



London Borough of Croydon

South Norwood Healthy Neighbourhoods (Albert Road)

Questionnaire Response Analysis

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PJA
G.03
Wenlock Studios
50 - 52 Wharf Road
London
N1 7EU
pja.co.uk



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Contents

Section	Page
I Introduction.....	5
1.2 Background	5
2 The Survey	7
2.1 Survey Format	7
2.2 Demographics of Respondents	10
2.3 Demographic Representation	13
2.4 Limitations	18
2.5 Coding of Responses	18
3 Travel patterns around South Norwood.....	19
4 Feedback on the Temporary Scheme.....	23
4.1 Views about the Temporary Scheme	23
4.2 Perceived Impacts of the Temporary Scheme	26
5 Preference about the Proposed Improvements under the Experimental Traffic Regulation Order (ETRO) 29	
5.2 Views about the Proposed Improvements	29
5.3 Other Suggestions	31
6 Summary.....	32

6.2 Survey Results	32
6.3 What Does it Mean?	33



Appendices

Appendix A Postcode Location of Respondents' Address 35



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 for the existing South Norwood CHN (Albert Road area) scheme and proposed changes to the measure.

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 proposals for an Experimental South Norwood CHN (Albert Road area) aims to retain the overall objectives of the LTNs but allow more direct access for emergency services and residents.
- 1.2.3 The proposal to replace the existing planter closures are outlined below:
- The planters/physical islands at Eldon Park junction with Albert Road and Harrington Road junction with Albert Road will be removed and replaced with a camera-enforced restriction with permit exemptions.
 - The planters on Apsley and Belfast Roads will be replaced with bollards. The middle bollard will be a lockable foldable type to allow emergency vehicle access.
- 1.2.4 Croydon residents or anyone travelling through the area were invited to submit their views via an online survey or through a physical survey.
- 1.2.5 This report begins with outlining the survey format and providing a general overview of the demographics of respondents, then analyses the responses in detail. The report examines travel patterns around South Norwood, respondents' views and perceived impacts of the entire South Norwood CHN (Albert Road area) temporary scheme,



and their preference over keeping the existing temporary scheme or installing the proposed improvements.



2 The Survey

2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the entire South Norwood CHN (Albert Road area) temporary scheme. Respondents could complete an online survey sharing their views on the existing scheme and how they feel about replacing the existing scheme with the proposed improvements.
- 2.1.2 A 'Likert' scale type question was used to gauge views on the existing scheme and preference over the improvement options. 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: Excerpts 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
- Traffic speed
- Traffic volume
- Unpleasant street environment
- Topography (hills)
- Disability
- Other

Please Specify

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

* This question must be answered

- Own a car
- Own a motorbike
- Own a van or other commercial vehicle for work purposes
- Own a combination of these
- Do not own any of these



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 521 responses were received through the online survey. 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'.
- 2.2.2 All respondents responded to this question, with 482 selecting 'resident', 19 'business', 4 'school', 38 'visitor' and 14 'other'. Some respondents selected 'resident' but also selected a second option.
- 2.2.3 When asked if they lived locally to the temporary neighbourhood, respondents answered with 90% (471) stated that they live local, 7% stating that they only travel through the area, 1% work in the area and 2% stating other, as shown in **Table 2-1**. This totals 10% (50) respondents who don't classify as 'living locally'.
- 2.2.4 Some respondents selected 'live locally to the temporary neighbourhood' and then additional categories. For the analysis, they have been assigned to the 'live locally to the temporary neighbourhood' category. 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	471	90%
Travel through in the area	36	7%
Study in the area	0	0%
Work in the area	3	1%
Other	11	2%
Total	521	100%

- 2.2.5 The respondents' postcodes have been plotted against the South Norwood (Albert Road area) CHN boundary to determine 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 Albert Road scheme boundary is attached in **Appendix A**.

Table 2-2: Online engagement responses live within or outside of the scheme boundary

	No.	%
Live within the Scheme Boundary	300	58%
Live Outside of the Scheme Boundary	221	42%
Total	521	100%



2.2.6 Amongst the 471 respondents who identified themselves as living locally in **Table 2-1**, 300 (64%) live within the scheme boundary.

2.2.7 **Table 2-3** shows that more females completed the survey than other genders, at 48%. **Table 2-4** demonstrates that most respondents (26%) fell into the 31-40 age category, with 21% in the 41-50 age category. 473 respondents answered both of these questions.

Table 2-3: Online Engagement by Gender

	No.	%
Male	164	35%
Female	227	48%
Gender variant/non-conforming	3	1%
Transgender male	0	0%
Transgender female	1	0%
Prefer to self-describe	8	2%
Prefer not to say	70	15%
Total	473	100%

Table 2-4: Online Engagement by Age

	No.	%
Under 18	1	0%
18-30	38	8%
31-40	125	26%
41-50	101	21%
51-60	76	16%

	No.	%
61-64	23	5%
65 and over	34	7%
Prefer not to say	75	16%
Total	473	100%

2.2.8 **Table 2-5** demonstrates that most respondents (71%) identify as Heterosexual / Straight. **Table 2-6** shows that the majority of respondents (42%) had no religion, with 29% having a Christian belief. 473 respondents answered both of these questions.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	336	71%
Gay/Lesbian	8	2%
Bi-Sexual	9	2%
Prefer to self describe	14	3%
Prefer not to say	106	22%
Total	473	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	201	42%
Christian	136	29%
Hindu	1	0%
Sikh	1	0%
Muslim	5	1%



	No.	%
Jewish	2	0%
Buddhist	4	1%
Any other religion	15	3%
Prefer not to say	108	23%
Total	473	100%

2.2.9 Respondents were asked to describe their ethnic origin. Most respondents (51%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 20% of respondents preferred not to say and 7% described themselves as 'any other White background'. 473 respondents answered the question and **Table 2-7** below shows all the responses.

Table 2-7: Online Engagement by Ethnic Origin

	No.	%
White English / Welsh / Scottish / Northern Irish / British	239	51%
White Irish	8	2%
White Gypsy or Irish Traveller	0	0%
Any other White background	34	7%
White and Black Caribbean	14	3%
White and Black African	1	0%
White and Asian	9	2%
Any other Mixed / multiple ethnic background	6	1%
Indian	4	1%
Pakistani	2	0%

	No.	%
Bangladeshi	0	0%
Chinese	4	1%
Any other Asian background	3	1%
Black African	9	2%
Black Caribbean	25	5%
Any other Black background	3	1%
Arab	0	0%
Other	17	4%
Prefer not to say	95	20%
Total	473	100%

2.2.10 Respondents were asked whether they considered themselves to have any form of disability. 473 respondents answered this question. 13% (62) said they did, 70% (333) said they didn't, and the remaining respondents preferred not to say. The results in **Table 2-8** shows the different types of disabilities.

Table 2-8: Online Engagement by Disability Reported

Type of Disability	No.	%
Visually Impaired	5	1%
Hearing Impaired	3	1%
Mobility Disability	31	7%
Learning Disability	2	0%
Communication Difficulty	5	1%
Hidden Disability; Autism (ASD)	4	1%
Hidden Disability; ADHD	1	0%



Type of Disability	No.	%
Hidden Disability; Asthma	16	3%
Hidden Disability; Epilepsy	3	1%
Hidden Disability; Diabetes	14	3%
Hidden Disability; Sickle Cell	1	0%
Other (e.g. Crohn's, Mental Health, Cancer, Arthritis etc.)	15	3%

2.2.11 Respondents were asked to provide their annual household income. Most respondents (49%) preferred not to disclose this information, 23% of respondents earn £50,000 and above annually in their household. 472 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	10	2%
£10,000 - £20,000	33	7%
£20,000 - £30,000	25	5%
£30,000 - £40,000	36	8%
£40,000 - £50,000	30	6%
£50,000 and above	109	23%
Prefer not to say	229	49%
Total	472	100%

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 Albert Road scheme selected (Croydon 008B, 008C, 008E, 045C, 045D). For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics (ONS) 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 2-10: The demographics of survey respondents living within the scheme boundary, in comparison to Albert Road area existing demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	35%	97	47%
	Female	51%	139	53%
	Other	2%	6	n/a
	<i>Prefer not to say</i>	12%	33	<i>n/a</i>
Age (2011 Census)	Under 18	0%	0	28%
	18-30	9%	24	19%
	31-40	28%	77	17%
	41-50	23%	62	16%
	51-60	15%	42	10%
	61-64	5%	15	3%
	65 and over	7%	18	9%
	<i>Prefer not to say</i>	13%	37	<i>n/a</i>
	None	40%	111	20%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Religion (2011 Census)	Christian	34%	94	62%
	Hindu	0%	1	1%
	Sikh	0%	0	0%
	Muslim	1%	2	6%
	Jewish	1%	2	0%
	Buddhist	0%	0	1%
	Any other religion	2%	5	1%
	<i>Prefer not to say</i>	21%	58	<i>n/a</i>
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	48%	131	35%
	White Irish	1%	3	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	9%	24	6%
	White and Black Caribbean	4%	11	5%
	White and Black African	0%	0	1%
	White and Asian	3%	7	1%
	Any other Mixed / multiple ethnic background	2%	5	2%
	Indian	1%	3	2%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Pakistani	0%	1	1%
	Bangladeshi	0%	0	1%
	Chinese	1%	3	1%
	Any other Asian background	1%	2	3%
	Black African	3%	7	14%
	Black Caribbean	7%	18	18%
	Any other Black background	1%	2	7%
	Arab	0%	0	0%
	Other	3%	8	1%
	<i>Prefer not to say</i>	<i>18%</i>	<i>50</i>	<i>n/a</i>
Annual Household Income (2018 ONS statistics)	£0 - £10,000	2%	6	£46,650
	£10,000 - £20,000	9%	24	
	£20,000 - £30,000	6%	16	
	£30,000 - £40,000	7%	20	
	£40,000 - £50,000	7%	20	
	£50,000 and above	23%	64	
	<i>Prefer not to say</i>	<i>45%</i>	<i>125</i>	

2.3.6 **Table 2-10** shows that both the survey and the existing population in the scheme area have a higher proportion of

females, however the survey sample has a lower proportion of responses from males than within the local population. It should be noted that Census 2011 data did not include any other gender categories.

2.3.7 The existing population in the Albert Road area has a much higher proportion of younger demographics in the population than the survey receives. The survey sample mainly gained responses from those aged between 31-50.

2.3.8 A significantly 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 received much lower proportions of Muslim's and Christian's completing the survey compared to the existing population.

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 contains 3% of responses from those who are Black African, when this community makes up 14% of the population, along with the Black Caribbean community making up 18% of the existing population but only 7% of the survey sample.



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 008 and 045), the average total income in 2018 was £46,650. The survey sample has a higher proportion of responses from people who earned £50,000 and above. Please note that about 45% of the survey 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 has been extracted with the 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 existing population demographics and the overall survey respondents' demographics are displayed in **Table 2-11** below.

Table 2-11: Survey respondents' demographics compared to borough-wide population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender (2011 Census)	Male	35%	164	48%
	Female	48%	227	52%
	Other	3%	12	n/a
	<i>Prefer not to say</i>	15%	70	<i>n/a</i>
Age (2011 Census)	Under 18	0%	1	25%
	18-30	8%	38	18%
	31-40	26%	125	15%
	41-50	21%	101	15%
	51-60	16%	76	11%
	61-64	5%	23i	4%
	65 and over	7%	34	12%
	<i>Prefer not to say</i>	16%	75	<i>n/a</i>
Religion (2011 Census)	None	42%	201	20%
	Christian	29%	136	56%
	Hindu	0%	1	6%
	Sikh	0%	1	0%
	Muslim	1%	5	8%
	Jewish	0%	2	0%
	Buddhist	1%	4	1%
	Any other religion	3%	15	1%
	<i>Prefer not to say</i>	23%	108	<i>n/a</i>



		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Ethnic Origin (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	51%	239	47%
	White Irish	2%	8	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	34	6%
	White and Black Caribbean	3%	14	3%
	White and Black African	0%	1	1%
	White and Asian	2%	9	1%
	Any other Mixed / multiple ethnic background	1%	6	2%
	Indian	1%	4	7%
	Pakistani	0%	2	3%
	Bangladeshi	0%	0	1%
	Chinese	1%	4	1%
	Any other Asian background	1%	3	5%
	Black African	2%	9	8%
	Black Caribbean	5%	25	9%
	Any other Black background	1%	3	4%
	Arab	0%	0	0%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Other	4%	17	1%
	Prefer not to say	20%	95	n/a
Annual Household Income (2018 ONS statistics)	£0 - £10,000	2%	10	£53,477
	£10,000 - £20,000	7%	33	
	£20,000 - £30,000	5%	25	
	£30,000 - £40,000	8%	36	
	£40,000 - £50,000	6%	30	
	£50,000 and above	23%	109	
	Prefer not to say	49%	229	

2.3.13 Table 2-11 demonstrates that the survey received a lower proportion of male responses than within the Croydon population. In addition, the 18-30 age category is one of the highest for the existing population for Croydon, making up 18% of the population, yet this age category only accounts for 8% of the survey respondents.

2.3.14 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, but the survey receives a significantly higher proportion of responses from this ethnic group. The survey received a lower proportion of responses from ‘any other Asian background’, Indian and Black African communities than the proportion within the existing population.

- 2.3.15 The average total income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from people who earned £50,000 and above. Please note that about half of the 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 South Norwood

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.

Table 3-1: Extent of more walking, cycling and scooting among respondents following the Covid-19 pandemic

	No.	%
Much less	68	13%
Slightly less	45	9%
About the same	252	49%
Slightly more	70	14%
Much more	81	16%
Total	516	100%

3.1.2 516 respondents answered this question about themselves, 29% stating that overall they were walking, cycling or scooting more after the pandemic, 22% stating that they were travelling this way less overall, and 49% stating ‘about the same’.

Table 3-2: Extent of more walking, cycling and scooting among young people in respondents’ households following the Covid-19 pandemic

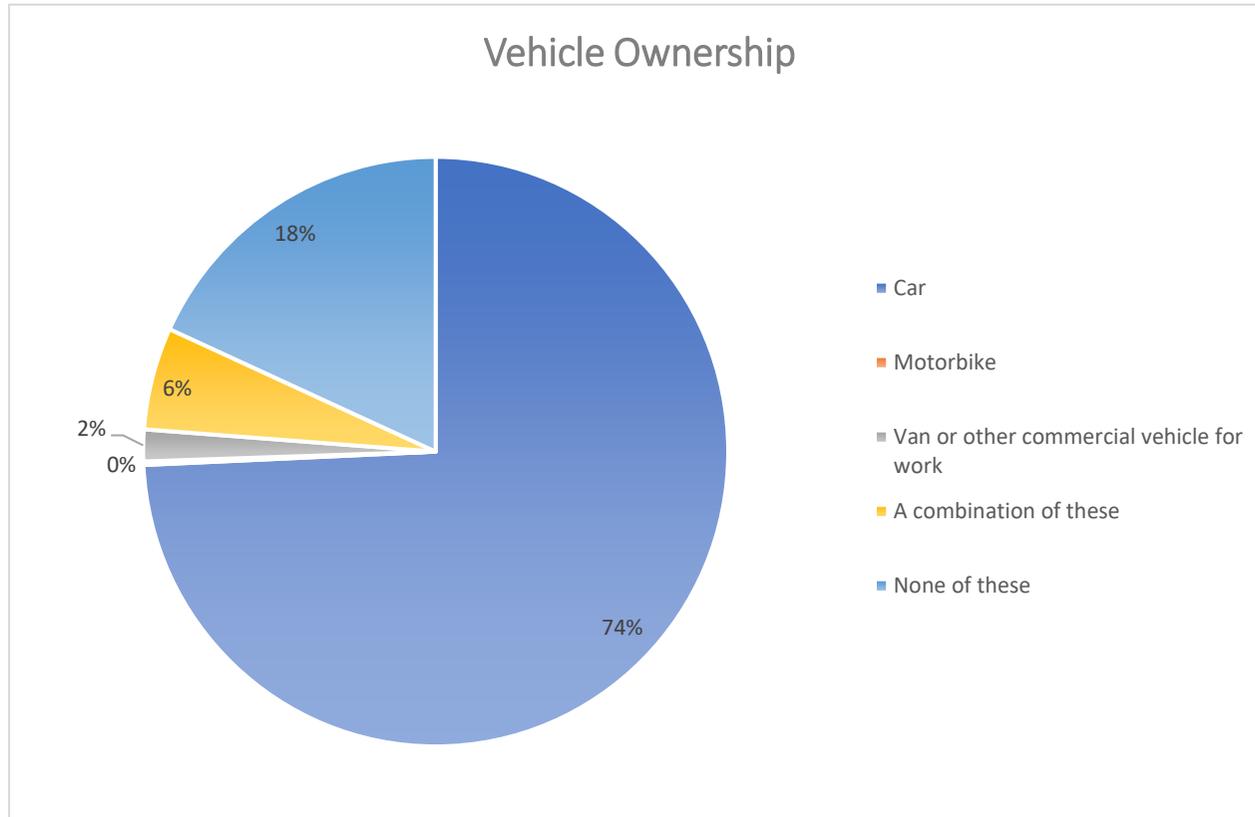
	No.	%
Much less	15	7%
Slightly less	16	8%
About the same	115	56%
Slightly more	30	15%
Much more	28	14%
Total	204	100%

3.1.3 210 respondents stated that there were children or young people in their households. 204 of those respondents answered this question about those young people. 28% stated that overall they were walking, cycling or scooting more. 15% said that overall they were travelling this way less, and 56% stated ‘about the same’.

3.1.4 Respondents were also asked about vehicle ownership, the results for which are shown in **Figure 3-1**. 517 responded to the question, with 82% stating that they own at least one of the vehicles listed, compared to 18% stating that they do not. In comparison to the 2011 Census (output area level), about 57% of households within the Albert Road scheme boundary have access to a car or van, as opposed to about 43% that did not.



Figure 3-1: A pie chart to show vehicle ownership amongst respondents

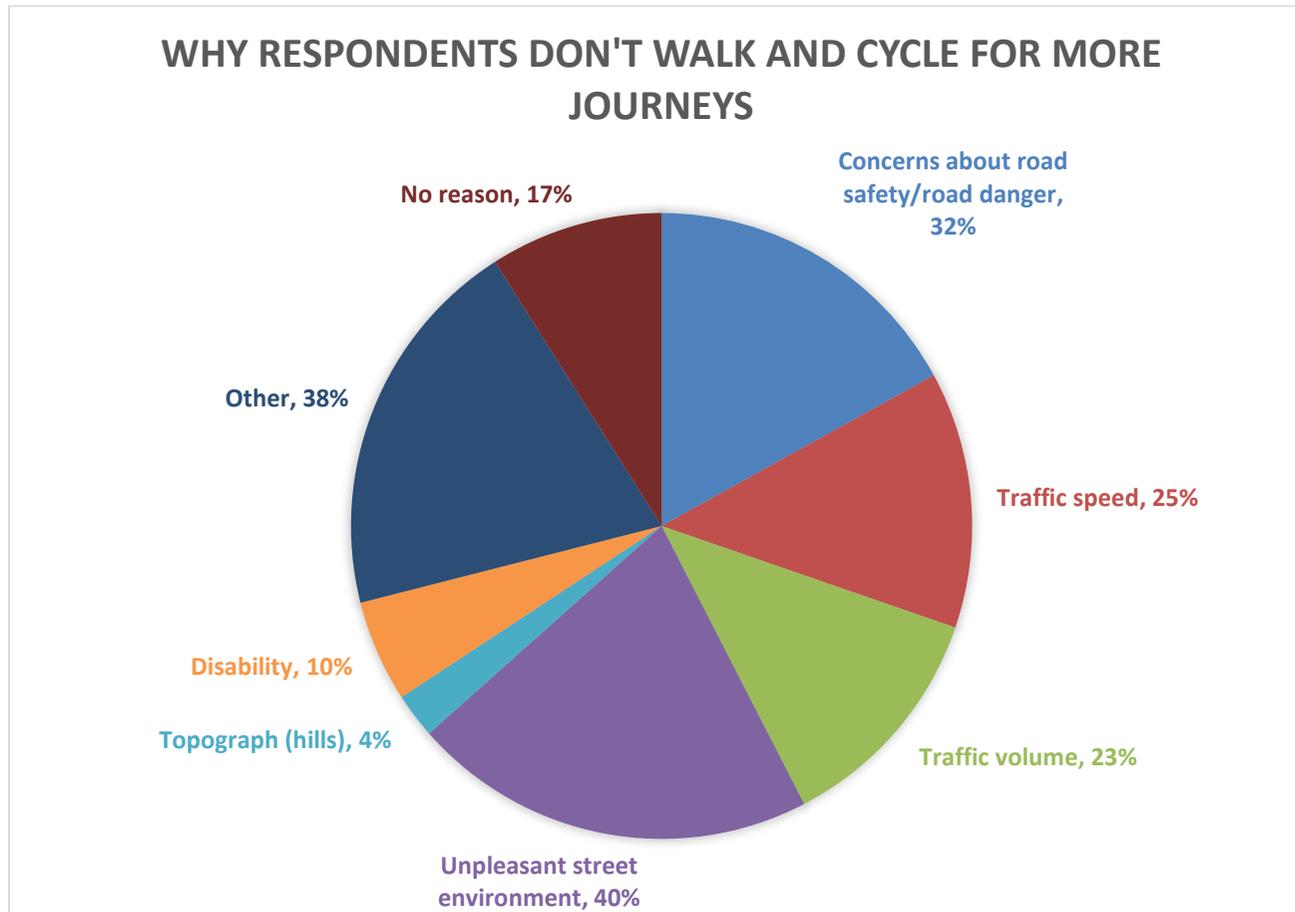




- 3.1.5 Respondents who stated that they owned a car and/or a motorbike (385; 82%) were then asked if they walk, cycle, or take public transport for some of their journeys. 88% (373) of them stated that they do, whilst 12% (50) stated that they do not.
- 3.1.6 Respondents were asked what stops them from walking and cycling for more journeys in and around South Norwood. 518 respondents answered this question, and they could select more than one answer. The results are displayed in **Figure 3-2**. The most frequently selected reason was 'Unpleasant street environment', followed by other reasons such as worries about crime, the need to carry heavy items, long commutes to work. This is followed by concerns about road safety / road danger.



Figure 3-2: A pie chart to show 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 As introduced previously, 300 of the total responses were from respondents who live within the scheme boundary and 221 were from outside of the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly respondents support or do not support the South Norwood (Albert Road area) existing scheme, the majority of those who live within the scheme boundary (72%) held negative views towards the scheme, with 28% supporting the scheme. Similar to those who live outside of the scheme boundary, 69% expressed a negative stance on the existing temporary scheme.

Table 4-1: Attitudes on the Existing South Norwood – Albert Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	185	66%	133	66%
Slightly do not support	17	6%	6	3%
Neutral	1	0%	7	3%
Slightly support	13	5%	2	1%
Strongly support	64	23%	53	26%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Total	280	100%	201	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 71% of those who live within the scheme boundary felt negatively towards the scheme in its current format, with 24% feeling positive. For those who do not live within the scheme boundary, the majority (70%) felt negative about the temporary scheme in its current format, with 26% feeling positive.

Table 4-2: Attitudes on the Temporary Scheme in its Current Format

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very Negative	161	58%	123	61%
Negative	39	14%	17	8%
Neutral	12	4%	8	4%
Positive	21	8%	11	5%
Very Positive	47	17%	42	21%
Total	280	100%	201	100%

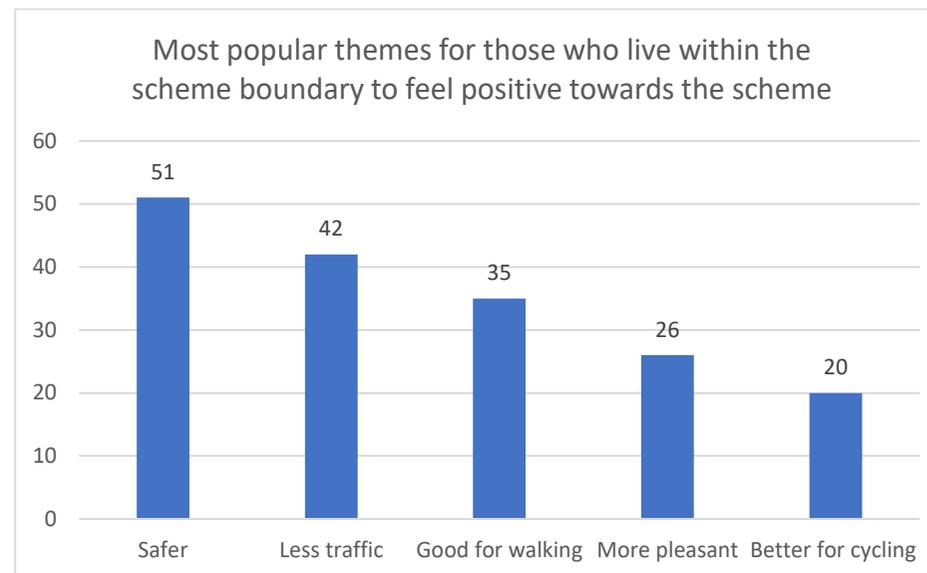


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme makes the area safer (85)
- The scheme results in less traffic (76)
- The scheme is good for walking / pedestrians (57)
- The scheme makes the area more pleasant (47)
- The scheme makes the area better for cyclists (38)

4.1.5 68 out of the 280 respondents who live within the scheme boundary said they feel positive 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 for those who live within the scheme boundary are that the scheme makes the area feel safer (51), the scheme results in less traffic (42) and that it is good for walking and pedestrians.

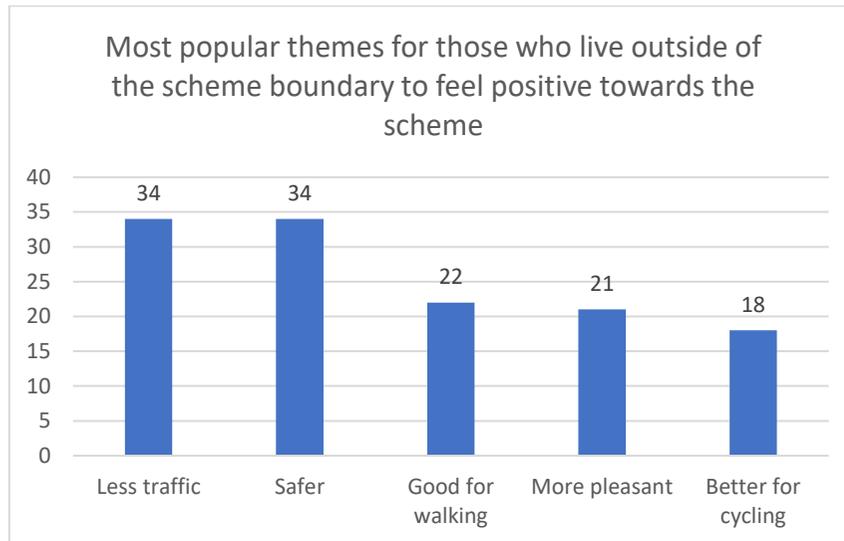
Figure 4-1: A bar chart to show the most popular themes for those who live within the scheme boundary to feel positive about the scheme



4.1.6 The 53 respondents who stated that they feel positive about the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme results in less traffic (34), makes the area safer (34) and improves the area for walking and pedestrians (22), as shown in **Figure 4-2**.



Figure 4-2: A bar chart to show the most popular themes for those who live outside of the scheme boundary to feel positive about the scheme



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

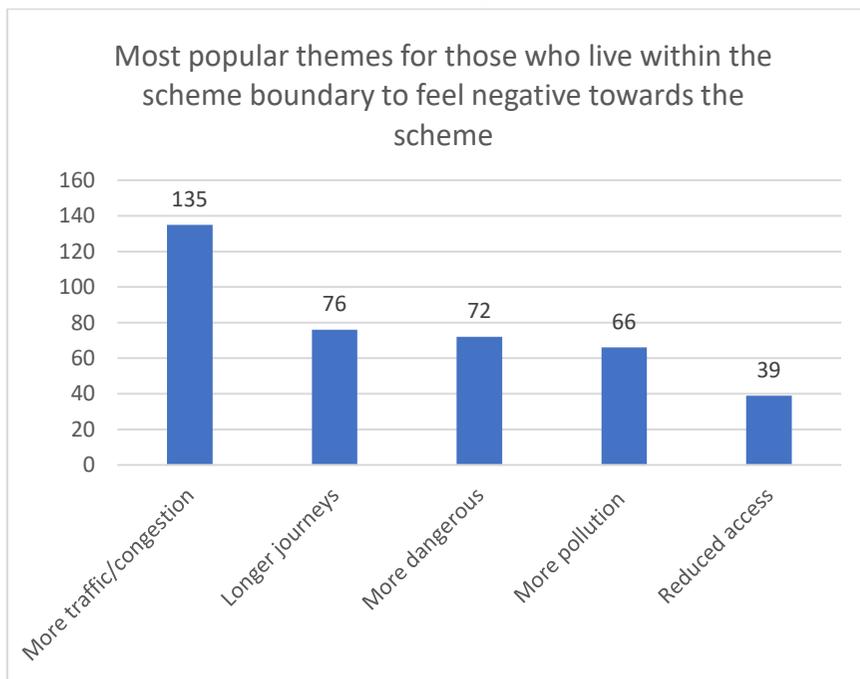
- The scheme results in more traffic / congestion on the main road / displaced somewhere else (234)
- The scheme creates more pollution (119)
- The scheme causes inconvenience / longer journey times (115)
- The scheme makes the area feel more dangerous (105)

- The scheme results in reduced access to home / amenities / schools (64)

4.1.8 200 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-2**), the results for their frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in more traffic / congestion on the main road e.g. Portland Road or is displaced somewhere else (135), it causes an inconvenience due to longer journey times (76) and makes the area more dangerous due to speeding and/or for personal safety (72).

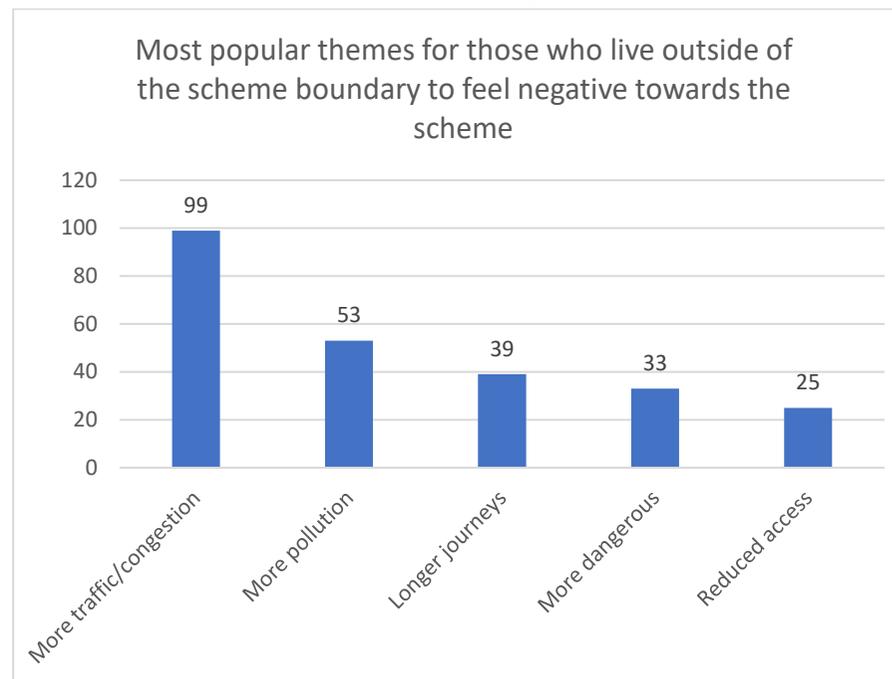


Figure 4-3: A bar chart to show the most popular themes for those who live within the scheme boundary to feel negative about the scheme



4.1.9 140 out of the 201 respondents who live outside of the scheme boundary, stated that they feel negative towards the existing scheme (see **Table 4-2**). Within their explanations, the most frequently mentioned themes were that the scheme causes more traffic / congestion on the main roads / displaced somewhere else (99), that it creates more pollution (53) and that it is an inconvenience due to longer journey times (39), as shown in **Figure 4-4**.

Figure 4-4: A bar chart to show 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, 51% perceive that the impacts are worse than before, versus 23% thinking the



impacts are better. Similarly, 52% of those who live outside of the scheme boundary perceive the impacts as worse, as opposed to 24% thinking the impacts are better.

Table 4-3: What respondents thought of the impacts of the new scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	122	42%	91	43%
Slightly Worse	24	8%	19	9%
About the Same	76	26%	50	24%
Slightly Better	9	3%	11	5%
Much Better	58	20%	40	19%
Total	289	100%	211	100%

4.2.2 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, 47% of those who live within the scheme said it is worse than before, as opposed to 23% thinking it is better. Similarly, for those who do not live within the scheme, 47% also stated that road safety is worse than before the scheme was put into place, with again only 23% thinking it improved, as shown in **Table 4-4** below.

Table 4-4: The perceived impact on road safety

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	93	32%	73	35%
Slightly Worse	43	15%	26	12%
About the Same	87	30%	63	30%
Slightly Better	11	4%	7	3%
Much Better	55	19%	42	20%
Total	289	100%	211	100%

4.2.3 **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, 42% rated as being the same, while 33% rated the conditions as worse than before. Respondents who live outside of the scheme also perceive that the conditions for walking, cycling and scooting have remained around the same (36%), or have been worse since the scheme came into place (36%).



Table 4-5: The perceived impact on conditions for Walking, Cycling and Scooting now from the Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	64	22%	58	27%
Slightly Worse	30	10%	18	9%
About the Same	120	42%	77	36%
Slightly Better	22	8%	13	6%
Much Better	53	18%	45	21%
Total	289	100%	211	100%



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

5.1.1 In this section of the survey, respondents were asked about their preference with replacing the existing scheme with the proposed improvements.

- 5.1.2 The proposed improvements involve:
- The planters/physical islands at Eldon Park junction with Albert Road and Harrington Road junction with Albert Road will be removed and replaced with a camera-enforced restriction with permit exemptions.
 - The planters on Apsley and Belfast Roads will be replaced with bollards. The middle bollard will be a lockable foldable type to allow emergency vehicle access.

5.2 Views about the Proposed Improvements

5.2.1 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements outlined above, the majority held negative views. 78% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 17% agree. Similar to those who live

outside of the scheme boundary, the majority (79%) disagree with replacing the planters with camera enforced restrictions, with only 16% agreeing.

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	172	62%	132	66%
Disagree	45	16%	25	13%
Neutral	13	5%	10	5%
Agree	24	9%	16	8%
Strongly Agree	24	9%	16	8%
Total	278	100%	199	100%

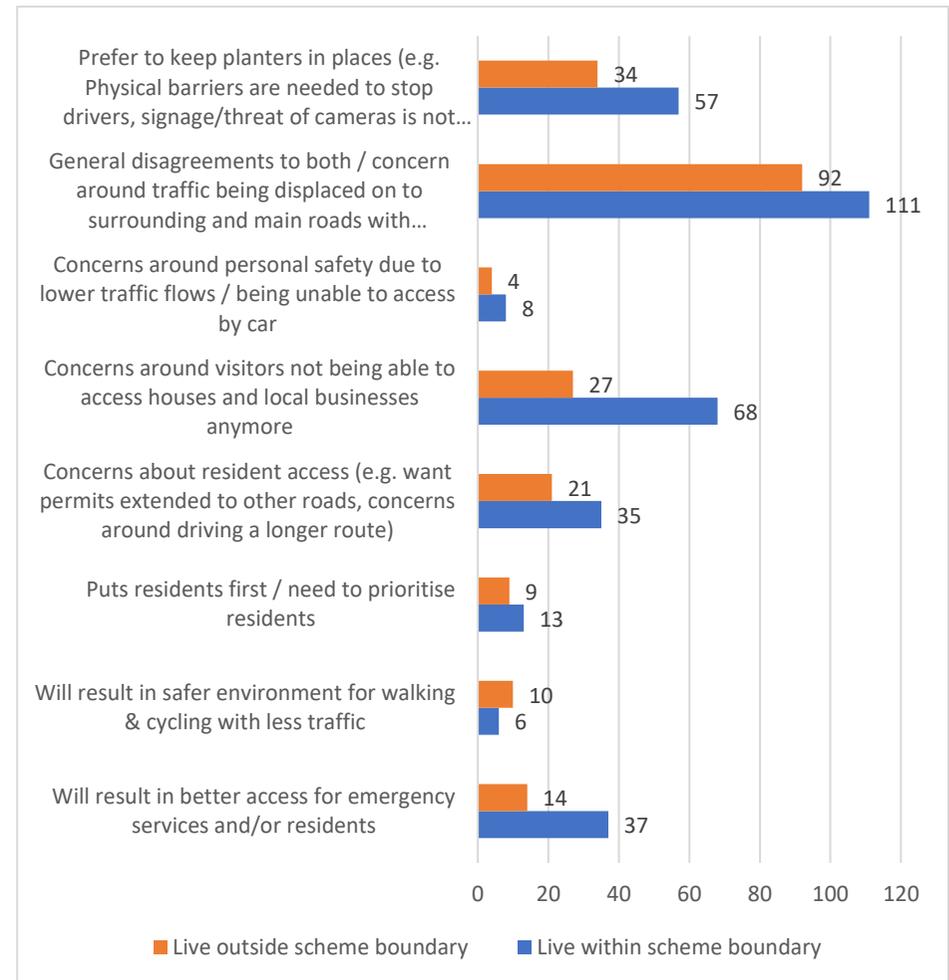
5.2.2 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent’s explanations to the question above. Amongst the 398 coded responses, 203 (51%) stated general disagreements to both the existing scheme and proposed improvements and showed concerns about displacement of traffic onto surrounding and main roads with associated pollution and noise. Another 95 respondents (24%) expressed concerns around visitors not being able to access houses and reduced access to local businesses.



5.2.3 Aside from the general reasons from opposing low traffic schemes, 91 (23%) 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.

5.2.4 51 (13%) of respondents stated that the camera enforced restrictions will result in better access for emergency services and/or residents.

Figure 5-1: Key themes drawn from respondents' explanations to their stance about replacing the existing scheme with the proposed improvements





5.3 Other Suggestions

5.3.1 When respondents were asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted, 330 suggestions were received and coded. The most frequently mentioned suggestion was to remove everything and open the roads back up to free flowing traffic (96; 29%), followed by improving personal safety and tackling anti-social behaviour (59; 18%) and cleaning the streets (50; 15%).

Table 5-2: Most frequently mentioned suggestions to make the area safer, quieter and less polluted

Coding Category	No.	%
Remove everything	96	29%
Personal Safety & Tackle anti-social behaviour	59	18%
Cleaning the streets	50	15%
Improve streetscape/environment	45	14%
Change on Parking Permits/Zone Extentions	34	10%
Better Speed Enforcement	31	9%
Better Traffic Calming	29	9%
Cycle Improvements (e.g. cycle lane, cycle parking, etc.)	24	7%
Retain as it is	18	5%
Walking improvements (e.g. improve crossings and junctions,	15	5%

Coding Category	No.	%
widen pavements, pedestrianisation, etc.)		
Incentivise usage of electric vehicles (e.g. provide charging points)	15	5%
More LTN's / Healthy Neighbourhoods	15	5%
Better Public Transport	14	4%
Other Traffic Mangement	13	4%
Change to One ways	13	4%
Timed Restriction (e.g. school streets)	5	2%
Limit major residential developments	5	2%
Financial Incentives for Walking/Cycling/Public Transport	4	1%
Use Bollards instead	3	1%
Restrict heavy vehicles from using residential roads	2	1%



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's Healthy Neighbourhoods (CHNs).
- 6.1.2 This report will analyse the responses for the existing South Norwood CHN (Albert Road area) scheme and proposed changes to the measure.

6.2 Survey Results

Travel patterns around South Norwood

- 6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around South Norwood since the Covid-19 pandemic have remained around the same. 49% of respondents stated that the extent of walking, cycling and scooting they do now has remained about the same, with 29% saying they do more and 22% doing less. When asked why they would choose not to walk, cycle or scoot, 40% said they would not because of the unpleasant street environment.

Views about the Temporary Scheme

- 6.2.2 When asked their views on the current temporary scheme, the majority of respondents do not support the existing scheme, with 72% of those who live within the scheme not supporting it and 69% of those who do not live within the scheme boundary.
- 6.2.3 The most common reason for both respondents who live within and outside of the scheme boundary for feeling negative about the current temporary scheme was 'more traffic / congestion on the main road / displaced somewhere else'. 68% of those who live within the scheme boundary who had a negative stance mentioned this in their explanation, as did 71% who live outside of the scheme boundary with a negative attitude.
- 6.2.4 Despite this, 24% who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for support the existing scheme for those who live within the scheme boundary is that it makes the area 'safer', with 75% of the supportive respondents who live within the scheme mentioning this in their explanation.



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

- 6.2.5 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements, the majority held negative views. 78% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 17% agree. Similar to those who live outside of the scheme boundary, the majority (79%) disagree with replacing the planters with camera enforced restrictions, with only 16% agreeing.
- 6.2.6 51% of respondents stated general disagreements to both the existing scheme and proposed improvements and showed concerns about displacement of traffic onto surrounding and main roads with associated pollution and noise.

6.3 What Does it Mean?

- 6.3.1 The response to the engagement shows the existing South Norwood CHN (Albert Road area) scheme does not have support from most respondents, including those who live within the scheme boundary and those who live outside of the scheme boundary, travel through, work or have another

capacity in the area. The scheme resulting in more traffic and/or congestion to nearby areas is the dominant reasons for those who feel dislike the scheme.

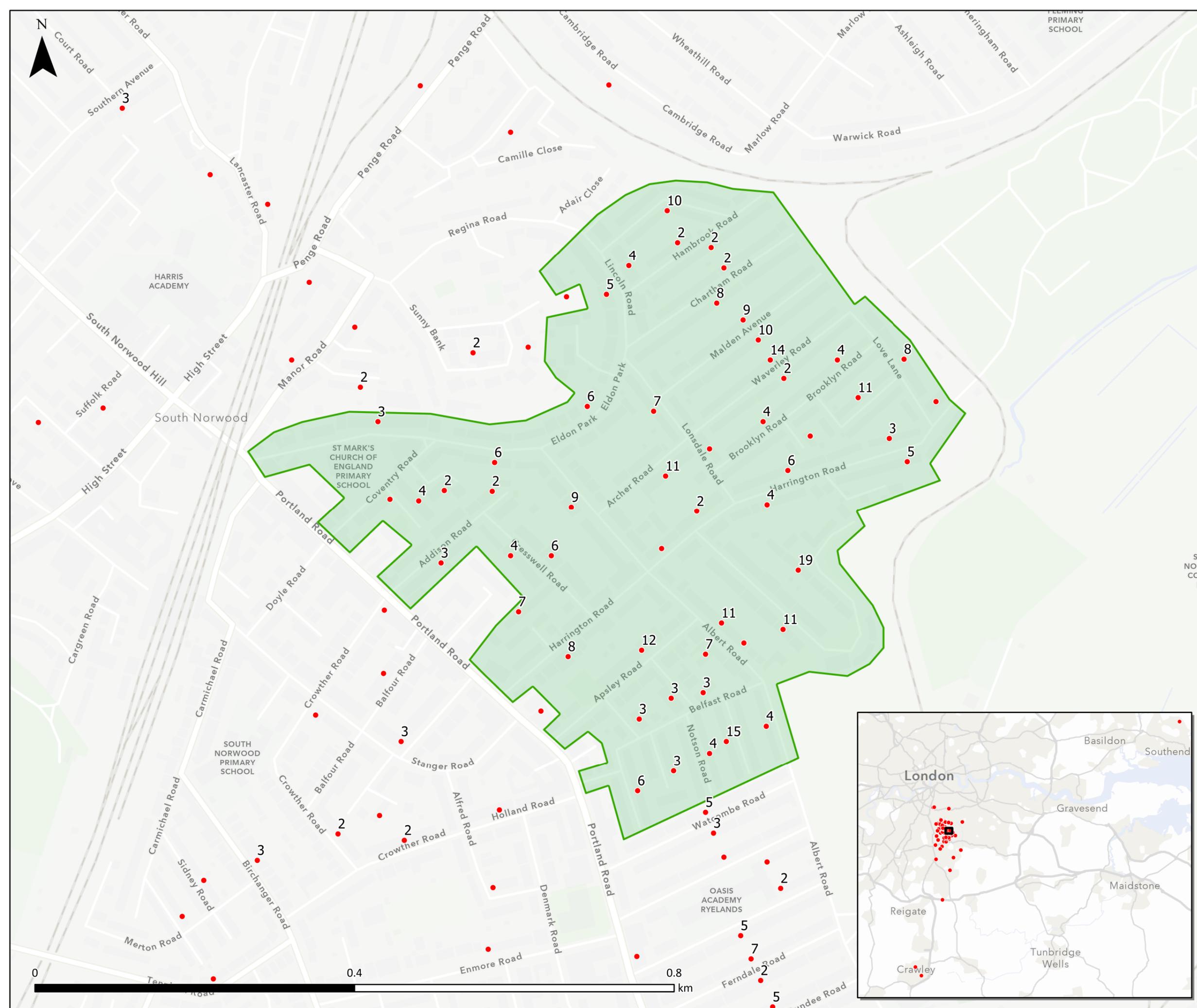
- 6.3.2 Most respondents disagree with replacing the existing scheme with the proposed improvements. However, if some form of low traffic scheme must stay in the Albert Road area and respondents were to choose between the existing measures and proposed improvements, the existing planters is the preferred option over introducing camera enforced restrictions, with 78% of respondents disagreeing with the proposed improvements.
- 6.3.3 When the respondents were asked for their suggestions of how to make Croydon a healthier, safer and quieter area, the top suggestions to remove everything and open the roads back up to free flowing traffic (29%), followed by improving personal safety and tackling anti-social behaviour (18%) and cleaning the streets (15%).
- 6.3.4 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 (Albert 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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PJA  G.03 Wenlock Studios
50-52 Wharf Road
London N1 7EU
T. 0207 566 3939

CLIENT

London Borough of Croydon

PROJECT

Croydon HN Pre-consultation Engagement

TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (ALBERT ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:4,300	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_2	A		