London Borough of Croydon

Addiscombe Healthy Neighbourhood (Kemerton Road)

Questionnaire Response Analysis

October 2021

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Appendices

1 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 Kemerton Road.

1.2 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

- 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 Kemerton Road aims to retain the overall objectives of the LTN but allow better access for emergency services, primarily by replacing planters with fold-down, lockable bollard.

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 on the existing temporary scheme, and views about the proposed improvements under the Experimental Traffic Regulation Order (ETRO) to replace the existing planters with fold-down, lockable bollard.

2   The Survey

2.1   Survey Format

2.1.1   The survey asked respondents about their views on the temporary planters on Kemerton Road. Respondents could complete an online survey sharing their views on the existing scheme and proposals to upgrade the filter to a fold-down, lockable bollard.

2.1.2   A 'Likert' scale type question was used to gauge views on the existing scheme and potential replacement with fold-down, lockable bollard. 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 scheme, 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 42 responses were received through the online survey for comments based on measures at Kemerton Road.

2.2.2 Respondents were asked about their affiliation with the neighbourhood and were able to select more than one answer: 'resident', 'business', 'school', 'visitor' or 'other'.

2.2.3 40 respondents stated they were a resident, 1 selected 'school', and 1 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, all respondents answered, with 95% stating that they live locally to the temporary neighbourhood, with the remaining 5% stating that they only travel through the area, as shown in **Table 2-1** below.

2.2.5 Some respondents selected 'living locally to the temporary neighbourhood' and then additional categories. For the analysis, they have been assigned to the 'living locally to the temporary neighbourhood' category (referred to as 'Live Local' in the rest of this report). 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, Travel through or Other

	No.	%
Live locally to the temporary neighbourhood	40	95%
Travel through the area	2	5%
Study in the area	0	0%
Work in the area	0	0%
Other	0	0%
Total	42	100%

2.2.6 The respondents' postcodes were plotted against the Addiscombe (Kemerton 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 Kemerton 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	32	76%
Live outside of the scheme boundary	10	24%
Total	42	100%

2.2.7   Amongst the 40 respondents who identified themselves as living locally in **Table 2-1,** 32 (80%) live within the scheme boundary.

2.2.8   **Table   2-3** demonstrates that slightly more females completed the survey, at 55%. **Table 2-4** shows that 41-50 was the most represented age category within the survey, with 26% of respondents falling within this category.

Table 2-3: Online Engagement by Gender

	No.	%
Male	14	33%
Female	23	55%
Gender variant / non-conforming	0	0%
Transgender male	0	0%
Transgender female	0	0%
Prefer not to self-describe	0	0%
Prefer not to say/ No answer	5	12%
Total	42	100%

Table 2-4: Online Engagement by Age

	No.	%
18-30	5	12%
31-40	8	19%
41-50	11	26%
51-60	8	19%
61-64	1	2%
65+	4	10%

	No.	%
Prefer not to say/ No answer	5	12%
Total	42	100%

2.2.9   **Table   2-5** demonstrates that most respondents (68%) identified as Heterosexual/Straight. 40 respondents answered this question. **Table 2-6** shows that the majority of respondents (40%) had no religion, with 33% identifying as Christian.

Table 2-5: Online Engagement by Sexual Orientation

	No.	%
Heterosexual/Straight	27	68%
Gay/Lesbian	1	3%
Bi-Sexual	0	0%
Prefer not to self-describe	0	0%
Prefer not to say	12	30%
Total	40	100%

Table 2-6: Online Engagement by Religion

	No.	%
None	16	40%
Christian	13	33%
Hindu	0	0%
Sikh	0	0%
Muslim	0	0%
Jewish	0	0%
Buddhist	0	0%

	No.	%
Any other religion	0	0%
Prefer not to say	11	28%
Total	30	100%

2.2.10   Respondents were asked to describe their ethnic origin. Most respondents (63%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 13% of respondents preferred not to say and 8% described themselves as Black Caribbean. 40 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	25	63%
White Irish	1	3%
White Gypsy or Irish Traveller	0	0%
Any other White background	1	3%
White and Black Caribbean	2	5%
White and Black African	0	0%
White and Asian	0	0%
Any other Mixed / multiple ethnic background	1	3%
Indian	0	0%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Any other Asian background	1	3%

	No.	%
Black African	0	0%
Black Caribbean	3	8%
Any other Black background	0	0%
Arab	0	0%
Other	1	3%
Prefer not to say	5	13%
Total	40	100%

2.2.11   Respondents were asked to state whether they had any form of disability. Out of the total responses to the survey, only 2 respondents (5%) identified themselves as having a disability. 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	0	0%
Hearing Impaired	0	0%
Mobility Disability	0	0%
Learning Disability	0	0%
Communication Difficulty	0	0%
Hidden Disability; Autism (ASD)	0	0%
Hidden Disability; ADHD	0	0%
Hidden Disability; Asthma	1	2%
Hidden Disability; Epilepsy	0	0%
Hidden Disability; Sickle Cell	0	0%
Other: Mental Health	1	2%

2.2.12   Respondents were asked to disclose their annual household income. Most respondents (48%) preferred not to disclose this information, 20% of respondents have a household income of £50,000 and above annually. 40 respondents answered this question.

Table 2-9: Online Engagement by Annual Household Income

	No.	%
£0 - £10,000	0	0%
£10,000 - £20,000	2	5%
£20,000 - £30,000	5	13%
£30,000 - £40,000	3	8%
£40,000 - £50,000	3	8%
£50,000 and above	8	20%
Prefer not to say	19	48%
Total	40	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 area (LSOA) that covers the Kemerton Road scheme (Croydon 017C) 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   This data has been extracted 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.**

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 Kemerton Road Area Existing Demographics

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Gender *(2011 Census)*	Male	30%	9	50%
	Female	63%	19	50%
	Other	0	0	n/a
	Prefer not to say	*7%*	*2*	*n/a*
Age *(2011 Census)*	Under 18	0%	0	24%
	18-30	13%	4	19%
	31-40	17%	5	21%
	41-50	30%	9	14%
	51-60	17%	5	10%
	61-64	3%	1	4%
	65 and over	13%	4	8%
	Prefer not to say	7%	2	n/a
Religion *(2011 Census)*	None	40%	12	24%
	Christian	33%	10	57%
	Hindu	0%	0	4%
	Sikh	0%	0	0%
	Muslim	0%	0	6%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	1%
	Prefer not to say	*27%*	*8*	*8%*

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
Ethnic Origin *(2011 Census)*	White English / Welsh / Scottish / Northern Irish / British	63%	19	51%
	White Irish	0%	0	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	0%	0	8%
	White and Black Caribbean	0%	0	2%
	White and Black African	0%	0	1%
	White and Asian	0%	0	1%
	Any other Mixed / multiple ethnic background	3%	1	2%
	Indian	0%	0	5%
	Pakistani	0%	0	1%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	1	5%
	Black African	0%	0	7%
	Black Caribbean	10%	3	9%
	Any other Black background			3%
	Arab	0%	0	0%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Other	3%	1	1%
	Prefer not to say	*13%*	*4*	*n/a*
Annual Household Income *(2018 ONS statistics)*	£0 - £10,000	0%	0	£56,400
	£10,000 - £20,000	7%	2	
	£20,000 - £30,000	13%	4	
	£30,000 - £40,000	7%	2	
	£40,000 - £50,000	7%	2	
	£50,000 and above	20%	6	
	Prefer not to say	*47%*	*14*	

2.3.6   **Table 2-10** demonstrates that the survey received a lower proportion of responses from males compared to the total for the scheme area.

2.3.7   The survey sample has 60% responses from those aged over 40, while the age group only makes up 36% of the local population. It shows an under-representation from younger demographics in the scheme area.

2.3.8   In terms of religion, 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, Hindus and Muslims completing the survey.

2.3.9   The survey sample has also been shown to have a higher proportion of responses from those who are White English / Welsh / Scottish / Northern Irish / British than recorded in the existing population. The survey did not receive any responses from those who are Black African, despite this group making up 7% of the local population statistics. This is similar for the Any other White background group.

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 covering the scheme (Croydon 017). The average total annual income for this area in 2018 was £56,400. Other than nearly half of those who responded 'Prefer not to say', the highest proportion of survey respondents had a total household income of £50,000 and above, and therefore the comparison may 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.**

Table 2-11: Survey Respondents' Demographics compared to Borough-wide Population

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
Gender *(2011 Census)*	Male	35%	14	48%
	Female	58%	23	52%
	Other	0%	0	n/a
	Prefer not to say	*8%*	*3*	*n/a*
Age *(2011 Census)*	Under 18	0%	0	25%
	18-30	13%	5	18%
	31-40	20%	8	15%
	41-50	28%	11	15%
	51-60	20%	8	11%
	61-64	3%	1	4%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	65 and over	10%	4	12%
	Prefer not to say	*8%*	*3*	*n/a*
Religion *(2011 Census)*	None	40%	16	20%
	Christian	33%	13	56%
	Hindu	0%	0	6%
	Sikh	0%	0	0%
	Muslim	0%	0	8%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	0%	0	1%
	Prefer not to say	*28%*	*11*	*n/a*
Ethnic Origin *(2011 Census)*	White English / Welsh / Scottish / Northern Irish / British	63%	25	47%
	White Irish	3%	1	1%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	3%	1	6%
	White and Black Caribbean	5%	2	3%
	White and Black African	0%	0	1%
	White and Asian	0%	0	1%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Any other Mixed / multiple ethnic background	3%	1	2%
	Indian	0%	0	7%
	Pakistani	0%	0	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	0	1%
	Any other Asian background	3%	1	5%
	Black African	0%	0	8%
	Black Caribbean	8%	3	9%
	Any other Black background	0%	0	4%
	Arab	0%	0	0%
	Other	3%	1	1%
	Prefer not to say	13%	5	*n/a*
Annual Household Income *(2018 ONS statistics)*	£0 - £10,000	0%	0	£53,477
	£10,000 - £20,000	5%	2	
	£20,000 - £30,000	13%	5	
	£30,000 - £40,000	8%	3	
	£40,000 - £50,000	8%	3	

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	£50,000 and above	20%	8	
	Prefer not to say	*48%*	*19*	

2.3.13 **Table 2-11** demonstrates that the survey received a lower proportion of male responses than the Croydon population, and a higher proportion of female responses than the Croydon population.

2.3.14 The survey overall has more responses from those aged between 31-60, when the younger demographics make up a higher percentage of the existing population in the borough.

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 backgrounds than the proportion within the borough-wide population.

2.3.16 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 The use of online survey methods for this questionnaire may have excluded the participation of the offline population. The questionnaire also only received 42 responses, which is considered a low response rate compared to other schemes.

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 which 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 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

3.1.1   The next section of the survey included questions about respondent's travel patterns around Addiscombe.

3.1.2   Respondents were asked how much walking, cycling or scooting they are doing now, compared to before the Covid-19 pandemic. **Table 3-1** demonstrates that half of the respondents are doing about the same amount of walking, cycling and scooting (50%), but 31% are doing more and only 19% are doing less.

Table 3-1: Extent of Walking, Cycling, Scooting

	No.	%
Much More	5	12%
Slightly More	8	19%
About the Same	21	50%
Slightly Less	7	17%
Much Less	1	2%
Total	42	100%

3.1.3   Respondents were then asked: 'Are there children and/or young people in your household?', 24% (10) of those answered yes, as shown in **Table 3-2**. This 24% were then asked the extent to which they are currently walking, cycling or scooting compared to before the pandemic. Again, the majority of children and young people's extent of walking,

cycling and scooting now compared to before the pandemic has remained about the same, at 60%, with 20% walking, cycling and scooting more, but 20% saying that they are doing it less.
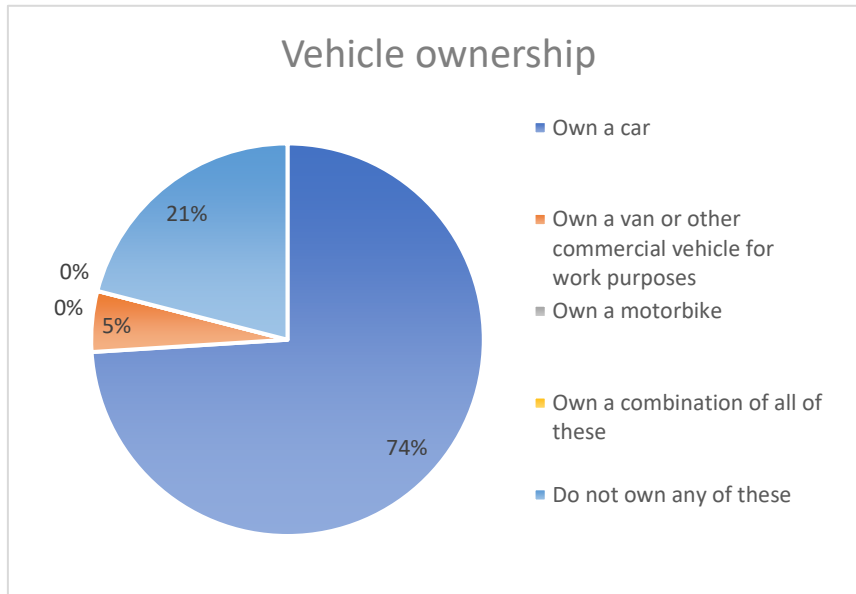
Table 3-2: Extent of Walking, Cycling, Scooting among Children and Young Adults

	No.	%
Much More	2	20%
Slightly More	0	0%
About the Same	6	60%
Slightly Less	1	10%
Much Less	1	10%
Total	10	100%

3.1.4   Respondents of the survey were also asked what type of vehicles (if any) they own. The results in **Figure 3-1** below show that the majority (74%) own a car. In comparison to the 2011 Census (Output area level), about 61% of households within the Kemerton Road scheme boundary have access to a car or van, as opposed to about 39% that did not.

Figure 3-1: Vehicle Ownership amongst Respondents

respondents selected this category. This is followed closely by 'concern about road safety/road danger', with 18% selecting this category, and 18% also selected 'traffic speed'.

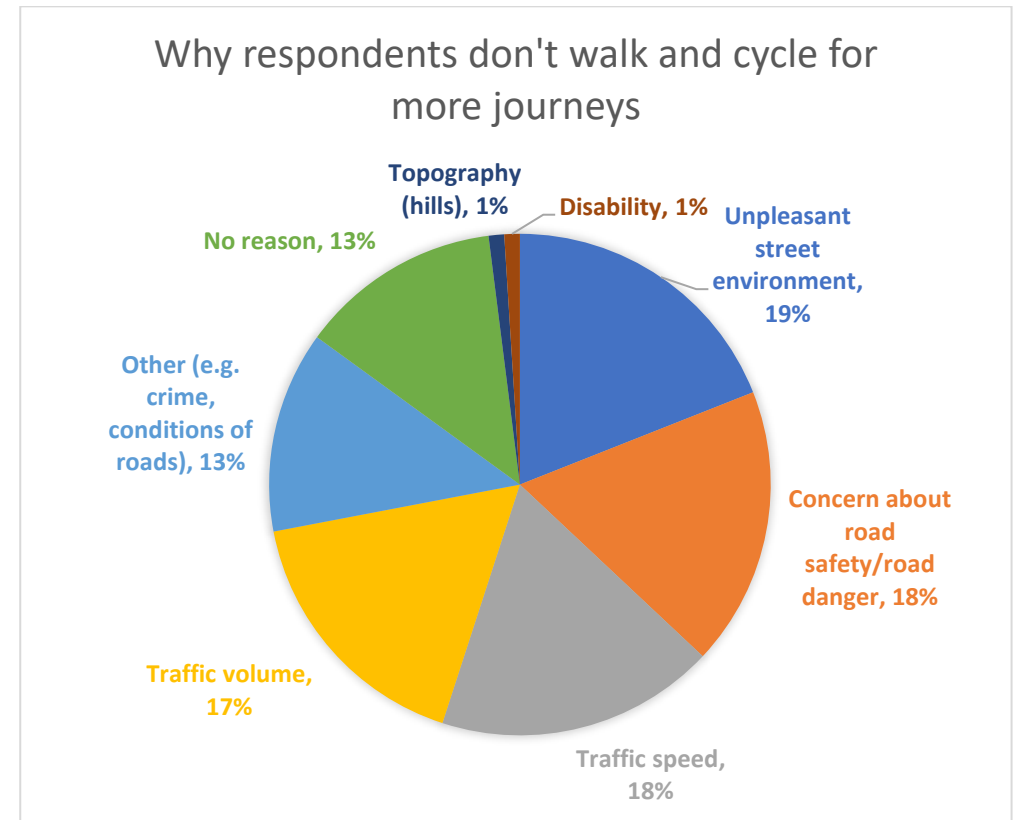**Figure 3-2: Why Respondents Don't Walk and Cycle for More Journeys**

3.1.5   Those who answered yes to owning a car and/or motorbike (31) were also asked if they also walk, cycle or use public transport for some of their journeys, where 94% (29) answered that they did.

3.1.6   Further, respondents were asked; 'What (if anything) stops you from walking and cycling for more journeys in and around Addiscombe?'. The most common reason for not walking and cycling in and around Addiscombe is the 'unpleasant street environment', whereby 19% of

4   Feedback on the Temporary Scheme

4.1   Views about the Temporary Scheme

4.1.1   As introduced previously, 32 of the responses received through the online engagement were from people who live within the scheme boundary to the temporary neighbourhood, and 10 live outside the scheme boundary.

4.1.2   **Table 4-1** below shows that when asked how strongly the respondents support or do not support the existing Addiscombe CHN (Kemerton Road) temporary scheme, the majority of those who live within the scheme boundary (80%) held negative views towards the scheme, with only 20% having a positive attitude. For those who live outside of the scheme boundary, 30% expressed a negative stance on the existing temporary scheme, while 50% expressed a positive stance.

Table 4-1: Attitudes of the Existing Addiscombe – Kemerton Road Scheme

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	22	73%	2	20%
Slightly do not support	2	7%	1	10%
Neutral	0	0%	2	20%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Slightly support	3	10%	2	20%
Strongly support	3	10%	3	30%
Total	30	100%	10	100%

4.1.3   When asked how the respondents feel about the temporary scheme in its current format, 26% of those who live within the scheme boundary felt negatively towards the current temporary scheme, with 64% feeling positive. For those who do not live within the scheme boundary, the majority (50%) felt positive about the temporary scheme in its current format, with 30% feeling negative.

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

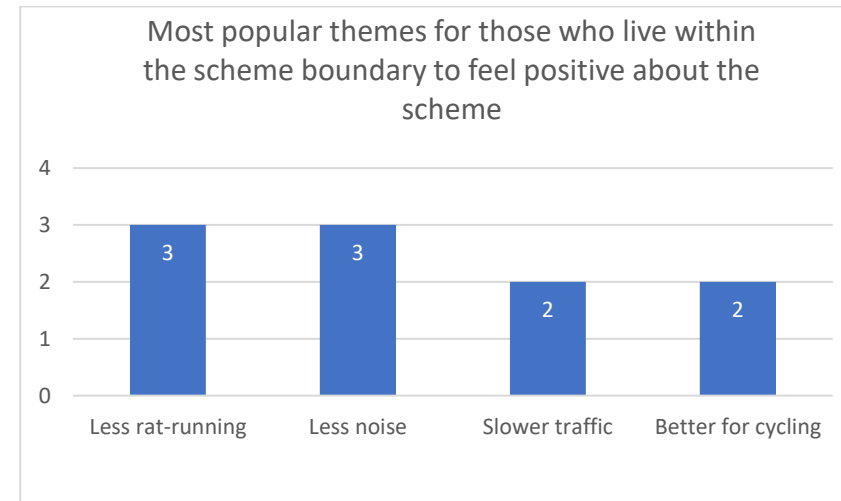|	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very Negative	7	23%	2	20%
Negative	1	3%	1	10%
Neutral	3	10%	2	20%
Positive	17	57%	4	40%
Very Positive	2	7%	1	10%
Total	30	100%	10	100%

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

– The scheme results in less noise (5)

– The scheme makes the area safer (3)

– There is less rat-running (3)

– The scheme is better for cycling (3)

4.1.5 Six out of the 30 respondents who live within the scheme boundary said they feel positive about the scheme (see **Table 4-1**). **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 results in less rat running (3) and that it makes less noise (3).

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

4.1.6 The 5 respondents who stated that they feel positive towards the scheme and who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme makes the area safer (2), that it makes the area have less traffic (2) and less noise (2) 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
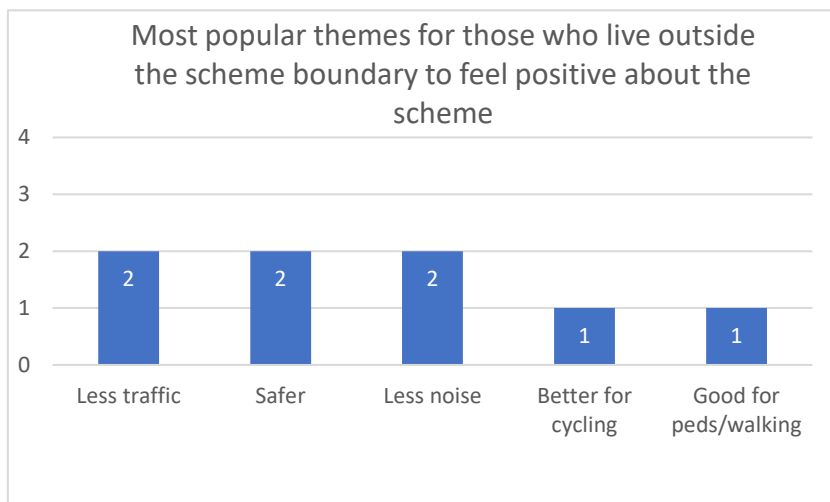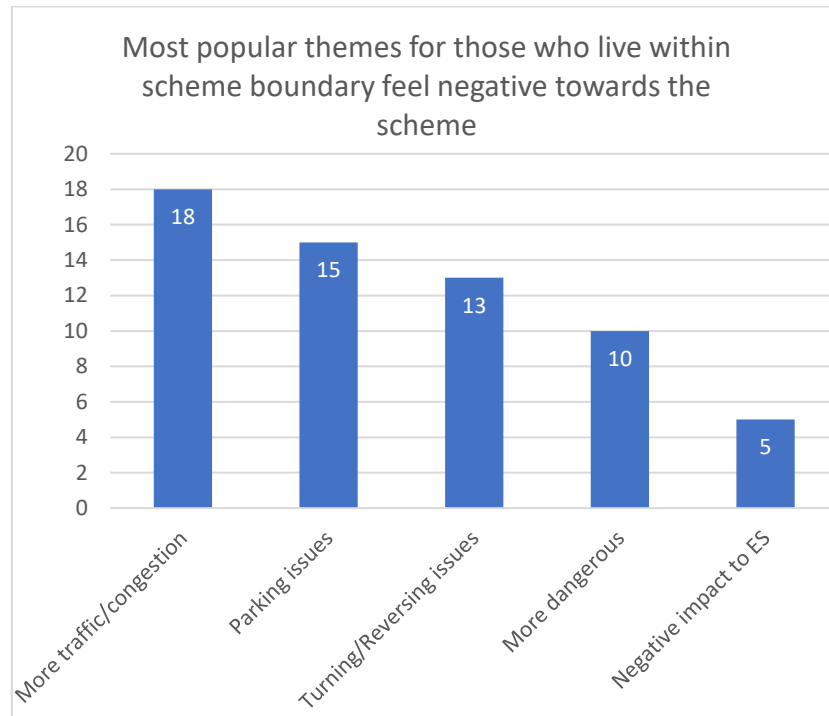

4.1.7 The most popular themes for feeling negative towards the scheme were:

– The scheme results in more congestion (19)

– The scheme results in parking issues (16)

– The scheme results in turning/ reversing issues (13)

– It makes the area feel more dangerous (11)

– The scheme causes a negative impact on emergency services (6)

4.1.8 24 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 most 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 it would cause more traffic (18), that it would cause parking issues (15) and that it would cause turning / reversing issues (13).

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

Most popular themes for those who live within scheme boundary feel negative towards the scheme

(1), would be an inconvenience causing long journeys (1), that it would have a negative impact on emergency services (1) and that it would cause parking issues (1), 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

Most popular themes for those who live outside scheme boundary feel negative towards the scheme

4.1.9   The three respondents who stated that they feel negative towards the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic / congestion on the main roads / wider road network (1), that is more dangerous
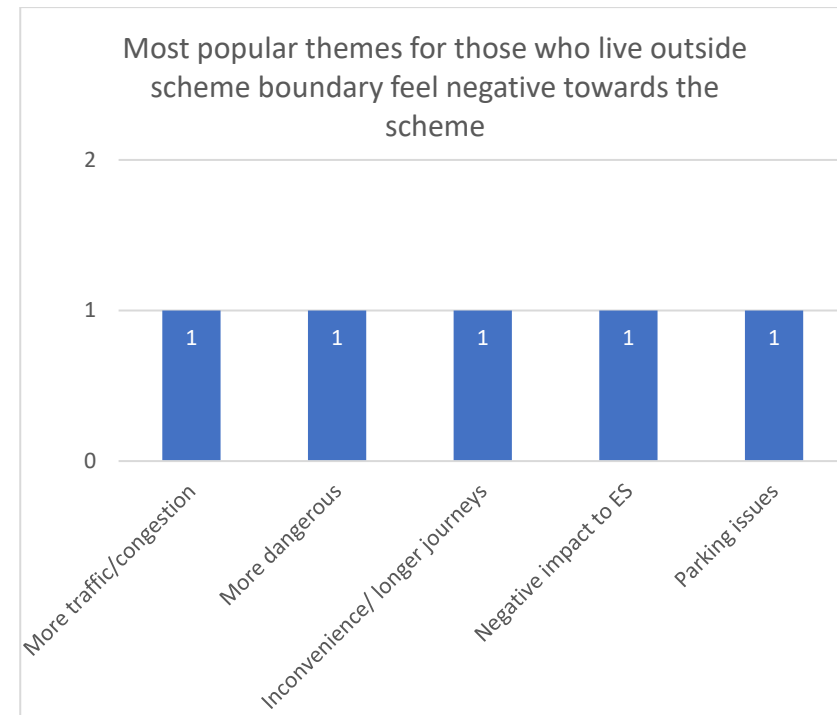
4.2 Perceived Impacts of the Temporary Scheme

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, 72% thought the impacts are worse, with 13% think the impacts are better. Whereas, the majority of those (605) who live outside the scheme boundary perceive the impacts as the same as before.

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

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Better	4	13%	2	20%
About The Same	5	16%	6	60%
Worse	23	72%	2	20%
Total	32	100%	10	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, 72% of those who live within the scheme boundary said it is worse than before, as opposed to 16% thinking it is better. However, for those who live outside the scheme boundary, 40% stated that road safety is better than

before the scheme was put into place, while another thought it is the same, as shown in **Table 4-4** below.

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.	%
Better	5	16%	4	40%
About The Same	4	13%	4	40%
Worse	23	72%	2	20%
Total	32	100%	10	100%

4.2.3 **Table 4-5** on the next page 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, most of them rated the conditions as being the same (44%), or worse than before (44%). 70% 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, the remaining 30% stated it was better 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.	%
Better	4	13%	3	30%
The Same	14	44%	7	70%
Worse	14	44%	0	0%
Total	32	100%	10	100%

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

5.1.1 In this section of the survey, Question 18, respondents were asked whether they agree or disagree with replacing the existing planter closure on Kemerton Road with a lockable bollard for emergency service access.

5.1.2 The result of this question is shown in **Table 5-1** below and it is clear that the majority of both those who live within the scheme boundary disagree with replacing the planters with a lockable bollard on Kemerton Road, with 80% disagreeing. 30% of those who live outside the scheme boundary also disagree.

Table 5-1: Opinions regarding Replacing Existing Planters with Fold-down, Lockable Bollard

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	21	70%	3	30%
Disagree	3	10%	1	10%
Neutral	3	10%	3	30%
Agree	1	3%	3	30%
Strongly Agree	2	7%	0	0%
Total	30	100%	10	100%

5.1.3 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 31 coded responses, seven (23%) stated concerns about traffic and parking being displaced onto Bredon Road, six (19%) reported concerns about road safety due to vehicles reversing.

5.1.4 Aside from the general reasons for opposing low traffic schemes, four (13%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers from access.

Figure 5-1: Key Themes Drawn from Respondents' Explanations to Their Stance about Replacing the Existing Scheme with the Proposed Improvements
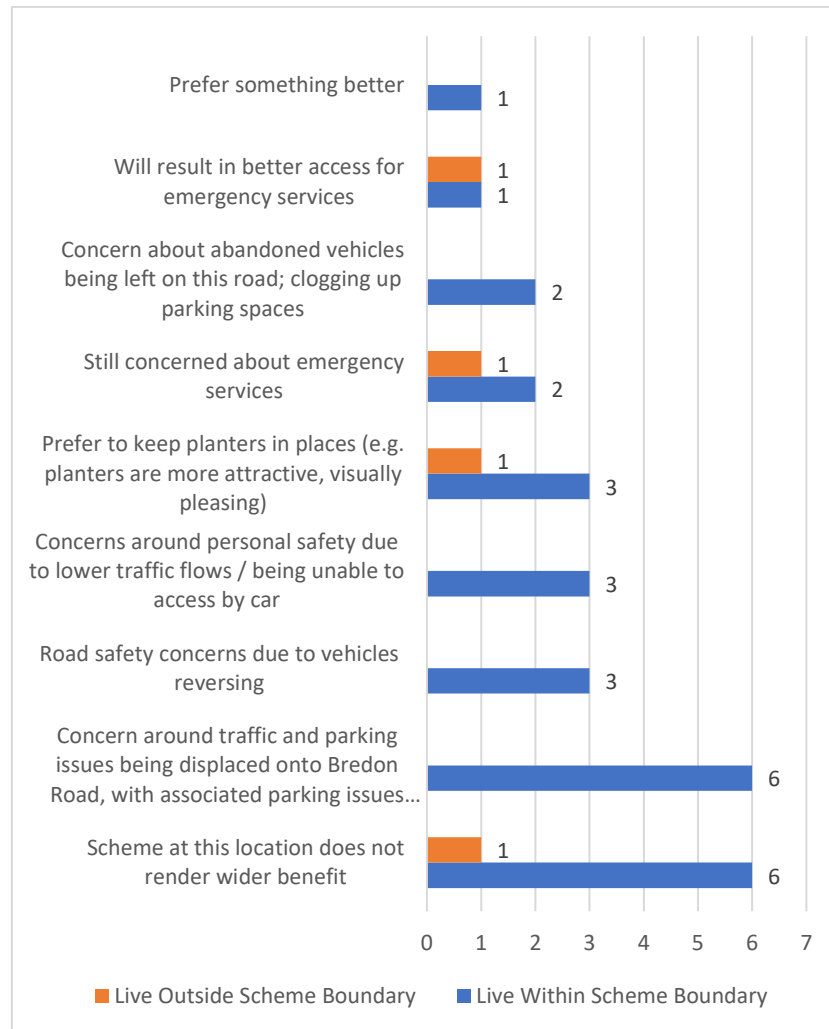
5.2 Other Suggestions

5.2.1 Respondents were then asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted. 25 suggestions were received and coded, of these the most frequently mentioned suggestion was cleaning the streets and/or tackling fly-tipping and littering, 6 (24%) respondents suggested this. Following this, 4 (16%) respondents would be interested in seeing better speed enforcement, with another 4 (16%) suggested more trees and greenery.

Table 5-2: Most Frequently Mentioned Suggestions to Make The Area Safer, Quieter and Less Polluted

Coding Category	No.	%
Cleaning the streets/ tackling fly-tipping and littering	6	24%
Better speed enforcement	4	16%
More trees and greenery	4	16%
Change on parking Permits/zone Extents	3	12%
Introducing one way system	3	12%
Other traffic management	3	12%
Personal safety & tackle anti-social behaviour/police presence	3	12%
Improve/ reduce costs of public transport	3	12%
Other suggestions	3	12%

Coding Category	No.	%
Add/change location of closure	2	8%
Enforce traffic rules against cyclists and/ or e-scooter users	2	8%

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 analyses the responses for the existing and proposed changes to the Addiscombe CHN measure on Kemerton Road.

6.2 Survey Results

Travel patterns around Addiscombe

6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around Addiscombe since the Covid-19 pandemic has remained around the same. 60% of respondents stating that the extent of walking, cycling and scooting they do now has remained about the same, with 20% each stating that they are doing either more or less. When asked why they would choose not to walk, cycle or scoot, 18% said they would not because of concerns about road safety/road danger and traffic speeds.

Views about the Temporary Scheme

6.2.2 When asked their views on the current temporary scheme, the majority (67%) does not support the existing scheme, with 80% of those who live within the scheme boundary against it and 30% of those who live outside the boundary.

6.2.3 The most common reason for the local respondents disliking the current temporary scheme was 'more traffic and/or congestion' with 75% of those who live within the scheme boundary and hold negative stance mentioning this in their explanation.

6.2.4 For the three respondents who live outside the scheme boundary and displayed negative views of the existing scheme, their comments are about issues such as 'inconvenience/ longer journeys' and 'negative impact to emergency services'.

6.2.5 Despite this, 20% of those who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for supporting the existing scheme for them is that it reduces rat-running and creates less noise.

6.2.6 Majority of those who live within the scheme boundary perceive the scheme's general impacts to be worse (72%).

For those who live outside the scheme boundary, 60% rated the impacts as the same as before.

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

6.2.7   For the question regarding changing the existing planter closure to a lockable bollard, the majority disagree with this change. It is opposed by 80% of those who live inside, and 40% of those who live outside the scheme boundary.

6.2.8   When asked to explain why the respondents agree or disagree with replacing the planters with a lockable bollard, the main reasons for those who disagreed was because they do not think a scheme at this location could render any wider benefits, or due to concerns about traffic and parking issues being displaced onto Bredon Road. Some also mentioned that they prefer to keep the planters as they are more visually pleasing. For those who agreed with replacing the planters with a fold-down, lockable bollard, the main explanation was that they would provide better access for emergency vehicles.

6.3   What Does it Mean?

6.3.1   The response to the engagement suggests that neither those who live inside or outside the scheme boundary support the existing temporary measures of the planters on Kemerton Road.

6.3.2   From coding the respondents' explanations, it is clear that the scheme resulting in more traffic and/or congestion to nearby areas is the dominant reason for feeling negative about the scheme, and therefore people do not support changing it to a lockable bollard either.

6.3.3   Many locals are concerned about traffic and parking issues being displaced to Bredon Road. There are also concerns about a lockable bollard being an unreliable method for providing emergency access.

6.3.4   When the respondents were asked for their suggestions on how to make Croydon a healthier, safer and quieter area, the top suggestions were to clean the streets and/or tackle fly-tipping and littering (24%), better speed enforcement (16%), and to provide more trees and greenery (16%).

6.3.5   Due to under-representation of response from certain demographic groups, the low response rate, 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
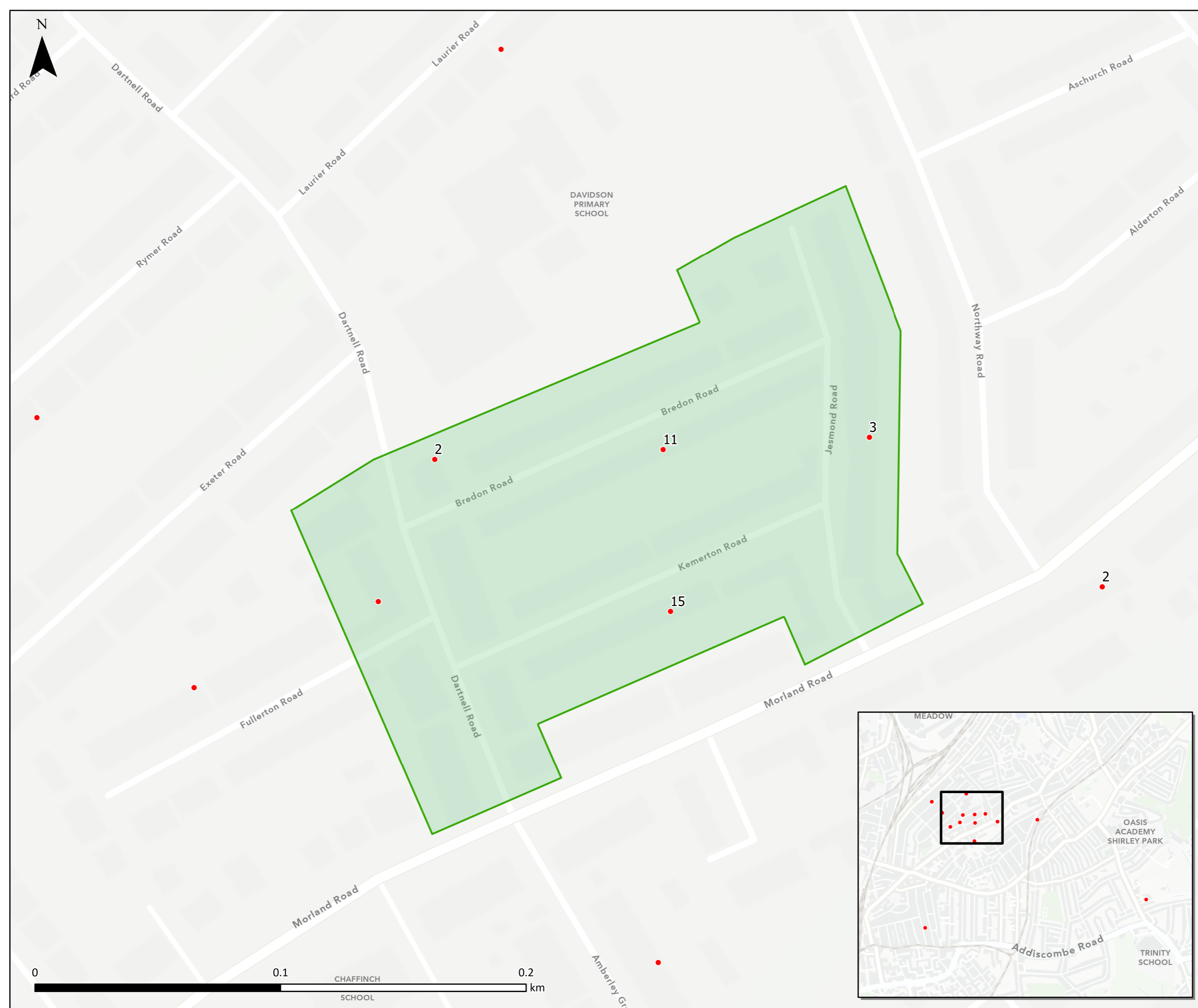
Postcode Location of Survey Respondents' addresses (of whom provided a valid postcode)

Temporary Streetspace/ CHN Scheme Boundary (Kermerton 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 (KERMERTON ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:1,400	JY	JMQ	06/10/2021
FIGURE NUMBER		REVISION	
C1_5		A	