



Croydon Council

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# EXPERIMENTAL HEALTHY SCHOOL STREETS (GROUP 3) 2023/24

Statutory Consultation Analysis Report





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# EXECUTIVE SUMMARY

As a part of its wider Healthy School Streets programme, Croydon Council (“Council”) implemented 9 Experimental Traffic Management Orders (ETMOs) covering 9 Healthy School Streets (Group 3) on January 23, 2023, for a period of 18 months which included a 6-month statutory objection period, from 23 January 2023 to 23 July 2023. Importantly, this report consolidates, examines, and presents the findings of the Healthy School Streets online questionnaire in that time and ‘post-trial’ feedback from schools involved.

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# 1

## INTRODUCTION





# 1 INTRODUCTION

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## 1.1 Background

- 1.1.1. As a part of its wider Healthy School Streets programme, Croydon Council (“Council”) implemented 9 Experimental Traffic Orders (ETMOs) covering 9 Healthy School Streets (Group 3) on January 23, 2023, for a period of 18 months which included a 6-month statutory objection period, from 23 January 2023 to 23 July 2023.
- 1.1.2. During this first 6 months of the current experimental order, the council sought the views of the local community via statutory consultation and encouraged them to provide feedback through the Get Involved online questionnaire or via a dedicated email address for each school street. Monitoring the impact of the proposals was integral to the process during the experiment, and the council carried out traffic surveys and air quality monitoring in the school streets and neighbouring streets to assess the traffic impact.
- 1.1.3. Importantly, this report consolidates, examines, and presents the findings of
- A) Objections/submissions received via the online ‘Get Involved’ questionnaire during the 6-month statutory objection period, from 23 January 2023 to 23 July 2023.
  - B) Objections/submissions received via dedicated email addresses provided during the 6-month statutory objection period, from 23 January 2023 to 23 July 2023.
  - C) ‘Post-trial’ feedback from Schools subject to the HSS/ETMO via a feedback form – obtained between 28<sup>th</sup> March -22<sup>nd</sup> April 2024.

Comments received from the online questionnaire, dedicated e-mail addresses and the schools feedback form during this objection period must be considered by the Council in determining whether any changes should be made to each HSS and ultimately making recommendations whether or not to proceed to a permanent TMO following the experiment.

- 1.1.4. It should be noted that more extensive consultation was undertaken prior to the implementation of these ETMO’s. This information is not covered in this this report, but can be viewed in an earlier cabinet report in **APPENDIX A**.

## 1.2 Healthy School Streets/ Experimental Traffic Management Orders

- 1.2.1. The table below lists the Healthy School Streets for the Group 3 schemes. Full details of the proposed plans for each Experimental Traffic Order (ETMO) are provided in **APPENDIX B**

**Table 1-1 - Group 3 Experimental Traffic Management Orders / Healthy School Streets**

Ref	School	Affected Road(s)	Ward
HSS1	The Crescent Primary School and The BRIT School	The Crescent & Saracen Close	Selhurst
HSS3	South Norwood Primary School	Birchanger Road, Crowther Road & Gresham Road	South Norwood
HSS4	St Cyprians Greek Orthodox Primary School	Ingram Road & Springfield Road	Norbury Park
HSS5	Howard Primary School	Dering Place & Barham Road	Waddon
HSS6	Oasis Shirley Park	Stroud Green Way	Shirley North
HSS7	Good Shepherd Catholic School	Dunley Drive & Walker Close	New Addington North
HSS8	Kenley Primary School	Mosslea Road & New Barn Lane	Kenley
HSS9	Gonville Academy	Gonville Road	West Thornton
HSS10	Park Hill Junior & Infants School	Stanhope Road & The Avenue	Park Hill & Whitgift

1.2.2. Croydon already has 21 Healthy School Street schemes in place the first of which was implemented in 2017, and Council wishes to build on this programme to improve road safety outside of the schools.

### 1.3 Healthy School Streets Programme

1.3.1. Healthy School Streets help pupils to have safer, healthier journeys to and from school, by restricting the roads outside the school during school drop-off and pick-up times. This will not affect residents' access – if you live in those roads, you will be able to apply for a free exemption permit (limited to three exemption permits per household).

1.3.2. Principally, the scheme encourages parents and pupils to leave the car at home more often for the school run, and instead choose more sustainable and active means of travel, such as walking, cycling, or scooting. Healthy School Streets benefit residents by decreasing motor traffic in their neighbourhood during busy pick-up and drop-off hours – reducing congestion, noise, and air pollution.

1.3.3. The benefits of Healthy School Streets, as promoted by Council, include:

- Safer school journeys for pupils
- Make it easier to choose sustainable travel like walking and cycling.
- Cleaner and less polluted streets
- Improve our air quality.
- Encourage active travel, helping to promote healthy lifestyles.

# 2

## CONSULTATION APPROACH



## 2 CONSULTATION APPROACH

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- 2.1.1. The trial process of an ETMO is designed to allow residents, businesses, schools, and other stakeholders time to experience the scheme, and then come forward with any issues or suggested amendments that could make the scheme work better and achieve its goals.
- 2.1.2. The public was invited to submit objections from 23 January 2023 to midnight on 23 July 2023 via the following three methods:
- Online: Complete Council's online 'Have your say' questionnaire at: [www.getinvolved.croydon.gov.uk](http://www.getinvolved.croydon.gov.uk)
  - Email: submit your objection via email to dedicated Croydon email address per Healthy School Street
  - Post: send your response quoting scheme reference
- 2.1.3. On behalf of Council, WSP has liaised with all 9 schools to obtain post-trial feedback. All schools were called and e-mailed where they were invited to provide feedback either via a feedback form, phone call, or teams call. The examination of this feedback is provided in Section 5.2.

### 2.2 Consultation Aims/ Objectives

- 2.2.1. In relation to the consultation approach, the Council's aims/ objectives were to:
- Consult as early as possible to ensure the views of community members affected by the school streets were considered early on in the adoption of the policy.
  - Give clear and complete information to the public on the Healthy School Streets programme, the ETMO's, their purpose, and the process in which they were being implemented.
  - Reach a wide and relevant audience to ensure all affected stakeholders were informed and number of responses maximised.
  - Provide links and information relating to the online questionnaire/ survey.
  - Gain critical feedback to inform future actions related to the ETMO's.
- 2.2.2. Accordingly, Council undertook the following engagement activities:

### 2.3 Consultation Activities

#### ***Online Questionnaire 'Have your say' Survey.***

- 2.3.1. A 'get involved' online survey was developed to gain feedback on each of the Healthy School Streets (Group 3) 2023 and made available via Council's 'Have your say' webpage. The public was invited to participate and submit this online questionnaire until 23:59 hours 31 October 2023.
- 2.3.2. Importantly – whilst there was a range of channels to provide feedback, the consultation team (made up of Croydon Council staff and WSP representatives), encouraged interested individuals/ parties to provide feedback through the online questionnaire. This forms the basis of our consultation analysis.

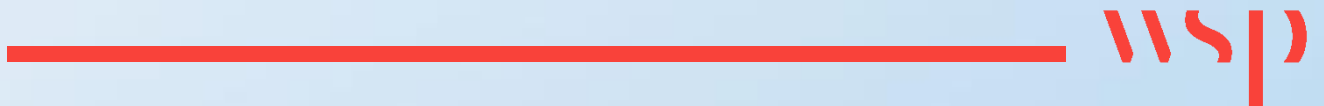
## 2.4 Consultation Materials

2.4.1. Consultation materials are listed below:

- Engagement website via Council's 'Get Involved' webpage. This included clear and concise information on the HSS programme and outlined the engagement activities and key dates.
- A Frequently asked questions (FAQs) section which provided information on the HSS programme, HSS schemes and how to provide feedback.
- A copy of the Cabinet Report (on the Group 3 Health School Streets) was made available showing the Executive Mayors approval to commence public consultation.
- A feedback form for The HSS schools to provide 'post-trial' feedback.

# 3

## **OVERVIEW OF QUESTIONNAIRE RESPONSES**



## 3 OVERVIEW OF QUESTIONNAIRE RESPONSES

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3.1.1. During the consultation period for the Group 3 Healthy School Streets, Council received:

- 69 complete online questionnaire responses

### 3.2 Online Questionnaire Format

3.2.1. Council provided an individual survey for each of the 9 School Streets enabling affected residents to provide feedback on the experimental traffic order relevant to them. Each online questionnaire contained a total of four (4) questions.

1. Please provide your full name
2. Please provide your full address including postcode
3. Please submit your objection here with reasons for the objection made.
4. To be kept informed about this scheme please supply your e-mail address.

In accordance with Council's GDPR guidelines, all responses are anonymous and there is no publicising of any personal details.

#### ***Response Coding and Analysis***

The online questionnaire was hosted via Croydon Council's 'Get Involved' page. All objection responses were exported from Council's 'Get Involved' platform and then coded into themes (also referred to as 'code frame').

The following were excluded from the analysis:

- Any duplicates of online questionnaire responses (responses with the same IP address and same open text answer)
- Any online questionnaire responses which were left blank, and that the respondent chose not to submit.
- Any email / phone comments received after the consultation period end.

### 3.3 Code Frame Development - Themes

3.3.1. The development of the code frame involved an initial review of all objections and then drafting relevant / recurring themes. From this point, each objection is tagged against appropriate themes showing the key issues inherent to each HSS. In terms of understanding the overview of results in Section 4, the following themes are the reasons as to why online questionnaire participants objected to the HSS.

#### **Traffic Considerations**

- No improvement in traffic observed.
- Traffic/ congestion has worsened around the school street.
- Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants.
- Already too many road restrictions in Croydon
- Increases journey time/ leads to delays.

- School Street has led to a scarcity of nearby parking.
- Displacement of parking issues to nearby areas
- Blocking of private driveways

### **Financial Considerations**

- Preference for money to be spent elsewhere.
- Concerns over fines
- View that programme is about revenue raising.

### **Safety Considerations**

- Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians.
- Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views.
- Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship

### **Environmental Considerations**

- No change in air quality observed.
- Finding alternative driving routes is leading to more air pollution.
- Want more to be done about improving air quality.
- Increased littering and waste in nearby areas where parking has shifted to.
- Illegal pavement parking causing damages to grass verges.
- Increase in noise pollution.

### **Preferred Alternatives**

- Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras.
  - Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.
  - Would prefer restrictions only to residential streets and only one side of street.
  - Introduction of one-way streets as alternative
  - Pick up/ drop off times too long.
  - Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather.
  - Increase in parking spaces designated for parents and carers.
  - Flexible drop off/pickup.
  - Explore alternative transport options.
- engaging with community to understand the issues/ find solution.

### **Programme Infrastructure/ Process Considerations**

- Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras.
- Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.
- Would prefer restrictions only to residential streets and only one side of street.





- Introduction of one-way streets as alternative
- Pick up/ drop off times too long.
- Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather.
- Increase in parking spaces designated for parents and carers.
- Flexible drop off/pickup.
- Explore alternative transport options.
- Engaging with community to understand the issues/ find solution.

### **Social Considerations**

- Impacts to critical care and health workers providing services in the area.
- Impacts on elderly drivers and visitors to care/ nursing homes
- Impacts on delivery drivers, taxis, uber
- Impacts to existing public transport1

### **Other**

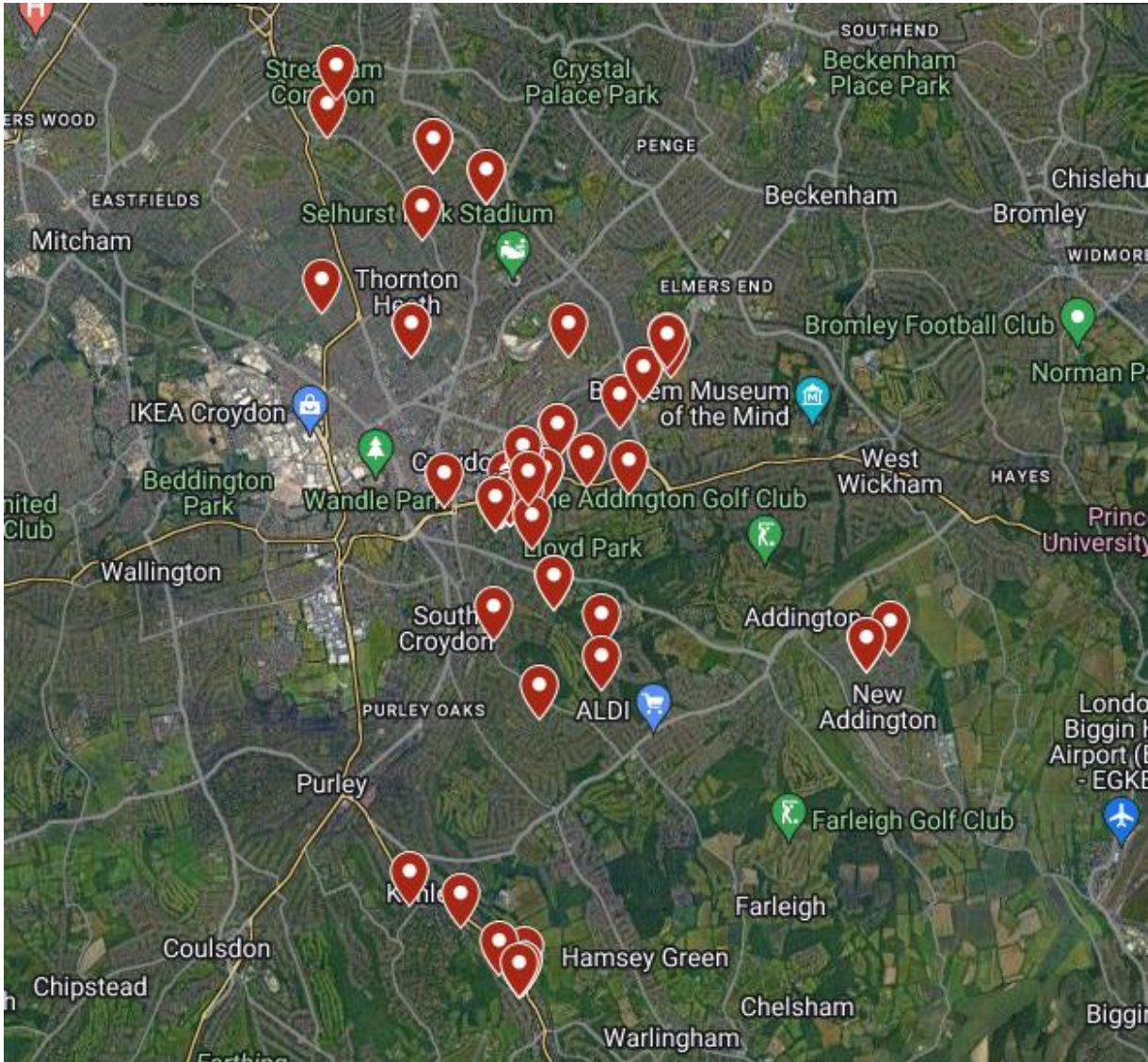
- Submission seeking further information.
- Submission highlights impacts to specific local road.
- Submission supports proposal/ supports with conditions/ comments

### 3.4 Questionnaire Participation

#### *Geographical Spread of Participants*

3.4.1. Of the 69 questionnaire respondents, 67 respondents provided their postcode. This data has enabled us to generate a geographical spread of respondents' home locations – this is shown below in **Figure 3-1** below.

**Figure 3-1 - Geographic Spread of Participants**



3.4.2. Table 3.1 below shows that all but two (2) School Streets received at least one objection.

**Table 3-1 - Objections Received from Healthy School Streets (Group 3)**

<b>Ref:</b>	<b>School Name(s)</b>	<b>Submissions (Objections) Received</b>
HSS1	The Crescent Primary School & Brit School	2
HSS3	South Norwood Primary School	0
HSS4	St Cyprians Greek Orthodox Primary School	8
HSS5	Howard Primary School	0
HSS6	Oasis Shirley Park	7
HSS7	Good Shepherd Catholic School	5
HSS8	Kenley Primary School	10
HSS9	Gonville Academy	1
HSS10	Park Hill Junior & Infants School	36

# 4

## **ONLINE CONSULTATION - RESPONSE & ANALYSIS**



## 4 ONLINE CONSULTATION - RESPONSE & ANALYSIS

4.1.1. The following section presents the findings of the objections for seven (7) of the nine (9) Healthy School Streets. Each school street is broken down into the key themes relating to the objections and where relevant, includes discussion of location specific comments.

### 4.2 HSS1 – The Crescent Primary School & Brit School / The Crescent & Saracen Close

4.2.1. There was a total of 2 objections raised for The Crescent Primary School and Brit Schol (The Crescent and Saracen Close. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-1 – Key themes raised within HSS1 objections**

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1.00
Finding alternative driving routes is leading to more air pollution	1.00
Already too many road restrictions in Croydon	1.00

### 4.3 HSS4 – St Cyprians Greek Orthodox Primary School / Ingram Road & Springfield Road

4.3.1. There was a total of 8 objections raised for St Cyprians Greek Orthodox Primary School / Ingram Road & Springfield Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-2 - Key themes raised within HSS4 objections.**

Theme raised	Mentions
Traffic/ congestion has worsened around the school street	8.00
Submission highlights impacts to specific local road	6.00
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	5.00
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	4.00
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	4.00
No improvement in traffic observed	3.00
Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras	3.00
Finding alternative driving routes is leading to more air pollution	2.00
Displacement of parking issues to nearby areas	2.00

Increases journey time/ leads to delays	2.00
Impacts on delivery drivers, taxis, uber	2.00
Submission supports proposal/ supports with conditions/ comments	1.00
School Street has led to a scarcity of nearby parking	1.00
View that programme is about revenue raising	1.00

#### HSS4 - Site Specific Comments

4.3.2. A number of objections made references to impacts at specific locations, these included:

- Traffic slowed on Northwood Road and Spa Hill impacting the 450 bus route
- Increase of traffic and congestion on Northwood Road, Carolina Road
- Changes have made it dangerous to cross Northwood Road.

#### 4.4 HSS6 – Oasis Shirley Park / Stroud Green Way

4.4.1. There was a total of 6 objections raised for Oasis Shirley Park / Stroud Green Way. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-3 - Key themes raised within HSS6 objections**

Theme raised	Mentions
Submission highlights impacts to specific local road	4.00
Increases journey time/ leads to delays	4.00
Traffic/ congestion has worsened around the school street	2.00
Displacement of parking issues to nearby areas	2.00
Poor permit system - hard to manage both planned and unexpected / or emergency visits	2.00
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	1.00
Finding alternative driving routes is leading to more air pollution	1.00
Impacts on delivery drivers, taxis, uber	1.00
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1.00
Impacts to critical care and health workers providing services in the area	1.00
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	1.00
View that programme is about revenue raising	1.00
Submission supports proposal/ supports with conditions/ comments	1.00
Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras	1.00



## HSS6 - Site Specific Comments

- 4.4.2. A number of objections made references to impacts at specific locations, these included:
- Road changes have impacted access and journey time to and from Tescos in Elmer's end. Requests for additional permits for residents along and off Stroud (Manning Gardens, Chaucer Green, etc)
  - Displacement of parking has caused congestion on Coleridge and Delamere Crescent

## 4.5 HSS7 – Good Shepherd Catholic School / Dunley Drive & Walker Close

- 4.5.1. There was a total of 5 objections raised for Good Shepherd Catholic School / Dunley Drive & Walker Close. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-4 – Key themes raised within HSS7 objections**

Theme raised	Mentions
Submission highlights impacts to specific local road	4.00
Traffic/ congestion has worsened around the school street	2.00
Displacement of parking issues to nearby areas	2.00
Poor permit system – hard to manage both planned and unexpected / or emergency visits	2.00
Signage visibility is poor. Need larger signage	2.00
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	2.00
Finding alternative driving routes is leading to more air pollution	2.00
Blocking of private driveways	2.00
Increase in noise pollution	2.00
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1.00
School Street has led to a scarcity of nearby parking	1.00
Impacts on delivery drivers, taxis, uber	1.00
Impacts on elderly drivers and visitors to care/ nursing homes	1.00
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1.00
Impacts to critical care and health workers providing services in the area	1.00

## HSS7 – Site Specific Comments

- 4.5.2. A number of objections made references to impacts at specific locations, these included:
- Query regarding school selection: Castle Hill school similar to Good Shepherd in terms of road context – why has Good Shepherd been chosen and not Castle Hill?
  - As walking is not possible, HSS now prevents access to a 9.15am weekday mass services at Good Shepherd Church.

- The placement of the HSS zone sign should have been placed at the beginning of Dunley, not its current position.

## 4.6 HSS8 – Kenley Primary School / Mosslea Road & New Barn Lane

4.6.1. There was a total of 10 objections raised for Kenley Primary School / Mosslea Road & New Barn Lane. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-5 – Key themes raised within the HSS8 objections**

Theme raised	Mentions
Submission highlights impacts to specific local road	6.00
Traffic/ congestion has worsened around the school street	5.00
Displacement of parking issues to nearby areas	5.00
Concerns over fines	5.00
Poor permit system - hard to manage both planned and unexpected / or emergency visits	5.00
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	4.00
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	4.00
Submission seeking further information	4.00
No improvement in traffic observed	3.00
View that programme is about revenue raising	3.00
Signage visibility is poor. Need larger signage	3.00
No change in air quality observed	3.00
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	2.00
School Street has led to a scarcity of nearby parking	2.00
Increases journey time/ leads to delays	2.00
Pick up/ drop off times too long	2.00
Impacts on delivery drivers, taxis, uber	2.00
Feedback/ data insufficient as there are no cameras in place	2.00
Impacts to existing public transport	2.00
Submission supports proposal/ supports with conditions/ comments	1.00
Impacts on elderly drivers and visitors to care/ nursing homes	1.00
Finding alternative driving routes is leading to more air pollution	1.00
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1.00
Restrictions need to be integrated/ visible on google maps	1.00



## HSS8 - Site Specific Comments

4.6.2. A number of objections made references to impacts at specific locations, these included:

- Difficulty in getting parking in Old Barn Lane – particularly with newer developments along Old Barn Lane, Godstone Road. Lack of nearby parking, due to changes, also has impacts on now longer walking distances (public safety etc).
- Further congestion and blockages now along Valley Road and Beverly Road.
- Parents now parking/ dropping off children at/on: Godstone Road and using footbridge for access, and Hilcrest.
- Illegal parking reported: Vehicles parked on double yellow lines on corners of Valley Road, Beverley Road, and upper New Barn Lane.

## 4.7 HSS9 – Gonville Academy / Gonville Road

4.7.1. There was a total of 1 objection raised for Gonville Academy / Gonville Road. Key themes raised in this submission are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-6 – Key themes raised within HSS9 objections**

Theme raised	Mentions
Traffic/ congestion has worsened around the school street	1.00
Submission highlights impacts to specific local road	1.00
No improvement in traffic observed	1.00
Concerns over fines	1.00
Preference for money to be spent elsewhere	1.00
Want more to be done about improving air quality	1.00

### HSS9 – General comments

4.7.2. Generally speaking, the one objection for this HSS is based upon the worsening of traffic around Gonville Road. The objection has reported that traffic and congestion is now occurring particularly around school times (pick up / drop off). The objection has also raised a common concern that the changes increase the risks of fines and makes it harder for visitor parking.

## 4.8 HSS10 - Park Hill Junior & Infants School / Stanhope Road & The Avenue

4.8.1. There was a total of 36 objections raised for Park Hill Junior & Infants School / Stanhope Road & The Avenue. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 4-7 – Key themes raised within HSS10 objections**

Theme raised	Mentions
Submission highlights impacts to specific local road	20.00
Traffic/ congestion has worsened around the school street	17.00
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	15.00
Blocking of private driveways	14.00
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	13.00
Displacement of parking issues to nearby areas	12.00
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	11.00
Illegal pavement parking causing damages to grass verges	9.00
Submission supports proposal/ supports with conditions/ comments	7.00
Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras	6.00
Impacts on elderly drivers and visitors to care/ nursing homes	5.00
School Street has led to a scarcity of nearby parking	4.00
No improvement in traffic observed	3.00
Finding alternative driving routes is leading to more air pollution	3.00
Concerns over fines	3.00
Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.	3.00
Introduction of one-way streets as alternative	3.00
View that programme is about revenue raising	2.00
Preference for money to be spent elsewhere	2.00
Poor permit system - hard to manage both planned and unexpected / or emergency visits	2.00
Signage visibility is poor. Need larger signage	2.00
Submission seeking further information	2.00
No change in air quality observed	2.00
Impacts to critical care and health workers providing services in the area	2.00
Increased littering and waste in nearby areas where parking has shifted to	2.00
Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather	2.00
Increases journey time/ leads to delays	1.00
Already too many road restrictions in Croydon	1.00
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1.00
Pick up/ drop off times too long	1.00
Would prefer restrictions only to residential streets and only one side of street.	1.00
Increase in parking spaces designated for parents and carers	1.00
Flexible drop off/pickup	1.00
Explore alternative transport options	1.00
engaging with community to understand the issues/ find solution	1.00

## HSS10 - Site Specific Comments

- 4.8.2. A number of objections made references to impacts at specific locations, these included:
- Preference towards additional enforcement on Stanhope Road and Cotelands
  - Increase in traffic, congestion, and littering to Chichester Road, St Bernards, lower end of Stanhope Road
  - Impacts on elderly residents of Elizabeth Court
  - Illegal parking reported at/on: Chichester Road (damaging grass verges), private parking bays at St Bernards (and blocking access to St Bernards garage), St Bernards Cul-de-sac (also known as Fairfield Path).
  - The Healthy Street could be extended to include both Stanhope Road and Chichester Road (in the context that these areas are being impacted by illegal parking/ traffic congestion)
  - Suggestion that zone be extended to include Stanhope Road and Alpine Close
  - Sign relocation suggestion. Currently at drop kerb to Red Court Nursing home. Suggest relocation to just after the drop kerb. Impacts to hospital for fear of fines
- 4.8.3. Some objections proposed solutions, improvements, or suggestions to improve the current operation of HSS10.
- *“In light of these concerns, I strongly urge you to reconsider the road restrictions in order to alleviate the burdens faced by the Park Hill School community. A few potential solutions that could be explored include:*
    - *Increasing the number of available car parking spaces specifically designated for parents and carers.*
    - *Implementing a more flexible drop-off and pick-up system to accommodate families with multiple school runs.*
    - *Collaborating with departments within the local authority to explore alternative transportation options such as shuttle services or enhanced public transport routes.*
    - *Engaging in open dialogue with the community to better understand their needs and concerns, and collectively finding practical solutions to address the congestion issue.”*

# 5

## **EMAIL CONSULTATION - RESPONSE & ANALYSIS**



## 5 EMAIL CONSULTATION - RESPONSE & ANALYSIS

5.1.1. During the consultation period for the Group 3 Healthy School Streets, Council received:

- 15 email responses (11 raising objections & 4 confirming support).

5.1.2. Similar to the online questionnaire, email respondents were invited to provide the following information:

1. Full name
2. Full address including postcode
3. Objection with reasons for the objection made.
4. E-mail address.

In accordance with Council's GDPR guidelines, all responses are anonymous and there is no publicising of any personal details.

### ***Response Coding and Analysis***

For consistency in reporting, all fifteen (15) e-mails were coded and analysed under the same code frame used for the online questionnaire.

5.1.3. **Table 5.1** below shows that all but two (2) School Streets received at least one e-mail.

**Table 5-1 – Emails received from Healthy School Streets (Group 3)**

<b>Ref:</b>	<b>School Name(s)</b>	<b>Emails Received</b>
HSS1	The Crescent Primary School & Brit School	1
HSS3	South Norwood Primary School	3
HSS4	St Cyprians Greek Orthodox Primary School	1
HSS5	Howard Primary School	1
HSS6	Oasis Shirley Park	1
HSS7	Good Shepherd Catholic School	0
HSS8	Kenley Primary School	2
HSS9	Gonville Academy	0
HSS10	Park Hill Junior & Infants School	6

5.1.4. The following section presents the findings of the responses from the fifteen (15) e-mail responses received during the consultation period. Each school street is broken down into the key themes relating to the email responses and where relevant, includes discussion of location specific or general comments.

## 5.2 HSS1 – The Crescent Primary School & BRIT School / The Crescent & Saracen Close

5.2.1. Council received one (1) email (objection) for The Crescent Primary School and BRIT School /The Crescent and Saracen Close. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-2 – Key themes raised within HSS1 email responses**

Theme raised	Mentions
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Signage visibility is poor. Need larger signage	1
Flexible drop off/pickup	1

### HSS1 - General Comments

- 5.2.2. The email received for this school street makes reference to the following:
- The Crescent Primary School and BRIT School both operate on different terms schedules and have different school hours that start/ finish outside of restriction times. As such, operating hours should be amended.
  - Suggestion that the scheme be operated on Saturdays – noting that both schools have a Saturday School with the BRIT school having over 900 students.

## 5.3 HSS3 – South Norwood Primary School/ Birchanger Road, Crowther Road & Gresham Road

- 5.3.1. Council received one (1) objection email and two (2) support emails relating to South Norwood Primary School/ Birchanger Road, Crowther Road & Gresham Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-3 - Key themes raised within HSS3 email responses**

Theme raised	Mentions
Submission highlights impacts to specific local road	2
Submission supports proposal/ supports with conditions/ comments	2
Want more to be done about improving air quality	2
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Signage visibility is poor. Need larger signage	1
School Street has led to a scarcity of nearby parking	1
View that programme is about revenue raising	1
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	1
Submission seeking further information	1
Increased littering and waste in nearby areas where parking has shifted to	1

### HSS3 - Site Specific Comments

- 5.3.2. An objection email made references to impacts to carparking at specific locations, these included:
- The post [for the HSS signage] on the right-hand side of Merton Road towards end of the area/ boundary has been placed inside a parking space, rendering it unusable.

- Next to the abovementioned now unusable parking space, double yellow lines have been painted across a second parking space for absolutely no reason – subsequently removing another parking space.

5.3.3. A support email has made a suggestion to include tree planting as a part of the HSS scheme with the following comment:

- *‘It would be remiss to proceed with this without including new trees in order to improve the air quality for residents, parents and children alike. Specifically on the Crowther Road section between Holland Road and Elborough Road where there is another nursery and this road is used as a cut through to the Portland Road.’*

## 5.4 HSS4 – St Cyprians Greek Orthodox Primary School / Ingram Road & Springfield Road

5.4.1. Council received one (1) email (objection) for St Cyprians Greek Orthodox Primary School / Ingram Road & Springfield Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-4 - Key themes raised within HSS4 email responses**

Theme raised	Mentions
Submission highlights impacts to specific local road	1
Traffic/ congestion has worsened around the school street	1
Displacement of parking issues to nearby areas	1
Impacts on elderly drivers and visitors to care/ nursing homes	1

### HSS4 - Site Specific Comments

5.4.2. An objection email made references to impacts at specific locations, with the following comment:

- *‘Motoring restrictions during school time on Ingram and Springfield Road is creating trouble for residents who live on the front on Northwood Road. The e-mail also notes that the subsequent sparsity in car parking near the school causes difficulty for pick up/ drop off arrangements for disabled students’.*

## 5.5 HSS5 – Howard Primary School / Dering Place & Barham Road

5.5.1. Council received one (1) email (objection) for Howard Primary School / Dering Place & Barham Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-5 - Key themes raised within HSS5 email responses**

Theme raised	Mentions
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Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Increases journey time/ leads to delays	1

## 5.6 HSS6 – Oasis Shirley Park / Stroud Green Way

- 5.6.1. Council received one (1) email (objection) for Oasis Shirley Park / Stroud Green Way. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-6 - Key themes raised within HSS6 email responses**

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Increases journey time/ leads to delays	1
Traffic/ congestion has worsened around the school street	1
Concerns over fines	1
Inadequate exemption certificates per household	1

## 5.7 HSS8 – Kenley Primary School / Mosslea Road & New Barn Lane

- 5.7.1. Council received two (2) emails (objections) for Kenley Primary School / Mosslea Road & New Barn Lane. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-7 – Key themes raised within the HSS8 email responses**

Theme raised	Mentions
Traffic/ congestion has worsened around the school street	1
Concerns over fines	1
Want more to be done about improving air quality	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Signage visibility is poor. Need larger signage	1
View that programme is about revenue raising	1
No improvement in traffic observed	1
Impacts on delivery drivers, taxis, uber	1
No change in air quality observed	1



## 5.8 HSS10 - Park Hill Junior & Infants School / Stanhope Road & The Avenue

5.8.1. Council received four (4) objection emails and two (2) support emails relating Park Hill Junior & Infants School / Stanhope Road & The Avenue. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

**Table 5-8 – Key themes raised within HSS10 email responses**

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	2
Inadequate exemption certificates per household	2
Displacement of parking issues to nearby areas	2
Submission supports proposal/ supports with conditions/ comments	2
School Street has led to a scarcity of nearby parking	2
Impacts to critical care and health workers providing services in the area	2
Concerns over fines	1
Want more to be done about improving air quality	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
View that programme is about revenue raising	1
No improvement in traffic observed	1
Submission highlights impacts to specific local road	1
Impacts on elderly drivers and visitors to care/ nursing homes	1
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	1

6

## **HSS SCHOOLS FEEDBACK**



## 6 HSS SCHOOLS FEEDBACK

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### 6.1 Consultation Approach – Schools ‘Post-Trial’ Feedback

- 6.1.1. On behalf of Council, WSP has liaised with all 9 schools to obtain post-trial feedback. This engagement sought to gather insights on boundaries, complaints or concerns, the vehicle registration portal, resulting shifts by parents or staff towards more sustainable modes of transport and any general comments. On behalf of Croydon Council, WSP contacted the schools via the following methods:
- Phone call to each school – 28 March 2024
  - E-mail to each school (requested by all schools) – 28 March 2024
  - Follow up e-mail to schools who had not yet provided feedback – 15 April 2024
  - Follow up calls to schools who had not yet provided feedback – 15 -22 April 2024
- 6.1.2. Each call/ e-mail invited schools to either complete and return a feedback form (**APPENDIX C**), provide feedback over the current or future phone call, or provide feedback over a team’s call. Regardless of their preferred option, all respondents were provided with the same questions (from the feedback form) to ensure consistency in reporting. All schools provided feedback by 22 April 2024.
- 6.1.3. To assist with the clarity and consistency, the schools feedback in **Section 5.2** has been presented in the order of questions within the feedback form. Because of the mixed nature of questions (closed and open field), there is some variation in the feedback presentation manner. However, each question will contain the following:
- A) Results of closed questions
  - B) Additional comments or summaries of additional comments from open field questions
  - C) Summary comments drafted by WSP.

### 6.2 Results of Healthy School Streets – Schools Feedback Form

#### Q1. ARE YOU SATISFIED WITH THE CURRENT HOURS OF OPERATION WITH THE HSS (YES / NO / UNSURE?)

##### Answers:

The Gonville Academy School (HSS9) responded ‘**UNSURE**’. All other schools have responded ‘**YES**’.

##### Additional Comments:

The Gonville Academy School (HSS9) has provided the following additional comments:

- *‘2.00pm might be too early as school only finishes at 3.15pm. Therefore, 2.30pm to 3.45pm might be better hours.’*

Park Hill & Junior Infants School (HSS10) has provided the following additional comments:

- *'It would be better if we had more time to submit exemptions as currently, we only have until midnight each day to exempt any visitors to the school which means our workload is increased if we have visitors between 2-4pm.'*

#### **Summary Comments (WSP):**

Generally, Group 3 HSS schools are satisfied with the current hours of operation. Two schools have proposed potential changes to hours of for improved operation and reducing administrative work.

#### **Q2. ARE YOU SATISFIED WITH THE SIZE AND EXISTING BOUNDARIES OF THE HSS? (YES / NO / UNSURE?)**

##### **Answers:**

All schools have responded **'YES'**.

##### **Additional Comments:**

The Gonville Academy School (HSS9) has provided the following additional comments:

- *'It is safer when crossing the road and we have no cars parking right outside the school gate. This has been a positive for both the school community and the school.'*

#### **Summary Comments (WSP):**

Generally, Group 3 HSS schools are satisfied with the existing boundaries of the HSS's with one school noting the trial having a positive impact to the school community.

#### **Q3. HAVE YOU RECEIVED ANY CONCERNS OR COMPLAINTS FROM PARENTS OR NEARBY RESIDENTS REGARDING THE HSS? (YES/NO/UNSURE?) IF ANSWERED YES, WHAT HAS BEEN THEIR AREA/S OF CONCERN?**

##### **Answers & Additional Comments:**

The Crescent Primary School & Brit School (HSS1) has responded **'YES'** and has provided the following comments:

- *'Parents complaining - easier for them to park outside school. Roads nearby are pay and display.'*

South Norwood Primary School (HSS3) has responded **'UNSURE'** and has provided no further comment.

St Cyprians Greek Orthodox Primary School (HSS4) has responded **'YES'** and has provided the following comments:

- *'Parents are now parking inconsiderately in Auckland Road and Wharncliffe Gardens including on the pavement and in front of houses. We have also received complaints about parents parking on the lines near the zebra crossing on South Norwood Hill'*

Howard Primary School (HSS5) has responded **'NO'** and has provided no further comment.

Oasis Shirley Park (HSS6) has responded **'NO'** and has provided the following comment:

- *'Some parents have noted that the signage is not big enough.'*

Good Shepherd Catholic School (HSS7) has responded **'YES'** and has provided the following comments:

- *'Parents parking on pavements in adjacent unaffected streets has generated complaints from local resident. This has included parents parking on driveways and blocking pavements with inconsiderate parking to drop off their children.'*

Kenley Primary School (HSS8) has responded **'YES'** and has provided the following comments:

- *'Yes – we have received regular complaints from nearby residents – people parking on double yellow lines – mainly around top of junction. This also causes problems for the school bus.'*

Gonville Academy (HSS9) has responded **'YES'** and has provided the following comments:

- *'Some parents still don't acknowledge it. Residents have explained that it took a long time to set up cameras and therefore it hasn't been in full operation.'*

Park Hill Junior & Infants School (HSS10) has responded **'YES'** and has provided the following comments:

- *'We have received lots of concerns about the scheme from parents, particularly working parents who drive to and from work and therefore need to drop off and collect their children during their commute, as the scheme means that side roads near the school are busier and more congested due to the restrictions and therefore, they are not able to park. We have also received lots of concerns from parents when they have received a fine and they have said that the signage is very small regarding the healthy street scheme, so they have unknowingly driven into the road during the active scheme.'*

### **Summary Comments (WSP):**

It is evident that most schools (5) have received concerns/ complaints from parents or nearby residents regarding the HSS. Although they have responded 'NO', Oasis Shirley Park (HSS6) has noted that some feedback has come back to the school from parents noting the signage is not big enough.

Key themes raised within the concerns and complaints include:

- Inconvenience for parents (and specifically working parents) having to park further away (and be subject to Pay and Display parking) and walk to school.
- Nearby residents reporting inconsiderate and, in some instances, illegal parking behaviours – parking on double yellow lines, blocking driveways and pavements.
- Parents not acknowledging the HSS or parents, unknowingly driving into the HSS with claims the signage is too small or unclear.
- Residents asserting that cameras took a long time to be set up, so HSS has not been in full operation for the trial.
- General impacts on congestion around school.

### **Q4. ARE YOU AWARE OF ANY MODAL SHIFT FROM PARENTS OR STAFF TO USING MORE SUSTAINABLE FORMS OF TRANSPORT AS A RESULT OF THE HSS? (YES / NO / UNSURE?)**

**Answers:**

The following schools answered '**UNSURE**'

- The Crescent Primary School & Brit School (HSS1)
- St Cyprians Greek Orthodox Primary School (HSS4)
- Oasis Shirley Park (HSS6)
- Gonville Academy (HSS9)

The following schools answered '**NO**'

- South Norwood Primary School (HSS3)
- Howard Primary School (HSS5)
- Good Shepherd Catholic School (HSS7)
- Kenley Primary School (HSS8)
- Park Hill Junior & Infants School (HSS10)

### **Summary Comments (WSP):**

Noting the results of this question, Schools have generally not been able to identify whether there has been a modal shift from parents or staff to using more sustainable forms of transport as a result of the HSS. With nearly half of the schools answering 'UNSURE', it would be difficult to argue that the HSS has or has not led to a shift.

## **Q5. ARE YOU ENCOURAGING PARENTS TO TRAVEL TO SCHOOL MORE SUSTAINABLY? (YES / NO / UNSURE?) IF YES, WHAT INITIATIVES ARE YOU EMPLOYING TO ENCOURAGE THIS BEHAVIOURAL CHANGE?**

### **Answers & Additional Comments:**

The Crescent Primary School & Brit School (HSS1) has responded '**YES**' and has provided no further comment.

South Norwood Primary School (HSS3) has responded '**UNSURE**' and has provided no further comment.

St Cyprians Greek Orthodox Primary School (HSS4) has responded '**YES**' and has provided the following comments:

- *'We have the TFL Gold Award. We provide scooter and bike parking spaces. We promote walking to school during Walk to School Week and Weekend Walkies in KS1. In KS2 children take part in Bikeability and Walk to School Week.'*

Howard Primary School (HSS5) has responded '**YES**' and has provided no further comment.

- *'Active participation in following programmes: Transport for London's Travel Ambassadors, Wheels to Work, and Park and Stride.'*

Oasis Shirley Park (HSS6) has responded '**YES**' and has provided the following comment:

- *'General encouragement to parents to park further away and walk to school.'*

Good Shepherd Catholic School (HSS7) has responded '**YES**' and has provided the following comments:

- *'Safe School Streets, Cycle/ Scooter Shed, Cycling Proficiency Training'*

Kenley Primary School (HSS8) has responded **'YES'** and has provided the following comments:

- *'We have generally been encouraging this behavioural change.'*

Gonville Academy (HSS9) has responded **'UNSURE'** and has provided the following comments:

- *'We were part of the TfL STARS programme and did do lots of travel initiatives to promote safe and healthy behaviour changes. We send out reminders to parents and pupils about safe crossing and being vigilant when walking/cycling/scooting to and from school.'*

Park Hill Junior & Infants School (HSS10) has responded **'YES'** and has provided the following comments:

- *'We have a scooter bay for children to park their bikes/ scooters and we encourage all parents to walk/ use public transport to school with their children if possible.'*

### **Summary Comments (WSP):**

With most schools answering YES to this question (7 out of 9 schools) and the remaining two schools answering unsure, feedback provided generally indicates that

- a) Nearly all schools are generally promoting and encouraging behavioural changes towards sustainable travel
- b) Some schools (at least 4) are participating in one or more sustainable travel programmes.

## **Q6. PLEASE DESCRIBE YOUR EXPERIENCE USING THE HSS PORTAL FOR REGISTERING VEHICLE EXEMPTIONS**

### **Answers & Additional Comments**

Two (2) schools, South Norwood Primary School (HSS3) & Oasis Shirley Park (HSS6) responded that **'THE PORTAL IS WORKING EFFECTIVELY FOR THE SCHOOL.'**

South Norwood Primary School (HSS3) has provided the following additional comments:

- *'I wasn't sure how to answer that one as it does and it doesn't sometimes there is a car put in, but they sometimes still get a ticket. But Croydon are quite quick to help.'*

Oasis Shirley Park (HSS6) has provided the following additional comments:

- *'Some staff received fines early in the process, However, Croydon Council reached out to resolve and note that there were some early teething issues with the system.'*

The following six (6) schools, responded that **'THE PORTAL IS NOT WORKING EFFECTIVELY FOR THE SCHOOL.'**

- The Crescent Primary School & Brit School (HSS1)
- Howard Primary School (HSS5)
- Good Shepherd Catholic School (HSS7)
- Kenley Primary School (HSS8)
- Gonville Academy (HSS9)
- Park Hill Junior & Infants School (HSS10)

Additional comments provided by The Crescent Primary School & Brit School (HSS1) are summarised as follows:



- *School experienced difficulties with the portal early on in the trial.*
- *Staff were getting fines and currently still are.*
- *There has been communication with Safer Street, but the response takes 2 weeks.*

Additional comments provided by Howard Primary School (HSS5) are summarised as follows:

- *Following the introduction of the new system, a number of teachers were receiving warning letters and fines.*
- *Whilst this was resolved, it creates extra work for schools' office manager.*
- *The school does not have the capacity to be undertaking this additional work for Council.*

Additional comments provided by Good Shepherd Catholic School (HSS7) are summarised as follows:

- *The school has expressed that the portal does not work and is constantly having to deal with errors on the portal when registering visitor exemptions. This creates additional work requiring the school to spend additional time sending the details by email.*
- *Despite registering exemptions, the school regularly experiences visitors contact them to say that they have received a PCN even though they have proof that they registered the exemption on the day.*
- *This creates further additional work for the school office staff in contacting the Local Authority to have the PCN cancelled. The school does not have time for this additional work because of the ineffective portal. The school has expressed that it makes them appear incompetent to visitors - as if they have not done what was promised.*
- *The school has explained the problematic process and provided an example:*
  - *'When a PCN is waived the "we agree to cancel the PCN on this occasion" confirmation makes it sound as if the Local Authority is doing us a favour! If the portal worked properly then there would be no need for PCNs to be cancelled as they should never have been issued in the first place!*
  - *We have this issue almost every week and despite contacting the Local Authority each time making a complaint - the matter has not been resolved to our satisfaction.*
  - *A case in point is yesterday (15th April) when at least 4 visitors to a meeting here on 21\* March 2024 called or emailed us to let us know that they had received PCNS.*
  - *As there were over 54 delegates who registered their registration plates, we are expecting more phone calls and emails today... This means additional work for the school office staff.'*

Additional comments provided by Kenley Primary School (HSS8) are summarised as follows:

- *Staff are still receiving fines.*
- *One of the key issues is that many of the staff registered on the first system did not carry over into the second system. It is a problem that you can only register a staff member for 12 months.*
- *The school has stated that it would be helpful to either extend this period beyond 12 months or receive a reminder when they need to renew the registrations. Schools don't have time to undertake this admin on behalf of council.*

Additional comments provided by Gonville Academy (HSS9) are summarised as follows:



- *The school was not aware that they needed to re-register vehicles for new permits, leading to a negative experience for some staff members who received fines.*
- *Additionally, the portal has experienced glitches when used, indicating room for improvement.*

Additional comments provided by Park Hill Junior & Infants School (HSS10) are summarised as follows:

- *The school has noted that there have been many instances where the portal is not working and comes up with error codes when they try to log an exemption.*
- *Staff and visitors who have already been exempted have received fines – sometimes multiple fines and increased fines – despite us exempting their vehicles and flagging up errors to the school street team as soon as we are notified that someone has received a penalty notice.*

One (1) school, St Cyprians Greek Orthodox Primary School (HSS4), has responded that they **'HAVE NOT HAD EXPERIENCE WITH THE PORTAL.'**

St Cyprians Greek Orthodox Primary School (HSS4) provided no further comment.

### **Summary Comments (WSP):**

Generally speaking, this question attracted the most commentary / feedback. A total of 6 out of 9 schools responded that 'THE PORTAL IS NOT WORKING EFFECTIVELY FOR THE SCHOOL' and a total of 8 schools provided written feedback related to negative experiences/ suggestions for improvements to the portal. Upon analysis of this feedback, it can be argued that there is a shared view amongst the majority of schools that the portal/ system agreement should be improved.

Key themes raised in the additional comments section of this question include:

- Constant errors or glitches occurring within the portal.
- Incidences of staff or visitors receiving fines or warnings even though they are registered.
- Additional work created for school admin staff as a result of errors, incorrect warnings of fines, and corresponding with Council/ Safer Streets to resolve incorrect fines or warnings.
- Problems associated with the transition from the old to the new portal system – such as names not being carried over.

## **Q7. DO YOU HAVE ANY ADDITIONAL COMMENTS OR FEEDBACK RELATED TO THE HSS?**

### **Additional Comments**

South Norwood Primary School (HSS3) has provided the following additional comments:

- *'We would like visitors to do their own permit logging – we would like to find a way for them to log this with a visitors badge as I don't want them getting a permit for longer than a day if they are visiting us. Do you know if there is a way?'*

Howard Primary School (HSS5) has provided the following additional comments:

- *'The Healthy School Street has been a positive experience. There has been positive feedback from parents. It has been noted that parents generally quickly followed the*

*guidance on the Healthy School Streets that was provided by the school. The HSS also created an extra bit of security/ safety for students upon entry/ exit from school.'*

Good Shepherd Catholic School (HSS7) has provided the following additional comments:

- *'The trial was initially delayed for months! The signage went up but there were no cameras. Parents therefore disregarded everything and continued to drive on the school street at peak drop off and collection times. We received no communication as to the reason for no cameras being put up - despite making enquiries - until we read in the local newspaper that the cameras purchased by the Local Authority were incompatible for recording UK registration plates! We also received no notification when the cameras eventually did go up.'*

Kenley Primary School (HSS8) has provided the following additional comments:

- *'The main issue is that the illegal parking is causing issue for the school bus – particularly at the top of the junction.'*

Gonville Academy (HSS9) has provided the following additional comments:

- *'One concern is that some staff members have been late in registering their vehicles for permits, despite being employees of the school. As a result, a number of staff have received warning letters and fines for driving into school during operational hours. I believe the council should have a better understanding and be more considerate towards employees in this regard.'*
- *'I personally received two fines and had to pay £130.00, even after appealing and explaining that I was a member of staff. Unfortunately, my appeal was rejected by Croydon council. This is disappointing, especially considering that Gonville staff members were not aware that fines could be issued in such circumstances.'*

Park Hill Junior & Infants School (HSS10) has provided the following additional comments:

- *'The school street scheme has meant that we have received less concerns from parents regarding vehicles driving above the speed limit around the school and there have been no incidents of parents disagreeing with each other about parking since the scheme was introduced so the roads around the school appear to be safer for children to cross since the scheme was introduced.'*
- *'However, the scheme has caused a lot of additional work, demands and deadlines for administrative staff who are dealing with concerns when visitors and staff have received penalty notices incorrectly (when they have already been exempted.) The portal needs to be quicker and easier to use for staff, and there needs to be a longer window of time for staff to apply for vehicles to be exempted than the same day by midnight. The scheme has caused extra demands and work for administrative staff especially due to the amount of errors where penalty notices have been sent to staff already exempt.'*

### **Summary Comments (WSP):**

Key themes raised in the additional comments section of this question include:

- Suggestion for improvement: A school has asked whether it is possible for visitors to undertake their own permit logging.

- The HSS has had a positive impact on the school community and resulted in additional safety/ security for students.
- The delays in cameras being set up in the trial and the lack of notification when they were installed has led to instances of illegal parking/ driving through the HSS.
- Instances of illegal parking have caused issues for school busses.
- The system has led to staff receiving warnings and parking fines.
- The HSS has led to an increase in administrative work for schools.

# 7

## **CONCLUSION / RECOMMENDATIONS**



## 7 CONCLUSION / RECOMMENDATIONS

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### 7.1 SUMMARY OF RESULTS

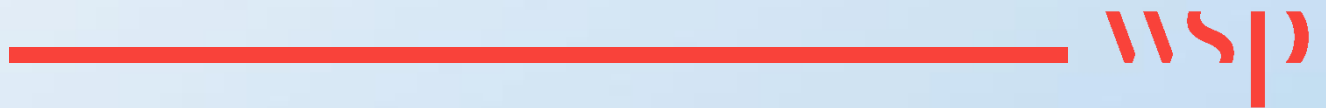
- 7.1.1. A total of 69 responses/ objections were received through the online questionnaire, and 15 responses/ objections were received via email.
- 7.1.2. All nine (9) schools subject to the HSS/ ETMO's provided feedback on the trial.

### 7.2 NEXT STEPS

- A Cabinet Member Report will be submitted for the June 2024 Cabinet.
- The information from this report should be used to assist Council officers to
  - understand and consider the key themes related to objections for each Healthy School Street scheme (group 3) and feedback from participating schools.
  - make further recommendations on changes to the Healthy School Street schemes and whether they should be should be made permanent or not.

# Appendix A

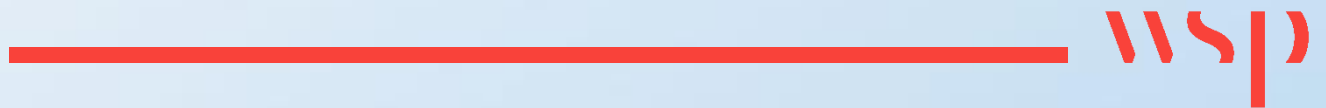
## **GROUP 3 HSS CABINET REPORT**





# Appendix B

## **GROUP 3 HSS ETMO INFORMATION**

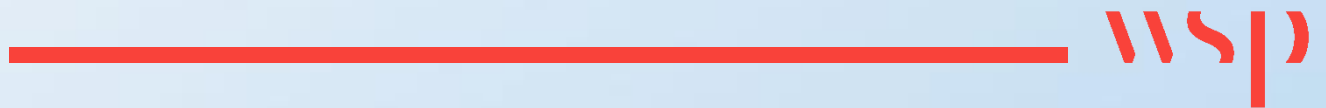






# Appendix C

## **GROUP 3 HSS SCHOOLS FEEDBACK FORM**







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