

Forest Road - The Blackhorse Road junction to Palmerston Road section



Consultation Report

May 2016

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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
Blackhorse Road junction to Palmerston Road	29 February to 20 March 2016
Palmerston Road to Hoe Street	Summer 2016
Blackhorse Road junction	Autumn 2016
Hoe Street to Wood Street	Autumn 2016

This report covers the Ferry Lane to Forest Road (Walthamstow Wetlands) consultation.

2. Proposals

The key proposals are.

Creating a safer environment

- Upgrade the pedestrian and cycle crossing point by Pretoria Avenue and move it from where it is (next to Tesco) to the other side of Pretoria Avenue near the row of shops (numbers 88 and 159 Forest Road)
- Introduce a new style of crossing called blended 'Copenhagen' crossings along all the side road junctions.
- Reduce the speed limit along the full road from 30mph to 20mph. This is part of the Councils commitment to reduce speeds across the borough.

Cycling improvements

We are proposing to introduce segregated cycle lanes on both sides of Forest Road to help people cycle safely between the Blackhorse Road junction and Palmerston Road.

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 west of Pretoria Avenue outside Tesco Express (route towards Tottenham Hale)
- To the west of King Edward Road outside 185 and 187 Forest Road (route towards Walthamstow)

- To the west of Wellington Road outside 152 and 158 Forest Road (route towards Tottenham Hale)
- To the west of Palmerston Road outside 265 Forest Road (route towards Walthamstow).

Parking and loading improvements

we are looking to remove and relocate some parking, ensuring we provide enough parking and loading, as well as cycle parking for visitors.

Proposals include:

- Remove the existing single yellow line between the Blackhorse Road junction and Palmerston junction and replace it with double yellow lines to stop vehicles from waiting and loading at any time
- Remove six short term parking bays located between 65-75 Forest Road to accommodate changes to the road
- Create four new dedicated loading and resident parking bays on Pembar Avenue (two spaces) and Century Road (two spaces) where shops are located, providing local businesses with space to unload goods and residents to park
- Create three new short stay parking bays on Farnborough Avenue, so there are parking spaces available for people visiting the shops in this section.

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 29 February to 20 March 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.



And, with Walthamstow Wetlands set to open in Spring 2017, we are working with Haringey Council to improve the overall environment of Forest Road between Tottenham Hale and Blackhorse Road junction. The will include an improved cycle connection along the whole of Forest Road and Ferry Lane between Blackhorse Road junction and Tottenham Hale, making the area more accessible for the 200,000 people predicted to visit Walthamstow Wetlands yearly. More information on the Wetlands is available by visiting www.walthamstow-wetlands.org.uk

What has happened so far?

In May 2015, we sent a survey to all addresses in the scheme area and spoke with local businesses to understand your concerns and how we can use the Mini-Holland funding to deliver what you want in your local area.

Over 301 residents and 52 businesses took part, providing over 540 individual comments which we analysed and used to shape the most stage of the plans. The results can be found at www.enjoywalthamforest.co.uk/work-to-your-area/forest-road.

Since this survey, we have also been looking at important information about how Forest Road is used including traffic flow, collision statistics and public transport. By using this information as well as your ideas and feedback, we are aiming to create a scheme that makes it easier for people to get around without negatively impacting traffic flow in general.

We have been speaking to key stakeholders including the emergency services to make sure the proposals work for them, and we will continue to engage with them as the scheme progresses.

How to get involved in the Forest Road scheme

The next stage for the Forest Road scheme is public consultation, and we want everyone who lives and works in the local area to have their say on the scheme design we have produced, to further shape the proposals.

To help manage the consultation stage of the Forest Road scheme effectively, we have split the route into sections and will consult on each section between now and the end of 2016. By splitting the route into sections we are able to spend more time finding out what local people think of the designs near to them, so that the final road reflects what people want. By doing things in stages, we can also reassess the impact on residents when construction takes place.

The following table breaks down the sections and consultation dates so that you know when you can get involved.

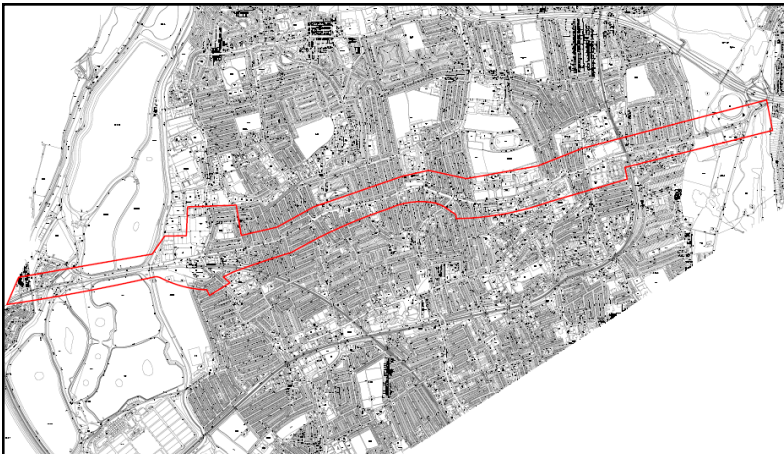
Section of Forest Road	Consultation dates
Ferry Lane to Forest Road - Walthamstow Wetlands	20 February to 21 March 2016
Blackhorse Road junction to Palmerston Road	20 February to 21 March 2016
Palmerston Road to Hoe Street	Summer 2016
Blackhorse Road junction	Autumn 2016
Hoe Street to Wood Street	Autumn 2016



MAYOR OF LONDON



Consultation flyer



Consultation area

On-line consultation

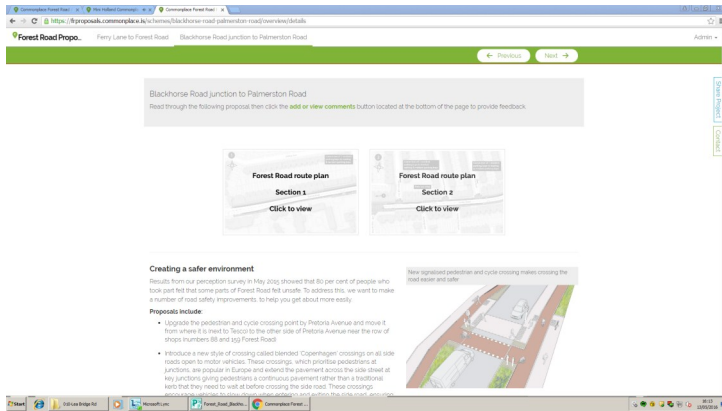
The consultation primarily ran through an independent on-line engagement platform called Common Place but there were other ways for people to give their views as outlined further on. The plans and proposals were available to view and people could feedback on the proposals overall:

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:

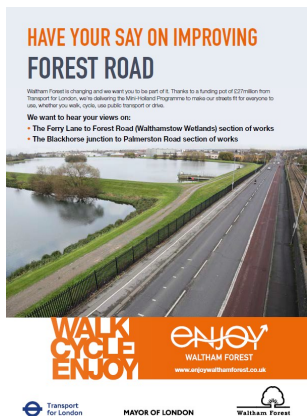
Area will be made safer for all road users	Area will not be made safer for all road users
General environment will be improved	General environment will not be improved
Will encourage more walking or cycling	Will not encourage more walking or cycling
Sense of local community will be improved	Sense of 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 Commonplace 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 100 copies were sent out including 50 specifically for businesses.



7. Proposals for Blackhorse Road junction to Palmerston Road section

The key elements of the proposals are shown on the map on page seven and outlined below.

A. CREATING A SAFER ENVIRONMENT

Results from our perception survey in May 2015 showed that 80 per cent of people who took part felt that some parts of Forest Road felt unsafe. To address this, we want to make a number of road safety improvements, to help you get about more easily.

Proposals include:

- Upgrade the pedestrian and cycle crossing point by Thebris Avenue and move it from where it is to meet 'T-junction' to the other side of Thebris Avenue near the trees of shops numbers 88 and 92 Forest Road
- Introduce a new style of crossing (called 'protected' 'Copenhagen') crossings on all side roads open to motor vehicles. These crossings, which prioritise pedestrians at junctions, are popular in Europe and extend the pavement across the side street at any junction giving pedestrians a continuous pavement rather than a traditional kerb that they need to walk at before crossing the side road. These crossings:

- Reduce the speed limit along the full road from 30mph to 20mph. This is part of the Council's commitment to reduce speeds across the borough.

B. CYCLING IMPROVEMENTS

To help people travel safely to work, we are planning to improve the existing road cycle route network and the use of cycle paths in the area. The plans are to create new cycle lanes and protected cycle lanes which are segregated from traffic, new foot paths and cycle paths, as well as upgrading the current footpaths and cycle paths.

Proposals include:

- Introduce segregated cycle lanes on both sides of Forest Road to help people cycle safely between Blackhorse Road junction and Palmerston Road. Segregated cycle lanes are marked, supported and signalled – meaning it's safer and easier for bikes and vehicles to share the road. The type of cycle lane being installed in the section is called a 'protected' cycle lane. It will have a white line on the pavement that is higher than the road, separating cyclists from both motor vehicles and pedestrians.
- Current access to off-road parking and drop kerbs will stay the same.

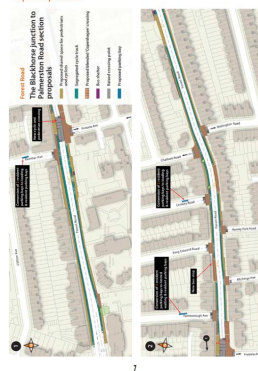
C. BUS STOP IMPROVEMENTS

We aim to help improve the reliability of bus services and road traffic accessibility standards better to support older or disabled passengers, as well as people with pushchairs. To do this, improvements will be made to bus stops, which will be designed in conjunction with the new cycle paths. Our aim is to improve the reliability of bus services and road traffic accessibility standards, as well as the way of the day, to make the area more accessible to all.

Proposals include:

- New bus stops and shelters will be introduced at the following locations, to make bus journeys more convenient and accessible:
 - To the west of Thebris Avenue outside Tesco Express (towards Tottenham Hall)
 - To the west of Kingswood Road (towards 195 and 197 Forest Road) (towards Waltham Forest)
 - To the west of Margate Road (towards 108 and 109 Forest Road) (towards Tottenham Hall)
 - To the west of Palmston Road (towards 265 Forest Road) (towards Waltham Forest)

Proposed improvements



Street signs

Six street signs were put up along this part of the road advertising the consultation.

Public drop-in sessions

Two drop-in sessions were held at local venues 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, 8 March between 6pm and 9pm at Willowfield School, Blackhorse Road E17
- Thursday, 10 March between 6pm and 9pm at St Patricks Parish Hall, Blackhorse Road E17.

In total 20 people attended the sessions.

Ward Councillor briefings

Two briefing sessions were held with Councillors whose wards were benefiting from the improvements. This included High Street, and Higham Hill wards.

Business engagement

Businesses along this section were contacted face to face to remind them to complete the consultation and to discuss any questions or queries they had. Following Council staff and local ward councillors attended a meeting arranged by a section of businesses between Pretoria Avenue and Wellington Road to discuss the proposals and plans.

Resident door-knocking

As a follow-up to the flyer being delivered residential properties in the local area were door knocked by a team of Council staff.

This was aimed at reminding residents to respond to the consultation and helped answer any general questions people had.

In total 360 properties were door knocked over the consultation period. Of those, the team directly spoke with 59 residents (around 17%) and left a reminder note for those properties that didn't answer.

Wider stakeholder engagement

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

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 9 tweets were sent out, with 11 likes, 40 retweets, 10,025 impressions and 105 link clicks. Facebook advertising was also used and this received 1,601 views that reached 401 people.

Transport for London

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

5. Results

Responses received

In total 132 people responded to the consultation for this section. Of this 313 comments were noted and acknowledged.

The on-line engagement site Commonplace which hosted the consultation received 7,378 individual page views.

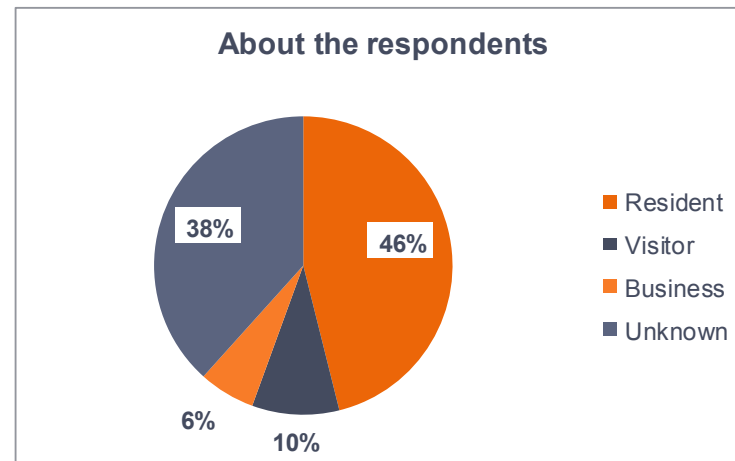
12 hard copy versions of the questionnaire were received and these were inputted into the Commonplace site and included in the analysis.

The table shows where people viewing the proposals on-line were directed from. Note this does not include people who have gone to the website directly.

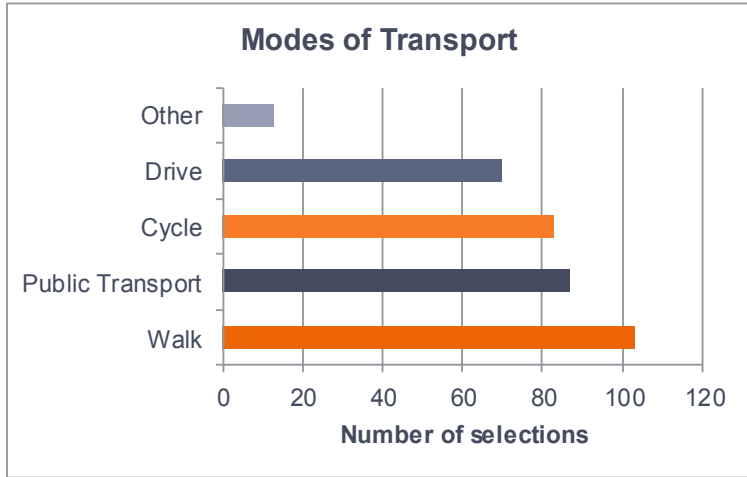
Source	Views
Facebook	1651
Twitter	637
enjoywalthamforest.co.uk	263
commonplace.is	93
guardian-series.co.uk	80
Google	67
Email	6
lbwf.createsend.com	4
scanmail.trustwave.com	1
web.whatsapp.com	1

About the respondents

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

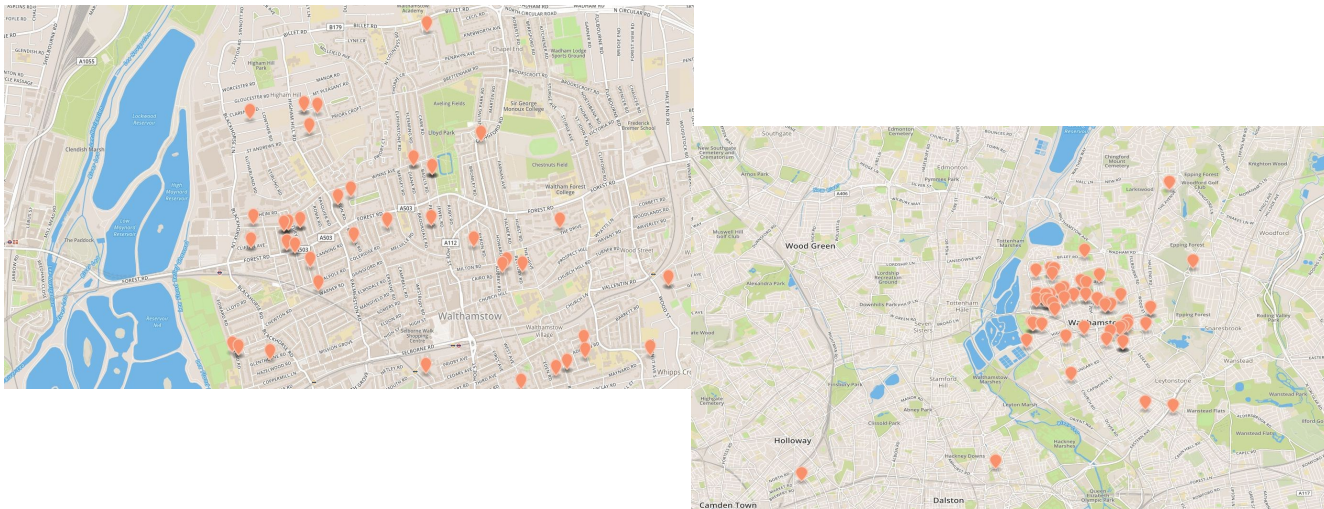


Respondents were then asked how they travel in the area. People could tick multiple options and of those who answered the most popular travel mode was cycling followed by walking and public transport.



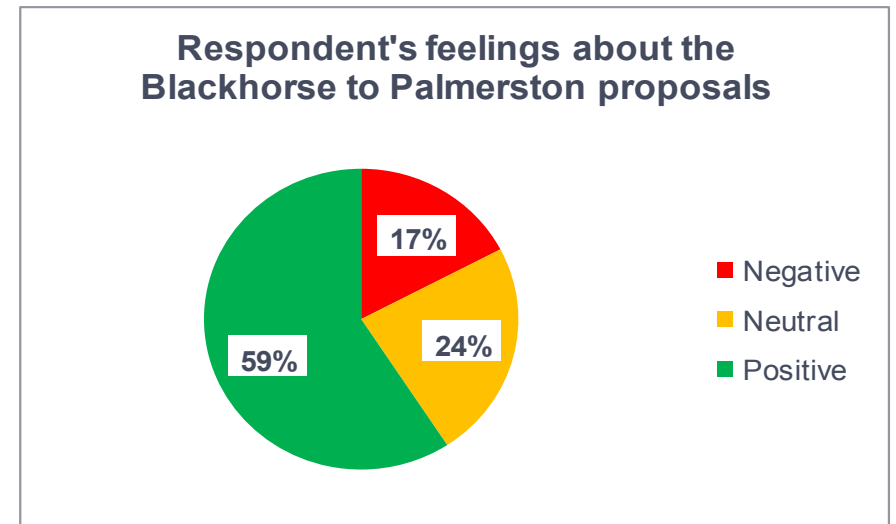
Where the respondents were from

The map below shows the postcodes of where respondents are from. In total 77 people left their postcode. The most popular were E17 (10%), E10 (9%) and E11 (8%).

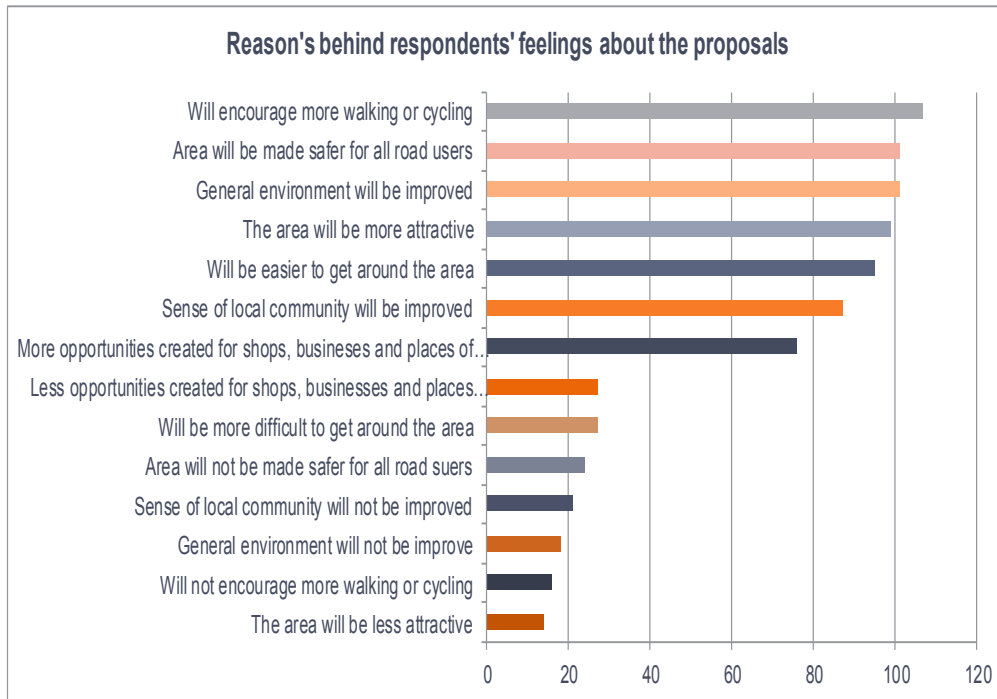


About the results

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. 59% of respondents indicating they were positive towards them. 24% were neutral and just 17% were negative.

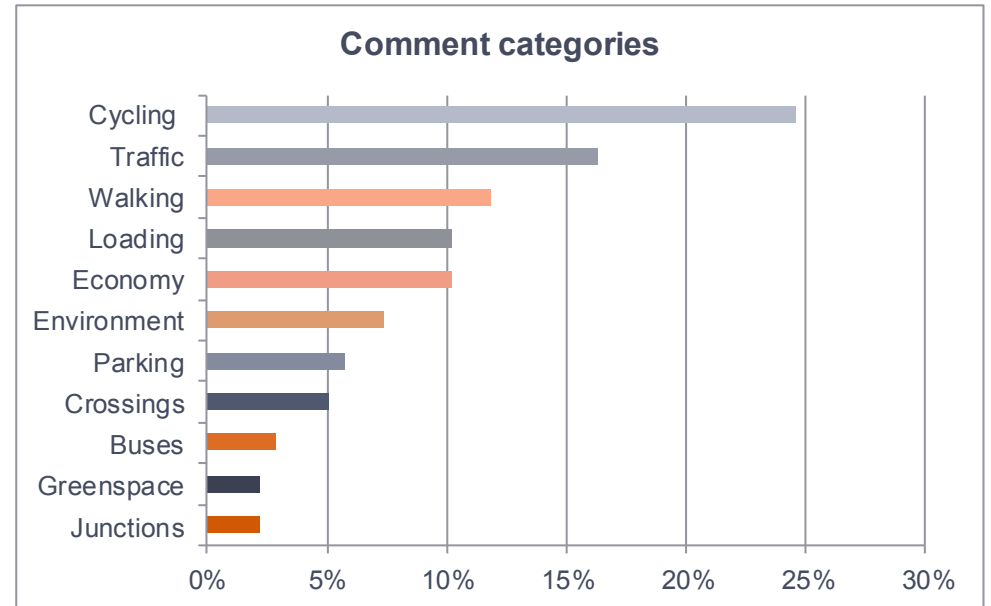


Having rated each proposal, respondents were then asked why they felt like this and were asked to tick an option relating to the Mini-Holland objectives. The most popular option chosen was the 'will encourage more walking or cycling', while 'the area will be less attractive' was the least selected option.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



Comments Analysis

In total we received 313 comments. These were grouped and were categorised as follows:



Pedestrians

- Concerns raised regarding the shared space for pedestrians and cyclists.
- Suggestion for better signage for pedestrians
- Requests for more benches

Cycling

- Concern that Forest Road is too narrow for a segregated cycle track
- Suggestion to narrow and tighten the Pretoria Avenue junction to make this safer for cyclists and prevent a left hook
- Suggestion for a red coloured cycle track

Businesses

- Concerns raised that the proposals will negatively impact businesses

Parking and loading

- Concern that the removal of parking and loading will negatively impact businesses
- Suggestion to create a loading bay in Chatham Road.
- Concerns over resident parking being reduced in Farnborough Avenue

Buses

- Suggestion to use floating bus stops where possible

Traffic

- Concerns that the proposals will lead to increased congestion.
- Suggestion to make Pretoria Avenue between Forest Road and Orchard Street two-way.
- Concerns raised over emergency services access
- Concerns over reduction in speed limit to 20mph will increase congestion.
- Suggestion to enforce 20mph with speed cameras.

Greenspace

- Suggestion for more planting along the road
- Concern over increase in pollution resulting from increased congestion.

Crossings

- Suggestions to ensure Copenhagen crossings are tight enough to slow drivers down.
- Concern over the safety of Copenhagen crossings.
- Additional zebra crossings suggested along the length of the road
- Questions around why the cycle crossing at Pretoria Avenue has been shifted as the crossing is already well used by cyclists. Suggestion to relocate it west between Pretoria Avenue and Pembar Avenue to link up with the London Cycle Network route.
- Suggestions for more signage and education about Copenhagen Crossings.
- Suggestion to include tactile paving surface on the junctions between roads for visually impaired people.

6. Council response

Category	Comment	Council response
Pedestrians	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. Due to width restraints at the proposed Toucan crossing point it was not possible to introduce two-way segregated cycle tracks.
	Suggestion for better signage for pedestrians	Signage for pedestrians and cyclists on the route will be upgraded as part of the Mini-Holland Wayfinding strategy which is currently begin developed.
	Requests for benches	This is a good suggestion and seating locations will be reviewed for this section.
Cycling	Concern that Forest Road is too narrow for a segregated cycle track	The designs for the scheme were undertaken in consultation with Transport for London and London buses with all emergency services consulted on the proposals. Some narrowing of the carriageway will be required however this will not impact on road safety or the flow of traffic.
	Suggestion to narrow and tighten the Pretoria Avenue junction to make this safer for cyclists and prevent a left hook	Copenhagen (Blended) crossings are proposed throughout this section to allow pedestrian and cycle priority at junctions. We will take on board this suggestion and review this as part of the detailed design for the junction.
	Suggestion for a red coloured cycle track	We do not intend to colour the cycle tracks due to the cost of applying the colour every time there are maintenance works on the track.
Businesses	Concerns raised that the proposals will negatively impact businesses	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.
Parking and loading	Concern that the removal of parking and loading will negatively impact businesses	As above. Existing licenced crossovers will remain with any loss of loading or parking being relocated where possible into existing side roads.
	Suggestion to create a loading bay in Chatham Road.	As part of the detailed design we will assess if a loading bay or mixed use loading/residential bays can be provided.
	Concerns over resident parking being reduced in Farnborough Avenue	As above
Buses	Suggestion to use floating bus stops where possible	Due to space constraints floating bus stops are not possible in this section.
Green space	Suggestion for more planting along the road	Noted
	Concern over increase in pollution resulting from increased congestion.	These proposals are not expected to increase congestion or pollution.

Category	Comment	Council response
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.
	Suggestion to make Pretoria Avenue between Forest Road and Orchard Street two-way.	Due to space constraints and observed traffic flows, particularly at the start and end of the school day, it would be practical or safe to make this section two-way.
	Concerns raised over emergency services access	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. The traffic flow may be improved due to parking being relocated and ad-hoc parking being removed. 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.
	Concerns over reduction in speed limit to 20mph will increase congestion.	Lowering the speed of traffic does not impact on the flow of traffic but will have significant safety benefits.
	Suggestion to enforce 20mph with speed cameras.	The proposals are to lower the speed limit from 30mph to 20mph. We will continue to monitor speeds and any collisions after the scheme has been implemented. Should speeds and any collisions begin to rise we may consider speed cameras in the future.
Crossings	Suggestions to ensure Copenhagen crossings are tight enough to slow drivers down.	Noted.
	Concern over the 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 .
	Suggestions for more signage and education about Copenhagen Crossings.	We will install appropriate signs wherever Copenhagen crossings are being installed and further information is available on our website here .
	Additional zebra crossings suggested along the length of the road	This will be considered as part of the detailed design.
	Questions around why the cycle crossing at Pretoria Avenue has been shifted as the crossing is already well used by cyclists. Suggestion to relocate it west between Pretoria Avenue and Pembar Avenue to link up with the London Cycle Network route.	We are proposing to amend the London Cycle Network Routing to reflect the change in location of the crossing to allow cyclists to travel “with flow” on the fully segregated cycle tracks.
	Suggestion to include tactile paving surface on the junctions between roads for visually	Noted.

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 'Mini-Holland Forest Road Route Link 2 - Blackhorse Road to Palmerston Road' Appendix C, May 2016.