



London Borough of Croydon

Addiscombe Healthy Neighbourhood (Dalmally Road)

Questionnaire Response Analysis

October 2021

Project Code: 05754

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Version Control and Approval

Version	Date	Main Contributor	Issued by	Approved by
A	14 August 2021	HH	JY	JMQ
B	07 October 2021	MW	JY	JMQ

Prepared for

London Borough of Croydon



Contents

Section	Page
I Introduction.....	6
1.2 Background	6
2 The Survey	7
2.1 Survey Format	7
2.2 Demographics of Respondents	10
2.3 Demographic Representation	12
2.4 Limitations	17
2.5 Coding of Responses	18
3 Travel patterns around Addiscombe	19
3.1 Changing travel patterns during the pandemic	19
4 Feedback on the temporary scheme	21
4.1 Views about the Temporary Scheme	21
4.2 Perceived Impacts of the Temporary Scheme	24
5 Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO).....	26
6 Summary.....	29
6.2 Survey Results	29
6.3 What Does it Mean?	30



Appendices

Appendix A Postcode Location of Respondents' Address 32



I Introduction

1.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon's Healthy Neighbourhoods (CHNs).

1.1.2 This report will analyse the responses to the existing and proposed changes to the Addiscombe CHN measure on Dalmally Road.

I.2 Background

1.2.1 The CHN programme follows on from the temporary Low Traffic Neighbourhood (LTN) schemes introduced in May 2020, which was part of Transport for London's Streetspace programme. The temporary schemes were created in response to the Covid-19 pandemic, with the aim to create more space for people to safely walk or cycle. It additionally aims to:

- Make streets safer, cleaner and quieter;
- Support more sustainable travel methods, like walking or cycling whilst also enabling and encouraging increased physical activity; and
- Address concerns over air pollution and the current climate crisis.

1.2.2 Replacing the temporary scheme created in May 2020, the proposed changes to the measure on Dalmally Road aims to retain the overall objectives of LTNs but allow better access for residents too, primarily by replacing planters with Automatic Number Plate Recognition Camera (ANPR) enforced restriction.

1.2.3 Croydon residents were invited to submit their views about the new scheme via the map-based survey on Croydon's 'Get Involved' website.

1.2.4 This report begins with outlining the survey format and providing a general overview on the demographics of respondents, then analyses the responses in detail. The report examines travel patterns around Addiscombe, respondents' views and perceived impacts of the existing temporary scheme, and views about the proposed improvements under the Experimental Traffic Regulation Order (ETRO) to replace the existing planters with ANPR camera enforced restriction.



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the temporary modal filter on Dalmally Road. Respondents could complete an online survey sharing their views on the existing scheme and proposals to upgrade the filter to camera enforced restrictions.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the different schemes. Likert scales enable respondents to state the extent to which they agree with a statement or have a preference, as opposed to a binary yes/no choice.
- 2.1.3 To help people clarify their responses to the questions related to the schemes, respondents were able to provide additional comments to clarify and expand on their views.
- 2.1.4 The survey aimed to gain an understanding of the extent to which local people feel the scheme has made their street healthier, and how it might be improved to better achieve these aims.

Figure 2-1: Excerpt from The Survey

What (if anything) stops you from walking and cycling for more journeys in and around ?

* This question must be answered
Please tick all that apply.

Concern about road safety/road danger	<input type="checkbox"/>
Traffic speed	<input type="checkbox"/>
Traffic volume	<input type="checkbox"/>
Unpleasant street environment	<input type="checkbox"/>
Topography (hills)	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Other	<input type="checkbox"/>
<input type="text" value="Please Specify"/>	

Please select vehicles (if any) you own from the following list:

* This question must be answered

Own a car	<input type="radio"/>
Own a motorbike	<input type="radio"/>
Own a van or other commercial vehicle for work purposes	<input type="radio"/>
Own a combination of these	<input type="radio"/>
Do not own any of these	<input type="radio"/>



If you selected owning any of the vehicles at question 9, do you also walk, cycle or use public transport for some of your journeys?

*** This question must be answered**

Please select the extent as to how much walking, cycling and scooting you are doing now, than before the Covid-19 pandemic:

*** This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

Are there children and/or young people in your household?

*** This question must be answered**

If 'Yes' please select the extent as to how much they are walking, cycling, scooting and skating now, than before the Covid-19 pandemic:

*** This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

Please select the extent of the impact on road safety in your street since the temporary scheme was put in? E.g. easier to cross, less collisions etc.

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the impact of the temporary scheme on your street since it was put in. E.g. Air pollution, noise congestion etc.

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the conditions for walking, cycling, and scooting now compared to before the temporary scheme was in place?

*** This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse



Please rate how strongly you support or do not support the existing scheme? The question relating to the proposed scheme appears separately further in the questionnaire.

*** This question must be answered**

- Strongly support
- Slightly support
- Neutral
- Slightly do not support
- Do not support at all

Please explain your answer to question 14:

How do you feel about the temporary scheme in its current format?

*** This question must be answered**

- Very positive
- Positive
- Neutral
- Negative
- Very negative

Please explain your answer to question 16, including any positive or negative impacts you feel the temporary scheme has had on you:

Please rate the extent as to how much you agree or disagree with replacing the existing scheme with that as proposed and explained in the consultation leaflet and outlined on our healthy neighbourhood website.

*** This question must be answered**

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Please explain your answer to question 18, including any positive or negative impacts you feel this option, if implemented, will have on you.

If you also have any other suggestions for how we could make the area safer, quieter and less polluted, can you please tell us?



2.2 Demographics of Respondents

2.2.1 A total of 177 responses were received through the online survey for comments based on measures at Dalmally Road.

2.2.2 Respondents were asked if they were responding as any of the following, and were able to select more than one answer; 'resident', 'business', 'school', 'visitor' or 'other'.

2.2.3 177 respondents stated they were a resident, 3 selected 'business', 8 selected 'visitor' and 3 selected 'other'. Some respondents selected more than one category.

2.2.4 When asked if they lived locally to the scheme or travel through the area, 168 respondents answered with 90% stating that they live locally to the scheme, 5% stating that they only travel through the area and 5% answering 'other' only as shown in **Table 2-1** below.

2.2.5 Some respondents selected 'living locally' and then additional categories. For the analysis, they have been assigned to the 'living locally' category, with only those not living locally being assigned to their other categories. This is so that the feelings of local residents can be understood separately from those passing through or visiting.

Table 2-1: Online Engagement Responses Local or Travel Through

Respondents	No.	%
Live local to the temporary neighbourhood	152	90%
Travel through the area	8	5%
Other	8	5%
Total	168	100%

2.2.6 The respondents' postcodes were plotted against the Addiscombe (Damally Road area) CHN boundary to assess how many respondents live within the scheme boundary. The results are shown in **Table 2-2** below, and a plan showing the postcode location of respondents' addresses with the Damally Road scheme boundary is attached in **Appendix A**.

Table 2-2: Online Engagement Responses Live Within or Outside of the Scheme Boundary

Respondents	No.	%
Live within the scheme boundary	122	69%
Live outside of the scheme boundary	55	31%
Total	177	100%

2.2.7 Amongst the 152 respondents who identified themselves as living locally in **Table 2-1**, 118 (78%) live within the scheme boundary.



2.2.8 **Table 2-2** demonstrates that most respondents (28%) fell into the 31-40 age category, with 23% in the 51-60 age category. **Table 2-3** shows that slightly more females completed the survey than other genders, at 48%.

Table 2-2-3: Online Engagement by Age

Age	No.	%
Under 18	2	1%
18-30	13	9%
31-40	43	28%
41-50	18	12%
51-60	34	23%
61-64	7	5%
65 and over	18	12%
Prefer not to say	16	11%
Total	151	100%

Table 2-4: Engagement by Gender

Gender	No.	%
Male	64	42%
Female	72	48%
Other	5	3%
Prefer not to say	10	7%
Total	151	100%

2.2.9 **Table 2-5** demonstrates that most respondents (79%) identified as Heterosexual/Straight. 151 respondents answered this question. **Table 2-6** shows that the majority of

respondents (45%) had no religion, with 38% identifying as Christian.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	120	79%
Gay/Lesbian	3	2%
Bi-Sexual	5	3%
Prefer to self describe	3	2%
Prefer not to say	20	13%
Total	151	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	68	45%
Christian	58	38%
Hindu	4	3%
Sikh	0	0%
Muslim	0	0%
Jewish	0	0%
Buddhist	1	1%
Any other religion	1	1%
Prefer not to say	19	13%
Total	151	100%

2.2.10 Respondents were asked to describe their ethnic origin. Most respondents (57%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 13% of



respondents preferred not to say. 151 respondents answered the question and **Table 2-7** shows all the responses.

Table 2-7: Online Engagement by Ethnic Origin

	No.	%
White English / Welsh / Scottish / Northern Irish / British	86	57%
White Irish	7	5%
White Gypsy or Irish Traveller	0	0%
Any other White background	9	6%
White and Black Caribbean	6	4%
White and Black African	0	0%
White and Asian	1	1%
Any other Mixed / multiple ethnic background	2	1%
Indian	4	3%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Any other Asian background	3	2%
Black African	2	1%
Black Caribbean	6	4%
Any other Black background	1	1%
Arab	0	0%
Other	4	3%
Prefer not to say	20	13%
Total	151	100%

2.2.11 Respondents were asked to disclose their annual household income. Most respondents (40%) preferred not to disclose this information, 33% of respondents have an annual household income of £50,000 and above. 151 respondents answered this question.

Table 2-8: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	0	0%
£10,000 - £20,000	5	3%
£20,000 - £30,000	9	6%
£30,000 - £40,000	7	5%
£40,000 - £50,000	20	13%
£50,000 and above	50	33%
Prefer not to say	60	40%
Total	151	100%

2.2.12 Respondents were asked to state whether they had any form of disability. All respondents either stated that they did not have a disability or preferred not to say.

2.3 Demographic Representation

2.3.1 The demographics from the respondents of the survey have been compared to the demographics of the existing population. This is to exhibit the level of representation of the survey respondents to the existing population.



- 2.3.2 It is examined in a two-tier approach:
- (1) The demographics of respondents living within scheme boundary is compared with the demographics of the population local to the scheme; and
 - (2) The demographics of all respondents is compared with the demographics of the Croydon borough.

Demographic Comparison: Respondents living within scheme boundary and the local population

- 2.3.3 2011 Census data has been extracted with the lower super output areas (LSOA's) that cover the Damlally Road scheme (Croydon 022C, 017B and 017D) selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.
- 2.3.4 An average of these areas has been taken to compare the demographics of the scheme area to the demographics of survey respondents who live within the scheme boundary (referred as '**survey sample**' below). The results are shown in Table 2-10 below.
- 2.3.5 It is worth noting that the data for the existing population is from 2011 so may be slightly out of date but it is the only

data available to provide a comparison to the demographics of the survey responses.

Table 2-9: The Demographics of Survey Respondents Living Within the Scheme Boundary, in comparison to Damally Road Area Existing Demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	42%	49	50%
	Female	51%	59	50%
	Other	3%	3	n/a
	<i>Prefer not to say</i>	4%	5	<i>n/a</i>
Age (2011 Census)	Under 18	1%	1	21%
	18-30	8%	9	19%
	31-40	29%	34	19%
	41-50	13%	15	16%
	51-60	22%	25	10%
	61-64	6%	7	3%
	65 and over	12%	14	11%
<i>Prefer not to say</i>	9%	11	<i>n/a</i>	
Religion (2011 Census)	None	47%	55	9%
	Christian	41%	47	54%
	Hindu	3%	3	5%
	Sikh	0%	0	0%
	Muslim	0%	0	7%
	Jewish	0%	0	0%
	Buddhist	1%	1	1%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	Any other religion	0%	0	1%
	<i>Prefer not to say</i>	9%	10	9%
	White English / Welsh / Scottish / Northern Irish / British	60%	70	49%
	White Irish	4%	5	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	8	8%
	White and Black Caribbean	4%	5	3%
	White and Black African	0%	0	1%
	White and Asian	1%	1	2%
	Any other Mixed / multiple ethnic background	2%	2	2%
	Indian	3%	3	6%
	Pakistani	0%	0	2%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	3	4%
	Black African	2%	2	6%
	Black Caribbean	3%	3	8%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other Black background	1%	1	3%
	Arab	0%	0	0%
	Other	3%	3	1%
	<i>Prefer not to say</i>	9%	10	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000			£53,550
	£10,000 - £20,000	3%	4	
	£20,000 - £30,000	7%	8	
	£30,000 - £40,000	3%	3	
	£40,000 - £50,000	13%	15	
	£50,000 and above	38%	44	
	<i>Prefer not to say</i>	36%	42	

2.3.6 **Table 2-10** shows that the survey sample has a lower proportion of responses from males in comparison to the local population statistics. It should also be noted that Census 2011 data did not include 'other' gender categories.

2.3.7 The survey sample has more responses from those aged between 31-60, when the younger demographics make up a



higher percentage of the existing population in the scheme area.

2.3.8 A much higher proportion of people with no religion were captured in the survey sample than the proportion within the existing population in the scheme area. Additionally, the survey sample received a lower proportion of Christians, Muslims and Hindus completing the survey.

2.3.9 It was also shown that the survey sample has a much higher proportion of responses from those who are White English / Welsh / Scottish / Northern Irish / British than recorded in the existing population. The survey sample also only received 3% of responses from those who are Black Caribbean, despite this community making up 8% of the local population. Similar under-representation is also evident for those with an Indian and Black African background.

2.3.10 For the existing population, only the average annual household income data was available from the Office of National Statistics (ONS). For the MSOA's covering the scheme (Croydon 017 and 022), the average total income in 2018 was £53,550. The survey sample has a higher proportion of responses from those with a household income of £50,000 and above compared to other categories

at 38%. Please note that 36% of the sample responded 'Prefer not to say' for this question, hence this comparison might not be fully accurate.

Demographic Comparison: All respondents and the population of the Croydon borough

2.3.11 2011 Census data was examined again with the whole Croydon borough selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.

2.3.12 The comparison between the borough-wide population demographics and the overall survey respondents' demographics are displayed in **Table 2-11** below.

Table 2-10: Survey Respondents' Demographics Compared to Borough-Wide Population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	42%	64	48%
	Female	48%	72	52%
	Other	3%	5	n/a
	<i>Prefer not to say</i>	7%	10	n/a
Age	Under 18	1%	2	25%
	18-30	9%	13	18%



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<i>(2011 Census)</i>	31-40	28%	43	15%
	41-50	12%	18	15%
	51-60	23%	34	11%
	61-64	5%	7	4%
	65 and over	12%	18	12%
	<i>Prefer not to say</i>	11%	16	<i>n/a</i>
Religion <i>(2011 Census)</i>	None	45%	68	20%
	Christian	38%	58	56%
	Hindu	3%	4	6%
	Sikh	0%	0	0%
	Muslim	0%	0	8%
	Jewish	0%	0	0%
	Buddhist	1%	1	1%
	Any other religion	1%	1	1%
	<i>Prefer not to say</i>	13%	19	<i>n/a</i>
Ethnic Origin <i>(2011 Census)</i>	White English / Welsh / Scottish / Northern Irish / British	57%	86	47%
	White Irish	5%	7	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	6%	9	6%
	White and Black Caribbean	4%	6	3%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	White and Black African	0%	0	1%
	White and Asian	1%	1	1%
	Any other Mixed / multiple ethnic background	1%	2	2%
	Indian	3%	4	7%
	Pakistani	0%	0	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	2%	3	5%
	Black African	1%	2	8%
	Black Caribbean	4%	6	9%
	Any other Black background	1%	1	4%
	Arab	0%	0	0%
	Other	3%	4	1%
	<i>Prefer not to say</i>	13%	20	<i>n/a</i>
Annual Household Income <i>(2018 ONS statistics)</i>	£0 - £10,000	0%	0	£53,477
	£10,000 - £20,000	3%	5	
	£20,000 - £30,000	6%	9	
	£30,000 - £40,000	5%	7	



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£40,000 - £50,000	13%	20	
	£50,000 and above	33%	50	
	<i>Prefer not to say</i>	40%	60	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male responses than the Croydon population, despite both male and female are slightly under-represented compared to the borough-wide statistics. This might be due to the number of respondents selecting ‘Prefer not to say’ for this question.

2.3.14 In addition, those under 30 is one of the largest proportions of the existing population for Croydon, making up 43% of the population, yet this age category only accounts for 10% of the survey respondents.

2.3.15 For ethnic origin, White English / Welsh / Scottish / Northern Irish / British has the highest proportion of respondents for both the survey respondents and the existing population. The survey received a lower proportion of responses from ‘any other Asian background’, Indian, Black Caribbean and

Black African than the proportion within the borough-wide population.

2.3.16 The average annual household income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from those with an annual household income of £50,000 and above at 33%. Please note that approximately 40% of survey respondents responded ‘Prefer not to say’ for this question, hence this comparison might not be accurate.

2.4 Limitations

2.4.1 As shown in Section 2.3, there is an under-representation of response from certain demographic groups. Under-representation amongst income groups cannot be clearly determined.

2.4.2 In addition, the use of online survey methods for this questionnaire may have excluded the participation of the offline population.

2.4.3 Therefore, care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community.



2.5 Coding of Responses

- 2.5.1 To analyse the free text comments a coding frame has been produced. The frame has been developed using a sample of responses that have been analysed in detail to identify commonly mentioned locations, issues and subjects.
- 2.5.2 These codes have been used to initially interrogate the free-text responses. Following an initial analysis, codes were reviewed by the project team. This process included a review of all categories, including a focus on those that cannot be categorised into a specific category and coded as 'other'.
- 2.5.3 Where relevant, additional codes and categories were then generated. The complete set of codes can be seen in the data analysis.
- 2.5.4 Each response was fully analysed using the codes. Each section or subject of each response was coded and included in the complete analysis.



3 Travel patterns around Addiscombe

3.1 Changing travel patterns during the pandemic

3.1.1 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic, as shown in **Table 3-1**.

3.1.2 164 respondents answered this question about themselves, 45% stating that overall they were walking, cycling or scooting more after the pandemic, 14% stating that they were travelling this way less overall, and 40% stating ‘about the same’.

Table 3-1: Extent of Walking, Cycling and Scooting amongst Respondents following the Covid-19 Pandemic

	No.	%
Much more	39	24%
Slightly more	35	21%
About the same	66	40%
Slightly less	12	7%
Much less	12	7%
Total	164	100%

3.1.3 Respondents were then asked: ‘Are there children and/or young people in your household?’, 63 respondents (36%) answered yes. This 36% were then asked the extent to which

they are currently walking, cycling or scooting compared to before the pandemic. 47% of them stated that they were walking, cycling or scooting more, 10% stated less, and 44% stated ‘about the same’. 62 respondents answered this question.

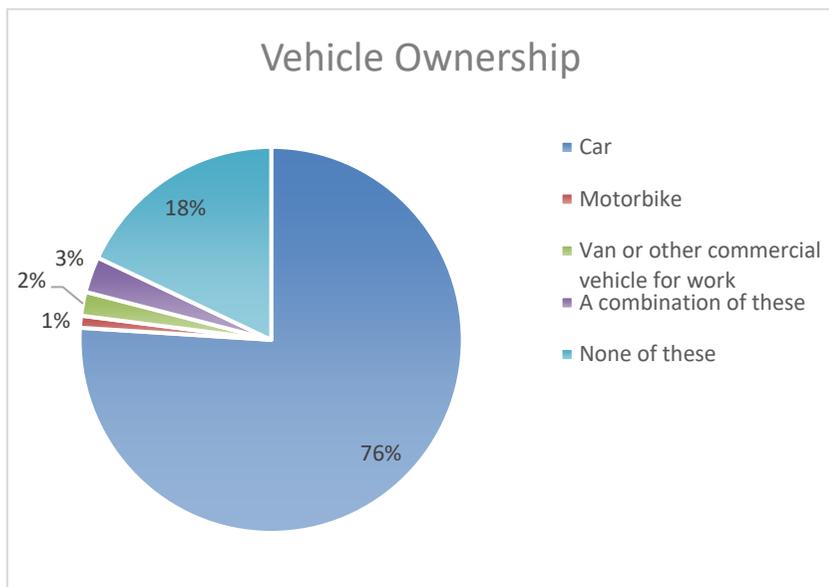
Table 3-2: Extent of More Walking, Cycling and Scooting Among Young People in Respondents’ Households Following the Covid-19 Pandemic

	No.	%
Much more	13	21%
Slightly more	16	26%
About the same	27	44%
Slightly less	3	5%
Much less	3	5%
Total	62	100%

3.1.4 Respondents were also asked about vehicle ownership, the results for which are set out in **Figure 3-1**. 165 responded to this question, with 82% stating that they own one of the vehicles listed, compared to 18% stating that they don’t. In comparison to the 2011 Census (Output area level), about 58% of households within the Dalmally Road scheme boundary have access to a car or van, as opposed to about 42% that did not.



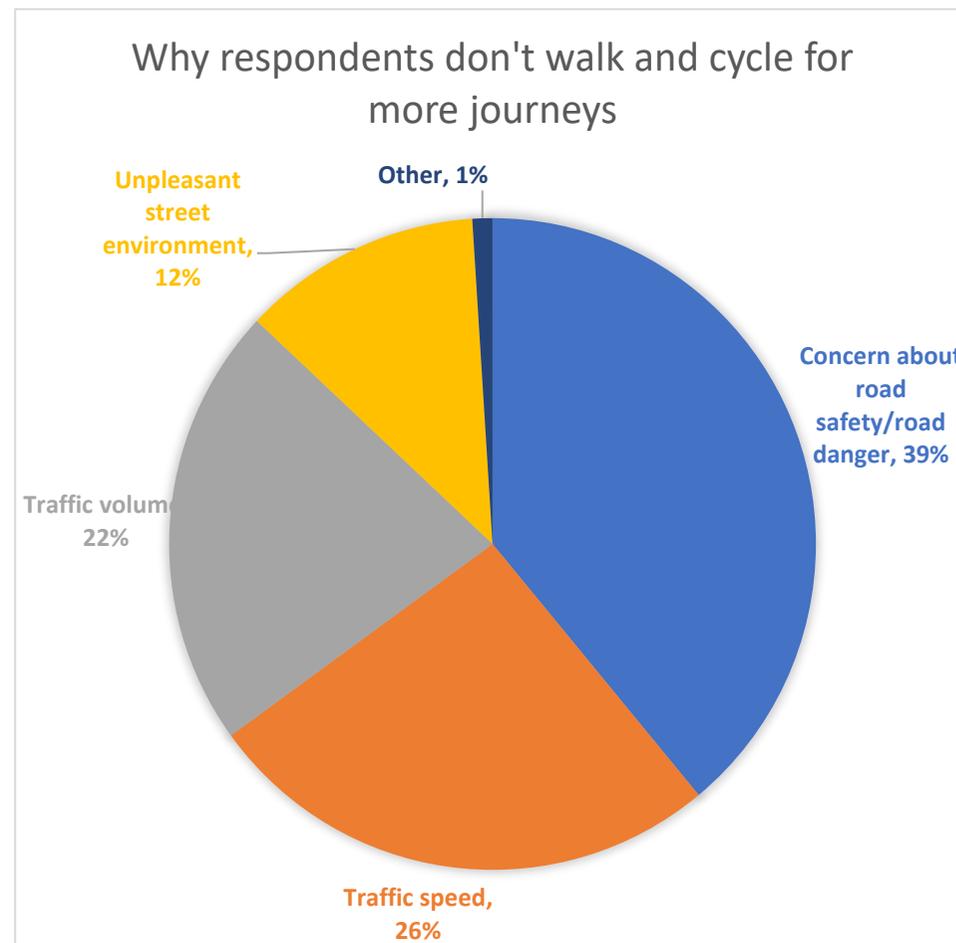
Figure 3-1: Vehicle Ownership Among Respondents



3.1.5 Respondents who stated that they owned a car and/or motorbike were asked if they walk, cycle or take public transport for some of their journeys. 136 people responded. 95% stated they do and 5% stated they don't.

3.1.6 Respondents were asked what stops them from walking and cycling for more journeys around Addiscombe. There were 172 responses to the question and the results are set out in **Figure 3-2**. The most frequently selected reason was 'concern about road safety/road danger', followed by 'traffic speed'.

Figure 3-2: Why respondents don't walk and cycle for more journeys





4 Feedback on the temporary scheme

4.1 Views about the Temporary Scheme

4.1.1 Respondents were asked to rate how strongly they do or don't support the temporary modal filter on Dalmally Road.

4.1.2 There were 154 responses to this question. Of those who live within the scheme boundary, 54% showed support for the scheme, while 35% of those who live outside the scheme boundary showed support for the scheme. 36% of those who live within the scheme boundary did not support the scheme, compared to 64% of those who live outside the scheme boundary. The results are set out in **Table 4-1**.

Table 4-1: Extent of Support for the Existing Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	42	36%	22	59%
Slightly do not support	0	0%	2	5%
Neutral	6	5%	0	0%
Slightly support	15	13%	2	5%
Strongly support	48	41%	11	30%
Total	117	100%	37	100%

4.1.3 Respondents were also asked specifically how they felt about the scheme in its current format. Their responses are set out in **Table 4-2**.

4.1.4 49% of respondents who live within the scheme boundary stated that they felt positive or very positive about the scheme in its current form, while 33% of those who live outside the scheme boundary stated the same. The majority (62%) of those who live outside the scheme boundary felt negative or very negative towards the scheme in its current form, compared to 41% of those living within the scheme boundary.

Table 4-2: Perceptions of the Scheme in its Current Form

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very negative	31	26%	17	46%
Negative	18	15%	6	16%
Neutral	11	9%	2	5%
Positive	21	18%	1	3%
Very positive	36	31%	11	30%
Total	117	100%	37	100%

4.1.5 The most frequently mentioned themes for supporting the scheme were:

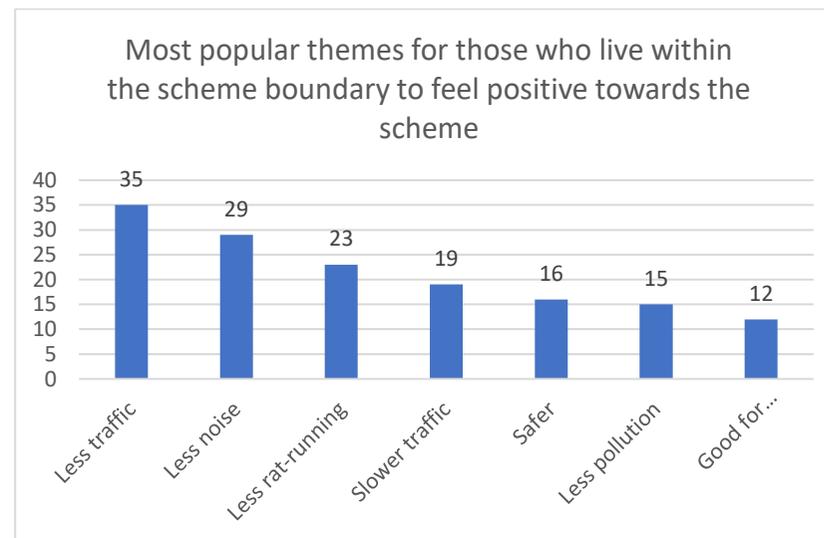
- The scheme results in less traffic (38)



- The scheme results in less noise (33)
- The scheme creates less rat running (23)
- The scheme slows traffic (21)
- The scheme is safer (20)

4.1.6 63 respondents who live within the scheme boundary and hold positive stance about the scheme (see **Table 4-2**). **Figure 4-1** shows the most frequently mentioned themes for those who live within the scheme boundary and have a positive attitude towards the scheme. The most frequently mentioned themes are that the scheme results in less traffic (35), makes less noise (29) and that it results in less rat running (23).

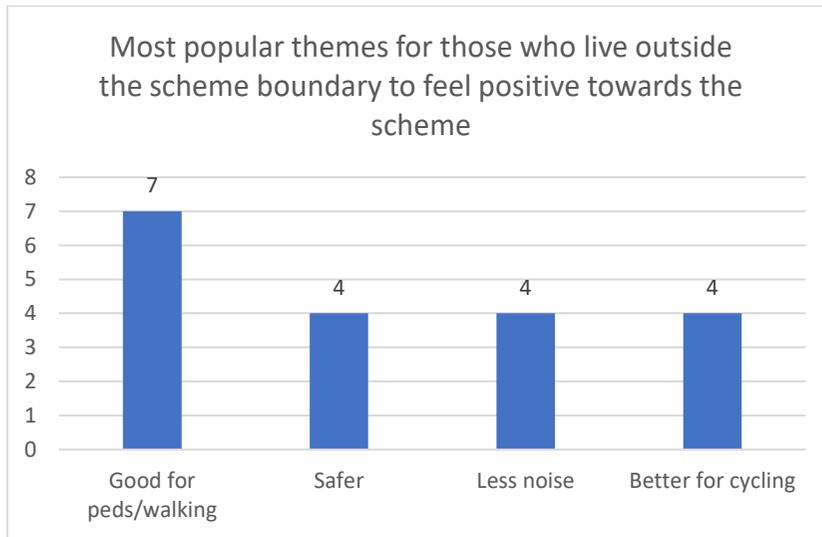
Figure 4-1: The Most Popular Themes for Those Who Live Within the Scheme Boundary to Feel Positive about the Scheme



4.1.7 The 13 respondents who hold positive views towards the scheme and live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme is good for pedestrians (7), makes the area safer (4), creates less noise (4) and is better for cycling (4), as shown in **Figure 4-2**.



Figure 4-2: The Most Popular Themes for Those Who Live Outside of the Scheme Boundary to Feel Positive about the Scheme



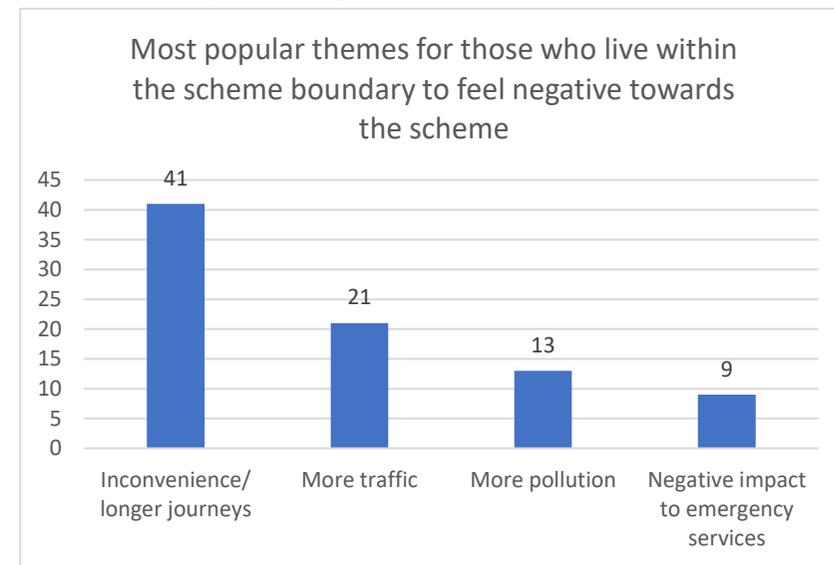
4.1.8 The most popular themes for feeling negative towards the scheme were:

- The scheme is an inconvenience and results in longer journeys (48)
- The scheme creates more noise (34)
- The scheme results in more pollution (21)

4.1.9 42 of those who live within the scheme boundary and hold negative views about the existing scheme (see **Table 4-2**), the results for their most frequently mentioned themes for

feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes are that the scheme causes inconvenience and creates longer journeys (41), creates more traffic (21), creates more pollution (13) and has a negative impact on emergency services (9).

Figure 4-3: The Most Popular Themes for Those Who Live Inside the Scheme Boundary to Feel Negative about the Scheme

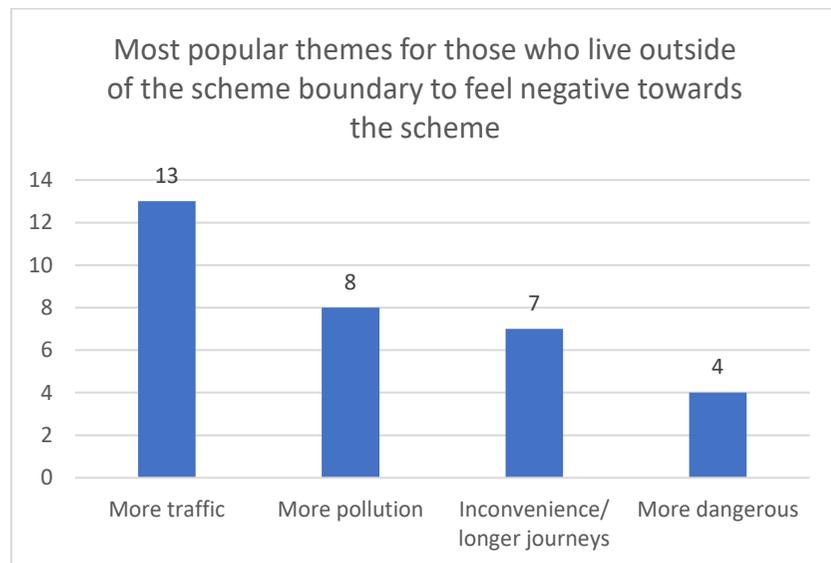


4.1.10 The 24 respondents who hold negative views towards the scheme and live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic or congestion (13), results in more pollution (8),



causes an inconvenience due to longer journey times (7), and that it is more dangerous (4), as shown in **Figure 4-4**.

Figure 4-4: The Most Popular Themes for Those Who Live Outside of the Scheme Boundary to Feel Negative about the Scheme



4.2 Perceived Impacts of the Temporary Scheme

4.2.1 To assess the perceived impacts of the temporary scheme, respondents were asked; ‘Please select the extent of the impact of the temporary scheme on your street since it was put in? E.g. Air pollution, noise, congestion etc’. Of those who live within the scheme boundary, 53% thought the impacts are better, with 29% stating that the impacts are

about the same, as shown in **Table 4-3**. Of those who live outside the scheme boundary, 33% perceive the impacts as better, and 35% perceive them as worse.

Table 4-3: Extent of the Impact of the Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much better	48	40%	9	23%
Slightly better	16	13%	4	10%
About the same	35	29%	13	33%
Slightly worse	6	5%	4	10%
Much worse	16	13%	10	25%
Total	121	100%	40	100%

4.2.1 When asked to select the extent of the impact on road safety since the temporary scheme was put in e.g. easier to cross, fewer collisions etc, 54% of those who live within the scheme boundary said it is better than before, as opposed to 14% thinking it is worse. For those who live outside the scheme boundary, 33% stated that road safety is better than before the scheme was put into place, while 35% thought it is the same and another 33% thought it was worse than before, as shown in **Table 4-4** on the next page.



Table 4-4: Extent of the Impact of Road Safety from the Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much better	48	40%	11	28%
Slightly better	17	14%	2	5%
About the same	39	32%	14	35%
Slightly worse	5	4%	5	13%
Much worse	12	10%	8	20%
Total	121	100%	40	100%

4.2.2 **Table 4-5** shows the responses to Question 13 of the survey: ‘Please select the extent of the conditions for walking, cycling and scooting now compared to before the temporary scheme was in place?’. For those who live within the scheme boundary, 46% said that conditions were better than before, and 45% reported that conditions were about the same. 40% of respondents who live outside the scheme boundary reported that the conditions for walking, cycling and scooting have remained around the same since the scheme came into place, 33% stated that it is better than before, and 28% stated that it is worse than before.

Table 4-5: Extent of the Conditions for Walking, Cycling and Scooting now from the Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much better	40	33%	12	30%
Slightly better	16	13%	1	3%
About the same	55	45%	16	40%
Slightly worse	0	0%	4	10%
Much worse	10	8%	7	18%
Total	121	100%	40	100%



5 Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)

- 5.1.1 In this section of the survey, respondents were asked about their opinion with replacing the existing modal filter with ANPR cameras which would permit vehicles for authorised residents and emergency vehicles.
- 5.1.2 Question 18 of the survey asked whether the respondents agree with this or not. 153 responded to this question, and the results of this question are shown in **Table 5-1**. Overall, 52% disagreed with replacing the planter with camera-enforced closure, while 38% agreed and 10% remained neutral.

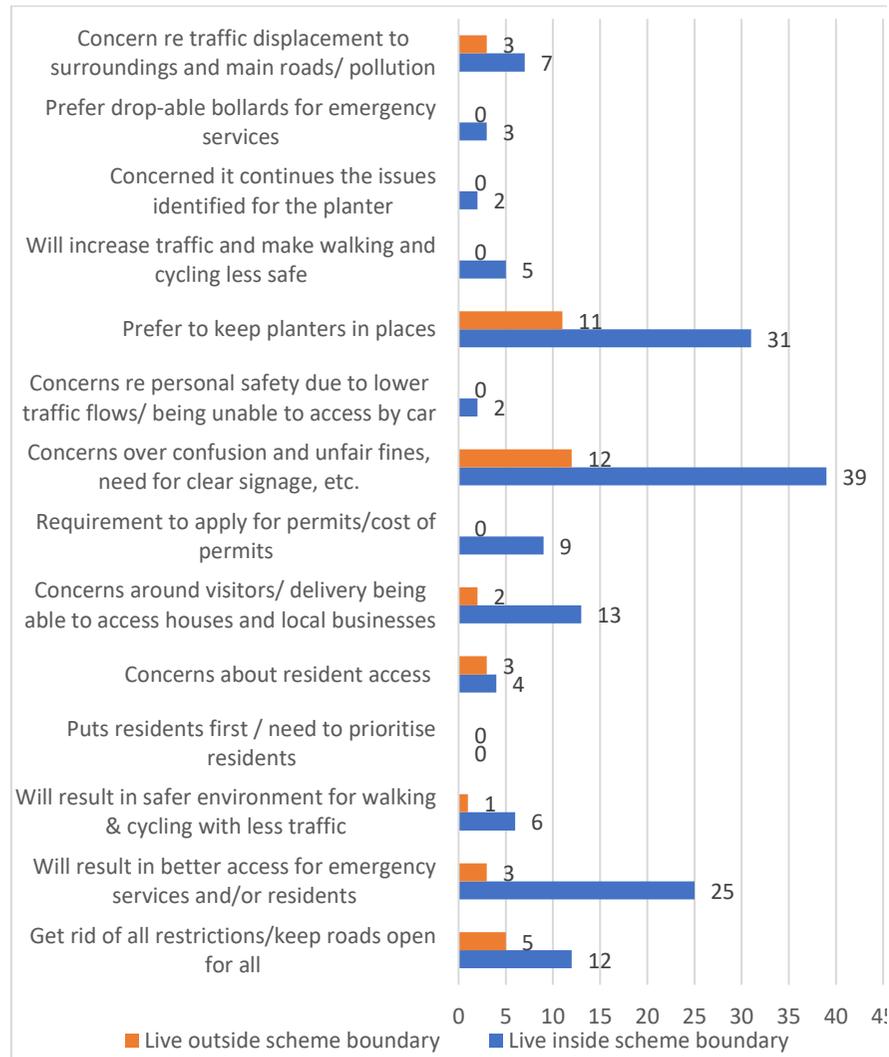
Table 5-1: Attitudes on Replacing Existing Scheme with Proposed Improvements

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	45	39%	22	59%
Disagree	10	9%	3	8%
Neutral	13	11%	3	8%
Agree	25	22%	5	14%
Strongly Agree	23	20%	4	11%
Total	116	100%	37	100%

- 5.1.3 Amongst respondents who live inside the scheme boundary, 42% agreed with replacing the planter with camera enforcement overall, while 25% of those who live outside the scheme boundary agreed. For those who live inside the scheme boundary, 48% disagreed, which rose to 67% for those who live outside the scheme boundary.
- 5.1.4 **Figure 5-2** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 213 coded responses, 51 (24%) stated concerns confusion and unfair fines.
- 5.1.5 Aside from the general reasons for opposing low traffic schemes, 42 (20%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers. Some respondents also said they prefer physical barriers rather than cameras, as they can avoid annoyance or threat of being fined.



Figure 5-1: Most Common Comments Regarding Proposals for an ANPR-Enforced Closure



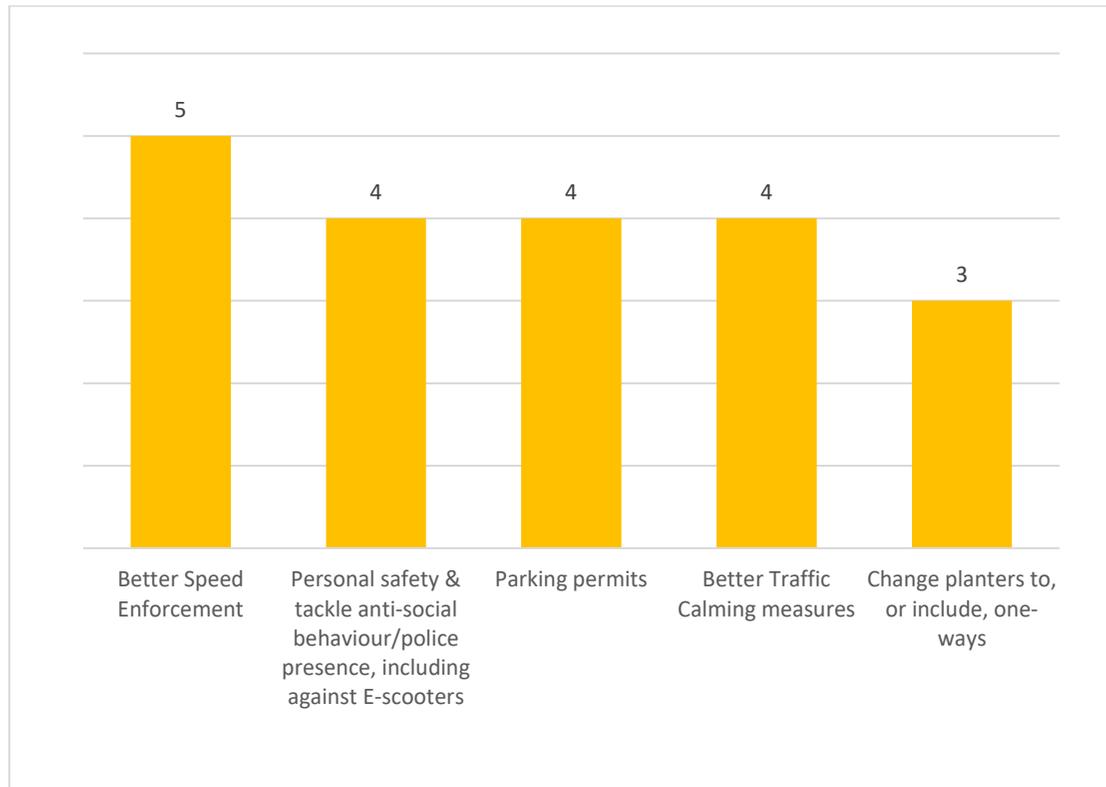
5.1.6 Finally, respondents were asked how they might make the area safer, quieter and less polluted. These responses were coded so that the most popular themes could be identified. **Figure 5-2** on the next page shows the most popular examples and how many respondents put these ideas forward.

5.1.7 Other suggested ideas included:

- Retain existing scheme
- Improve/reduce costs of public transport
- Maintain local park and/ or improve Dalmally passage
- Cleaning the streets, addressing litter and fly-tipping
- No restrictions to traffic on Dalmally
- Use collapsible bollards/automatic barriers/gates with access instead
- Crossing improvements
- Other traffic management approaches
- More trees and greenery



Figure 5-2: Most Popular Suggestions for Making the Area Safer, Quieter and Less Polluted





6 Summary

6.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon Healthy Neighbourhoods (CHNs).

6.2 Survey Results

Travel patterns around Broad Green

6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around Broad Green since the Covid-19 pandemic has remained around the same. 45% of respondents stated they have been walking, cycling and scooting more, with 40% stated same as before. When asked why they would choose not to walk, cycle or scoot, the most popular reasons were concerns about road safety (39%), traffic speed (26%) and traffic volume (22%).

Views about the Temporary Scheme

6.2.2 When rating the scheme overall, 54% of those who live within the scheme boundary were in support, 36% against and 5% neutral. When asked specifically about the scheme in its current format, of those who live within the scheme boundary, 49% were positive overall, 41% negative and 3%

neutral. The majority of those who live outside the scheme boundary did not support the scheme at 64%, with 62% expressing negative views about the scheme in its current format.

6.2.3 When asked to what extent the scheme had improved the street with regards to air quality and noise congestion, 53% of those who live within the scheme boundary suggested it had improved, while 29% suggested it was about the same. 33% of those who live outside the scheme boundary stated that it had improved, with 35% stating that it was worse.

Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)

6.2.4 In terms of changing the existing scheme to an ANPR camera, 48% of those who live within the scheme boundary disagreed, compared to a majority of 68% of those who live outside the scheme boundary disagreeing. 11% of those who live inside, and 8% of those live outside the scheme boundary, felt neutral to the scheme.

6.2.5 There were clear concerns expressed over potential unfair charges and costs to residents for permits, as well as concerns that visitors would be disadvantaged if the cameras were not made clear. There was also a large number of



comments who stated that they preferred the existing scheme. However, also frequent was the acknowledgement that the ANPR proposals would benefit emergency services and give better access to residents. A number of comments were about concerns on traffic displacement in general and asking all measures to be removed.

6.3 What Does it Mean?

6.3.1 A similar show of support or no support in questions highlights the mixed impressions towards the scheme. This extremity of views is further highlighted by respondents being more likely to select 'strongly support or don't support' than just 'support or don't support' on most questions. The question about support for an ANPR was the only case where this did not happen, with more in agreement than strong agreement.

6.3.2 The fact that around half of those who live within the scheme boundary think that the scheme has made improvements regarding air quality and noise, road safety and conditions for walking, cycling and scooting suggests there is merit in keeping the scheme. However, the almost 50/50 split in support suggests there could be serious resistance to doing so, with some very negative comments submitted.

6.3.3 Results suggest that, regardless of how respondents feel about the existing scheme, the majority do not support the planters being replaced with a camera-enforced closure, mostly due to concerns over unfair charging and lack of clarity of the restriction compared to a physical closure. There are several comments to suggest that the cameras would not be as effective, while a number acknowledge how access would be improved for emergency vehicles and residents. The number of queries regarding costs, the exemption for the cameras and parking permits suggests that the proposals have not been entirely understood, which may have affected the final result.

6.3.4 The existing scheme has created split views for the area around Dalmally Road, with views less split on changing the scheme to an ANPR camera too, but still contentious.

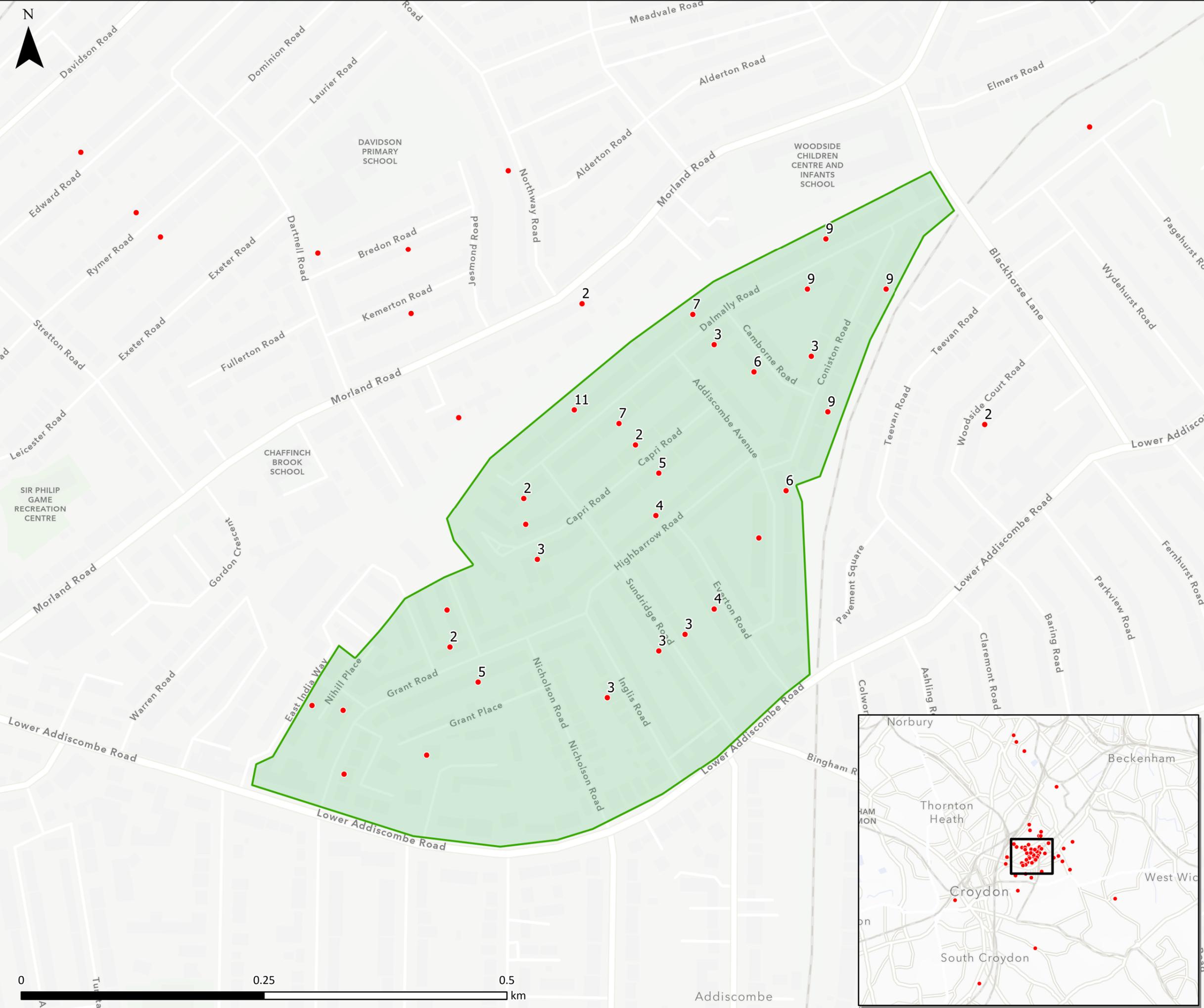
6.3.5 Comments suggest there is a significant concern for how the camera enforcement would work, whether drivers would be unfairly caught out due to poor signage, and whether the costs of the scheme and any permits would fall to residents. But there is an appreciation that camera enforcement would allow for emergency vehicle access, which causes concern for respondents. This suggests that further clarity may need to be provided to residents for a clearer preference to be identified.



- 6.3.6 In addition, there are also concerns over lack of parking availability and dangerous reversing manoeuvres also suggest that consideration of changes to the existing scheme, such as resident parking permits and reconsideration of the filter location, may help to ensure greater buy-in and ensure that the scheme works to benefit more local people.
- 6.3.7 If the local authority is determined to achieve buy-in for the proposals, then substantial further clarification work must be done with residents to help them feel comfortable and informed about potential financial implications.
- 6.3.8 Due to under-representation of response from certain demographic groups, as well as the use of online survey methods for this questionnaire, views of the survey population may not be fully representative of the wider population. Care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community.



Appendix A Postcode Location of Respondents' Address



• Postcode Location of Survey Respondents' addresses (of whom provided a valid postcode)
 Temporary Streetspace/ CHN Scheme Boundary (Dalmary Road)

N.B. Numbers on each dot represents the amount of responses received from the same postcode (if there are more than one)

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CLIENT

London Borough of Croydon
 PROJECT

Croydon HN
Pre-consultation Engagement
 TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (DALMARY ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:3,600	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_4	A		

