

Markhouse Village Series 4 Workshop Report

September 2019

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1. BACKGROUND

In September 2018 we carried out a public consultation on improvement plans for the Markhouse Area as part of the Enjoy Waltham Forest programme. Following feedback from residents in the public consultation we decided not to progress the majority of proposals. Instead we proposed further engagement in certain areas (Series 3 and Series 4) where there was more localised support. Although the original wider proposals were not supported overall, there was more of a positive sentiment amongst-residents in Series 3 and 4, which confirmed that there is an appetite and requirement for improvements in these areas to reduce the impact of traffic and improve safety. We therefore decided to revisit this area and work with the local community to develop any future plans further.



In September 2018 we carried out a public consultation with the local community on plans for the wider Markhouse Area. Overall 2,205 people responded to the public consultation, leaving almost 13,000 comments on the proposals. To view the consultation report please visit www.enjoywalthamforest.co.uk/markhouse-area

Based on the feedback from residents we decided not to progress some of the proposals at this time, however, as there was local support for some of the suggestions in the original Series 4 area we are revisiting this area and want to work with the local community to develop our plans further.

NEXT STEPS
We are now planning to hold a workshop with local residents and businesses to help us shape the plans for the area. The workshop will be in a different format to the ones held in 2016 as part of the wider Markhouse Area scheme. They will include a presentation and new group exercises, which will enable residents to share ideas on where traffic management measures may be necessary, where new crossings are needed, where junctions could be improved and where we could create new and better public spaces to make the area safer and easier to travel around.

Following the workshop we will analyse the ideas and feedback received, and we will use them to develop plans for the area for further consultation in the autumn.

GET INVOLVED
If you live within the Markhouse Series 4 area, please join us on **Thursday 16 July at 6.30pm to 8.30pm at Edinburgh Primary School, 97 Queens Road, Walthamstow, E17 6QR**

Spaces are limited, so if you would like to attend the workshop you must register in advance by visiting <https://www.enjoywalthamforest.co.uk/workshop>

If you are unable to make this booking online please call 020 8-600 3000 or email enjoy@walthamforest.gov.uk

MARKHOUSE AREA



Fig 1 - A4 Leaflet distributed to 950 households

Fig 2 - GPS Tracking of distribution

2. WORKSHOP

The workshop was held Tuesday 18 July 2019 at Edinburgh School in Walthamstow. A total of 100 spaces were made available for people to book via Eventbrite and once fully booked a waiting list was created. Although 101 people signed up to attend, a total of 45 people attended the workshop. (*We understand that the attendance of the community does not reflect all of the views of the residents in the borough*).

We held a workshop with local residents and businesses to help us shape the plans for the area. To ensure the workshop provided constructive results we felt it was important to review and re-evaluate the previous workshop process and format, and look at learning outcomes and any opportunities to make improvements. Therefore, we developed a new format and running order for the workshop, whilst applying the same methodology of co-design.

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 could now be presented back to the audience instantaneously while also allowing more detailed analysis at a later stage, as summarised in this report.

The new digital process was employed to enable greater transparency in the workshop regarding overall sentiment in a live context; and would inform future workshop procedures. Feedback captured on the night showed that 80% of people rated the workshop as 7 out of 10, along with informal observations that people felt more anonymous to share their honest opinion confidently without fear of clashing with others.

Exercise 2 had a focus on co-design, which followed a similar approach to previous workshops, with large scale maps of the area and a range of materials to annotate the maps. We also piloted the use of printed clear acetate maps of the area which residents used to design their own scheme. These could then be overlaid onto each other to highlight any common themes across the maps with greater ease. There were no residents for tables 3, table 5 or 6.

When the groups had completed their designs on the clear acetate they were invited to present their proposal to the room. These were then scored using the CLiKAPAD system, by fellow attendees, on how well they met set objectives using the scoring system below:

Scoring system:

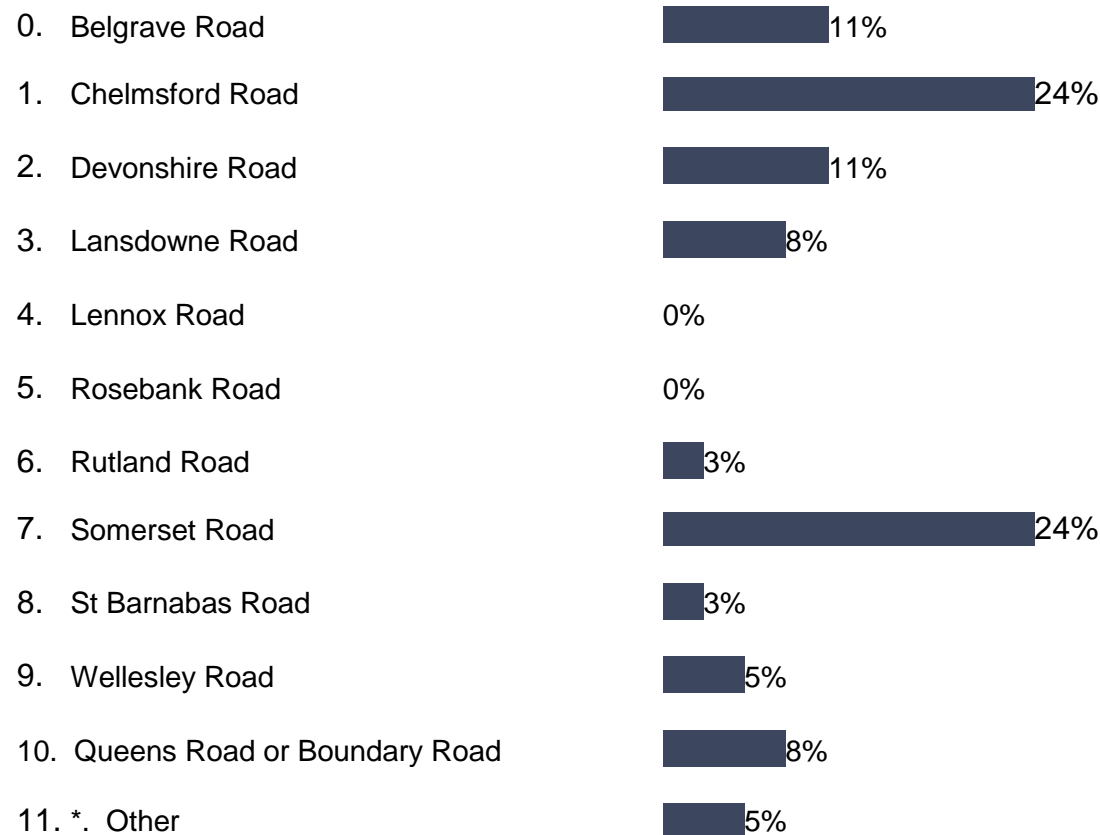
- 1 = Does not achieve the objectives
- 2 = Partially achieves the objective
- 3 = Fully achieves the objectives
- 4 = No opinion

3. EXERCISE 1 – RESULTS

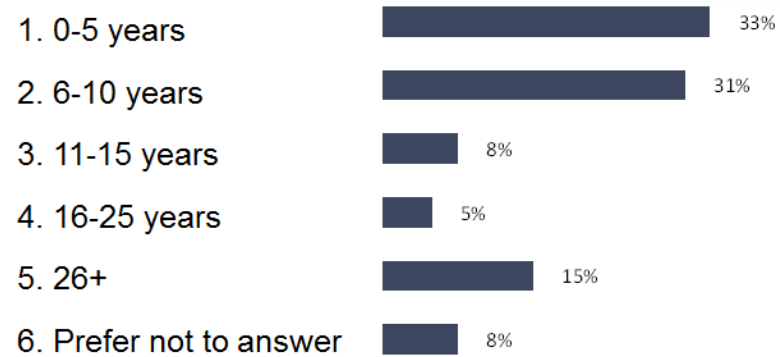
3.1 ABOUT YOU

The 45 attendees were invited to respond to a series of questions, which enabled us to better understand the demographics of attendees. These questions also enabled us to learn where we can develop our engagement, to reach any underrepresented demographic groups in the future.

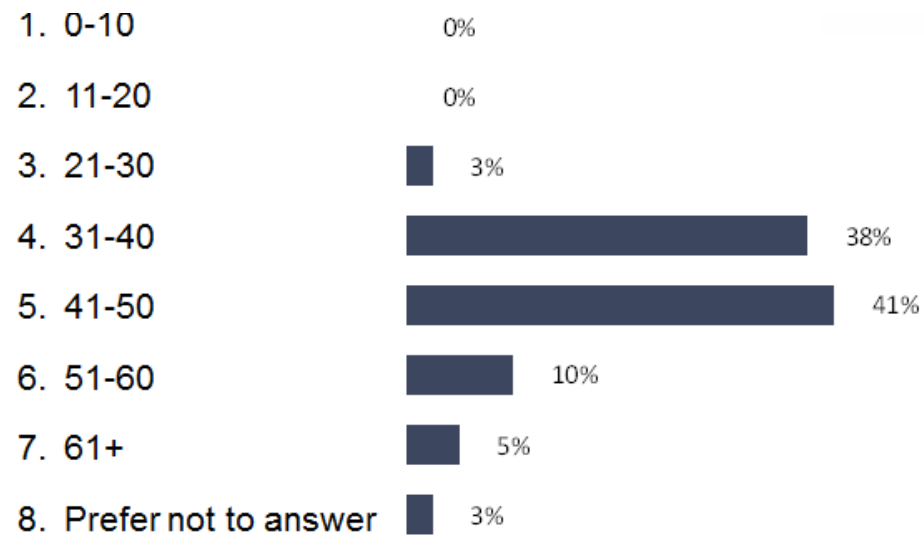
Q1) What street do you live on?



Q2) How long have you lived there?

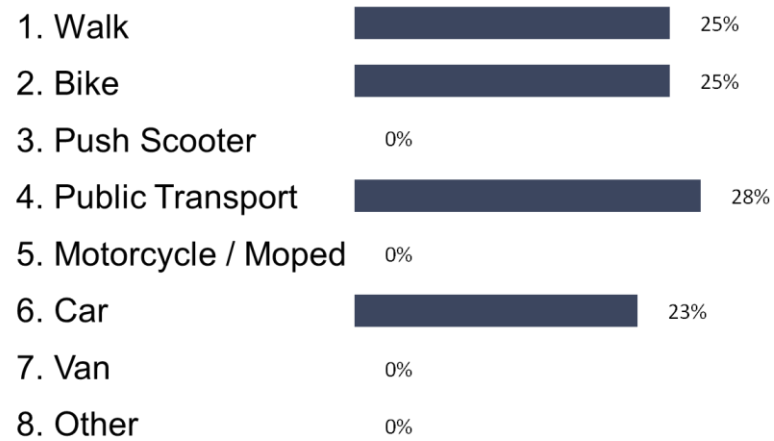


Q3) What is your age?



Transport Modes

Q4) What is your primary mode of travel?



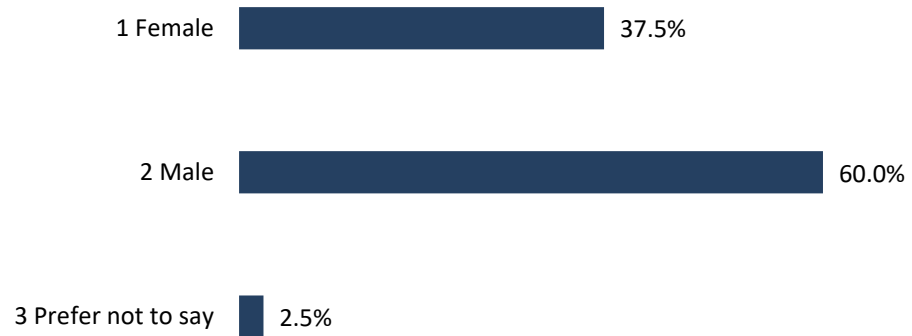
Q5) Does your household own or have access to a car?



Q6) Does your household own or have access to a bike?



Q7) What is your gender?



SUMMARY - ABOUT YOU

There was a varied attendance of streets within the area scheme boundary represented at the workshop, with the highest proportion from Chelmsford Road (24%) and Somerset Road (24%).

Residents ability to access a bike (88%) was high, suggesting access to cycling for this group may not be a barrier.

It is acknowledged that the distribution of age ranges at the workshop may not be representative of the local community, and are therefore looking to develop our reach to meet lesser represented groups in future consultations.

3.2 LOCAL PRIORITIES

Participants were given individual voting key pads supplied by CLiKAPAD who are the producers of a modern, intuitive Audience Response System that helps to make the workshop processes faster, easier and more accurate.

The keypads were used to make digital voting in response to the questions on the screen, based on:

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

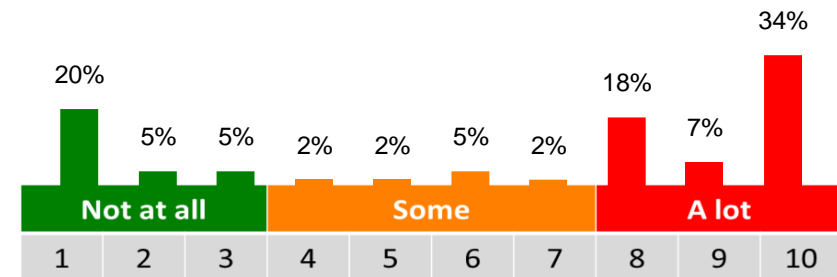
The exercise was split into three segments:

1. **Local priorities** – to understand the audiences' views on the extent to which traffic volume and speed, road safety and public realm are an issue 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 questions such as how long people have lived in the area and gender etc.

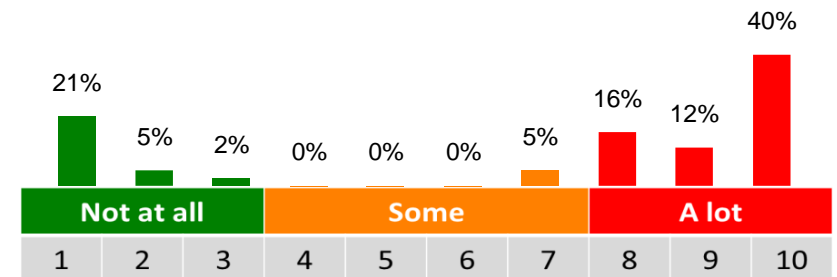
3.3 RESULTS

Exercise 1: Local Priorities Series 4

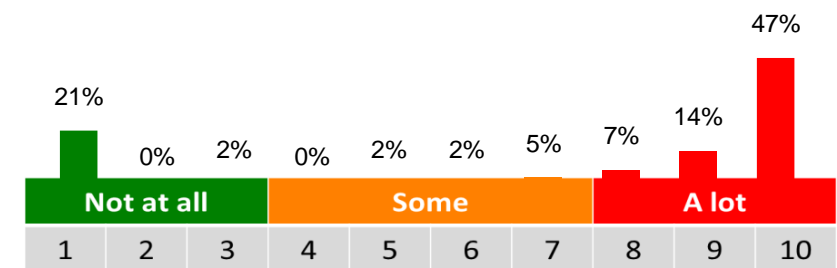
How much of an issue is the volume of traffic using this area?



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

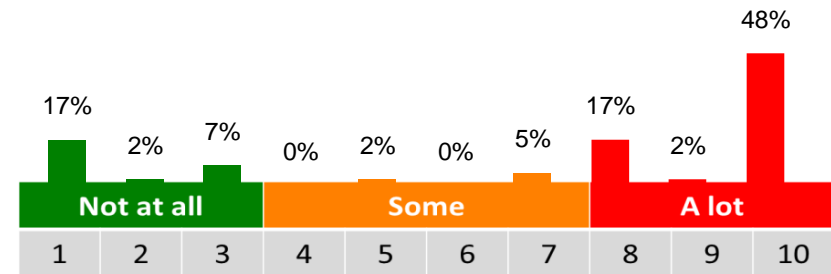


How much of an issue is the speed of traffic using this area?

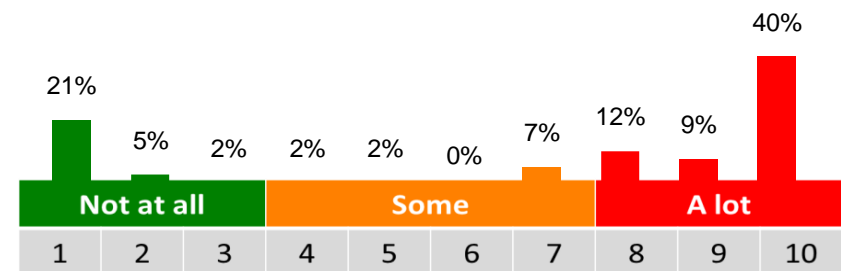


All results, continued
Exercise 1: Local Priorities Series 4

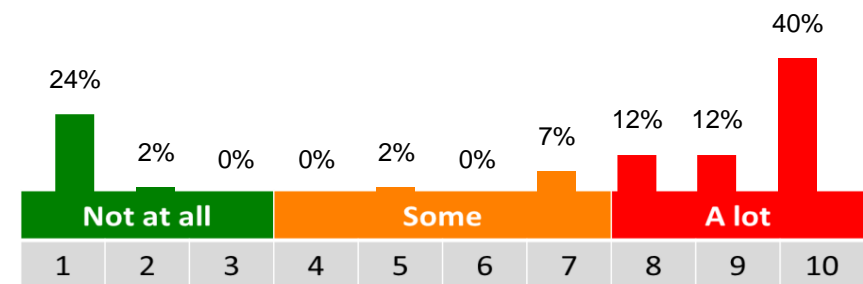
How much of an issue do you think road safety is in this area?



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

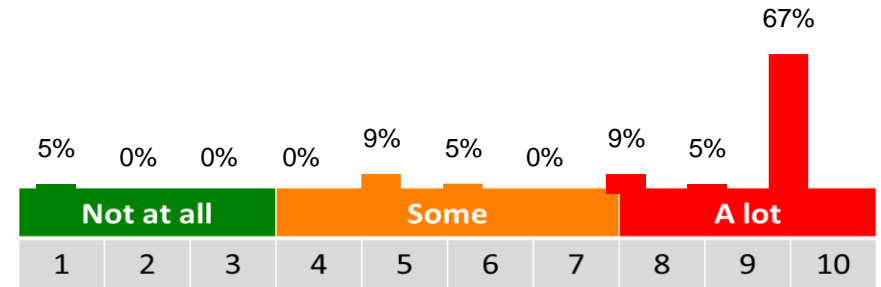


How much of an issue is travelling safely by bike in this area?

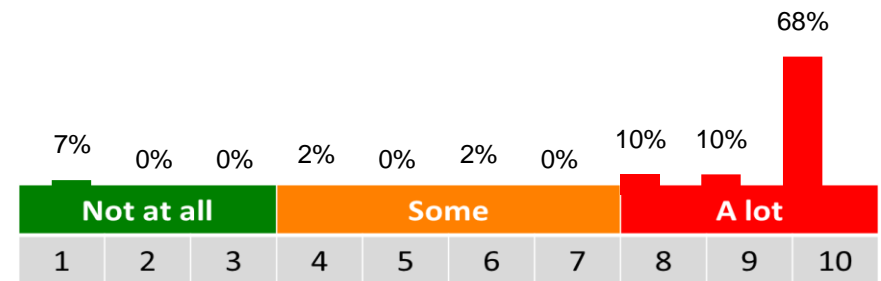


All results, continued
Exercise 1: Local Priorities Series 4

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



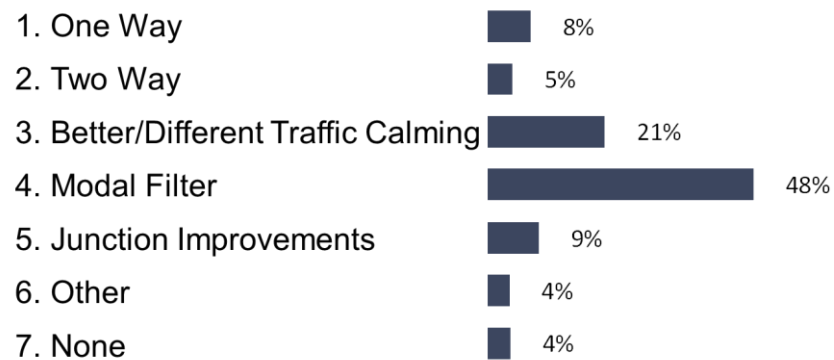
How much of an issue is the quality of the public realm in this area (e.g. quality of the pavements)?



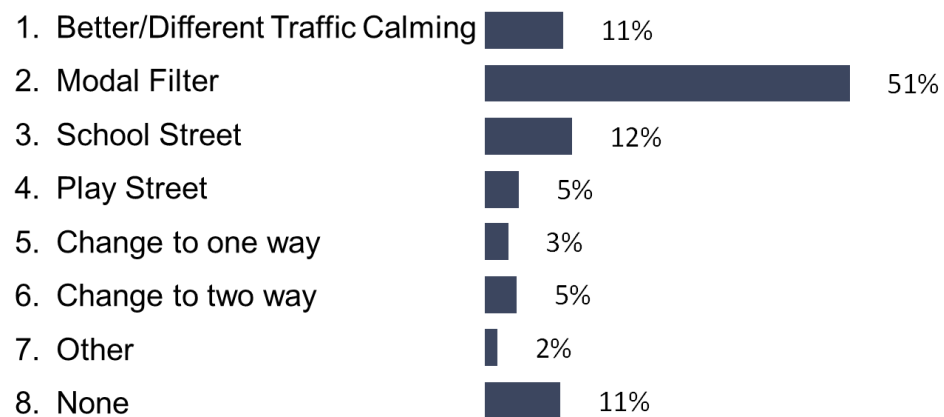
3.4 GENERAL IDEAS FOR IMPROVEMENTS

Exercise 1, Local Priorities Series 4

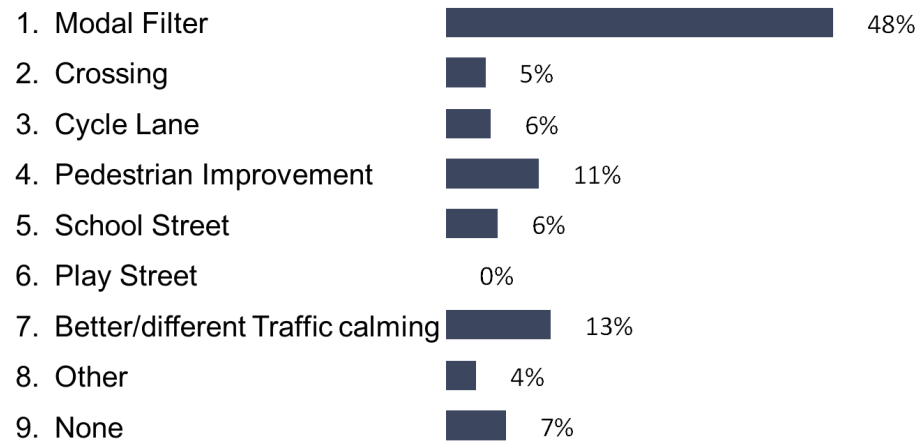
Choose your top 3 from the following options to reduce traffic speed:
Make sure to choose the most important option to you first.



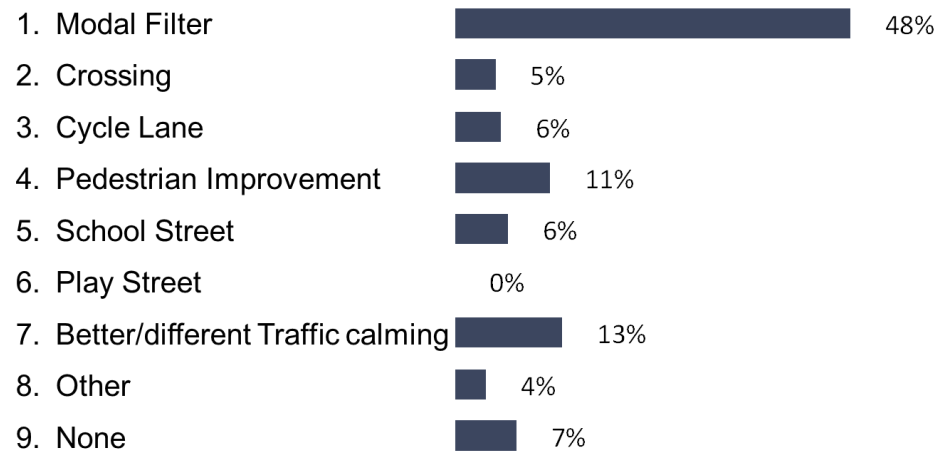
Choose your top 3 from the following options to reduce volume:



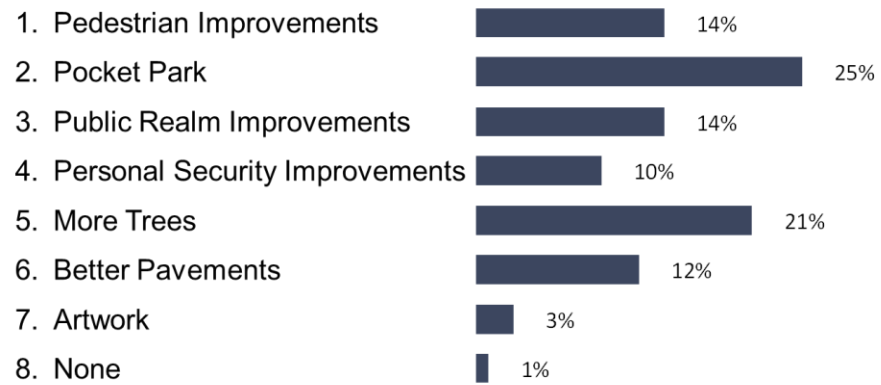
Choose your top 3 from the following options to improve road safety:



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



Choose your top 3 from the following options that you would like to see used to improve the look and feel of the area



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 Series 4 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.



Fig 3 - Co-design Exercise 2 - Table 1

Key Proposals:

- Three modal filters - Belgrave Road, Somerset Road and Chelmsford Road.
- Ten pocket parks
- Traffic calming improvements on Devonshire Road, Chelmsford Road and Lansdowne Road.
- Public art at St Barnabas Church and Masjid e Umer Mosque.
- Personal security improvements on Chelmsford Road.
- Note that a North/South route is provided on Lansdowne Road – Chelmsford Road.

Table 1 Design Feedback

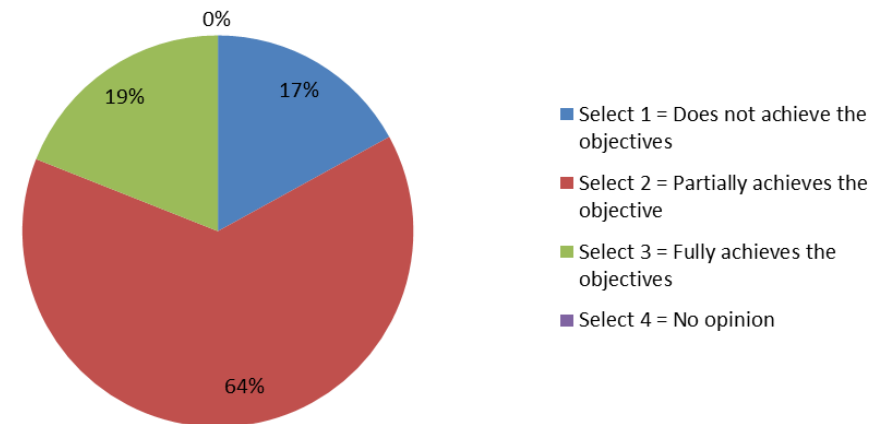


Fig 3a - Exercise 2 Feedback - Table 1

Table 2
MARKHOUSE AREA
SERIES 4: EXERCISE 2



Fig 4 - Co-design Exercise 2 - Table 2

Key Proposals:

- Four modal filters - Belgrave Road, Somerset Road, St Barnabus Road and Chelmsford Road.
- Seven pocket parks.
- Public art at St Barnabas Church.
- School Street and Play Street on Chelmsford Road.
- Junction improvements to all streets off Queens Road and Boundary Road.
- All North-south routes are filtered.

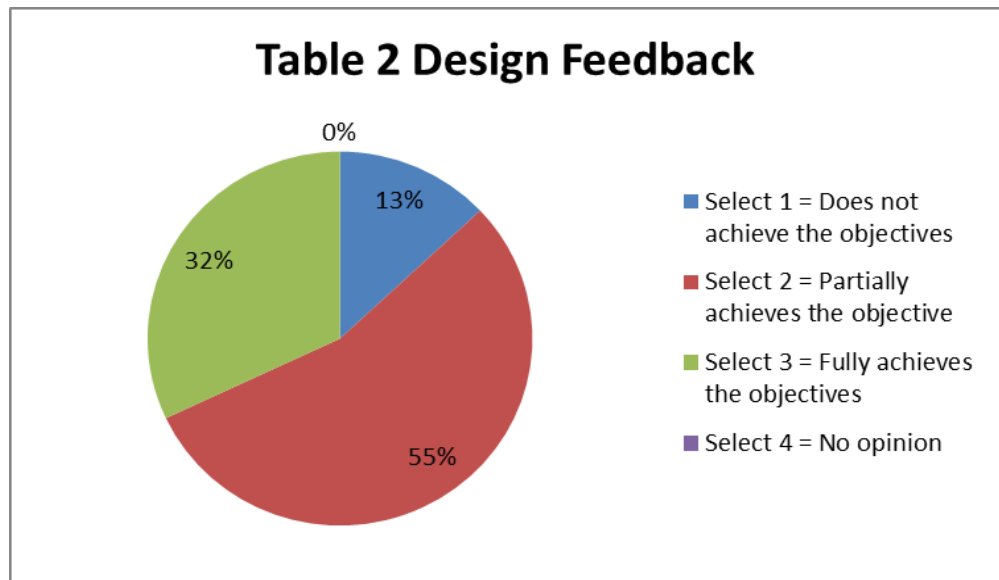


Fig 4a - Exercise 2 Feedback - Table 1

Table 4

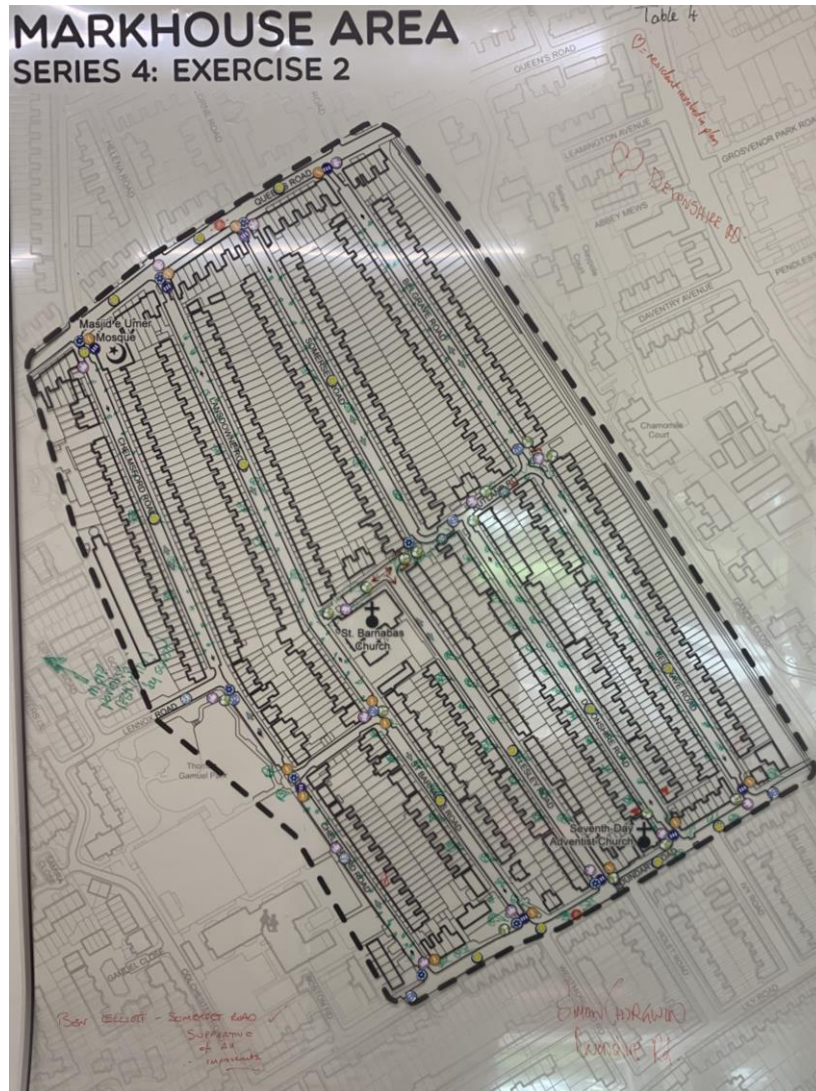


Fig 5 - Co-design Exercise 2 - Table 4

Key Proposals:

- Four modal filters - Belgrave Road, Somerset Road, St Barnabas Road and Chelmsford Road.
- Fourteen pocket parks and all streets to be lined with trees.
- Public art at St Barnabas Church.
- School Street on Chelmsford Road and Lennox Road.
- Crossings and improved personal security to all streets off Queens Road and Boundary Road.
- Traffic calming improvements on Chelmsford Road, St. Barnabas Road, Wellesley Road, Devonshire Road, Belgrave Road, Lansdowne Road and Somerset Road.
- All north-south routes are filtered.

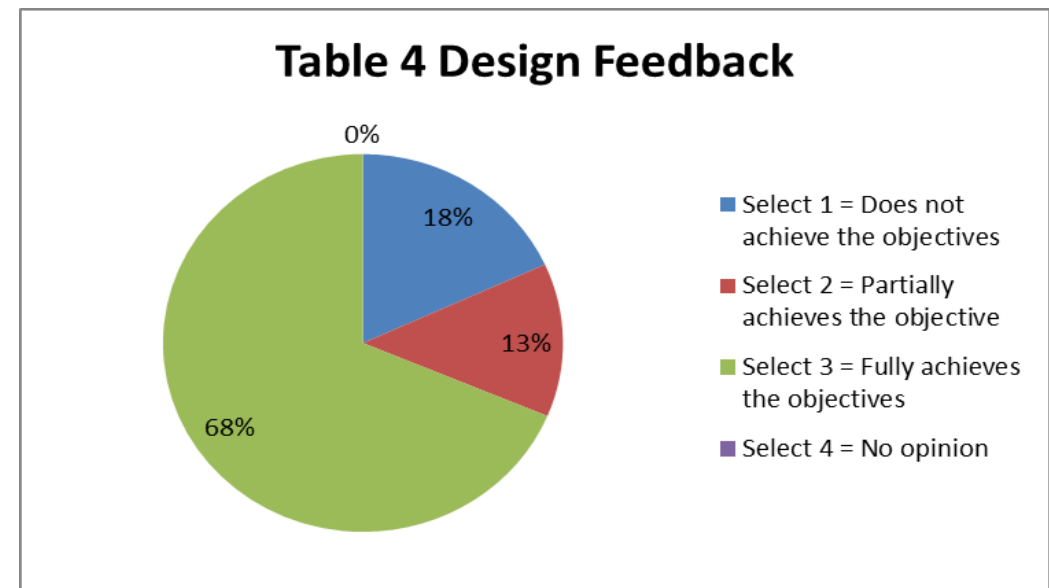


Fig 5a - Exercise 2 Feedback - Table 4

Table 7



Fig 6 - Co-design Exercise 2 - Table 7

Key Proposals:

- Four modal filters - Belgrave Road, Somerset Road, St Barnabus Road and Chelmsford Road.
- Three pocket parks.
- Public art on Lansdowne Road, and at the railway bridge on Queens Road and Boundary Road.
- School Street on Chelmsford Road.
- Crossings and Improved Security to all streets off Queens Road and Boundary Road.
- Junction improvements to all entrances off Queens Road and Boundary Roads.
- Play Streets to all streets off Queens Road and Boundary Road.
- Security Improvements to Wellesley Road, Lansdowne Road, Lennox Road and at Thomas Gamuel Park.
- All North/South routes are filtered.

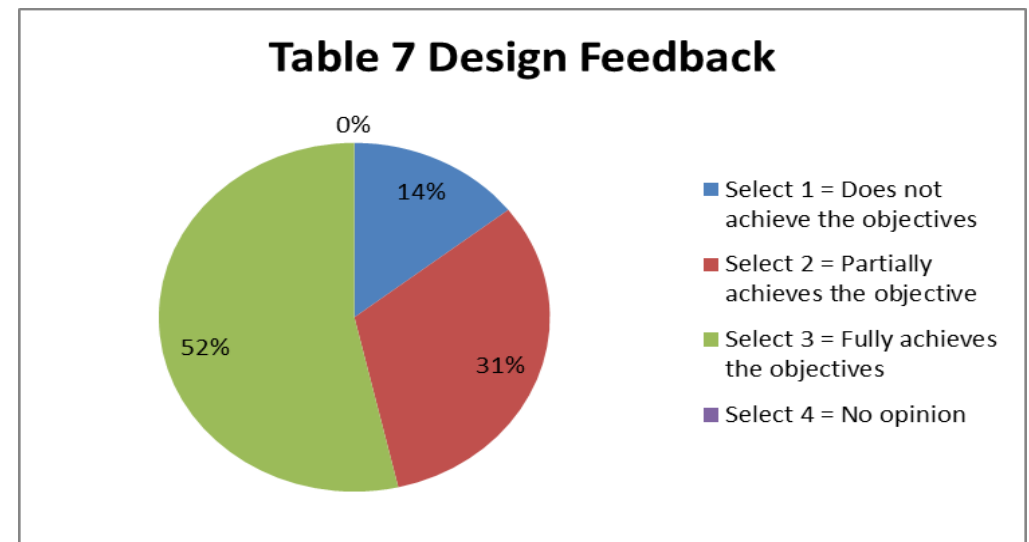


Fig 6a - Exercise 2 Feedback - Table 7

Table 8



Fig 7 - Co-design Exercise 2 - Table 8

Key Proposals:

- Four modal filters - Belgrave Road, Somerset Road, St Barnabus Road and Chelmsford Road.
- Ten pocket parks.
- Public art at nine locations across the area.
- School Street on Chelmsford Road and Lennox Road.
- Crossings and Improved Security to all streets off Queens Road and Boundary Road.
- Junction improvements to all entrances off Queens Road and Boundary Roads.
- Play Streets to all streets off Queens Road and Boundary Road.
- All North/South routes are filtered.

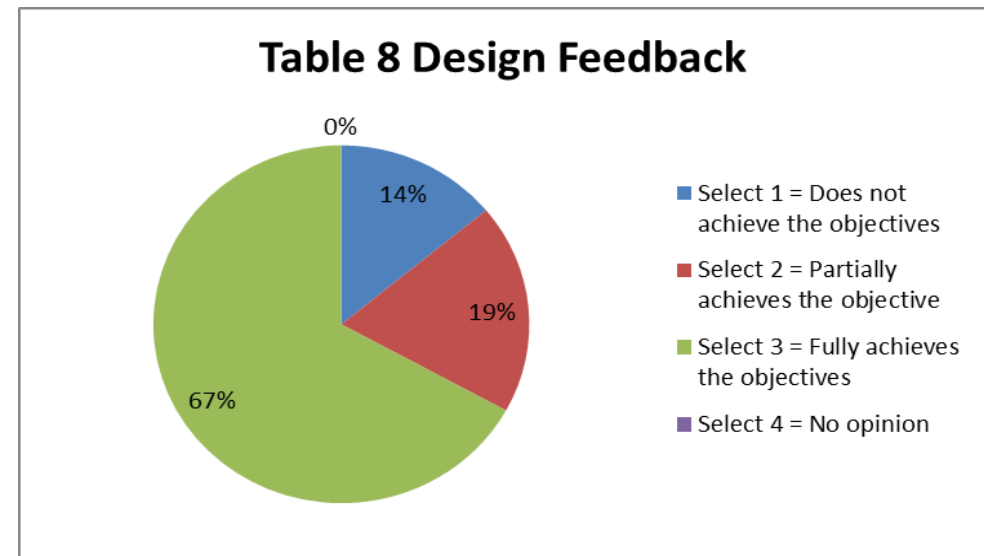


Fig 7a - Exercise 2 Feedback - Table 8

Table 10
MARKHOUSE AREA
SERIES 4: EXERCISE 2



Fig 9 - Co-design Exercise 2 - Table 10

Key Proposals:

- Two modal filters - Collingwood Road and Rutland Road.
- Three pocket parks - Collingwood Road, Rutland Road and Wellesley Road.
- Public art outside Masjid e Umer Mosque, and at the railway bridge on Queens Road and Boundary Road.
- Play street on Somerset Road.
- Chelmsford Road, St. Barnabas Road, Belgrave Road, Devonshire Road and Somerset Road changed to two way.
- Junction improvements to all junctions off Queens Road and Boundary Road.
- Note that North/South routes are provided on Belgrave Road - Lansdowne Road (north bound) and Chelmsford Road, Somerset Road-Devonshire Road (southbound).

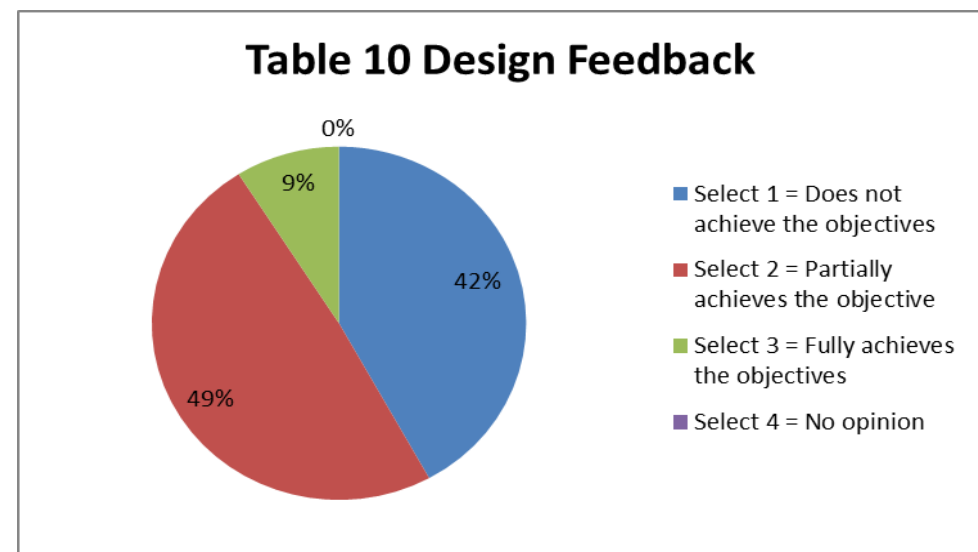


Fig 9a - Exercise 2 Feedback - Table 10

5. KEY FINDINGS

An analysis of Exercises 1 and 2 is shown below.

SUMMARY EXERCISE 1 LOCAL PRIORITY

Overall, residents agreed there is currently a significant issue with road safety for both pedestrians and cyclists in the area, this correlated with a total of 59% of attendees choosing 'overall road safety' in the area as being 'a lot' of an issue. There was also a high percentage, 68% of attendees who considered traffic speed to be an issue in the area.

The results show that attendees strongly felt that the 'speed of traffic' (shown via a 47% rating of respondents choosing 10 on the scale) was considered a greater issue than 'volume' and 'non-local traffic' in the area. There was a positive correlation between the majority of responses (between the range of 8 to 10 level) of traffic levels linking to safety in the area.

The two questions on aesthetics (the importance of appearance and the quality of public realm) demonstrated the highest level of agreement from attendees. The combined results show that 81% of attendee residents chose the 'a lot' option as how much of an issue that experienced in access to the Markhouse area.

SUMMARY EXERCISE 1 GENERAL IDEAS FOR IMPROVEMENTS

The results for the questions on general ideas for improvement correlate to the priorities residents chose in the above questions. For the issue of 'traffic speed' the majority of residents (48%) chose Modal Filters as their preferred method for improvement/mitigation. Modal Filters were also the most popular choice for reducing traffic volume, improving road safety and making the area better for both walking and cycling with 51% of attendees voting for this option.

In terms of improving the aesthetic of the area local attendees chose both pocket parks and more trees as the preferred options to improve the Series 4 area.

EXERCISE 2: CO-DESIGN, FEEDBACK SCORES

Each table delivered a short presentation of their design and how their design met the objectives. The other participants in the room were then invited to vote (using the CLiKAPAD system) on how this design met the aims and objectives (shown below). The results shown below are based on this data and are not reflective of LBWF feedback on the designs. This exercise was conducted for research purposes and to possibly inform a developed design that may be consulted on in future. The degree of influence these designs will have on the final design is subject to change.

Most of the proposals met the objectives, however table 4 and table 8 achieved the highest approval ratings:

- Table 1 – Fully archives the objective 19%
- Table 2 – Fully archives the objective 32%
- Table 4 – Fully archives the objective 68%
- Table 7 – Fully archives the objective 52%
- Table 8 – Fully archives the objective 67%
- Table 9 – Fully archives the objective 58%
- Table 10– Fully archives the objective 9%

Objectives to meet:

- Traffic reduction in the area
- Restrict traffic from using residential roads as a cut through
- Reduce air and noise pollution
- Encourage sustainable modes of transport
- Enhance the public realm with landscaping
- Improve road safety

SUMMARY - EXERCISE 2

The key findings from the co-design exercise are outlined below:

- Requests for pocket parks, modal filters, and public art and security improvements are concentrated along the mid-section of area along Rutland Road, Collingwood Road and Lennox Road.
- Queens Road and Boundary Road were identified as routes that would benefit from pedestrian improvements, pocket parks, junction improvements and public realm improvements
- All North to South streets through the area had requests for traffic calming improvements.
- The majority of personal safety concerns were focused around St Barnabas Church, Rutland Road and Thomas Gamuel Park.
- The majority support for improved traffic calming was on Chelmsford Road, Lansdowne Road, Belgrave Road and Devonshire Road.
- Support for a School Street on Chelmsford Road.
- St Barnabas Church, Masjid e Umer Mosque and the railway bridges on Queens Road and Boundary Road had the most requests for public art.
- Support for junction improvements combined with pedestrian improvements and pocket parks on all turnings off Queens Road and Boundary Road.

6.NEXT STEPS

Analysis of the workshops will inform the next stages of design that will be subject to public consultation.

7.APPENDICES

Following the workshop the council received 29 copies (20 hardcopy, 9 email copies) of a report titled “Submission of improvement ideas for Markhouse Village” from the Queens Boundary area residents’ group. This document raises concerns from residents living on Belgrave, Somerset, Lansdowne, Rutland, Chelmsford, St Barnabas, Wellesley and Devonshire Roads who are supportive of the plans proposed by Enjoy Waltham Forest however feel that they do not go far enough to address environment problems.

The report includes a map of the current layout with the existing rat runs through the area highlighted and raises the following issues:

- Streets are affected by “boy racers” speeding in the area despite residents reporting the issue repeatedly.
- Cars drive very quickly along the streets day and night.
- There have been many incidents of drivers losing control.

The report shows a table that compares the number of vehicles using the streets compared to the number of addresses; and also the number of CPZ permits.

The report also discusses the proposals suggested at the Series 4 workshop; and highlights the “rat runs” that residents still expect to see should the measures go ahead, emphasising that additional measures are required.

The report provides the following ideas for consideration:

- Implement modal filters on Queens Road, Boundary Road and Collingwood Road
- Convert Belgrave, Somerset and Devonshire Roads into two-way cul-de-sacs, similar to Wellesley Road
- Add a modal filter to the end of the southern half of Belgrave Road where it meets Rutland
- Add two Modal filters on Rutland Road, around the corner from Belgrave Road
- Make Lansdowne and St Barnabas Roads two-way with a modal filter placed at the point where they meet Rutland Road
- Introduce a paved area outside Rutland Road similar to East and West Avenue in Walthamstow Village
- Add a modal filter on Chelmsford Road south of Lennox Road and make it two-way at the end, alternatively place the filter at the junction with Collingwood Road to create a pocket park
- Introduce as much planting, seating and shade as possible at the new modal filter locations

The information in the report will be considered and where feasible inform the final design for the area. Contacts within the report have been sent acknowledgment of receipt.

The submission is shown on the following pages.

**SUBMISSION OF IMPROVEMENT IDEAS FOR MARKHOUSE VILLAGE
(BY QUEENS BOUNDARY AREA RESIDENT'S GROUP)**

To: Enjoy Waltham Forest

Executive Summary

Mini Holland is finally coming to Markhouse Village.

A large and diverse group of residents living on Belgrave, Somerset, Lansdowne, Rutland, Chelmsford, St Barnabas, Wellesley and Devonshire Roads, whilst extremely supportive of the plans proposed by Enjoy Waltham Forest are very concerned that they do not go far enough to sufficiently address two of the road environment problems that plague our streets and impede walking and cycling in our streets.

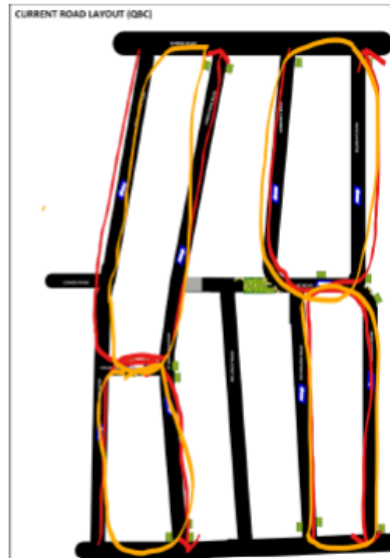
We ask that the Enjoy Waltham Forest Mini Holland team place further filters in the streets mentioned above.

Our rationale is explained below.

Current Situation

The map to the right shows the road layout as it exists today. The red lines show the rat runs through the area, while the gold lines show the "boy racer" circuits.

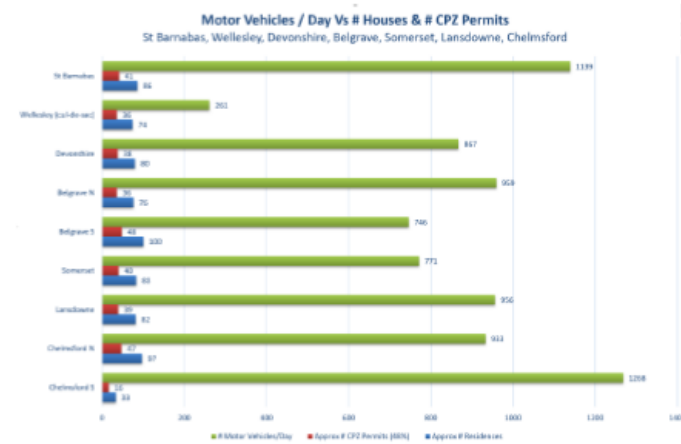
The graph on the following page shows the prevalence of rat running when compared with the approximate number of houses in each road and the estimated number of CPZ permits that have



been issued for a road (based on 48% of houses having one).

Boy racers haunt our streets. Despite constant reporting to police, the problem has not been resolved. We can expect convoys of up to three or four vehicles to 'do the block' on a very regular basis. This involves cars driving at very high speeds in quick succession after each other, probably doing timed runs. This happens day and night. We've observed numerous incidences of the drivers nearly losing control.

**SUBMISSION OF IMPROVEMENT IDEAS FOR MARKHOUSE VILLAGE
(BY QUEENS BOUNDARY AREA RESIDENT'S GROUP)**



Enjoy WF Markhouse Proposals

The map to the right shows the proposed road changes put forward by Enjoy Waltham Forest at the recent co-design workshops.

Again, the red lines show the rat runs our group expects to occur / continue following these changes, while the gold lines show the boy racer routes we expect to be used in the future, should the proposed changes be put in place.

As mentioned, we fully support the measures proposed, however we think that additional measures – set out below – are needed to combat the particularly local issue of racing.



**SUBMISSION OF IMPROVEMENT IDEAS FOR MARKHOUSE VILLAGE
(BY QUEENS BOUNDARY AREA RESIDENT'S GROUP)**

We hope that the level of rat running will reduce with Enjoy Waltham Forest's proposed changes, however – we believe that many vehicles will continue to rat run whenever traffic on Hoe Street is bad...heading south by turning into Queens, rat running through one of the routes down to Boundary, then re-joining Hoe. Heading north, in reverse of that.

We do not expect the boy racing community to be impeded at all by the proposed changes.

Our primary concerns, emanating from the above are:

- ✦ That pedestrian access to Thomas Gamuel Park will be further compromised. The whole QBC – and surrounding – communities, along with WF Council have put a great deal of investment into Thomas Gamuel Park over recent years, with the result that it is being used by many more residents on a much more frequent basis. The Park is also an important 'cut-through' for those walking to and from Thomas Gamuel Primary School.
- ✦ That the objectives of providing safer, better environments for pedestrian and cyclists will not be fully realised in this area. This means that part of the objective of the Mayor of

London's Healthy Streets policy, of which Mini – Holland is part, will not be achieved. People do not currently feel safe on these streets.

Improvement Ideas for Your Consideration

The map on the following page shows the further improvements our group would like to see when Markhouse Village is built.

We would like the filters on Queens, Boundary and Collingwood Roads to be retained.

In addition, we would like to see Belgrave, Somerset and Devonshire Roads made into two-way cul-de-sacs (as Wellesley Road is currently) and further filters built as follows:

- ✦ Filter at the end of the southern half of Belgrave Road where it meets Rutland. There is a driveway and planted area that could be converted into a turning area;
- ✦ Filter on Rutland, just around the corner from Belgrave;
- ✦ A further filter on Rutland, just around the corner from Somerset.

Both Lansdowne and St Barnabas Roads would also become two-way and we would like to see a filter placed at the point where Rutland

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make the northern section of St Barnabas Road a little like East and West Avenue in Walthamstow Village.

Finally, we would like to see a filter on Chelmsford Road, just south of Lennox Road. Chelmsford Road would become two-way at each end too. Lennox Road would provide turning for any traffic in the northern half of Chelmsford, while modifications could be made on the Thomas Gamuel park side of Chelmsford to accommodate traffic wanting to turn around in the southern section.

The Chelmsford Road filter could,

Road would once have met these roads in a T junction.

We believe the paved area of Rutland Road could be fully redesigned into a much more amenable area (similar to the one outside Queens Road Station), albeit one where vehicles from each end of the road would be able to turn around. This would

alternately, be placed at the junction with Collingwood Road – linking it with the Collingwood Road filter – much of the street could become a pocket park.

We would like to see as much planting, seating, shade built around these new filters as possible.

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This would meet some of the other indicators of the Healthy Streets Policy (shade and shelter, places to stop). We are extremely confident that the Queens Boundary Community, of which our group is a sub-set, would adopt such areas and not only maintain them, but build them up to be even more lovely.

Conclusion

The large group of residents represented in this submission have been waiting – and waiting – for Mini Holland to come to Markhouse.

While we fully support Council's efforts in bringing improvements to our area, all of us remain concerned that the first set of proposals put forward do not fully address the speeding and road safety problems we know are prevalent in our streets.

While we are fully supportive of what has been proposed, we believe the improvements we have proposed have the potential to make Markhouse Village a true standout in a project that already stands out.

If you add the removal of all pavement parking on Queens Road (in particular, everywhere in general – reducing speed and improving visibility from side streets simply by having a single

lane of traffic, as is the case in Orford Road after you cross into from Queens over Hoe Street), then it would be pretty close to perfect!

Thank you for your consideration.