

Consultation

5 (a) The consultation letter, sent to residences within the LTN

November 2020

PUBLIC CONSULTATION

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Future of the Temporary Crystal Palace and South Norwood Low Traffic Neighbourhood

We are writing to inform you of the upcoming consultation on the Crystal Palace and South Norwood Low Traffic Neighbourhood (LTN) introduced on a temporary basis earlier this year.

As a result of the Covid-19 pandemic, central government issued guidance to local authorities to move quickly, making changes to our streets for social distancing and to encourage walking and cycling. Using funding from Transport for London, we implemented measures to reduce through traffic in the Auckland Road / Southern Avenue area creating quieter and safer space to walk and cycle while capacity was reduced on public transport. By helping more people to walk and cycle rather than drive short journeys, the temporary scheme is also aimed at tackling air, pollution, congestion, speeding and improving overall road safety.

The LTN was implemented in stages based around the gas utility works closing Auckland Road, at the ending of those works. After hearing some initial concerns, we swiftly put in a bus gate to maintain access for the 410 bus, and emergency vehicles this was all at the time Church Road was half closed, with temporary traffic signals significantly impacting on the capacity of the A212 and A214. As the temporary LTN moved to its current form, we sought feedback via our Streetspace webpage interactive map. Over 2000 people reached out to share their views. Comments from the survey and emails received to our 'highways improvement' inbox indicated some clear themes:

- Patients driving to the Auckland Surgery need improved access
- Emergency service vehicles need more direct access
- The council should have consulted before implementing the temporary LTN
- The LTN doesn't work for us. It should be removed and streets returned to allow for through traffic
- The temporary LTN is welcomed. The need to reduce through traffic is understood, however the scheme disadvantages local residents by limiting access. Car access for local residents to their homes should be improved through alternative measures, such as camera-enforced entry points (ANPR cameras)
- The temporary LTN is liked, it has created a quieter, safer local street environment and neighbourhood
- Air pollution on main roads and in surrounding areas is worse
- Local businesses will be impacted by increased congestion on Church Road

Our proposals for the next stage of the scheme seek to address many of these concerns.

We are very appreciative to everyone for taking the time to submit feedback. Having listened, we are inviting the public to participate in a consultation on the future of the scheme. You can view the consultation material in full online and submit your response from **6 November 2020** until **4 December 2020** on our dedicated consultation webpage.

The link will go live on our Streetspace webpages available at croydon.gov.uk/streetspace – or through the QR code here:



How do I participate?

It is important that you carefully note how to complete the online form, using the information below and on our webpage. We are asking local residents to enter the **unique ID code** below in your survey response, to make our analysis much more informative and robust.

While the consultation is open to all those who consider themselves affected, we are hoping to capture the feedback from those living within the scheme boundary with more specific detail. This is the purpose of the unique ID codes.

Those without Internet access or with accessibility needs can request a printed copy of the consultation material. Requests must be submitted via the council's contact centre by phoning: 020 8726 7000.

Your unique ID code is:

XXXX – XXXX, XXXX, XXXX

When responding you must enter **4 digit code** followed by your **full address** into our online form. Responses will be accepted no later than **4 December 2020 at 9:00 pm**.

Who else is being consulted and how will other concerns from the themes be addressed?

We are consulting local ward councillors, schools, emergency services and residents of nearby boroughs, to help inform the decision making process. The range of options available is described on the survey portal.

Local businesses are important to us, and we are including them in this consultation as well, so that we can listen to their concerns, and ensure any impact of the scheme on their businesses is taken into account moving forward.

What will happen next?

After the consultation, a report will be written with recommendations on the future of the temporary scheme, based on the results of the consultation, balanced with other material considerations. The report will be considered by the Traffic Management Advisory Committee in December, and decisions on the next steps for the Crystal Palace and South Norwood LTN will be made.

How do I get more information?

For further information on our Streetspace programme please visit our website.

www.croydon.gov.uk/streetspace

Street Notices placed on site:

November 2020

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Future of Crystal Palace and South Norwood Low Traffic Neighbourhood

The council is carrying out a public consultation on the temporary Crystal Palace & South Norwood (LTN) scheme implemented earlier this year.

How do I participate?

We are very appreciative to everyone for taking the time to submit feedback. Having listened, we are inviting the public to participate in a consultation on the future of the scheme. You can view the consultation material in full online and submit your response from **6 November 2020** until **4 December 2020** on our dedicated consultation webpage.



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www.croydon.gov.uk/streetspace

Questions asked as a part of the consultation.

Note, the questionnaire was optimised for web input, paper questionnaires were sent to residents when requested, the format adopted may not match that below.

Consent

1: Can you please confirm:

- I give consent to Croydon Council to share my data between one officer in the Communications and Engagement Team, one officer in the Highways Team and one officer in the Strategic Transport Team
- I understand the council will:
 - keep all data in a secure location only accessible by the above three officers
 - that it will be used only for the purpose of analysing and validating the consultation results on which a report will be based
 - keep all data for a period of up to one year from the close of consultation for the purpose of further analysis and reporting on the results of the consultation, should this be deemed necessary
- I know I have the right to withdraw consent at any time by emailing highwayimprovements@croydon.gov.uk but understand that withdrawing consent may not affect the material that has already been used.

The full Privacy Notice can be viewed [here](#).

* This question must be answered

I give consent to Croydon Council using my data as outlined in the Privacy Notice. []

Section 1: About you

2: If you received a letter with a four-digit code please enter it here.
If you did not receive a letter/code, please enter 0000.

* This question must be answered

3: Do you:

* This question must be answered

Live locally to the scheme []

Travel through the area []

4: My house number / name or flat number is:

* This question must be answered

5: Road name:

* This question must be answered

6: Postcode:

* This question must be answered

7: Which borough do you live in?

* This question must be answered

Croydon []

Bromley []

Lambeth []

Southwark []

Lewisham []

Other []

7.1: Please specify:

8: Have you let us know your feedback on Streetspace before this consultation? If so, by which method (choose all that apply):
Please tick all that apply.

- Yes - online survey response []
- Yes - email []
- No []

Section 2: Feedback on the Low Traffic Neighbourhood

9: How did you feel about the scheme when it was first implemented?
* This question must be answered

- Very positive []
- Positive []
- Neutral []
- Negative []
- Very negative []

10: Please explain your answer:

.....
.....

11 How do you feel about the scheme now?
* This question must be answered

- Very positive []
- Positive []
- Neutral []
- Negative []
- Very negative []

12: Please explain your answer:

.....
.....

13: Has the removal of the scaffolding and temporary lights on Church Road made a difference? If so, in what way?
* This question must be answered

- Very positive []
- Positive []
- Neutral []
- Negative []
- Very negative []

14: Please explain your answer:

.....
.....

15: In July, we made changes to the scheme based on initial feedback - namely installing a bus gate on Auckland Road. How did you feel about the scheme with this change?

* This question must be answered

Very positive []

Positive []

Neutral []

Negative []

Very negative []

16: Please explain your answer:

.....
.....

Section 3: How you travel in and around Crystal Palace

17: What (if anything) stops you from walking and cycling for more journeys in and around Crystal Palace and South Norwood?

Select as many as appropriate.

Please tick all that apply.

Concern about road safety/ road danger []

Traffic speed []

Traffic volume []

Unpleasant street environment []

Topography (hills) []

Disability []

Other []

17.1: Please specify

.....
.....

18: If you own a car or motorbike, do you also walk, cycle or use public transport for journeys?

Yes []

No []

I don't own a car or motorbike []

19: On a scale of 1 to 5, 5 being much more and 1 much less, are you walking, cycling, scooting more now than before the Covid-19 pandemic?

5 - much more []

4 []

3 - about the same []

2 []

1 - much less []

20: If you have children and/or young people in your household, are they walking, cycling, scooting, skating more now than before the Covid-19 pandemic?

5 - much more []

- 4 []
- 3 - about the same []
- 2 []
- 1 - much less []
- No children/young people in household []

21: On a scale of 1 to 5, 5 being much better and 1 much worse, how would you describe the impact on your street since the temporary LTN was put in – including with the bus gate on Auckland Road? Eg. air pollution, noise, etc.

- 5 - much better []
- 4 []
- 3 - no difference []
- 2 []
- 1 - much worse []

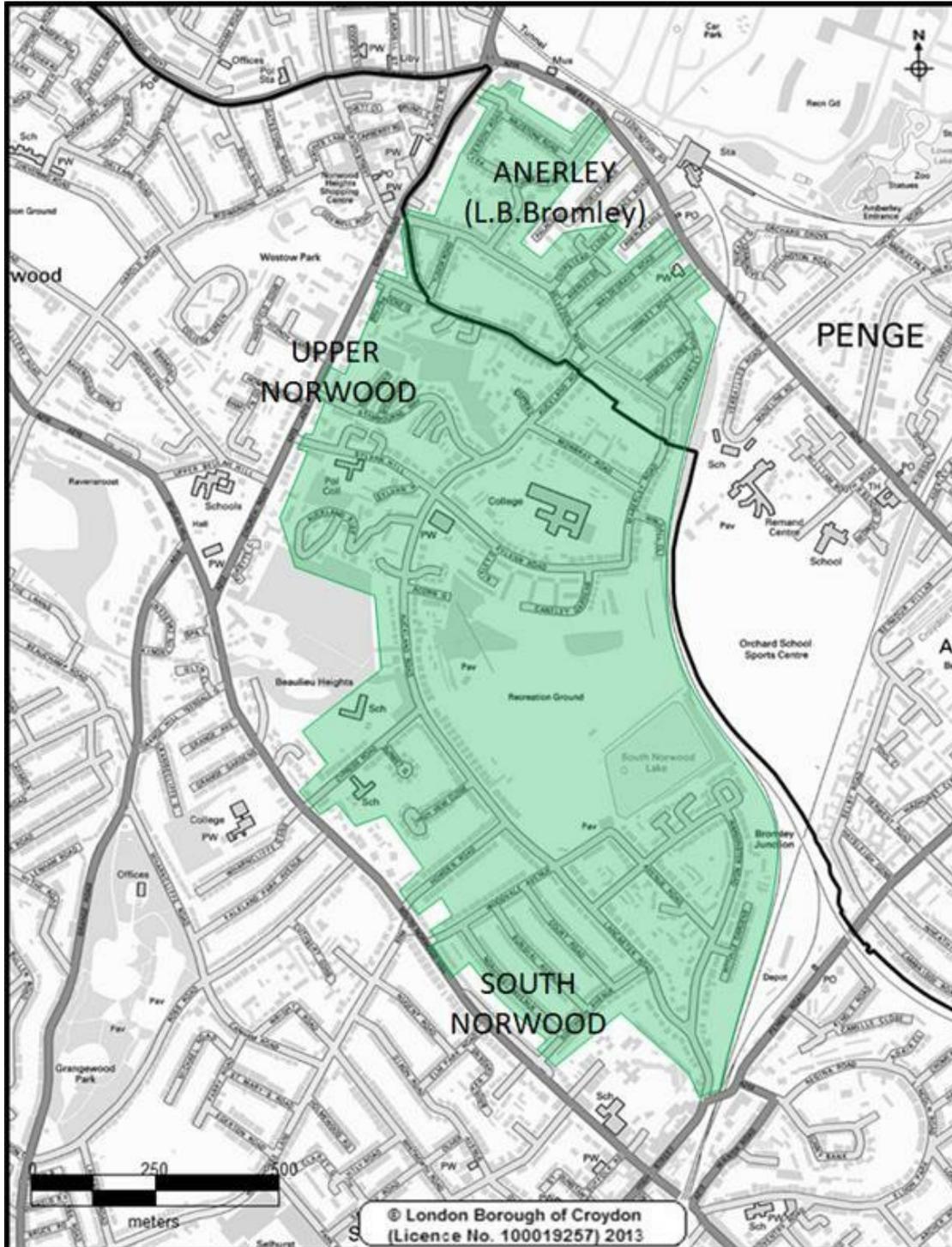
22: How would you describe road safety within your street since the temporary LTN was put in place?

- 5 - much better []
- 4 []
- 3 - no difference []
- 2 []
- 1 - much worse []

23: How are conditions for walking, cycling, and scooting now compared to before the LTN was in place?

- 5 - much better []
- 4 []
- 3 - no difference []
- 2 []
- 1 - much worse []

Section 4: The future of the LTN



- 24: Option 1: Replace: remove all physical planter closures and replace them with five ANPR camera-controlled access points with an exemption for eligible residents. Our definition of “eligible residents” would include those living on certain streets within both Croydon and Bromley’s borough boundaries, see map above. This permit would be free of charge, and would allow those in the exemption permit boundary of the LTN to drive through the closures, as well as the bus gate on Auckland Road. After hearing concerns about access to the Auckland Surgery, we are also proposing the relocation of the bus gate 150 metres, so the surgery can be reached easily from either end of Auckland Road. We will also be providing two additional disabled bays to make access for those with accessibility needs.

* This question must be answered

- Strongly agree []
- Agree []
- Disagree []
- Strongly disagree []
- Don't know []

25: Please explain your answer, including any positive or negative impacts you feel this option could have on you.

.....

.....

26: Option 2: Remain: the LTN will not change in its current format with physical closures to remain in place, except for the changes in Auckland Road as described in option 1.

* This question must be answered

- Strongly agree []
- Agree []
- Disagree []
- Strongly disagree []
- Don't know []

27: Please explain your answer, including any positive or negative impacts you feel this option could have on you.

.....

.....

28: Option 3: Remove: removing the scheme entirely, and by doing so, returning access for all motor traffic including non-residential traffic.

* This question must be answered

- Strongly agree []
- Agree []
- Disagree []
- Strongly disagree []
- Don't know []

29: Please explain your answer, including any positive or negative impacts you feel this option could have on you.

.....

.....

30: If you have any other suggestions for how we could make the area safer, quieter and less polluted, please tell us in the space below?

.....

.....

Equalities questions

31: Which age group are you in?

- Under 18 []

- 18-24 []
- 25-34 []
- 35-44 []
- 45-54 []
- 55-64 []
- 65-74 []
- 75+ []
- Prefer not to say []

32: How would you describe your ethnic origin?

- White English / Welsh / Scottish / Northern Irish / British []
 - White Irish []
 - White Gypsy or Irish Traveller []
 - Any other White background []
 - White and Black Caribbean []
 - White and Black African []
 - White and Asian []
- Any other Mixed / multiple ethnic background []
 - Indian []
 - Pakistani []
 - Bangladeshi []
 - Chinese []
 - Any other Asian background []
 - Black African []
 - Black Caribbean []
 - Any other Black background []
 - Arab []
 - Other []
 - Prefer not to say []

32.1: Please Specify

33: The Equality Act 2010 defines someone as a disabled person if they have a physical or mental impairment which has a long term and substantial adverse effect on their ability to carry out normal day to day activities.

A disability may include progressive conditions such as HIV and cancer, mobility, sight or hearing impairments or mental health issues such as depression.

In considering whether you have a disability you should not take into account the effect of any medication or treatments used or adaptations made which reduce the effects of an impairments (other than glasses or contact lenses used to correct a visual impairment):

Do you consider yourself to be disabled?

Please tick all that apply.

- No []
- Yes-Mobility []
- Yes- Visual impairment []

Yes- Hearing impairment []

Yes- Mental health []

Yes-Learning difficulties []

Yes-other []

Prefer not to say []

33.1: Please specify:.....

34: I identify my gender as:

Male []

Female []

Transgender Male []

Transgender Female []

Gender variant/ non-conforming []

Prefer to self-describe []

Prefer not to say []

34.1: Please describe

35: What is your annual household income?

£0 - £9,999 []

£10, 000 - £19,999 []

£20,000 - £34,999 []

£35,000 - £49,999 []

£50,000 - £74,999 []

£75,000 - £99,999 []

£100,000 - £124,999 []

£125,000 or more []

Prefer not to say []

Thank you for completing our survey. If you require further information, please visit our [Streetspace webpages](#).