work should be undertaken to address the needs of those groups that may have faced historic disadvantage. This could include a focus on addressing disproportionate experience of poor health, inadequate housing, vulnerability to crime or poor educational outcomes *etc.*

Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response.

Yes. The projects are intended to increase the opportunity for children to travel independently and to socialise and play.

1.2.10 As set out in the Equality Act, is the proposed change likely to help or hinder the Council in eliminating unlawful discrimination, harassment and victimisation in relation to any of the groups that share a protected characteristic?

In practice, this means that the Council should give advance consideration to issues of potential discrimination before making any policy or funding decisions. This will require actively examining current and proposed policies and practices and taking mitigating actions to ensure that they are not discriminatory or otherwise unlawful under the Act

Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response.

Do Not Know. No means have been identified by which the trial scheme might help or hinder the Council in eliminating unlawful discrimination, harassment and victimisation in relation to any of the groups that share a protected characteristic.

1.2.11 As set out in the Equality Act, is your proposed change likely to help or hinder the Council in fostering good relations between people who belong to any protected groups and those who do not?

In practice, this means taking action to increase integration, reduce levels of admitted discrimination such as bullying and harassment, hate crime, increase diversity in civic and political participation *etc.*

Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response

Yes. The proposed change has the potential to very strongly help foster good relations between people who belong to most of the protected groups and those who do not, by better enabling friendships and acquaintances to develop in streets with less traffic, and enabling the street to regain some of its historic community space function.

1.3 Decision on the equality analysis

If you answer "yes" or "don't know" to ANY of the questions in section 1.2, you should undertake a full equality analysis. This is because either you already know that your change or review could have a different / significant impact on groups that share a protected characteristic (compared to non-protected groups) or because you don't know whether it will (and it might).

Decision	Guidance	Response
<p>No, further equality analysis is not required</p>	<p>Please state why not and outline the information that you used to make this decision. Statements such as ‘no relevance to equality’ (without any supporting information) or ‘no information is available’ could leave the council vulnerable to legal challenge.</p> <p>You must include this statement in any report used in decision making, such as a Cabinet report</p>	<p>Ongoing identification and monitoring of equality impacts during experimental schemes.</p>
<p>Yes, further equality analysis is required</p>	<p>Please state why and outline the information that you used to make this decision. Also indicate</p> <ul style="list-style-type: none"> • When you expect to start your full equality analysis • The deadline by which it needs to be completed (for example, the date of submission to Cabinet) • Where and when you expect to publish this analysis (for example, on the council website). <p>You must include this statement in any report used in decision making, such as a Cabinet report.</p>	<p>The Analysis should be further informed by research conducted during the recommended trials, research focused on the experiences of those of groups with protected characteristics predicted to be affected by the trial.</p> <p>The recent active listening processes failed to achieve representative samples of the local communities. The experiments should be undertaken along with consultation to include professional polling and other techniques to achieve representative samples of the local populations (including the views of children and young people)</p> <p>There should be a dialogue with Dial-A-Ride, Community Transport and SEN Transport operators and with users to help refine the operation of the trial and this Analysis.</p> <p>The Croydon Mobility Forum has been unable to meet during the Pandemic. The Forum should be engaged with during the operation of the trial, its views informing the Analysis,</p>

Decision	Guidance	Response
		<p>the operation of the trial and the design and operation of any scheme that might follow the trial</p> <p>The Equality Analysis should be concluded before any decision is made on the outcome of and the future for the trials and should be published as part of the documents used in making the recommendation.</p>
Officers that must approve this decision	Name and position	Date
Report author	Ian Plowright, Head of Transport	
Director	Steve Iles, Director of Public Realm	

1.4 Feedback on Equality Analysis (Stage 1)

Please seek feedback from the corporate equality and inclusion team and your departmental lead for equality (the Strategy and Planning Manager / Officer)

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Name of Officer	Yvonne Okiyo	
Date received by Officer		
Should a full equality analysis be carried out?		

2 Use of evidence and consultation to identify and analyse the impact of the change

Use of data, research and consultation to identify and analyse the probable impact of the proposed change

This stage focuses on the use of existing data, research, consultation, satisfaction surveys and monitoring data to predict the likely impact of proposed change on customers from diverse communities or groups that may share a protected characteristic.

Please see Appendix 2 (section 2) for further information.

2.1	Please list the documents that you have considered as a part of the equality analysis review to enable a reasonable assessment of the impact to be made and summarise the key findings.
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	This section should include consultation data and desk top research (both local and national quantitative and qualitative data) and a summary of the key findings.
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Documents are referenced in section 1 above. The results of the consultation, feedback prior to the consultation and feedback at the Traffic Management Advisory Committee will also be used

In summary key findings so far include:

- Children and young people are the ones who's independent mobility has been curtailed the most by changes in the way streets are managed and used, and consequently are amongst those potentially benefitting the most from Low Traffic Neighbourhoods
- BAME children suffer higher rates of killed or seriously injured road casualties compared with non BAME children and hence potentially will benefit more / most from Experimental CHNs.
- Significant numbers of the population of proposed Experimental LTNs areas are under the age of 18 and consequently do not drive
- Young adults are less likely than older adults to have a driving licence or own a car
- The process of active listening on the future for the LTNs, failed to reach children and many young people.
- High traffic streets / low people streets impact on Community cohesion and on mental health
- In northern Europe more people cycle when they children and when they are late in life.
- The temporary LTNs are likely to have led to increased journey distance and times for disabled people using Minicabs, taxis, Dial-a-Ride, Community Transport and SEN Transport. It is also likely to be causing increased journey time and distance for those care givers traveling to attend to the needs of sick and disabled residents within the Temporary LTNs. Those who have a blue badge permit are also likely to have experienced increased journey times when trying to travel into or out of the Temporary LTNs by car.

2.2 Please complete the table below to describe what the analysis, consultation, data collection and research that you have conducted indicates about the probable impact on customers or staff from various groups that share a protected characteristic.

Group's with a "Protected characteristic" and broader community issues	Description of potential advantageous impact	Description of potential disadvantageous impact	Evidence Source
Age	<p>Children and young people are the ones who's independent mobility has been curtailed the most by changes in the way streets are managed and used, and consequently are amongst those potentially benefitting the most from Low Traffic Neighbourhoods in terms of independent mobility and also enjoying the mental and physical health benefits of active travel, now and in later life when they take learned travel habits into the future.</p> <p>A significant proportion within the area of the proposed Experimental CHNs are under the age of 18 and consequently do not drive. Young adults are less likely than older adults to have a driving licence or own a car. Hence these groups are expected to benefit from measures to assist travel by means other than the car.</p> <p>Walking is the most frequently used mode of transport including amongst those over 80. Frequency of travel as a car passenger and as a car driver is considerably lower than the frequency of walking trips. Frequency of travel as a car passenger remains fairly constant across the age ranges. Frequency of travel as a car driver peaks at the age 65-69 but declines rapidly by the age 80+ reflecting the rapid decline in driving licence holding over the age of 80+. The age range 65-69 is also when frequency of walking trips peaks.</p>	<p>The active listening exercise on the future for the Temporary LTNs failed to reach children and many young people.</p> <p>See left</p>	<p>See the various sources in section 1.</p> <p>Consultations</p> <p>Travel in London: Understanding our diverse communities 2019, TfL</p>
Disability	The most frequently used form of transport used by disabled	The current Temporary LTNs can result in longer	Travel in London: Understanding our

Group's with a "Protected characteristic" and broader community issues	Description of potential advantageous impact	Description of potential disadvantageous impact	Evidence Source
	<p>people is walking. The frequency of cycling amongst disabled and non-disabled people are similar. Initiatives such as the proposed Experiment LTN intended to help people choose to walk and cycle are likely to benefit both disabled and non-disabled people</p> <p>Helping people to choose to travel actively is intended to help them stay healthy and to stay healthy for longer helping to prevent the development of disabilities including those that potentially arise from diabetes.</p> <p>Active travel helps to improve mental wellbeing as does reducing traffic in streets, in turn allowing greater community cohesion. Both can help tackle mental health problems.</p> <p>Increased space for cycling infrastructure helps to support the use of adapted and non-standard bikes and trikes.</p> <p>72% of disabled cyclists use their bike as a mobility aid, and 75% found cycling easier than walking. Measures to assist cycling, if implemented well will increase the independent mobility of disabled people who cycle.</p>	<p>journeys for disabled people using taxis, minicabs, dial-a-ride, SEN Transport Service vehicles and community transport minibuses</p> <p>Concern has been expressed at the increased journey time and distance incurred by some care givers attending residents with the Temporary LTNs</p> <p>The current Temporary LTNs has made it more difficult for some people reliant on the car to access health facilities</p> <p>Drivers with Blue Badge permits living beyond the boundary of the Temporary LTNs and needing to access people and places within the LTNs may have increased journey time and distance.</p>	<p>diverse communities 2019, TfL</p> <p>TfL Attitudes Towards Cycling</p> <p>Consultation response and other feedback</p> <p>'Assessing the needs and Experiences of Disabled Cyclists' Wheels for Wellbeing</p>
Gender	<p>Women travel more stages per day and walk more stages per day compared to men, although women travel and walk a shorter distance per stage compared to men. Men in a couple with children walk the fewest stages per day, particularly compared to single adult men. Women with children, either in a couple or single, walk more than those</p>	<p>Walking is the most frequently used mode of travel for both women and men. Men drive more frequently. Women more frequently travel as car passengers than men. The use of cars by both men and women is likely to be affected by the proposed Experimental CHNs.</p>	<p>Travel in London: Understanding our diverse communities 2019, TfL</p> <p>TfL's 'Attitudes Towards Walking: Segmentation Study'</p>

Group's with a "Protected characteristic" and broader community issues	Description of potential advantageous impact	Description of potential disadvantageous impact	Evidence Source
	<p>without children Women and men are expected to benefit from an improved walking environment but perhaps somewhat differently.</p> <p>More men currently cycle than do women. Consequently more men are likely to benefit from the proposed Experimental CHNs</p> <p>Women are expected to be amongst those benefiting from the improved walking and cycling as they make more trips for escort education</p>	<p>However, the majority of journeys made by car in London are short journeys. The proposed Experimental CHNs are intended to help men and women to choose to travel actively rather than use the car for short trips, with the intention of benefiting the health of both</p> <p>Fewer women cycle than do men. However, the most common reason given by women for not cycling is fear of road danger. Creating quieter streets is intended to help women choose to cycle</p> <p>Women are more likely to escort school children to their educational establishments. Therefore it is women who are more likely to have to reconsider their travel behaviours.</p>	<p>TfL's 'Attitudes Towards Cycling' reports</p>
<p>Race/ Ethnicity</p>	<p>The frequency of walking trips is consistently high across all ethnic groups. However, walking at least once a week to</p> <ul style="list-style-type: none"> • get to work / school / college • visit friends and relatives • take a child to school <p>is considerably higher amongst members of BAME groups than amongst White Londoners</p>	<p>BAME Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day. People from BAME groups may not feel as inclined to walk or cycle within the proposed Experimental CHNs. The effect on perceptions of Road Safety /Road danger amongst members of BAME groups should form part of the monitoring of the Experimental CHNs</p>	<p>Travel in London: Understanding our diverse communities 2019, TfL</p>

Group's with a "Protected characteristic" and broader community issues	Description of potential advantageous impact	Description of potential disadvantageous impact	Evidence Source
Pregnancy and maternity	Pregnant women are not expected to benefit directly from the proposed Experimental CHN other than having a quieter street environment in which they can choose to take exercise close to home.		

2.3	<p>Are there any gaps in information or evidence missing in the consultation, data collection or research that you currently have on the impact of the proposed change on different groups or communities that share a protected characteristic? If so, how will you address this?</p> <p>Please read the corporate public consultation guidelines before you begin: http://intranet.croydon.net/finance/customerservices/customerserviceprogramme/stepbystepguide.asp.</p>
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Ongoing work to identify views of the wider community. The recent active listening process did not illicit view from a representative sample of the populations local to the Temporary LTNs / proposed Experimental CHNs. Consultation (including professional polling) to be undertaken as part of the recommended trials/experiments, should be designed to achieve representative samples of views representing those of the local community.

2.4	<p>If you really cannot gather any useful information in time, then note its absence as a potential disadvantageous impact and describe the action you will take to gather it.</p> <p>Please complete the table below to set out how will you gather the missing evidence and make an informed decision. Insert new rows as required.</p>
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Group's with a "Protected characteristic" and broader community issues	Missing information and description of potential disadvantageous impact	Proposed action to gather information
A criticism levelled at the Temporary LTN is that it has caused a worsening of air quality experienced disproportionately by members of the BAME groups	There is no hard/clear evidence with which to support or counteract this criticism	The monitoring of the Experimental CHNs should be designed to seek to try and answer this question or at least provide a deeper and clearer insight
Transport for All has levelled a general criticism at the LTNs implemented across London re engagement with disabled	Transport for All is suggesting that not enough is known about the effects ad potential effects on people with disabilities	Transport for All and members of the Croydon Mobility Forum to be engaged with in the

people		development of the engagement and monitoring strategies for the Experimental CHNs.
The residents and business consultations on the future for the Temporary LTN failed to reach children and many young people.	Lack of knowledge regarding the experiences of children and young people	The engagement strategy and monitoring strategy for the proposed Experimental CHNs should be designed to reach and include children and young people.

Stage 3 Improvement plan

Actions to address any potential disadvantageous impact related to the proposed change

This stage focuses on describing in more detail the likely disadvantageous impact of the proposed change for specific groups that may share a protected characteristic and how you intend to address the probable risks that you have identified stages 1 and 2.

3.1 Please use the section below to define the steps you will take to minimise or mitigate any likely adverse impact of the proposed change on specific groups that may share a protected characteristic.

Equality Group (Protected Characteristic)	Potential disadvantage or negative impact e	Action required to address issue or minimise adverse impact	Action Owner	Date for completing action
Disability Since this preparation of this Equality Analysis in December 2020, Transport for All has published its report 'Pave the Way' based people with disability's experiences of LTNs. The opportunity has been taken to update this Analysis	Inaccessible street Environment	Transport for All lists the factors hindering disabled people engaging in active travel, the second of which is the condition of physical infrastructure, such as uneven footways. Whilst the proposed experimental CHNs are not expected to worsen the condition of footways etc, CHNs are perhaps opportune times and locations to make improvement to seek to maximise the opportunity for people with disabilities to engage in active travel. A street access audit should be undertaken to identify potential improvements such as footway repairs, installing	Head of Highways and The Council's Access Officer	When the lessening of the Pandemic and related restrictions allow

		<p>dropped kerbs and reducing street clutter. The audit should be undertaken with members of the Mobility Forum when/as the lessening of the Pandemic allows.</p>		
	Participation in consultation	<p>Transport for All has raised concerns around the nature of consultation that has been undertaken in relation to LTNs across London. Further engagement and focussed research would be undertaken as part of /during the proposed Experimental CHNs. The consultation / engagement strategies and monitoring strategies should be developed with the involvement of Transport for All and members of the Croydon Mobility Forum.</p>	Head of Transport	Before the final draft of the consultation and engagement strategies
	Journey Times for Taxis and Dial-a-Ride	<p>Transport for All report that 15% of those participating in its research reported LTNs impacting on their ability to use taxis. It is not clear from the report whether 'taxis' includes Private Hire Vehicles / minicabs. The Taxicard scheme uses minicabs as well as Taxis. TfL's research shows that people with disabilities make more journeys by minicab than taxis. However exempting buses and taxis from the proposed camera enforced 'No Motor Vehicle' would enable the same exemption to be applied to taxis and dial-a-ride vehicles etc as proposed at the control points</p> <p>Transport for All report concerns about the increased journey time for people giving care. This is something also highlighted</p>	Head of Highways	Before the operation of the Experimental LTN

		<p>by the consultation into the future for the Temporary LTN and relayed at TMAC. Exemptions to the restrictions implementing the proposed experimental LTN should be provided for those giving care to residents within the LTN</p> <p>There is not a ready solution to the issue of potentially longer journeys by disabled people using minicabs. The Transport for All proposed scheme that would grant dispensation for disabled people requiring access to their home by any vehicle they choose, could be the solution but it is suggested that this needs to be developed across London with TfL perhaps facilitated by London Council's</p> <p>Half the participants in the Transport for All research had a blue badge parking permit. Access to the proposed health facilities could be further improved by allowing blue badge permit holders to apply for an exemption permit similar to the scheme where blue badge holders are able to apply for a 100% discount for the Congestion Charge for up to two vehicles they register with TfL.</p>	<p>Head of Transport</p> <p>The Council's Access Officer,</p> <p>TfL and potentially London Council's</p> <p>Head of Highways</p>	<p>As soon as possible if achievable. Dialogue to start with TfL, London Councils and Transport for All in March 2021.</p> <p>Before the operation of the Experimental CHNs</p>
Age				
Gender				
BME				

3.2	How will you ensure that the above actions are integrated into relevant annual department or team service plans and the improvements are monitored?
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They will be reported on when reporting the results of and review of the Experimental LTNs
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3.3	How will you share information on the findings of the equality analysis with customers, staff and other stakeholders?
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The results will be published as part of reporting to the Traffic Management Advisory Committee (TMAC) including when reporting the results of and review of the Experimental LTN and making any decision on the future of the Experimental LTNs.

Section 4 Decision on the proposed change

4.1	Based on the information in sections 1-3 of the equality analysis, what decision are you going to take?
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Decision	Definition	Yes / No
We will not make any major amendments to the proposed change because it already includes all appropriate actions.	Our assessment shows that there is no potential for discrimination, harassment or victimisation and that our proposed change already includes all appropriate actions to advance equality and foster good relations between groups.	No
We will adjust the proposed change.	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the proposed change. We are going to take action to make sure these opportunities are realised.	Yes
We will continue with the proposed change as planned because it will be within the law.	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the proposed change. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned.	No
We will stop the proposed change.	The proposed change would have adverse effects on one or more protected groups that are not justified and cannot be lessened. It would lead to unlawful discrimination and must not go ahead.	No

4.2	Does this equality analysis have to be considered at a scheduled meeting? If so, please give the name and date of the meeting.
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TMAC as / when LTNs TROs are sought.

4.3	When and where will this equality analysis be published? An equality analysis should be published alongside the policy or decision it is part of. As well as this, the equality assessment could be made available externally at various points of delivering the change. This will often mean publishing your equality analysis before the change is finalised, thereby
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enabling people to engage with you on your findings.

It will be published as an appendix to the report to TMAC.

4.4 When will you update this equality analysis?

Please state at what stage of your proposed change you will do this and when you expect this update to take place. If you are not planning to update this analysis, say why not

The Analysis will be updated in stages when the access audit has been undertaken, when dialogue has happened with Transport for All and the Croydon Mobility Forum members, when the research into and monitoring of effects of the Experimental LTN is concluding, when the Consultation (including professional polling to achieve a representative sample of views from across the local populations) is concluding and recommendations on the future for the Experimental CHNs are being prepared.

4.5 Please seek formal sign of the decision from Director for this equality analysis?

This confirms that the information in sections 1-4 of the equality analysis is accurate, Comprehensive and up-o-date.

Officers that must approve this decision	Name and position	Date
Head of Service / Lead on equality analysis	Ian Plowright, Head of StrategicTransport	1 October 2021
Director	Steve Iles, Director of Public Realm	8 October 2021

Email this completed form to equalityandinclusion@croydon.gov.uk, together with an email trail showing that the director is satisfied with it.