

Markhouse Area Improvement Scheme

Consultation Report

February 2019



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Introduction

Responses received

Commonplace is an online engagement site, which hosted the consultation; the majority of respondents used this to interact with the consultation.

Overall, 2,141 people responded to the online consultation and provided sufficient personal information to identify them as a unique respondent. Of these, 1,874 were verified contributors (confirmed their email) and 1,585 left a valid address or postcode. A number of additional comments were left by anonymous respondents who did not provide any personal information, including address, postcode or email address; these anonymous comments have not been considered in the analysis as it is not possible to differentiate between individual anonymous users. For example, if 100 anonymous comments were collected, it would not be possible to tell if they had been made by 150 or 100 individuals. Of the 2,141 online respondents, 868 provided a postcode within the Markhouse Area scheme boundary.

Commonplace received a total of 91,127 contributions (including anonymous and pending confirmation comments). A contribution refers to any interaction made by the respondent (e.g. a score and a freehand comment would be 2 contributions). From this a total of 12,381 comments (excluding anonymous ones) were noted which included 11,943 confirmed comments.

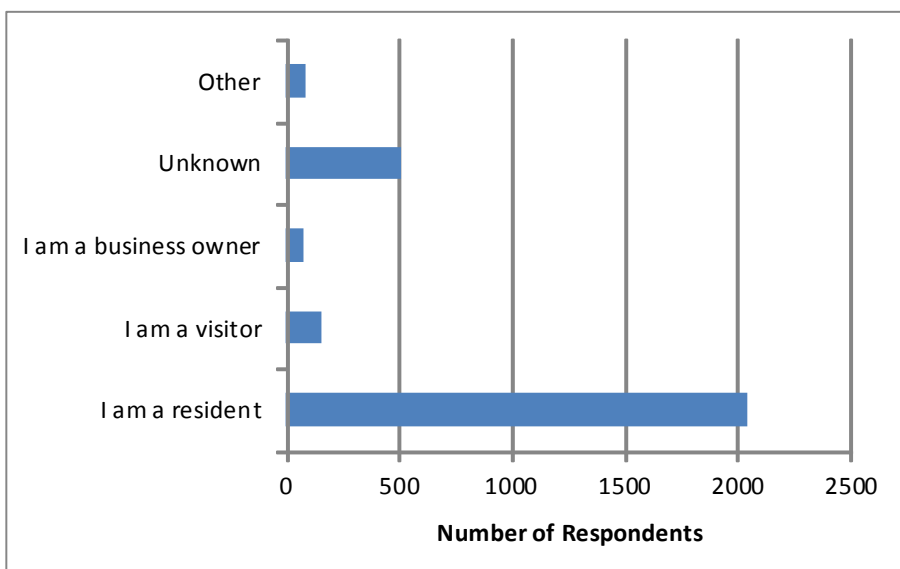
Source	Views
Facebook	1765
Twitter	398
enjoywalthamforest.co.uk	231
commonplace.is	119
Google	413
Email	207
links.govdelivery.com	299
guardian-series.co.uk	177
com.google.android.com	33

The total number of paper surveys received was 64, with 47 of these from within the Markhouse boundary; this resulted in 566 paper-version comments (414 in the Markhouse area) both analysed.

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

About the respondents

Respondents were asked to detail in what capacity they were responding to the consultation. The results are outlined in Figure 1. During the analysis it became apparent that some respondents had submitted multiple responses to the consultation, which we were able to aggregate into one single sentiment score and response per user.



A number of respondents used the text shown below, which appeared to be copy and pasted as a response: “No road closures, No model filters, No time closures”. For the comments analysis for each Series we have acknowledged that some respondents used this text and have provided numbers where appropriate. For the analysis of series 6-9 these were seen to be unrelated to the proposals in these sections so specifics have not been provided.

Figure 1

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

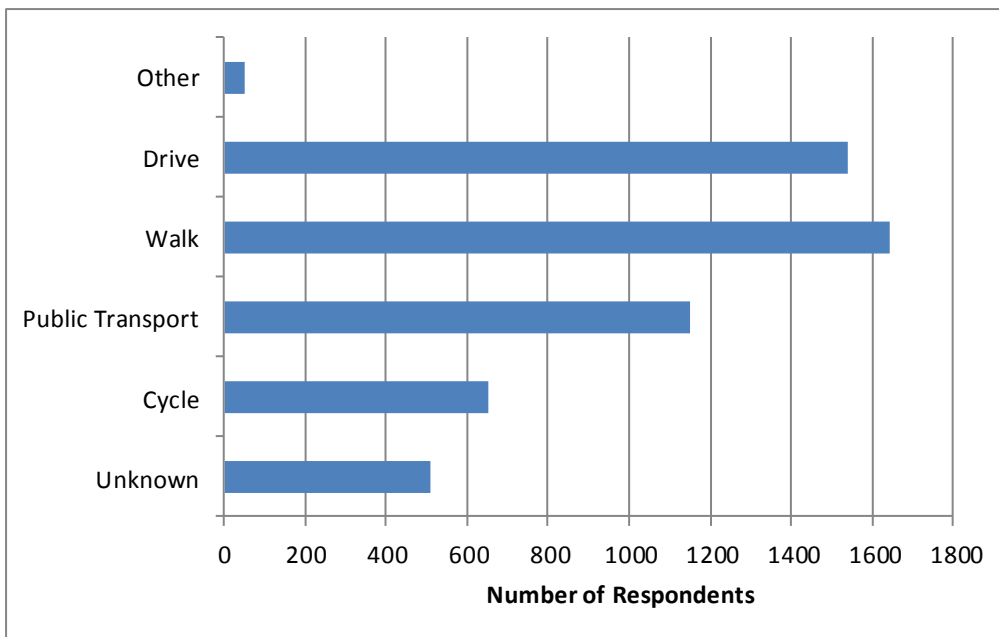


Figure 2

Where respondents were from

The maps below (Figure 3 and 3a) show where respondents are from. Of the people who left their post-code, E17 (87%), followed by E10 (6.6%) were the areas where most respondents came from.

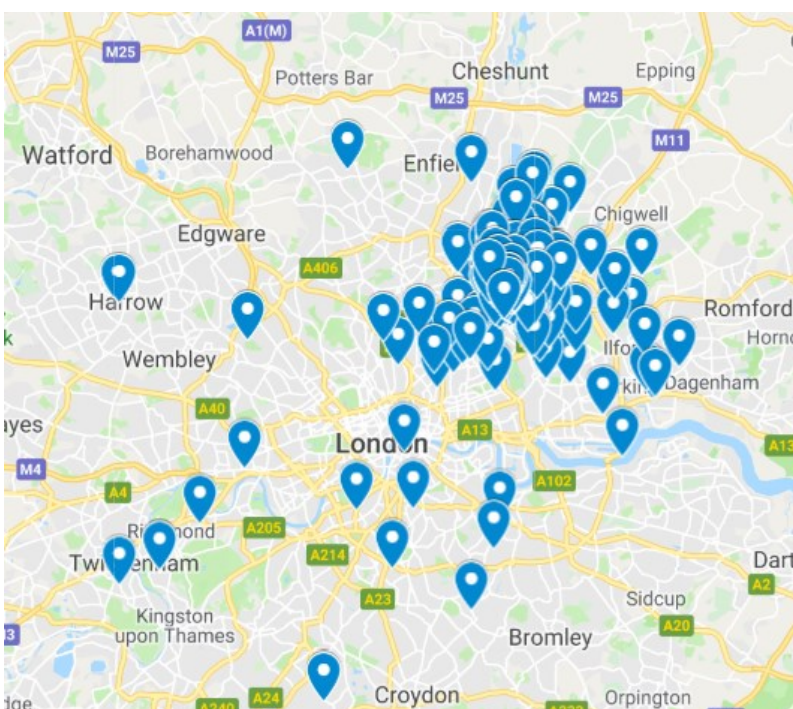


Figure 3—London wide map

Where respondents were from

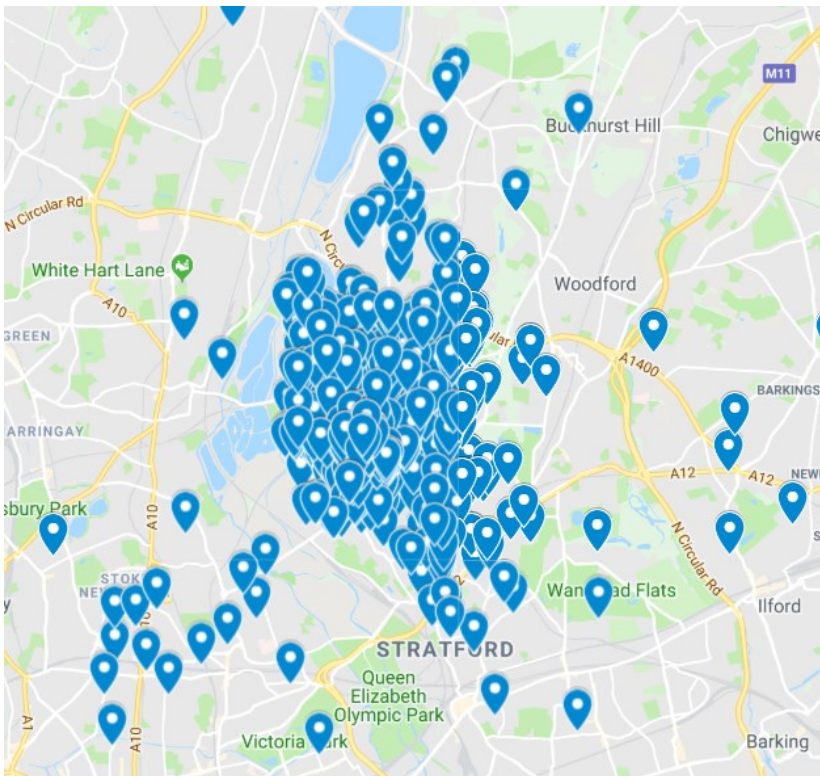


Figure 3a—Close up map of Waltham Forest

About the results

Overall results — all respondents

Respondents were asked to rate how they feel about each proposal, using a sliding scale between 0-100.

Consolidating and aggregating all of the sentiment responses across the consultation showed that there was a lack of support for the proposals overall. On average across all proposals, **29% of respondents indicated they were positive towards them, 3% were neutral and 68% were negative.**

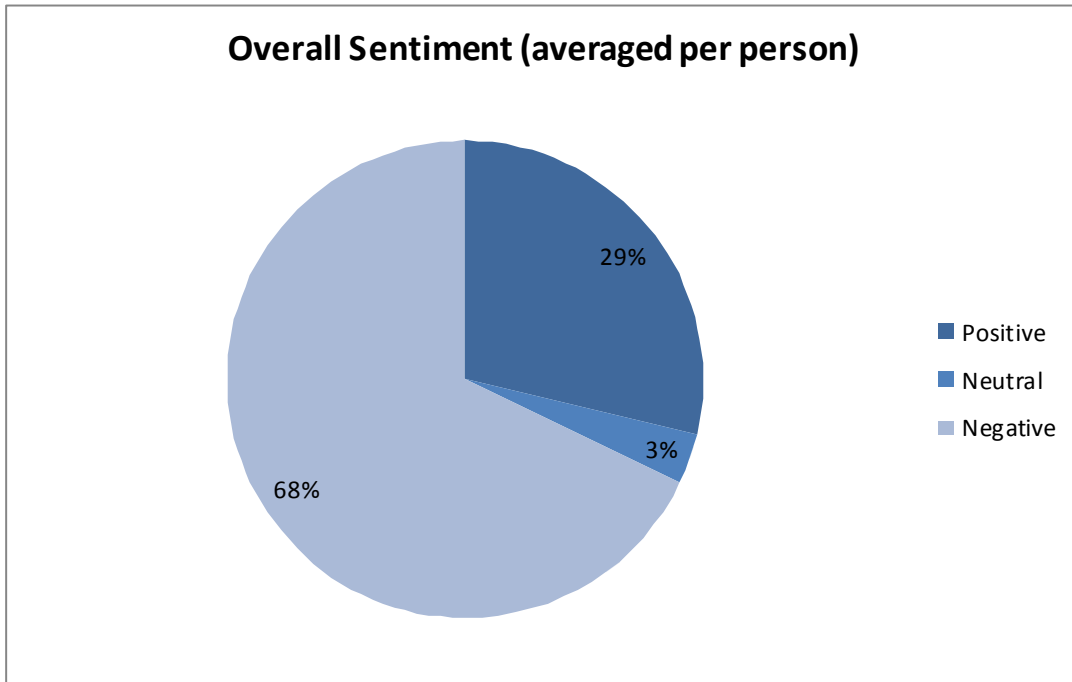


Figure 4

When analysing respondents feedback towards the proposals by transport mode, those that walked, cycled and travelled by public transport were more positive and those that drove were less favourable towards the plans.

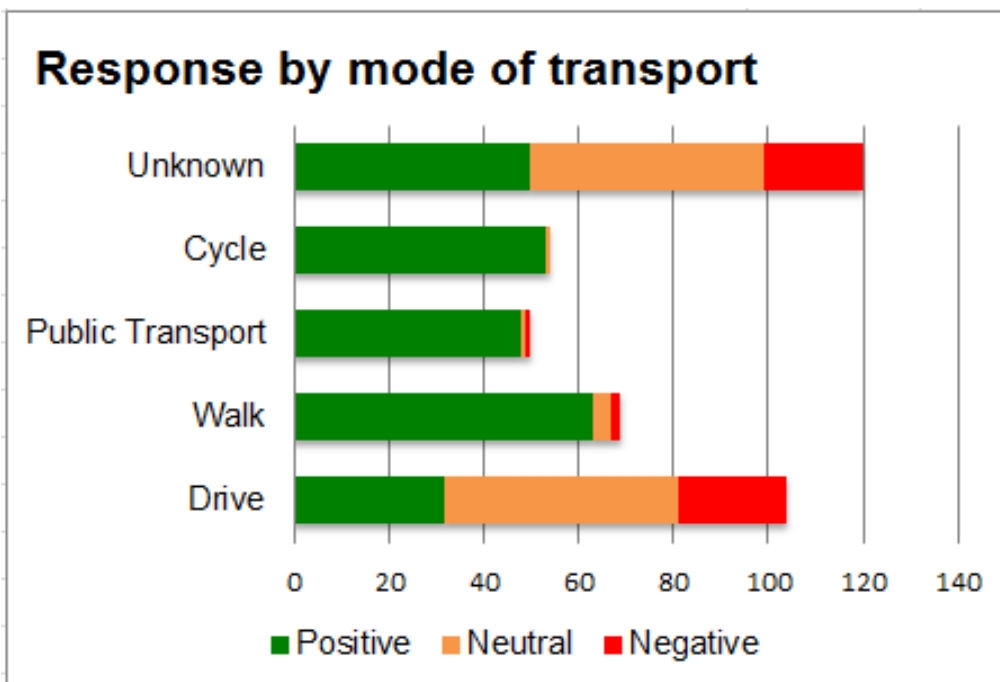


Figure 5

Tag Analysis

Having rated each proposal, respondents were then asked why they felt like this and were asked to tick an option relating to the Enjoy Waltham Forest objectives. Across all proposals the most popular option chosen was the 'will be more difficult to get around', while 'more opportunities for business to flourish' was the least selected option.

Please note that respondents could tick multiple options.

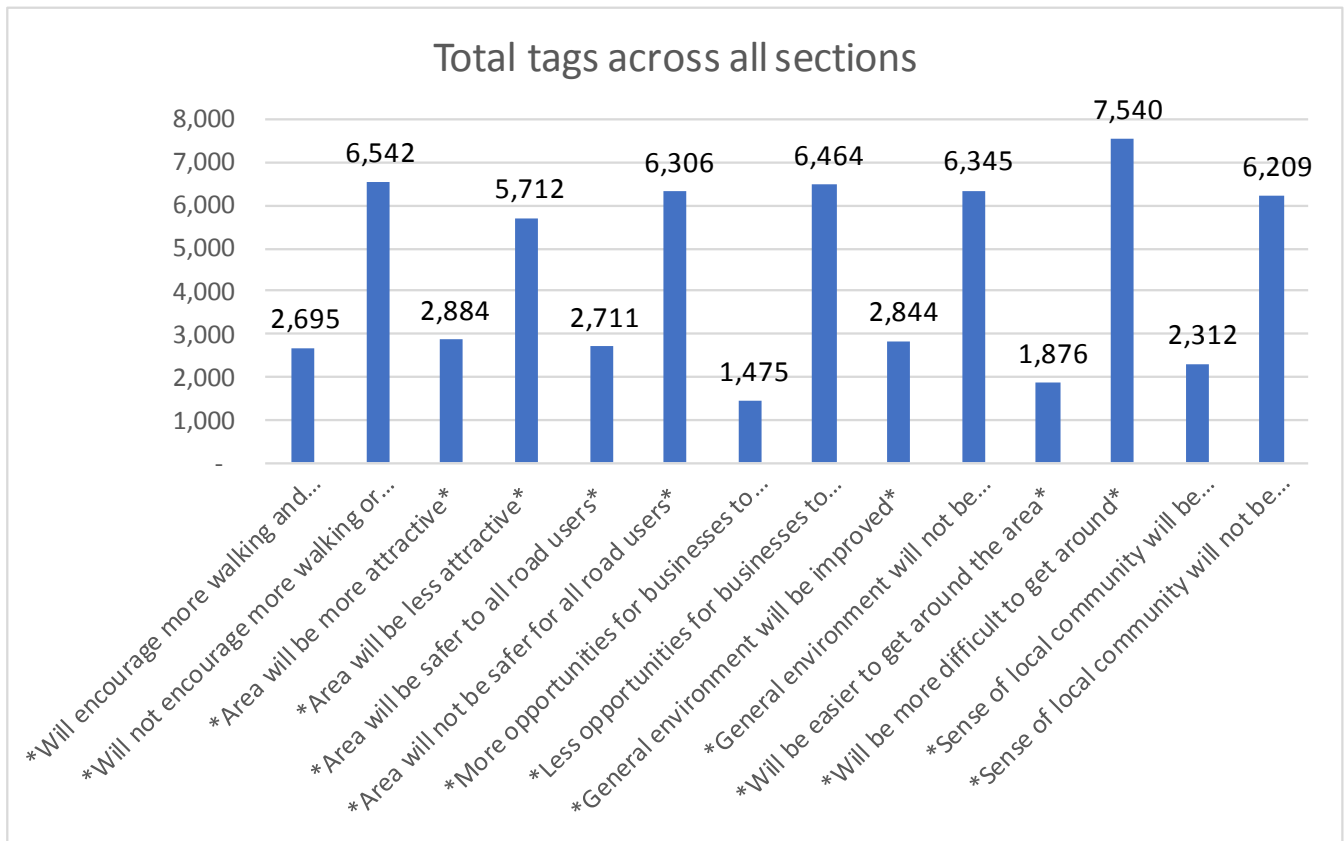


Figure 6, total number of tags across all proposals.

Series Analysis methodology

We recognise that the scheme impacts most significantly on local residents so the detailed analysis for each Series (group of proposals) has been undertaken as follows, and presented in the following pages accordingly.

- The overall number of people who responded to each group of proposals (Series) and the number of people who responded with an address/postcode within the Markhouse Area scheme boundary.
- The overall sentiment (positive/negative/neutral) to each group of proposals (Series) based on all respondents to the consultation (excluding anonymous online responses).
- The overall sentiment to each group of proposals (Series) based on responses only from people who provided an address and postcode within the overall Markhouse Area scheme boundary.
- For Series 2, 3, 4 and 5, further detailed analysis has been completed on each Series, only considering respondents who provided a valid address and postcode from the relevant Series area. (i.e. analysis of Series 2 responses from respondents with an address in Series 2 only). Analysis has also been undertaken on a street by street basis within each of these Series.
- For the Environmental and Alleyway improvement groups of proposals respondents were asked to rank proposals in priority order; and the priority ranking is provided.
- Comments summary for all Series

1. Series 1 – Queens Road and Boundary Road

Summary of proposals:

- Install a timed closure on Queens Road near the junction with Chelmsford Road
- Install a timed closure on Boundary Road near the junction with St Barnabas Road.
- Restricting traffic to address speeding issues, making the area safer and more attractive for residents, visitors and people who walk and cycle.

Two options were proposed:

Option 1- 8am-10am and 3pm-6pm

Option 2- 8am to 6pm

- The timed closures will be supported by traffic-flow direction changes to ensure vehicle movement is effectively managed.
- If a timed closure is installed, access for the emergency services, refuse collection and deliveries will be maintained and residents will still have access to their street.

Respondents were asked to rate the proposals for Series 1. Overall 1930 people responded to this question.

24% of all identifiable respondents were positive towards the proposals, 2% were neutral and 74% were negative.

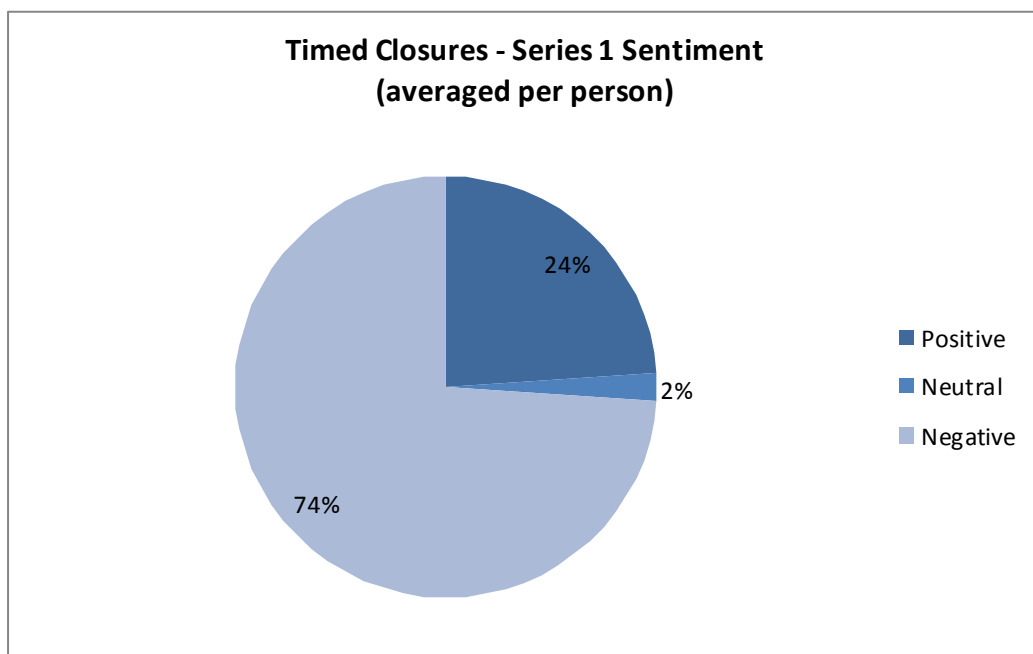


Figure 7, table showing the results based on all respondents.

831 people with an address/postcode in the Markhouse area responded to the question (out of 915 total respondents with a Markhouse area address/postcode). Due to the nature of this series impacting on more than one local area we have not undertaken any further local analysis. **23% of Markhouse area respondents were positive towards the proposals, 2% were neutral and 75% were negative.**

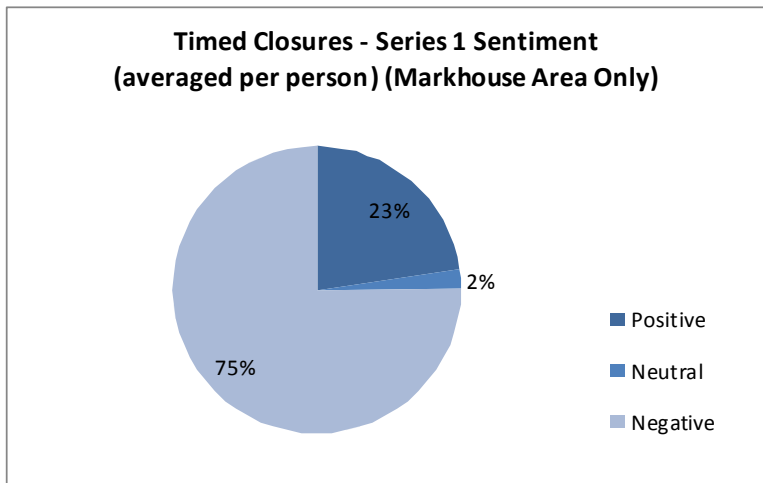
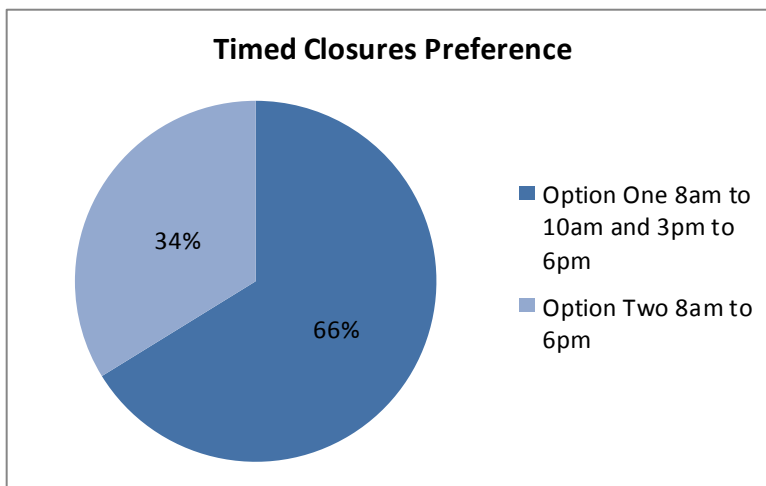


Figure 8, table showing the results based on respondents inside the Markhouse Area boundary.

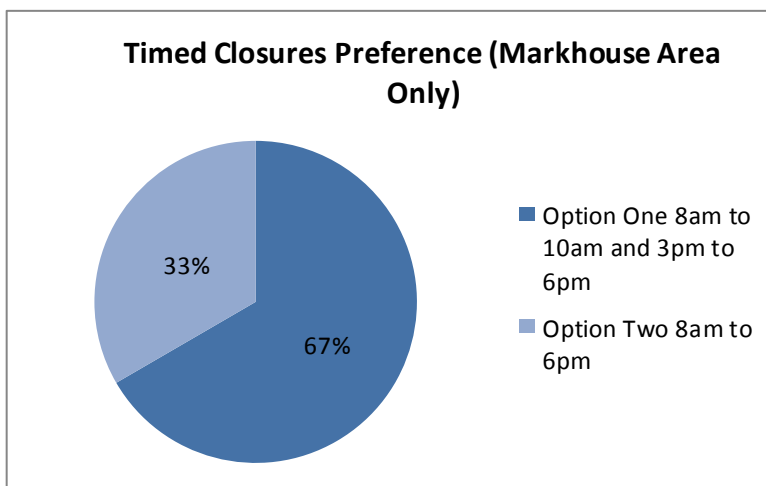


Respondents were then asked to indicate if they preferred Option 1 or Option 2 proposals for Series 1.

Considering all respondents:

- **39% of respondents selected Option 1**
- **20% selected Option 2**
- **41% decided not to select an option**
- **Of those that chose an option, 34% chose Option 1 and 66% chose Option 2.**

Figure 9, table showing the results based on all respondents.



Considering Markhouse area respondents only:

- **55% of respondents selected Option 1**
- **28% selected Option 2**
- **17% decided not to select an option**
- **Of those that chose an option, 33% chose Option 1 and 67% chose Option 2.**

Figure 10, table showing the results based on respondents inside the Markhouse Area boundary.

Series 1 comments

Overall, **1799** total comments were received to Series 1. Of the 1799 comments, 131 were copied text. E.g. (No road closures, No modal filters, No time closures).

Traffic – (526 specific points) The main points were:

Negative comments outlined concerns regarding a perceived increase in journey times that may create pollution and also that local business will be negatively affected by lack of passing trade and limited access. Overall, 1,930 people responded to the question.

- More traffic on main roads and that the area would be hard to travel around by motorised vehicles.
- Concern regarding emergency services response time and access; and that walking, cycling and usage of public transport will not increase.
- Comments outlined those who are elderly and/or disabled often they do not walk, cycle or use public transport and will be adversely affected because of longer journey times, which may affect mobility transport or taxi journeys.
- More robust measures implemented but concern that the scheme could divide the community with opposing opinions. Perception the scheme may increase crime because of an assumption Police response time may be reduced and that crime may increase because there would be less traffic in
- Reduce local speeding vehicles using the area as a race track; and also discourage non-local traffic using the area as a short cut, this would then make the area safer for all users including the elderly, disabled and those with young children.
- Increased community cohesion through the opportunity to create social activities and initiatives stimulated by the public realm improvements; and that the area could become a more social area within the improved business areas.
- Positive comments suggested the area will become more accessible, safer and easier to cross roads that have less traffic and reduced traffic speed. Those with respiratory disabilities will benefit from improved air quality.

Modal filters - (228 specific points) The main points were:

Comments regarding the modal filters and timed closures outlined a requirement for the timed closures to be permanent closures operating 24/7; this will assist with the existing problems of speeding vehicles during the evening. Comments also requested a variation of other operational times including extending the hours to peak hour operation; and simpler times to avoid confusion.

Negative comments outlined common concerns regarding the perception that the closures may make the area hard to navigate, they may cause traffic displacement that may cause congestion on the main roads, which could cause longer journeys creating air pollution. comments also included concerns for parents aiming to drive children to school and access for the emergency services.

Environmental Issues - (243 specific points) The main points were:

Outlined that there is a perception that the scheme will displace traffic to the main road, which will then create congestion and air pollution. Comments also outlined potential longer journeys may increase air pollution. Other negative comments included concerns that families and school on the main roads may be subject to increased air pollution. Positive comments regarding the environment outlined that reducing the volume of traffic in the residential area will reduce air and noise pollution; and will also make the area a nicer place to live.

Social issues - (162 specific points)

Positive comments regarding the elderly and disabled outlined that the area will become more accessible, safer and easier to cross roads that have less traffic and reduced traffic speed. Also those with respiratory disabilities will benefit from improved air quality. Comments outlined the improvements will increase community cohesion and the general health of the community. Also that the community will have a safer walk and cycle to school and that local vehicles, deliveries, emergency services will have easier access and journeys due to reduced local traffic and speeding vehicles. Community spirit will be improved through the business improvements and potential increased footfall to new business, shops and sociable cafes.

Comments also outlined perception of potential disconnection from family and friend in other areas. Other negative comments regarding social issues included concern regarding access to religious institutions, schools and hospitals; and that the scheme may reduce community spirit. Regarding the elderly and disabled comments outlined that if they do not walk, cycle or use public transport they will be adversely affected because of longer journey times, which may affect mobility transport or taxi journeys.

Road Safety/Traffic Calming - (163 specific points)

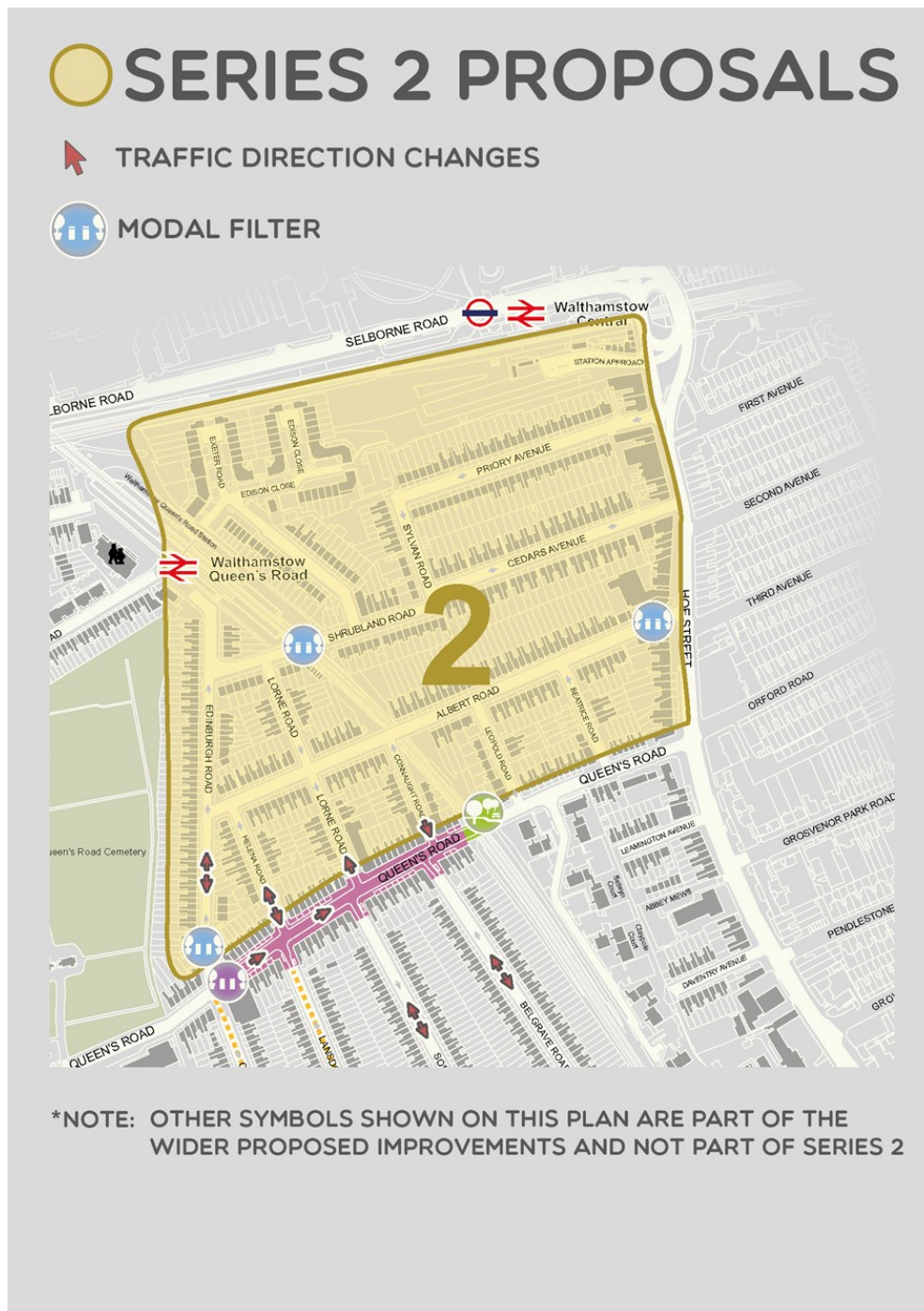
Negative comments regarding road safety and traffic calming raised concerns that less traffic will create more crime and there may be more traffic and air pollution on main roads. Comments also included requests to implement traffic calming instead of closures.

Positive comments highlighted that more traffic calming is required throughout the area to reduce the high frequency of speeding and rat-running vehicles. Comments also outlined that traffic calming measures will reduce vehicles using the area as a race track especially in Queen's Road, Boundary Road and Farmilo Road. Comments also outlined that traffic calming measures will also make the general area and areas around schools safer for children to access; and also the elderly and disabled to cross the road and that it will be safer for those choosing to walk and cycle.

2. Series 2 – Traffic Management and Modal Filters (road closures)

Proposals for Series 2 include:

<ul style="list-style-type: none"> Albert Road (eastern end) - Modal Filter 	<ul style="list-style-type: none"> Connaught Road - One-Way south (Albert Road to Queen's Road)
<ul style="list-style-type: none"> Edinburgh Road - Two-Way (Queen's Road to Albert Road) 	<ul style="list-style-type: none"> Edinburgh Road (junction with Queen's Road) - Modal Filter
<ul style="list-style-type: none"> Helena Road - Two-Way (Queen's Road to Albert Road) 	<ul style="list-style-type: none"> Lorne Road - One-Way north (Queen's Road to Albert Road)
<ul style="list-style-type: none"> Shrubland Road (east of rail bridge) - Modal Filter 	



Series 2 Overall response and local analysis

Respondents were asked to rate the Series 2 proposals. Overall, 1296 people responded to this question. **24% of all identifiable respondents to the consultation were positive towards the proposals, 2% were neutral and 74% were negative.**

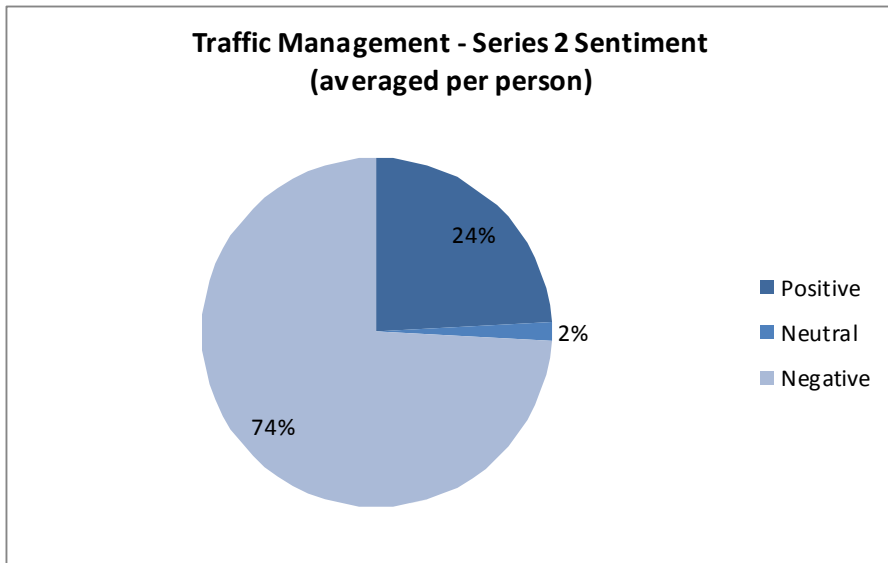
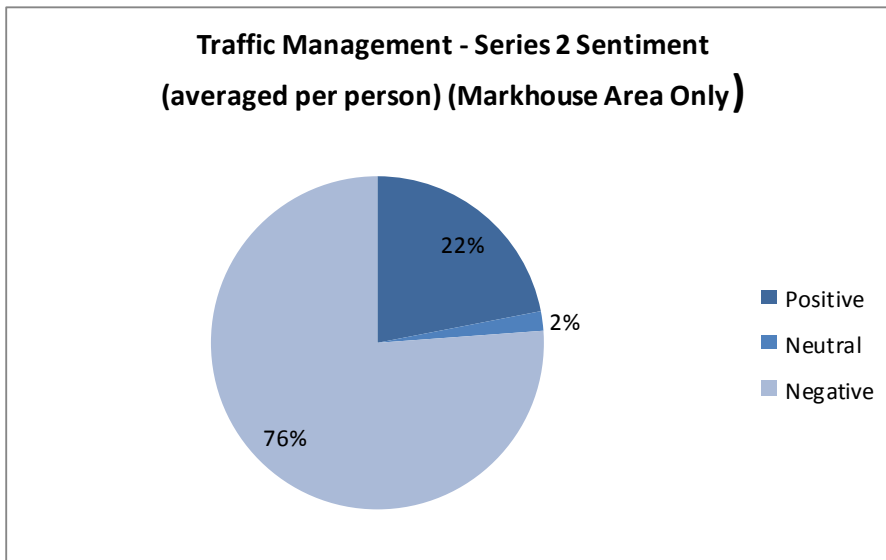


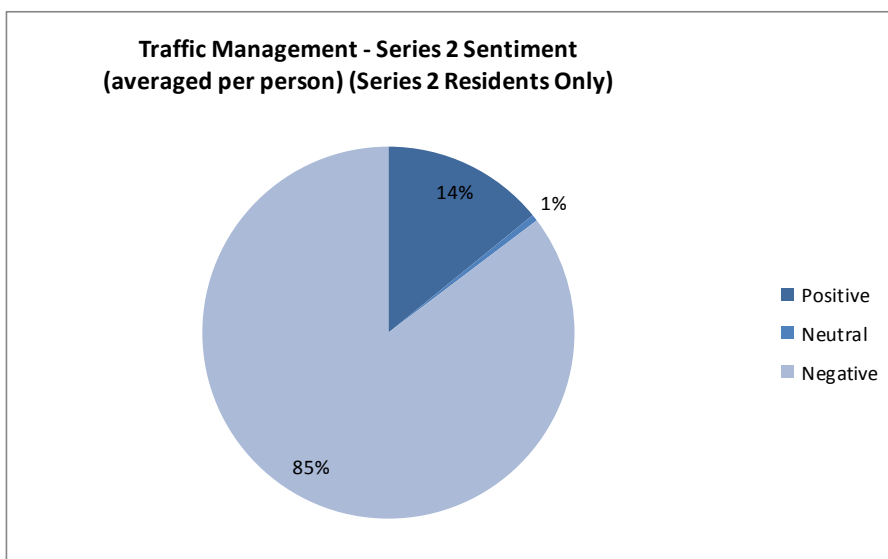
Figure 11, table showing the overall response to the Series 2 proposals



Analysis of **only** those respondents with addresses within the Markhouse Area scheme boundary (583 people) shows that:

- **22% of respondents were positive**
- **2% of respondent were neutral**
- **76% of respondents were negative.**

Figure 12, table showing the results based on respondents inside the Markhouse Area boundary



Further local analysis of **only** those respondents with addresses within the Series 2 area (177 people) shows that:

- **14% of respondents were positive**
- **1% of respondents were neutral**
- **85% of respondents were negative.**

Figure 13, table showing the responses from residents who live within series 2

Series 2 comments—Respondents in the Series Area

In total there were **122** comments left about this proposal by respondents with a postcode in the series 2 area. The comments have been analysed and grouped into the themes, categories with the highest amount of comments are listed below. Of the 122 comments from series 2 respondents 23 were copied text. E.g. (No road closures, No modal filters, No time closures).

Traffic – (68 specific points)

- A large number of concerns surrounded increased congestion (26) in the area and the repercussions of this especially on increased journey times (9) and air quality.
- Access for and response time of emergency services was also a high concern (16 comments) with respondents suggesting that it could cause an increase in response times of emergency services.

Modal filters - (60 specific points).

A vast majority of the comments regarding modal or timed filters were negative (58), many (23) of these were copied text which did not comment on why they were not supportive.

Of the negative comments which referred to why they were not supportive, they felt that:

- It will lead to longer journey times due to increased congestion and would restrict access to residential roads which would also impact emergency services.
- It would push traffic onto main roads or other residential roads.
- Increased journey times and congestion would increase air pollution.

Three of the respondents were specifically positive toward the introduction of modal filters in the area.

Environment - (35 specific points) The main points were:

- Some respondents felt the proposals would decrease air quality due to congestion and longer journeys. However, others felt that a decrease in local journeys and in non-local traffic would improve air quality.
- A couple of respondents felt the environment would be improved by the introduction of more planters and greenspace but others felt that due to the maintenance required it would not improve the environment for long.

Social - (23 specific points) The main points were:

- Many (17) respondents felt it would be difficult for vulnerable people (especially elderly and disabled individuals) in the community, particularly due to the increase in inconvenience and the limited accessibility in the area.
- Other commenters felt it had already divided the community by creating an 'us' and 'them' mentality between cyclists and motorists.
- A few people felt it would increase crime and anti-social behaviour in the area.

Road Safety/Traffic Calming - (13 specific points) The main points were:

- Some commenters felt that safety would improve with the proposals as it would reduce speeding and 'boy-racers' who would rat-run through the area.
- Others felt that the changes from one-way to two-way on some narrow roads, such as Edinburgh Road would decrease road safety as they had previously been made one-way due to the size of the road.

Further topics with over 5 comments included: cycling (8), economy (5) and parking (5).

Series 2 - Further Street by Street Analysis

Further localised analysis has been undertaken at a street by street level to assess feedback from respondents in Series 2 located on the streets that are currently subject to higher traffic volumes and are most directly affected by the proposals. This further local street by street analysis was undertaken as it is common for residents who live on streets that are already filtered to oppose filters on adjacent streets. This was achieved by removing streets from the analysis that are already filtered (that have no through traffic) and are not directly affected by the proposed changes.

Therefore, the localised analysis removed Edison Close, Exeter Road and Station Approach from Series 2. The results of this further localised analysis is shown in the tables below.

Street By Street Analysis – Alternative Grouping

The analysis shows that when responses from streets in Series 2 that are already filtered and have no through traffic are removed there are 25 positive responses and 97 negative responses remaining

This highlights that responses to Series 2 are still in the majority negative when undertaking a local analysis of streets most directly affected by the proposals.

Series	Street	Filtered	Effectd	Proposed filter	Negative	Positive
2	Albert Road	N	Y	Y	29	6
2	Beatrice Road	N	Y	N	1	0
2	Ceders Avenue	N	Y	N	7	4
2	Connaught Road	N	Y	N	0	1
2	Edinburgh Road	N	Y	N	26	4
2	Helena Road	N	Y	N	7	1
2	Leopold Road	N	Y	N	0	2
2	Lorne Avenue	N	Y	N	4	0
2	Priory Avenue	N	Y	N	6	3
2	Shrubland Road	N	Y	Y	15	3
2	Sylvan Road	N	Y	N	2	1
TOTALS					97	25

3. Series 3– Traffic Management and Modal Filters (road closures)

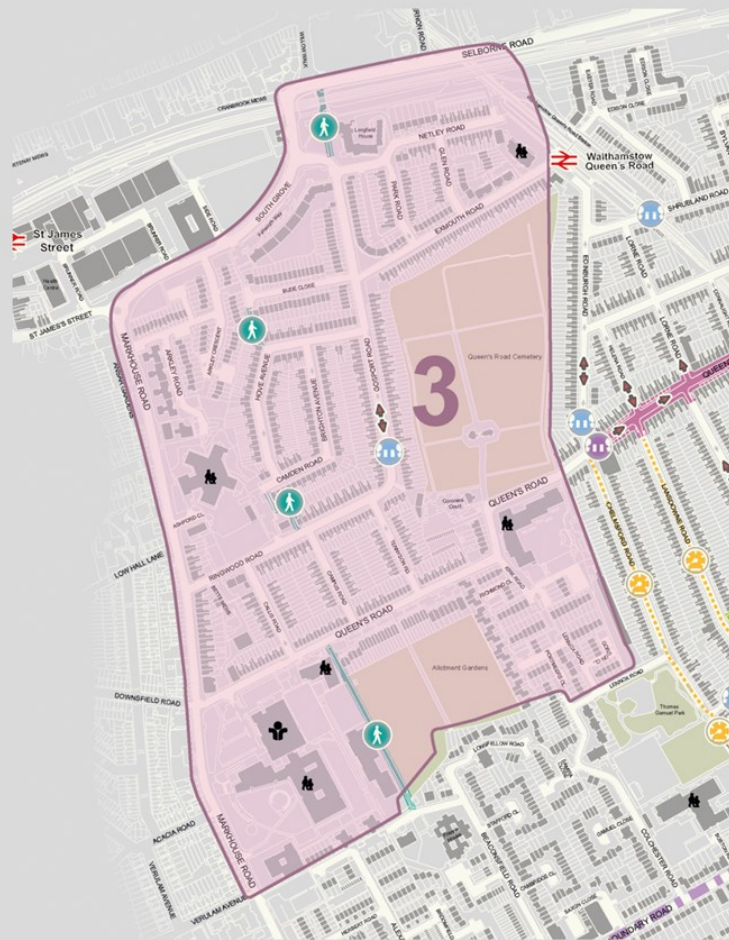
Proposals for Series 3 include:

- | | |
|--------------------------|--|
| • Gosport Road - Two-Way | • Gosport Road (southern end) - Modal Filter |
|--------------------------|--|

SERIES 3 PROPOSALS

 TRAFFIC DIRECTION CHANGES

 MODAL FILTER



*NOTE: OTHER SYMBOLS SHOWN ON THIS PLAN ARE PART OF THE WIDER PROPOSED IMPROVEMENTS AND NOT PART OF SERIES 3

Series 3 Overall response and local analysis

Respondents were asked to rate the Series 3 proposals. Overall, 1,159 people responded to this question. **26% of all identifiable respondents to the consultation were positive towards the proposals, 2% were neutral and 72% were negative.**

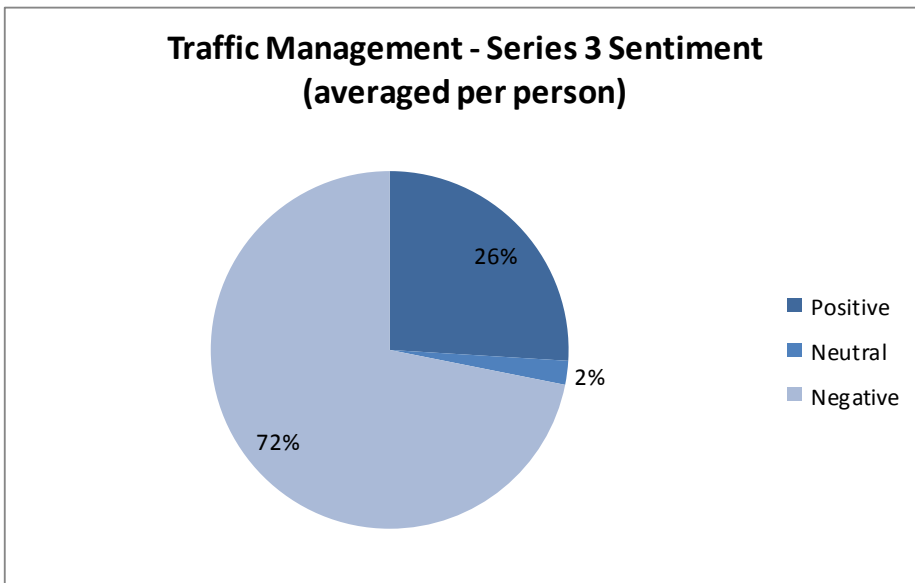
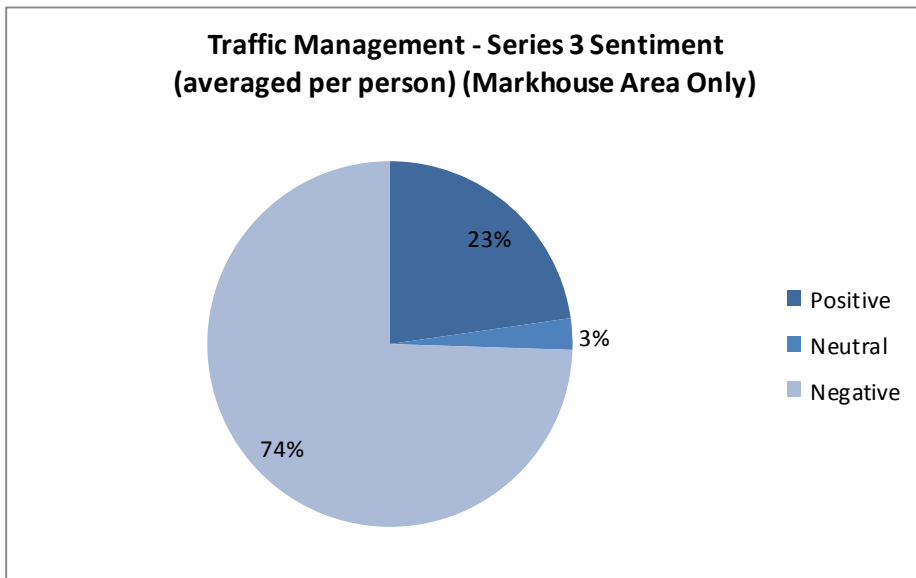


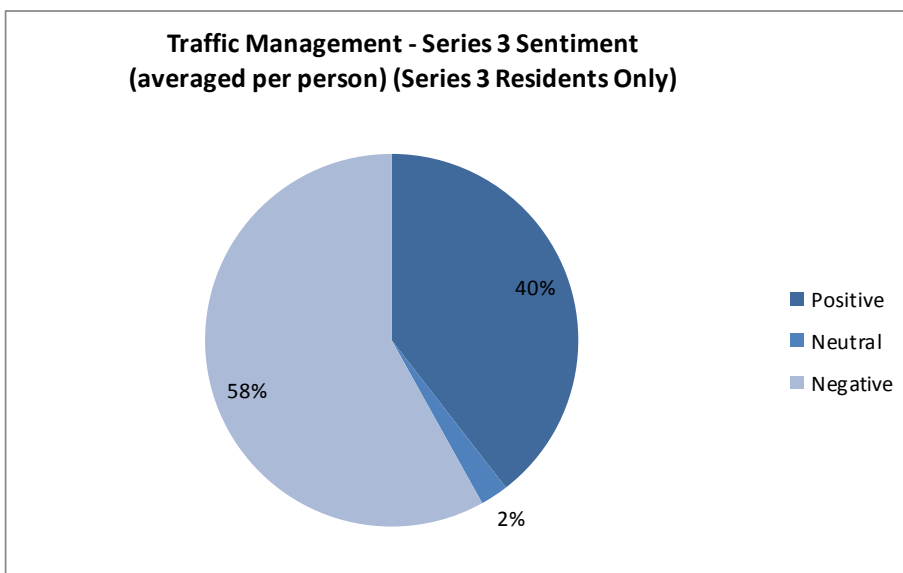
Figure 14, table showing the overall response to the Series 3 proposals



Analysis of **only** those respondents with addresses within the Markhouse Area scheme boundary (541 people) shows that:

- **23% of respondents were positive**
- **3% of respondent were neutral**
- **74% of respondents were negative.**

Figure 15, table showing the results based on respondents inside the Markhouse Area boundary



Further local analysis of **only** those respondents with addresses within the Series 3 area (124 people) shows that:

- **40% of respondents were positive**
- **2% of respondents were neutral**
- **58% of respondents were negative.**

Figure 16, table showing the responses from residents who live within series 3

Series 3 comments—Respondents in the Series Area

In total there were **85** comments left about this proposal by respondents with a postcode in the series 3 area. The comments have been analysed and grouped into the themes, categories with the highest amount of comments are listed below. Of the 85 comments from series 3 there were 12 copied text. E.g. (No road closures, No modal filters, No time closures).

Traffic – (46 specific points) The main points raised were:

- 19 comments mention rat-running in the local area as a problem, particularly for safety, and that the proposals would address this.
- 16 comments raised concerns over additional journey times and congestion on the main roads.
- 7 comments raised concerns about the impact on the Emergency Services.
- There were also concerns over narrow one-way roads becoming two-way.

Modal Filter/Timed Closures – (45 specific points) The main points raised were:

- 14 comments specifically asked for the road closures to go ahead.
- 16 comments specifically stated the road closures should not go ahead and provided specific reasons why.
- 13 comments only provided copied negative text saying no to road closures without any further information as to why.
- 4 comments asked for more robust traffic reduction measures in the area, particularly on Queens Road.

Road Safety/Traffic Calming - (36 specific points) The main points raised were:

Environment - (23 specific points) The main points raised were:

- Comments about the environment primarily focused on the impact of the scheme on Air Quality in the area and more widely.
- Views were mixed with around 60% of comments stating that air quality would be improved on roads that are closed, reducing exposure to pollution.
- Around 40% of comments relating to air quality felt that the proposals would have a negative impact and would result in poorer air quality due to increased journey lengths and congestion.

Cycling - (18 specific points) The main points raised were:

- Cycling related comments stated that Gosport Road in particular is a rat run, vehicles travel at high speeds and the narrow road width with parking both sides creates conflict between users. Closure proposals would improve safety for cyclists.

Further topics with over 5 comments included: social (15), walking (13), parking (8) and economy (6).

Series 3 - Further Street by Street Analysis

Street By Street Analysis – Comments

Further localised analysis has been undertaken at a street by street level to assess feedback from respondents in Series 3 located on the streets that are currently subject to higher traffic volumes and are most directly affected by the proposals. This further local street by street analysis was undertaken as it is common for residents who live on streets that are already filtered to oppose filters on adjacent streets. This was achieved by removing streets from the analysis that are already filtered (that have no through traffic) and are not directly affected by the proposed changes.

Therefore, the localised analysis removed Arkley Crescent, Arkley Road, Ashford Close, Betts Mews, Falmouth Way, Kirk Road and Portmeers Close from Series 3. The results of this further localised analysis is shown in the tables below.

Street By Street Analysis – Alternative Grouping

Series	Street	Filtered	Effectuated	Proposed filter	Negative	Positive
3	Brighton Avenue	Y	Y	N	1	1
3	Bude Close	Y	Y	N	0	0
3	Camden Road	Y	Y	N	1	1
3	Exmouth Road	Y	Y	N	0	0
3	Glen Road	Y	Y	N	2	0
3	Gordon Close	Y	Y	N	2	0
3	Hove Avenue	Y	Y	N	1	5
3	Lennox Road	Y	Y	N	1	0
3	Netley Road	Y	Y	N	4	1
3	Park Road	Y	Y	N	1	0
3	Callis Road	N	Y	N	0	2
3	Campus Road	N	Y	N	1	2
3	Gosport Road	N	Y	Y	8	20
3	Ringwood Road	N	Y	N	4	10
3	Tennyson Road	N	Y	N	0	1
3	Glen Mews				2	0
TOTALS					28	43

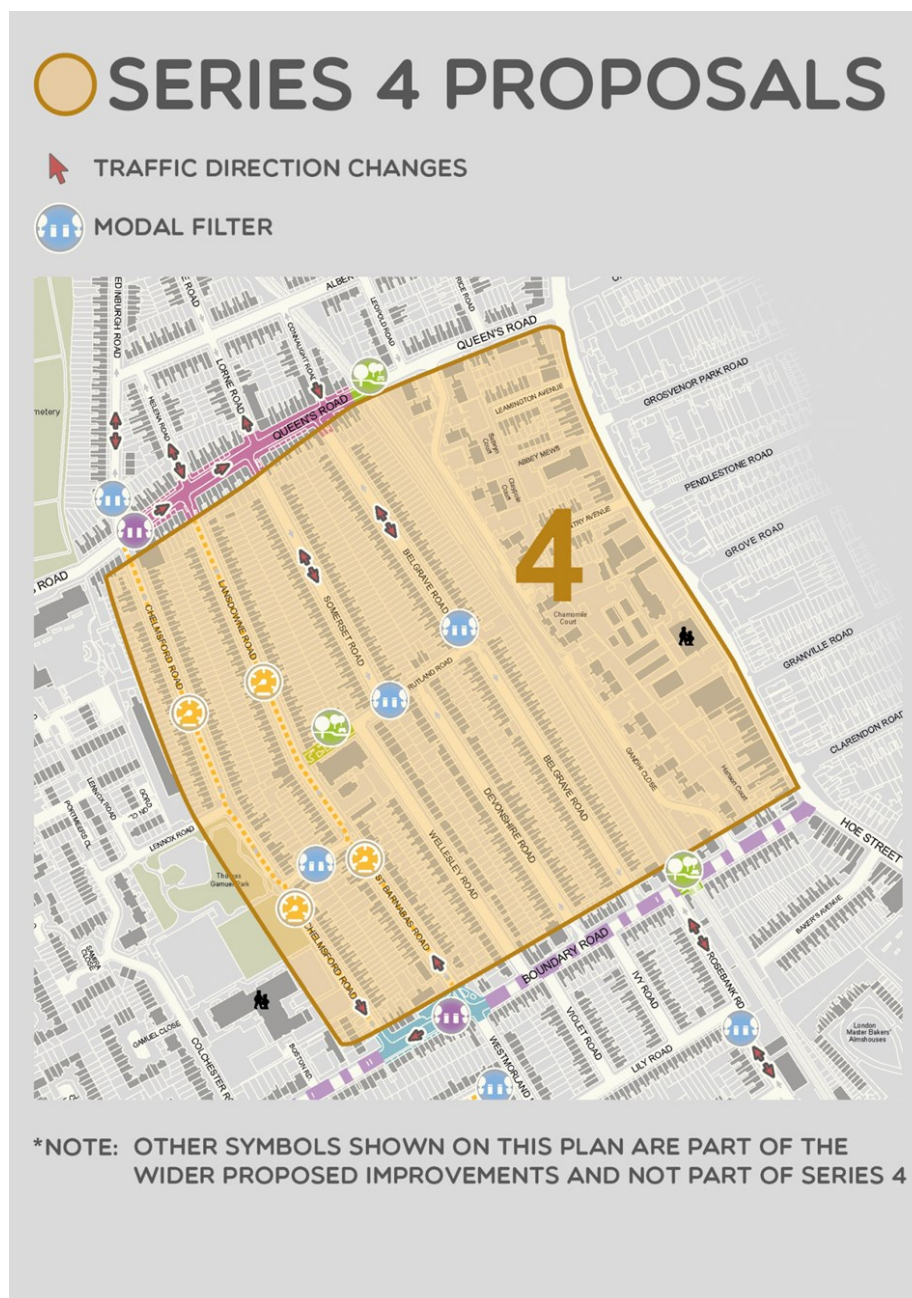
The analysis above shows that when responses from streets in Series 3 that are already filtered and have no through traffic are removed there are 43 positive responses and 28 negative responses remaining

This highlights that responses to Series 3 are more positive when undertaking a local analysis of streets most directly affected by the proposals.

4. Series 4– Traffic Management and Modal Filters (road closures)

Series 4 proposals include:

<ul style="list-style-type: none"> Belgrave Road - Two-Way (Queen's Road to Rutland Road) 	<ul style="list-style-type: none"> Belgrave Road (junction with Rutland Road) - Modal Filter
<ul style="list-style-type: none"> Chelmsford Road - One-Way south (Collingwood Road to Boundary Road) 	<ul style="list-style-type: none"> Collingwood Road (middle) - Modal Filter
<ul style="list-style-type: none"> Rutland Road (junction with Somerset Road) - Modal Filter 	<ul style="list-style-type: none"> Somerset Road - Two-Way (Queen's Road to Rutland Road)
<ul style="list-style-type: none"> St Barnabas Road - One-Way north (Boundary Road to Collingwood Road) 	



Series 4 Overall response and local analysis

Respondents were asked to rate the Series 4 proposals. Overall, 1,177 people responded to this question. **25% of all identifiable respondents to the consultation were positive towards the proposals, 2% were neutral and 73% were negative.**

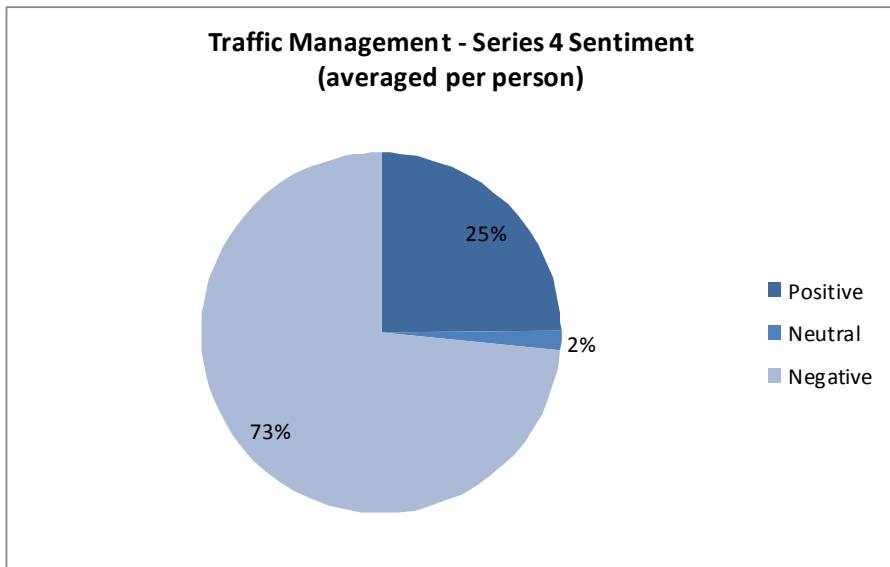
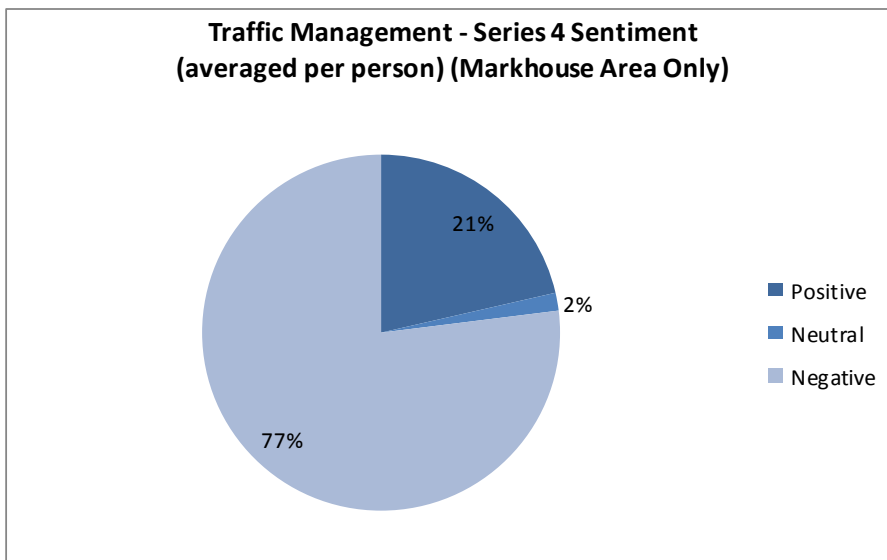


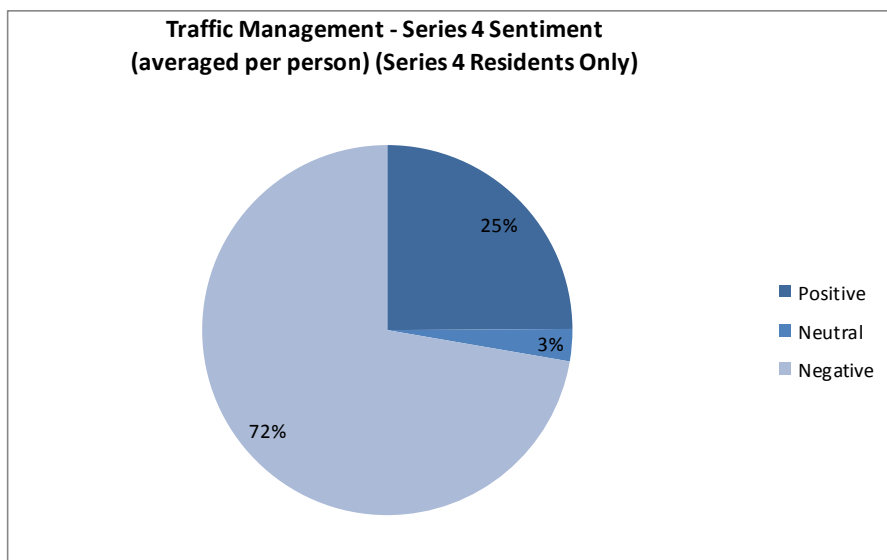
Figure 17, table showing the responses to the Series 4 proposals from all respondents



Analysis of **only** those respondents with addresses within the Markhouse Area scheme boundary (556 people) shows that:

- **21% of respondents were positive**
- **2% of respondent were neutral**
- **77% of respondents were negative.**

Figure 18, table showing the results based on respondents inside the Markhouse Area boundary



Further local analysis of **only** those respondents with addresses within the Series 4 area (249 people) shows that:

- **25% of respondents were positive**
- **3% of respondents were neutral**
- **72% of respondents were negative.**

Figure 19, table showing the responses from residents within series 4 only

Series 4 comments—Respondents in the Series Area

In total there were **246** comments left about this proposal by respondents with a postcode in the series 4 area. The comments have been analysed and grouped into the themes, categories with the highest amount of comments are listed below. Of the 246 comments from series 4 there were 5 with copied text. E.g. (No road closures, No modal filters, No time closures).

Modal Filter/Timed Closure – (134 specific points). The main themes were:

- The majority of comments were not supportive of the timed or modal filters (85).
- This was followed by support for filters (26), concerns of traffic displacement in Chelmsford and Lansdowne Road and traffic movements within adjacent streets. There were also requests for the timed filters to be made 24 hours.

Traffic – (40 specific points). The main themes were:

- The main concern was regarding access to the area by motor vehicle and increased vehicle volumes in the area and on the roads that bound the area.
- Other concerns included rat running traffic, high traffic speeds and dangerous driving and frustration and confusion amongst drivers.

Road Safety - (18 specific points) The points raised were:

- Boy racers and the high speeds of some traffic and the effectiveness of proposed traffic calming features were raised as the main concerns amongst residents.
- Other comments concerned perceived improvements to safety scheme will bring possible vehicle conflict in new 2 way streets.

Environment - (10 specific points) The points raised were:

- Concerns were raised regarding current poor air quality and the effects that this has children and adults living in the area.

Further topics with over 5 comments included: parking (9), economy (8) and cycling (5).

Series 4 - Further Street by Street Analysis

Street By Street Analysis – Comments

Further localised analysis has been undertaken to assess respondents who are only directly affected by high traffic levels within each Series. The further local analysis was also undertaken as it is common for residents who live on streets that are already filtered to oppose filters on adjacent streets. This was achieved by removing streets from the analysis that are already filtered (that have no through traffic) and are not directly affected by the proposed changes.

Therefore, the localised analysis removed Abbey Mews, Daventry Avenue, Gandhi Close, Hanson Court, Leamington Avenue, Ledger Mews and Wellesley Road from Series 4. The results of this further localised analysis is shown in the tables below.

Street By Street Analysis – Alternative Grouping

Series	Street	Filtered	Effectd	Proposed filter	Negative	Positive
4	Rutland Road	Y	Y	Y	1	0
4	Belgrave Road	N	Y	Y	29	20
4	Chelmsford Road	N	Y	N	40	9
4	Collingwood Road	N	Y	Y	-	-
4	Devonshire Road	N	Y	Y	6	5
4	Lansdowne Road	N	Y	N	19	6
4	Somerset Road	N	Y	Y	14	17
4	St Barnabas Road	N	Y	N	18	4
TOTALS					127	61

The analysis above shows that when responses from streets in Series 4 that are already filtered and have no through traffic are removed there are 61 positive responses and 127 negative responses remaining

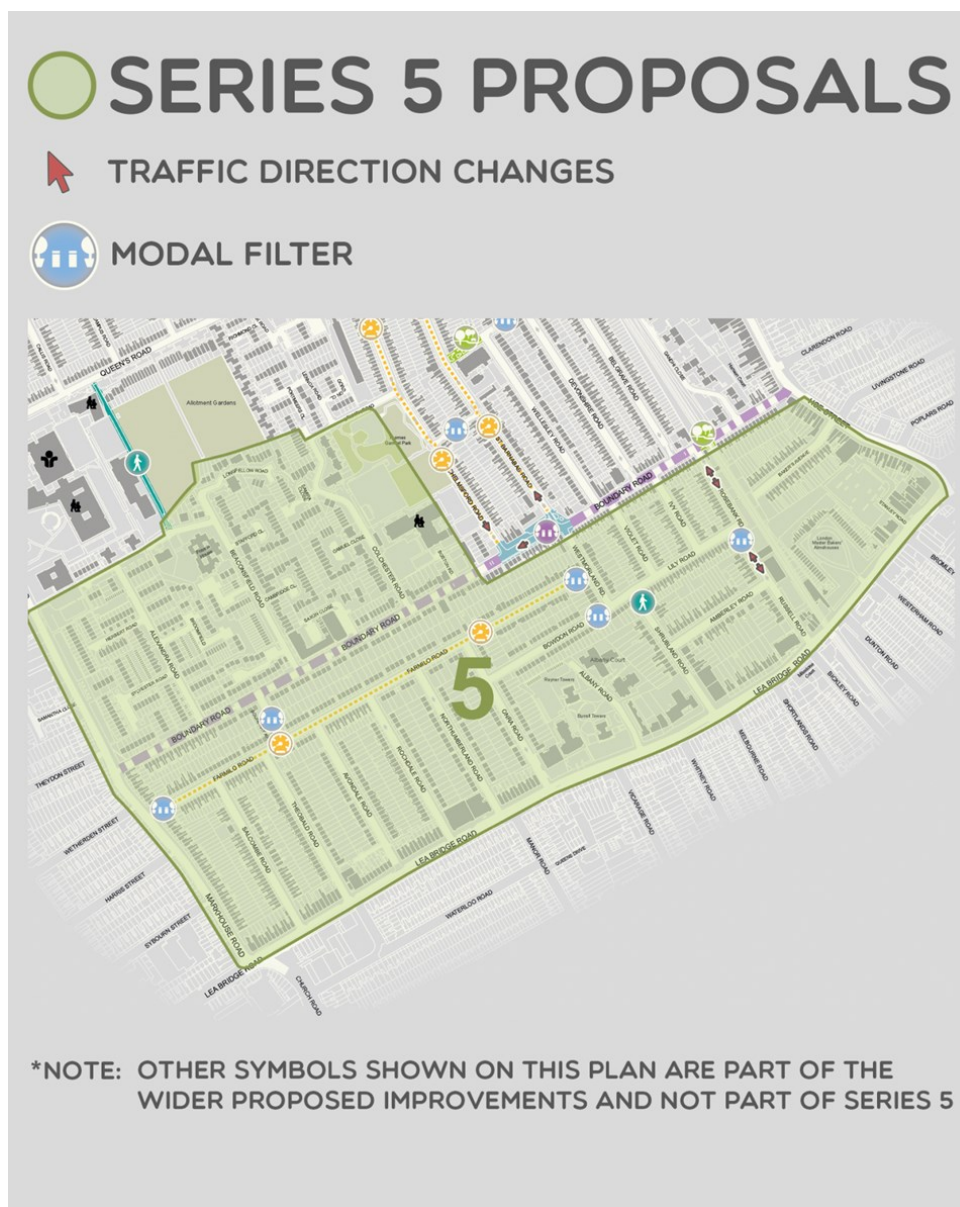
However, it should be noted that 17 comments from the streets with the highest number of negative responses (St Barnabas Road, Chelmsford Road and Lansdowne Drive) are related to concerns regarding localised perceived increases in traffic levels on these streets if the overall scheme including proposals for series 1 Timed Closures were to be delivered. Devonshire Road had the narrowest negative majority, which had no filters proposed directly but was proposed to be filtered by way of filters on Somerset Road and Belgrave Road. Respondents in Somerset Road were in favour of the filter being installed on their road.

Considering the above, the street by street analysis suggests a more mixed local opinion with a proportion of negative responses focused on the potential impact of the changes on Chelmsford Road and Lansdowne Road should the overall scheme go ahead, rather than the general principle of closures, traffic reduction and road safety improvements in this area.

5. Series 5– Traffic Management

Series 5 includes the following proposals:

<ul style="list-style-type: none"> Boundary Avenue (middle) - Modal Filter 	<ul style="list-style-type: none"> Bowdon Road (junction with Westmoreland Road) - Modal Filter
<ul style="list-style-type: none"> Farnilo Road (junction with Markhouse Road) - Modal Filter 	<ul style="list-style-type: none"> Farnilo Road (junction with Westmoreland Road) - Modal Filter
<ul style="list-style-type: none"> Russell Road (northern end) - Modal Filter 	<ul style="list-style-type: none"> Russell Road - Two-Way (Lily Road to Amberley Road)



Series 5 Overall response and local analysis

Respondents were asked to rate the Series 5 proposals. Overall, 1,134 people responded to this question. **25% of all identifiable respondents to the consultation were positive towards the proposals, 1% were neutral and 74% were negative.**

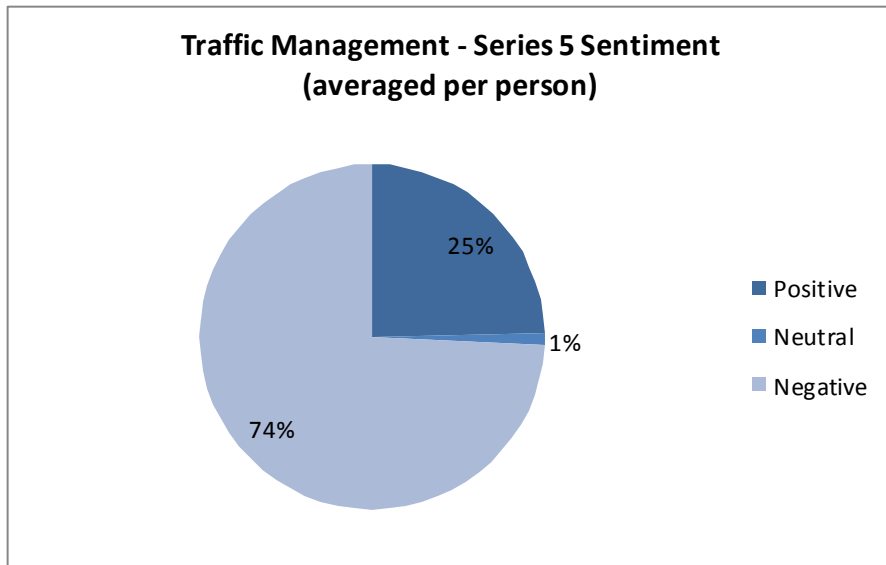
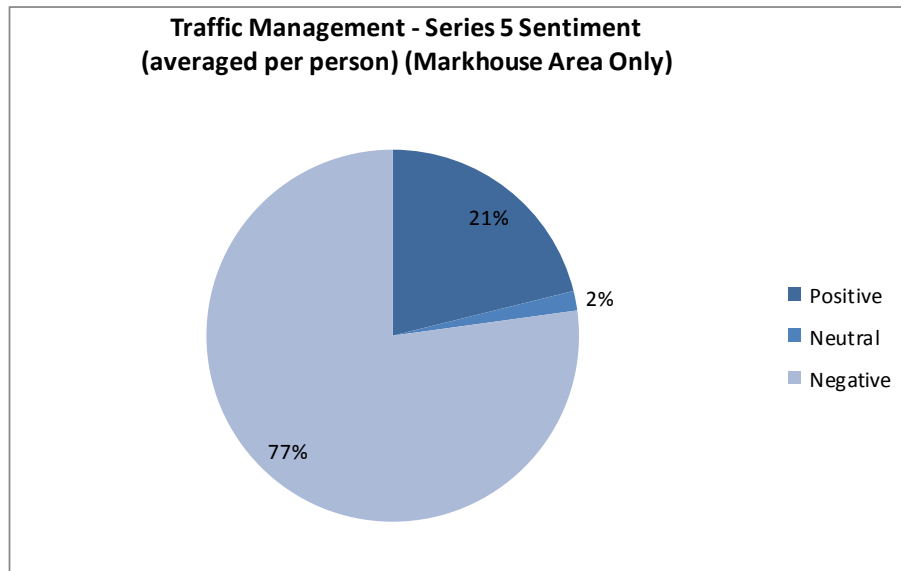


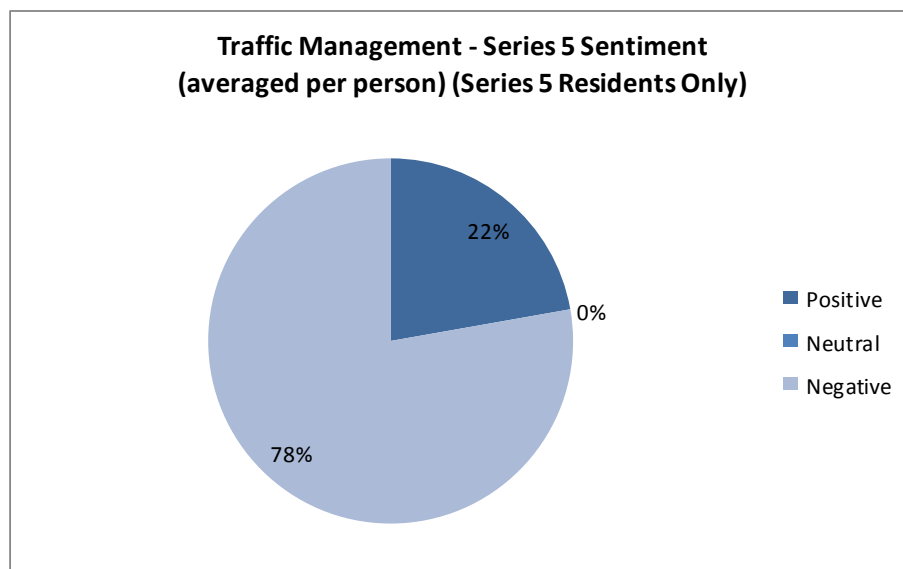
Figure 20, table showing the responses to the Series 5 proposals from all respondents



Analysis of **only** those respondents with addresses within the Markhouse Area scheme boundary (530 people) shows that:

- **21% of respondents were positive**
- **2% of respondent were neutral**
- **77% of respondents were negative.**

Figure 21, table showing the results based on respondents inside the Markhouse Area boundary



Further local analysis of **only** those respondents with addresses within the Series 4 area (117 people) shows that:

- **22% of respondents were positive**
- **0% of respondents were neutral**
- **78% of respondents were negative.**

Figure 22, table showing the responses to proposals from residents within series 5 only

Series 5 comments

In total there were **86** comments left about this proposal by respondents with a postcode in the series 5 area. The comments have been analysed and grouped into the themes, categories with the highest amount of comments are listed below. Of the 86 comments from series 5 there were 21 with copied text. E.g. (No road closures, No modal filters, No time closures).

Traffic - (37 specific points)

- Traffic related comments outlined concerns that the scheme will increase traffic in general throughout the area and also on the boundary roads.
- A minority of comments outlined concern that the school run would be harder to drive.
- Other comments outlined that traffic would be reduced in the residential areas and would also reduce rat-running traffic (especially on Farmilo Road).

Modal Filters/Timed Closure – (34 specific points)

- Comments received regarding the modal filters/timed closures included a large amount of duplicate negative responses that were copied and pasted (21), a vast majority of these provided no explanation as to why they were anti-closure.
- Some comments outlined that these measures will reduce speeding and rat-running traffic, which will, in turn, reduce noise and air pollution.
- Other comments outlined concern regarding perceived traffic displacement to boundary roads and restricted access to Farmilo Road, however some comments requested more modal filters in the general area and support for modal filters in Farmilo Road.

Environment – (17 specific points)

- Environment themed comments included concerns that the scheme will create more pollution, however an equal number of positive comments were received outlining that the scheme will reduce noise and air pollution.
- More trees were also requested.

Road Safety/Traffic Calming – (15 specific points)

Series 5 - Further Street by Street Analysis

Street By Street Analysis – Comments

Further localised analysis has been undertaken to assess respondents who are only directly affected by high traffic levels within each Series. The further local analysis was also undertaken as it is common for residents who live on streets that are already filtered to oppose filters on adjacent streets. This was achieved by removing streets from the analysis that are already filtered (that have no through traffic) and are not directly affected by the proposed changes.

Therefore, the localised analysis removed Amberley Road, Bakers Avenue, Beaconsfield Road, Boston Road, Broomfield, Cambridge Road, Colchester Road, Gamuel Close, Herbert Road, Longfellow Road, Samira Close, Saxon Close, Shrubland Road, Stafford Road, Stanley Road and Sylvester Road from Series 5. The results of this further localised analysis is shown in the tables below.

Street By Street Analysis – Alternative Grouping

Series	Street	Filtered	Effectd	Proposed filter	Negative	Positive
5	Avondale Road	Y	Y	N	2	0
5	Boundary Avenue	N	Y	Y	1	1
5	Bowdon Road	N	Y	Y	6	1
5	Familo Road	N	Y	Y	17	8
5	Ivy Road	N	Y	N	1	5
5	Lily Road	N	Y	N	3	0
5	Northumberland Road	N	Y	N	2	0
5	Oma Road	N	Y	N	3	0
5	Rochdale Road	N	Y	N	0	0
5	Rosebank Avenue	N	Y	Y	3	1
5	Russell Road	N	Y	Y	0	0
5	Salcombe Road	N	Y	N	2	0
5	Theobald Road	N	Y	N	1	1
5	Violet Road	N	Y	N	1	0
5	Westmoreland Road	N	Y	N	2	0
TOTALS					44	17

The analysis above shows that when responses from streets in Series 5 that are already filtered and have no through traffic are removed there are 17 positive responses and 44 negative responses remaining

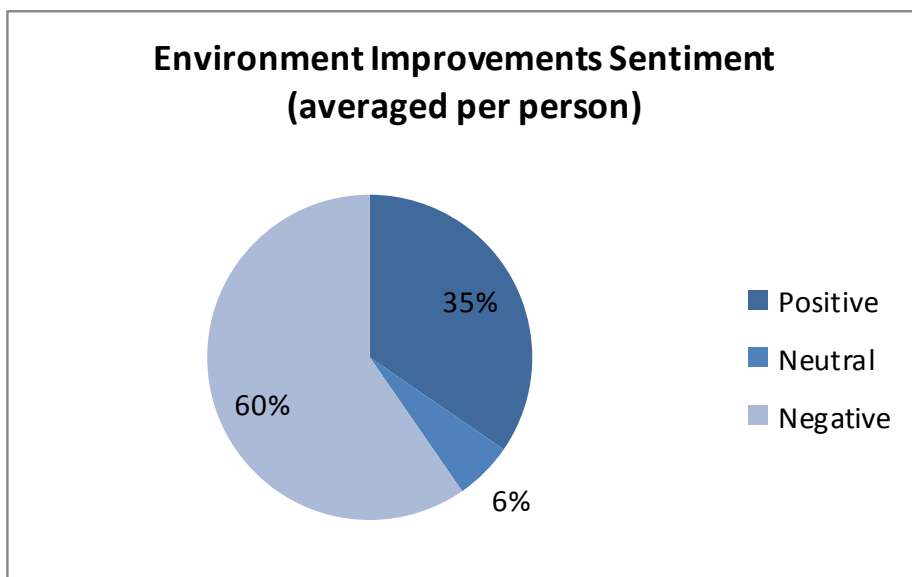
This highlights that responses to Series 5 are still in the majority negative when undertaking a local analysis of streets most directly affected by the proposals.

6. Environment Improvements

Areas we propose to make environment improvements to are displayed below:

Boundary Road (Chelmsford Road to St Barnabas Road)	Environment improvements
Queen's Road (Edinburgh Road to the railway bridge)	Environment improvements
Ringwood Road (junction with Tennyson Road)	Environment improvements
Rutland Road (St Barnabas Road to Wellesley Road)	Environment improvements
Boundary Road – Bridge	Improved lighting and/or public art
Queen's Road – Bridge	Improved lighting and/or public art

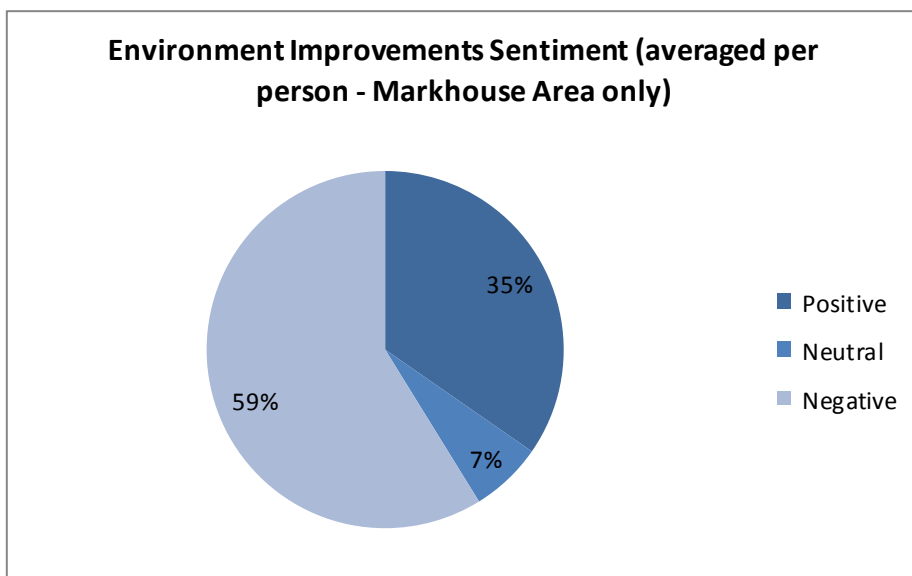
These improvements may include better surface materials, wider footways, a revised parking layout, de-cluttering street signs and furniture, new seating areas, feature lighting, new trees and landscaping that can be adopted and maintained by the local community. The work to bridges may focus on cleaning the bridges and the installation of feature lighting and public art, which could be developed in conjunction with the local community.



Respondents were asked to rate the environment improvement proposals. Overall, 1,018 people responded to this question:

- **35% of respondents were positive**
- **6% were neutral**
- **60% were negative.**

Figure 23, table showing responses for the Environment Improvement proposals



Further local analysis of **only** those respondents with addresses within the Markhouse boundary (505 people) shows that:

- **35% of respondents were positive**
- **7% were neutral**
- **59% were negative.**

Figure 24, table showing the results based on respondents inside the Markhouse Area boundary

Respondents were asked to tell us which proposals were most important to them by ranking the measures from 1 to 6.

Please note that 1 = the most important and 6 = the least important.

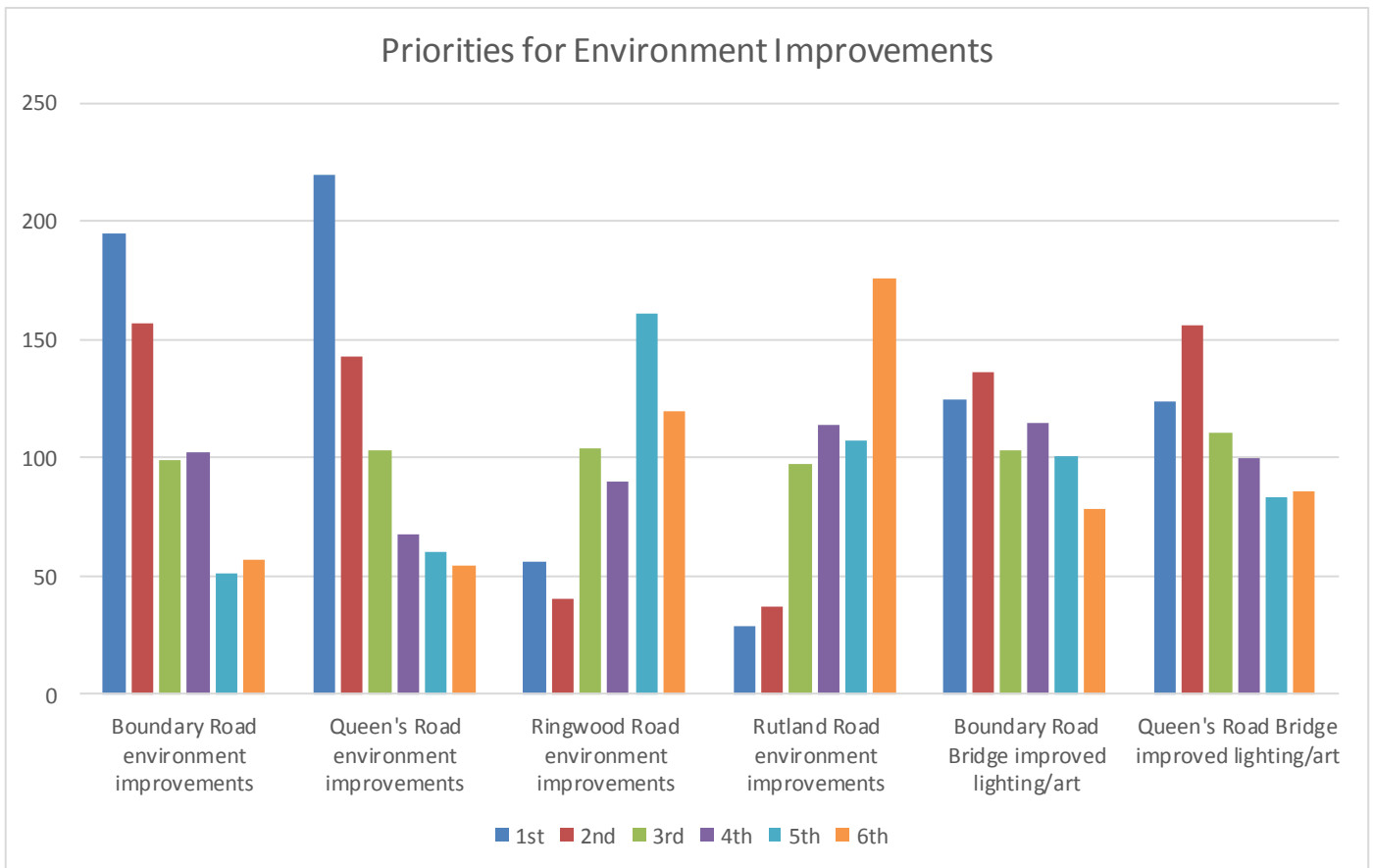


Figure 24 shows the preferred order for the Environment Improvement proposals.

The table below summarises the data in Figure 24. The darker blue bolded boxes display the most popular improvement by rank.

Environment Improvements	1st	2nd	3rd	4th	5th	6th
Boundary Road environment improvements	195	157	99	102	51	57
Queen's Road environment improvements	220	143	103	68	60	54
Ringwood Road environment improvements	56	40	104	90	161	120
Rutland Road environment improvements	29	37	97	114	107	176
Boundary Road Bridge improved lighting/art	125	136	103	115	101	78
Queen's Road Bridge improved lighting/art	124	156	111	100	83	86

Environment Improvement Comments

In total there were **644** comments left about environmental improvements. Of the 644 comments, 457 (71%) were unrelated to the environment improvements, leaving 177 relevant comments. These comments have been analysed and grouped together into themes, categories with the highest amount of comments are listed below. Of the 457 unrelated comments, 311 specifically opposed/raised filters. There was no specific analysis on the copied text responses for this Series.

Anti-Social Behaviour – (55 specific points)

Antisocial behaviour was one of the greatest concerns within the area receiving 55 individual comments. Issues included:

- The existing drug dealing problem was highlighted and that there is a perception the scheme will increase drug dealing in the area.
- The bridges were highlighted as feeling unsafe and would benefit from refurbishment and better lighting.
- There were also comments that requested more policing of the area and that new public spaces with seating will create more opportunity for ASB.
- However there were many comments that outlined the opposite and indicated the improvements will make the area more vibrant, safer and create places for community cohesion.

Greenspace – (38 specific points)

Greenspace was a popular topic, which received many positive comments that included the request for more greening, landscaping and more trees; and also that these should all be regularly maintained.

Environment – (27 specific points)

Several environment issues were highlighted including:

- There is a requirement for the reduction of fly tipping which is a large issue in the area.
- Bridges need to be refurbished, cleaned and have pigeon deflection measures installed. Also, more step cleansing was requested.
- Many comments outlined that the environment can be improved with more planting, landscaping and new trees.

Economy – (23 specific points)

- Respondents outlined that the scheme will benefit and stimulate the local economy; and a focus on Queen's Road shops was requested. However, many comments were received outlining the funding should be spent on various alternatives.

Traffic – (19 specific points)

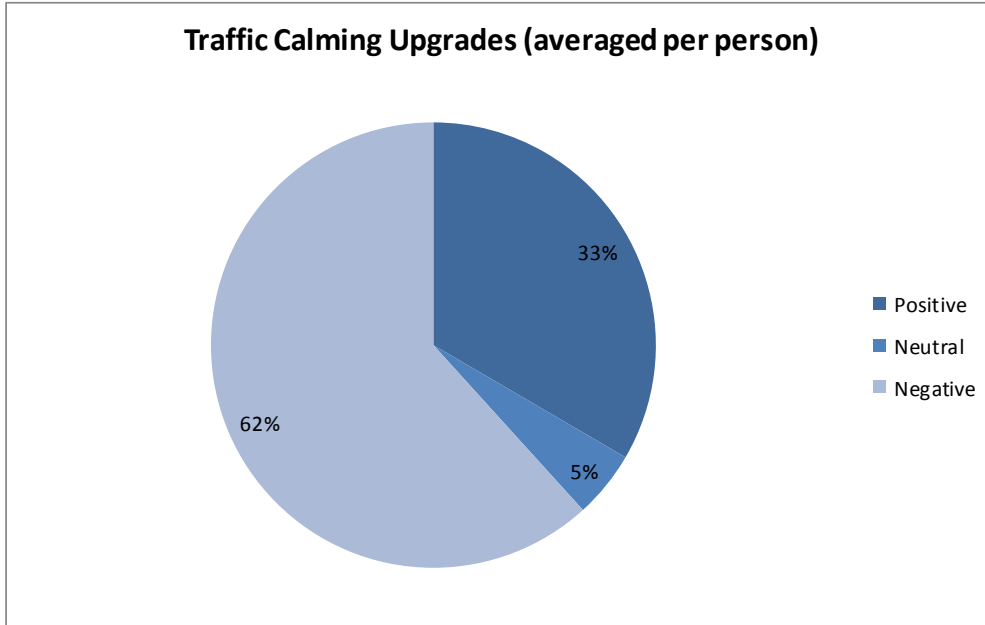
- Comments received regarding Traffic included concerns that the scheme will create congestion and rising pollution.
- However the majority of comments highlighted the scheme will reduce current high levels of vehicles that are rat running and speeding within the area. Comments reflected that the reduction of these will improve safety, slow traffic speed and reduce noise and air pollution.

Further topics with over 5 comments included: bridges (16), walking (14), traffic calming (12), cycling (9), parking (9) and artwork (7).

7. Traffic Calming Improvements

As part of this scheme we want to make the area safer and reduce vehicle speeds. We propose to upgrade some existing speed cushions to cycle-friendly speed humps in the following locations:

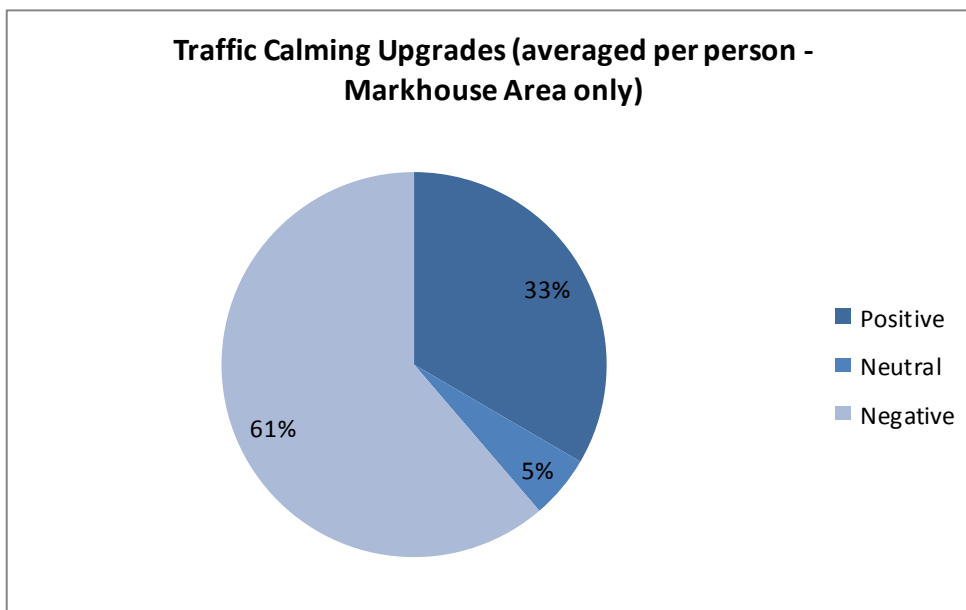
Chelmsford Road	Farmilo Road
Lansdowne Road	St Barnabas Road



Respondents were asked to rate the safer environment proposals. Overall, 946 people responded to this question.

- **33% of respondents were positive**
- **5% were neutral**
- **62% were negative.**

Figure 25, table showing the responses to the traffic calming proposals



Further local analysis of **only** those respondents with addresses within the Markhouse boundary (470 people) shows that:

- **33% of respondents were positive**
- **5% were neutral**
- **61% were negative.**

Figure 26, table showing the results based on respondents inside the Markhouse Area boundary

Traffic Calming

In total there were **605** comments left about this series. Of the 605 comments, 372 (61.5%) were unrelated to traffic calming, leaving 233 relevant comments. These comments have been analysed and grouped together into themes, categories with the highest amount of comments are listed below. Of the 372 unrelated comments, 320 specifically opposed/raised modal filters. No specific analysis was done on the copied text responses.

Traffic Calming – (244 specific points)

- Many responses requesting more effective and cycle friendly humps were received. A large number of responses also highlighted concerns regarding speeding issues and concern that the proposed humps would not stop speeding traffic in the are particularly "boy racers" using the streets in the late evening and over night.

Cycling – (17 specific points)

- The main request relating to cycling were that any humps installed would be cycle friendly.
- Other concerns raised included lack of cyclists in the area thus traffic calming not being required and that cyclists behave poorly and don't use infrastructure, thus it being a waste of money. Further comments were received stated that existing traffic calming features were sufficient and that the proposed traffic calming feature would encourage more cycling in the area.
- A significant number of responses also requested no new additional humps of traffic calming features. Some respondents also suggested that the existing traffic calming was sufficient
- Alternate types of traffic calming were also requested in particular width restricting bollards,

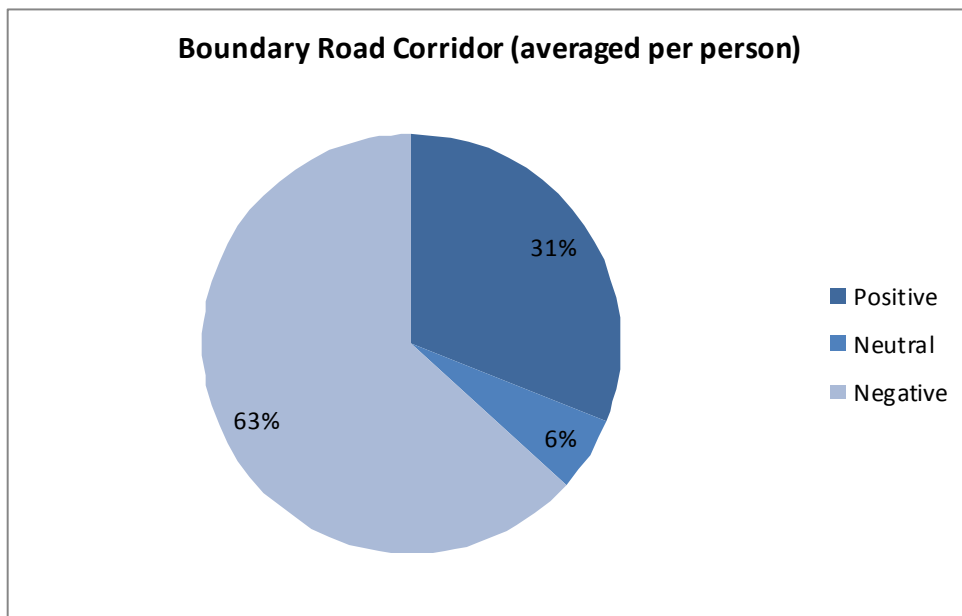
Traffic – (7 specific points)

- The top concerns included possible congestion and pollution on boundary roads and high traffic speeds.
- Other requests included installing kore traffic lights and installing the full scheme to mitigate against current high traffic speeds in the area.

8. Boundary Road—Corridor Improvements

We are proposing a range of improvements as shown below:

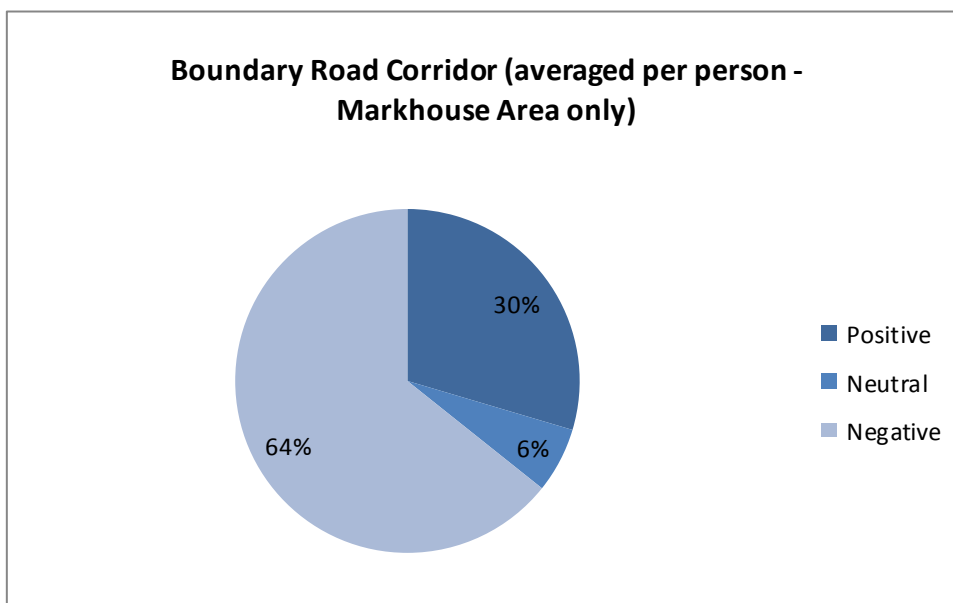
<ul style="list-style-type: none"> Improving pedestrian crossing points 	<ul style="list-style-type: none"> Replacing speed cushions with new cycle friendly speed humps
<ul style="list-style-type: none"> Improving pedestrian crossing points 	<ul style="list-style-type: none"> Decluttering signs and street furniture
<ul style="list-style-type: none"> Improving pedestrian crossing points 	<ul style="list-style-type: none"> New seating.



Respondents were asked to rate the Boundary Road Corridor proposals. Overall, 943 people responded to this question.

- **31% of respondents were positive**
- **6% were neutral**
- **63% were negative.**

Figure 27, table showing the response to the Boundary Road Corridor proposals



Further local analysis of **only** those respondents with addresses within the Markhouse boundary (473 people) shows that:

- **30% of respondents were positive**
- **6% were neutral**
- **64% were negative.**

Figure 28, table showing the results based on respondents inside the Markhouse Area boundary

Boundary Road—Corridor Improvements Comments

In total there were **582** comments left about this series. Of the 582 comments, 286 (49.1%) were unrelated to the Boundary Road corridor Improvements, leaving 296 relevant comments. These comments have been analysed and grouped together into themes, categories with the highest amount of comments are listed below. Of the comments received, 326 specifically opposed/raised modal filters. No specific analysis was done on the copied text responses.

Antisocial Behaviour

Where anti-social behaviour was raised as an issue the most common concern was that public realm improvements, particularly seating, would lead to an increase in street drinking, drug use, loitering and littering. A small number of comments suggested the proposals will help tackle existing ASB issues in the area and better lighting under the bridge would improve security

(55 specific points) Key points:

- Seating will lead to more ASB issues - street drinking, drug dealing, loitering gangs, etc.
- Will have a positive impact on existing ASB issues
- Lighting improvements by Bridge will help address personal security issues

Green Space

Greenspace was one of the more popular topics, with many comments in favour of more greening/landscaping to improve the appearance and feel of the area, which is currently perceived to be run down, meaning greater community ownership. There were however a number of comments stating that more greenspace and landscaping would increase ASB issues, and was unlikely to be maintained

(38 specific points) Key points:

- Greening / Landscaping are positive and will improve the area
- Area currently looks untidy and run down and will be improved
- Concerns that trees and planting will encourage more ASB
- New planting won't be maintained

Environment

Comments received around the Environment were mixed with some stating the environment would be improved with greater local pride/ownership while others felt the proposals would create more fly tipping, litter, etc. A number of comments raised existing environmental issues such as the cleanliness of the street and fly-tipping.

(27 specific points) Key points:

- Will positively improve the environment, increase local pride and sense of community
- Currently there is lot of litter, fly tipping, etc.
- Proposals will create more fly tipping, litter, etc.

Boundary Road—Corridor Improvements Comments

Economy

The majority of respondents who commented on local businesses felt the proposals would be positive and would help support the local community by encouraging walking. A small number of comments felt that the proposals would be bad for local businesses but did not explain why.

(23 specific points) Key points:

- Will be good for local economy and businesses as more footfall
- Bad for local businesses

Traffic

The most common comments received about the proposal were related to Traffic, with the majority of comments citing speeding as major problem and more traffic calming being needed. It is however noted that a number of these comments also specifically stated that they did not support road closures. A number of specific comments were received about the existing priority give-way features, with around half stating that the current features work and shouldn't be changed and half stating they are ineffective and should be removed

(19 specific points) Key points:

- Speed of traffic is a major problem
- More traffic calming required
- Existing priority give-ways work well and no changes are required (15)
- Negative (10) Current priority features don't work, don't slow traffic and don't look nice

Bridges

Comments received around the Environment were mixed with some stating the environment would be improved with greater local pride/ownership while others felt the proposals would create more fly tipping, litter, etc. A number of comments raised existing environmental issues such as the cleanliness of the street and fly-tipping.

(16 specific points) Key points:

- Bridge improvements are positive.
- Area under bridge currently run-down, dilapidated and an eye-sore
- Better lighting required
- Long term maintenance concerns

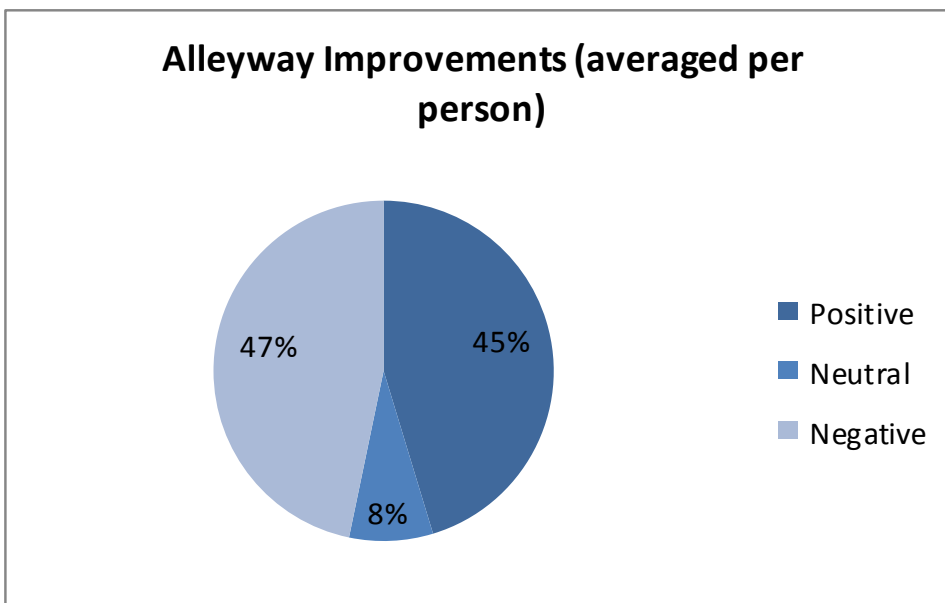
Further topics included: cycling (9), parking (9) and artwork (7), equality (4), alleyways (3), specific focus alleyways (3).

9. Alleyway Improvements

A number of alleyways were highlighted as requiring maintenance and improvement. As part of these improvements, we may widen the footpaths, add more greenery, improve street lighting and install feature lighting or possible public art installations that could be developed in conjunction with the local community, subject to budget constraints. The alleyways could also become a shared space with cyclists.

The following locations were suggested for improvement:

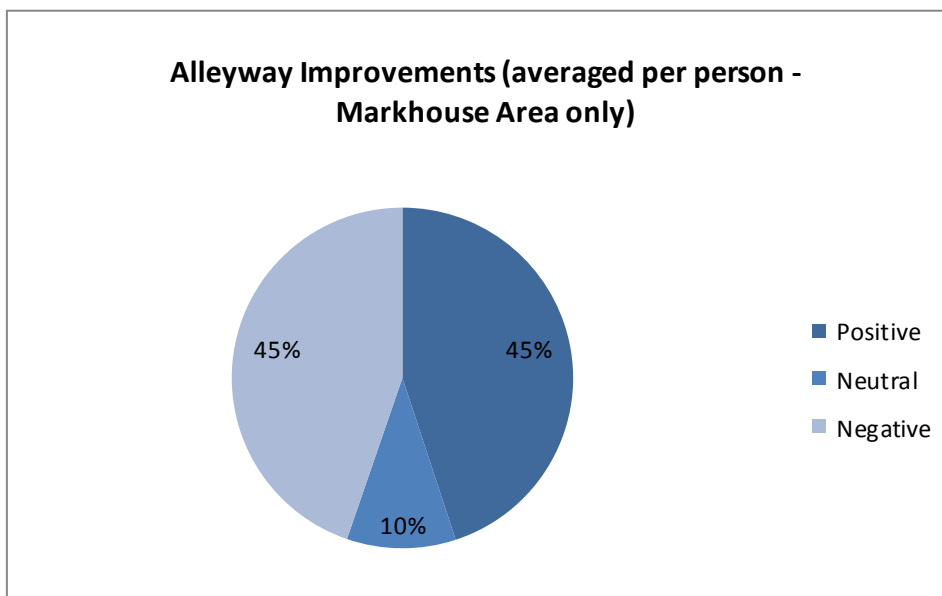
• Selbourne Road to Gosport Road	• South Grove to Hove Avenue
• Queen's Road to Longfellow Road	• Camden Road to Ringwood Road
• Lily Road to Shrubland Road	



Respondents were asked to rate the alleyway improvements. Overall, 905 people responded to this question:

- **45% of respondents were positive**
- **8% were neutral**
- **47% were negative.**

Figure 29, table showing the response to the Boundary Road Corridor proposals



Further local analysis of **only** those respondents with addresses within the Markhouse boundary (465 people) shows that:

- **45% of respondents were positive**
- **10% were neutral**
- **45% were negative.**

Figure 30, table showing the results based on respondents inside the Markhouse Area boundary

Respondents were asked to tell us which proposals were most important to them by ranking the measures from 1 to 6.

Please note that 1 = the most important and 6 = the least important.

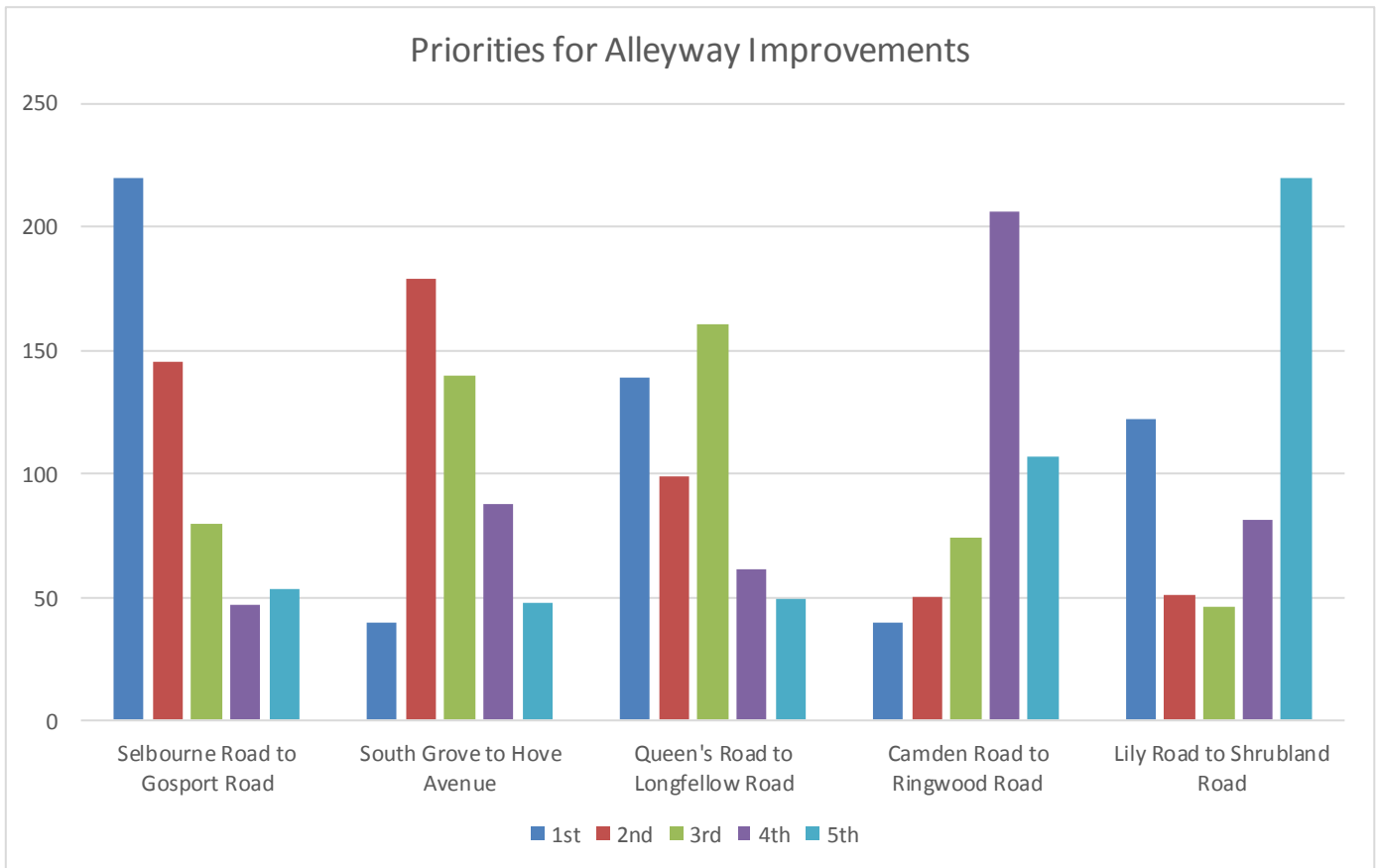


Figure 28 shows the preferred order for the Alleyway Improvement proposals.

Figure 28 shows that the most popular alleyway improvement was the proposal for Selbourne Road to Gosport Road with over 200 responses, followed second by South Grove to Hove Avenue and third with Queens Road to Longfellow Road, fourth with Camden Road to Ringwood Road then finally fifth with Lilly Road to Shrubland Road.

The table below summarises the data in **Figure 28** . The darker blue bolded boxes display the most popular improvement by rank.

Alleyway Improvements	1st	2nd	3rd	4th	5th
Selbourne Road to Gosport Road	220	145	80	47	53
South Grove to Hove Avenue	40	179	140	88	48
Queen's Road to Longfellow Road	139	99	161	61	49
Camden Road to Ringwood Road	40	50	74	206	107
Lily Road to Shrubland Road	122	51	46	81	220

Alleyway Improvement Comments

508 comments were left about Alleyway Improvements proposals. Of the 508 comments received, 249 were unrelated leaving 259 related comments. These comments have been analysed and grouped together into themes, categories with the highest amount of comments are listed below. Of the 249 unrelated comments, 211 specifically opposed/raised filters. No analysis was done on the copied text responses

Alleyways

Alleyways received a high level of comments regarding the requirement for CCTV and improved lighting to assist the reduction of antisocial behaviour and make these more usable by the local community.

(146 specific points) Key suggestions:

- CCTV (positive) and Lighting (positive) were both commonly mentioned in comments with both being suggested to reduce anti-social behaviour.
- Seven comments suggested that changing the alleyways as suggested would not improve safety, some of these focused upon the shared space with cyclists and others suggested that the alleyways should just be closed.
38 commenters felt that changes to the alleyways could improve the safety of they alleyways and make them more usable for residents.
- Other safety suggestions were also made such as more policing and mirrors

Anti-Social Behaviour

Antisocial behaviour issues were outlined as an existing issue in local alleyways, which includes drug dealing and fly tipping. There is a general feeling the alleyways are not usable because they do not feel safe.

(56 specific points) Key suggestions:

- 24 of the Anti-Social Behaviour comments marked as 'negative' were commenting that there is a lot of anti-social behaviour in the alleyways, this included: drug dealing and taking, fly-tipping and vandalism.
- A further 32 comments suggested that this anti-social behaviour made them feel unsafe in the alleyways and/or prevented them using the alleyways.

Environment

Environment comments outlined the alleyways are unclean due to the fly tipping issue.

(39 specific points) Key points:

- A majority of comments were referring to the cleanliness of the alleyways and that fly-tipping was a major problem which needed to be addressed.

Equality

Equality issues focussed more on negative comments regarding cyclists and pedestrian conflict.

(38 specific points) Key suggestions:

- There were two comments about accessibility for all to the alleyways, including those with disabilities or buggies.
- A majority of comments in this category were about Shared Space, of which 26 were negative and 7 positive.
- Most negative comments were concerned about cyclists being a danger to pedestrians, particularly to those more vulnerable.
- Some comments (3) positive toward shared space suggested that it could be supportive if there is room to do so safely, prioritises pedestrians and is considerate.

Cycling

Comments regarding cycling outlined concerns regarding conflict with pedestrians where there may be shared space. However, most positive comments were regarding the benefits of enabling cycling in alleyways by improving safety, less reliance on busy streets, more usage will discourage antisocial behaviour amongst others.

(31 specific points) Key suggestions:

- Most negative comments were from individuals concerned or critical about the behaviour of cyclists when sharing the area with pedestrians.
- Most of these individuals did not want 'shared space' either.
- Most positive comments wanted cyclists to be able to use the alleyways in a considerate way.
- There were also two comments that the use of these alleyways would decrease cyclist's use of roads.

Specific Focus Alleyways

Additional alleyways were suggested as in need of improvements along with concerns about fly tipping and ASB.

(31 specific points) Key suggestions:

- Several other alleyways were raised as possible priorities, these included The Cobbled Path between Priory Avenue and Cedars Avenue, Markhouse Passage and Alexandra Road to Markhouse Road.
- Camden Road to Ringwood Road was brought up (5 comments) as particularly prevalent spot for fly tipping and anti-social activity.
- South Grove to Hove Avenue was brought up as feeling particularly dangerous by all commenters (4).

Maintenance

Several comments suggested that keeping the alleyways maintained will discourage fly tipping and encourage more walking and potential cycling.

(22 specific points) Key suggestions:

- 3 commenters suggested that they would appreciate new or maintained footpaths to encourage use.
- 18 comments suggest that maintenance is currently needed, particularly to combat fly-tipping and make the alleyways safer by fixing lights and paving.
- They also comment that maintenance is required to keep the alleys up to standard.

Walking

(15 specific points) Key suggestions:

- Four comments were concerned about the widening of footpaths, some due to the space available to do so and others for concern about road space.
- The other 10 comments were positive about the alleyways being improved for pedestrian usage by improving aesthetics and safety of the areas. They generally felt that doing so would increase their use by local people.

Economy

(15 specific points) Key suggestions:

- Most comments (14/15) which refer to the economy are negative or refer to other priorities. These generally stated that it was a waste of money and that other things such as police or education should get the money.
- Two comments suggest that the only improvement worth spending money on is lighting and the other was not necessary.
- One comment was positive toward the cost and suggested that this was the proposal the money should be spent on.

Greenspace

(12 specific points) Key suggestions:

- One comment suggested that maintenance was currently required for the greenery in the alleyways.
- Two commenters were negative about introducing greenery into the alleyways, one could not see the point and another felt it contributed to making an alleyway feel unsafe.
- There were 9 positive comments toward greenspace within the alleyways. Some of these suggest that improving the look of the alleyways can encourage use and possibly reduce fly tipping and anti-social behaviour.

Artwork

(12 specific points) Key suggestions:

- 4 comments were negative suggesting that artwork was a lesser priority and will not reduce anti-