

Appendix 1 - Movement Plan Consultation Hub report

Results and analysis

April 2019

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Introduction

About the consultation

The online survey was available on the council's Consultation Hub. The survey was designed to uncover the personal experience of travelling in the borough and targeted at people who live, work and study in Southwark.

The Movement Plan consultation ran from November 2018 to February 2019. We reached 689 people.

Please contact transport@southwark.gov.uk with any questions regarding the data and finding presented in this report.

Consultation report appendices

The consultation results are presented in one summary report and each activity is analysed in depth in each appendix. See below for full list of appendices.

Movement Plan Consultation Report – Summary Report

Appendix 1 – Consultation Hub Analysis

Appendix 2 – Street Surveys Analysis

Appendix 3 – Young Advisors Analysis

Appendix 4 – Over 65s Workshop Report

Appendix 5 – Stakeholder Responses Detailed Summary

Appendix 6 – Surveys Questionnaires

Key Findings

Reduce traffic and improve air quality

The respondents to the survey showed a strong support for improved air quality and traffic reduction. 77% agreed that we should reduce the number of motor vehicles in our roads.

59% of respondents support the expansion of time-restricted road closures. People would like to see street closures for community events, to improve the walking and cycling environment and improved air quality.

Respondents stated that improving air quality, reducing traffic and lower speeds on the streets are factors that would contribute to feelings of safety and a positive journey experience for people.

Improve public transport accessibility, connectivity and reliability

Improving public transport is a priority to the respondents. People would like to see well connected, reliable, affordable and frequent public transport services. This includes more tube lines, stations and bus services to increase travel options and discourage car usage.

People identified accessible stations and journeys as important, especially for people with mobility issues. An accessible transport network is essential to allow everyone to move freely and independently.

Infrastructure to support easy and safe walking and cycling

People would like to see safe, accessible, well connected and well maintained walking and cycle routes.

To make walking more enjoyable people would like to see pedestrian priority in crossings, wider and well maintained pavements and more pedestrianised streets. It is also highlighted that streets should be accessible for all ages and abilities.

Improve road user's behaviour

In terms of feeling safe from injury people would like to see more respectful behaviours by all road users. It was expressed that many feel intimidated by some driver and cyclist behaviours. This was particularly highlighted by vulnerable roads users.

Green and calm places and routes

People's experience and motivation to travel actively would improve with calm and greener places in which they can feel relaxed when getting to the places they need.

Quiet and direct walking routes are raised as a key theme when asked about what would encourage more walking. Clean streets are also important for an enjoyable journey while crowded spaces make people feel uncomfortable in streets.

Feel safe from crime, police presence & CCTV and better lighting

45% said that a fear of crime strongly or partly influences how, when and where they travel. Respondents said that feeling safe from crime and injury would encourage one to active travel. To feel safe from crime people would like to see improved street lighting and more police presence and CCTV.

Summary of how people responded to the open questions

The numbers in brackets is the number of mentions each theme received in the survey. Please see graphs for more details.

Question 7 – What do you think is the most important thing to focus on to help people walk more?

Feeling safe from crime and injury

From the responses received it is evident that **feeling safe from crime and injury** (103) is the key thing people would like to see achieved through the development of a walking network. Feeling safe from crime is often described as feeling safe to move freely at night time without fear and worry. A few also mentioned wanting to see a **reduction in anti social behaviours** (12) and **increase police presences and CCTV** (14) to feel safe.

“Biggest challenge of walking at certain times of day (i.e. when it is dark) has been limited street lighting. This has added to me feeling unsafe especially since I live on a council estate where I have experienced anti social behaviour, assault and abuse before and so I can feel quite vulnerable and would rather not walk around.”

To feel safe from injury includes both not being involved in a road collision and not tripping/falling over due to obstructions on the pavement. Hence, people would like to see **wider pavements with less obstruction** (92) and **good quality pavement** (66). Obstructions on the pavement are for example identified as other people, litter, poorly placed benches and tree roots. A few respondents mentioned that crowded spaces make people feel uncomfortable and unsafe. Good quality pavements are defined as without potholes and with dropped kerbs and tactile paving to make it accessible for all.

People would like crossing roads to be safe and easy (87) this includes improved crossings in junctions, more places to cross and **reduced waiting time at traffic lights** (28). Crossing roads also causes conflict between different road users (vehicles, pedestrians and cyclist). Respondents said there wasn't enough respect shown in these interactions and traffic rules weren't always followed. Some sought enforcement for when traffic rules were not obeyed.

People want to see **speed restrictions and enforcement** (27) when the 20mph limit isn't followed. Speeding vehicles are having a negative impact on the walking experience as they are noisy, dirty and presents a risk to pedestrians.

Improve air quality and reduce traffic

Improved air quality (95) is the second most mentioned theme, often paired together with **traffic reduction** (73) and with **noise reduction** (19), when asked about what would improve the walking environment. A few also mentioned that actions should be taken to **discourage car ownership and usage** (23) to reduce traffic. It is expressed that improved air quality would encourage people to be out and about. A few also highlighted the impact of air pollution on children as to why it is important.

“Quiet (and quick) with clean air routes away from the traffic. Highlighting some of the hidden gems - coffee shops, pubs, grocers, historical sites on the back routes”

Walking routes and wayfinding

Quiet and direct walking routes (70) away from main roads, traffic and noise are sought. People want to quickly get to where you need and some would like **things to see and do** (18) on their journeys to make it more interesting. **Greenery and open green space** (70) are mentioned equally as often as quiet and direct walking routes to improve air quality and provide peace and calm. Some would also like routes **connecting green areas** (13) to one another.

“I think it should not be a separate walking network like was done for bicycles - it should simply be that walking, cycling and public transport get more space compared to cars. What would be nice is having to stop less for crossing busy roads, thus, less busy roads (reduce cars), and traffic lights which switch quickly when you push.”

A great number of people expressed a desire for more **wayfinding and knowing about walking opportunities** (90). For the walking alternative to be visible, intuitive and more attractive. People highlight that with right the information in the street such as signage pointing out

distances to close/next stations, cultural attractions and landmarks could encourage and nudge people to walk short or linking trips. It was also suggested that maps with walking routes should be more user-friendly and accessible online. The council should also **promote positive benefits of walking** (26) including the health, environment and financial benefits.

“Provide walking routes to show how easy it is to walk routes that people would normally drive or take transport. Particularly show routes which are off the main roads and across parks etc.”

People would also like to see **clean streets** (38). Specifically mentioned is the removal of commercial rubbish on pavements and leaves as these are a safety risk.

Pedestrian priority

People said they want to see a shift in the road hierarchy with more **pedestrian priority** (31). To **pedestrianise** (37) areas was also mentioned to improve the walking environment. People would like to see both temporary and permanent street closures, to improve how people feel about their neighbourhood and to encourage sociability and community feeling as well as supporting business.

“Pedestrianised areas of cities are a joy to be in; there is a buzz as people move around freely and democratically. I think most of us have had this experience at some point and can identify with the positive feelings it brings about in ourselves and towards others around us.”

Accessible for all and respectful road behaviours

It is expressed that **walking should be accessible to all** (19) including children, elderly and people with an impairment. The respondents highlight that these groups may have different needs from the street environment and that these should be considered.

“Considering my parents, having more benches and places to sit will be of a great help. Since they become tired as they travel and the only place they tend to find to sit are the bus stop benches. Which are of the wrong height and design to help them sit comfortably to regain some energy before they continue their commute.”

There is a concern about people's road behaviours, particularly highlighting **cyclist behaviours and that cyclists should keep off the pavements** (23) as this presents a risk to people walking. For example, cyclists who jump lights, and don't obey traffic rules present a risk to others.

This is further highlighted as people would like **reduced road conflict between users** (13) and ask for **segregated space for walking, cycling and driving** (16).

Question 9 – Where and for what purpose would you like to see/would you benefit from time-restricted street closures?

Encourage active travel

From the responses received closures around schools, also referred to as **school streets**, (91) were the most popular type of time-restricted street closures people would like to see. It is seen as a way to encourage parents to walk their children school, reduce air pollution and for improve safety around schools.

“Street closures around drop off and pick up times at schools to ensure that children are safe crossing the road and the environment is less polluted. This would also encourage more parents to walk to school as they would be prevented from parking by the school gate.”

Street closures would also be beneficial to **prioritise an enjoyable walking and cycling experience** (66) and make it **safe to cycle and walk** (27) for all. People believed it would **encourage active travel and public transport** (13) use.

To close **streets in peak hours and around stations** (32) would make it easier and safe to cycle and walk.

“Prioritise streets for people to be active and promote good mental health.”

“Peak commuting times to enable greater footpaths for people to walk around the city to work, rather than cramming so many people onto small footpaths.”

Encourage community feeling

Closures for **community events and street parties** (71) were the main purpose people wanted to see streets closures for, to enable you to meet your neighbour and build a community. A number of people specifically highlighted **residential streets** (19) as desirable places for closures. People also mentioned **play streets** (26) as this was seen to bring people together and providing place for children to play safely and be active.

“More closures for play, activity and bringing communities together informally.”

There was also mentioning of closure for **culture and special events** (17). These were often defined as larger or one off events such as festivals and marathons. People would also like to happen at times that would benefit the most such as **weekends** (29) and holidays.

“Along the river and dedicated places of cultural and aesthetic interest, for food, music and Sunday strolls.”

Support local business

People highlighted the benefit of **street markets** (65) and closures in and around **highstreets and town centres** (52) to support the local economy and for it to be a vibrant place with a local feel.

“Pedestrianise areas during busy shopping times like Saturday afternoon or Sunday to make areas more sociable - like they do in Spain!”

Improve air quality and reduce traffic

Street closures with the purpose to **improve air quality** (65), **reduce traffic** (32) and **reduce rat running** (21) was sought after. It would improve the overall experience of being in the streets and calm traffic in areas with speeding and where rat running is common.

“The city should be for the people, not for the cars. This is slowly changing but anything to make the area more pedestrian and public transport friendly is more than welcome.”

Other concerns

There were also some concerns raised in relation to the proposal. There were 37 mentions from people who **don't support and don't see benefit** (37) of time restricted closure or that they wouldn't like to any **wider expansion of the concept** (9) beyond what the council already does (play streets, schools streets and markets).

With the concerns being about the effects of such closures on the wider network, such as traffic being directed to surrounding streets and worsening air quality at other places.

A few also mentioned that clear information and **communication about closure** (7) was desirable so people could plan their routes accordingly and ahead of time.

Question 18 – Are there any actions that Southwark could take to help you feel safer in your journeys?

Reduce traffic and improve walking and cycling infrastructure

From the responses received there was many who would like to feel safer when walking and cycling. People would like **more cycle lanes and cycle routes** (133) that are quiet, linked with a wider network and lanes segregated from motor vehicles.

There was often a correlation between improved cycle infrastructure and wish for **traffic** (56) and **speed reduction** (91). This was also suggested in relation to pedestrian safety. High speeds are intimidating and dangerous to people. It was felt that the 20mph limits are not being followed and there is **not enough enforcement** (76) of the speed limit.

Many would like to see more **pedestrianised roads and residential roads closed to rat runs through modal filters or closures** (28). **Road maintenance** (20) is also a recurrent issue due to many potholes and uneven surfaces. Some specified to **manage HGVs and delivery vehicles** (14) both in terms of timing and reducing their presence.

Traffic reduction is often mentioned to reduce **air pollution** (10). Many people are worried about their safety and the impacts air pollutions on themselves and their children.

“Reduce the number of cars on the roads. They are dangerous both to immediate physical safety of other's but also pollute the air, causing long term damage to thousands of people in the borough. It seems crazy that anyone needs to drive in a city as well connected as London”

People would like to have more and safer space to walk, highlighting the need for wider **and well maintained pavements** (26) with less clutter. A main concern for people walking is crossing roads safely. There are not enough **safe crossings** (50), especially for more vulnerable users, for example there are not enough audible crossings for people with visual impairments. People would like to see more pedestrian priority, especially at traffic lights to reduce waiting time and to have more time to cross. People suggested **reducing on street parking** (13) to improve visibility and free up space to prioritise for active travel. **Better signage and wayfinding** (9) would also improve the walking and cycling experience in the borough together with cleaner spaces. **Better lighting** (30) would make people feel safer.

Road users behaviour

People agree there is a need for more empathy, politeness and respect between the different road users. Particularly **cyclists on pavements, going through red lights, not stopping at pedestrian crossings and being disrespectful** (57) are mentioned.

Pedestrians find it intimidating to share space with cyclists and would like to have **segregated paths** (11). **Driver's behaviours** (56) and speed also intimidate cyclists and pedestrians, people would like to see more considerate and careful driving. Further, people also mention bus drivers not waiting for people to sit before departing or driving dangerously when people standing on the bus..

“Educate vehicle drivers about road safety in relation to cyclist. I got knocked down when driver opened her door without looking. I got hurt and shouted at. A scary experience that stopped my cycling in Southwark again.”

Police and enforcement

More Police presence and CCTV are suggested both to reduce poor road user behaviours and crime reduction. People would also like to be able to access footage in case of collisions and that their incidences were dealt with efficiently and appropriately.

Question 21 – When thinking about how you move and travel in Southwark, if you could wish for one thing that would improve your experience, what would it be?

Improve public transport

From the responses received the main wish for people is **improved public transport** (172) with support expressed for the **Bakerloo Line extension and more tube lines** (32).

People would like public transport that connects you to central London without having to make many interchanges. Respondents would like to see public transport that is reliable, frequent, direct and affordable. Respondents also would like to see improved services during night time.

Overcrowding and access issues are often mentioned especially regarding Canada Water and Denmark Hill Station. There is also a need for more local buses, increase frequency of some low frequency routes and extensions of some lines towards nearby stations.

People would also like to see **expansion of cycle hire and free rides** (15), especially for elderly and **more opportunity to cross the river** (7).

Reduce traffic and prioritise active travel

Traffic reduction (103) was second on the respondent's wish list to improve safety, air quality and reduce noise. **Cleaner air** (67) is also highly sought after to improve the journey experience. People would like to see more **filtered and closed roads to reduce traffic and rat running** (18) and **prioritisation of active travel** (17). There is a need for **cycle infrastructure** (82) to feel safe and protected from motor traffic. People would like to see roads where all can cycle safely.

"The ability for my kids to cycle to school safely would be life changing"

"If there were less cars on the road and it was safer I would consider using my bike for longer journeys."

Road users behaviour

People also say they would like to see improved road user behaviours. There is a need for **more understanding, politeness and respect between different road users and to learn how to share the road** (28). People particularly mention cyclists on pavements, going through red lights and not stopping at

pedestrian crossings. Pedestrians feel intimidated by cyclists in shared space and by speeding vehicles.

"Preventing cyclists from riding on the pavements. Old people feel deeply threatened by this."

"Everyone to be nicer to each other."

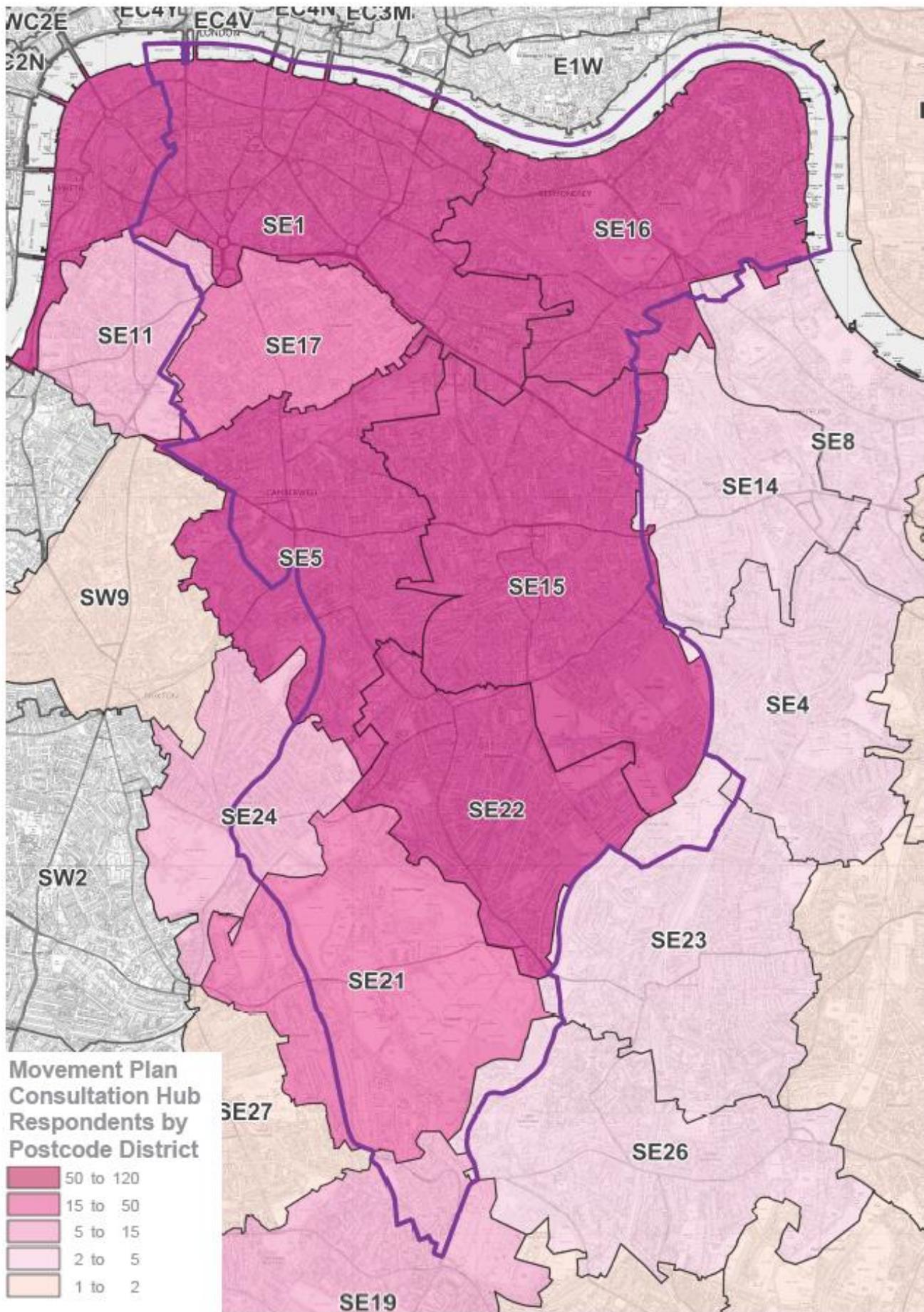
Personal safety

Wider and well maintained pavements (24) and **improved crossings** (20), including reducing the waiting time for pedestrians would make people feel safer on the streets. **Better lighting** (9) and **transport at night** (7), together with **crime reduction and more Police and CCTV control** (5) is important for people's personal safety. A **greener** (17) and **cleaner** (13) Southwark would also make the experience more enjoyable.

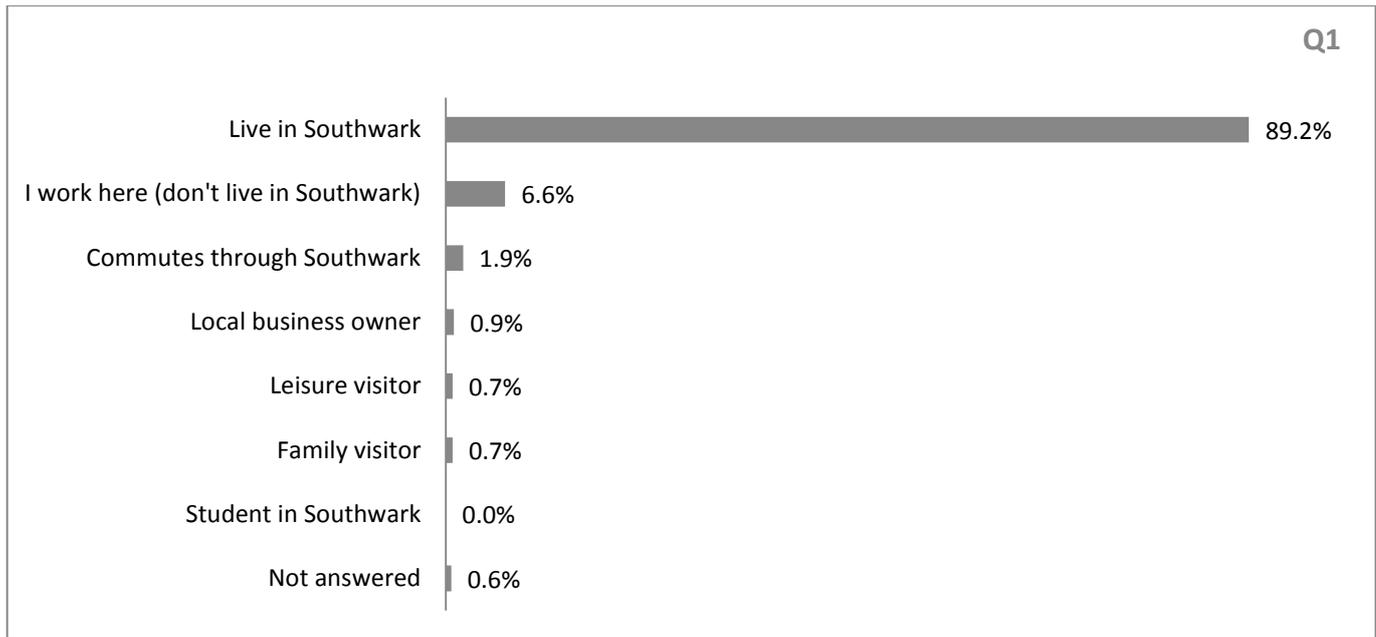
"Safety. As a woman living alone in London, I am acutely aware of how easy it is for me to be a target of crime, or even just bad behaviour by impatient motorists or cyclists."

Do not agree with policies

A few oppose the introduction of more roads closures, traffic calming measures and construction of more cycle lanes. Here people would like to see the removal of speed humps (6) and cycle lanes (7) as well as opposing controlled parking zones (8).



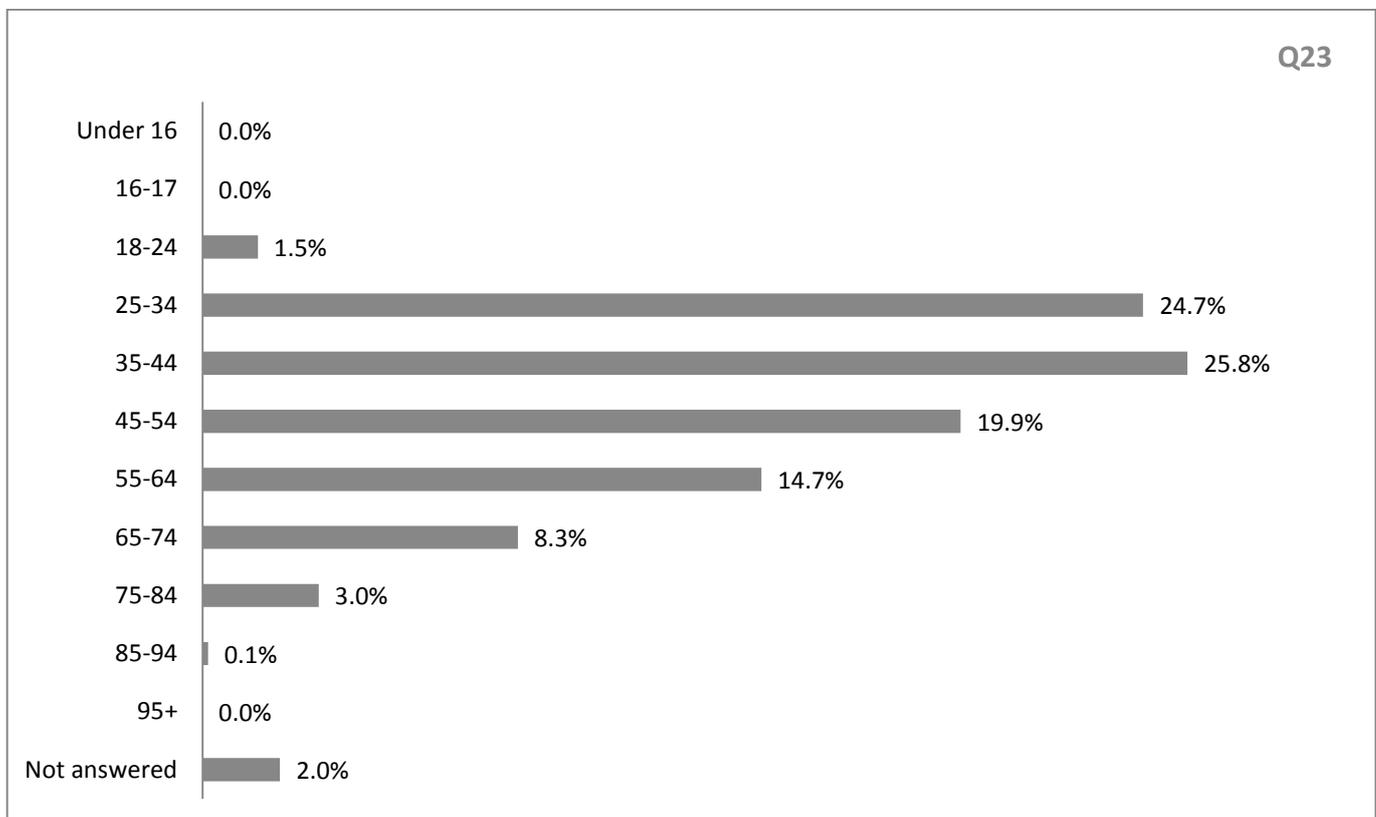
Question 1– In what capacity are you responding to this consultation?



Note: People were allowed to select only one item

Community organisations: 14 respondents indicated they were responding on behalf of a community organisation. There were: 20's Plenty for Us, BlindAid, Caroline Gardens tenants and residents association, Peckham business network, Dulwich & Herne Hill Safe Routes to School, GLEBE resident's association, Guy's and St Thomas' Charity, Kairos Community Trust, London Vision South East, Southwark Pensioners Centre, Tandra, Sweissy Union, The Toronto and Montreal House Residents' Association and London Sport.

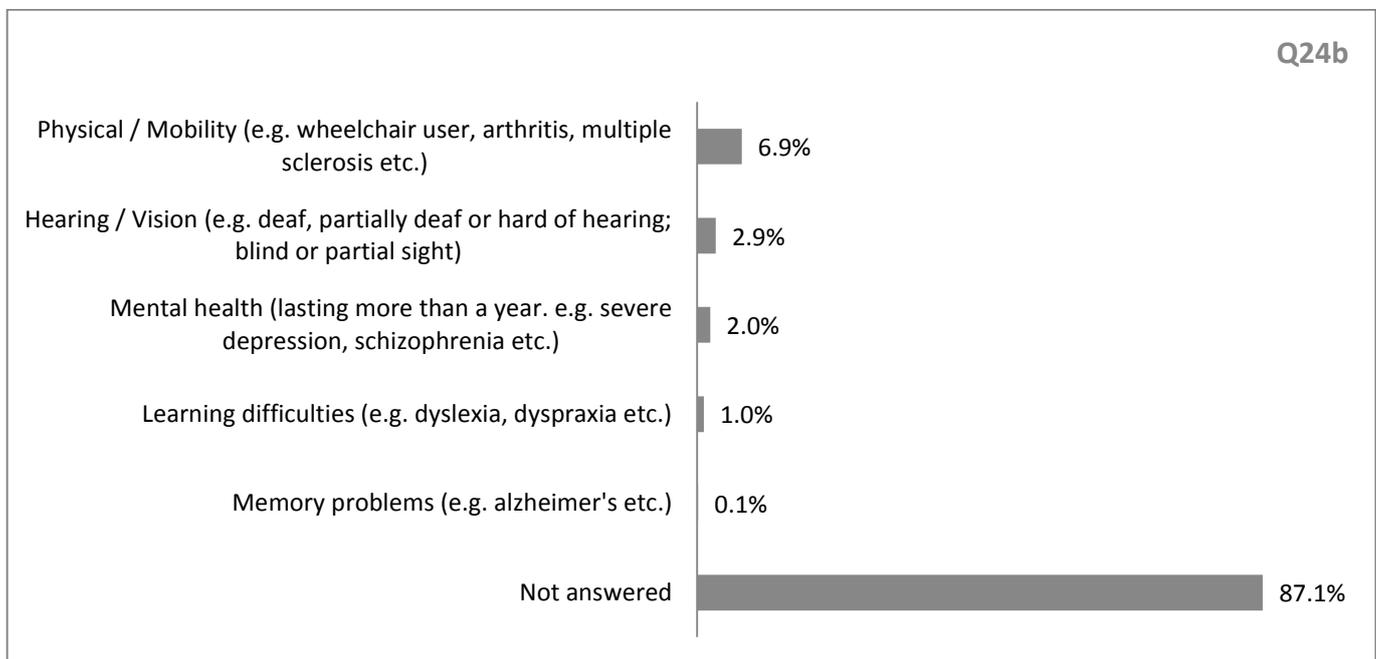
Question 23 – Age



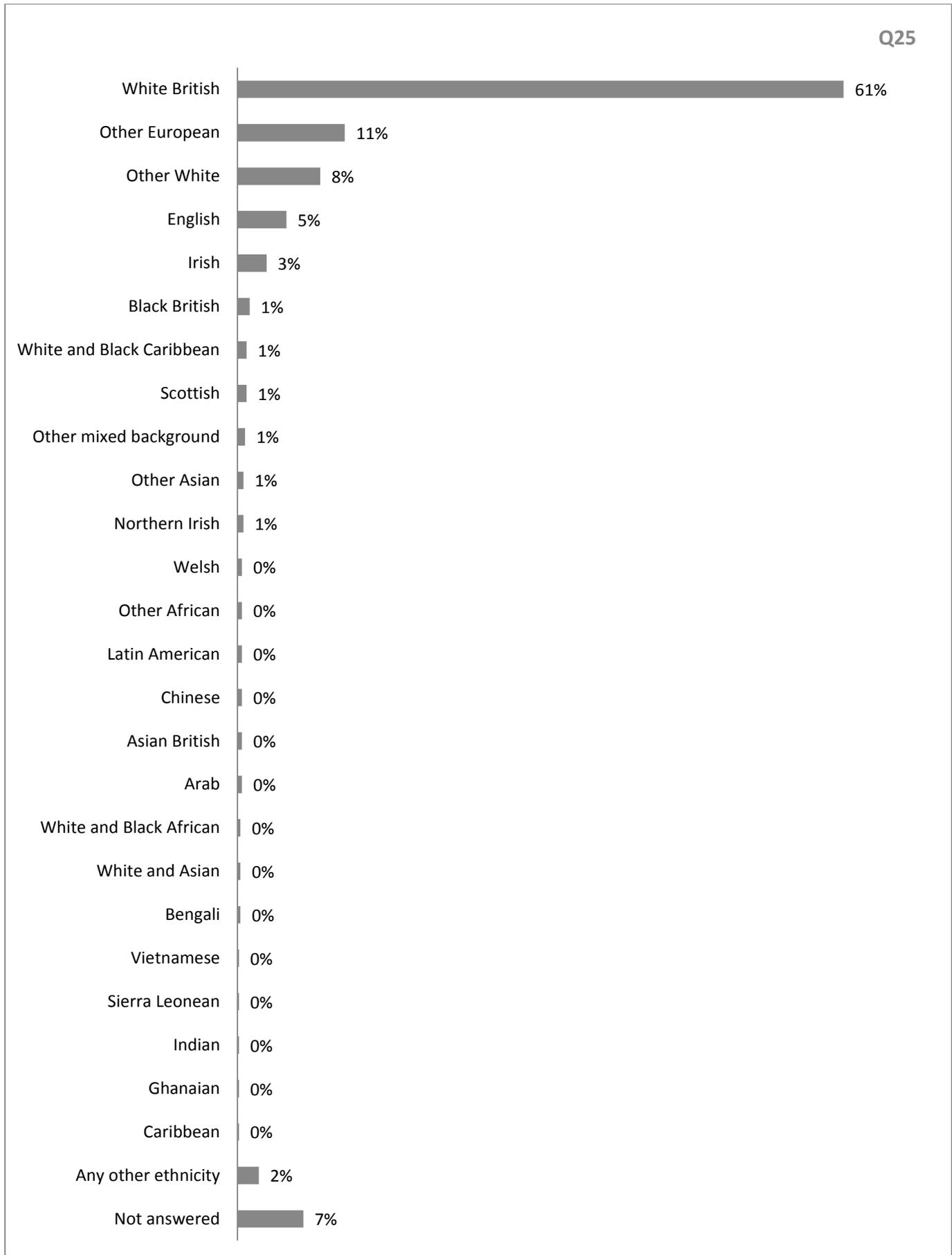
Question 24 – Disability & Health



Nature of impairment if responded yes:



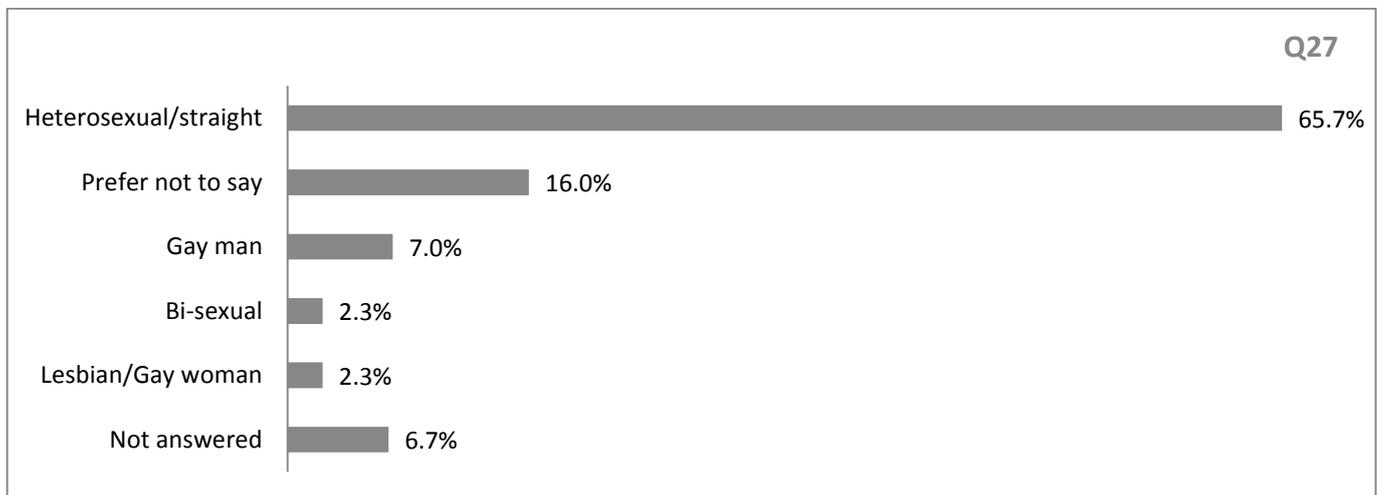
Question 25 – Ethnicity



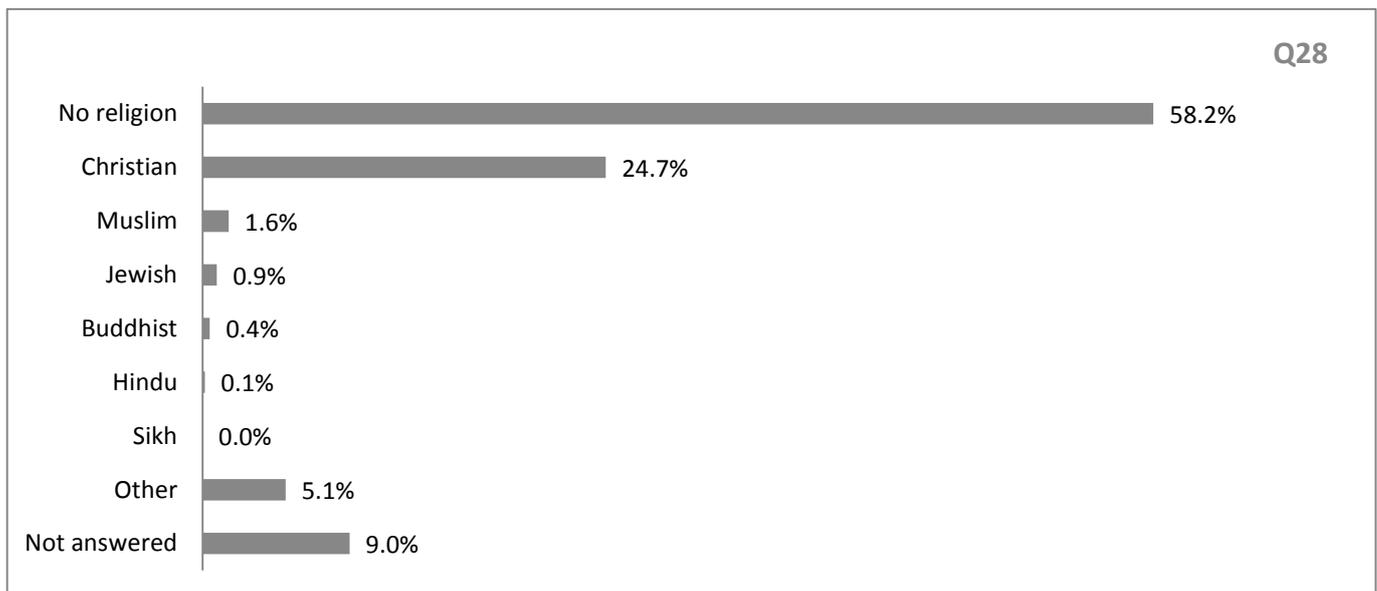
Question 26 – Gender identity



Question 27 – Sexual orientation

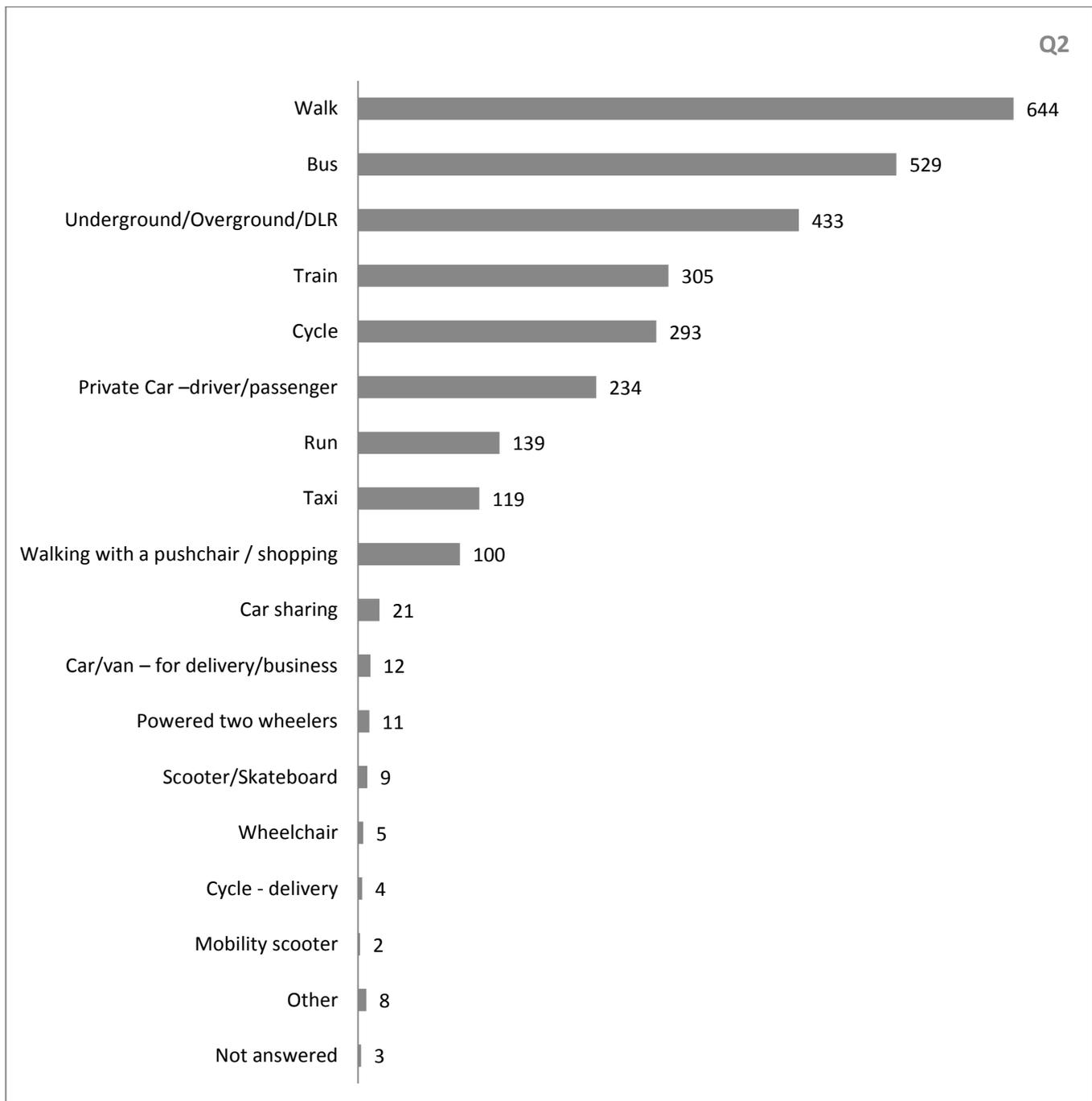


Question 28 – Religion



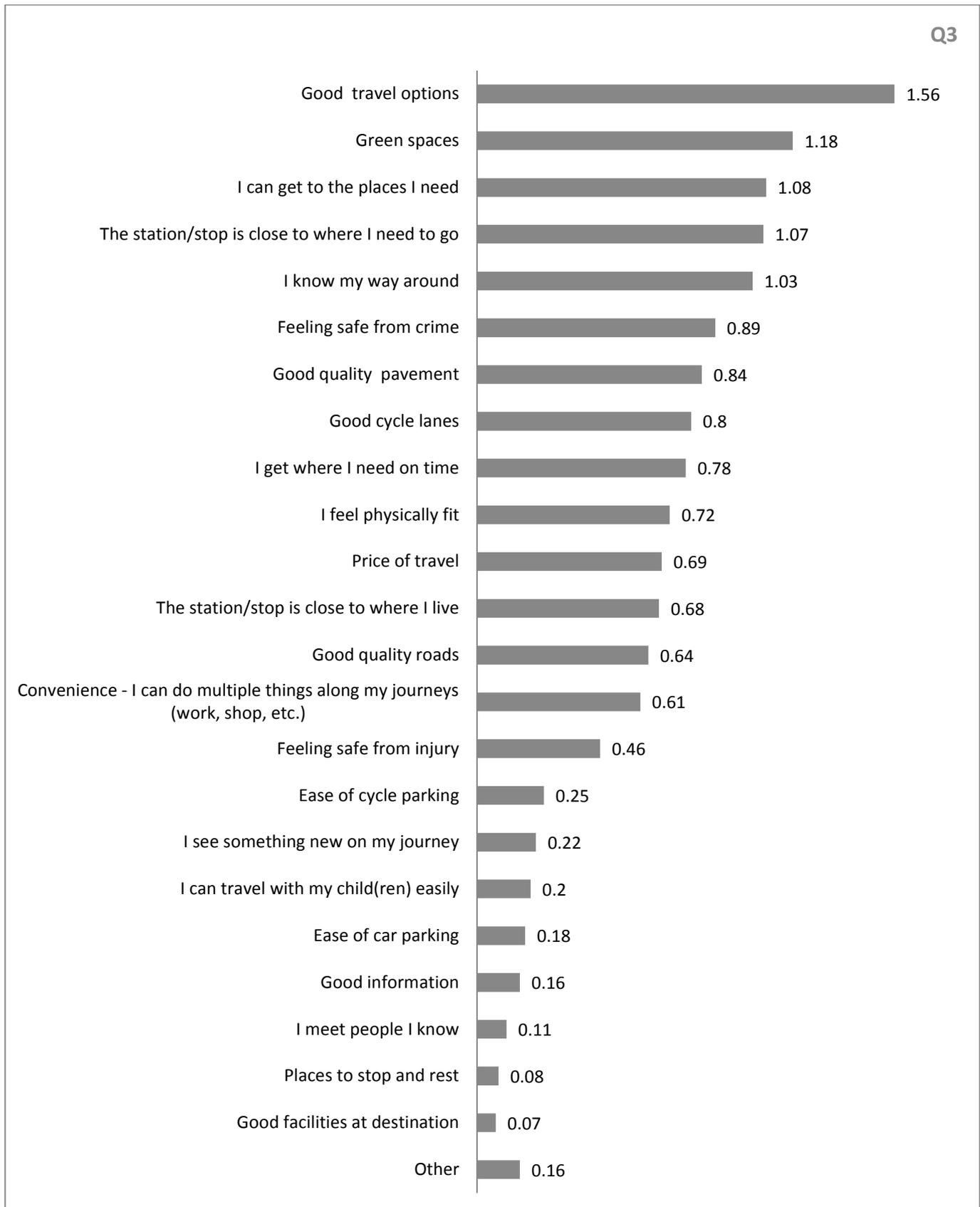
How people responded

Question 2 – Select all ways you travel in Southwark more than once a week



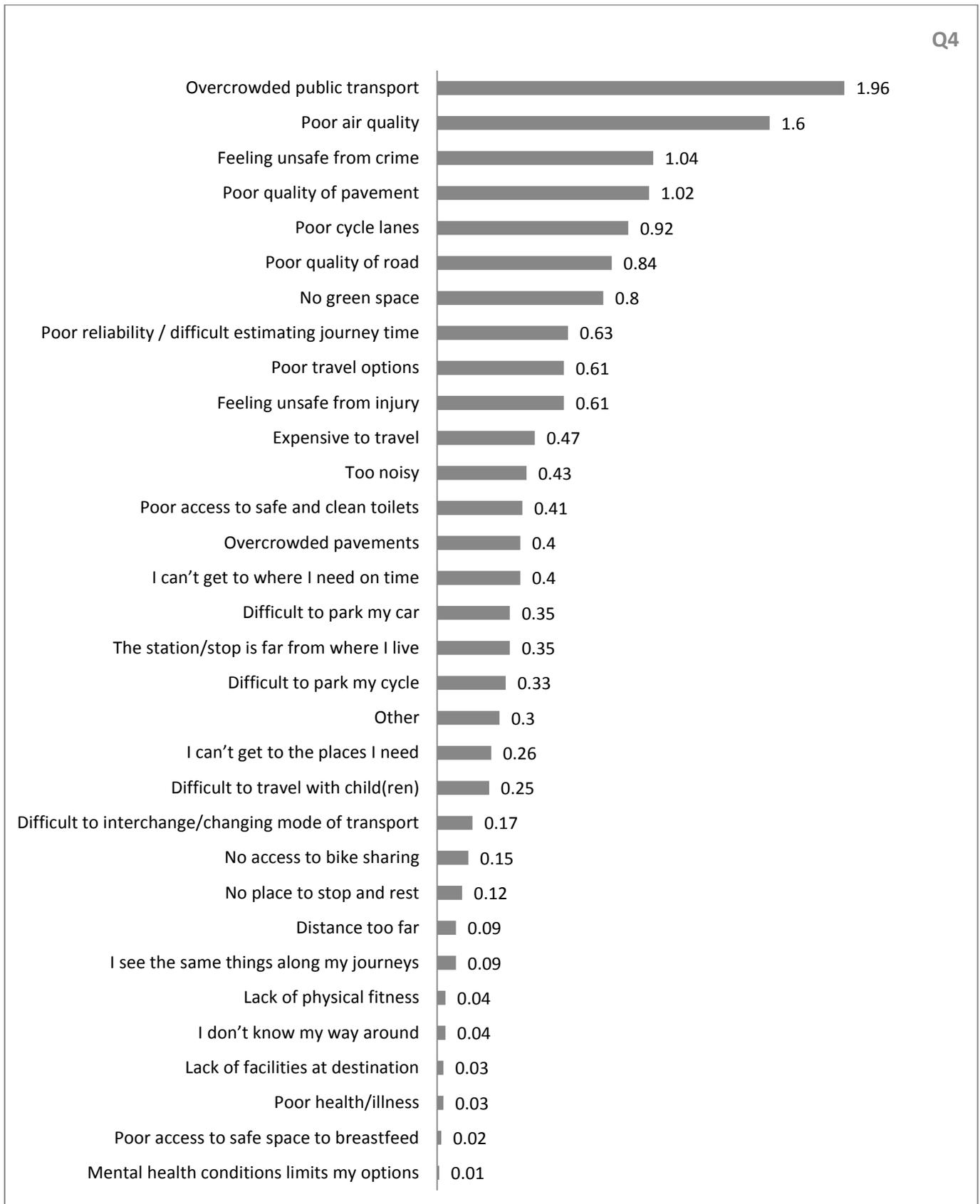
Note: People were allowed to select more than one answer in this question

Question 3 – Thinking of all ways you move (walking, cycling, driving etc.), what makes moving / travelling in Southwark a positive experience?



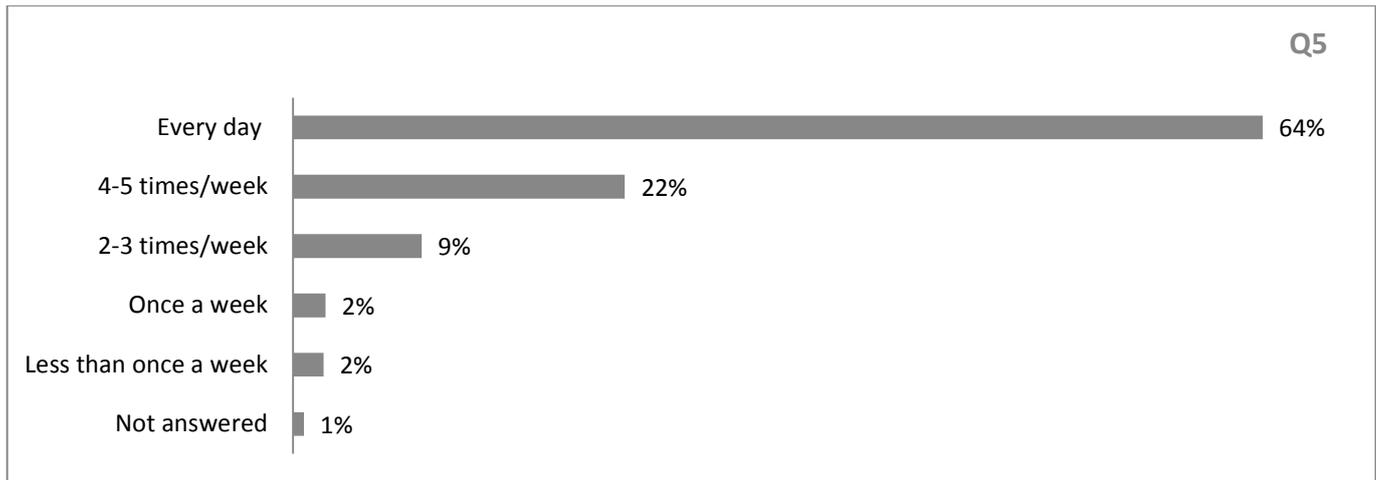
Note: People were asked to choose 5 factors that influence them the most and arrange from 1-5, 1 being the most positive. The results are represented in the form of ranking.

Question 4 – Thinking of all ways you move (walking, cycling, driving etc.), what makes moving / travelling in Southwark a negative experience?

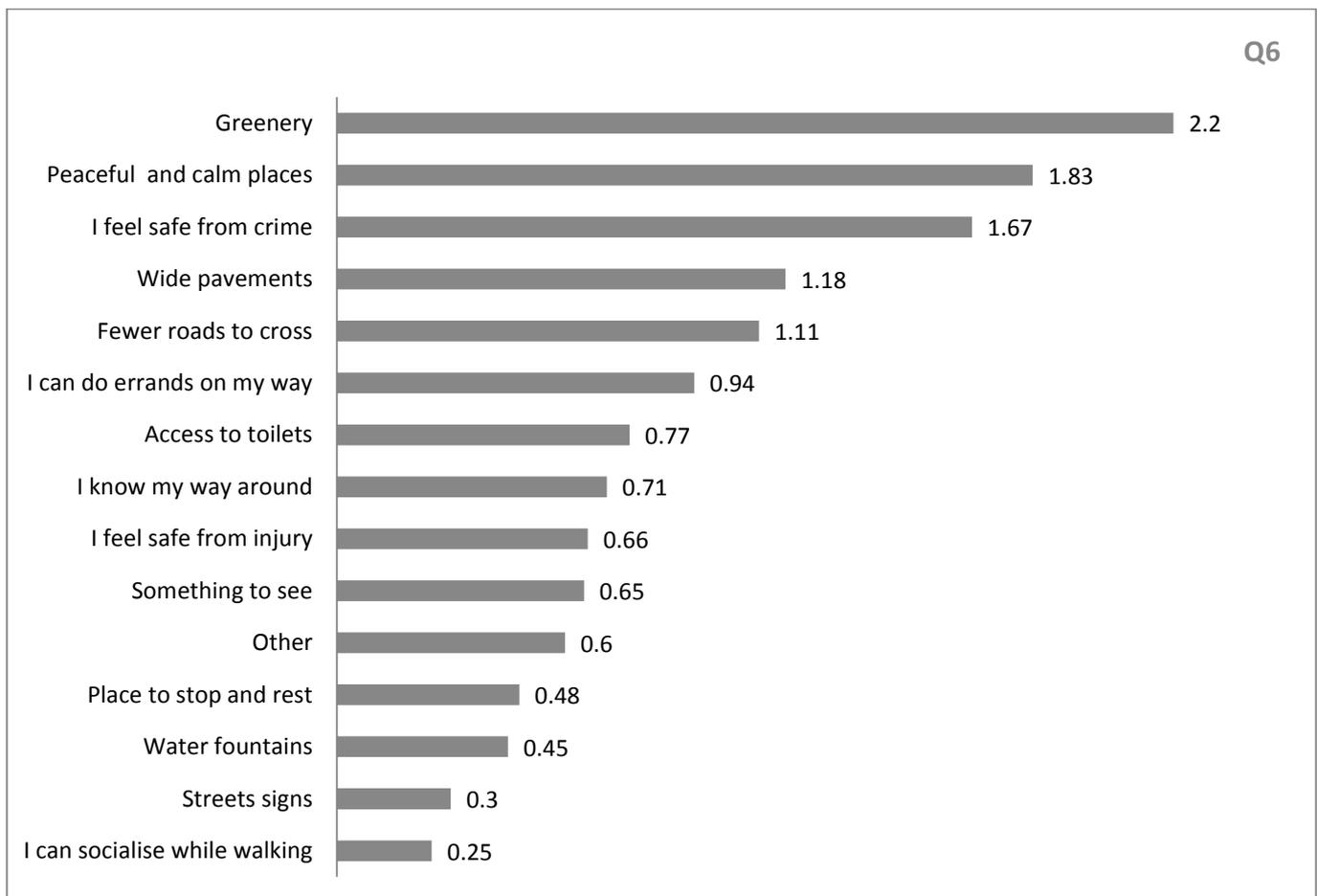


Note: People were asked to choose 5 factors that influence them the most and arrange from 1-5, 1 being the most positive. The results are represented in the form of ranking.

Question 5 – How often do you walk for 10 minutes or more?



Question 6 – Thinking about what you currently experience and what could encourage you to walk more in the future, what features make walking enjoyable to you?



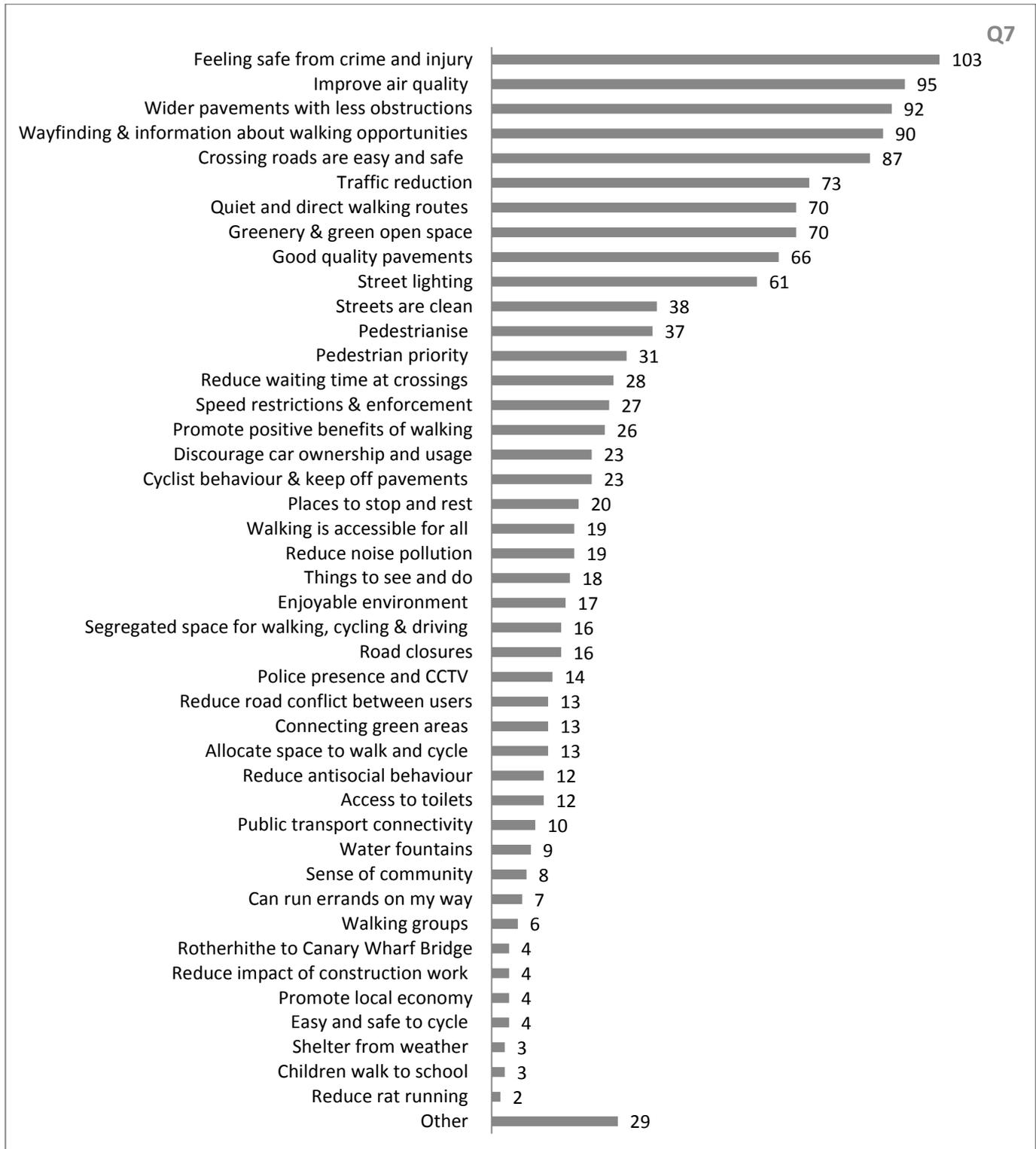
Note: People were asked to choose 5 factors that influence them the most and arrange from 1-5, 1 being the most positive. The results are represented in the form of ranking.

Other: Less pollution and less traffic were not included in the list and a factor mentioned often by responses in the “other” category. Being closer to destination, convenience and having time were also mentioned as condition for people to be able to walk more. People also like to walk in pedestrianised areas.

Question 7 - There are approximately 300km of roads in the borough, which people can walk on. We want to develop a walking network that helps people walk more in the borough, but we have limited resources to do this. What do you think is the most important thing for us to focus on to help people walk more?

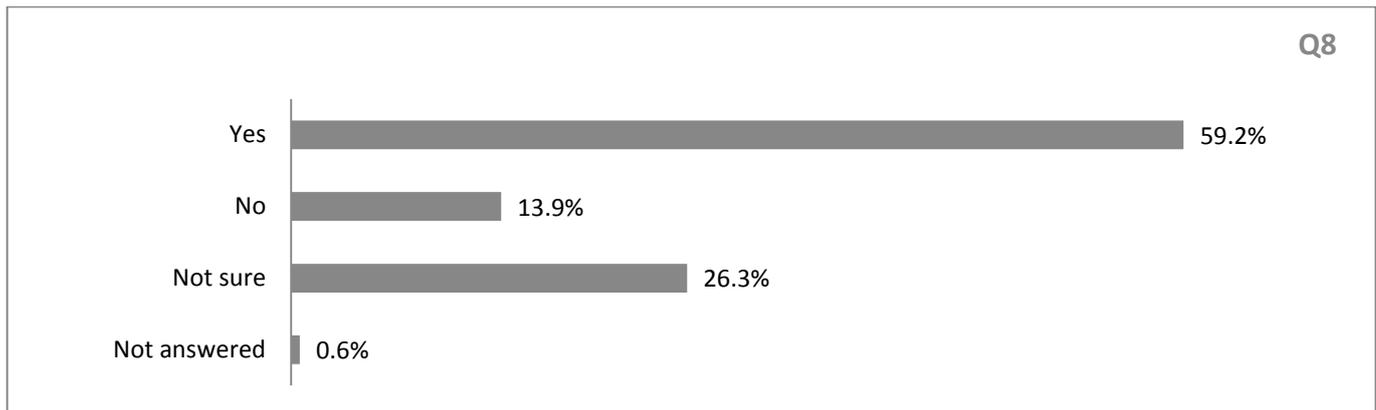
Number of responses: 610

Total comments: 1335



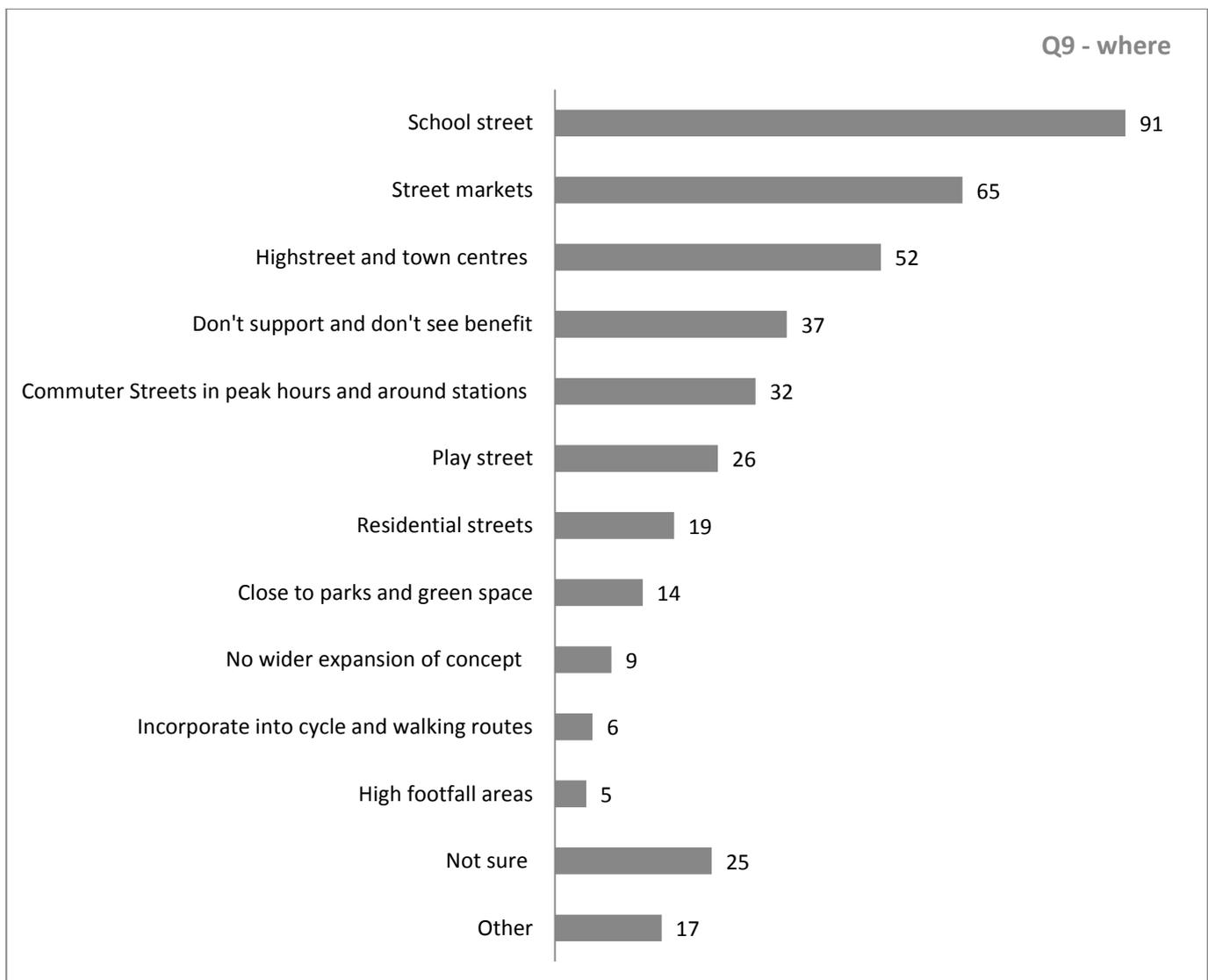
Notes: Comments could contain more than one theme, therefore the total number of comments is higher than the respondents number. The graph shows the number of mentions on a particular theme.

Question 8 – Do you support the idea of expanding the concept of time-restricted road closures to other locations?

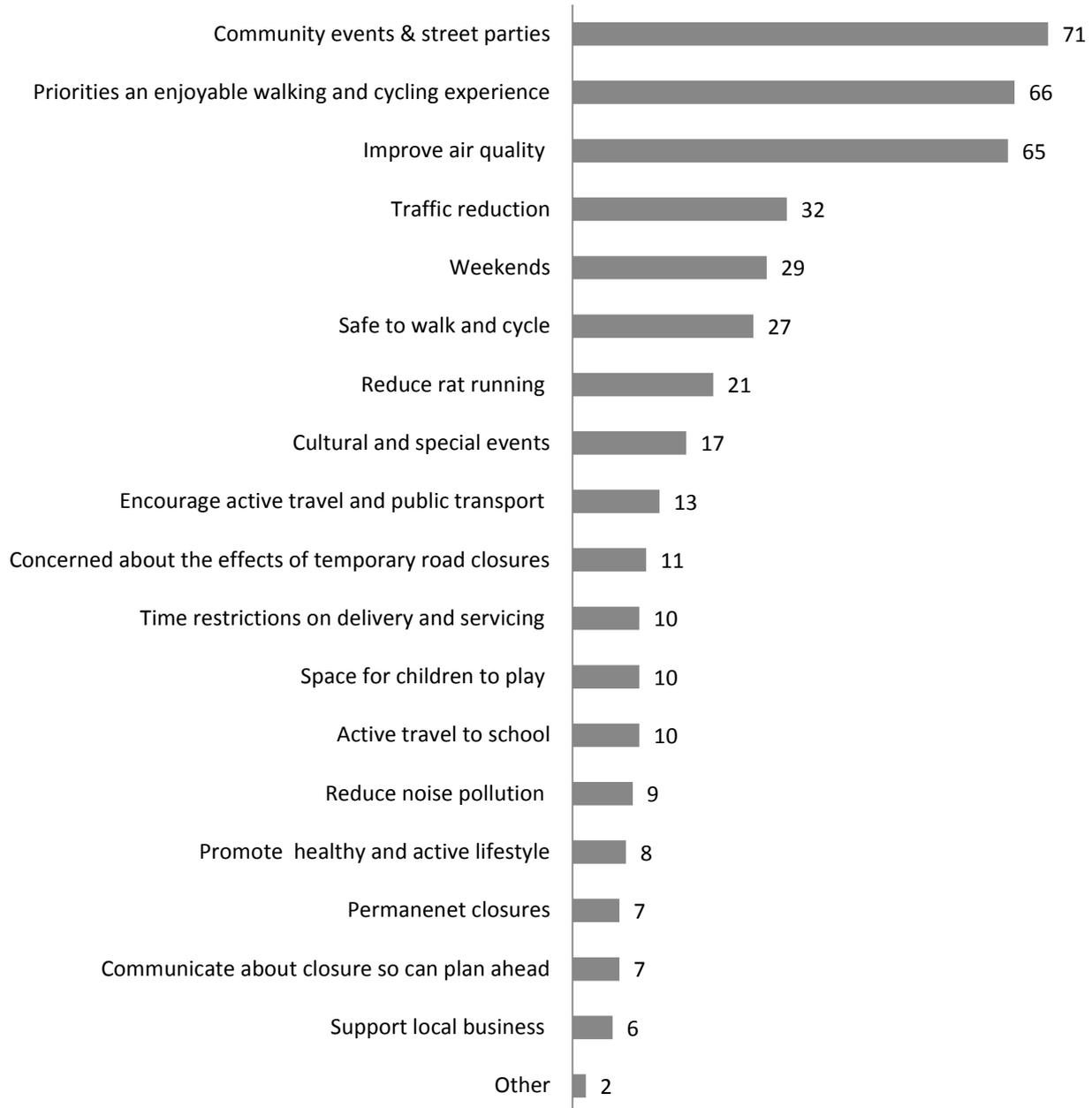


Question 9 – Where and for what purpose would you like to see/would you benefit from time-restricted street closures?

Number of responses: 482

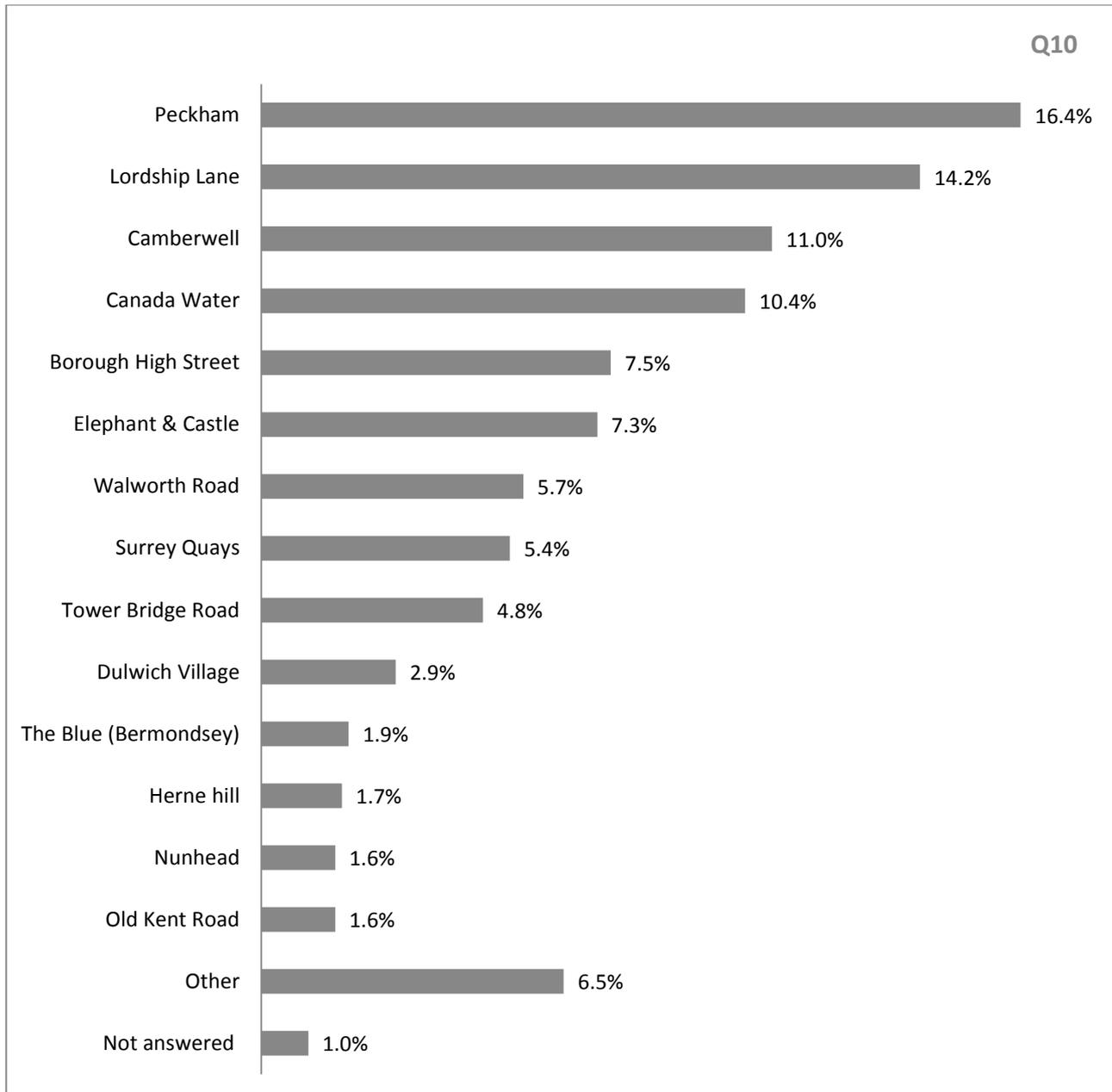


Q9 - for what purpose & when



Notes: Comments could contain more than one theme, therefore the total number of comments is higher than the number of respondents. This question has been split into two graphs in order to separate 1) where and 2) for what purpose and when people would like to see time-restricted closures.

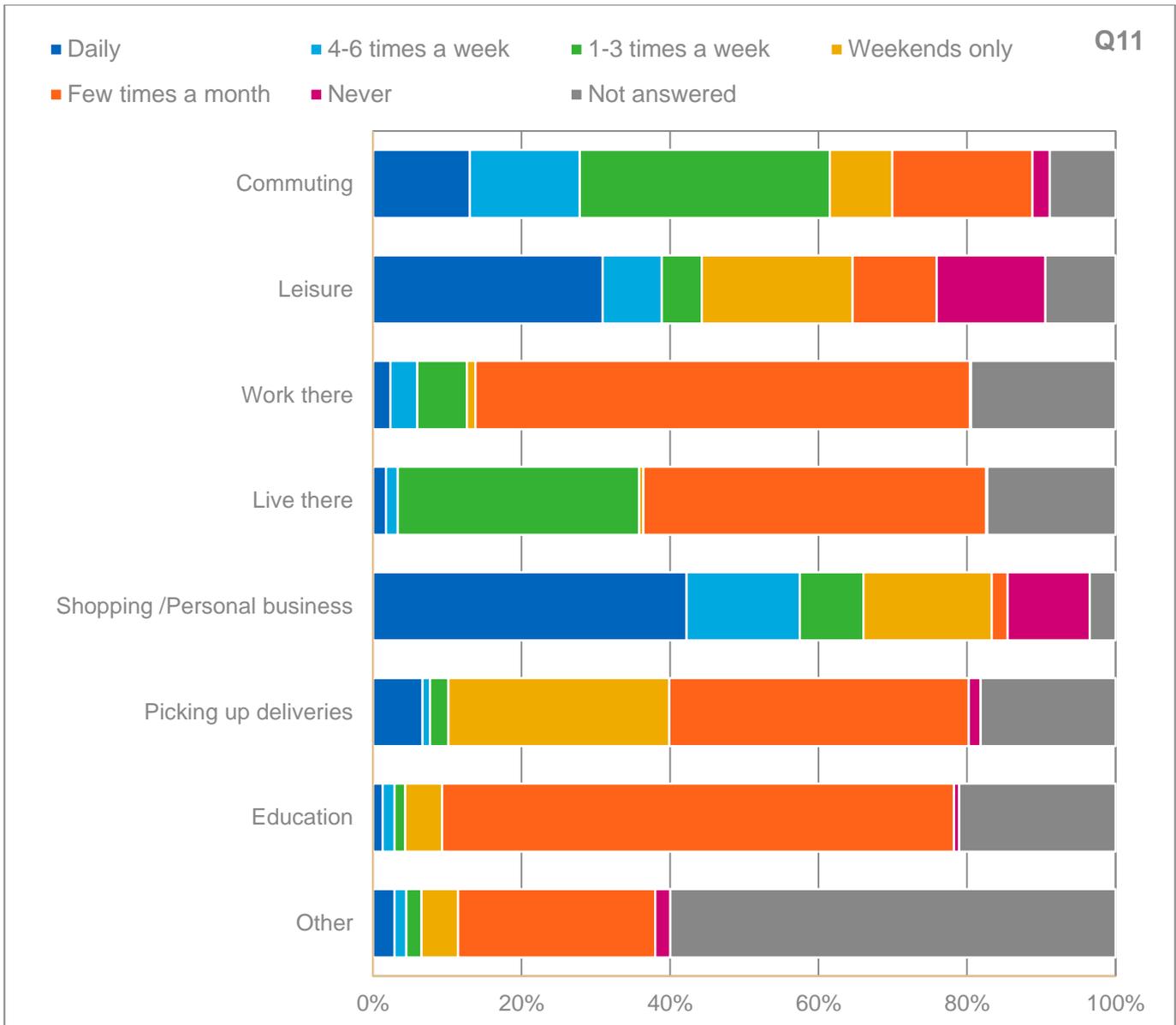
Question 10 – What town centre/ high street do you most often visit?



Note: People were allowed to select only one item.

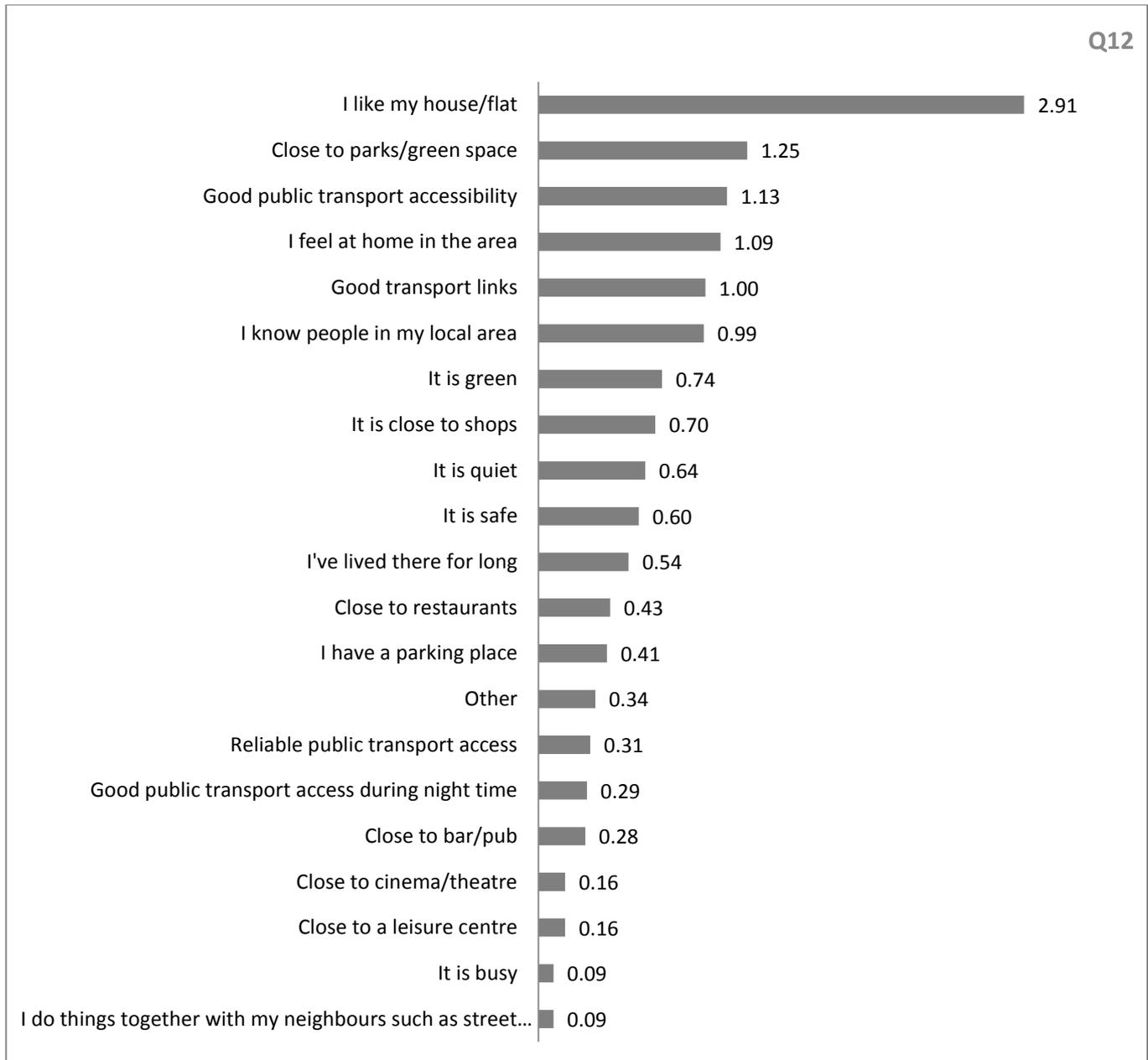
Other: People mentioned they wanted to choose more than one option as they often visit more than one town centre for different reasons. Among the town centres mentioned which are not on the list there are: London Bridge, Bermondsey Street, The Cut, Bankside, Southbank/Blackfriars, Jamaica Road and Crystal Palace.

Question 11 – How often do you visit your town centre/high street for following purposes?



Other: Among the respondents who answered “other”, many people use the town centre as a public transport interchange, for medical reasons, for exercise/running, community meetings, library, charity shops and volunteering and going to church.

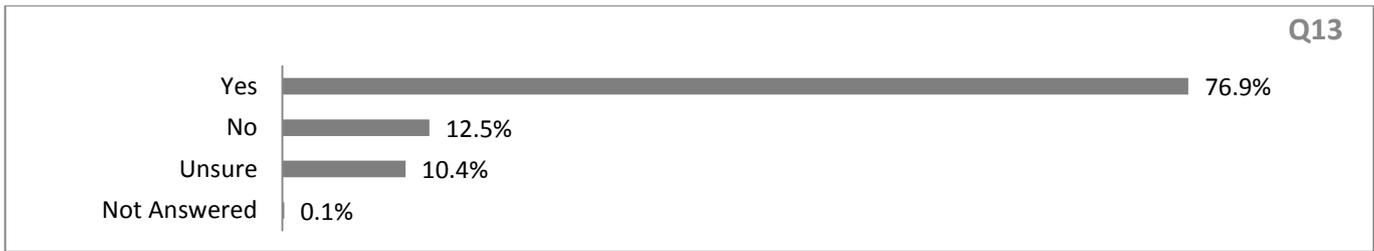
Question 12 – What do you like about where you live?



Note: People were asked to choose 5 factors that influence them the most and arrange from 1-5, 1 being the most positive. The results are represented in the form of ranking.

Other: People added proximity to Central London and workplaces as very useful. Proximity to good schools and local amenities was considered another bonus. People like Southwark diverse community and the variety of local businesses and restaurants helping places to be lively. Being able to walk and cycle to work, to the local town centre and to visit friends and family is appreciated. People like being near the river and to have nice views and some find Southwark to be affordable to live in compared to other places near Central London.

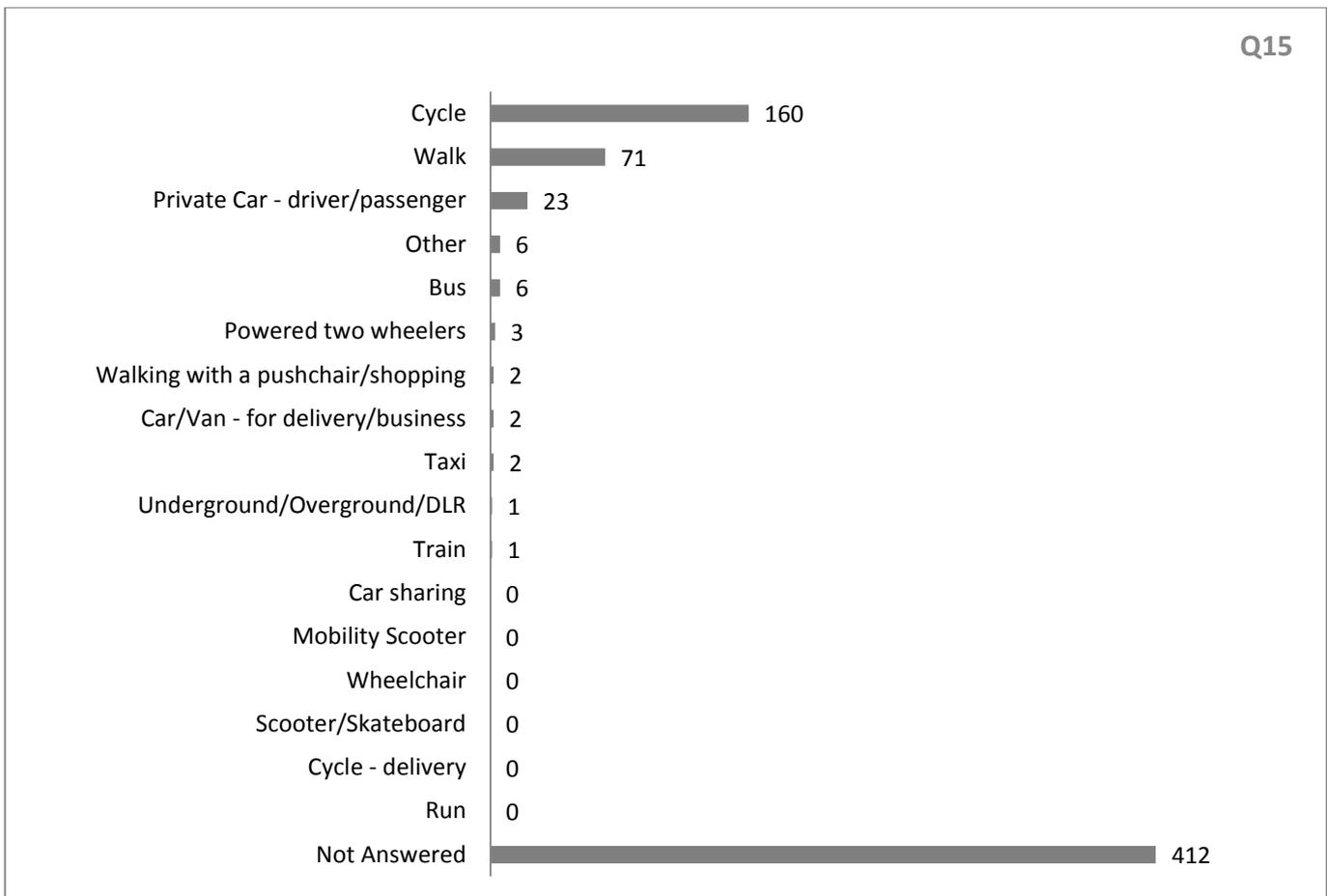
Question 13 – Do you agree we should reduce the number of motor vehicles on our roads?



Question 14 – Have you been involved in a road collision or near miss in the past year?

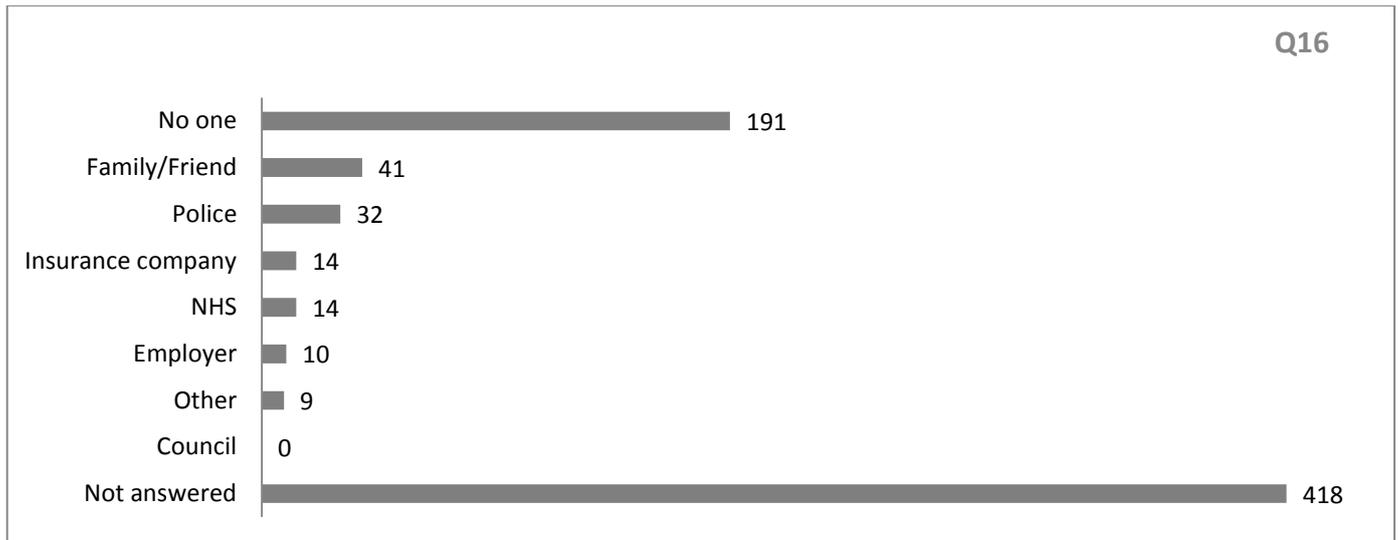


Question 15 – If yes, how were you travelling when it happened?



Note: Only people who answered yes to Question 14 were asked to reply to this question and were allowed to select only one item.

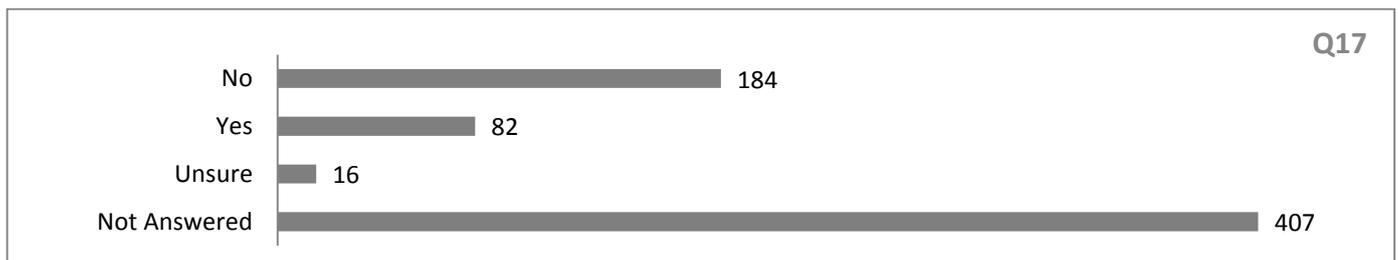
Question 16 – If yes, who did you contact when it happened?



Note: People were allowed to select more than one answer

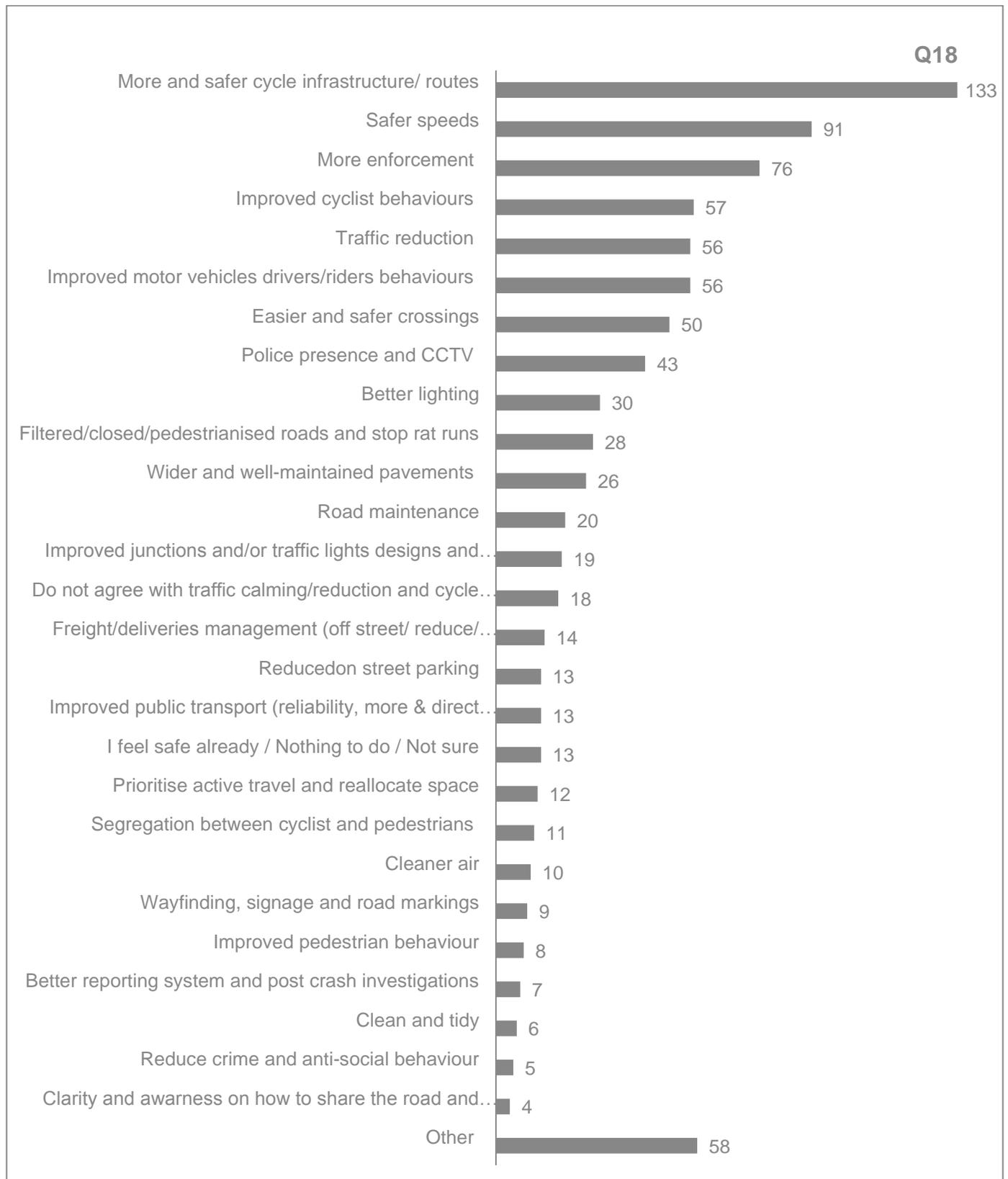
Other: Some people contacted the company (including TfL) employing the person driving the vehicle involved, wrote to MPs, organisations or online or directly talked to the person causing the near miss/accident.

Question 17 – Did you change your travel behaviour after that?



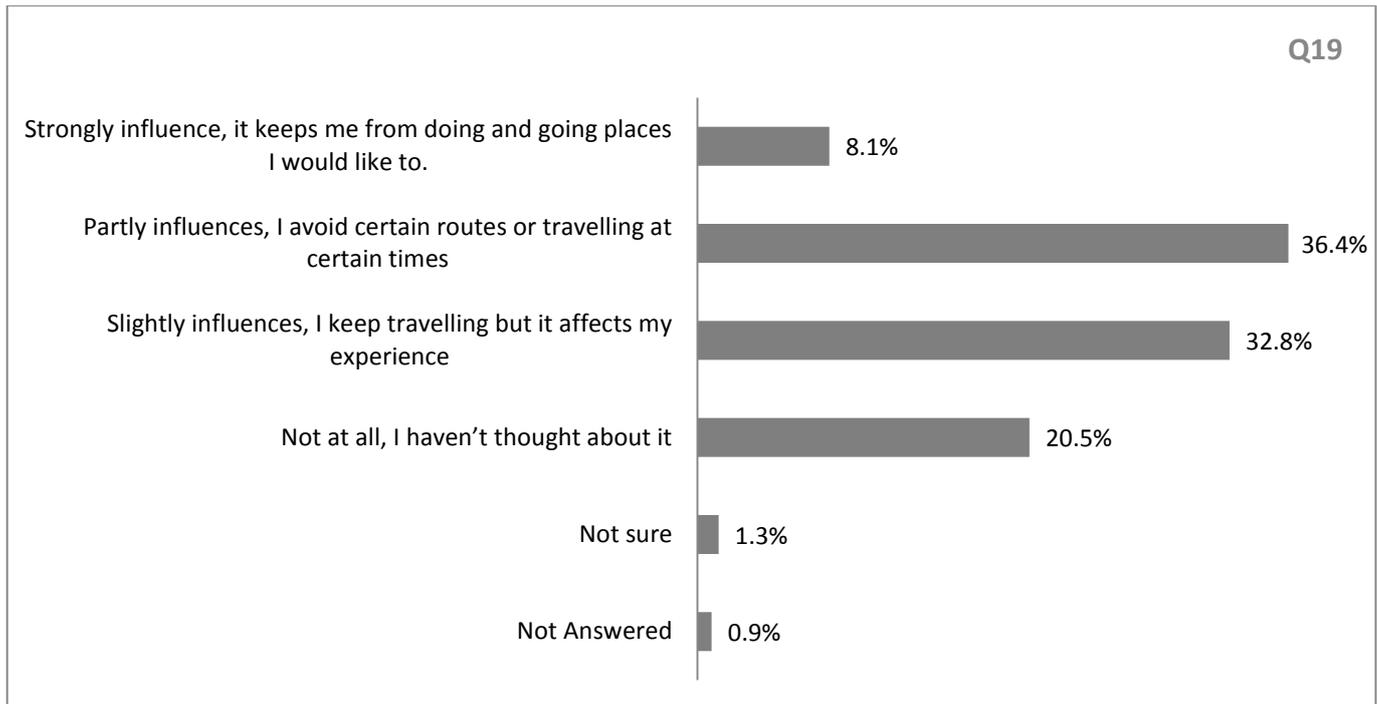
Question 18 – Are there any actions that Southwark could take to help you feel safer in your journeys?

Number of responses: 486

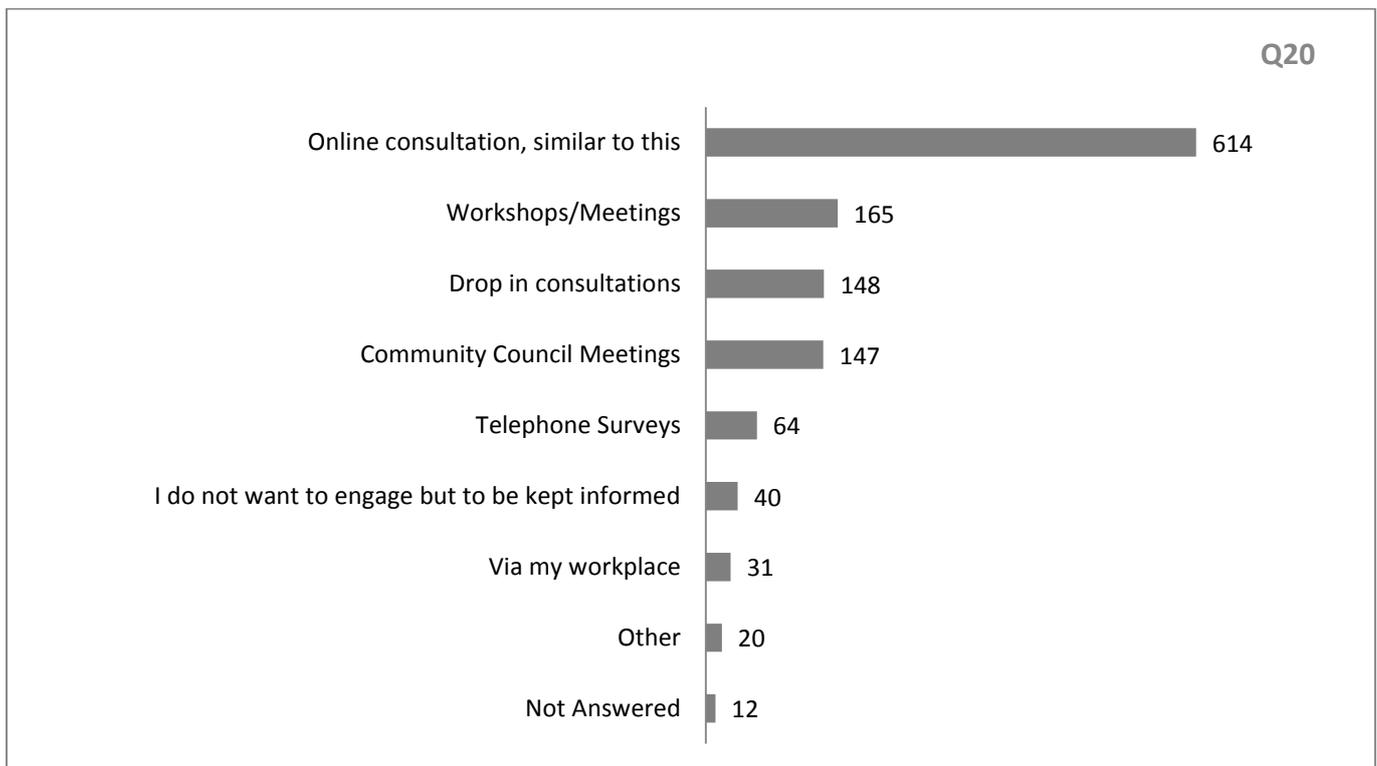


Notes: Comments could contain more than one theme, therefore the total number of comments is higher than the number of respondents.

Question 19 – To what extent does a fear of crime influence how, when and where you travel?



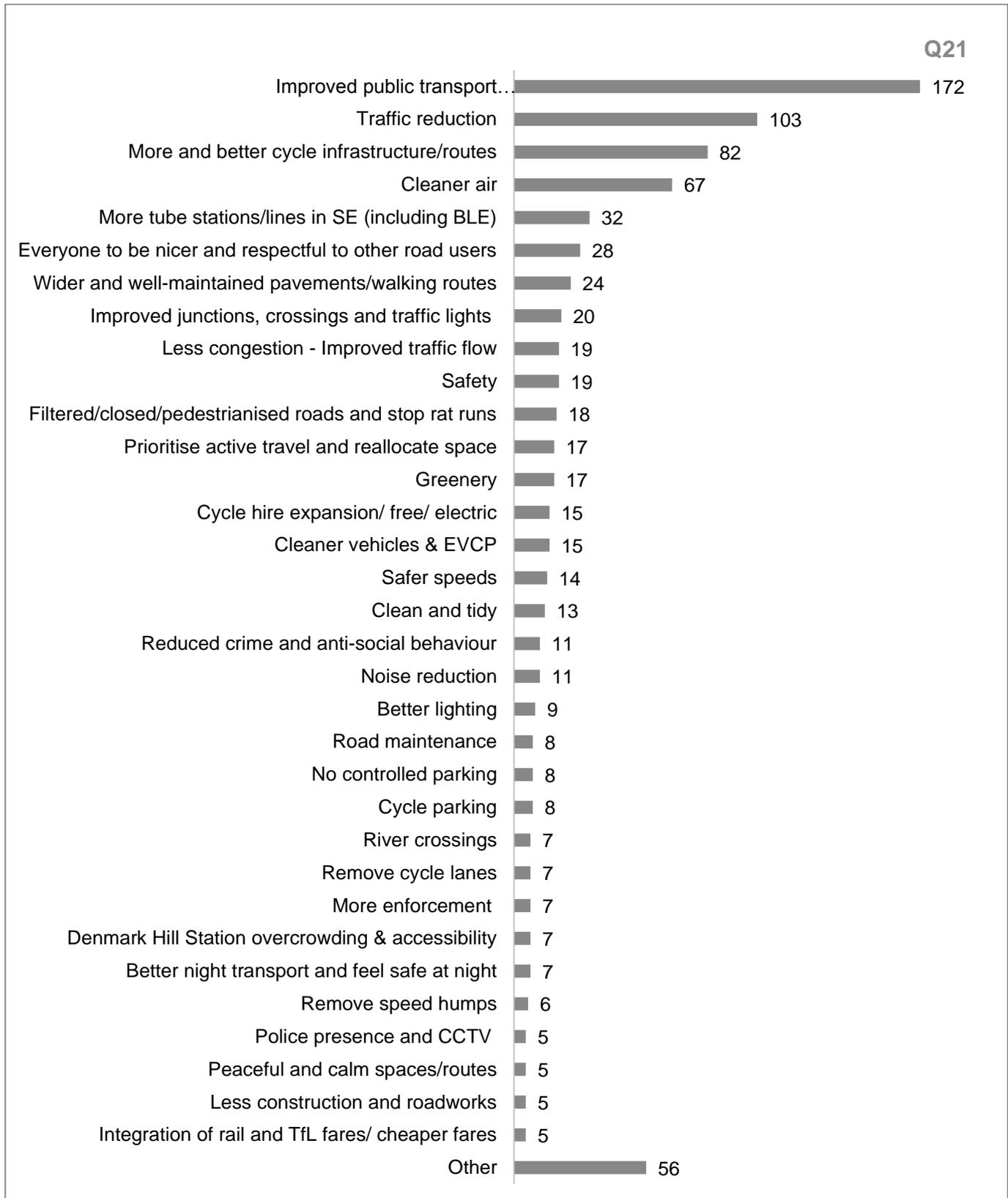
Question 20 – In the delivery of the Movement Plan – how would you like to be engaged in conversations about projects and programmes affecting your local areas?



Note: People were allowed to select more than one option.

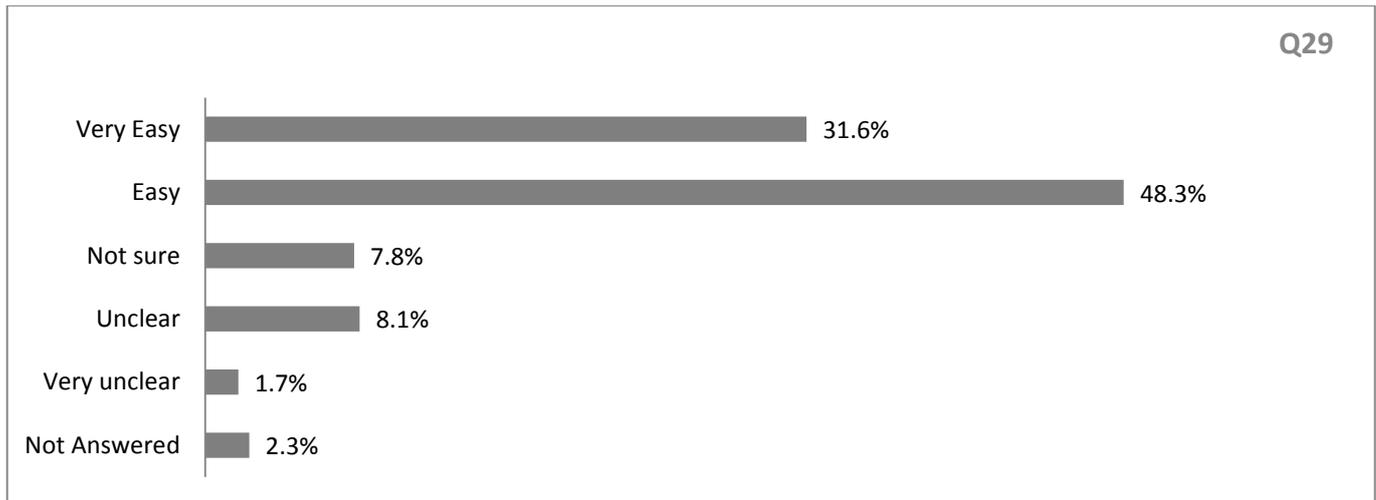
Question 21 – When thinking about how you move and travel in Southwark, if you could wish for one thing that would improve your experience, what would it be?

Number of responses: 625

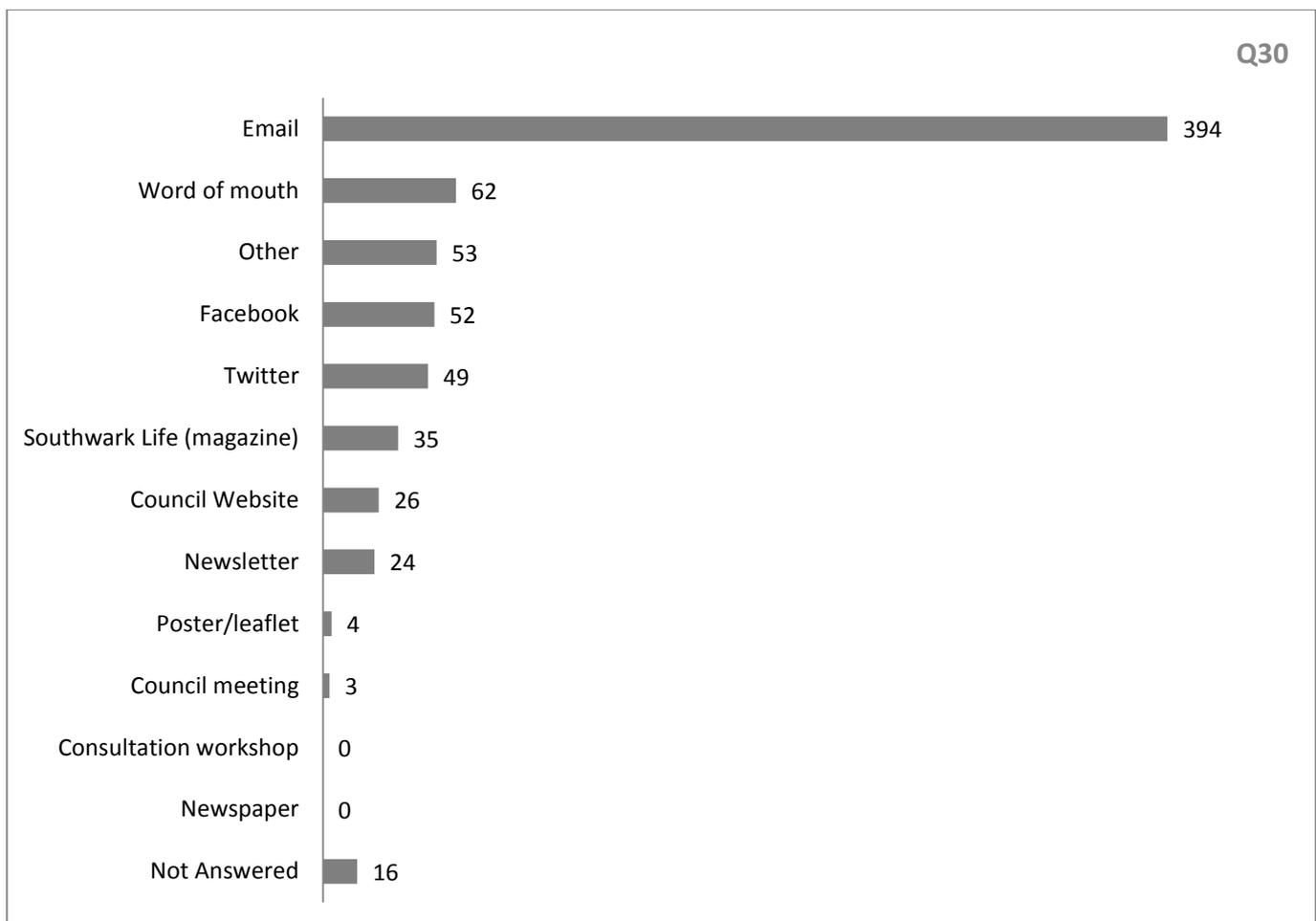


Notes: Comments could contain more than one theme, therefore the total number of comments is higher than the number of respondents.

Question 29 – Did you find this consultation clear and easy to complete?



Question 30 – How did you hear about the consultation?



Note: People were allowed to select more than one option.

