

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 | 94.0% | 102.0% |

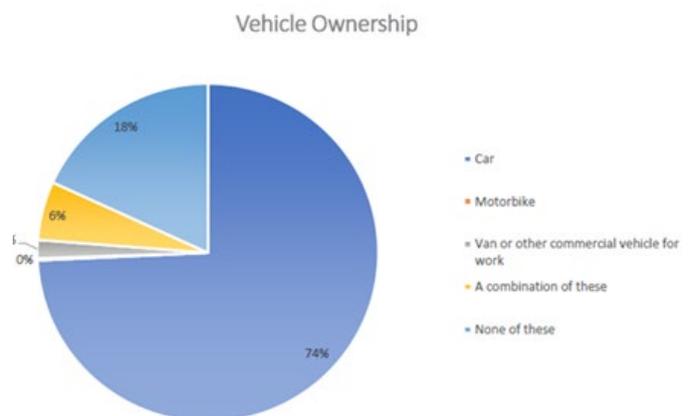
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

| | | 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

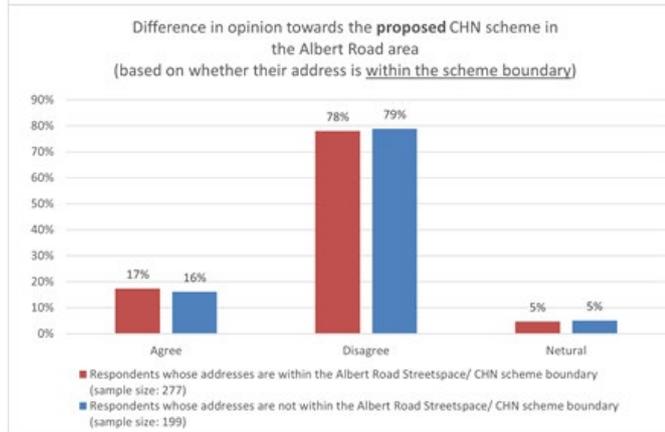
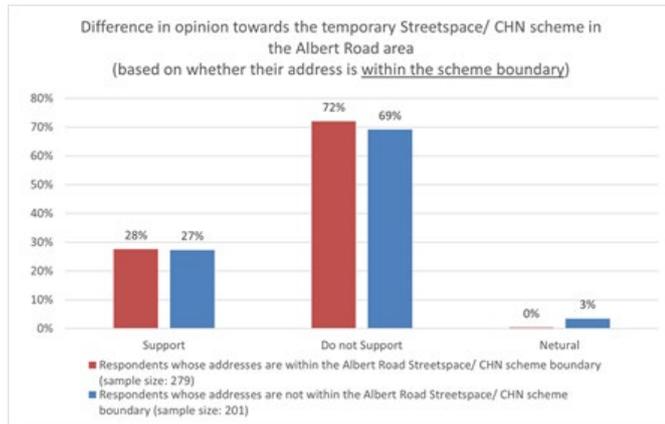
| | | Overall Survey Responses | | Local Population Statistics |
|------------------------------------|---|--------------------------|-----|-----------------------------|
| | | Frequency | % | % |
| Ethnic Origin (2011 Census) | White English / Welsh / Scottish / Northern Irish / British | 131 | 48%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



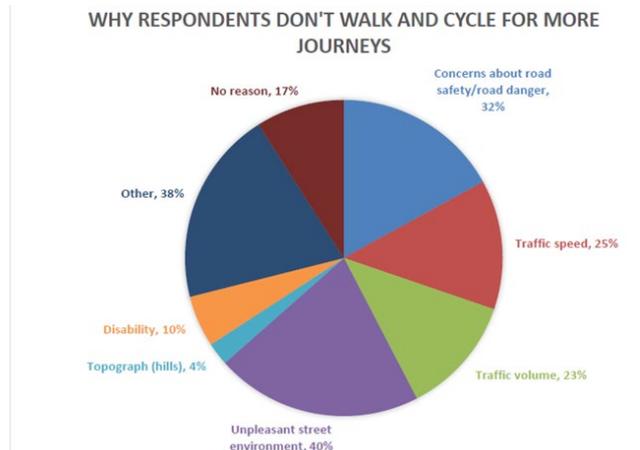
Reported Views on the Current Temporary LTN and Proposed Experimental CHN:

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% |

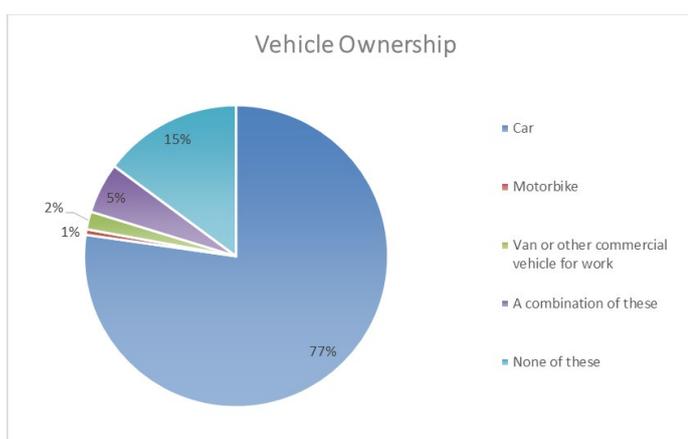
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

| | | 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

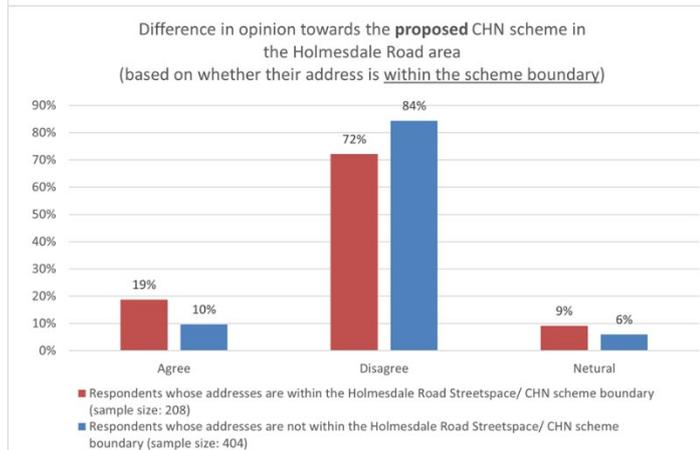
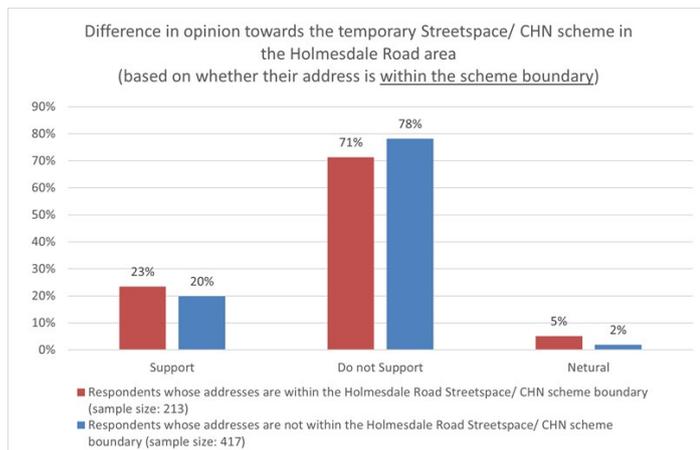
| | | Overall Survey Responses | | Local Population Statistics |
|------------------------------------|---|--------------------------|-----|-----------------------------|
| | | Frequency | % | % |
| Ethnic Origin (2011 Census) | White English / Welsh / Scottish / Northern Irish / British | 81 | 40% |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



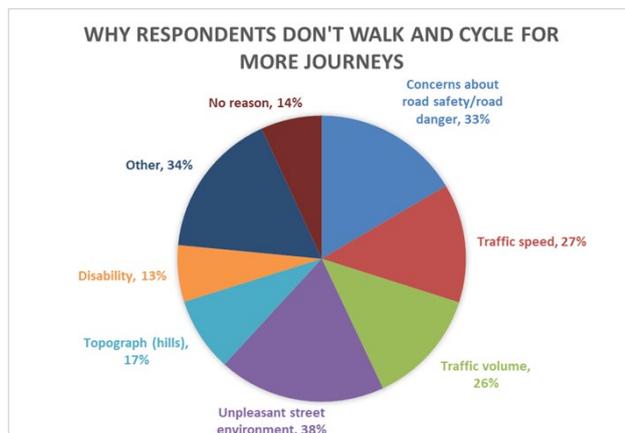
Reported views on the current Temporary LTN and proposed Experimental CHN

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% |

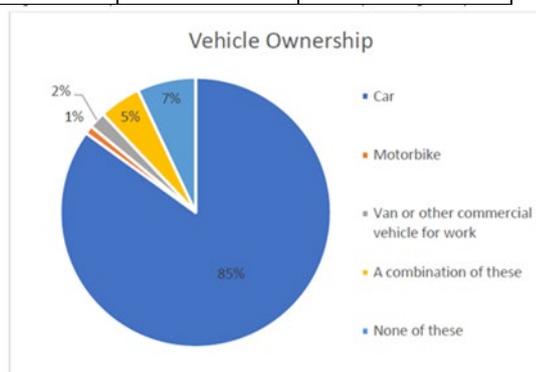
Ethnicity: Proportion of all respondents describing themselves as White British compared to that Borough wide

| | | 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.

