

# Lloyd Park and Higham Hill Improvement Scheme

Higham Hill Hub

Blackhorse Workshop Cafe

Priory Court Community Cent

William Morris Gallery

## Consultation Report

WALTHAMSTOW

April 2023

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## 1.0 INTRODUCTION

The London Borough of Waltham Forest (LBWF) is committed to creating streets and neighbourhoods that are safe, attractive and actively encourage walking, cycling and the use of public transport. Walking and cycling in particular can have significant benefits for our personal health and the environment and are a means to help tackle key priorities for the Council including the public health, air quality and climate crises within the borough. Creating streets and spaces that support and enable active and sustainable travel, particularly for local journeys, is a fundamental part of the Council's 15-minute Neighbourhoods approach and Climate Action Plan

During 2018 and 2019 we prioritised some of our annual funding from Transport for London (TfL) to deliver a number of highway and transport improvements across what we referred to as the Lloyd Park and Higham Hill area. This is defined as the predominantly residential area bounded by Forest Road (A503) to the south, Blackhorse Lane (B179) to the west, Billet Road (B179) to the north, and Chingford Road (A112) to the east. The improvements delivered at the time included new and upgraded traffic calming on a number of streets across the area and a number of new or improved pedestrian crossings at key locations. These improvements were delivered in response to growing calls from the local community to reduce the speed and impact of traffic and to also support increased active travel.

At the same time, we developed and submitted a major funding bid to TfL in late 2019 for a comprehensive neighbourhood, highways and transport improvement plan for the area, as part of the TfL Liveable Neighbourhoods funding programme. The bid was developed and shaped using early feedback from the local community regarding key local transport issues and concerns, and the types of improvements local people would like to see. Of those that responded to the Lloyd Park and Higham Hill area perception survey in autumn 2019, the top three concerns raised were that the area felt unsafe to travel around, was difficult to get around and was unattractive. The top three changes people wanted to see were slower traffic, less traffic and safer crossing points.

Unfortunately, the bid to TfL was unsuccessful and the impact of the pandemic over the last 2 years has meant that the Council has had very limited funding for highways and transport improvements across the borough. However, since 2020 we have been able to introduce several further improvements in the area, including traffic reduction measures in Bromley Road, Bedford Road and Dudley Road as part of our scheme to upgrade and transform The Bell junction, and a School Street around Hillyfield Primary Academy. Our monitoring of these schemes has shown that they have generally performed well, achieving many of the original objectives such as an overall decrease in traffic volume and speed on roads within the scheme areas, fewer injuries caused by road traffic collisions and an increase in cycling trips.

We do of course realise that there is much more to be done across the wider area to help reduce the impact of traffic and create safer, more inviting, attractive and accessible streets for local people. This is why we have been working on the next phase of highway and transport proposals for the area. These aim to address some of the key ongoing concerns around the volume, speed and impact of traffic; help further support and enable walking and cycling and public transport use in the area and enhance the look and feel of the area.

## The Lloyd Park and Higham Hill improvement scheme aims to:

- Reduce traffic volumes and speed and make the area safer for all road users
- Improve accessibility and safety for people wanting to cross roads, enabling more local journeys to be walked
- Create a more comfortable experience for people cycling, enabling more people to do so
- Upgrade the streetscape and enhance the look and feel of the area
- Collect and attenuate rain water to filter out pollutants and help prevent flooding
- Reduce noise and air pollution on residential streets

## 2.0 ENGAGEMENT APPROACH

### 2.1 PERCEPTION SURVEY AND EARLY ENGAGEMENT

An online perception survey was open for comment between 14 October to 7 November 2019. The survey allowed respondents to comment on changes that they would like to see made in the Lloyd Park and Higham Hill area. In total there were 1,457 visitors to the perception survey, 567 respondents with 954 comments. Respondents were asked a series of demographic and travel behaviour questions and were then invited to drop pins on an interactive map of the area, and tell us their views about the location they had selected.

The map below gives an overview of the locations respondents made a comment about.

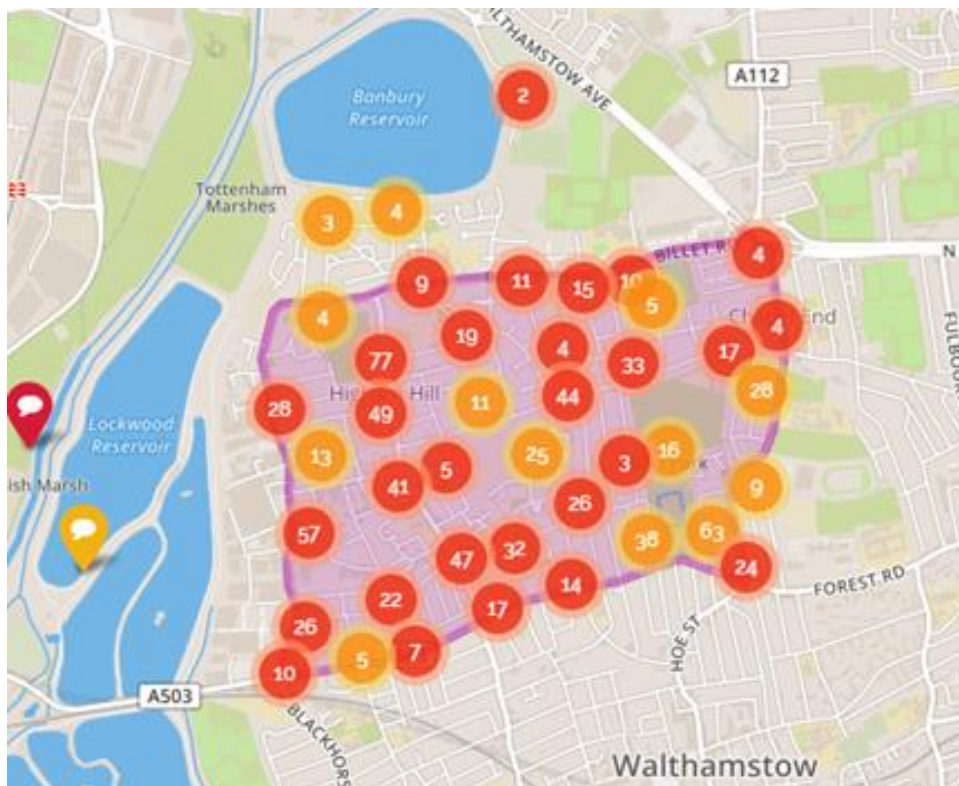


Figure 1 - Map of 2019 perception survey responses

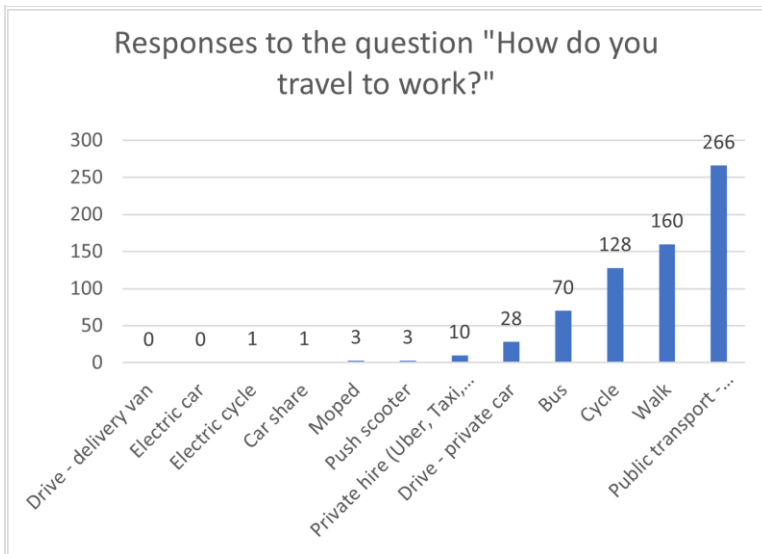
### 2.1.1 WHO RESPONDED

Of the 567 users that registered to leave comments on the survey, 438 provided information about their connection to the area:

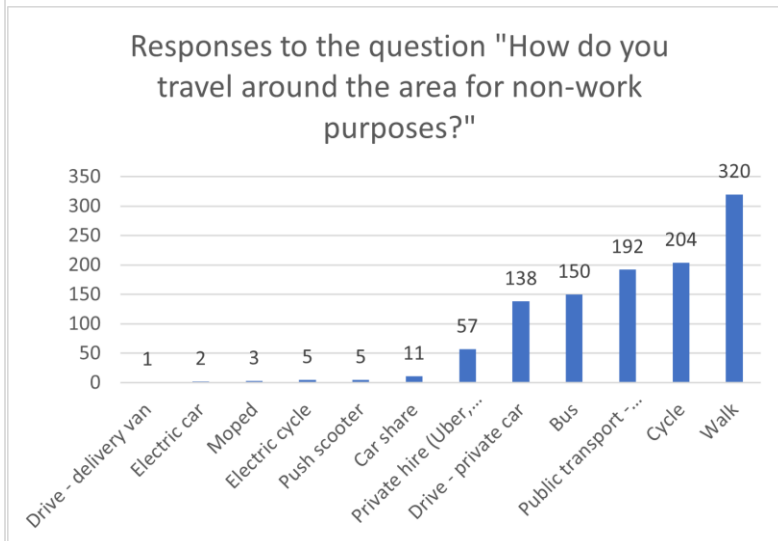
- 356 (81%) of respondents were residents
- 44 (10%) of respondents travel through the area
- 12 (3%) visit for leisure
- 25 (6%) work in the area

### 2.1.2 RESPONDENTS TRAVEL BEHAVIOUR

We asked how respondents travel on their roads and in the surrounding areas for work and non-work purposes (respondents could select multiple options). The results are shown below.



**Chart 1- "How do you travel to work?" - Perception survey 2019**



**Chart 2 - "How do you travel around the area for non-work purposes?" - Perception survey 2019**

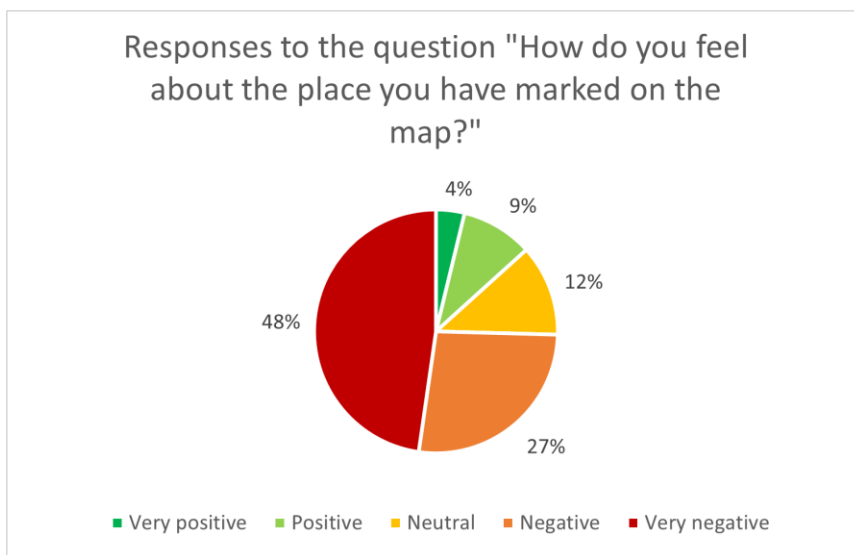
### 2.1.3 RESPONDENT'S FEELINGS ABOUT THE AREA

Respondents were asked to drop a pin on the map of the area and leave comments about the location they selected. This included providing a general sentiment (positive/negative) about the location and then a reason why they felt this way. Respondents could drop a pin on as many different locations as they wanted.

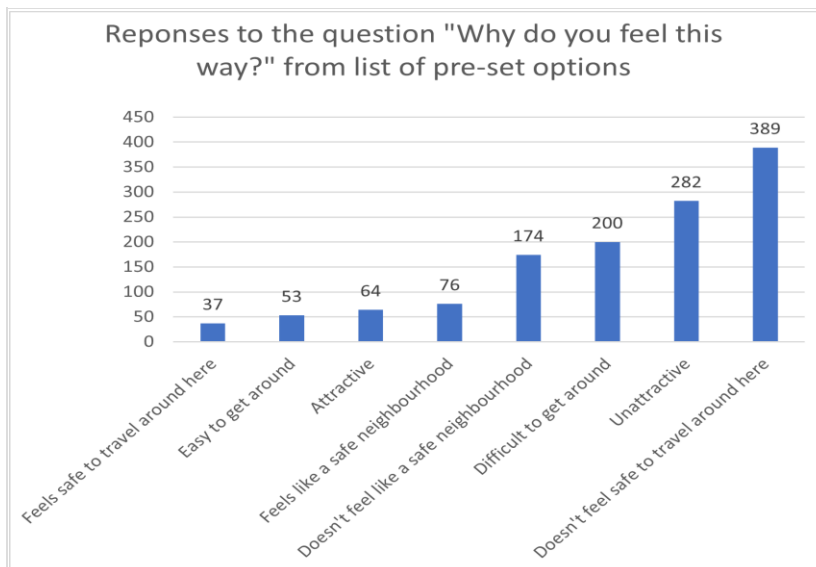
The majority of responses were negative towards the location they had selected and the most frequent three reasons they felt this way were:

- Doesn't feel safe to travel around
- Unattractive
- Difficult to get around

The results are shown below.



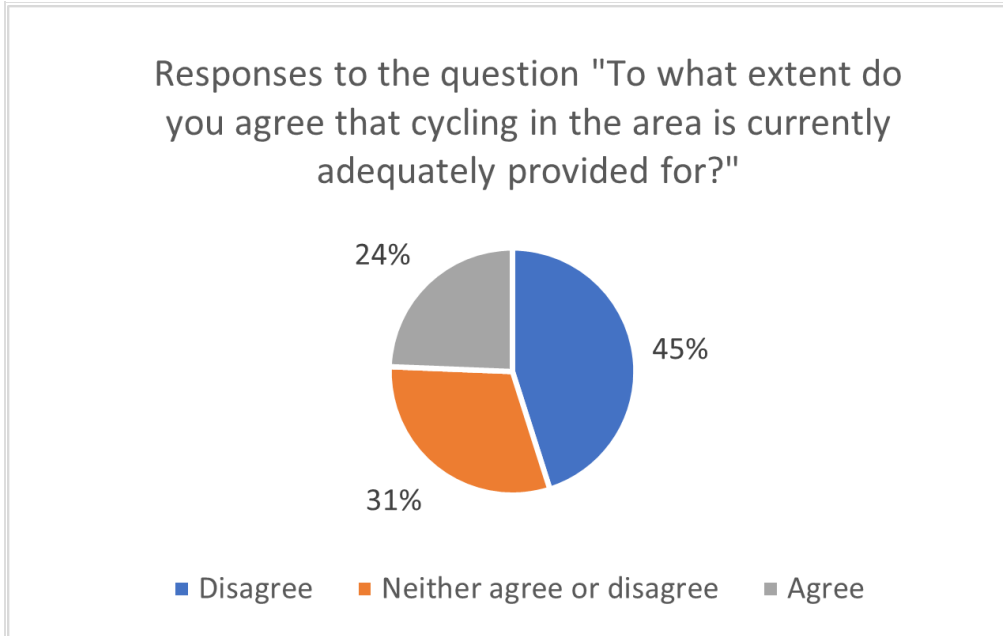
**Chart 3 - "How do you feel about the place you have marked on the map?" – Perception survey 2019**



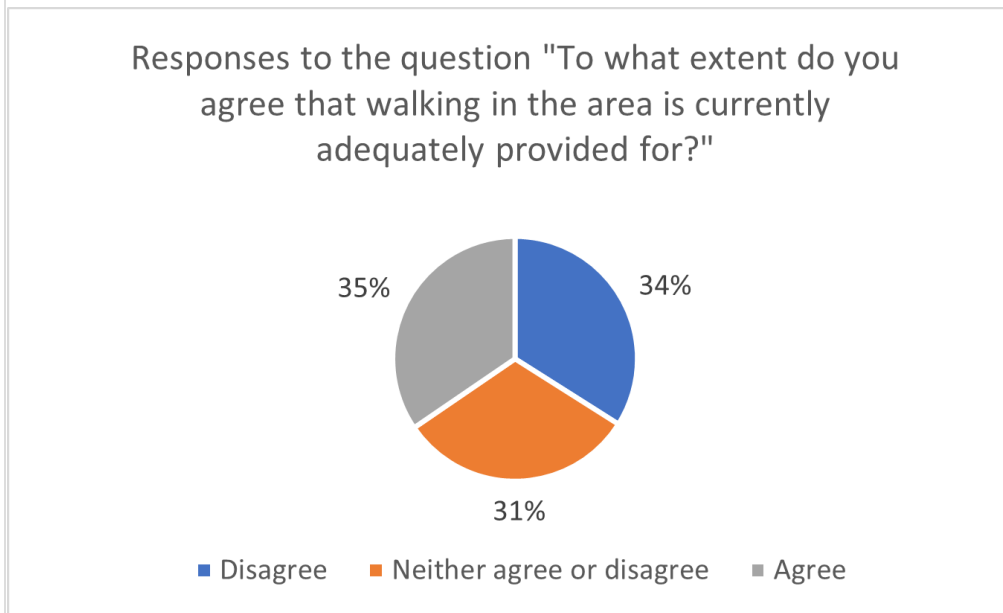
**Chart 4 - "Why do you feel this way?" - Perception survey 2019**

## 2.1.4 VIEWS ON EXISTING WALKING AND CYCLING PROVISION IN THE AREA

We asked how respondents felt about walking and cycling in the area, and how adequately they felt this was provided for. The results are shown below.



**Chart 5 - "To what extent do you agree that cycling in the area is currently adequately provided for?" - Perception survey 2019**



**Chart 6 - "To what extent do you agree that walking in the area is currently adequately provided for?" - Perception survey 2019**

## 2.1.5 WHAT WOULD RESPONDENTS LIKE TO SEE CHANGE

We asked respondents the things they would like to see change in the area. The most frequent three responses were:

- Slower traffic
- Less traffic
- More crossing points

The full results are shown below.

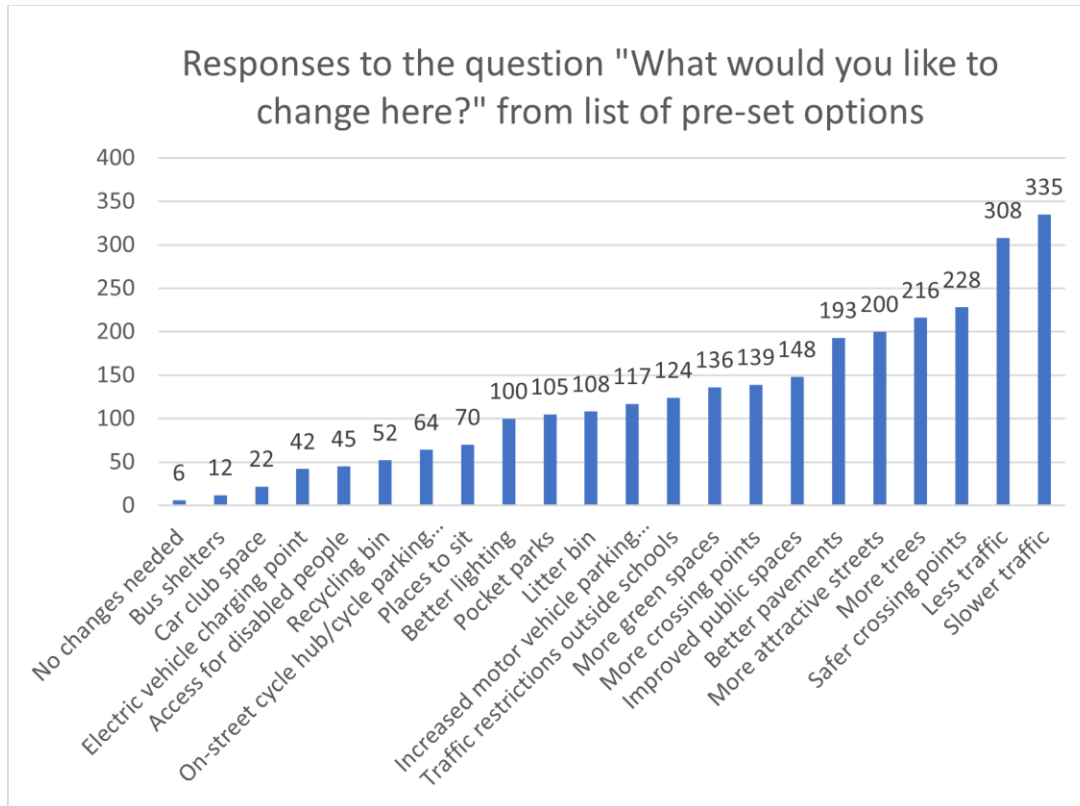


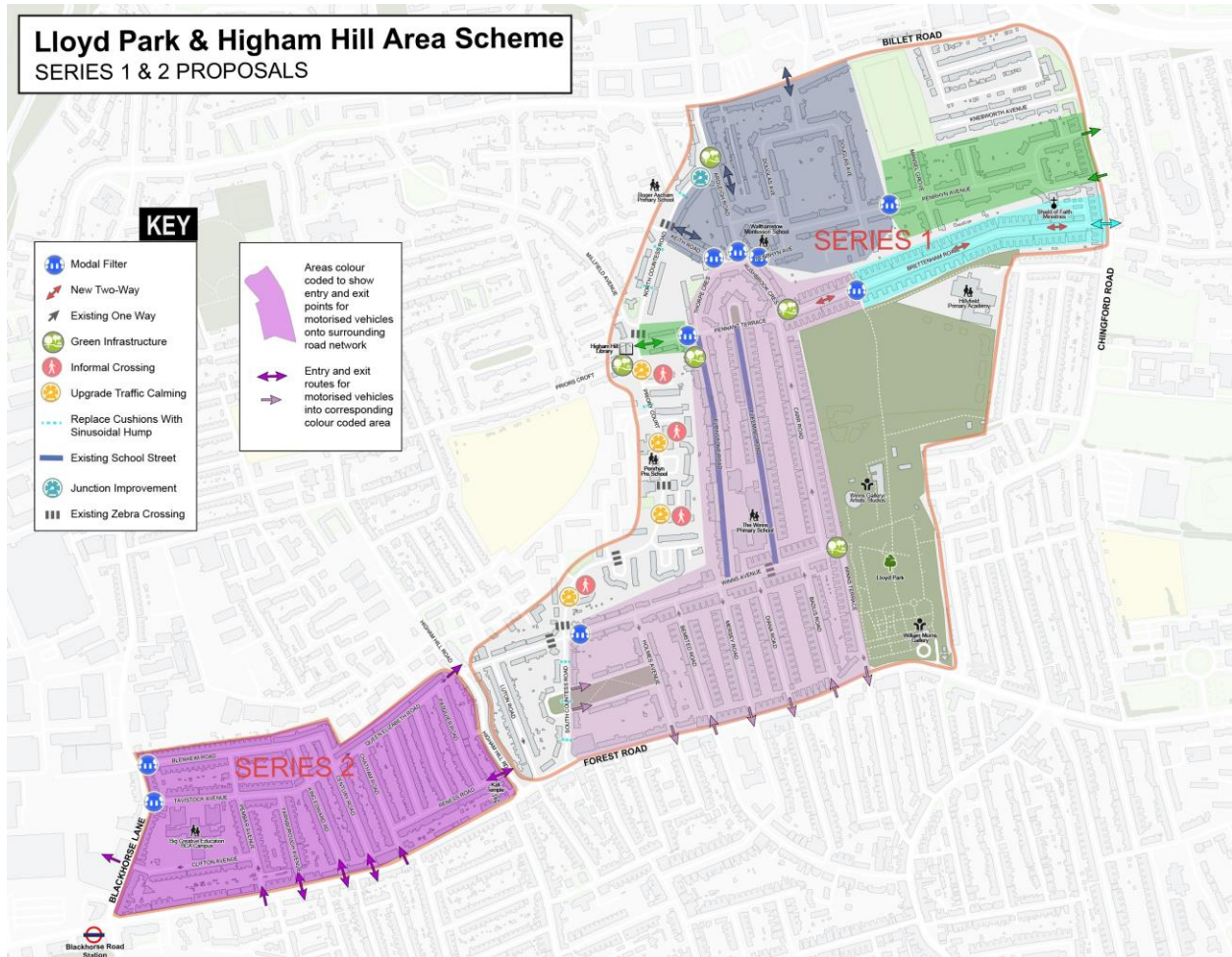
Chart 7 - "What would you like to change here?" - Perception survey 2019

## 2.2 MAIN SCHEME CONSULTATION – LLOYD PARK AND HIGHAM HILL AREA SERIES 1 AND SERIES 2

The local community were requested to comment on the next phase of proposals across the Lloyd Park and Higham Hill area. These were set out as two "Series" (groups) of improvements to enable development of a scheme that best suits the local community. A plan showing the overall consultation proposals grouped by "Series" is shown below. Each "Series" are defined as follows:

- **Series 1** - bounded by Billet Road, Chingford Road, Forest Road, and is also bounded by but includes North Countess Road, Priory Court and South Countess Road.
- **Series 2** - bounded by Forest Road, Higham Hill Road and is also bounded by but includes Queen Elizabeth Road, Blenheim Road and Blackhorse Lane.





**Figure 2 - Lloyd Park and Higham Hill area masterplan grouped by Series**

## 2.2.1 SERIES 1 AND SERIES 2 PROPOSALS

### 2.2.1.1 HIGHWAY SAFETY AND PEDESTRIAN IMPROVEMENTS

The following improvements were proposed in the consultation to reduce traffic speed and make the area safer for all road users. The proposed footway improvements with tactile paving (special textured paving for vulnerable users) intend to help improve accessibility and safety for people wanting to cross Priory Court, enabling more local journeys to be walked. Removing build-outs and upgrading traffic calming from speed cushions to speed tables or humps will mean lower vehicle speeds and a more comfortable experience for people cycling.

#### Priory Court

- Remove the kerb build-outs and speed cushions at the following locations and replace them with raised speed tables with tactile paving to slow speeds and improve pedestrian accessibility.
  - 4 Priory Court
  - Adjacent to Lisbon Close
  - Outside Penrhyn Pre-School
  - Adjacent to Priors Croft

- Remove the speed cushion from outside 34 Priory Court and Install a sinusoidal cycle friendly speed hump.

### **North Countess Road**

- Remove the speed cushions from the following locations 28 North Countess Road and Install a sinusoidal cycle friendly speed humps.
  1. 38 North Countess Road
  2. 43 North Countess Road
  3. 78 North Countess Road
  4. 28 North Countess Road

### **South Countess Road**

- Remove the speed cushion from outside 236 South Countess Road and Install a sinusoidal cycle friendly speed hump.
- Remove the speed cushion from near William Morris Close and Install a sinusoidal cycle friendly speed hump.
- Remove the speed cushion from outside 229 South Countess Road and Install a sinusoidal cycle friendly speed hump.

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## **2.2.1.2 PUBLIC REALM AND ENVIRONMENTAL IMPROVEMENTS**

The following improvements were proposed in the consultation to upgrade the streetscape and enhance the look and feel of the area. Rain gardens are green spaces for plants and possibly trees which collect and attenuate rain water to filter out pollutants and help prevent flooding.

- Install rain gardens and additional cycle parking in North Countess Road outside Higham Hill Library.
- Remove the mini roundabout at the North Countess Road / Ardleigh Road junction and upgrade the existing planters to a more comprehensive rain garden design. Access to all private drive-ways would be maintained
- Extend the pavement on Winns Avenue between Carr Road and the entrance to Lloyd Park to allow the installation of trees/planting and cycling parking. This could also include upgrading and widening the pavement directly outside the entrance to Lloyd Park
- Install a rain garden at the Elphinstone Road / Pennant Terrace junction.
- Install a rain garden at the Rushbrook Crescent / Brettenham Road junction.

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## **2.2.1.3 MODAL FILTER AND ENVIRONMENTAL IMPROVEMENTS**

Modal filters (Point road closures for motorised vehicles) were proposed in the consultation to help reduce traffic volumes, improve road safety and reduce noise and air pollution on residential streets. In some cases they can include new trees, planting and communal areas, which can be adopted and maintained by the local community. At the same time, as part of the scheme design process we have been engaging with the various Emergency Services and our own Waste Services to ensure that any changes consider

their operational needs and do not negatively impact them. In a number of cases we may therefore look at modal filter designs that do not include physical measures or restrictions but are enforced by cameras instead (the emergency services and possibly the Councils Waste vehicles will be able to drive through, but no other vehicles would be able to). At the time of the consultation we were still determining which modal filters may include physical restrictions and which ones may be camera enforced.

In general, modal filters are proposed at the following locations:

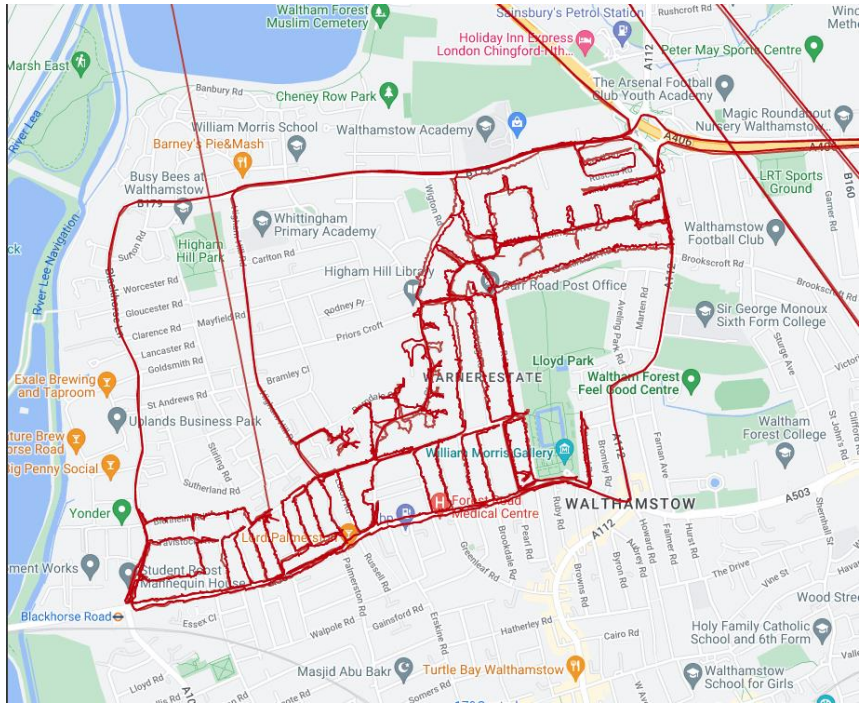
- Brettenham Road outside the entrance to Lloyd Park.
- Winns Avenue at the junction with South Countess Road (eastern side).
- Penrhyn Avenue at the junction with Rushbrook Crescent.
- Ardleigh Road at the junction with Rushbrook Crescent.
- Penrhyn Avenue between Douglas Avenue and Mansel Grove.
- Keith Road at the junction with Penrhyn Avenue.
- Pennant Terrace at the junction with Elphinstone Road (west side).
- Blenheim Road at the junction with Blackhorse Road.
- Tavistock Avenue at the junction with Blackhorse Road.

## 2.2.2 ABOUT THE CONSULTATION

A consultation document providing information on the scheme and details on how to provide feedback was delivered to over 5000 properties in the Series 1 and Series 2 boundary area on 30 November and 1 December 2022 using an external company, Cubiquity, who also prepared the final design and layout of the consultation material. Distribution of the flyer was recorded using GPS tracking. The consultation officially ran for three weeks between 30 November 2022 and 23 December 2022. The consultation was primarily hosted online using the Commonplace platform whilst a hardcopy of the consultation questionnaire could be requested through the Enjoy Waltham Forest email address and phone number detailed in the flyer.



Figure 3 - Consultation leaflet



**Figure 4 - Leaflet delivery GPS tracking data from Cubiquity**

During the public consultation period we held two informal drop-in sessions where the community could come and talk to us about the plans. The drop-in sessions were advertised in the leaflet, on-street posters, Commonplace and the Enjoy website. The sessions were held on:

- Wednesday 7 December, 5pm – 7pm  
One Hoe Street, 1 Hoe Street, Walthamstow, London, E17 4SD
- Saturday 10 December, 12pm – 2pm  
Priory Court Community Centre, 11 Priory Court, Walthamstow, London, E17 5NB

At the drop-in sessions plans were displayed and the events were staffed by LBWF officers. Approximately 102 people attended the drop-in events in total. Attendees provided feedback via comments cards, a summary of which can be viewed in Section 4.4.



**Figure 5 and 6 - Photos from the consultation drop-in sessions**

We also put-up posters at 66 strategic locations around the consultation area informing people of the consultation and directing them to the questionnaire and drop-in sessions. The poster design and its locations are shown below.


**SCAN ME!**


Have your say on the  
**Lloyd Park & Higham Hill Improvement Scheme**

Waltham Forest is seeking your views on proposals to improve the Lloyd Park and Higham Hill area.

Visit:  
<https://lloydhigham.commonplace.is>  
 or scan the QR code at the top of this poster.

You can submit your views by completing the questionnaire and leaving comments on the map of proposals in your area.

For more information and details of how to request a hard copy of the questionnaire, please visit:  
<https://enjoywalthamforest.co.uk/work-in-your-area/higham-hill-and-lloyd-park-area/>

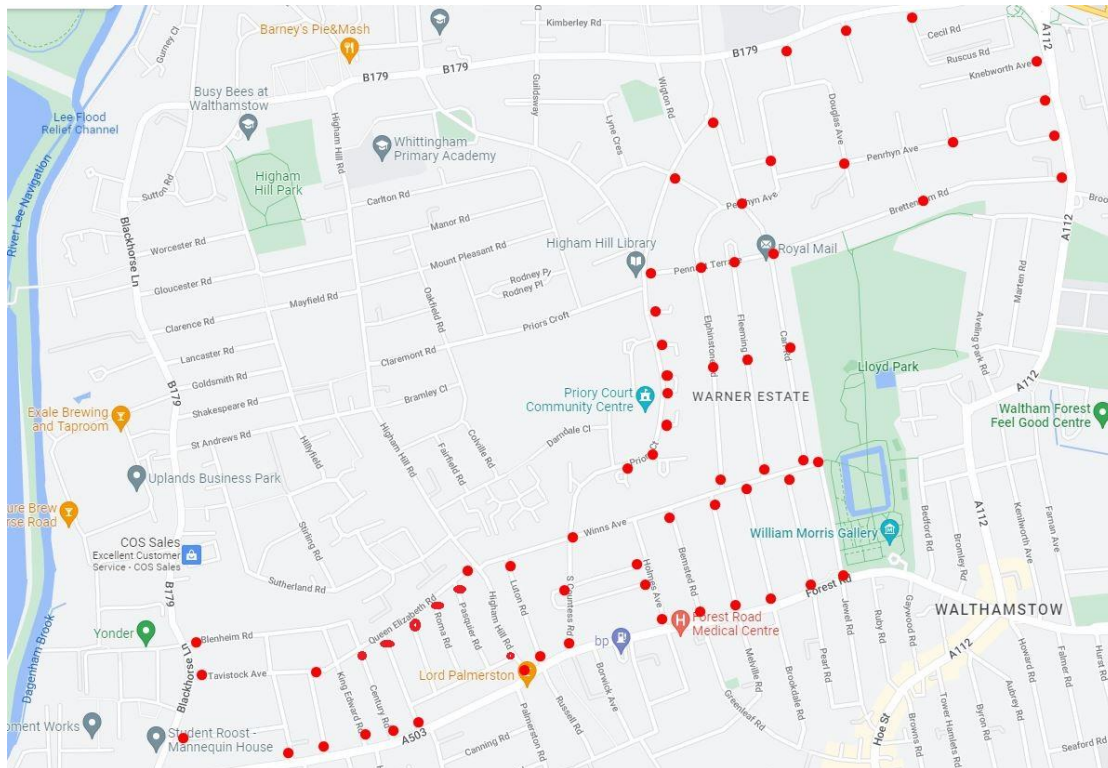
Please submit your comments by **Friday 23 December 2022**.

We are also holding two informal drop-in sessions where you can come and talk to us about the plans.

Join us at any of the sessions below:

<b>Wednesday 7 December</b> (5pm-7pm) One Hoe Street 1 Hoe Street, London, E17 4SD	<b>Saturday 10 December</b> (midday-2pm) Priory Court Community Centre 11 Priory Court, London E17 5NB
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**Figure 7 - Consultation poster**



**Figure 8 - Map of poster locations**

To complement paper based and on-street communication material we used the Commonplace online engagement platform, Enjoy Waltham Forest mailing list, Council

social media and Waltham Forest News to promote and raise awareness to the consultation

Referral website	Visitors	Responded
facebook	856	312 (36.45%)
gmail	72	146 (202.78%)
google	63	280 (444.44%)
twitter	62	154 (248.39%)
instagram	18	5 (27.78%)
gov	8	2 (25%)
inks.gd	7	10 (142.86%)
bing	2	1 (50%)

**Figure 9 - Referrals to the online consultation via different platforms**

## 3.0 RESULTS

### 3.1 OVERALL RESULTS — ALL RESPONDENTS

Overall, 613 responses were received for the consultation. Of these, 550 “confirmed” responses were received. A “confirmed” response is one where sufficient information was left by the respondent to verify them as a unique respondent, generally through confirmation of a valid email address.

Responses from unverified, anonymous responses have been discounted from the analysis as it is not possible to tell whether these responses have come from one respondent or multiple respondents. This helps us to ensure that any attempts from one person to respond multiple times in order to manipulate the results of the consultation are mitigated.

Within the consultation there were two different surveys. The first was a “General Survey” which asked respondents a series of rating-based questions about the overall scheme and the groups of proposals in the Series 1 and 2 areas i.e. “How do you feel about public realm improvements in Series 1?” and “How do you feel about the Modal Filters in Series 2?”. The second was a “Map Survey” in which respondents could leave feedback on individual measures on a map of the Series 1 and 2 proposals, including the ability to leave free text comments, i.e. respondents could select a specific modal filter or public realm improvement and provide their focused sentiment and comment on the individual measure. The detailed results of the two surveys can be viewed in the sections 3.2 – 3.7.

When completing the consultation surveys, respondents were given the opportunity to identify as living in the area, working in the area or a visitor of the area. Out of the 550 verified responses:

- 280 identified as residents
- 36 as working in the area

- 31 as visitors.

Respondents were also asked how they travel and to highlight their most preferred modes of transport from the following: Walk, Cycle, Public Transport, Car (driver), Car (passenger) or Taxi.

What is your primary mode of travel for longer journeys across Waltham Forest?	Total	% of total
Cycle	138	25%
Car (driver)	117	21%
Public transport	92	17%
Walk	89	16%
Other	15	3%
Car (passenger)	11	2%
Taxi	3	1%

**Figure 10 Overall respondents transport modes**

Across all questions in the General Survey and Series 1 and Series 2 Map Surveys, there was a total of 1287 contributions from confirmed respondents. As seen in the sentiment chart downloaded from the Commonplace platform below, the overall sentiment of all contributions was slightly negative, with 598 contributions (48.31%) to that effect. There was a total of 555 (44.83%) positive and 85 (6.87%) neutral contributions.

Although the overall contribution statistics indicate a slightly negative overall sentiment towards the scheme proposals, this takes into account multiple responses by the same respondent (i.e. one person commenting non multiple modal filters in the Map Survey, as well as the General Survey). The following sections break down the results of each of the survey questions to provide a more detailed picture of sentiment towards specific proposals from both all respondents and those specifically identified as being within the scheme area. The analysis also looks at feedback street-by-street and feature-by-feature to determine if specific locations or interventions have had a significant influence on sentiment towards the proposals and identifying the reasons for these trends through an analysis of the free text comments in section 3.7.

### 3.2 OVERALL RESULTS — GENERAL SURVEY

The General Survey included a range of overarching questions about the measures being proposed. These included eight primary questions related to the two “Series” (groups of proposals) and respondents’ sentiment towards the different interventions being proposed. The eight questions asked in the General Survey were:

1. How do you feel about the overall scheme?
2. How do you feel about Series 1 proposals overall?
3. How do you feel about the modal filters in Series 1?
4. How do you feel about the public realm and environmental improvements in Series 1?
5. How do you feel about the highway safety and pedestrian improvements in Series 1?

6. What else would you like to see in the Series 1 proposals?
7. How do you feel about the modal filters in Series 2?
8. What else would you like to see in the Series 2 proposals?

For these questions respondents were asked to rate how they felt about the measures being proposed in each Series using a sentiment scale. Respondents could choose between “Very Happy”, “Happy”, “Neutral”, “Unhappy” and “Very Unhappy”. For the purpose of analysis, sentiments have been grouped together in the following format:

- Very Unhappy + Unhappy = Negative
- Neutral = Neutral
- Happy + Very Happy = Positive

The following section presents detailed analysis of results for all eight of the General Survey questions.

### **3.3 GENERAL SURVEY – RESULTS BY QUESTION**

We recognise that the scheme generally has the most significant impact on local residents so a detailed analysis for each question has been undertaken and is presented in the following section.

- For each question, all verified responses have been analysed and results presented
- As it was possible for a respondent to respond to the consultation multiple times, where this has occurred, respondents’ responses have been averaged so that it carries the same weight as someone who only responded once. For each question this analysis is presented as “Aggregated by respondent”

The following section details the overall results for each question in the survey, displaying the total and aggregated sentiment totals for all respondents, as well as those who live within Series 1 and 2, and where relevant, those who specifically live in Series 1 or Series 2. Please note that in questions 6 and 8 respondents could select multiple options. For this reason, the sum of the figures for each option may be greater than the total number of responses.



### 3.3.1 Q1. HOW DO YOU FEEL ABOUT THE OVERALL SCHEME?

	All respondents (aggregated)	All respondents (aggregated)	Grouped	%	All respondents (total)	All respondents (total)	Grouped	%
Very happy	142	33.7%	205	48.7%	158	33.5%	222	47.0%
Happy	63	15.0%			64	13.6%		
Neutral	28	6.7%	28	6.7%	30	6.4%	30	6.4%
Unhappy	39	9.3%	188	44.7%	41	8.7%	220	46.6%
Very unhappy	149	35.4%			179	37.9%		
<b>Total</b>	<b>421</b>				<b>472</b>			

Table 1 - How do you feel about the overall scheme? - All respondents

	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%	S1+S2 residents (total)	S1+S2 residents (total)	Grouped	%
Very happy	75	29.1%	107	41.5%	82	28.5%	114	39.6%
Happy	32	12.4%			32	11.1%		
Neutral	17	6.6%	17	6.6%	18	6.3%	18	6.3%
Unhappy	30	11.6%	134	51.9%	32	11.1%	156	54.2%
Very unhappy	104	40.3%			124	43.1%		
<b>Total</b>	<b>258</b>				<b>288</b>			

Table 2 - How do you feel about the overall scheme? - S1 & S2 residents

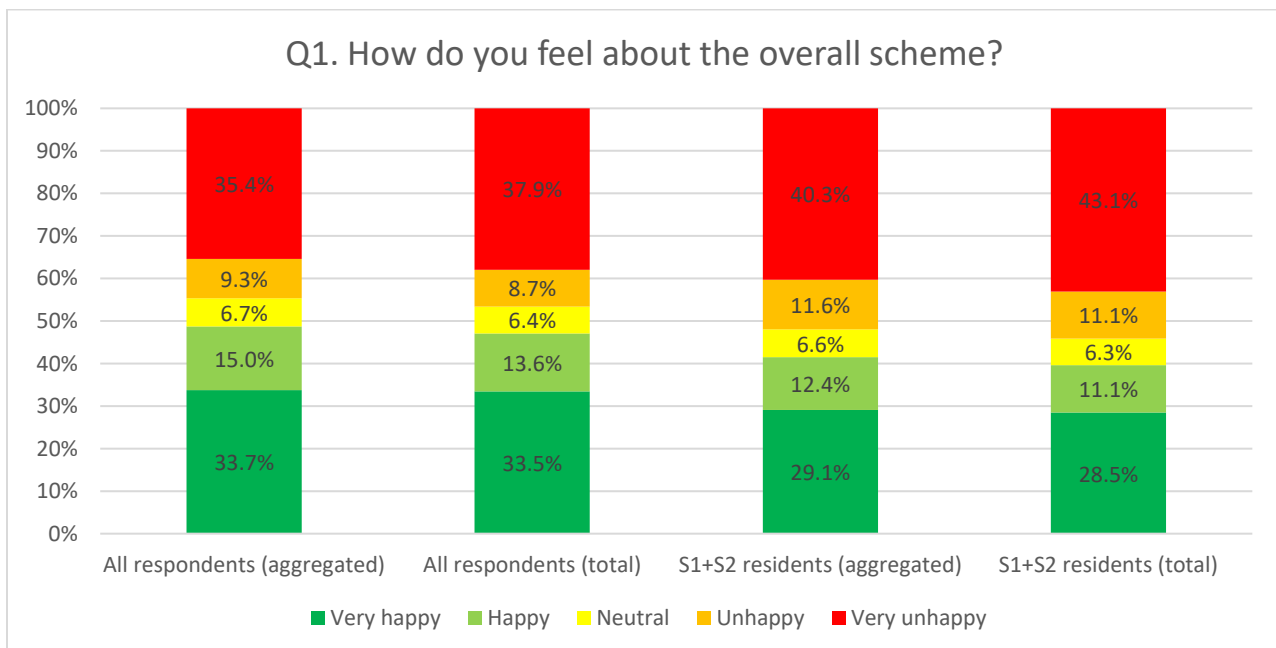


Chart 8 - Q1. "How do you feel about the overall scheme?" - General survey

As seen in the chart above, overall sentiment around the overall scheme was closely split between all respondents, with 48.7% of all aggregated responses indicating a positive sentiment and 44.7% negative. Among residents of Series 1 and 2, sentiment was more generally negative, with 51.9% negative aggregated responses and 39.6% positive.

### 3.3.2 Q2. HOW DO YOU FEEL ABOUT SERIES 1 PROPOSALS OVERALL?

	Aggregated comments	All responses (aggregated)	Grouped	%	All responses (total)	All responses (total)	Grouped	%
Very happy	136	34.4%	194	49.1%	148	34.1%	207	47.7%
Happy	58	14.7%			59	13.6%		
Neutral	34	8.6%	34	8.6%	34	7.8%	34	7.8%
Unhappy	30	7.6%	167	42.3%	33	7.6%	193	44.5%
Very unhappy	137	34.7%			160	36.9%		
<b>Total</b>	<b>395</b>				<b>434</b>			

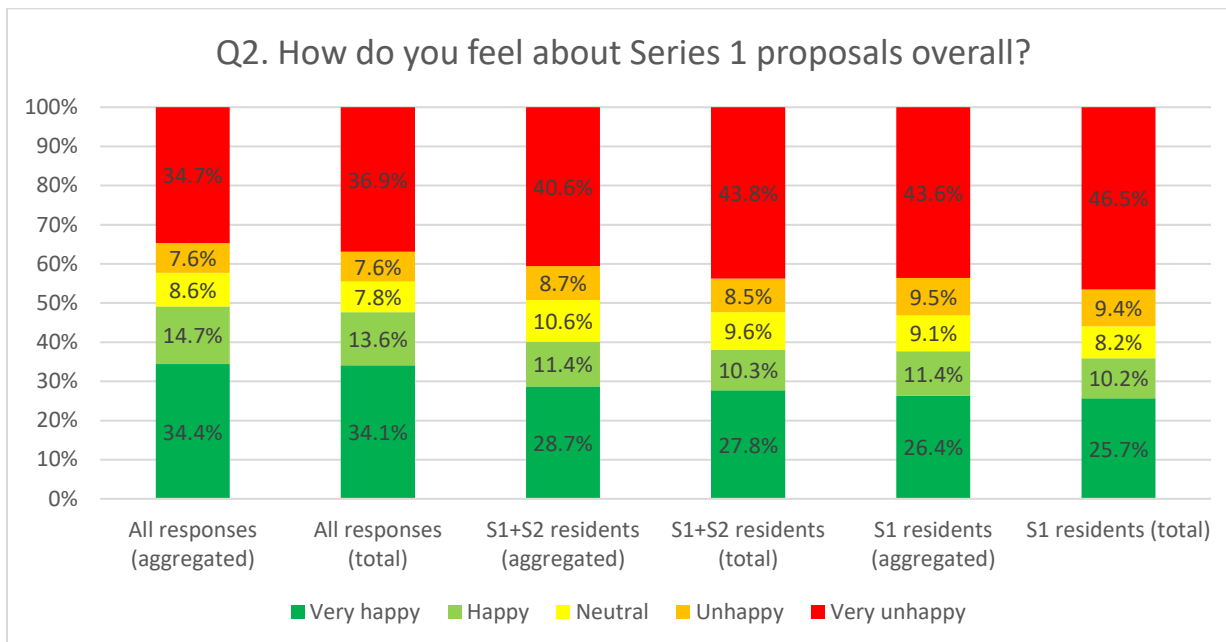
Table 3 - How do you feel about Series 1 proposals overall? - All respondents

	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%
Very happy	73	28.7%	102	40.2%	78	27.8%	107	38.1%
Happy	29	11.4%			29	10.3%		
Neutral	27	10.6%	27	10.6%	27	9.6%	27	9.6%
Unhappy	22	8.7%	125	49.2%	24	8.5%	147	52.3%
Very unhappy	103	40.6%			123	43.8%		
<b>Total</b>	<b>254</b>				<b>281</b>			

Table 4 - How do you feel about Series 1 proposals overall? - S1 & S2 residents

	S1 residents (aggregated)	S1 residents (aggregated)	Grouped	%	S1 residents (total)	S1 residents (total)	Grouped	%
Very happy	58	26.4%	83	37.7%	63	25.7%	88	35.9%
Happy	25	11.4%			25	10.2%		
Neutral	20	9.1%	20	9.1%	20	8.2%	20	8.2%
Unhappy	21	9.5%	117	53.2%	23	9.4%	137	55.9%
Very unhappy	96	43.6%			114	46.5%		
<b>Total</b>	<b>220</b>				<b>245</b>			

Table 5 - How do you feel about Series 1 proposals overall? - S1 residents



**Chart 9 - Q2. "How do you feel about Series 1 proposals overall?" – General survey**

Overall sentiment around the overall Series 1 proposals was mostly positive, with 49.1% of all aggregated responses indicating a positive sentiment and 42.3% negative. Among residents of Series 1 and 2, sentiment was more generally negative, with 49.3% negative aggregated responses and 40.1% positive. This was echoed among only Series 1 residents, with 53.1% negative aggregated responses and 37.8% positive.

### 3.3.3 Q3. HOW DO YOU FEEL ABOUT THE MODAL FILTERS IN SERIES 1?

	All responses (aggregated)		All responses (aggregated)	Grouped	%	All responses (total)	All responses (total)	Grouped	%
Very happy	143	Very happy	36.7%	183	46.9%	156	36.0%	197	45.5%
Happy	40	Happy	10.3%			41	9.5%		
Neutral	28	Neutral	7.2%	28	7.2%	28	6.5%	28	6.5%
Unhappy	22	Unhappy	5.6%	179	45.9%	24	5.5%	208	48.0%
Very unhappy	157	Very unhappy	40.3%			184	42.5%		
<b>Total</b>	<b>390</b>					<b>433</b>			

**Table 6 - How do you feel about the modal filters in Series 1? - All respondents**

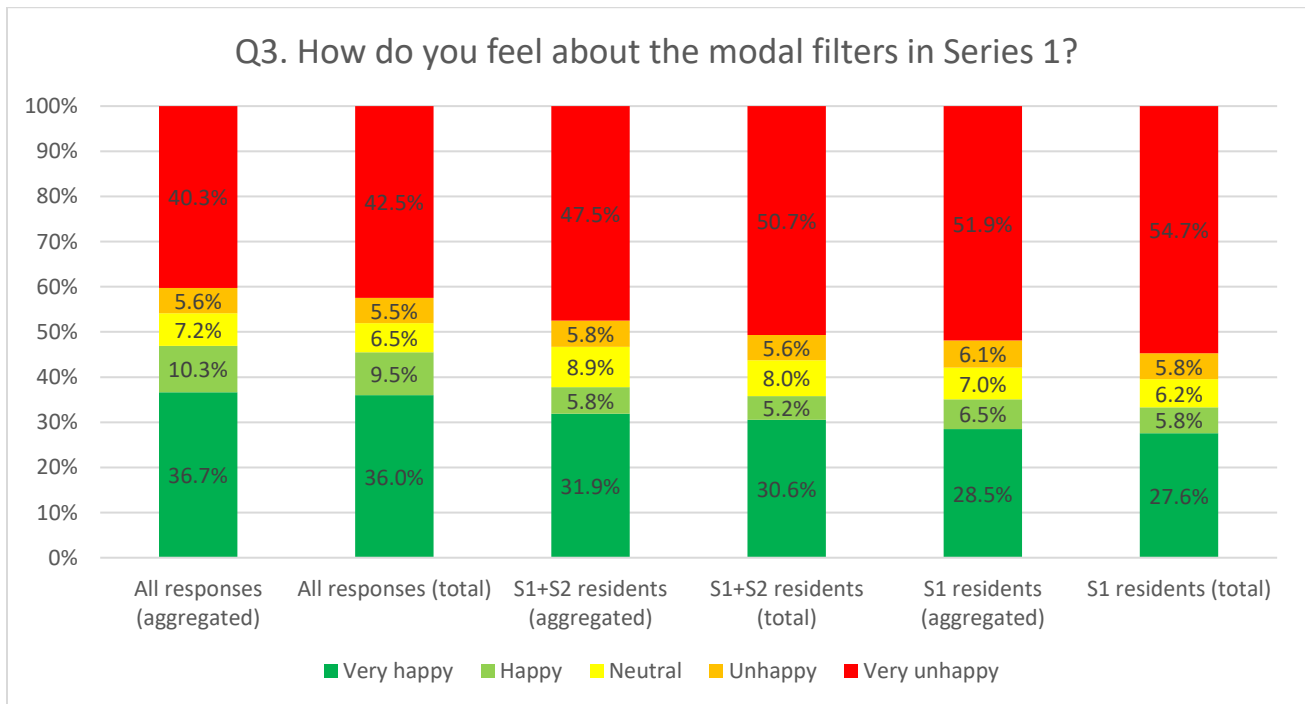
	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%	S1+S2 residents (total)	S1+S2 residents (total)	Grouped	%
Very happy	82	31.9%	97	37.7%	88	30.6%	103	35.8%
Happy	15	5.8%			15	5.2%		
Neutral	23	8.9%	23	8.9%	23	8.0%	23	8.0%

Unhappy	15	5.8%	137	53.3%	16	5.6%	162	56.3%
Very unhappy	122	47.5%			146	50.7%		
Total	257				288			

**Table 7 - How do you feel about the modal filters in Series 1? - S1 & S2 residents**

	S1 residents (aggregated)	S1 residents (aggregated)	Grouped	%	S1 residents (total)	S1 residents (total)	Grouped	%
Very happy	61	28.5%	75	35.0%	67	27.6%	81	33.3%
Happy	14	6.5%			14	5.8%		
Neutral	15	7.0%	15	7.0%	15	6.2%	15	6.2%
Unhappy	13	6.1%	124	57.9%	14	5.8%	147	60.5%
Very unhappy	111	51.9%			133	54.7%		
Total	214				243			

**Table 8 - How do you feel about the modal filters in Series 1? - S1 residents**



**Chart 10 - Q3. "How do you feel about the modal filters in Series 1?" - General survey**

Similar to Q1 and Q2 above, overall sentiment around modal filters in Series 1 was closely split among all respondents, with 47% of all aggregated responses indicating a positive sentiment and 45.9% negative. However, when looking specifically at respondents from Series 1 and 2, sentiment was more generally negative, with 53.3% negative aggregated responses and 37.7% positive. This was echoed among only Series 1 residents, with 58% negative aggregated responses and 35% positive.

### 3.3.4 Q4. HOW DO YOU FEEL ABOUT THE PUBLIC REALM AND ENVIRONMENTAL IMPROVEMENTS IN SERIES 1?

	All responses (aggregated)	All responses (aggregated)	Grouped	%	All responses (total)	All responses (total)	Grouped	%
Very happy	150	38.1%	230	58.4%	163	37.8%	247	57.3%
Happy	80	20.3%			84	19.5%		
Neutral	49	12.4%	49	12.4%	52	12.1%	52	12.1%
Unhappy	28	7.1%	115	29.2%	29	6.7%	132	30.6%
Very unhappy	87	22.1%			103	23.9%		
<b>Total</b>	<b>394</b>				<b>431</b>			

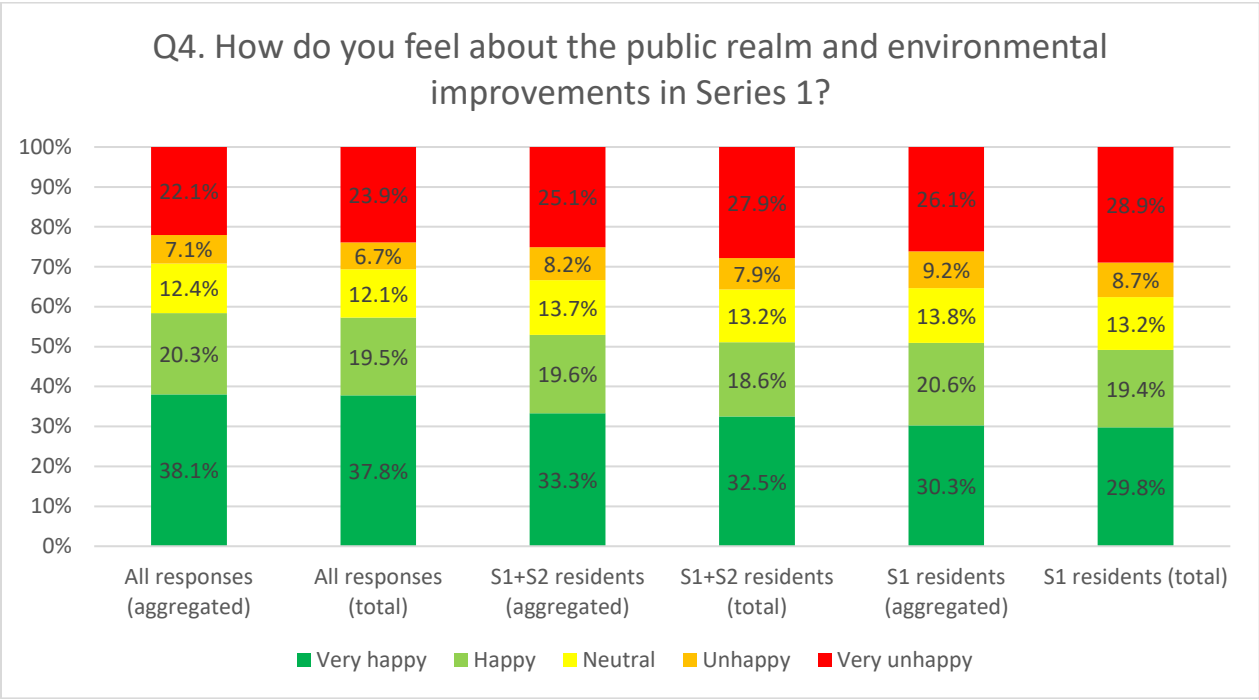
**Table 9 - How do you feel about the public realm and environmental improvements in Series 1? - All respondents**

	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%	S1+S2 residents (total)	S1+S2 residents (total)	Grouped	%
Very happy	85	33.3%	135	52.9%	91	32.5%	143	51.1%
Happy	50	19.6%			52	18.6%		
Neutral	35	13.7%	35	13.7%	37	13.2%	37	13.2%
Unhappy	21	8.2%	85	33.3%	22	7.9%	100	35.7%
Very unhappy	64	25.1%			78	27.9%		
<b>Total</b>	<b>255</b>				<b>280</b>			

**Table 10 - How do you feel about the public realm and environmental improvements in Series 1? - S1 & S2 residents**

	S1 residents (aggregated)	S1 residents (aggregated)	Grouped	%	S1 residents (total)	S1 residents (total)	Grouped	%
Very happy	66	30.3%	111	50.9%	72	29.8%	119	49.2%
Happy	45	20.6%			47	19.4%		
Neutral	30	13.8%	30	13.8%	32	13.2%	32	13.2%
Unhappy	20	9.2%	77	35.3%	21	8.7%	91	37.6%
Very unhappy	57	26.1%			70	28.9%		
<b>Total</b>	<b>218</b>				<b>242</b>			

**Table 11 - How do you feel about the public realm and environmental improvements in Series 1? - S1 residents**



**Chart 11 - Q4. "How do you feel about the public realm and environmental improvements in Series 1?" - General survey**

Overall sentiment around public realm and environmental improvements in Series 1 was mostly positive, with 58.4% of all aggregated responses indicating a positive sentiment and 29.2% negative. Among residents of Series 1 and 2, sentiment was also generally positive, with 52.9% positive aggregated responses and 33.3% negative. This was echoed among only Series 1 residents, with 50.9% positive aggregated responses and 35.3% negative.

**3.3.5 Q5. HOW DO YOU FEEL ABOUT THE HIGHWAY SAFETY AND PEDESTRIAN IMPROVEMENTS IN SERIES 1?**

	All responses (aggregated)	All responses (aggregated)	Grouped	%	All responses (total)	All responses (total)	Grouped	%
Very happy	142	36.0%	217	55.1%	154	35.7%	231	53.6%
Happy	75	19.0%			77	17.9%		
Neutral	49	12.4%	49	12.4%	56	13.0%	56	13.0%
Unhappy	28	7.1%	128	32.5%	29	6.7%	144	33.4%
Very unhappy	100	25.4%			115	26.7%		
<b>Total</b>	<b>394</b>				<b>431</b>			

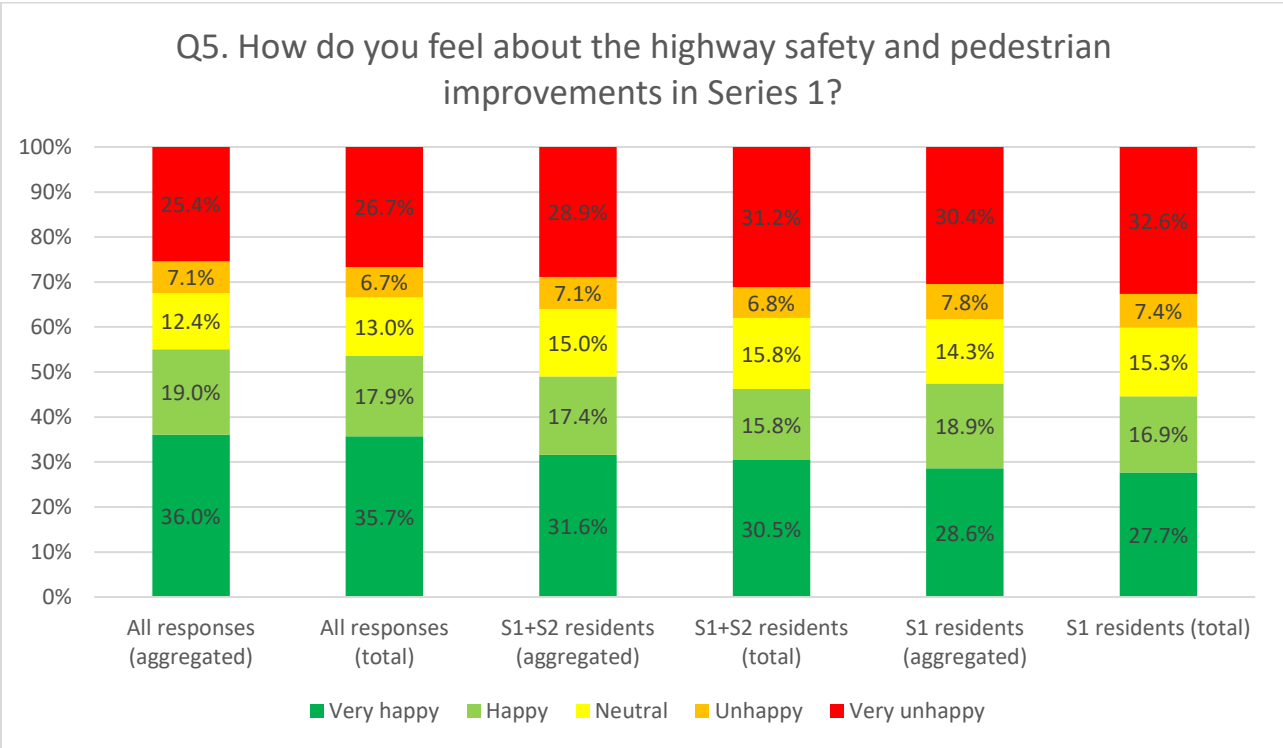
**Table 12 - How do you feel about the highway safety and pedestrian improvements in Series 1? - All respondents**

	S1+S2 residents (aggregated)	S1+S2 residents (aggregated)	Grouped	%	S1+S2 residents (total)	S1+S2 residents (total)	Grouped	%
Very happy	80	31.6%	124	49.0%	85	30.5%	129	46.2%
Happy	44	17.4%			44	15.8%		
Neutral	38	15.0%	38	15.0%	44	15.8%	44	15.8%
Unhappy	18	7.1%	91	36.0%	19	6.8%	106	38.0%
Very unhappy	73	28.9%			87	31.2%		
<b>Total</b>	<b>253</b>				<b>279</b>			

**Table 13 - How do you feel about the highway safety and pedestrian improvements in Series 1? - S1 & S2 residents**

	S1 residents (aggregated)	S1 residents (aggregated)	Grouped	%	S1 residents (total)	S1 residents (total)	Grouped	%
Very happy	62	28.6%	103	47.5%	67	27.7%	108	44.6%
Happy	41	18.9%			41	16.9%		
Neutral	31	14.3%	31	14.3%	37	15.3%	37	15.3%
Unhappy	17	7.8%	83	38.2%	18	7.4%	97	40.1%
Very unhappy	66	30.4%			79	32.6%		
<b>Total</b>	<b>217</b>				<b>242</b>			

**Table 14 - How do you feel about the highway safety and pedestrian improvements in Series 1? - S1 residents**



**Chart 12 - Q5. "How do you feel about the highway safety and pedestrian improvements in Series 1?" - General survey**

Overall sentiment around the highway safety and pedestrian improvements in Series 1 proposals was mostly positive, with 58.4% of all aggregated responses indicating a positive sentiment and 29.2% negative. Among residents of Series 1 and 2, sentiment was also generally positive, with 52.9% positive aggregated responses and 33.3% negative. This was echoed among only Series 1 residents, with 50.9% positive aggregated responses and 35.3% negative.

**3.3.6 Q6. WHAT ELSE WOULD YOU LIKE TO SEE IN THE SERIES 1 PROPOSALS?**

What else would you like to see in the Series 1 proposals? All confirmed respondents			What else would you like to see in the Series 1 proposals? All confirmed respondents who live in Series 1		
Options	Aggregate d comments	Total comment s	Options	Aggregate d comments	Total comment s
More tree planting	200	216	More tree planting	92	102
Better pavements	127	135	Better lighting	70	78
More Pocket Parks/Parklets/green space	127	132	More/better pedestrian crossing points	62	71



More/better pedestrian crossing points	125	140	More traffic calming	62	67
More traffic calming	122	131	More Pocket Parks/Parklets/green space	53	55
Better lighting	116	127	Better pavements	51	55
More/better cycle lanes and tracks	116	125	More/better cycle lanes and tracks	42	46
More secure cycle parking	81	82	Other (specify below)	39	42
Other (specify below)	69	73	More bins	32	36
More bins	69	74	More secure cycle parking	34	34
More Electric Vehicle charging	61	65	More Electric Vehicle charging	31	34
More seating	49	52	One-way streets	25	28
One-way streets	40	43	More car clubs	14	17
More car clubs	30	33	More seating	12	14

Table 15 - What else would you like to see in the Series 1 proposals?

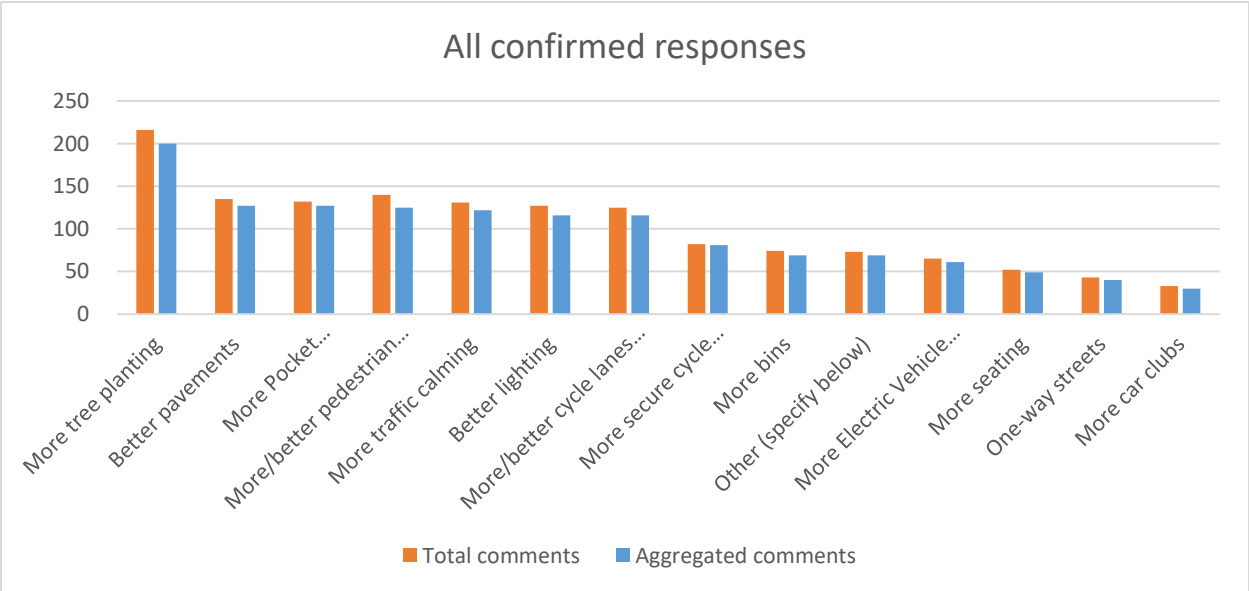
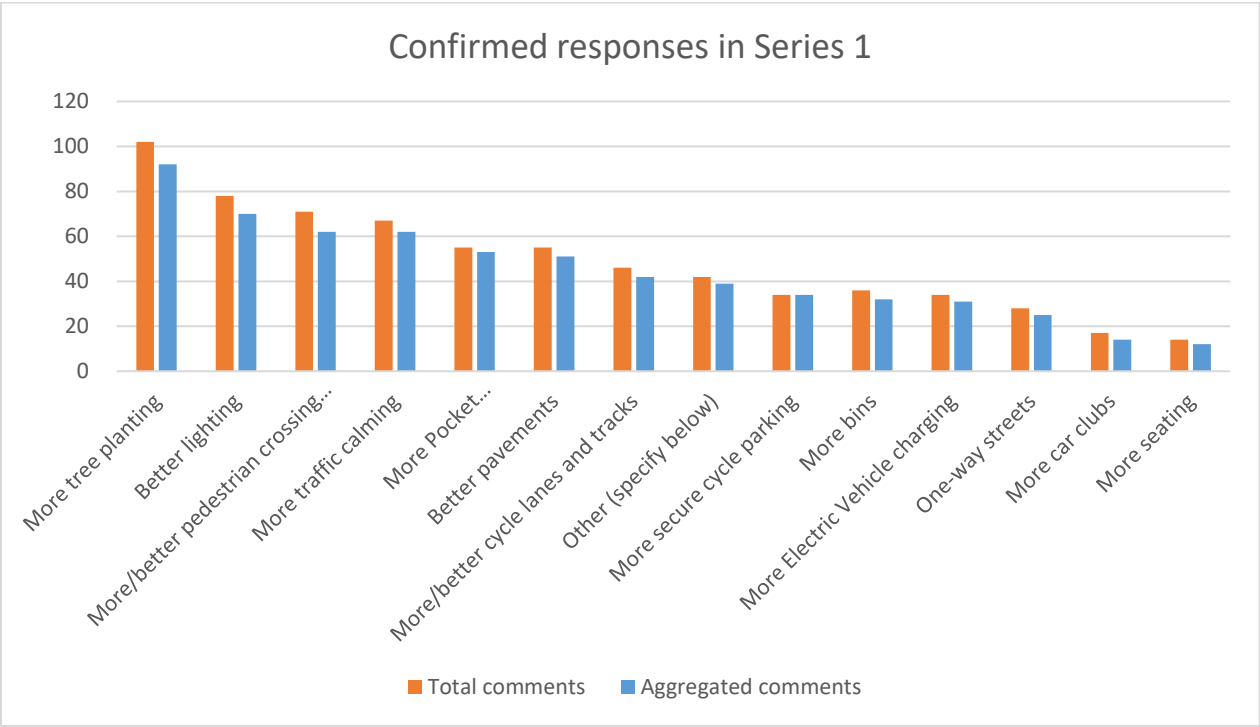


Chart 13 - Q6. "What else would you like to see in the Series 1 proposals?" - General survey

As seen in the graph above, 'More tree planting' was the additional measure most people wanted to see more of in the Series 1 proposals, with 200 of all aggregated responses selecting this option. Other popular additional measures among all aggregated responses included 'Better pavements' (127), 'More Pocket Parks/Parklets/green space' (127) and 'More/better pedestrian crossing points' (125).



**Chart 14 – Q6. "What else would you like to see in the Series 1 proposals?" - General survey**

'More tree planting' was also the most popular measure among aggregated responses in Series 1, with 92 respondents selecting this measure. Other popular additional measures among aggregated responses in Series 1 included 'Better lighting' (70), 'More/better pedestrian crossing points' (62), and 'More traffic calming' (62).

### 3.3.7 Q7. HOW DO YOU FEEL ABOUT THE MODAL FILTERS IN SERIES 2?

	All responses (aggregate d)	All responses (aggregate d)	Grouped	%	All responses (total)	All responses (total)	Grouped	%
Very happy	106	32.8%	144	44.6%	117	32.3%	156	43.1%
Happy	38	11.8%			39	10.8%		
Neutral	38	11.8%	38	11.8%	41	11.3%	41	11.3%
Unhappy	23	7.1%	141	43.7%	23	6.4%	165	45.6%
Very unhappy	118	36.5%			142	39.2%		
<b>Total</b>	<b>323</b>				<b>362</b>			

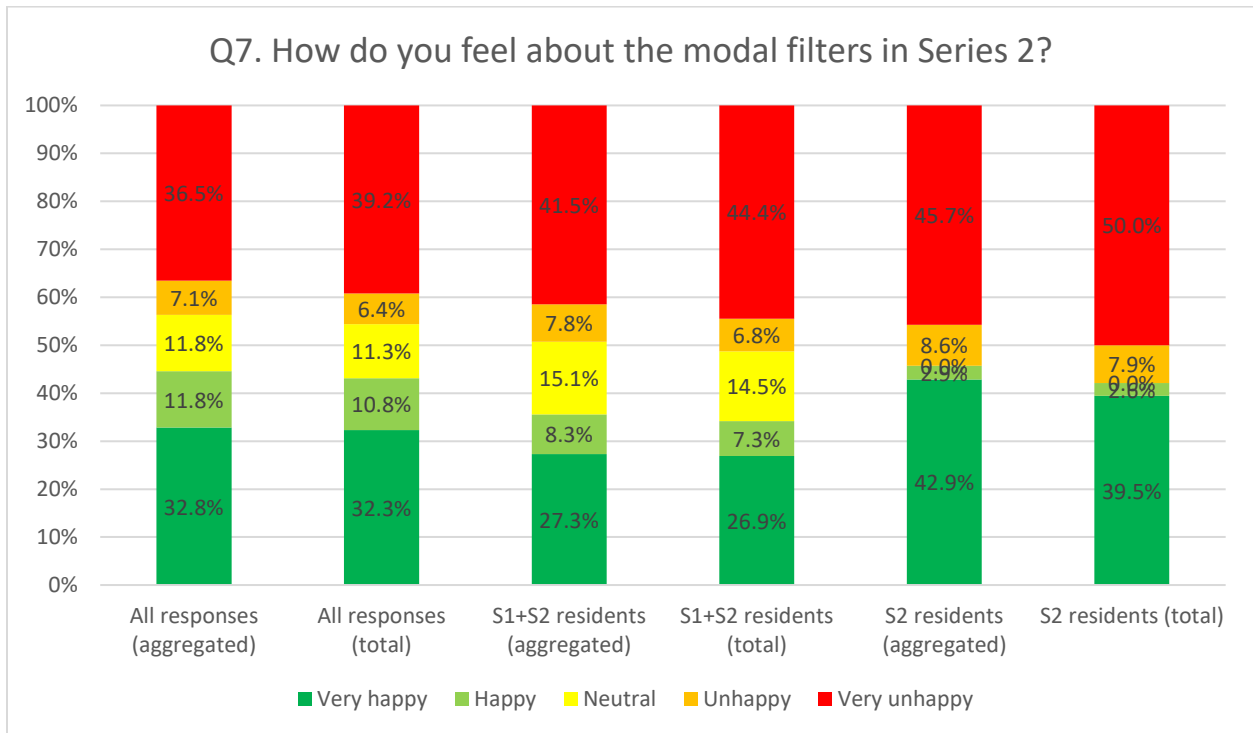
Table 16 - How do you feel about the modal filters in Series 2? - All respondents

	S1+S2 residents (aggregate d)	S1+S2 residents (aggregate d)	Grouped	%	S1+S2 residents (total)	S1+S2 residents (total)	Grouped	%
Very happy	56	27.3%	73	35.6%	63	26.9%	80	34.2%
Happy	17	8.3%			17	7.3%		
Neutral	31	15.1%	31	15.1%	34	14.5%	34	14.5%
Unhappy	16	7.8%	101	49.3%	16	6.8%	120	51.3%
Very unhappy	85	41.5%			104	44.4%		
<b>Total</b>	<b>205</b>				<b>234</b>			

Table 17 - How do you feel about the modal filters in Series 2? - S1 & S2 residents

	S2 residents (aggregate d)	S2 residents (aggregate d)	Grouped	%	S2 residents (total)	S2 residents (total)	Grouped	%
Very happy	15	42.9%	16	45.7%	15	39.5%	16	42.1%
Happy	1	2.9%			1	2.6%		
Neutral	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Unhappy	3	8.6%	19	54.3%	3	7.9%	22	57.9%
Very unhappy	16	45.7%			19	50.0%		
<b>Total</b>	<b>35</b>				<b>38</b>			

Table 18 - How do you feel about the modal filters in Series 2? - S2 residents



**Chart 15 - Q7. "How do you feel about the modal filters in Series 2?" - General survey**

Overall sentiment around modal filters in Series 2 was closely split among all respondents, with 44.6% of all aggregated responses indicating a positive sentiment and 43.6% negative. Among residents of Series 1 and 2, sentiment was more generally negative, with 49.3% negative aggregated responses and 35.6% positive. This was echoed among only Series 2 residents, with 54.3% negative aggregated responses and 45.8% positive.

### 3.3.8 Q8. WHAT ELSE WOULD YOU LIKE TO SEE IN THE SERIES 2 PROPOSALS?

What else would you like to see in the Series 2 proposals? All confirmed respondents			What else would you like to see in the Series 2 proposals? All confirmed respondents who live in Series 2		
Options	Aggregate d comments	Total comment s	Options	Aggregate d comments	Total comment s
More tree planting	180	195	More tree planting	29	30
Better pavements	123	132	Better pavements	22	23
More/better pedestrian crossing points	120	132	More/better pedestrian crossing points	20	20
More/better cycle lanes and tracks	115	127	More bins	18	19

More Pocket Parks/Parklets/green space	116	123	More Pocket Parks/Parklets/green space	18	18
More traffic calming	99	108	More traffic calming	18	18
Better lighting	88	100	More/better cycle lanes and tracks	18	18
More secure cycle parking	80	81	Better lighting	16	16
More bins	63	67	More secure cycle parking	15	15
More Electric Vehicle charging	55	58	More Electric Vehicle charging	12	12
One-way streets	38	44	One-way streets	7	8
More seating	37	38	More seating	7	7
Other (specify below)	36	37	More car clubs	6	6
More car clubs	25	27	Other (specify below)	5	5

Table 19 - What else would you like to see in the Series 2 proposals?

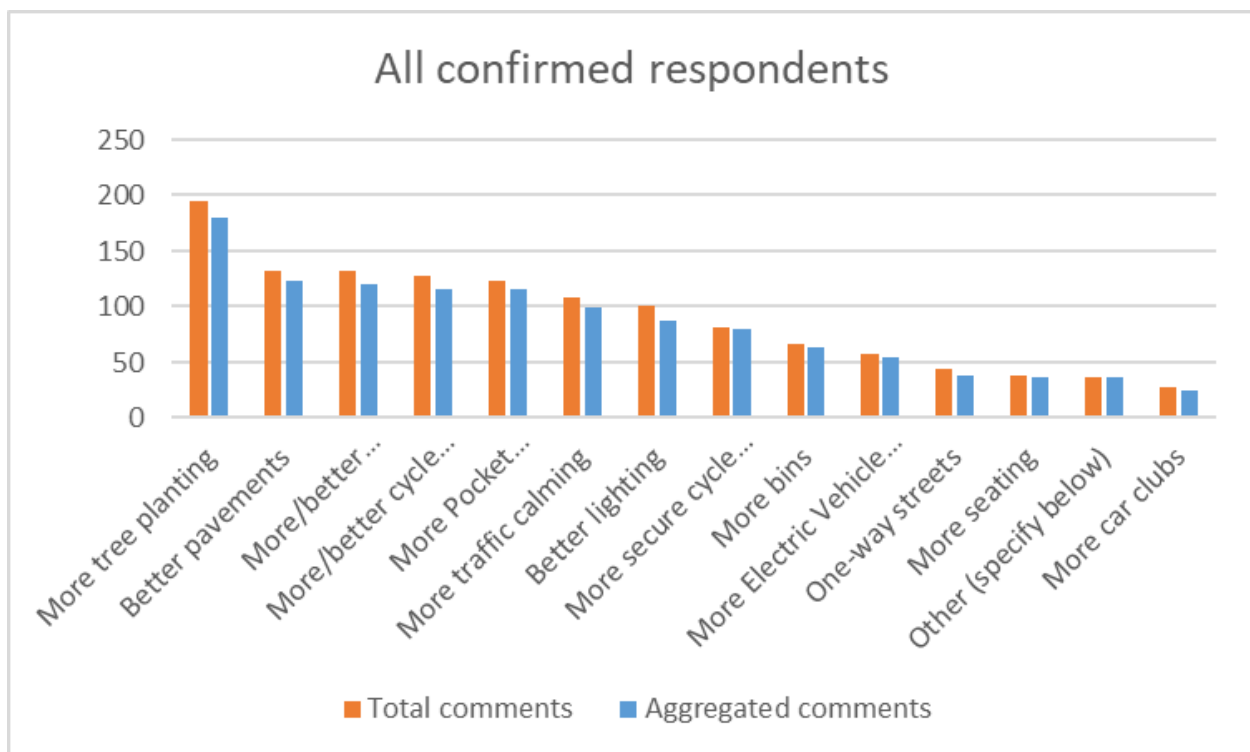
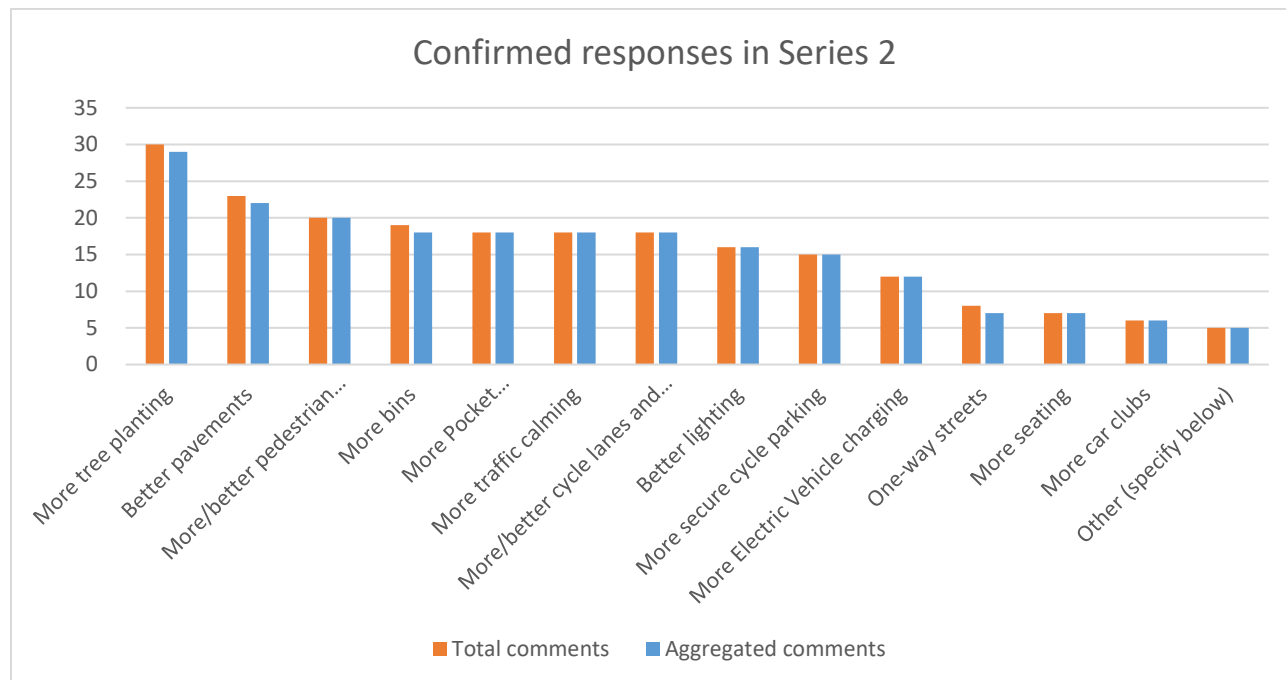


Chart 16 - Q8. "What else would you like to see in the Series 2 proposals?" - General survey

As seen in the graph above, 'More tree planting' was the additional measure most people wanted to see more of in the Series 2 proposals, with 180 of all aggregated responses

selecting this option. Other popular additional measures among all aggregated responses included 'Better pavements' (123) and 'More/better pedestrian crossing points' (120).



**Chart 8 - Q8. "What else would you like to see in the Series 2 proposals?" - General survey**

'More tree planting' was also the most popular measure among aggregated responses in Series 2, with 29 respondents selecting this measure. Other popular additional measures among aggregated responses in Series 2 included 'Better pavements' (22) and 'More/better pedestrian crossing points' (20).

### 3.4 GENERAL SURVEY - STREET-LEVEL ANALYSIS

The results in section 3.3 above provide an overview of general sentiment towards the proposals overall, as well as sentiment towards certain groups of measures, considering both all respondents to the consultation and just those identified as living within the scheme area. However, it is recognised that within an area there is often a wide spectrum of views which are likely to vary depending on the road of residence and issues being experienced, or concerns associated with the proposals presented. Therefore, a more granular analysis of some of the 'General Survey' questions has been undertaken on a street-by-street basis. This also helps identify if particular streets or features may be influencing overall sentiment towards the proposals as a whole and provides a more targeted understanding of where some of the key issues are. The tables below show the total sentiments ('Positive', 'Neutral' and 'Negative') for some of the key questions by respondents' street of residence. The streets are sorted in order of largest to smallest total aggregated comments.

### 3.4.1. QUESTIONS ABOUT THE OVERALL SCHEME

Q1. How do you feel about the overall scheme? – Responses from Series 1 streets								
Street	Aggregated responses				Total responses			
	Positive	Neutral	Negative	Total	Positive	Neutral	Negative	Total
Brettenham Road	14	5	24	43	14	5	26	45
Fleeming Road	5	0	24	29	5	0	29	34
Penrhyn Avenue	16	2	5	23	18	2	5	25
Elphinstone Road	3	0	16	19	4	0	20	24
Carr Road	2	1	13	16	2	1	15	18
Douglas Avenue	5	0	7	12	5	0	7	12
Winns Avenue	8	0	1	9	8	0	1	9
Penrhyn Crescent	6	0	3	9	6	0	5	11
Badlis Road	4	1	3	8	6	1	4	11
Thorpe Crescent	3	1	4	8	4	1	4	9
Ardleigh Road	7	0	0	7	8	0	0	8
North Countess Road	4	0	2	6	4	0	2	6
Keith Road	1	1	4	6	1	2	4	7
Bemsted Road	0	1	4	5	0	1	5	6
Mersey Road	1	0	3	4	1	0	3	4
Rushbrook Crescent	1	1	2	4	1	1	2	4
Ardleigh Terrace	2	1	0	3	2	1	0	3
Pennant Terrace	2	0	1	3	2	0	1	3
Mansel Grove	1	0	1	2	1	0	1	2
Winns Terrace	1	0	1	2	1	0	1	2
Lewis Avenue	0	0	2	2	0	0	3	3
Queensland Close	0	0	2	2	0	0	3	3
Luton Road	1	0	0	1	1	0	0	1
Priory Court	1	0	0	1	1	0	0	1
South Countess Road	1	0	0	1	1	0	0	1
William Morris Close	0	0	1	1	0	0	1	1
Ruscus Road	0	0	1	1	0	0	2	2

Table 20 - How do you feel about the overall scheme? - Responses from Series 1 streets

As seen in the table above, residents from Brettenham Road were the biggest contributor to the question about the overall scheme in Series 1, with an aggregated total of 43 responses. The overall negative sentiment indicates that impact on residents of Brettenham Road was one of the key issues with the proposals identified through the consultation.

Similarly, Fleeming Road had a relatively high response rate with 29 aggregated responses, and also indicated a negative sentiment towards the overall scheme. In contrast, roads such as Penrhyn Avenue and Winns Avenue responded positively to the overall scheme, indicating support for the proposals on certain streets.

Q1. How do you feel about the overall scheme? – Responses from Series 2 streets								
Street	Aggregated responses				Total responses			
	Positive	Neutral	Negative	Total	Positive	Neutral	Negative	Total
Blenheim Road	7	0	1	8	7	0	1	8
Pembar Avenue	0	1	5	6	0	1	5	6
Roma Road	3	0	2	5	3	0	2	5
Tavistock Avenue	4	0	0	4	4	0	0	4
Farnborough Avenue	2	0	2	4	2	0	3	5
King Edward Road	2	1	0	3	2	1	0	3
Clifton Avenue	0	0	2	2	0	0	2	2
Bunyan Road	0	1	0	1	0	1	0	1
Century Road	1	0	0	1	1	0	0	1
Reness Road	1	0	0	1	1	0	0	1
Queen Elizabeth Close	1	0	0	1	1	0	0	1
Pasquier Road	0	0	1	1	0	0	1	1
Chatham Road	0	0	1	1	0	0	2	2

**Table 21 - How do you feel about the overall scheme? - Responses from Series 2 streets**

As seen in the table above, residents from Blenheim Road were the biggest contributor to the question about the overall scheme in Series 2, with an aggregated total of 8 responses. The overall positive sentiment on this street, as well as streets such as Tavistock Avenue indicates that there is support for the overall scheme in some areas. In contrast, roads such as Pembar Avenue responded negatively to the overall scheme, indicating objection to the proposals on certain roads.



### 3.4.2. QUESTIONS ABOUT SERIES 1

Q2. How do you feel about Series 1 proposals overall? – Responses from Series 1 streets								
Street	Aggregated responses				Total responses			
	Positive	Neutral	Negative	Total	Positive	Neutral	Negative	Total
Brettenham Road	11	7	24	42	11	7	26	44
Fleeming Road	4	1	24	29	4	1	29	34
Penrhyn Avenue	16	2	5	23	18	2	5	25
Elphinstone Road	3	0	16	19	4	0	20	24
Carr Road	2	2	11	15	2	2	14	18
Douglas Avenue	5	0	7	12	5	0	7	12
Winns Avenue	8	0	1	9	8	0	1	9
Thorpe Crescent	3	1	5	9	4	1	5	10
Badlis Road	5	1	3	9	6	1	4	11
Penrhyn Crescent	6	0	2	8	6	0	4	10
Ardleigh Road	7	0	0	7	7	0	0	7
Keith Road	1	1	4	6	1	1	4	6
North Countess Road	4	0	2	6	4	0	2	6
Bemsted Road	0	1	4	5	0	1	5	6
Mersey Road	1	0	3	4	1	0	3	4
Rushbrook Crescent	0	2	2	4	0	2	2	4
Ardleigh Terrace	2	1	0	3	2	1	0	3
Lewis Avenue	0	1	2	3	0	1	2	3
Pennant Terrace	2	0	1	3	2	0	1	3
Mansel Grove	1	0	1	2	1	0	1	2
Winns Terrace	1	0	1	2	1	0	1	2
Queensland Close	0	0	2	2	0	0	3	3
Luton Road	1	0	0	1	1	0	0	1
Priory Court	1	0	0	1	1	0	0	1
South Countess Road	1	0	0	1	1	0	0	1
William Morris Close	1	0	0	1	1	0	0	1
Ruscus Road	0	0	1	1	0	0	2	2

**Table 22 - How do you feel about Series 1 proposals overall? - Responses from Series 1 streets**

As seen in the table above, residents from Brettenham Road were the biggest contributor to the question about the Series 1 proposals, with an aggregated total of 42 responses. The overall negative sentiment indicates that impact on residents of Brettenham Road was one of the key issues with the proposals identified through the consultation.

Similarly, Fleeming Road had a relatively high response rate with 29 aggregated responses, and also indicated a negative sentiment towards the Series 1 proposals.

In contrast, roads such as Penrhyn Avenue and Winns Avenue responded positively to the overall scheme, indicating support for the Series 1 proposals on certain streets.

Q3. How do you feel about the modal filters in Series 1? – Responses from Series 1 streets								
Street	Aggregated responses				Total responses			
	Positive	Neutral	Negative	Total	Positive	Neutral	Negative	Total
Brettenham Road	11	2	26	39	11	2	29	42
Fleeming Road	3	1	25	29	3	1	30	34
Penrhyn Avenue	16	2	5	23	18	2	5	25
Elphinstone Road	2	1	16	19	3	1	20	24
Carr Road	2	0	12	14	2	0	16	18
Douglas Avenue	5	1	6	12	5	1	6	12
Winns Avenue	8	0	1	9	8	0	1	9
Thorpe Crescent	2	1	6	9	3	1	6	10
Penrhyn Crescent	5	0	3	8	5	0	5	10
Badlis Road	3	2	3	8	5	2	4	11
Ardleigh Road	7	0	0	7	7	0	0	7
Keith Road	0	2	4	6	0	2	4	6
North Countess Road	4	0	2	6	4	0	2	6
Bemsted Road	0	1	4	5	0	1	5	6
Mersey Road	1	0	3	4	1	0	3	4
Rushbrook Crescent	0	2	2	4	0	2	2	4
Ardleigh Terrace	2	0	1	3	2	0	1	3
Pennant Terrace	2	0	1	3	2	0	1	3
Mansel Grove	1	0	1	2	1	0	1	2
Winns Terrace	1	0	1	2	1	0	1	2
Lewis Avenue	0	0	2	2	0	0	3	3
Queensland Close	0	0	2	2	0	0	3	3
Luton Road	1	0	0	1	1	0	0	1
Priory Court	1	0	0	1	1	0	0	1
South Countess Road	1	0	0	1	1	0	0	1
William Morris Close	0	0	1	1	0	0	1	1
Ruscus Road	0	0	1	1	0	0	2	2

**Table 23 - How do you feel about the modal filters in Series 1? - Responses from Series 1 streets**

As seen in the table above, residents from Brettenham Road were the biggest contributor to the question about modal filters in Series 1, with an aggregated total of 39 responses. The overall negative sentiment indicates that impact on residents of Brettenham Road was one of the key issues with the proposals identified through the consultation. Similarly, Fleeming Road had a relatively high response rate with 29 aggregated responses, and also indicated a negative sentiment towards the Series 1 proposals. In contrast, roads such as Penrhyn Avenue and Winns Avenue responded positively to the overall scheme, indicating support for the Series 1 proposals on certain streets.

### 3.4.3 QUESTIONS ABOUT SERIES 2

Q7. How do you feel about the modal filters in series 2? – Responses from Series 2 streets						
	Aggregated responses			Total responses		
Street	Positive	Negative	Total	Positive	Negative	Total
Blenheim Road	5	2	7	5	2	7
Pembar Avenue	0	7	7	0	8	8
Roma Road	2	2	4	2	2	4
Tavistock Avenue	4	0	4	4	0	4
Farnborough Avenue	2	2	4	2	3	5
Clifton Avenue	0	3	3	0	3	3
King Edward Road	1	1	2	1	1	2
Bunyan Road	0	1	1	0	1	1
Century Road	1	0	1	1	0	1
Penrhyn Avenue	1	0	1	1	0	1
Chatham Road	0	1	1	0	2	2

**Table 24 - How do you feel about the modal filters in Series 2? - Responses from Series 2 streets**

As seen in the table above, residents from Blenheim Road and Pembar Avenue were the biggest contributors to the question about the modal filters in Series 2, with an aggregated total of 7 responses each. The overall sentiment was mixed on these streets, with Blenheim Road responding positively overall, and Pembar Avenue negatively. Similarly to previous questions, this suggests that sentiment towards the modal filters differs on a street-by-street basis, and does not necessarily represent a consistent view across the area.

## 3.5 DISABILITY ANALYSIS

Respondents on the Commonplace platform were asked to answer a series of demographic questions, including those related to protected characteristics. One of the key protected characteristic groups who could be disproportionately affected by the designs is those who identified as disabled. As a result of this, we have broken down the results of the consultation surveys to display only the results of those who reported having a disability, of which there was a total of 21 respondents. This data will help to inform mitigations in the design of proposals in light of the concerns raised by those with disabilities. For the purposes of the tables below, only the aggregated totals are shown, as they were equal to the total responses for every question. The tables are split into three due to width constraints.

### 3.5.1 GENERAL SURVEY – DISABLED RESPONDENTS

Respondents who reported having a disability	Q1. How do you feel about the overall scheme?		Q2. How do you feel about Series 1 proposals overall?		Q3. How do you feel about the modal filters in Series 1?	
	All respondents (aggregated)	S1 + S2 residents (aggregated)	All respondents (aggregated)	S1 + S2 residents (aggregated)	All respondents (aggregated)	S1 + S2 residents (aggregated)
Positive	2	0	3	0	3	0
Neutral	3	1	1	0	1	1
Negative	13	11	14	12	14	11

**Table 25 - General survey questions 1-3 – Disabled respondents (part 1)**

Respondents who reported having a disability	Q4. How do you feel about the public realm and environmental improvements in Series 1?		Q5. How do you feel about the highway safety and pedestrian improvements in Series 1?		Q7. How do you feel about the modal filters in Series 2?	
	All respondents (aggregated)	S1 + S2 residents (aggregated)	All respondents (aggregated)	S1 + S2 residents (aggregated)	All respondents (aggregated)	S1 + S2 residents (aggregated)
Positive	5	1	5	1	2	0
Neutral	2	2	0	0	1	1
Negative	11	9	13	11	11	8

**Table 26 - General survey questions 4, 5 and 7 - Disabled respondents (part 2)**

Respondents who reported having a disability	Q6. What else would you like to see in the Series 1 proposals?		Q8. What else would you like to see in the Series 2 proposals?	
	All respondents (aggregated)	S1 + S2 residents (aggregated)	All respondents (aggregated)	S1 + S2 residents (aggregated)
Better lighting	8	6	6	4
Better pavements	6	2	3	3
More bins	3	2	4	2
More car clubs	1	0	0	0
More Electric Vehicle charging	3	1	3	2
More Pocket Parks/Parklets/green space	3	0	2	0
More seating	1	0	1	1
More secure cycle parking	1	0	1	0
More traffic calming	1	0	0	0

More tree planting	6	2	4	1
More/better cycle lanes and tracks	2	0	2	0
More/better pedestrian crossing points	1	1	1	1
Other (specify below)	7	6	3	1

**Table 27 - General survey questions 6 and 8 - Disabled respondents**

As seen in the tables above, the sentiment toward all elements of the proposals among those who reported having a disability was negative. This is true of all respondents and those who live in the Series 1 and 2 areas. Among those who reported having a disability, the most popular priorities for alternative measures were:

**Series 1:**

- Better lighting (8 responses among all respondents)
- Other (7)
- Better pavements and More tree planting (6)

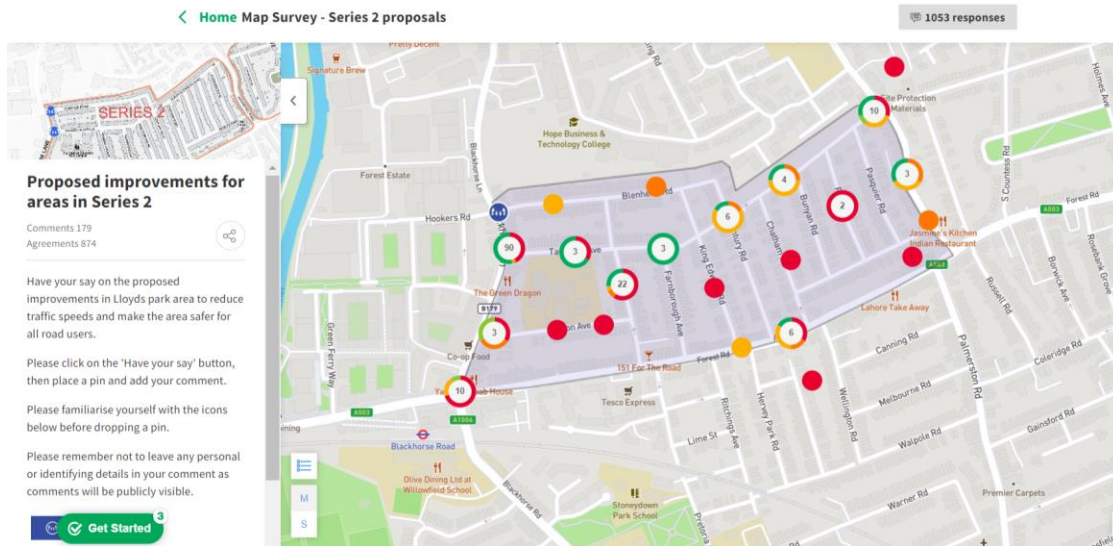
**Series 2:**

- Better lighting (6)
- More bins and More tree planting (4)
- Better pavements, More electric vehicle charging, and Other (3)

A more granular breakdown of the potential reasons behind the negative response indicated among those who reported having a disability can be found in the EQIA report in Appendix E, which explores the comments made by this demographic group during the consultation and the design mitigations for the issues raised.

**3.6 OVERALL RESULTS – MAP SURVEY**

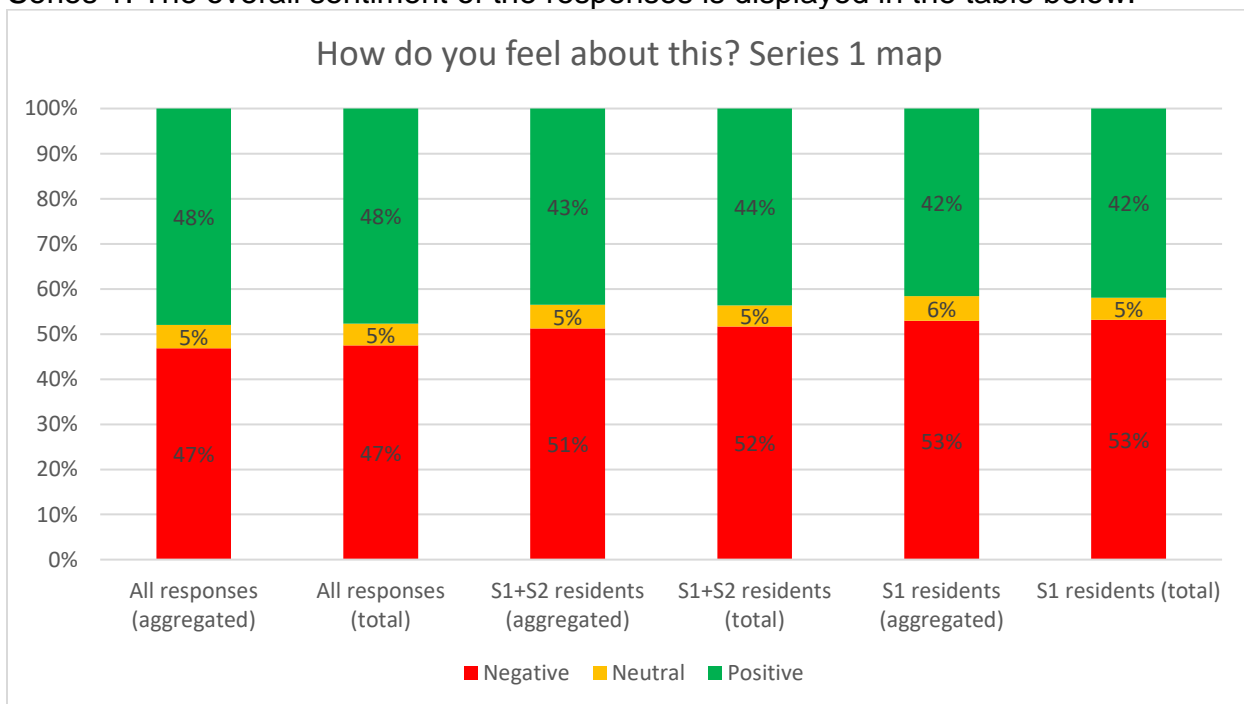
After completing the ‘general survey’, respondents were directed to the Series 1 and 2 ‘map surveys’. In this section, respondents could leave a more focused response on a specific location or feature within the proposals. In their response, they were first asked to specify which proposal they were referring to from a drop-down menu of all proposals in the scheme area (i.e. Modal filter on x road, Modal filter on y road, public realm enhancement at z). Next, they were asked how they feel about the proposal by selecting one of the sentiment ratings on the scale from “Very happy” to “Very unhappy”. Lastly, respondents were asked why they feel this way, which they could answer in a free text comments section. These comments are explored in further detail in Section 3.7. The following sections explore the results of the Series 1 and 2 ‘map surveys’.



**Figure 10- Screenshot from the Series 2 map survey on Commonplace**

### 3.6.1 SERIES 1: MAP-BASED FEEDBACK

There was a total of 518 responses (463 aggregated) about the specific proposals in Series 1. The overall sentiment of the responses is displayed in the table below.



**Chart 18 - How do you feel about this? (% sentiment for Series 1 map survey)**

Overall sentiment around Series 1 proposals was closely split among all respondents, with 48% of all aggregated responses indicating a positive sentiment and 47% negative. Among residents of Series 1 and 2, sentiment was slightly more negative, with 51% negative aggregated responses and 43% positive. This was echoed among only Series 1 residents, with 53% negative aggregated responses and 42% positive. The following tables show the sentiment of responses for each of the specific scheme proposals, sorted from most total comments to least.

	How do you feel about this? (Series 1) - All respondents							Total
	Aggregated Comments			Total	Total Comments			
	Negative	Neutral	Positive		Negative	Neutral	Positive	
Brettenham Rd - Modal Filter	65	3	34	102	73	3	40	116
Penrhyn Ave - Modal Filter	26	4	37	67	30	4	44	78
Winns Ave / South Countess Rd - Modal Filter (east side)	24	3	36	63	26	4	39	69
Penrhyn Ave / Rushbrook Cres - Modal Filter	21	3	16	40	22	3	17	42
Pennant Terrace / Elphinstone Rd - Modal Filter (west side)	22	2	14	38	29	2	16	47
Ardleigh Rd / Rushbrook Cres - Modal Filter	18	2	12	32	20	2	14	36
Keith Rd - Modal Filter	17	1	11	29	20	1	13	34
Priory Court - Upgrade traffic calming	7	0	8	15	7	0	9	16
Elphinstone Rd - Green Infrastructure	6	0	7	13	7	0	8	15
N Countess Rd - Green Infrastructure	1	1	10	12	1	1	10	12
S Countess Rd - Convert cushions to hump	4	3	5	12	5	3	5	13
N Countess Rd - Convert cushions to hump	0	1	8	9	0	1	8	9
Rushbrook Cres / Brettenham Rd - Green Infrastructure	2	0	7	9	2	0	7	9
Winns Ave / Winns Terrace - Green Infrastructure	1	1	7	9	1	1	7	9
N Countess Rd / Ardleigh Rd - Junction Improvement	3	0	4	7	3	0	4	7
N Countess Rd / Ardleigh Rd - Green Infrastructure	0	0	3	3	0	0	3	3
Priory Court - Informal Pedestrian Crossing	0	0	2	2	0	0	2	2
Priory Court - Convert cushions to hump	0	0	1	1	0	0	1	1

**Table 28 - How do you feel about this? (Series 1) - All respondents**

As seen in the table above, the proposal with the most contributions among all respondents was the modal filter on Brettenham Road, with a total of 102 aggregated responses. The overall response sentiment was negative, indicating that this proposal is a key issue within the scheme.

In contrast, measures such as the Penrhyn Avenue modal filter and Winns Avenue/South Countess Road (east side) modal filter – proposals with relatively high level of contributions, with 67 and 63 aggregated responses, respectively – had an overall positive response. This suggests that negative sentiment is not consistent across all proposals, with respondents in favour of certain measures.

	How do you feel about this? (Series 1) - S1+S2 residents							
	Aggregated Comments				Total Comments			
	Negative	Neutral	Positive	Total	Negative	Neutral	Positive	Total
Brettenham Rd - Modal Filter	53	3	20	76	61	3	23	87
Penrhyn Ave - Modal Filter	21	4	25	50	24	4	30	58
Penrhyn Ave / Rushbrook Cres - Modal Filter	17	2	15	34	18	2	16	36
Winns Ave / South Countess Rd - Modal Filter (east side)	11	0	18	29	11	0	20	31
Pennant Terrace / Elphinstone Rd - Modal Filter (west side)	18	2	7	27	25	2	8	35
Keith Rd - Modal Filter	13	1	8	22	13	1	10	24
Ardleigh Rd / Rushbrook Cres - Modal Filter	12	1	8	21	12	1	9	22
Elphinstone Rd - Green Infrastructure	6	0	4	10	7	0	5	12
Priory Court - Upgrade traffic calming	4	0	5	9	4	0	6	10
Rushbrook Cres / Brettenham Rd - Green Infrastructure	2	0	6	8	2	0	6	8
S Countess Rd - Convert cushions to hump	3	2	3	8	4	2	3	9
N Countess Rd - Convert cushions to hump	0	1	6	7	0	1	6	7
N Countess Rd / Ardleigh Rd - Junction Improvement	3	0	3	6	3	0	3	6
Winns Ave / Winns Terrace - Green Infrastructure	1	1	4	6	1	1	4	6
N Countess Rd - Green Infrastructure	1	0	4	5	1	0	4	5
N Countess Rd / Ardleigh Rd - Green Infrastructure	0	0	2	2	0	0	2	2
Priory Court - Convert cushions to hump	0	0	1	1	0	0	1	1
Priory Court - Informal Pedestrian Crossing	0	0	1	1	0	0	1	1

**Table 29 - How do you feel about this? (Series 1) - S1+S2 residents**

As seen in the table above, and following a similar pattern to the All Respondents analysis, the proposal with the most contributions among residents of Series 1 and 2 was the modal filter on Brettenham Road, with a total of 76 aggregated responses. The overall response sentiment was negative, again indicating that this proposal is a key issue within the scheme for local residents.

Similarly, in contrast, measures such as the Penrhyn Avenue modal filter and Winns Avenue/South Countess Road (east side) modal filter – proposals with relatively high level of contributions, with 50 and 29 aggregated responses, respectively – had an overall positive response from local residents. This again suggests that negative sentiment is not consistent across all proposals, with respondents in favour of certain measures.

Other proposals, namely the Penrhyn Avenue/Rushbrook Crescent modal filter (34 aggregated responses) were closely split in terms of sentiment, with 17 negative and 15 positive responses. This indicates that even where overall sentiment is slightly more negative overall, there are also large sections of residents who are supportive of the



proposals, suggesting that people may object to specific elements of each proposal rather than the proposal in principle.

	How do you feel about this? (Series 1) - S1 residents							
	Aggregated Comments				Total Comments			
	Negative	Neutral	Positive	Total	Negative	Neutral	Positive	Total
Brettenham Rd - Modal Filter	53	3	19	75	61	3	22	86
Penrhyn Ave - Modal Filter	21	4	22	47	24	4	27	55
Penrhyn Ave / Rushbrook Cres - Modal Filter	17	2	14	33	18	2	15	35
Pennant Terrace / Elphinstone Rd - Modal Filter (west side)	18	2	6	26	25	2	7	34
Winns Ave / South Countess Rd - Modal Filter (east side)	9	0	14	23	9	0	16	25
Keith Rd - Modal Filter	13	1	8	22	13	1	10	24
Ardleigh Rd / Rushbrook Cres - Modal Filter	12	1	8	21	12	1	9	22
Elphinstone Rd - Green Infrastructure	6	0	4	10	7	0	5	12
Priory Court - Upgrade traffic calming	4	0	5	9	4	0	6	10
Rushbrook Cres / Brettenham Rd - Green Infrastructure	2	0	6	8	2	0	6	8
S Countess Rd - Convert cushions to hump	3	2	3	8	4	2	3	9
N Countess Rd - Convert cushions to hump	0	1	6	7	0	1	6	7
N Countess Rd - Green Infrastructure	1	0	4	5	1	0	4	5
N Countess Rd / Ardleigh Rd - Junction Improvement	3	0	2	5	3	0	2	5
Winns Ave / Winns Terrace - Green Infrastructure	1	1	3	5	1	1	3	5
N Countess Rd / Ardleigh Rd - Green Infrastructure	0	0	2	2	0	0	2	2
Priory Court - Convert cushions to hump	0	0	1	1	0	0	1	1
Priory Court - Informal Pedestrian Crossing	0	0	1	1	0	0	1	1

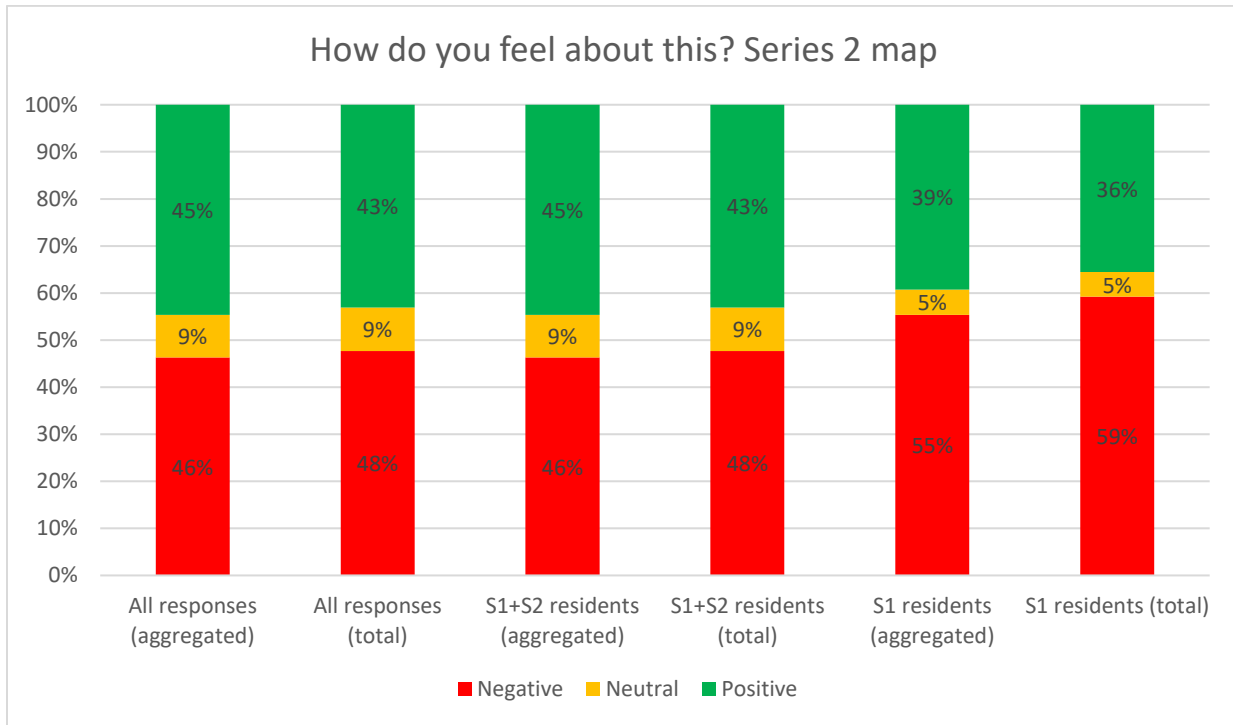
**Table 30 - How do you feel about this? (Series 1) - S1 residents**

As seen in the table above, the proposal with the most contributions among residents of Series 1 only was again the modal filter on Brettenham Road, with a total of 75 aggregated responses of which the majority were negative.

Other proposals, namely the Penrhyn Avenue modal filter (47 aggregated responses) followed a similar pattern as the analysis above with a slightly more positive response overall

### 3.6.2 SERIES 2: MAP-BASED FEEDBACK

There was a total of 151 responses (121 aggregated) about the specific proposals in Series 2. The overall sentiment of the responses is displayed in the table below.



**Chart 19 - How do you feel about this? (% sentiment for Series 2 map survey)**

Overall sentiment towards Series 2 proposals was closely split among all respondents, with 46% of all aggregated responses indicating a negative sentiment and 45% positive. This was echoed among residents of Series 1 and 2, with 46% negative aggregated responses and 45% positive. Sentiment was more generally negative among only Series 2 residents, with 55% negative aggregated responses and 39% positive. The following tables show the sentiment of responses for each of the specific scheme proposals, sorted from most total comments to least.

	How do you feel about this? (Series 2) - All respondents							
	Aggregated Comments				Total Comments			
	Negative	Neutral	Positive	Total	Negative	Neutral	Positive	Total
Tavistock Ave - Modal Filter	39	9	37	85	53	12	46	111
Blenheim Rd - Modal Filter	17	2	17	36	19	2	19	40

**Table 31 - How do you feel about this? (Series 2) - All respondents**

As seen in the table above, sentiment surrounding both Series 2 proposals was closely split among all respondents. This indicates that even where there is a high proportion of negative sentiment, there are also large sections of residents who are supportive of the proposals, suggesting that people may object to specific elements of each proposal rather than the proposal in principle.

	How do you feel about this? (Series 1) - S1+S2 residents							
	Aggregated Comments				Total Comments			
	Negative	Neutral	Positive	Total	Negative	Neutral	Positive	Total
Tavistock Ave - Modal Filter	25	5	24	54	38	6	29	73
Blenheim Rd - Modal Filter	11	1	7	19	12	1	8	21

**Table 32 - How do you feel about this? (Series 2) - S1+S2 residents**

Sentiment among residents of Series 1 and 2 was also closely split regarding the Tavistock Avenue modal filter, but slightly more negative for the Blenheim Road modal filter. Out of the 19 aggregated responses for this measure, 11 were negative and 7 positive, suggesting that there may be issues specific to the local area as opposed to general issues with the scheme in principle.

	How do you feel about this? (Series 2) - S2 residents							
	Aggregated Comments				Total Comments			
	Negative	Neutral	Positive	Total	Negative	Neutral	Positive	Total
Tavistock Ave - Modal Filter	22	3	16	41	35	4	20	59
Blenheim Rd - Modal Filter	9	0	6	15	10	0	7	17

**Table 33 - How do you feel about this? (Series 2) - S2 residents**

Sentiment among residents of Series 1 and 2 was slightly more negative for both the Tavistock Avenue and Blenheim Road modal filters. This suggests that there may be issues specific to the local area as opposed to general issues with the scheme in principle.

### 3.7. FREE TEXT COMMENTS ANALYSIS

The map survey also allowed for respondents to make comments about the specific proposals in a free text section. There was a total of 753 confirmed responses to this question, and respondents were able to comment on multiple proposals. In the analysis of the free text contributions, comments were categorised into a range of themes. These were: General, Cycling, Walking, Economy, Environment, ASB, Social, Parking, Public Transport, Traffic, Road Safety/Traffic Calming, Crossing, Greenspace, Modal Filter/Timed Closure, Junctions, Maintenance, Other/consultation related, Alternative suggestions.

The following section breaks the responses down into themes and sub-themes for each of the specific proposals. The 'General' theme was used as an arbitrary category during the analytical process, so this theme has been discounted from further analysis. For this reason, analysis of the most popular themes for each proposal may appear to 'skip' the

'General' theme. I.e. If 'General' was the third most popular theme for a proposal, the analysis will refer to the fourth most popular and so on.

### 3.7.1. WHY DO YOU FEEL LIKE THIS? – MAP SURVEY – SERIES 1

There was a total of 588 free text comments in the map survey for Series 1. A breakdown of the specific measures that the comments referred is shown in the table below:

Measure	Total	% of total
Brettenham Rd - Modal Filter	110	19%
Penrhyn Ave - Modal Filter	69	12%
Winns Ave / South Countess Rd - Modal Filter (east side)	67	11%
Pennant Terrace / Elphinstone Rd - Modal Filter (west side)	47	8%
Penrhyn Ave / Rushbrook Cres - Modal Filter	39	7%
Ardleigh Rd / Rushbrook Cres - Modal Filter	35	6%
Keith Rd - Modal Filter	33	6%
Priory Court - Upgrade traffic calming	16	3%
Elphinstone Rd - Green Infrastructure	14	2%
N Countess Rd - Green Infrastructure	12	2%
S Countess Rd - Convert cushions to hump	12	2%
N Countess Rd - Convert cushions to hump	9	2%
Winns Ave / Winns Terrace - Green Infrastructure	9	2%
Rushbrook Cres / Brettenham Rd - Green Infrastructure	8	1%
N Countess Rd / Ardleigh Rd - Junction Improvement	5	1%
N Countess Rd / Ardleigh Rd - Green Infrastructure	3	1%
Priory Court - Informal Pedestrian Crossing	2	0%
Priory Court - Convert cushions to hump	1	0%

#### 3.7.1.1 BRETTEHAM ROAD – MODAL FILTER

In the Series 1 map survey, a total of 110 comments related to the modal filter on Brettenham Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Negative	68	62%
Positive	39	35%
Neutral	3	3%

As seen in the table, the majority of comments about Brettenham Road modal filter were generally negative (62%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	77	70%
Modal Filter/Timed Closure	39	35%
General	36	33%
Parking	20	18%
Walking	18	16%
Environment	18	16%
Alternative suggestions	18	16%
Crossing	17	15%
Road Safety/Traffic Calming	14	13%
Cycling	13	12%
Economy	13	12%
Social	8	7%
Junctions	1	1%

As seen in the table above, the theme that was referenced most in comments about Brettenham Road was 'traffic', which was referenced in 70% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

Traffic	Total	% of total
One-way/Two-way Concerns	52	68%
Congestion	15	19%
Rat running	12	16%
Additional Journey Times	9	12%
General/Behaviour	8	10%
Emergency Services	4	5%
Displacement	3	4%

As seen in the table above, the sub-category mentioned the most times was 'One-way/Two-way concerns', which was referenced in 68% of the Traffic-related comments on this measure. Examples of the comments relating to this topic include:

- “Brettenham Road is a very busy road, and the proposal of turning it into a two way Road would make matters worse as the road is too narrow.”
- “It will be impossible to use Brettenham Road if it is two ways. Over the summer it was two ways because of road work and it made the street less safe to use as a cyclist and impossible as a car driver. I stopped using my bike there as there is not enough space.”
- “The crossing into Lloyd Park does desperately need to be improved. However, doing this by turning Brettenham Road into a two way street is a bad idea as at school drop off times it will create a traffic dead end at the modal filter with cars stopping there for school drop off and then trying to turn around.”

'Modal filter/timed closures' were referenced in 35% of the comments concerning Brettenham Road modal filter. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'Modal filter/timed closure' for this measure:

<b>Modal filter/timed closure</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	19	49%
<b>Positive</b>	13	33%
<b>School streets concern</b>	4	10%
<b>More Robust Measures (Positive)</b>	2	5%
<b>Negative (Copied Text)</b>	1	3%

As seen in the table above, 49% of the 'modal filter/timed closure'-related comments on this measure were categorised as 'negative'. The sentiments of these types of comments included:

- The suggestion that vehicles will stop and try to turn around at the modal filter, thus causing congestion at the dead-end.
- The modal filter necessitating more convoluted routes for vehicles, therefore increasing journey times and air pollution.
- The perceived reduction of passive surveillance due to less vehicles driving in the area, resulting in reduced safety for those walking, particularly at night.

18% of the comments on Brettenham Road modal filter referred to parking. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'parking' for this measure:

<b>Parking</b>	<b>Total</b>	<b>% of total</b>
<b>Footway Parking (Negative)</b>	10	50%
<b>General Comment</b>	6	30%
<b>Existing Parking</b>	4	20%

As seen in the table above, 50% of the parking-related comments on this measure were categorised as 'footway parking (negative)'. The concerns raised for these types of comments included:

- The removal of resident parking space to accommodate for two-way traffic in an area where there is already parking pressure.
- The prospect of parked cars being damaged by collisions from vehicles using the two-way system or turning around at the modal filter.

### 3.7.1.2 PENRHYN AVE – MODAL FILTER

In the Series 1 map survey, a total of 69 comments related to the modal filter on Penrhyn Avenue. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

<b>Sentiment</b>	<b>Total</b>	<b>% of total</b>
<b>Positive</b>	39	57%
<b>Negative</b>	26	38%
<b>Neutral</b>	4	6%

As seen in the table, most of the comments about Penrhyn Ave modal filter were positive. The table below shows the total number of comments that were categorised into each theme for this measure:

<b>Theme</b>	<b>Total</b>	<b>% of total</b>
<b>Traffic</b>	41	59%
<b>General</b>	32	46%
<b>Modal Filter/Timed Closure</b>	25	36%
<b>Road Safety/Traffic Calming</b>	17	25%
<b>Environment</b>	14	20%
<b>Walking</b>	10	14%
<b>Alternative suggestions</b>	10	14%
<b>Social</b>	9	13%
<b>Cycling</b>	4	6%
<b>Parking</b>	4	6%
<b>Economy</b>	1	1%
<b>ASB</b>	1	1%
<b>Public Transport</b>	1	1%
<b>Crossing</b>	1	1%
<b>Greenspace</b>	1	1%
<b>Junctions</b>	1	1%

As seen in the table above, the theme that was referenced most in comments about Penrhyn Avenue was 'traffic', which was referenced in 59% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

<b>Traffic</b>	<b>Total</b>	<b>% of total</b>
<b>Rat running</b>	19	46%
<b>Congestion</b>	9	22%
<b>Displacement</b>	6	15%
<b>Additional Journey Times</b>	5	12%
<b>General/Behaviour</b>	4	10%
<b>Emergency Services</b>	3	7%
<b>One-way/Two-way Concerns</b>	2	5%

As seen in the table above, the sub-category mentioned the most times was 'Rat running', which was referenced in 46% of the comments on this measure. Generally, the comments concerning rat running were largely positive, praising the potential of the measure to reduce what is perceived as frequent rat running in the area.

36% of the comments about Penrhyn Avenue modal filter referenced 'modal filter/timed closure'. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'modal filter/timed closure' for this measure:

Modal filter/timed closure	Total	% of total
Negative	13	52%
Positive	10	40%
Negative (Copied Text)	1	4%
More Robust Measures (Positive)	1	4%

As seen in the table above, 52% of the 'modal filter/timed closure'-related comments on this measure were categorised as 'negative'. The concerns raised in these types of comments included:

- Difficulty of accessing surrounding roads e.g. Billet Road, with the only access to Penrhyn being via busier, more congested, and more dangerous roads e.g. Chingford Road.
- Access to Penrhyn Avenue is crucial when there is an accident or emergency on the A406 – blocking access is expected to cause congestion on Billet Road and Chingford Road.
- Residents are being penalised for the actions of rat-runners.

25% of the comments about Penrhyn Avenue modal filter were related to 'Road Safety/Traffic Calming'. All 16 of the comments could be attributed to 'speed concerns', with each of the comments being categorised into this sub-theme. These comments were largely positive towards the scheme as a whole, praising the Penrhyn Avenue modal filter as improving road safety by reducing the volume and speed of vehicles in the area.

### 3.7.1.3 WINNS AVE / SOUTH COUNTESS RD - MODAL FILTER (EAST SIDE)

In the Series 1 map survey, a total of 67 comments related to the modal filter on Winns Avenue/South Countess Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Positive	38	57%
Negative	25	37%
Neutral	4	6%

As seen in the table, most of the comments about Winns Avenue/South Countess Road modal filter were positive (57%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	43	64%
Modal Filter/Timed Closure	31	46%
General	30	45%
Cycling	18	27%
Road Safety/Traffic Calming	11	16%
Walking	10	15%
Environment	9	13%



<b>Alternative suggestions</b>	9	13%
<b>Social</b>	6	9%
<b>Junctions</b>	4	6%
<b>Economy</b>	3	4%
<b>Parking</b>	1	1%
<b>Public Transport</b>	1	1%

As seen in the table above, the theme that was referenced most in comments about Winns Avenue/South Countess Road was Traffic, which was referenced in 64% of the comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

<b>Traffic</b>	<b>Total</b>	<b>% of total</b>
<b>Rat running</b>	16	37%
<b>General/Behaviour</b>	10	23%
<b>Congestion</b>	9	21%
<b>Displacement</b>	8	19%
<b>Additional Journey Times</b>	4	9%
<b>One-way/Two-way Concerns</b>	2	5%
<b>Emergency Services</b>	1	2%

As seen in the table above, the sub-category mentioned the most times was 'Rat running', which was referenced in 37% of the comments on this measure. Generally, the comments concerning rat running were largely positive, praising the potential of the measure to reduce what is perceived as frequent rat running in the area.

46% of the comments about the Winns Avenue/South Countess Road modal filter referenced 'modal filter/timed closure'. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'modal filter/timed closure' for this measure:

<b>Modal filter/timed closure</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	13	42%
<b>Positive</b>	12	39%
<b>More Robust Measures (Positive)</b>	2	6%
<b>School streets concern</b>	2	6%
<b>Negative (Copied Text)</b>	1	3%
<b>Neutral</b>	1	3%

As seen in the table above, 42% of the 'modal filter/timed closure'-related comments on this measure were categorised as 'negative'. The concerns raised in these types of comments included:

- Modal filter expected to force traffic onto Forest Road, and North and South Countess Road as through roads to other arterial routes including Billet Road.
- Perception that residents of roads like Priory Court are being unfairly penalised with increased congestion.

- Not enough access routes to homes for residents, particularly in the event of any blockages due to accidents etc.
- Blocked access to doctors on St Andrew's Road, resulting in increased journey times.
- Access issues for delivery vehicles and taxis, particularly for those with limited mobility.

27% of comments about the Winns Avenue/South Countess Road referred to cycling. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'cycling' for this measure:

Cycling	Total	% of total
Safety	9	50%
Positive	8	44%
Behaviour Issue	1	6%

As seen in the table above, 50% of comments related to cycling concerned safety. These comments were largely positive about the scheme's potential to improve current cycling safety issues in the area, including rat-running vehicles and speeding, as well as the roads being too narrow for vehicles to overtake cyclists safely.

#### 3.7.1.4 PENNANT TERRACE / ELPHINSTONE RD - MODAL FILTER (WEST SIDE)

In the Series 1 map survey, a total of 47 comments related to the modal filter on Pennant Terrace/Elphinstone Road (west side). The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Negative	29	62%
Positive	16	34%
Neutral	2	4%

As seen in the table, the majority of comments about Pennant Terrace/Elphinstone Road (west side) modal filter were generally negative (62%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	26	55%
Modal Filter/Timed Closure	24	51%
Road Safety/Traffic Calming	11	23%
General	10	21%
Alternative suggestions	9	19%
Walking	6	13%
Environment	6	13%
Cycling	5	11%
Economy	5	11%
Social	5	11%
Maintenance	2	4%

<b>Parking</b>	1	2%
<b>Junctions</b>	1	2%
<b>Other/consultation related</b>	1	2%

As seen in the table above, the theme that was referenced most in comments about the Pennant Terrace/Elphinstone Road (west side) modal filter was Traffic, which was referenced in 55% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

<b>Traffic</b>	<b>Total</b>	<b>% of total</b>
<b>Additional Journey Times</b>	8	31%
<b>Displacement</b>	8	31%
<b>Rat running</b>	7	27%
<b>General/Behaviour</b>	6	23%
<b>Congestion</b>	3	12%
<b>One-way/Two-way Concerns</b>	2	8%
<b>Emergency Services</b>	1	4%

As seen in the table above, the most prevalent issues mentioned were 'additional journey times' and 'displacement' of traffic, each comprising 31% of the traffic-related comments. Respondents raised concerns that they could face excess of 30 minutes of increased journey times due to having to travel out of the way to more congested roads to access their homes. There were also concerns that modal filters could force more traffic down Elphinstone Road, in turn causing more congestion and air pollution, especially near school streets.

51% of the comments about Pennant Terrace/Elphinstone Road (west side) modal filter referenced 'modal filter/timed closure'. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'modal filter/timed closure' for this measure:

<b>Modal filter/timed closure</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	9	38%
<b>School streets concern</b>	8	33%
<b>Positive</b>	4	17%
<b>Negative (Copied Text)</b>	1	4%
<b>More Robust Measures (Positive)</b>	1	4%
<b>More Robust Measures (Negative)</b>	1	4%

As seen in the table above, 38% of the 'modal filter/timed closure'-related comments on this measure were categorised as 'negative'. The concerns raised in these types of comments included:

- The suggestion that local resident's access to the surrounding area will be cut off, and that camera enforced restrictions would be better.
- Some comments were not against modal filters in principle, but believe the number of them proposed could be detrimental to access in the area.

33% of comments focused on school streets. Concerns about this included:

- Lack of exit points from the area during school pick-up and drop-off times due to the positioning of modal filters.
- Additional traffic being forced onto school streets during pick-up and drop-off times.
- Suggestions that there is no need for further restrictions due to the success of the school streets scheme.

23% of comments about Pennant Terrace/Elphinstone Road (west side) modal filter referred to 'Road Safety/Traffic Calming'. Of these comments, most expressed concerns about speeding (73%) and were largely positive about the modal filter's potential of reducing this issue in the area. Despite this, there was also concern that current traffic calming measures have done little to reduce speeding issues in the area.

### 3.7.1.5 PENRHYN AVE / RUSHBROOK CRES - MODAL FILTER

In the Series 1 map survey, a total of 39 comments related to the modal filter on Penrhyn Avenue / Rushbrook Crescent. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Negative	22	56%
Positive	14	36%
Neutral	3	8%

As seen in the table, the majority of comments about Penrhyn Avenue / Rushbrook Crescent modal filter were generally negative (56%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	26	67%
Modal Filter/Timed Closure	23	59%
Environment	11	28%
General	8	21%
Social	6	15%
Alternative suggestions	6	15%
Walking	4	10%
Road Safety/Traffic Calming	4	10%
Crossing	2	5%
Economy	1	3%
Parking	1	3%

As seen in the table above, the theme that was referenced most in comments about the Penrhyn Avenue / Rushbrook Crescent modal filter was Traffic, which was referenced in 67% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

Traffic	Total	% of total
Rat running	9	35%
Additional Journey Times	9	35%
Displacement	8	31%
Congestion	3	12%
General/Behaviour	3	12%
Emergency Services	2	8%
One-way/Two-way Concerns	1	4%

As seen in the table above, the most prevalent issues mentioned were ‘additional journey times’ and ‘rat running’, each comprising 35% of the traffic-related comments. Comments surrounding rat-running were generally positive about the potential for the modal filter to reduce the current issue in the area. In terms of longer journey times, routes of concern included:

- Access to the A406 from Thorpe Crescent/Rushbrook Crescent
- Access to Billet Road, particularly the Sainsbury’s at the roundabout
- Access to Epping Forest and Kent via North Circular
- Access to Penrhyn Surgery and Ashkhar Pharmacy

59% of the comments about Penrhyn Avenue/Rushbrook Crescent modal filter referenced ‘modal filter/timed closure’. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of ‘modal filter/timed closure’ for this measure:

Modal filter/timed closure	Total	% of total
Negative	15	65%
Positive	3	13%
School streets concern	3	13%
Negative (Copied Text)	1	4%
More Robust Measures (Positive)	1	4%

As seen in the table above, 65% of the ‘modal filter/timed closure’-related comments on this measure were categorised as ‘negative’. The concerns raised in these types of comments included:

- Modal filters preventing elderly and disabled residents from accessing Penrhyn surgery
- Creation of a dead end near the nursery school, where congestion will be caused by cars trying to turn around at pick-up and drop-off times.
- Access being cut off to key routes such as Billet Road.

28% of comments about Penrhyn Avenue/Rushbrook Crescent modal filter were related to the environment. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of ‘environmental’ for this measure:

Environmental	Total	% of total
Negative	5	45%
Positive	3	27%

<b>Air Quality</b>	3	27%
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As seen in the table above, 45% of the environmental comments on this measure were categorised as 'negative'. These comments were primarily concerns about increased levels of pollution as a result of congestion on main roads and longer journey times.

### 3.7.1.6 ARDLEIGH ROAD / RUSHBROOK CRESCENT - MODAL FILTER

In the Series 1 map survey, a total of 35 comments related to the modal filter on Ardleigh Road / Rushbrook Crescent. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

<b>Sentiment</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	20	57%
<b>Positive</b>	13	37%
<b>Neutral</b>	2	6%

As seen in the table, the majority of comments about Ardleigh Road / Rushbrook Crescent modal filter were generally negative (57%). The table below shows the total number of comments that were categorised into each theme for this measure:

<b>Theme</b>	<b>Total</b>	<b>% of total</b>
<b>Traffic</b>	20	57%
<b>Modal Filter/Timed Closure</b>	16	46%
<b>Alternative suggestions</b>	11	31%
<b>General</b>	10	29%
<b>Environment</b>	8	23%
<b>Road Safety/Traffic Calming</b>	7	20%
<b>Parking</b>	4	11%
<b>Cycling</b>	3	9%
<b>Economy</b>	3	9%
<b>Social</b>	3	9%
<b>Walking</b>	1	3%
<b>Crossing</b>	1	3%
<b>Greenspace</b>	1	3%
<b>Junctions</b>	1	3%

As seen in the table above, the theme that was referenced most in comments about the Ardleigh Road / Rushbrook Crescent modal filter was Traffic, which was referenced in 57% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

<b>Traffic</b>	<b>Total</b>	<b>% of total</b>
<b>Rat running</b>	7	35%
<b>Additional Journey Times</b>	7	35%

<b>Displacement</b>	6	30%
<b>Congestion</b>	3	15%
<b>Emergency Services</b>	2	10%
<b>General/Behaviour</b>	1	5%

As seen in the table above, the most prevalent issues mentioned were ‘additional journey times’ and ‘rat running’, each comprising 35% of the traffic-related comments. Comments surrounding rat-running were generally positive about the potential for the modal filter to reduce the current issue in the area. Others suggested that residents are being unfairly penalised for the actions of rat-runners, and that cameras targeting rat-running would be preferred to physical barriers.

Comments about additional journey times expressed concerns over access to key routes including Billet Road, Forest Road and Chingford Road, with the modal filter predicted to add up to 15 minutes to these journeys.

46% of the comments about Ardleigh Road/Rushbrook Crescent modal filter referenced ‘modal filter/timed closure’. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of ‘modal filter/timed closure’ for this measure:

<b>Modal filter/timed closure</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	8	50%
<b>Positive</b>	3	19%
<b>Negative (Copied Text)</b>	3	19%
<b>More Robust Measures (Positive)</b>	1	6%
<b>School streets concern</b>	1	6%

As seen in the table above, 50% of the ‘modal filter/timed closure’-related comments on this measure were categorised as ‘negative’. The concerns raised in these types of comments included:

- The modal filter does not reflect the aims of promoting safer and easier journeys
- Modal filters will restrict residents’ movement around the area, resulting in increased journey times as seen in the section above, and subsequently increased levels of congestion and pollution.
- A lack of exits from roads such as Thorpe Crescent, which is perceived to have the effect of increasing traffic around the Elphinstone Road school street.

31% of comments about Ardleigh Road/Rushbrook Crescent modal filter contained ‘alternative suggestions’. Of these, seven comments were categorised as ‘modal filter suggestions’. These suggestions included:

- Positioning a modal filter at the bottom end of Thorpe Crescent, closing off access to the Elphinstone Road school street and opening it up to Keith Road or Ardleigh Terrace as a way out but not a way in.
- Ensure there is adequate turning space at the modal filter.
- Making one of the modal filters passable in one direction towards North Countess Road from the LPN CPZ

- Putting in measures to prevent motorcycles and mopeds from travelling through the modal filters

Four of the comments were classed as 'enforcement suggestions'. These included:

- Installing a camera system linked to the RingGo app, which would allow residents and approved vehicles to travel through the modal filters
- Use the parking permit scheme to identify residents and allow them to pass modal filters without restriction, while penalising non-residents using the roads as rat-runs.

### 3.7.1.7 KEITH ROAD – MODAL FILTER

In the Series 1 map survey, a total of 33 comments related to the modal filter on Keith Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Negative	20	61%
Positive	12	36%
Neutral	1	3%

As seen in the table, the majority of comments about the Keith Road modal filter were generally negative (61%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	15	45%
Modal Filter/Timed Closure	13	39%
General	10	30%
Alternative suggestions	10	30%
Road Safety/Traffic Calming	8	24%
Environment	6	18%
Social	6	18%
Public Transport	2	6%
Cycling	1	3%
Walking	1	3%
Economy	1	3%
Parking	1	3%
Greenspace	1	3%
Other/consultation related	1	3%

As seen in the table above, the theme that was referenced most in comments about the Keith Road modal filter was Traffic, which was referenced in 45% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

Traffic	Total	% of total
General/Behaviour	4	27%



<b>Rat running</b>	4	27%
<b>Additional Journey Times</b>	4	27%
<b>Congestion</b>	3	20%
<b>Displacement</b>	2	13%
<b>Emergency Services</b>	1	7%

As seen in the table above, the most prevalent issues mentioned were 'general/behaviour', 'additional journey times' and 'rat running', each comprising 27% of the traffic-related comments. Comments surrounding rat-running were generally positive about the potential for the modal filter to reduce the current issue in the area or highlighted the need for measures to tackle rat-running.

Concerns raised about 'general/behaviour' included:

- Cars regularly mounting the kerb when turning into Thorpe Crescent, posing danger to pedestrians
- People throwing litter out of vehicles

Routes mentioned in relation to additional journey times included:

- Access to North Circular from Thorpe Crescent
- Access to Billet Road
- Access to Penrhyn Avenue from North Countess Road, which is predicted to increase from a 5 minute to a 30-minute journey via Billet Road

39% of the comments about the Keith modal filter referenced 'modal filter/timed closure'. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'modal filter/timed closure' for this measure:

<b>Modal filter/timed closure</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	5	38%
<b>School streets concern</b>	3	23%
<b>Negative (Copied Text)</b>	2	15%
<b>More Robust Measures (Positive)</b>	2	15%
<b>Positive</b>	1	8%
<b>Neutral</b>	0	0%
<b>More Robust Measures (Negative)</b>	0	0%

As seen in the table above, 38% of the 'modal filter/timed closure'-related comments on this measure were categorised as 'negative'. The concerns raised in these types of comments included:

- The modal filter preventing residents' access to their own roads
- Safety concerns of having only one exit from Thorpe Cr, Rushbrook, Brettenham Rd, especially for emergency vehicle access.
- School transport taking children to a SEND school cannot access the pick-up point

30% of comments about Ardleigh Road/Rushbrook Crescent modal filter contained 'alternative suggestions'. Of these, six comments were categorised as 'modal filter suggestions'. These suggestions included:

- Allowing Thorpe Crescent to form part of the road network north of Pennant Terrace, rather than south, due to easier access to the North Circular.
- Placing an additional modal filter on North Countess Road
- Moving the modal filters on Keith road and Penrhyn Ave/Rushbrook to Thorpe Crescent/Pennant Terrace and Rushbrook/Pennant Terrace

All four comments categorised as ‘enforcement suggestions’ mentioned that the modal filters should be camera operated as opposed to physical barriers to entry.

### 3.7.1.8 PRIORY COURT – UPGRADE TRAFFIC CALMING

In the Series 1 map survey, a total of 16 comments related to the traffic calming upgrades on Priory Court. The table below shows the total number of comments for each sentiment (‘positive’, ‘neutral’ and ‘negative’).

Sentiment	Total	% of total
Positive	9	56%
Negative	7	44%
Neutral	0	0%

As seen in the table, the majority of comments about the Priory Court Traffic Calming were generally positive (56%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	8	50%
Road Safety/Traffic Calming	8	50%
General	4	25%
Environment	4	25%
Cycling	4	25%
Walking	3	19%
Parking	3	19%
Modal Filter/Timed Closure	2	13%
Crossing	2	13%
Alternative suggestions	1	6%
Social	1	6%
Economy	1	6%

As seen in the table above, the themes that was referenced most in comments about the traffic calming upgrades on Priory Court were ‘Traffic’ and ‘Road safety/traffic calming’, which were both referenced in 50% of comments on this measure. The following sections explore these themes in more detail. The table below shows the total number of comments categorised into each sub-category of ‘traffic’ for this measure:

Traffic	Total	% of total
Displacement	4	50%
Congestion	2	25%
Rat running	2	25%

<b>General/Behaviour</b>	1	13%
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As seen in the table above, the most prevalent traffic-related theme mentioned was 'displacement', comprising 50% of the traffic-related comments. Concerns about displacement included:

- Traffic being forced to Priory Court and North Countess Road from Walthamstow, raising questions over wealth inequality between the areas.
- Priory Court becoming the main through route between Billet Road and Forest Road
- The suggestion that local authorities engineered the term 'rat runners' to turn residents against each other over displaced traffic.

<b>Road Safety/Traffic Calming</b>	<b>Total</b>	<b>% of total</b>
<b>Calming - Positive</b>	3	38%
<b>Calming - Negative</b>	2	25%
<b>Speed Concerns</b>	2	25%
<b>20 mph</b>	1	13%

As seen in the table above, the most prevalent road safety-related theme mentioned was 'calming-positive', comprising 38% of the traffic-related comments. These comments largely welcomed the introduction of traffic calming upgrades as a mean of reducing vehicle speeds in the area.

### 3.7.1.9 SOUTH COUNTESS ROAD – CONVERT CUSHIONS TO HUMPS

In the Series 1 map survey, a total of 12 comments related to the 'conversion of cushion to hump' on South Countess Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

<b>Sentiment</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	5	42%
<b>Positive</b>	4	33%
<b>Neutral</b>	3	25%

As seen in the table, most comments about the South Countess Road proposal were generally negative (45%). The table below shows the total number of comments that were categorised into each theme for this measure

<b>Theme</b>	<b>Total</b>	<b>% of total</b>
<b>Road Safety/Traffic Calming</b>	7	58%
<b>General</b>	5	42%
<b>Modal Filter/Timed Closure</b>	5	42%
<b>Traffic</b>	4	33%
<b>Crossing</b>	3	25%
<b>Alternative suggestions</b>	3	25%
<b>Environment</b>	2	17%
<b>Walking</b>	1	8%

<b>Greenspace</b>	1	8%
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As seen in the table above, the theme that was referenced the most in comments about the South Countess Road proposal was 'Road safety/traffic calming', which was referenced in 58% of comments on this measure. Most of these comments expressed concerns over vehicle speeds and welcomed the prospect of a sinusoidal speed hump which, it was noted, is considered more effective at reducing vehicle speeds and safer for cyclists. There were also suggestions that proposals should go further to reducing vehicle speeds, including the introduction of more traffic calming measures which are harsher on vehicles.

42% of the comments were concerning modal filters. These were generally comments suggesting more needs to be done to restrict the speed and volume of traffic on South Countess Road, including blocking through traffic on the road entirely.

### 3.7.1.10 NORTH COUNTESS ROAD – CONVERT CUSHIONS TO HUMPS

In the Series 1 map survey, a total of 9 comments related to the 'conversion of cushion to hump' on North Countess Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

<b>Sentiment</b>	<b>Total</b>	<b>% of total</b>
<b>Negative</b>	8	89%
<b>Neutral</b>	1	11%

As seen in the table, most comments about the North Countess Road proposal to convert cushions to humps were negative (89%). The comments were generally welcoming of new traffic calming measures, with residents mentioning that the current cushions do little to slow traffic speeds. Three comments suggested that more needs to be done to tackle high volumes of through traffic, including making the road resident access only or installing a bus gate. One comment mentioned safety concerns for cyclists with the current traffic calming cushions, and suggested implementation of a dedicated cycle lane to protect cyclists from passing vehicles.

### 3.7.1.11 NORTH COUNTESS ROAD – GREEN INFRASTRUCTURE

In the Series 1 map survey, a total of 12 comments related to green infrastructure on North Countess Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

<b>Sentiment</b>	<b>Total</b>	<b>% of total</b>
<b>Positive</b>	10	83%
<b>Negative</b>	1	8%
<b>Neutral</b>	1	8%

As seen in the table, most comments about the North Countess Road green infrastructure were positive (83%). The comments were generally supportive of greening measures, positing alternative suggestions including:

- Playful elements for children
- Reopening the library gardens to connect with new green infrastructure, including a covered area to sit and read
- Extension of green infrastructure to the corner near telecoms boxes, which is often overgrown and full of litter
- SUDs installations to improve drainage and help alleviate flooding

Comments emphasised the importance of street furniture in conjunction with the greening proposals. One comment mentioned that the positioning of the benches should face the library rather than the junction, and another expressed concern that furniture unsympathetic to the green infrastructure may be placed ad hoc after it is installed.

The one negative comment suggested that money should instead be spent on maintaining existing green infrastructure, as there are issues surrounding litter and leaves not being cleared from the pavement, thus posing a hazard for pedestrians.

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### **3.7.1.12 NORTH COUNTESS / ARDLEIGH ROAD – GREEN INFRASTRUCTURE**

There was a total of three comments about green infrastructure on North Countess Road / Ardleigh Road, all of which were positive. The comments welcomed the new greening measures and anticipated it will help to restrict dangerous vehicle manoeuvres on the pavement, alleviate flooding, and provide spaces for children to play and travel independently.

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### **3.7.1.13 NORTH COUNTESS / ARDLEIGH ROAD – JUNCTION IMPROVEMENTS**

There was a total of five comments about junction improvements on North Countess Road / Ardleigh Road, three of which were negative and two positive. Opinions about the removal of the mini-roundabout were mixed, with two comments expressing concern and two comments welcoming the proposal. Concerns suggested that removing the roundabout will remove the only safe exit from Douglas Avenue, create congestion accessing Billet Road, and limit the ability for vehicles to turn around when there is congestion. The comments that were positive about its removal supported the redesign as a T-junction due to poor visibility rendering the mini-roundabout ineffective when travelling North.

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### **3.7.1.14 ELPHINSTONE ROAD – GREEN INFRASTRUCTURE**

In the Series 1 map survey, a total of 14 comments related to green infrastructure on Elphinstone Road. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Positive	8	57%
Negative	6	43%

As seen in the table, most comments about the Elphinstone Road green infrastructure were positive (57%). Positive comments generally commended the use of the space to promote social cohesion and provide a safer environment for children to enjoy. Suggestions posited include:

- Installing table tennis in the area
- A community-maintained garden
- A path in the green area next to the road for children walking to and from school which is accessible for wheelchair users

Negative comments suggested the current green spaces built into Warner Estates and Lloyd Park are adequate without new greening measures if properly maintained which, it is suggested, they currently are not. There was concern over the potential of new green spaces drawing antisocial behaviour close to residential areas. It was also suggested that rain gardens on Elphinstone Road would not help alleviate surface run-off as the gradient is away from green spaces rather than

### 3.7.2 MAP SURVEY – SERIES 2

There was a total of 165 comments in the map survey for Series 1. A breakdown of the specific measures that the comments referred to is shown in the table below:

Measure	Total	% of total
Tavistock Ave - Modal Filter	106	64%
Blenheim Rd - Modal Filter	37	22%

#### 3.7.2.1 TAVISTOCK AVE - MODAL FILTER

In the Series 2 map survey, a total of 106 comments related to the modal filter on Tavistock Avenue. The table below shows the total number of comments for each sentiment ('positive', 'neutral' and 'negative').

Sentiment	Total	% of total
Negative	53	50%
Positive	41	39%
Neutral	12	11%

As seen in the table, the majority of comments about Tavistock Avenue modal filter were generally negative (50%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
Traffic	44	42%
General	40	38%
Alternative suggestions	32	30%
Environment	18	17%
Road Safety/Traffic Calming	13	12%

<b>Cycling</b>	9	8%
<b>Walking</b>	7	7%
<b>Parking</b>	4	4%
<b>Crossing</b>	4	4%
<b>Greenspace</b>	4	4%
<b>Junctions</b>	4	4%
<b>Social</b>	2	2%
<b>Economy</b>	1	1%
<b>ASB</b>	1	1%
<b>Public Transport</b>	1	1%

As seen in the table above, the theme that was referenced most in comments about Tavistock Avenue modal filter was 'traffic', which was referenced in 42% of comments on this measure. The table below explores this theme in more detail, showing the total number of comments categorised into each sub-category of 'traffic' for this measure:

<b>Traffic</b>	<b>Total</b>	<b>% of total</b>
<b>Pembar Avenue congestion</b>	17	39%
<b>Congestion</b>	16	36%
<b>Displacement</b>	12	27%
<b>One-way/Two-way Concerns</b>	3	7%
<b>Additional Journey Times</b>	3	7%
<b>Emergency Services</b>	2	5%
<b>Rat running</b>	2	5%

As seen in the table above, the most mentioned sub-theme was congestion on Pembar Avenue, which was referenced in 39% of the Traffic-related comments on this measure. This is primarily due to the perception that Pembar Avenue will become the main access route for roads affected by the modal filter.

30% of comments about Tavistock Avenue modal filter contained 'alternative suggestions'. The table below explores the type of suggestions made in more detail.

<b>Alternative suggestions</b>	<b>Total</b>	<b>% of total</b>
<b>Public realm suggestions</b>	16	50%
<b>Modal filter suggestions</b>	12	38%
<b>Higham Hill Rd suggestions</b>	3	9%
<b>Surrounding network request / query</b>	2	6%

As seen in the table above, 50% of the suggestions were concerning public realm improvements. These included:

- Rain Gardens installed all along Tavistock and Queen Elizabeth
- Improve the pavement surfaces in the area as they are currently a slip/trip hazard
- Introduction of a pedestrian crossing on Blackhorse Lane near Tavistock Avenue
- Better continuation of cycle lanes and making Colville Road or Fairfield Road one way for cyclists

17% of comments about Tavistock Avenue modal filter were concerned with the environment. The table below shows a more detailed breakdown of these comments.

Environmental	Total	% of total
Air Quality	11	61%
Negative	4	22%
Positive	3	17%
Specific Issue	1	6%
General Comment	1	6%

As seen in the table above, 61% of the comments about environmental factors referenced air quality. These comments were primarily positive comments about the modal filter’s ability to reduce the amount of traffic and therefore air pollution in the area, however one comment suggested that air quality will be reduced due to cars having to complete longer journeys around modal filters.

**3.7.2.2 BLENHEIM RD - MODAL FILTER**

In the Series 2 map survey, a total of 37 comments related to the modal filter on Blenheim Road. The table below shows the total number of comments for each sentiment (‘positive’, ‘neutral’ and ‘negative’).

Sentiment	Total	% of total
Negative	18	49%
Positive	17	46%
Neutral	2	5%

As seen in the table, sentiment around Blenheim Road modal filter was closely split between negative (49%) and positive (46%). The table below shows the total number of comments that were categorised into each theme for this measure:

Theme	Total	% of total
General	20	54%
Traffic	9	24%
Alternative suggestions	8	22%
Junctions	7	19%
Environment	5	14%
Walking	4	11%
Road Safety/Traffic Calming	4	11%
Social	2	5%
Crossing	2	5%
Parking	1	3%
Greenspace	1	3%

As seen in the table above, the theme that was referenced most in comments about Tavistock Avenue modal filter after ‘general’ was ‘traffic’, which was referenced in 24% of comments on this measure. The table below explores this theme in more detail, showing



the total number of comments categorised into each sub-category of 'traffic' for this measure:

Traffic	Total	% of total
Congestion	4	44%
Displacement	4	44%
Pembar Avenue congestion	3	33%
Additional Journey Times	1	11%

As seen in the table above, the most prevalent issues mentioned were 'congestion' and 'displacement', each comprising 44% of the traffic-related comments. These comments were largely concerned about displacement of traffic to key routes, thus increasing congestion on roads such as Forest Road and Blackhorse Lane.

22% of comments about Blenheim Road modal filter contained 'alternative suggestions'. The suggestions fielded include:

- Opening up a left turn from Blackhorse Lane into Forest Road and making Queen Elizabeth open to incoming traffic at the Higham Hill end.
- Improving the junction between Queen Elizabeth Rd and Century Rd to prevent cars from turning the corner without considering oncoming cyclists.
- Moving a bus stop closer to the modal filter
- Residents on Tavistock and Blenheim must be granted access to their property either by Tavistock Avenue or Blenheim Road, a modular filter is acceptable on one but not both turnings

19% of comments about Blenheim Road modal filter were concerning junctions. All of these comments referred to the fact that there is no left turn from Blackhorse Lane onto Forest Road, restricting access to this key route from the area affected by the modal filter.

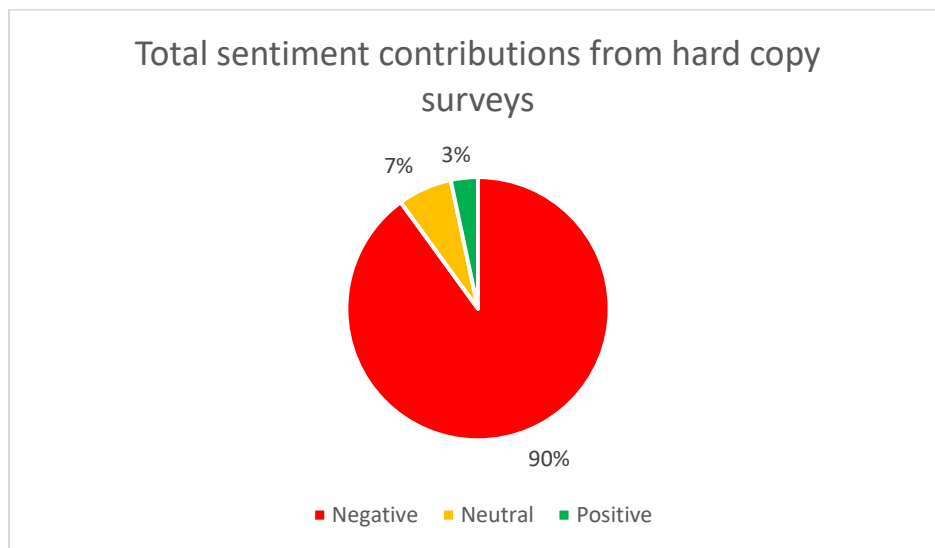
### 3.8 HARD COPY SURVEYS

During the consultation, we issued hard copies of the questionnaire upon request. The questionnaire mimicked the demographic and 'general survey' questions from the Commonplace web page. During the consultation, we received a total of five completed hard copy questionnaires, the results of which are detailed below.

	Q1. How do you feel about the Series 1 and Series 2 proposals overall?	Q2. How do you feel about Series 1 proposals overall?	Q3. How do you feel about the modal filters in Series 1?	Q4. How do you feel about the public realm and environmental improvements in Series 1?	Q5. How do you feel about the highway safety and pedestrian improvements in Series 1?	Q7. How do you feel about the modal filters in Series 2?
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<b>Very unhappy</b>	5	3	3	3	3	4
<b>Unhappy</b>	0	2	2	1	1	0
<b>Neutral</b>	0	0	0	1	0	1
<b>Happy</b>	0	0	0	0	1	0
<b>Very happy</b>	0	0	0	0	0	0

**Table 34 - General survey sentiment-based questions from hard copy responses**



**Chart 20 - Total sentiment contributions (Q. 1-5 and 7) from hard copy surveys**

As seen in the table and chart above, the sentiment drawn from hard copy responses was generally negative, with all negative or neutral responses to each question 1-5 and 7, with the exception of one response which was ‘happy’ with the highway safety and pedestrian improvements in Series 1.

Options	Total comments
More/better pedestrian crossing points	2
Better lighting	2
More Electric Vehicle charging	2
More bins	1
Other (specify below)	1
More seating	1

**Table 35 - Q6. What else would you like to see in the Series 1 proposals? (Hard copy responses)**

As seen in the table above, two hard copy responses indicated they would like to see ‘More better pedestrian crossing points, Better lighting, and More electric vehicle charging as additional measures in the Series 1 proposals. The response which selected Other specified that they would like to see “more bus lanes”.

Options	Total comments
Better lighting	3
More Electric Vehicle charging	3
More/better pedestrian crossing points	1

Other (specify below)	1
Better pavements	1

**Table 36 - Q8. What else would you like to see in the Series 2 proposals? (hard copy responses)**

As seen in the table above, three hard copy responses indicated they would like to see Better lighting and More electric vehicle charging as additional measures in the Series 2 proposals. The response which selected Other specified that they would like to see “more bus lanes”.

### 3.9 FREE TEXT COMMENTS (HARD COPY RESPONSES)

As with the Commonplace map survey, respondents to the hard copy questionnaire were able to leave additional free text comments about the proposals. The key points raised are as follows:

- Issues accessing Blackhorse Road from Series 2 one-way system.
- Issues for those with disabilities accessing doctors/hospital appointments due to the one-way system in Series 2.
- Issues with displacement of traffic to main roads by modal filters and the subsequent negative effects of pollution and congestion.
- Similar issues accessing Billet Road, with perceived increased journey times and lack of emergency vehicle access to roads between Winns Ave and Forest Road.
- The suggestion that the measures penalise those who use public transport and live in lower-income housing.
- Access issues from Carr Road for taxis and trade vehicles.
- Tree planting between Carr Road and Winns Avenue could pose access issues for the nearby shop.
- Bus stops and benches should continue to be conveniently placed outside Higham Hill Library,
- Difficulty for vehicles turning at Brettenham Road modal filter.
- Concerns over maintenance of new green infrastructure.

## 4.0 OTHER CORRESPONDENCE

### 4.1. LETTERS AND PETITIONS

The Council also received three letters related to the scheme via post. These included:

- A letter from a resident expressing objection to the Series 2 proposals, particularly the closing off of Tavistock Avenue and Blenheim Road from access to Blackhorse Lane. The resident was concerned with increased congestion and pollution on Blackhorse Lane exacerbated by the left turn restriction onto Forest Road. It was suggested that the streets in the Series 2 area are already quiet and well-suited to walking and cycling, therefore the proposals are unnecessary. They also indicated objection to the closing off of Winns Avenue due to increased congestion and pollution on Forest Road.

- Two additional letters were received regarding the proposals in the Series 2 area and Winns Avenue (Series 1) to the same effect as above. These letters were in the style of a petition and featured six unique signatures each.

## 4.2. ENJOY INBOX

Residents of the Series 1 and Series 2 scheme area were able to email the Enjoy Waltham Forest inbox ([enjoy@walthamforest.gov.uk](mailto:enjoy@walthamforest.gov.uk)) with comments and queries about the proposals. The Council received email correspondence from a total of 34 unique email addresses throughout the consultation. Several of these were queries about specific details of the proposals, requests for hard copy surveys, or general support for the proposals. Others submitted detailed feedback on the proposals, with comments including:

- Concerns over elderly/disabled access to healthcare services (further details of which can be found in the EQIA report in Appendix E)
- Concerns over parking loss
- Concerns about the cost of implementing the scheme
- Request for a dock less bike scheme
- Concerns over increased journey times, congestion and pollution on main roads such as Billet Road, due to displacement of traffic resulting from modal filters.
- Concerns over residential access to school streets
- Request for two-way cycling infrastructure on Carr Road
- Request for an EV leasing scheme
- Concern over two-way traffic on Brettenham Road
- Concern over access to affected roads for waste disposal services

## 4.3. KEY STAKEHOLDER ENGAGEMENT

The Council engaged with several key stakeholders prior to and during the consultation process. The LBWF project delivery team has liaised with various key stakeholders throughout the scheme development stages, which specifically included the London Fire Brigade, London Ambulance Service, Metropolitan Police Service, local medical institutions (GP practices and pharmacies) schools and local community associations. All concerns and aspirations arising from liaison with these key stakeholders has been recorded and analysed; and will be reflected within the scheme design where feasible.

Key points outlined during liaison meetings are summarised below:

Emergency Services (all):

- Supported the consultation proposals (+ revised proposals) in principle subject to monitoring during the ETMO stage.
- Prefer camera enforced modal filters as opposed to physical modal filters.

Pharmacy:

- Concerns over the consultation scheme but would be more supportive of an alternative design that provided more access routes into and out of the area
- Concerns raised by the PPG were regarding:

- School Streets schemes are regularly breached by offending motorised vehicles.
- Vehicular access to the surgery/post office/pharmacy.
- Increased taxi costs.
- No direct buses to the surgery.
- Staff may not be able to go to shops/cafes for lunch breaks.

#### GP (Penrhyn Surgery):

- GPs from the Penrhyn Surgery outlined the items below:
  - A joint scheme proposal that is agreeable to all parties would be preferred.
  - The principals, objectives and health benefits of the scheme are fully understood, however, there is concern regarding patients and those that are not able to either walk or cycle.
  - Some patients only have the option of travelling to the surgery by car.
  - The LTN elements of the scheme restrict access to current routes.
  - Car usage is necessary for GPs.
  - The commute via motorised vehicles to the surgery may take longer in some instances, which may have a negative effect on recruitment.
- GPs have concerns about the consultation scheme but would be more supportive of an alternative design that provided slightly more access opportunities into and out of the surgery.

## 4.4. COMMENTS CARDS FROM DROP-IN SESSIONS

### 4.4.1. ONE HOE STREET - WEDNESDAY 7 DECEMBER, 5PM – 7PM

A total of 19 comments cards were completed at this session. The comments included:

#### Modal Filters:

- Need for adequate turning spaces on Brettenham Road
- Preference for camera-operated modal filters for some, and hard bollards for others
- Importance of access to Billet Road
- Concerns over one-way system
- Concerns over Blenheim and Tavistock closures causing congestion and pollution
- Concern over displacement of traffic onto Priory Court, Chingford Road and Forest Road
- Concerns about two-way traffic on Brettenham Road as it is too narrow
- Sightline issues for drivers and cyclists pulling out of Bemsted Road
- Issues for elderly/disabled people accessing Penrhyn Surgery
- Need for passing point on Elphinstone to alleviate blockages

#### Public Realm:

- Improve lighting in Aveling Park access between Brettenham Road and Winns Gallery

#### Traffic Calming:

- Appreciation of 20mph speed limit
- Speeding issues on Higham Hill Road
- Need for more safe crossings on Blackhorse Lane
- Issues with speeding and vehicles not giving way on North Countess Road (between Millfield Avenue and junction with Keith Road/MacDonald Road)
- Need for light crossing on Farnborough Road

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#### 4.4.2. PRIORY COURT COMMUNITY CENTRE – SATURDAY 10 DECEMBER, 12PM – 2PM

A total of 20 comments cards were completed at this session. The comments included:

#### **Modal Filters:**

- Importance of access to Billet Road
- Issues exiting Thorpe Crescent during school street operating hours with road closures
- Concern over displacement of traffic onto Forest Road, Clifton Avenue and Priory Court
- Significant increases to journey times due to difficulty accessing Billet Road
- Need for modal filters around Montessori School and Penrhyn Surgery
- Modal filters will increase safety for cyclists
- Turning difficulties for emergency vehicles and waste disposal vehicles if main roads are congested due to modal filters
- Preference for camera-operated modal filters
- Concerns about two-way traffic on Brettenham Road. One comment suggested issues could be mitigated with adequate passing points
- Concern about parking loss
- Measures should allow resident access but restrict non-resident traffic
- Improved safety for children due to modal filter tackling rat-running on Penrhyn Avenue

#### **Traffic Calming:**

- Crossing needed from Priors Croft to Pennant Terrace

#### **Other:**

- Allow school street access for visitors who are registered to park e.g. for healthcare reasons
- Need for more disabled bays and parking enforcement on Brettenham Road
- Speed cameras needed on Priory Court to deter speeding vehicles
- Need to consider the impact of flooding around the Heron Close/Library area