

Forest Road - Palmerston Road to Hoe Street

Consultation Report

August 2016



**WALK
CYCLE
ENJOY**



MAYOR OF LONDON



Contents

	Page
1. Background	3
2. Proposals	4
3. Early engagement	4
4. Consultation process	5
5. Results	6
6. Council response	10
7. Conclusion and recommendations	11

1. Background

Forest Road is a busy route used by up to 17,000 vehicles daily, and is home to around 3,600 residents and 340 businesses. It's a key route in Waltham Forest connecting Woodford New Road to Ferry Lane, and is already an important walking and cycling route that helps people get to key places like the William Morris Gallery, Lloyd Park, Walthamstow Wetlands and other local facilities.

To make this road safer for all road users we're planning to make improvements including upgrading all major junctions, new pedestrian and cycle crossings, new bus facilities, blended crossings, segregated cycle lanes and new public spaces.

To help manage the consultation stage of the Forest Road scheme, we split the route into sections.

Section of Forest Road	Consultation dates
Ferry Lane to Forest Road (Walthamstow Wetlands)	29 February to 20 March 2016 (Complete)
Blackhorse Road junction to Palmerston Road	29 February to 20 March 2016 (Complete)
Palmerston Road to Hoe Street	8 July to 31 July 2016 (Complete)
Blackhorse Road junction	Autumn 2016
Hoe Street to Wood Street	TBC

This report covers the Palmerston Road to Hoe Street consultation.

2. Proposals

The key elements of the proposals are:

A. Creating a safer environment

- Proposing to remove the zebra crossing from west of Mersey Road and Melville Road and create a new raised pedestrian and cycle crossing to the east of Bemsted Road and Greenleaf Road. The direction of travel on Bemsted Road will also be changed from southbound to northbound and from northbound to southbound on Mersey Road.
- Make the Palmerston Road and Higham Hill junction safer for people who cycle by narrowing the road to make space for a segregated cycle lane (where possible). Segregated cycle lanes create separate, designated space for cycling – making it safer and easier for cycles and vehicles to share the road.
- Introduce blended 'Copenhagen' crossings on all side roads open to motor-vehicles. These crossings prioritise pedestrians at junctions.
- Reduction of the speed limit along the full length of the road from 30mph to 20mph as part of the Council's commitment to reduce speeds across the borough.

B. Bus upgrades

Improvements will be made to bus stops, which will be designed together with the new cycle tracks.

New bus stops and shelters will be introduced at the following locations, to make bus journeys more convenient and accessible:

- To the east of Russell Road outside 276 Forest Road
- To the east of Rosebank Grove outside 20 and 2 Forest Road
- To the west of Bromley Road outside 589 Forest Road
- To the east Pearl Road outside 406 to 416 Forest Road
- To the east of Hawthorn Road opposite Bromley Road
- Outside William Morris Gallery

Relocate the following bus stops:

- Outside 381 Forest Road to outside 357 Forest Road to make space for the cycle lane and footway
- Remove the existing bus stop on Higham Hill Road located near the junction to prevent traffic congestion and vehicles over taking at the junction when buses stop

C. Cycling improvements

We are proposing to improve the existing cycle lanes and paths. The plans are to create new segregated cycle lanes which are separated from traffic, new road signs, more cycle stands, as well as tying this all in with the wider Mini-Holland Programme so people can get to and from this area more easily.

D. Parking and loading changes

Parking and loading along Forest Road needs to meet the needs of local residents, as well as businesses who are vital to the local economy. For the new segregated cycle lanes to be created the parking and loading available on Forest Road will need to be changed.

Based on data gathered from the perception survey and parking surveys we are proposing to remove some parking and loading on Forest Road as follows:

- Remove 24 limited (short stay) parking spaces
- Remove existing single yellow lines between Palmerston Road junction and Hoe Street and replace them with double yellow lines to stop vehicles from waiting and loading at any time.
- To make space for the segregated cycle track the following changes to parking will need to be made:
 - Remove approximately eight parking bays located between 351-357 Forest Road to accommodate the relocated bus stop from outside 381 Forest Road
 - Remove approximately nine parking bays on Forest Road between Jewel Road and Gaywood Road
 - Remove the existing coach parking bay on Forest Road between Hawthorne Road and Gaywood Road.
 - Remove or relocate the existing parking bay on Forest Road outside the Ross Wyld Lodge

3. Early engagement

Early engagement on the scheme was carried out in May 2015. This helped raised awareness with local people and road users that changes were happening to the road and provided initial feedback on the plans. The engagement involved finding out what local residents, businesses and users of the road thought about the area and the types of improvements they would like to see to help improve cycling and walking.

All of the results were used to inform the outline design for the scheme and this was fed back to participants. Please see the following links for more details.

<http://http://www.enjoywalthamforest.co.uk/work-in-your-area/forest-road/what-you-told-us-about-forest-road/>

4. Consultation process

Consultation aims

The consultation was designed to:

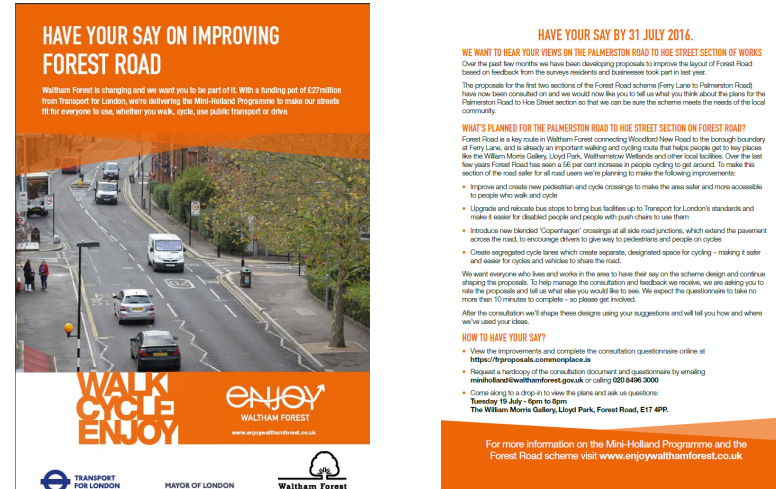
- Give everyone who lives, works and uses the road an opportunity to have their say on the scheme proposals.
- Ensure that people understand the improvements, the reasons for them as well as the potential benefits that they may bring.
- Provide results we could use to help shape and develop a scheme that best suits the local community.

Consultation dates

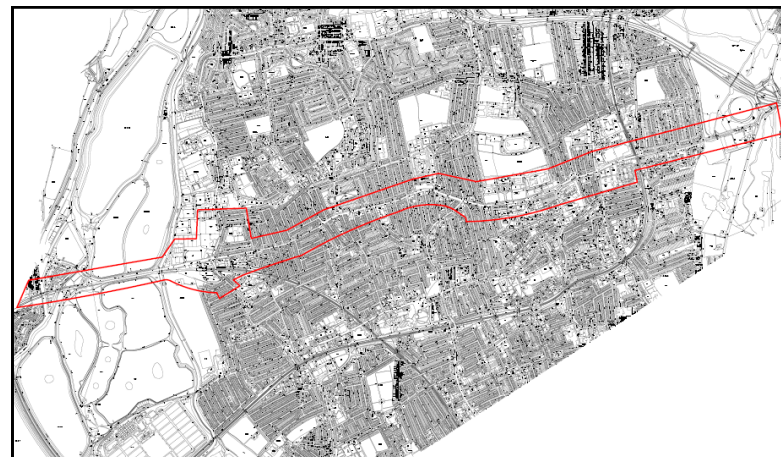
The public consultation took place between 8 July to 31 July 2016.

Consultation flyer

To notify the local community a flyer was produced to promote the consultation and improvements. These were hand delivered by an independent company to just under 6000 properties in the local area shown below.



Consultation flyer



Consultation area

On-line consultation

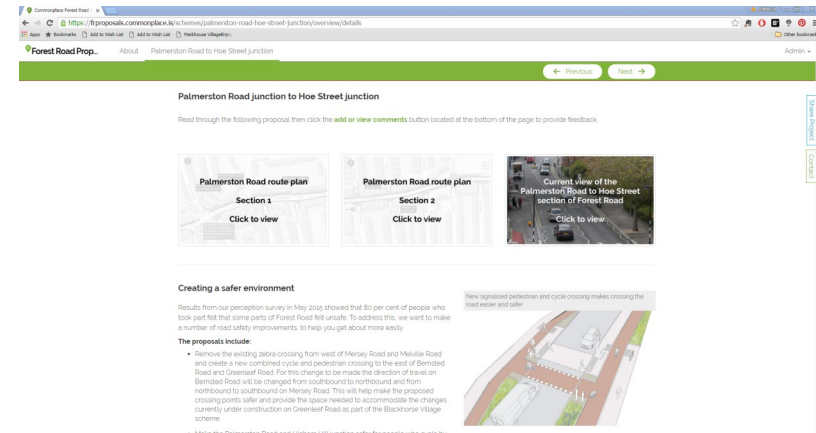
The consultation ran through an independent on-line engagement platform called Common Place but there were other ways for people to give their views as outlined further on (**PUT IN THE PAGE OR SECTION NUMERB**). The plans and proposals were available to view and people could feedback on the proposals overall.

Respondents were asked to rate how they felt about each of these elements using a 'negative to positive' slider scale. Once completed they were asked why they felt like this and were provided with a series of 'tags' for them to tick.

The consultation tags people could choose were:

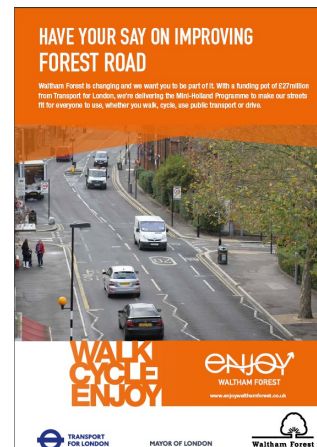
Area will be made safer for all road users	Area will not be made safer for all road users
General environment will be improved	General environment will not be improved
Will encourage more walking or cycling	Will not encourage more walking or cycling
Sense of local community will be improved	Sense of local community will not be improved
More opportunities created for shops, businesses and places of interest	Less opportunities created shops, businesses and places of interest will not flourish in the area
Will be easier to get around the area	Will be more difficult to get around the area
The area will be more attractive	The area will be less attractive

Having ticked the tags, respondents were asked to provide comments as a free text box. Respondents were finally asked to submit these comments along with the tags and rating. The Common-place system automatically allowed respondents to view their own comments along with other respondents.



Hard copy versions

Hard copy versions of proposals were also produced as part of a consultation document, for residents without internet access. A hard copy version of the questions and feedback form was also produced, which residents could request and return free of postage. In total over 50 copies were sent out.



Street signs

Seven street signs were put up along this section of the road in key locations advertising the consultation.

Public drop-in sessions

One drop-in session was held at a local venue for residents and businesses to view the plans in more detail. Council staff attended to answer specific questions and address concerns and hard copy versions of the consultation document and questionnaire were available. The drop-in event details were:

- Tuesday, 19 July between 6pm and 8pm at William Morris Gallery, Forest Road E17.

In total 35 people attended the sessions.

Ward Councillor briefings

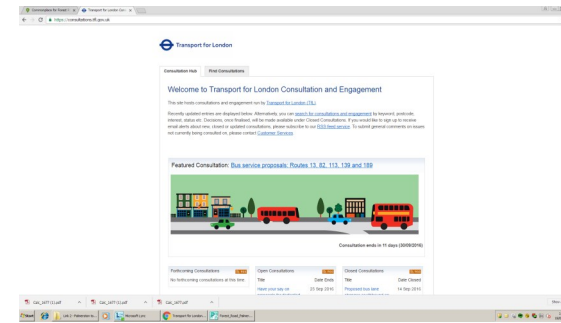
A briefing session was offered for local ward Councillors. One briefing was held with Councillors from the William Morris ward.

Wider stakeholder engagement

The proposals were discussed with a number of key stakeholders including the Transport for London, London Buses and William Morris Gallery. The plans were also raised with the police and emergency services through the regular Transport Liaison Group.

Transport for London

Transport for London promoted the consultation on their consultation hub website.



E-mail and Mini-Holland e-newsletter

An e-mail was sent to all people who had provided an e-mail and responded to the early engagement perception surveys.

A feature about the consultation was also placed in the regular monthly Mini-Holland e-newsletter.

Social media and on-line promotion

Social media was also used to promote and advertise the consultation. A total of 2 tweets were sent out, with 2 likes, 5 re-tweets, 2263 impressions and 62 link clicks.

Business engagement

Businesses along this section were contacted face to face by Council staff to remind them to complete the consultation and to discuss any questions or queries they had.

A petition was created by a local business in this section that was signed by 206 people against the removal of the parking opposite William Morris Gallery.

5. Results

In total 196 people responded to the consultation for this section. Of this 244 comments were noted and acknowledged.

The on-line engagement site Commonplace which hosted the consultation received **XXX** individual page views. 12 hard copy versions of the questionnaire were received and these were inputted into the Commonplace site and included in the analysis.

Source	Views
Facebook	134
Twitter	614
enjoywalthamforest.co.uk	280
commonplace.is	91
guardian-series.co.uk	75
Google	107
Email	15
Tangytango.proboards.com	20
Consultation.tfl.gov.uk	8

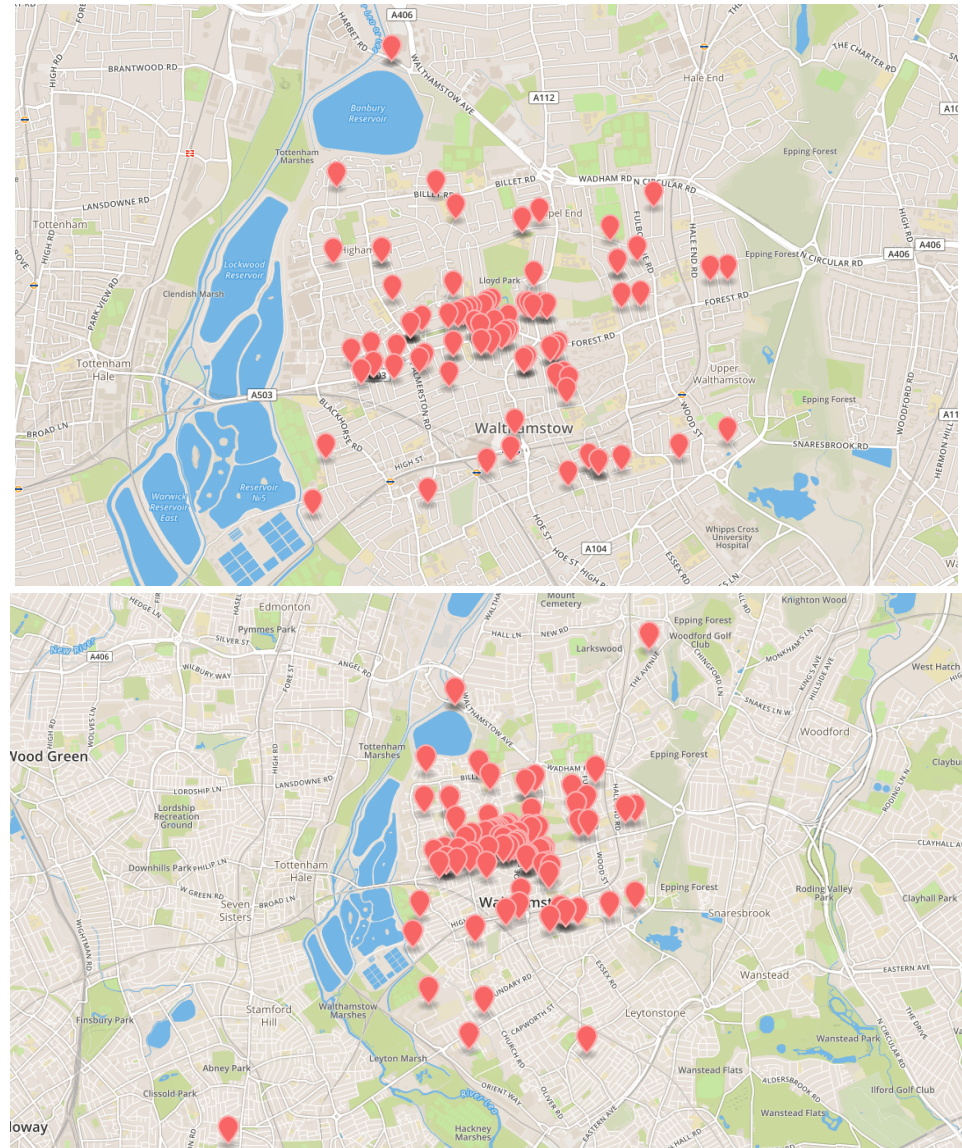
About the respondents

Respondents were asked to detail in what capacity they were responding to the consultation.

Respondents were then asked how they travel in the area. People could tick multiple options and of those who answered the most popular travel mode was cycling followed by walking and public transport.

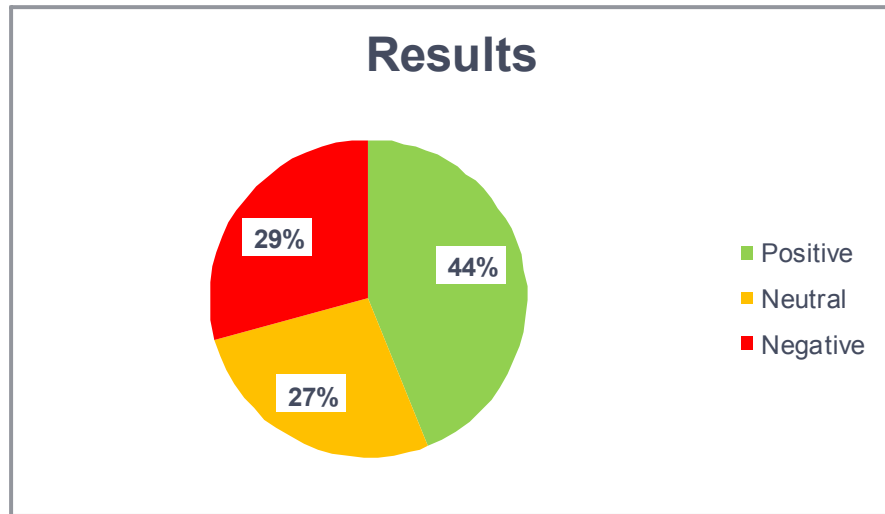
Where the respondents were from

The map below shows the postcodes of where respondents are from. In total 116 people left their postcode. The most popular were E17 (92%), E4 (4%) and E10 (3%).

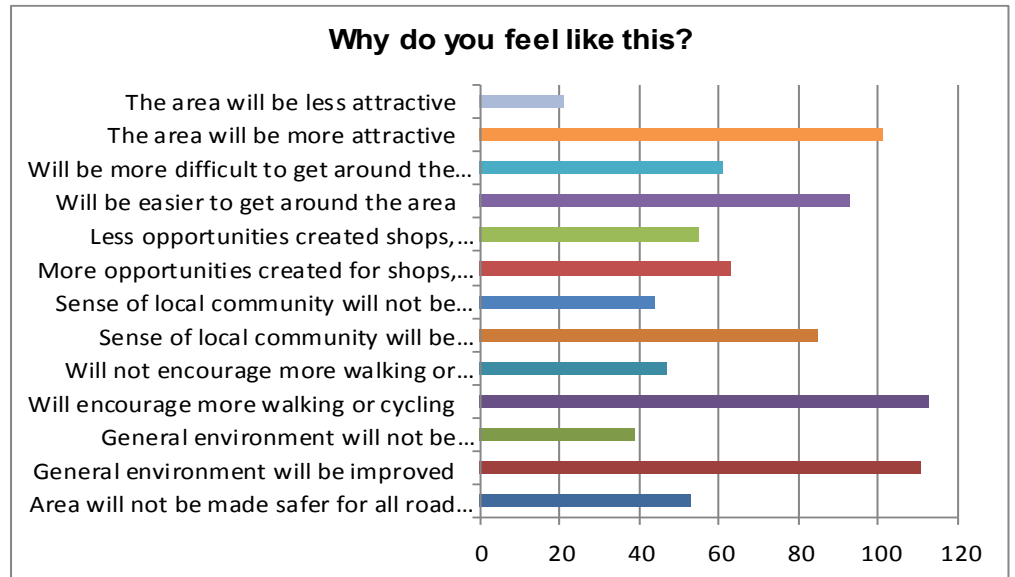


About the results

Respondents were asked to rate how they feel about each proposal, using a sliding scale. The results showed that there was support for the proposals overall. 44% of respondents indicating they were positive towards them 27% were neutral and 29% were negative.

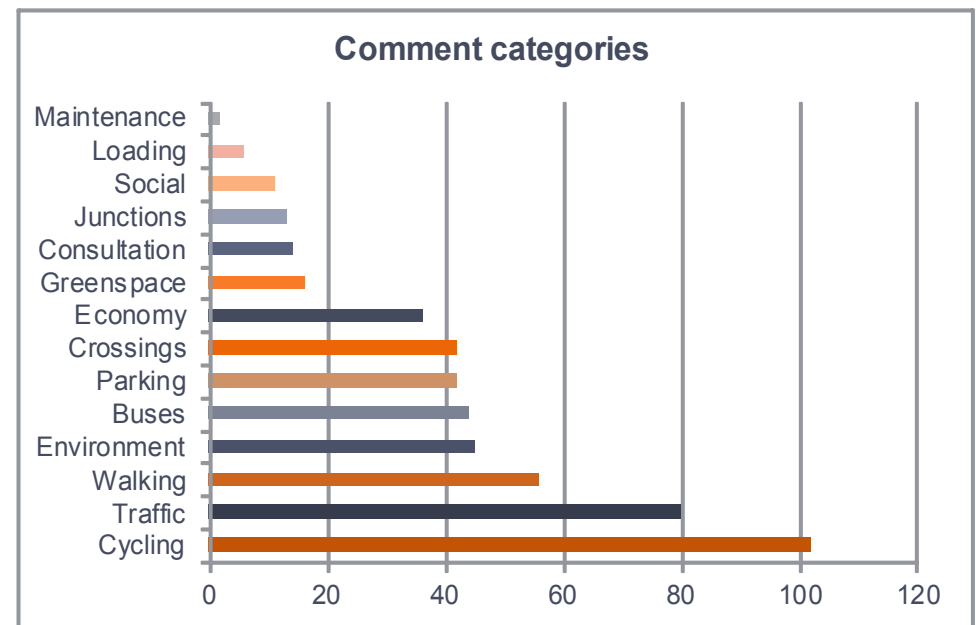


Having rated each proposal, respondents were then asked why they felt like this and were asked to tick an option relating to the Mini-Holland objectives. The most popular option chosen was 'it will encourage more walking and cycling', while 'the area will be less attractive' was the least selected option. Please note that respondents could tick multiple options.



Comments Analysis

In total we received 244 comments. These were grouped and were categorised as follows:



Cycling (102 comments)

- Concerns raised regarding the shared space for pedestrians and cyclists.
- Queries as to why full segregation along the whole section has not been proposed.
- Suggestion to make one-way roads (Bemsted, Mersey, Diana and Baldis) two-way for cyclists.

Buses (44 comments)

- Concerns that removal of the bus stop will negatively effect those with restricted mobility.
- Removal of coach parking bay
- Concerns over safety of floating bus stops.

Traffic (80 comments)

- Concerns proposals will cause increased congestion on Forest Road
- Concerns that emergency services have not been consulted with in regards to the proposals
- Suggestion for a modal filter in Baldis Road as it is used as a rat-run
- Suggestion for traffic calming on Bemsted road if it is to change direction
- Request to close Luton Road due to rat-running traffic

Walking (56 comments)

- Suggestion that the pavement between Bedford Road and Chingford Road is currently too narrow.
- Suggestion for putting in a gate in the South-West corner of Lloyd Park.
- Suggestion for more benches along Forest Road

Economy (36 comments)

- Concerns that the reduction in parking and loading will have a negative effect on the businesses along Forest Road.

Environment (45 comments)

- Requests for electric car charging points.
- Requests for more trees

Crossings (42 comments)

- Concern over safety of Copenhagen crossings
- Queries over why there is no Copenhagen crossing on Bemsted Road and South Countess Road.
- Suggestions for better education around how Copenhagen crossings work
- Additional crossing suggested near Harvey Park road to allow pedestrians to cut through to the market.
- Request for a zebra crossing at the junction of Winns Avenue and South Countess road

Parking (42 comments)

- Concern that removal of short stay parking outside businesses could have a negative impact on them
- Requests to retain parking outside Clarkins
- Requests to convert resident parking on Winns Terrace to short stay parking

Junctions (13 comments)

- Concern that change in direction of Bemsted Road could make it busier
- Suggestion that there should be clear visual priority for cyclists over motorised traffic on South Countess Rd junction.

6. Council response

Category	Comment	Council response
Cycling	Concerns raised regarding the shared space for pedestrians and cyclists.	To mitigate the issues raised these areas will be treated using different materials and signage to better demarcate the use of the space and that consideration between people walking and cycling is required.
	Suggestion to make one-way roads (Bemsted, Mersey, Diana and Baldis) two-way for cyclists.	It is proposed that we make all roads, including Bemsted, Mersey, Diana and Baldis, two-way (contraflow) for cyclists.
Buses	Concerns that removal of the bus stop will negatively effect those with restricted mobility.	Highams Hill bus stop
	Concerns over safety of floating bus stops.	<p>Floating bus stop design and locations have been agreed with TfL and London Buses. To mitigate some of these concerns we will be raising the cycle track and footway to be the same level with the floating bus stops so that pedestrians can cross easily to the island</p> <p>As part of the design process, a road safety audit will also be undertaken to identify any safety issues that need to be addressed.</p> <p>It should also be considered that floating bus stops are relatively new to London and the UK (though a small number are present in the borough already), and therefore may not be familiar to road users in the first instance. However, testing has been carried out by several bodies, and we intend to monitor how people use these new features.</p>
Traffic	Concerns that the proposals will lead to increased congestion.	These proposals do not reduce the number of lanes for general traffic and as such do not have an impact on traffic flow or congestion.
	Concerns that emergency services have not been consulted with in regards to the proposals	Throughout the Mini Holland programme we have engaged and worked in partnership with the emergency services. The scheme has been presented to and discussed with each of the emergency service and no major objections have been received.
	Suggestion for a modal filter in Baldis Road as it is used as a rat-run	All side roads to the north of Forest Road will be monitored once the scheme has been delivered to assess the impact of measures implemented. Consideration for modal filters will be given in the future and measures developed via an area wide assessment.
	Suggestion for traffic calming on Bemsted road if it is to change direction	Bemsted Road currently falls within an existing 20mph zone which has associated traffic calming to slow traffic. The design of the junction of Bemsted Road and Forest Road will include a new raised table which will slow traffic on the approach to the proposed new crossing point and for traffic entering Bemsted Road.
	Requests to close Luton Road due to rat-running traffic	Measures to reduce rat running traffic on Luton Road will be considered as part of the detailed design for the project and assessment of the operation of the Palmersto Road/Higham Hill Junction.

Category	Comment	Council response
Walking	Suggestion that the pavement between Bedford Road and Chingford Road is currently too narrow.	Where space allows the footways along this section will be widened.
	Suggestion for more benches along Forest Road	This is a good suggestion and seating locations will be reviewed for this section.
	Suggestion for putting in a gate in the South-West corner of Lloyd Park.	Suggestion noted and further discussion will be had.
Economy	Concerns that the reduction in parking and loading will have a negative effect on the businesses along Forest Road.	The proposed cycle tracks and improved footways is not expected to significantly impact businesses. The parking and loading assessments that we have carried out has shown there is sufficient space at an acceptable distance (no more than 50 metres) for businesses who require loading. - Where businesses are unduly effected by the proposed removal of parking bays consideration for off peak parking will be given during the detailed design process to allow for essential servicing and deliveries to take place.
Environment	Requests for more trees	There is an aspiration to incorporate as many trees as appropriate into the scheme. However we need to consider constraints to planting such as space and underground statutory services.
	Requests for electric car charging points.	The borough is currently exploring options for electric car charging points and the most viable locations for implementation.
Crossings	Queries over why there is no Copenhagen crossing on Bemsted and South Countess Road.	Bemsted Road will have a raised table introduced as part of the scheme. Due to the volume and size of vehicles that utilise South Countess Road it is not practical to introduce a Copenhagen Crossing at this location.
	Concern over safety of Copenhagen crossings	The new blended crossings are designed to slow down vehicles when entering or exiting side roads and encourage vehicles to give way to pedestrians crossing the road, reinforcing the rules of the Highway Code. For more information please visit our website here .
	Requests for signs that explain the priority of Copenhagen crossings	We will install appropriate signs wherever Copenhagen crossings are being installed and further information is available on our website here .
	Request for a zebra crossing at the junction of Winns Avenue and South Countess road	These roads fall out of the scope of this scheme. We will feed this suggestion into future schemes.

Category	Comment	Council response
Parking	Concern that removal of short stay parking outside businesses could have a negative impact on them	The proposed cycle tracks and improved footways is not expected to significantly impact businesses. The parking and loading assessments that we have carried out has shown there is sufficient space at an acceptable distance (no more than 50 metres) for businesses who require loading. - Where businesses are unduly effected by the proposed removal of parking bays consideration for off peak parking will be given during the detailed design process to allow for essential servicing and deliveries to take place.
	Requests to retain parking outside Clarkins	Where businesses are unduly effected by the proposed removal of parking bays consideration for off peak parking will be given during the detailed design process to allow for essential servicing and deliveries to take place.
Junctions	Concern that change in direction of Bemsted Road could make it busier	All side roads to the north of Forest Road will be monitored once the scheme has been delivered to assess the impact of measures implemented. Consideration for additional measures and/or changes will be given in the future via an area wide assessment.
	Suggestion that there should be clear visual priority for cyclists over motorised traffic on South Countess Rd junction.	Elephants footprints will be implemented across the junction of South Countess Road/Forest Road to highlight the proposed cycle route and alert drivers that cyclists may be crossing.
	Queries over what is happening with the Palmerston Road junction	The junction of Palerston Road and Forest Road is currently being designed in conjunction with Transport for London (TfL). Any proposed design will seek to find a balance between cycle and pedestrian safety without unduly impacting on traffic flows.

7. Conclusions and recommendations

All of these suggestions have been reviewed and considered as part of the scheme development. Based on our response to this feedback, the Council proposes to take forward the plans and measures as outlined in the PLM Report XXX