Hilltop Area
Workshop report

September 2019

WALK CYCLE ENJOY

TRANSPORT FOR LONDON

MAYOR OF LONDON

Waltham Forest

CONTENTS

1. INTRODUCTION

In 2015 Waltham Forest Council engaged with the local community in the Hoe Street and Wood Street area on a range of traffic reduction, road safety and environmental improvements as part of the Hoe Street and Wood Street Enjoy Waltham Forest scheme.

Following the public consultation in Autumn 2015, the majority of proposals were implemented, however in response to local feedback the council decided to defer the introduction of any proposals in the Hilltop area, until the design of the Bell Junction (Hoe Street/Forest Road junction) was complete and approved. The council also agreed to review the original proposals for the Hilltop area as part of any future work and re-engage with residents on any updated plans, taking into consideration the final design for the Bell Junction.

The public consultation on the Bell Junction and associated traffic direction changes in Howard Road (between Seaford Road and Forest Road) took place in Summer 2017 and the proposals were generally well received. Since then the council has been working with Transport for London (TfL) on the detailed junction layout and signal design to ensure that it balances the needs of all road users, including the large number of buses that use Hoe Street and Chingford Road. The council is now at a stage where the Bell Junction design is substantially complete and we are starting to look at the section of Forest Road between Bell Junction and Wood Street, taking into consideration emerging plans for the Town Hall Campus redevelopment, and this is therefore the appropriate time to re-engage with residents in the Hilltop area on highway improvement plans.

The Hilltop area scheme aims are like those of the original Hoe Street and Wood Street Area scheme, to:

- Reduce the amount of non-local traffic
- Improve the look, feel and safety of the streets for all
- Improve routes to and from local schools, shops and places of interest
- Encourage people to use sustainable, active and healthy modes of transport.

2. WORKSHOP

As the first part of the councils re-engagement approach for the Hilltop area we decided to hold a workshop with residents and businesses to help shape our plans. To ensure the workshop provided constructive results we felt it was important to re-evaluate our previous workshop process and format and look at learning outcomes and any opportunities to make improvements.

A new digital voting system CLiKAPADS was used to capture data as part of the workshop process. This was an innovative way to capture data in the workshops. Previously this data had been captured through writing and drawing on maps followed by analogue analysis with no digital data capture. The data method meant information could now be presented back to the audience instantaneously while also allowing more detailed analysis at a later stage, as summarised in this report.

In Exercise 1 we used CLiKAPADS to allow digital voting in response to questions about priorities in the area. The digital voting system was used to capture, analyse and summarise data from participants in response to a series of questions about key issues, priorities and ideas for improvement. The data (excluding sensitive data) was presented back to the audience in real time and all the data is summarised in this report. CLiKAPADS allow digital analysis of responses of each question asked during the workshop with an accompanying narrative of the main concerns and general feedback which arose. It was our hope that this new digital process would enable greater transparency in the room around participant priorities and sentiment on the night, and potentially inform the way in which we facilitate workshops in the future. Feedback captured on the night showed that 80% of people rated the workshop a 7 out of 10.

In Exercise 2, which focuses on co-design, we provided blank maps of the area which residents used to design their own scheme. This was very similar to the co-design exercise formats used at previous workshops, as it provides a good opportunity for residents to work collectively on developing ideas for their area, while gaining a better understand of the different views within the room. When the groups had completed their designs, they were invited to present their proposal to the room, which were then scored using the new digital system (see scoring system below) by fellow attendees on how well they met the following objectives:

- **Reduce the amount of non-local traffic**
- **Improve the look, feel and safety of the streets for all**
- **Improve routes to and from local schools, shops and places of interest**
- **Encourage people to use sustainable, active and healthy modes of transport**

The workshop was held on Tuesday 18th July at Edinburgh School in Walthamstow. A total of 100 spaces were made available for people to book via online system Eventbrite, and once fully booked a waiting list was created. Although 100 people signed up to attend, a total of 45 people attended the evening workshop.

3. EXERCISE 1

Each participant had one CLiKAPAD voting keypad each; the keypads were used to make digital voting in response to the questions that appeared on the screen, based on:

- Walking
- Cycling
- Public transport
- Landscape
- Road safety
- Traffic
- Pollution

The exercise was split into three segments:

1. **Local priorities** – to understand the audiences' views on the extent to which traffic volume and speed, road safety and public realm are issues with the area

2. **General ideas for improvement** – to understand the audiences' general sentiment towards different types of intervention and improvement that could be introduced to achieve local priorities

3. **General information about the audience** - including demographic questions such as how long people have lived in the area, which street they lived on, age, gender, modes of travel and access to sustainable transport.

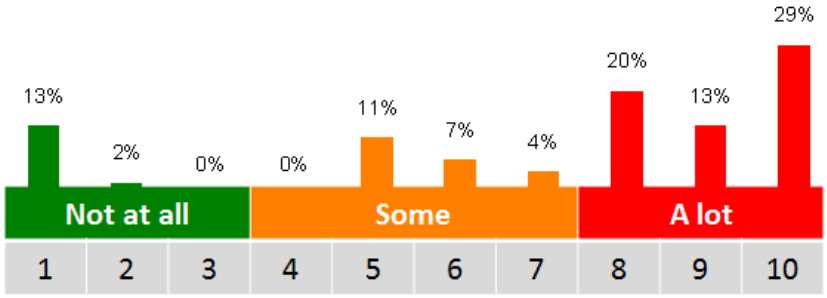
Participants were given a test question to allow them to practice using the voting system. The system was used within both Exercise 1 and Exercise 2 and offered attendees the chance to answer anonymously.

The questions in Exercise 1 were aimed to gather an insight into the demographics of the attendees at the workshop. The questions also allowed an overview of issues that exist in the Hilltop area around safety, traffic and perception of the environment.

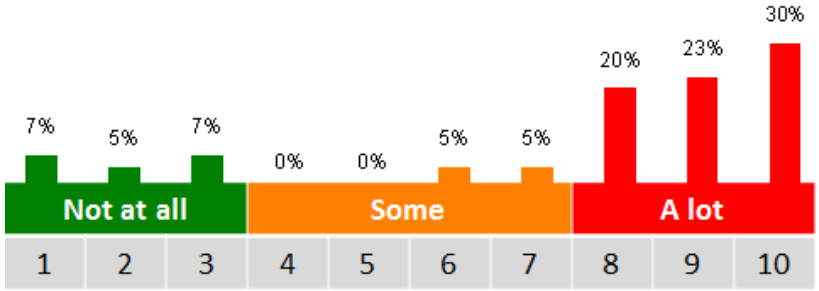
3.1. LOCAL PRIORITIES

Exercise 1, Local Priorities

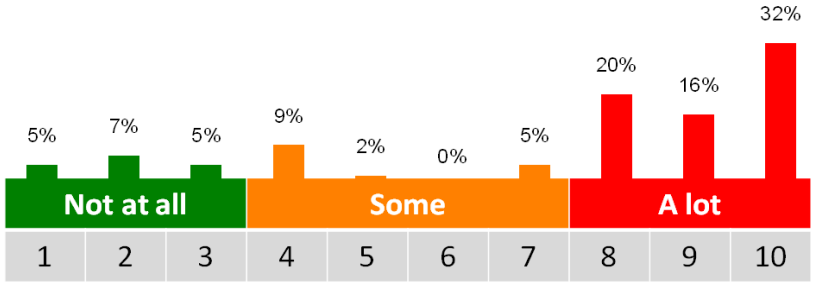
- How much of an issue is the volume of traffic using this area?



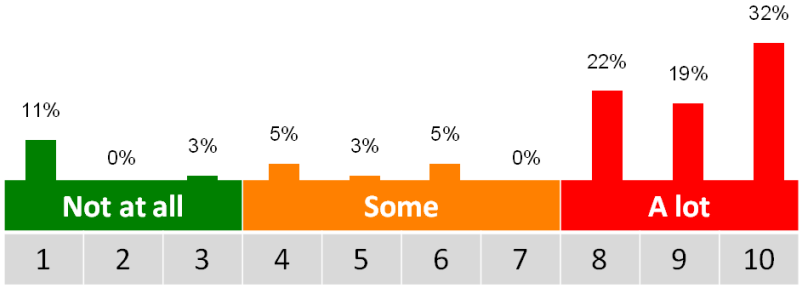
- How much do you think non-local traffic is an issue in this area?



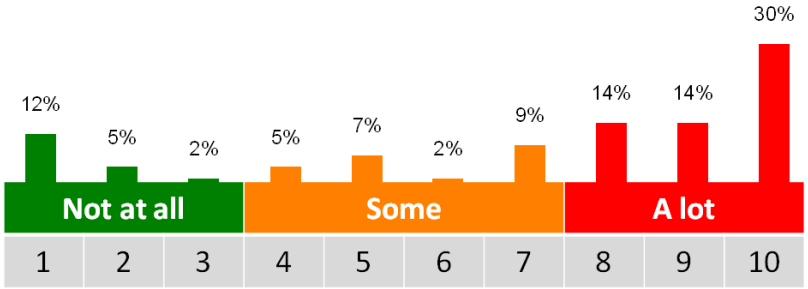
- How much of an issue is the speed of traffic using this area?



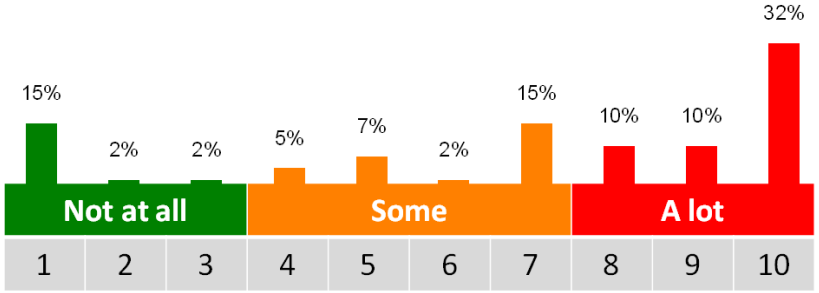
- How much of a problem do you think road safety is in this area?



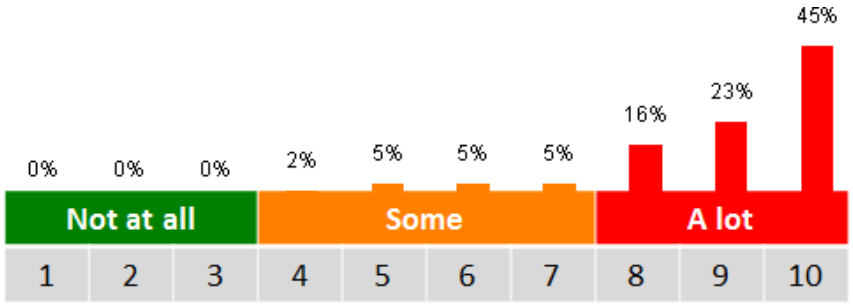
- How much of an issue is pedestrian safety in this area?



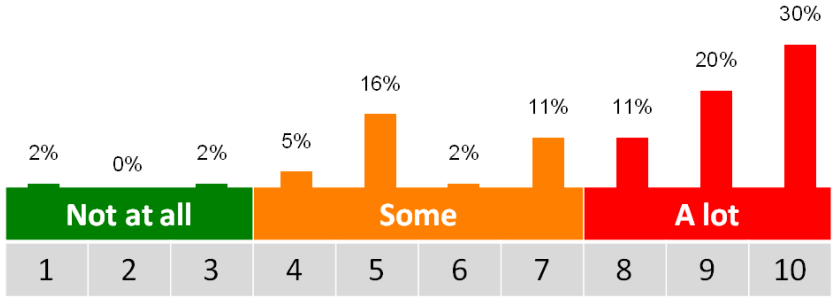
- How much of a problem is travelling safely by bike in this area?



- How important is the appearance and upkeep of this area (e.g. trees and greening)?



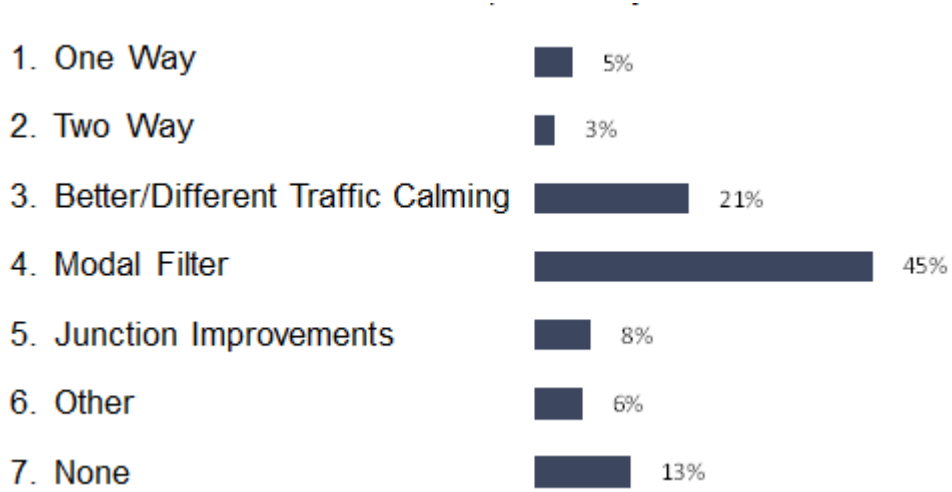
- How much of an issue is the quality of the public realm in this area (e.g. quality of the pavements)?



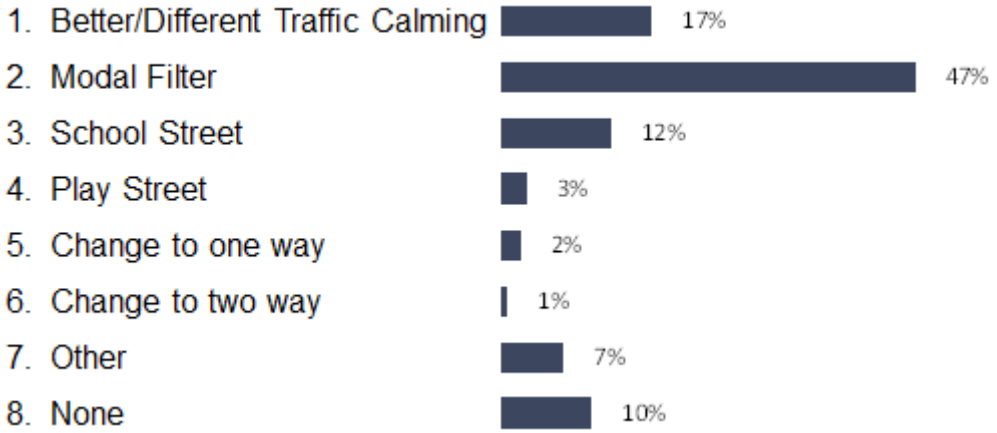
3.2. GENERAL IDEAS FOR IMPROVEMENT

Exercise 1, General Ideas for Improvement

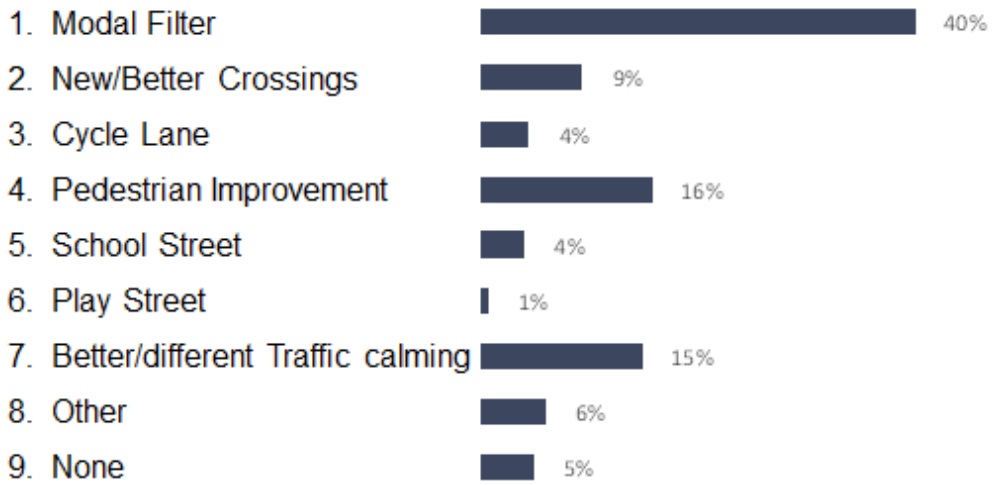
1.**Choose your top 3 from the following options to reduce traffic speed.** *Make sure to choose the most important to you first.*



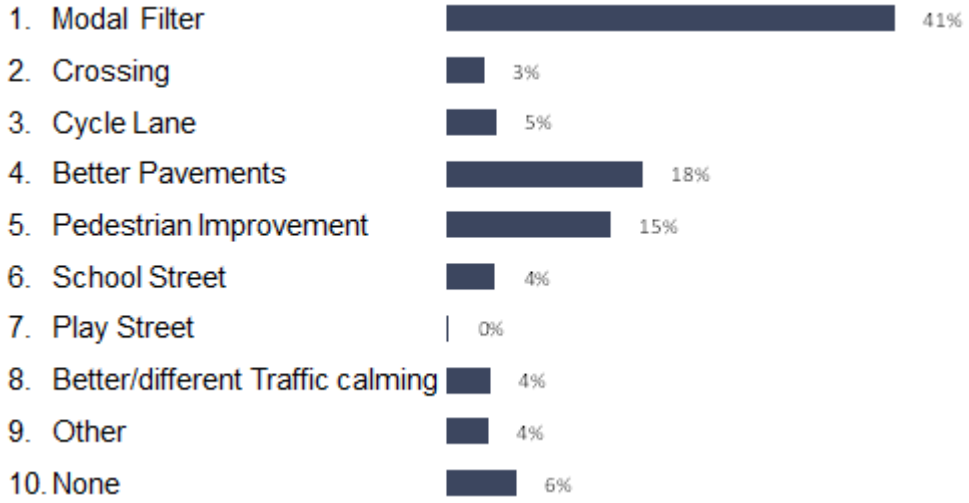
2.**Choose your top 3 from the following options to reduce traffic volume:**



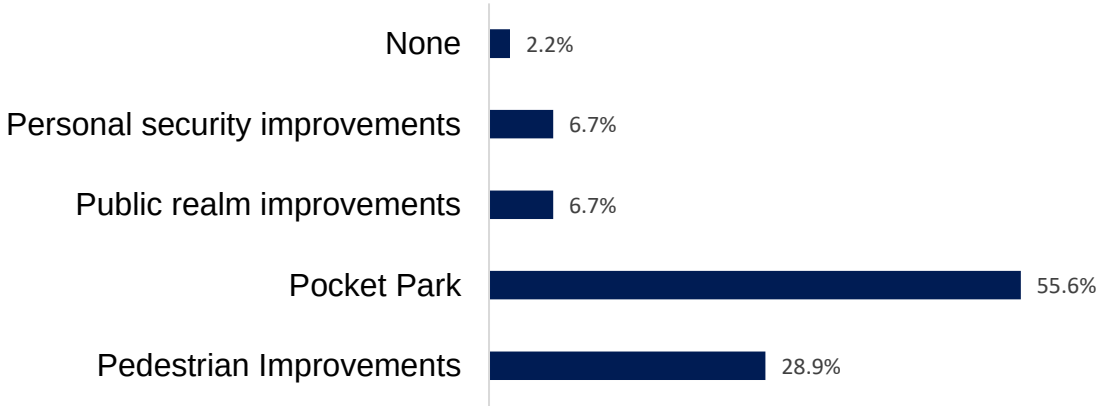
3.Choose your top 3 from the following options to improve road safety:



4.Choose your top 3 from the following options to make the area better for walking and cycling:

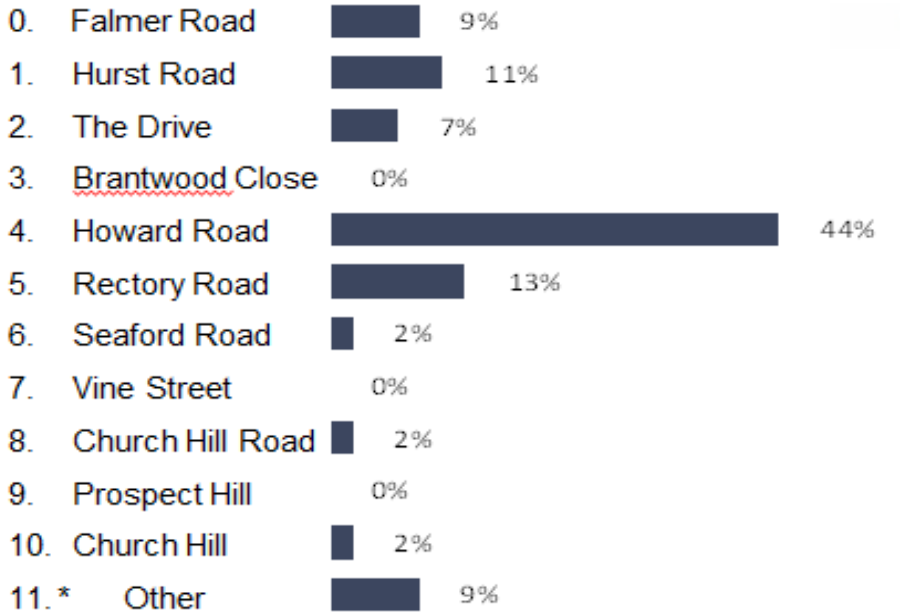


5.Which would you most like to see used to improve the look and feel:

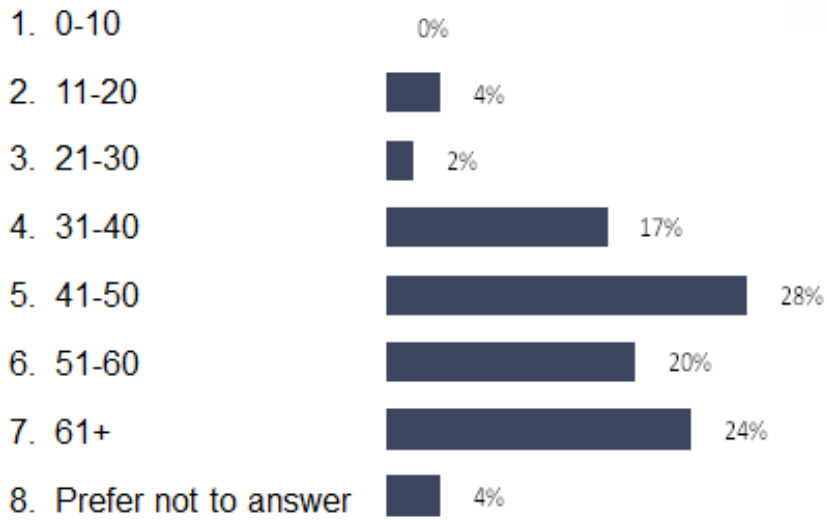


3.3 ABOUT YOU

Which street do you live on?

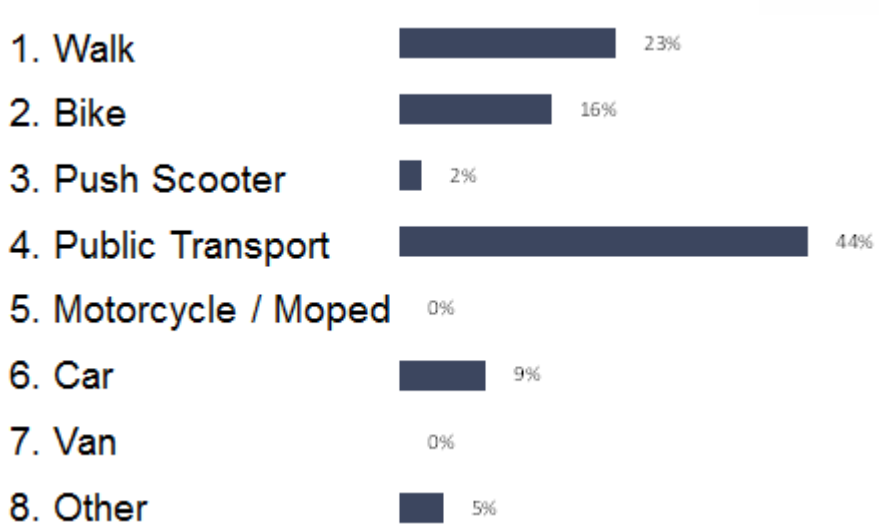


What is your age?

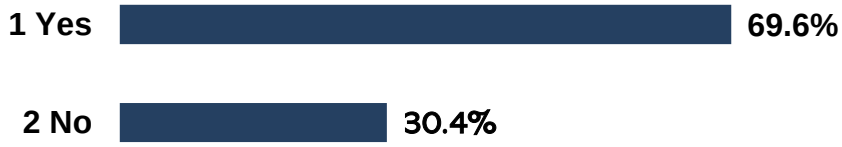


Transport Modes

What is your primary mode of travel?



Does your household own or have access to a car?



4. EXERCISE 2

The aim of Exercise 2 was to conduct a co-design process with attendees, to create a new design for the area. This was achieved by providing attendees with materials on each table, which included a base map of the Hilltop area, stickers (which visually represented design components - including traffic management measures) and a printed copy of the common council transport related objectives for reference, which are shown below:

- Reduce the amount of non-local traffic
- Improve the look, feel and safety of the streets for all
- Improve routes to and from local schools, shops and places of interest
- Encourage people to use sustainable, active and healthy modes of transport design

Each table had a council representative to assist with the design process, and each table was encouraged to self-organise, collaborate and respect each other's views.

The attendees were given time to place the stickers onto the maps where they would like to see changes implemented. Each table then presented their designs to the room, explaining how they met the pre-set objectives, attendees scored each presentation on how well it performed in meeting those objectives.

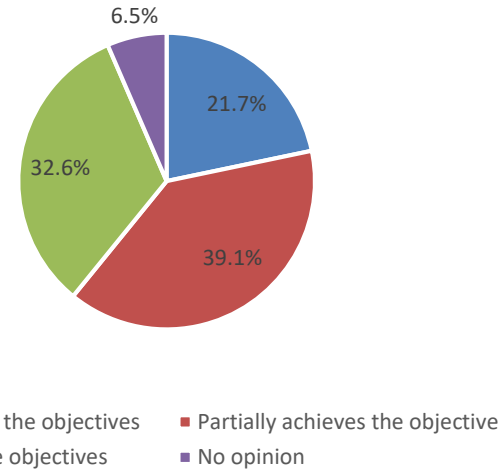
The designs and scoring percentages are outlined in the results below; each table design was captured as a photograph and shown below also.

CLiKAPAD system

Table 1 Design Feedback – Support for:

- Modal Filters on Howard Road at the junction with Church Hil, Rectory Road at the junction with Chuch Hil and on Seaford Road (between Hurst Road and The Drive).
- Junction improvements at the Forest Road junctons of Hurst Road, Palmer Road and Howard Road.
- Cycle parking at the southern end of Rectory Road
- Pedestrian Improvements on Howard Rd and Seaford Rd.
- Public Art improvements on the alleyway connecting Aubrey Way to Howard Road and outside Emmanuel Community School.
- Improved landscapingon the corner of Prospect Hill and The Drive.

Table 1 Feedback on design



Additional suggestions outside of the scheme boundary extents:

- Pedestrian crossing on Forest Road between Falmer and Howard Rd
- Pocket park/public art and more trees at the triangle where Vine St and Prospect Hill meet

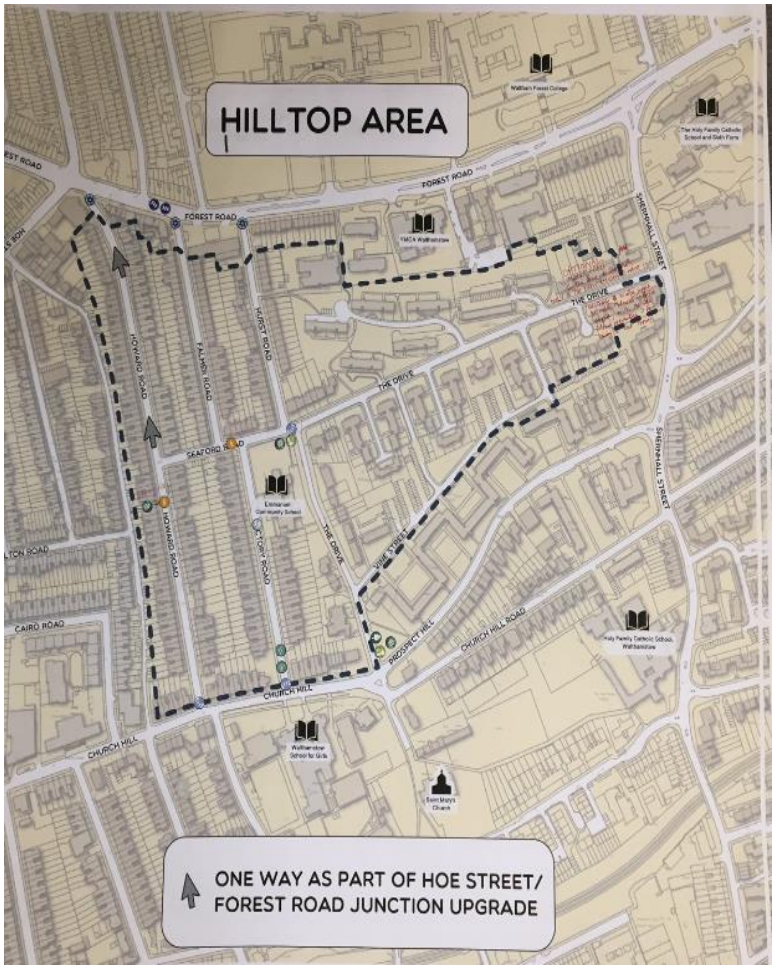
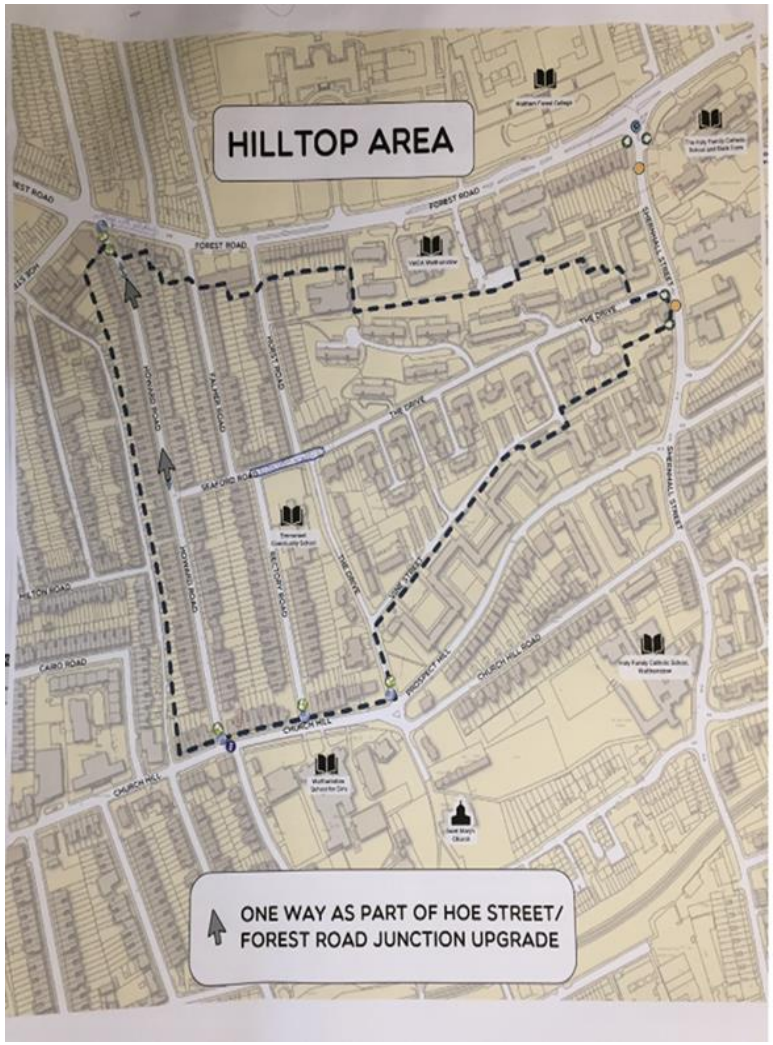


Table 2 Design Feedback – Support for:

- One-way road on Howard Rd (between Seaford Rd and Church Hill)
- Two-way road on Howard Road (between Seaford Rd and Forest Rd)
- Modal filters on The Drive at the junction with Prospect Hill, Rectory Rd at the junction with Church Hill, Howard Rd at the junction with Church Hill, and Howard Rd at the junction with Forest Road
- Pedestrian crossings on Howard Rd and Church Hill
- Traffic calming improvements on The Drive and on Shernhall Street
- School Street on Seaford Rd and The Drive
- Pocket parks at the junctions of Howard Rd / Church Hill, Church Hill / Rectory Rd, Church Hill / The Drive, Forest Rd / Howard Rd
- Tree planting on The Drive and Shernhall Street.



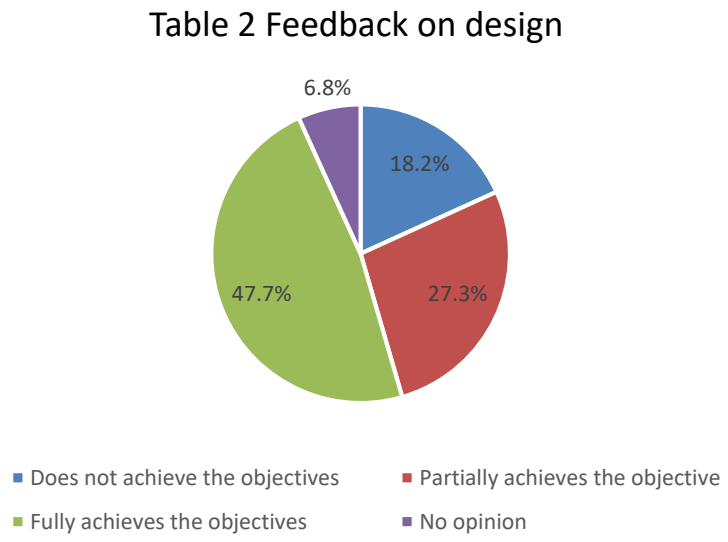


Table 3 Design Feedback – Support for:

- Modal filters on Howard Road at the junction with Seaford Road, Rectory Road at the junction with Seaford Road, The Drive at the junction with Seaford Road and Hurst Road, and midway along Vine Street
- One- way road on Howard Road (between Seaford Road and Forest Road on the east side)
- Traffic Calming improvements on Church Hill and Rectory Road
- Pedestrian improvements on The Drive near Shernall Street, Howard Road near Church Hill, Rectory Road near Church Hill and The Drive near Church Hill
- School Street on Rectory Road and The Drive (south of Seaford Road)
- Pocket Park on Howard Road near Seaford Road, Hurst Road / Seaford Road junction, The Drive (east of Seaford Road), The Drive / Shernahll Street junction, Howard Road near Forest Road
- Tree planting on Howard Road near Forest Road, Howard Road near Seaford Road and The Drive near Seaford Road
- Cycle Parking on Seaford Road and Falmouth Road,The Drive (south of Seaford Road), Church Hill and The Drive (outside Walthamstow School

Table 3 Feedback on design

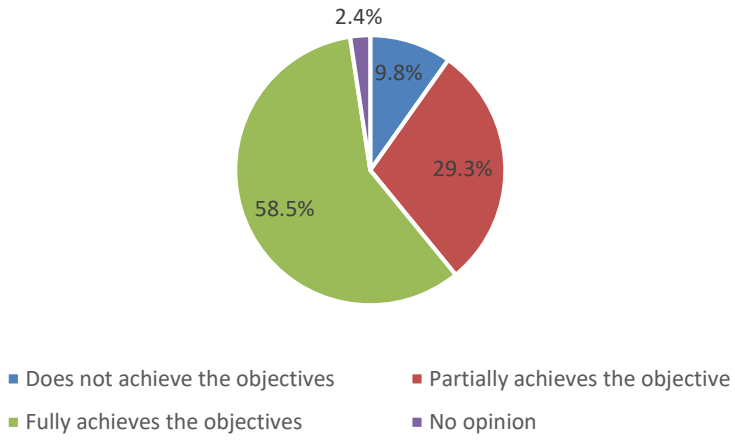
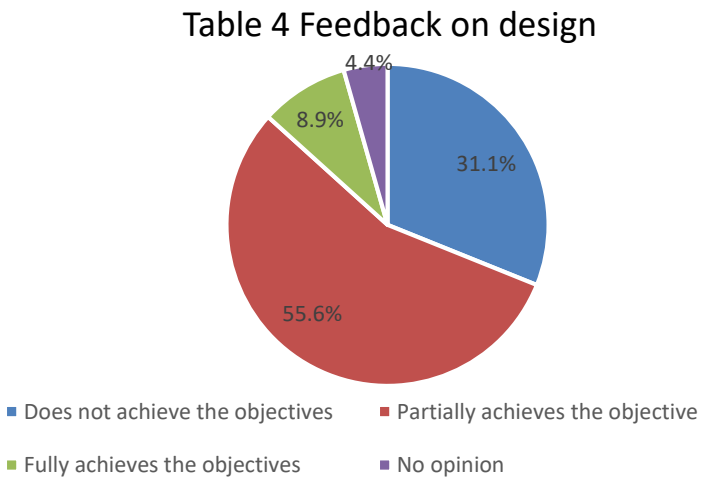
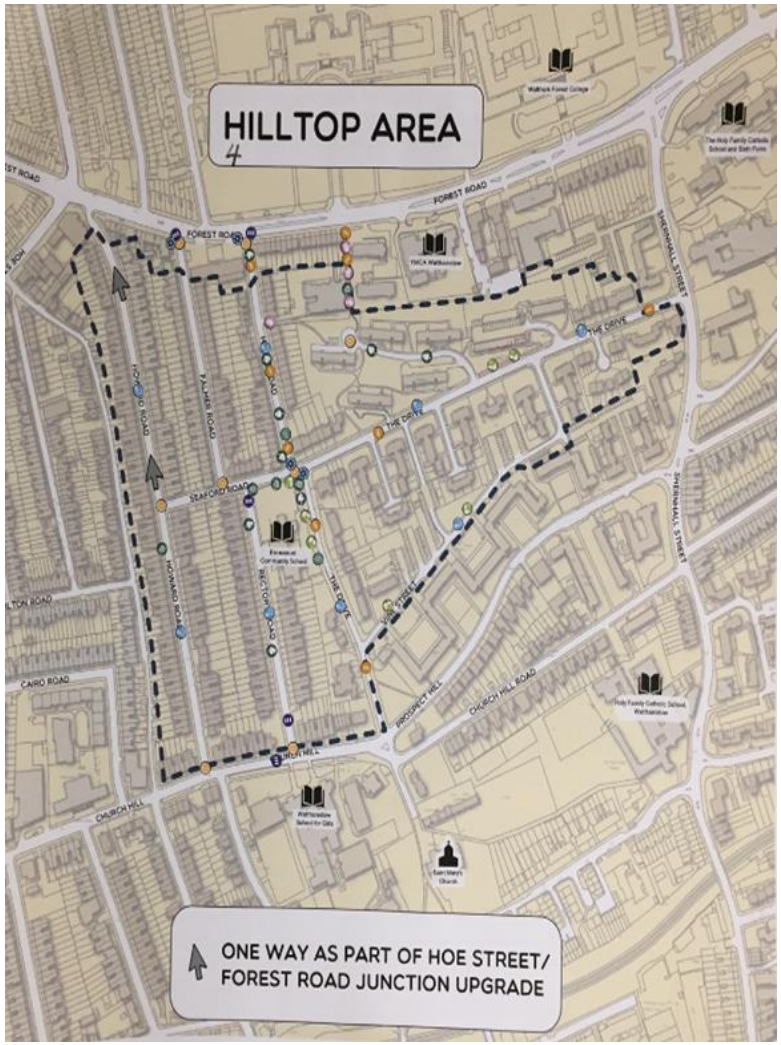


Table 4 Design Feedback – Support for:

- Pedestrian crossing on Rectory Rd near Seaford Road
- Church Hill near Rectory Rd, Forsest Rd near Falmer Rd and Forest Rd near Hurst Rd
- Traffic Calming improvements on Seaford Rd / Howard Rd junction, Falmer Rd near Seaford Rd, The Drive (access road leading to alleyway), Seaford Rd / The Drive junction, Howard Rd near Church Hill, Rectory Rd near Church Hill, Falmer Rd near Forest Road, and Hurst Rd near Forest Road
- Junction improvements on Seaford Rd / The Drive junction, Falmer Rd at the junction with Forest Rd and Hurst Rd at the junction with Forest Road
- Pedestrian Improvements on Hurst Rd near Forest Rd, on the alleyway opposite the Town Hall entrance, Hurst Rd (mid way) and Hurst Rd near Seaford Rd, The Drive (east of Seaford Rd), The Drive near Shernhall St, and The Drive (south of Seaford Rd)
- Pocket Park on The Drive (east of Seaford Road), Seaford Rd near The Drive, The Drive (south of Seaford Rd) and Vine Street
- Tree Planting on Forest Rd near Hurst Rd, Hurst Rd, Rectory Rd, The Drive (access road leading to the alleyway) and Seaford Rd
- Public Art on the alleyway opposite the Town Hall entrance
- Howard Rd (between Seaford Rd and Church Hill), and Seaford Rd near The Drive





- Alleyway Improvements on the alleyway opposite Town Hall entrance
- EV Charging points on Howard Rd (between Seaford Rd and Forest Rd), Howard Rd (between Seaford Rd and Church Hill), Hurst Rd, Rectory Rd, The Drive (east of Seaford Rd) and Vine Street
- Cycle Parking on Hurst Rd and The Drive (south of Seaford Rd).

Table 5 Design Feedback – Support for:

- Two-way street on Howard Rd (between Seaford Rd and Forest Rd)
- Modal Filters on Howard Rd near Forest Road and Hurst Rd near Forest Rd.
- Traffic Calming Improvements on Hurst Rd, Falmer Rd and Howard Rd (between Seaford Rd and Church)
- Junction Improvements: Howard Rd at the junction with Forest Road.
- Crossing on Howard Rd (between Seaford Rd and Church Hill)
- Pedestrian Improvements on Church Hill and Rectory Rd
- School Street on Rectory Rd, The Drive (east of Seaford Rd), Seaford Rd and The Drive
- Tree Planting: Rectory Rd near Seaford Rd, and The Drive near Seaford Rd
- Public Art on Seaford Rd between Rectory and The Drive
- Cycle Parking on Rectory Rd

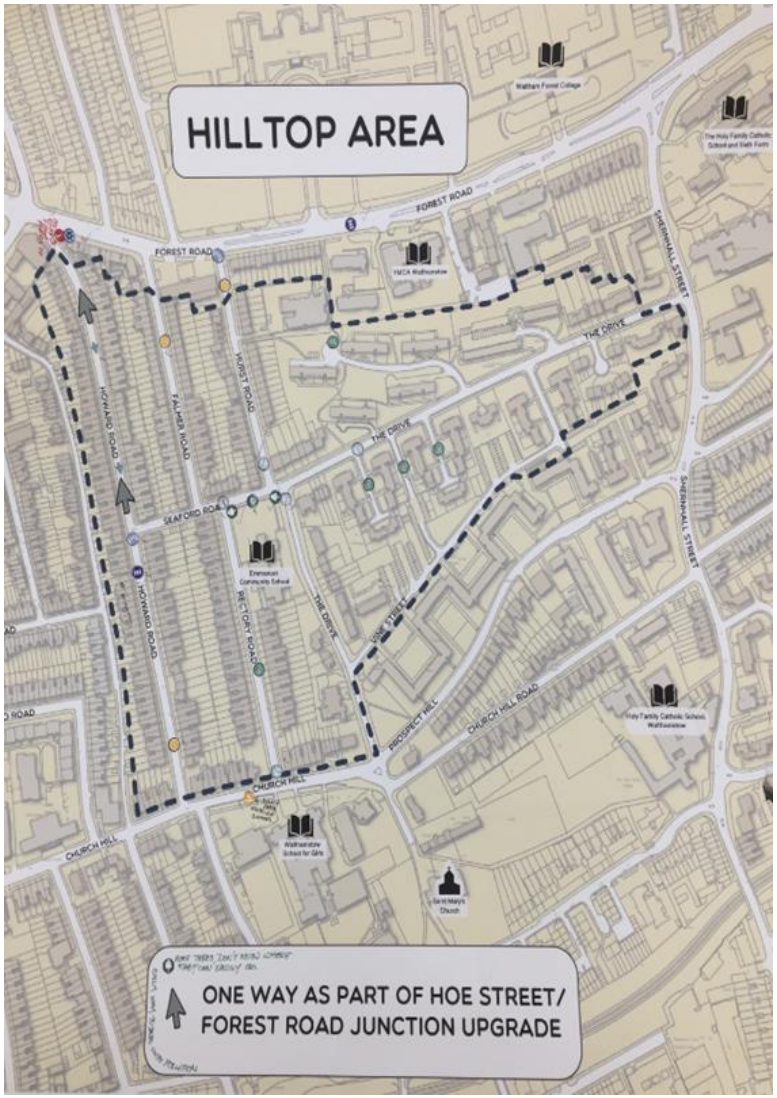


Table 5 Feedback on design

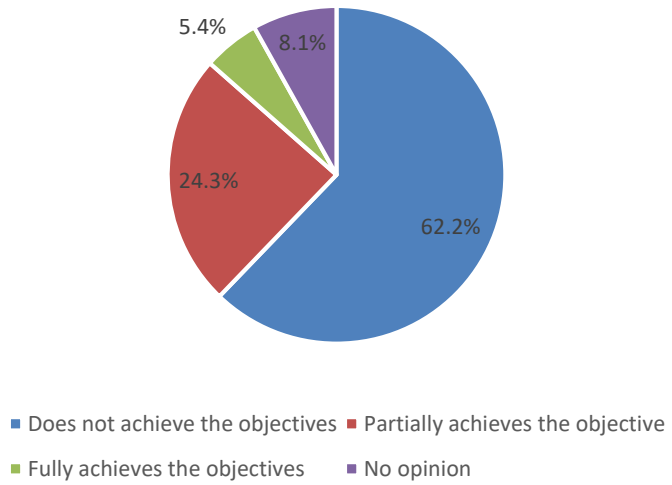


Table 6 Design Feedback – Support for:

- One-way road on Falmer Rd
- Two-way road on Howard Rd (between Seaford Rd and Forest Rd)
- Public Art on Seaford Rd between Rectory and The Drive

Additional suggestions outside of the scheme boundary extents:

- More trees at the triangle where Vine St meets Prospect Hill

Table 6 Feedback on design

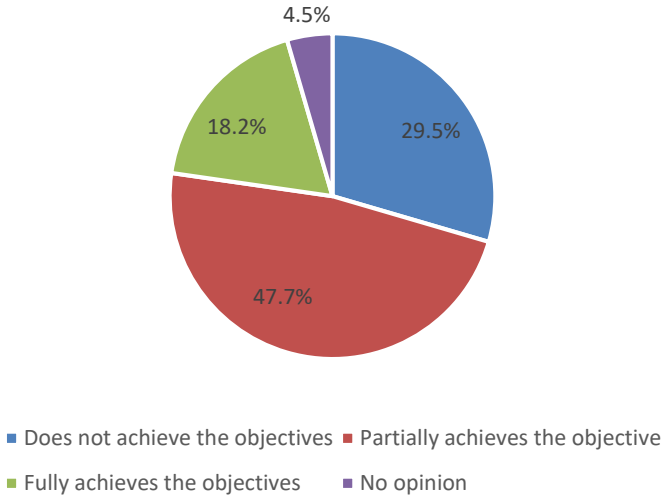
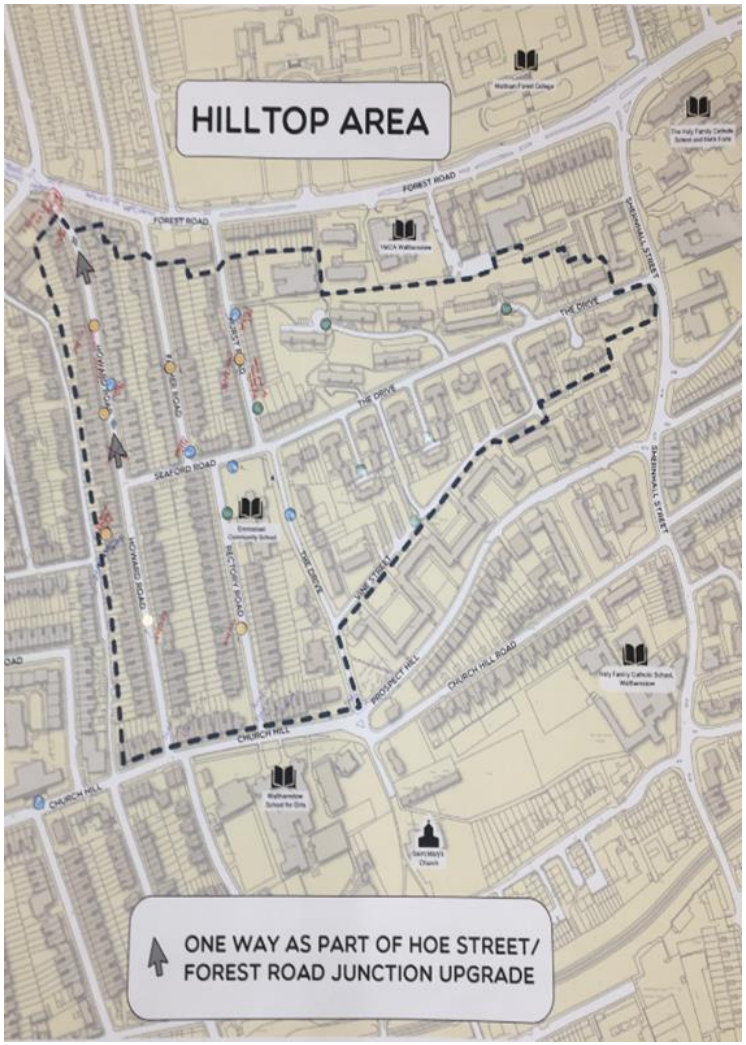


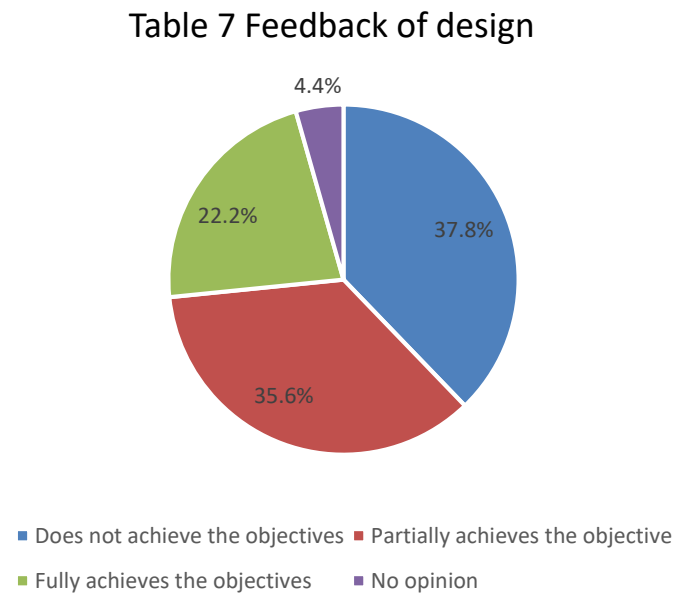
Table 7 Design Feedback – Support for:

- Two-way road on Howard Rd (between Seaford Rd and Forest Rd).
- Traffic calming improvements on Falmer Rd, Howard Rd, Hurst Rd and Rectory Rd.
- EV Charging points on Falmer Rd, Howard Rd (between Seaford Rd and Forest Rd), Seaford Rd / Rectory Rd. Junction, Hurst Rd and The Drive (south of Seaford Rd)
- Cycle Parking on Hurst Rd and Rectory Rd.

Additional suggestions outside of the scheme boundary extents:

- Chicanes/kerb build-outs on Rectory Rd, Howard Rd and Hurst Rd
- Cycle Parking within the housing estates to the south and north of The Drive





5. SUMMARY

Across the series of questions asked in Exercise 1, the majority of participants felt that the volume and speed of traffic using the area were the most significant issues, along with the quality and appearance of the public realm. Pedestrian and cycle safety were also identified as key issues, albeit not quite to the same extent as the general impact of motorised traffic.

Modal filters were the most voted for option by participants to improve road safety and reduce traffic volume and speed in the area, followed by better/different traffic calming and pedestrian improvements. These improvements support the narrative to make the area better for both walking and cycling while also offering the potential for public realm enhancements, which was a high priority for participants.

The results from the participant voting system for Exercise 2 show that the table 3 (58.5%) and table 2 (47.7%) designs had the most votes that 'Fully achieve the objectives.' These tables' designs produced a focus on modal filters, traffic calming and aesthetic improvements which match with the initial responses from attendees within the Local Priorities section.

The proposed changes collectively, from tables 2 and 3, were:

- One- way road: Howard Road (between Seaford Road and Forest Road on the east side)
- Two-way road: Howard Road (between Seaford Rd and Forest Rd)
- Modal filters: Howard Road, Rectory Road, The Drive and midway along Vine Street
- Pedestrian crossings: Howard Rd and Church Hill, The Drive near Shernall Street, Howard Road near Church Hill, Rectory Road near Church Hill and The Drive near Church Hill
- School Street: Seaford Rd and The Drive, Rectory Road and The Drive (south of Seaford Road)
- Traffic Calming improvements: Church Hill and Rectory Road and on The Drive and on Shernhall Street
- Cycle Parking: Seaford Road and Falmouth Road,The Drive (south of Seaford Road), Church Hill and The Drive (outside Walthamstow School for Girls)
- Pocket Park: Seaford Road and Howard Road junction, Howard Road near Forest Road, Hurst Road and Seaford Road, The Drive (east of Seaford Road), The Drive / Shernahll Street junction, Seaford Road and The Drive, Howard Rd and Church hill, Church Hill and Rectory Rd, Church Hill and The Drive
- Tree planting : The Drive and Shernhall Street, Howard Road near Forest Road, Howard Road near Seaford Road and The Drive near Seaford Road

In Exercise 2 the table with the least support from other attendees was Table 5. Through analysis of the suggestions, this table proposed a two-way street on Howard Road, cycle parking, crossing improvements and a school street (among other suggestions). These options were, overall, not heavily supported in Exercise 1 when attendees were asked what general improvements they wanted to see in the area. Therefore, there is a consistency between Exercise 1 results and the proposals that were mainly liked and disliked by the workshop attendees in Exercise 2.

There are various learnings that can be taken from the Hilltop workshops, which we would aim to improve on for future public engagement activities. For instance, approaching and finding ways to appeal to residents who are between the younger age range of 20-40 years of age, who were under represented at the workshop; perhaps by including invitations to parents at the Emmanuel School or contacting parents' groups situated in the Hilltop area. Additionally, there was a higher proportion of residents who attended that chose Howard Road as their residential address. This may have influenced the proposals that were suggested by residents, although it may be difficult to avoid in the future as the invitation to the workshops was open to residents across the Hilltop area and all were invited to attend (although the venue did have limited capacity).

Analysis of the workshops will now be considered and help to inform the next stages of our proposal for improvements in the Hilltop area. This report will feed into the designs, which will be taken to future consultation in early 2020. The residents in the Hilltop area will be asked to provide their feedback, via consultation questionnaire. The proposals for improvements in the 2020 consultation will consider the co-design elements that attendees of this workshop provided to the council.