



## Liveable Crouch End Trial Interim Engagement Report

### Crouch End

The London Borough of Haringey  
Document Reference: 1000005536  
Date: 13/12/2019

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**PROJECT**  
**CENTRE**

## 1. EXECUTIVE SUMMARY

Liveable Crouch End is part of Transport for London's (TfL's) Liveable Neighbourhoods programme which supports the aims of the Mayor's Transport Strategy by funding local schemes to reduce car trips and improve neighbourhoods for walking, cycling and public transport. The programme aims to improve communities for all, by making changes to the street environment and infrastructure. By reallocating road space to walking, cycling and public transport, the Liveable Crouch End scheme will encourage changes in travel behaviour which will help to improve people's health and well-being. The scheme also aims to restrict rat running traffic to improve the safety of residential streets.

The purpose of this document is to provide a breakdown of the engagement undertaken and an overview of the responses received from residents, businesses and visitors in the Crouch End Liveable programme area before, during and after the two-week trial road closure in October.

This report gives an overview of all the responses received via the online survey, the interactive map, the on-street perception survey and through emails sent to the project team. It provides a basic analysis which will form the basis for a more detailed breakdown of the results in due course. This further report will delve more deeply into the data and provide further insight to help inform the final scheme proposals. Due to the volume of responses received the analysis is still ongoing, but we wanted to publicise the headline results because we know that local residents and stakeholders are keen to know the outcome of the trial engagement survey and residents' feedback.

From Monday 7 October to Sunday 20 October 2019, a two-week trial road closure took place in Crouch End. Before, during and after that two-week period, we engaged with stakeholders seeking feedback on the temporary changes to the roads and asked them what they thought should happen in order to encourage more walking, cycling and public transport use in Crouch End.

The issues and improvements that were identified through the trial and accompanying engagement will inform the future scheme design proposals that will go out to an official public consultation next year.

The scheme aims to improve the Crouch End area for walking, cycling and using public transport.

Information gathered from pre-engagement activities in Nov 2018 - Jan 2019, co-design workshops in March 2019, the two-week trial, the December 2019 survey and the public consultation in 2020, will all be used to inform the final scheme design proposals.

### **Engagement undertaken**

An online survey was open from the beginning of the trial on Monday 7 October to the trial closure on Sunday 20 October. As a result of public demand, the survey close date was

extended to Sunday 10 November to give people more time to consider the trial in more detail and provide feedback.

Leaflets were delivered to all addresses in the Liveable Crouch End scheme area and drop-in sessions were also held in the two weeks prior to the trial period, allowing residents and businesses to ask questions about the trial and meet the Project Team.

In total, we received 3,522 responses to the trial road closure engagement survey either online or via hardcopy (hardcopy surveys were fed into the online survey tool for analysis purposes), however, following analysis and removal of duplicate responses a final total of 3,476 responses has been counted.

2,951 people who answered the survey said they were residents. 226 people said they worked in the area. 89 said they were a business owner. 144 respondents came under the category of 'other'. 15 people said they were a carer and 51 respondents skipped this question.

538 people responded saying they were generally positive about the trial and thought it was a good idea, 907 respondents supported the overall aims of the scheme but didn't think the trial was the way to achieve them and 75 people weren't sure how they felt about the trial. 1,749 people responded saying they felt generally negative towards the trial and thought it was a bad idea. This is not unexpected given the significant number of respondents that live outside the trial area (982).

We also received 309 entries on the interactive map, which again were checked for duplicates, blank entries and unrelated comments, after which the counted comments totals 294.

Approximately 100 people attended the two drop-in events on Saturday 28 September and Wednesday 2 October.

### **Next steps**

Haringey Council will be engaging further with residents in December 2019/January 2020, following the increased knowledge of, and interest in, the scheme that the trial has generated. This engagement will give people who may have missed the early engagement activities in 2018/19 a chance to have their say on what their priorities are for the area and will also provide another opportunity for those who previously gave comments to provide more feedback based on their experiences during the trial.

Design proposals will then be drawn up based on the responses from all of engagement to date, and the data gathered in the area throughout the last year.

These proposals will be presented to residents and stakeholders during public consultation later in 2020. Following this consultation, the designs will be finalised so implementation of the scheme can begin.

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## 2. INTRODUCTION

The Liveable Crouch End scheme aims to improve the area for all by making changes to the street infrastructure. By reallocating road space to walking, cycling and public transport, the scheme encourages changes in travel behaviour which will help to improve people's health and wellbeing. The scheme also aims to restrict rat running to improve the safety of residential streets.

The two-week trial road closure was a critical part of the scheme, allowing the project team to gather traffic count data and public opinions, and make observations of vehicle movements and behaviour as a result of changing the roads on a temporary basis.

The trial provided an opportunity to:

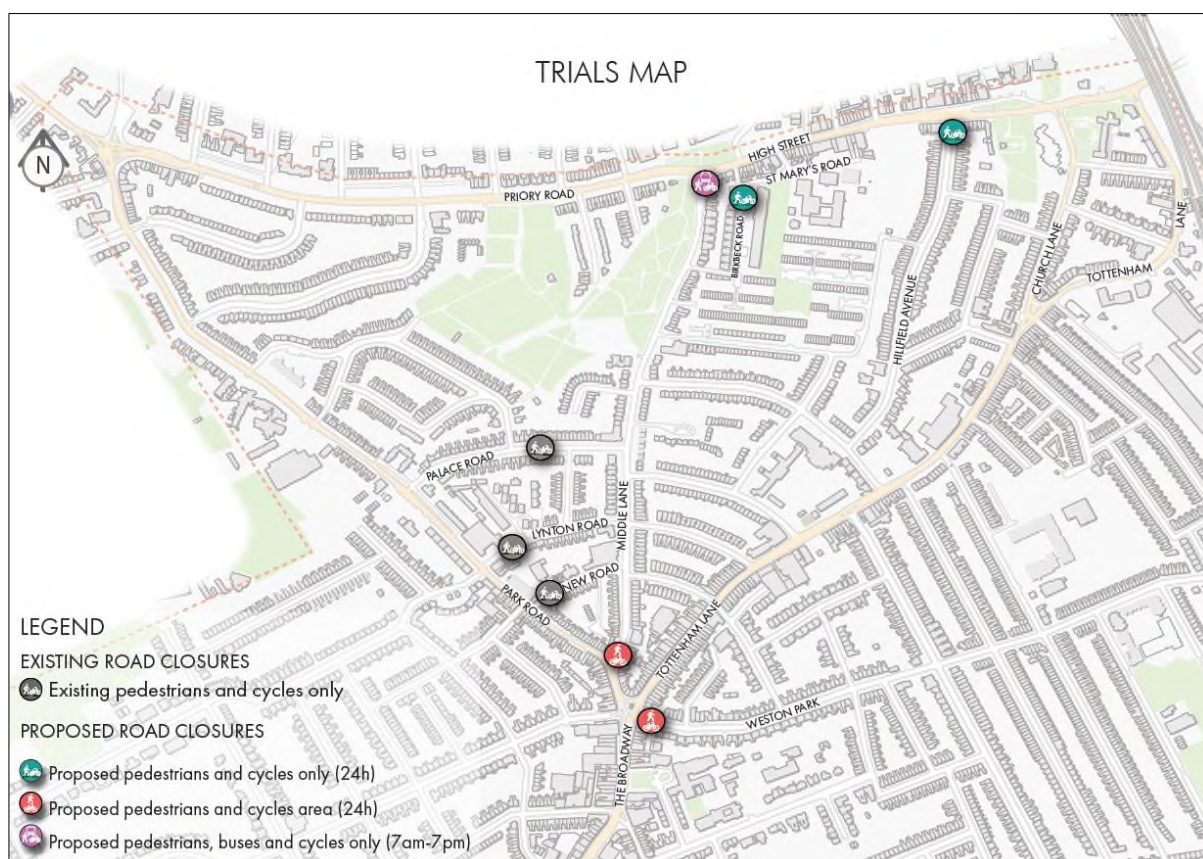
- Feel what it is like to have a low traffic area that makes it easier to walk and cycle to school, work and the town centre
- See the potential of two public spaces
- Learn what impact these changes might have to traffic movement

The scheme covers the Crouch End area bounded by:

- Priory Road at the north
- The rail lines from Hornsey Station to Haringey Station on the east
- Mount View Road and Parkland Walk on the south
- Stanhope Road, Shepherd's Hill and Park Road, including the residents in the area south of Crouch End Playing fields

The map below shows the extent of the Liveable Crouch End temporary closure points that were in operation during the trial:





### The rationale for selecting this area is:

Traffic counts show that Middle Lane on average, over the course of a working week, has over 10,000 vehicles a day moving through it. During the pre-engagement and workshops stages of the Liveable Crouch End programme, Middle Lane was identified by respondents and via traffic counts as having too much traffic on it for a residential area, and requires interventions to reduce the impact of the traffic and make the road easier to cross and more attractive to walk and cycle on.

Previous existing road closures within the area meant only one bus gate was required, which was located on the northern junction of Middle Lane during the trial. Ferme Park Road had also been identified as having high traffic volumes, which the trial was predicted to have a positive impact on. The Council anticipated that much of the traffic travelling down Middle Lane was then travelling down Ferme Park Road to cut out the traffic signals in the centre of Crouch End. The data gathered from the trial phase will enable Haringey Council to inform design development for Ferme Park Road and other areas within the project area as well as Middle Lane.

This document outlines the engagement activities undertaken throughout the trial period and the feedback received from all stakeholders. All feedback received will be considered by Haringey Council, to inform the design development for the scheme.

### 3. AIMS AND DELIVERY

The aims of the two-week trial road closure were to provide an opportunity to:

- Feel what it is like to have a low traffic area that makes it easier to walk and cycle to school, work and the town centre
- See the potential of two public spaces
- Learn what impact these changes might have to traffic movement

The trial was designed to get a better understanding of the impact the closure points would have on traffic flows and speeds as well as to gather the views of businesses, residents, visitors and other stakeholders. Traffic counts were collected in the week before and during the trial. Bus journey time data was also recorded and analysed, and results are detailed in the *Crouch End Trial (7<sup>th</sup>-20<sup>th</sup> October 2019) Traffic Analysis Report*. The survey was also designed to register residents' views and experiences of the trial and feed into the overall data collected.

We will use this information to inform our design development. However, we did have some key questions we were keen to test. The following questions are being addressed in the *Crouch End Trial (7<sup>th</sup>-20<sup>th</sup> October 2019) Traffic Analysis Report* which focuses on the numerical data and observations collected throughout the trial period:

- Is there a reduction in traffic on Middle Lane as a result of the closures?
- Is there a reduction in traffic volumes on Ferme Park Road as a result of the closures?
- Is there an increase in traffic on Park Road and Tottenham Lane as a result of the closure?
- Does the increase in traffic on the two A roads equate to the traffic previously counted on Middle Lane, or has there been displacement (vehicles using different routes) and evaporation (different modes of travel chosen) of some vehicles?
- Is there an improvement to the WX bus which uses Middle Lane?
- Is there a change in journey times for any buses using Park Road and Tottenham Lane?
- Is there an increase in bus usage during the trial?
- What are the emergency services experience of the trials?
- What are the views of TfL, Network management and buses following the trial?
- What has worked well with the trial?
- What hasn't worked?

- What needs to be implemented or changed to make any permanent intervention a success?

This report seeks to answer the following questions relating to the online survey and general feedback from people living, working or visiting the project area:

- What are the views of residents living within the Middle Lane trial area to the trial?
- What are the views of the businesses in the town centre regarding the trial?
- What are the views of residents outside the trial area to the trial?
- What are the views of cyclists of the trial?
- What are the views of those visiting the trial area regarding the trials?
- What has worked well with the trial?
- What hasn't worked?

This report and the *Crouch End Trial (7<sup>th</sup>-20<sup>th</sup> October 2019) Traffic Analysis Report* goes some way to addressing the above questions.

We collected data to understand all these questions and will use the answers to inform our design development.

As mentioned in the Executive Summary at the beginning of this report, due to the significant volume of responses received during the two-week trial engagement period, the analysis of the public feedback remains ongoing and a more detailed follow up report will be published in due course.

In the two weeks leading up to the trial the following engagement approaches were used:

- Engagement with stakeholders who will potentially be affected by the two-week trial period.
- Information was made accessible using a variety of engagement techniques to encourage widespread awareness.
- Outlines of the timescales of the scheme and what happens next were communicated.
- Stakeholders were provided with the opportunity to feedback on the scheme through a variety of ways allowing anyone to respond no matter their preference (i.e. electronic, verbal, face-to-face or written).

Engagement before and during the trial included:



- A web-based survey enabling residents, businesses and interested groups to plot their concerns, issues and ideas on a map and fill in an online survey:  
<https://www.pclconsult.co.uk/liveablecrouchendtrial>
- Leaflets delivered to over 15,000 residential and business properties in the area
- Targeted leafleting before and during the trial period
- Drop-ins to businesses throughout the trial period
- An information desk at the Hornsey Library for the first week of the two-week trial
- Liaison with key community groups and forums
- Two public drop-in events, one at the Hornsey Vale Community Centre and one at Hornsey Library
- Dedicated email inbox and phone response line for queries during the trial
- Communication via Council channels including Facebook and Twitter
- Daily update via email and phone call to project coordinators

A more detailed breakdown of all the engagement activities undertaken can be found in Section 4 of this report.

## 4. ENGAGEMENT ACTIVITIES

We undertook engagement through several channels including a dedicated project website and email address, area-wide flyer delivery, school and stakeholder meetings, and public drop-in events. Further details of the engagement activities are below.

### 4.1 Leaflets

Two weeks prior to the two-week road closure period, leaflets were distributed to the local community, which included background information on the project, an easy to understand plan of the project area, details of the changes to the road layout during the two-week period, contact details and instructions on how interested parties could provide feedback.

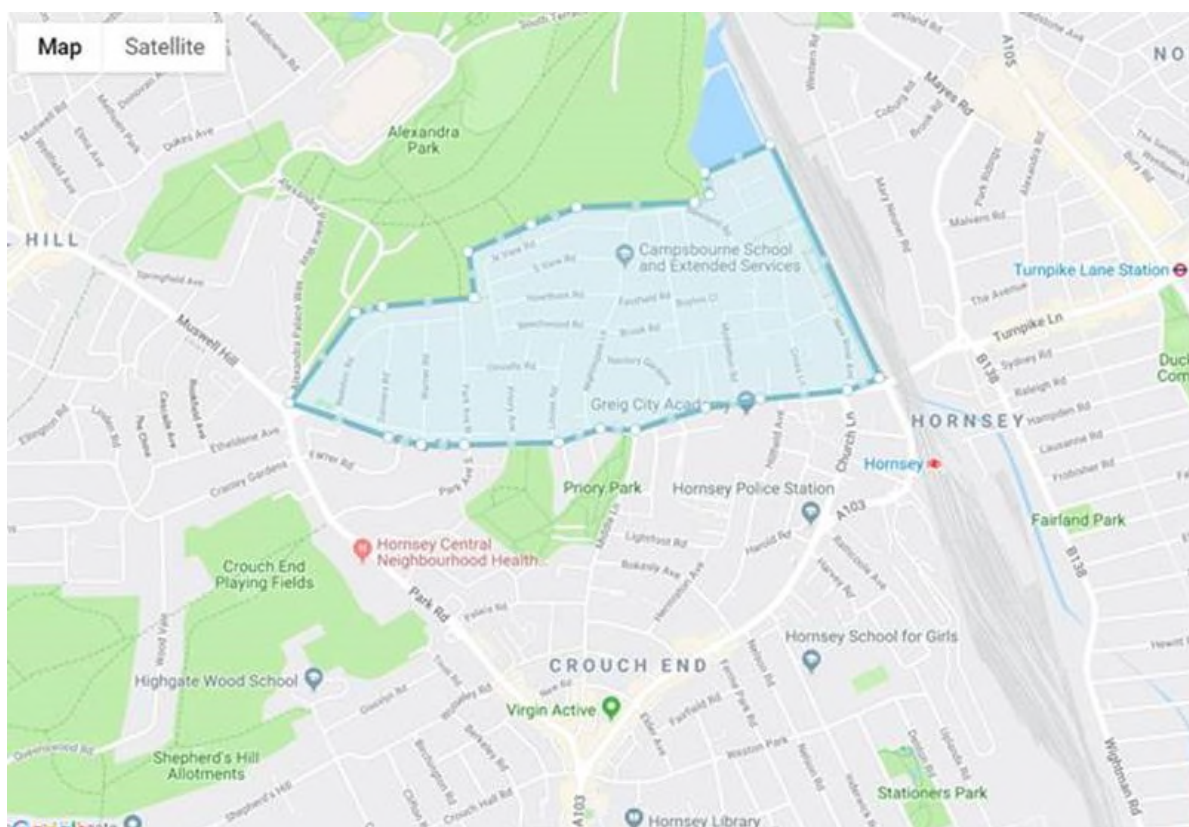
The leaflets were distributed to 12,638 homes and businesses in the project area:



A stakeholder forum meeting was held with 15 stakeholder groups ahead of the scheme and these stakeholders were given hardcopy leaflets at the meeting and sent digital versions to send out to their members.

Throughout the trial engagement period, we also handed out leaflets at the closure points and left them in the library for people to pick up.

In addition to the leaflet distribution noted above, during the trial, we delivered around 5,000 extra leaflets to the area directly affected by the trial and an additional area above the trial as shown in the map below.



## 4.2 Online

A dedicated Liveable Crouch End trials web page was set up on the Haringey Council website: <https://www.haringey.gov.uk/parking-roads-and-travel/roads-and-streets/public-realm-improvements/liveable-crouch-end/trial>

The web page was updated regularly with the information included in the leaflets, the dates and times of the drop-in events as well as the background programme information and rationale for the trial and overall project, information on alternative routes and information on the use of buses. The web page will continue to be updated throughout the lifecycle of the project. The website also linked to the PCL Consult website, an online portal that hosted the online survey and interactive map to gather feedback during the trial:

<https://www.pclconsult.co.uk/liveablecrouchendtrial/>

## 4.3 Public drop-in events

Two drop-in events were held at different times and on different days (evening and weekend) to maximise attendance. The purpose of these events was to inform people about the different elements of the trial, encourage people to respond to the two-week trial road closure survey, and for the project team to be available for questions and to discuss the scheme. Large maps of the Crouch End area were displayed along with details of the closure points, suggested diversion routes and current traffic data for the area. The events were staffed by various members of the project team from Project Centre and Haringey

Council and were attended by approximately 100 people over the two sessions. The drop-in events were held on:

- Saturday 28 September, 12pm – 2pm, Hornsey Vale Community Centre, Crouch End
- Wednesday 2 October, 5pm – 7pm, Hornsey Library, Crouch End

#### **4.4 Information Desk at Hornsey Library**

Staff were on hand at a temporary information desk situated in Hornsey Library Monday – Friday 9am – 5pm (or during library opening hours when different) throughout the first week of the trial. The purpose of the desk was to create a place where people could come and find out more about the trial, proposed diversion routes, and the scheme in general, and give some feedback if they wished.

#### **4.5 School engagement**

We emailed all schools in the Crouch End project area informing them about the trial and offering a meeting with the project team. The project team met with Rokesly Junior and Nursery Schools in the weeks leading up to the trial, and St Mary's CE Primary School and Grieg Academy on the first day of the trial.

We also provided several schools with trial information leaflets to circulate to parents and staff. Schools included St Mary's CE Primary School, Rokesly Junior and Nursery Schools and Grieg Academy.

The following schools and nurseries were also sent email invitations to attend the pre-trial stakeholder forum meeting: Coleridge Primary School, Rokesly Junior and Nursery Schools, Kestrel House School, St Gildas Catholic Junior School, St Mary's CE Primary School, St Peter in Chains RC Infant School, Weston Park Primary School, Greig City Academy, Highgate School, Highgate Wood Secondary School and Hornsey School for Girls.

#### **4.6 Stakeholder meetings and emails**

We met directly with some key stakeholders ahead of the trial and have further meetings planned to lead up to the next phase of engagement.

In the weeks leading up to, and during, the trial closure period, we sent out emails to over 100 internal and external stakeholder contacts, to advise them of the project details, that the survey was going live and encouraged them to share the details of the project with their contacts. These stakeholders included local accessibility groups, community groups, housing associations, public and emergency services, faith groups and places of worship, schools, sports centres, ward councillors, and youth groups.

A stakeholder forum meeting was held shortly before the beginning of the trial on 19 September 2019. The minutes can be found online at the following address:

[https://www.haringey.gov.uk/sites/haringeygovuk/files/lce\\_stakeholder\\_forum\\_minutes\\_19sept\\_2019.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/lce_stakeholder_forum_minutes_19sept_2019.pdf)

Stakeholders were also encouraged to respond via the online survey and map and ask their members to do the same. Their comments are included in the overall analysis.

For the purpose of this report, stakeholders who are invited to attend the Stakeholder Forum are defined as 'Recognised Stakeholder Groups', groups who represent a wider section of the community and who have a mandate to represent this group.

#### **4.7 Business door-knocking**

Before and throughout the trial period, we visited businesses in the area to speak to them about the trial and encourage them to provide their views via the online survey.

We targeted roads around the trial area, where businesses were likely to be most affected. In Crouch End, these included the shops at the southern end of Middle Lane, between Elder Avenue and Park Road. Middle Lane at its junction with Priory Road, Hillfield Avenue and The Broadway.

#### **4.8 Promotion**

A variety of promotional methods were used leading up to, and throughout, the two-week trial period to try and encourage a good response rate from the local community and ensure hard to reach audiences were included.

These methods are outlined below:

- Promotion of the two-week trial survey and drop-in events via the project website.
- Social media – Haringey Council Twitter account used to promote events and alert followers to the trial and feedback survey (see tweet promoting the survey below).
- Leaflet drops to residents and businesses.
- Posters displayed in Hornsey Library.
- Encouraging key stakeholders, community news outlets, online magazine and other local news organisations with an audience, to circulate details of the trial.
- On street signs one-week ahead of the trial identifying the closures.

Following feedback received during the trial we recognise that some residents stated that promotion ahead of the trial was insufficient. Going forward we will enhance the level and methods of engagement in response to this.





**Haringey**   
@haringeycouncil

Follow



We are still seeking views on the **#LiveableCrouchEnd** trial. Your feedback will help to shape Crouch End's future. The survey closes on 10 November:  
[pclconsult.co.uk/liveablecrouch...](https://pclconsult.co.uk/liveablecrouch...)



4:24 AM - 1 Nov 2019

3 Retweets 6 Likes



A tweet by Haringey Council promoting the survey following the trial.

## 5. DATA COLLECTION

Respondents could submit their feedback in several ways:

- Comments and queries to the dedicated email address:  
[liveablecrouchend@haringey.gov.uk](mailto:liveablecrouchend@haringey.gov.uk), which was shown on materials including the leaflets, website and business cards.
- Conversations with members of the project team at drop-in events before, and at an info desk during the first week of the trial.
- Conversations with Project Centre and Haringey staff at the closure points throughout the trial.
- Via the PCL Consult online survey and interactive map.
- During meetings with schools in the area.
- Via a dedicated consultation telephone number, displayed online and on the leaflet.

The online survey submission deadline initially coincided with the end of the two-week trial on Sunday 20 October, however the survey was reopened on Monday 21 October and extended until Sunday 10 November to allow the public more time to reflect on the full effects of the trial and to provide the most accurate and useful feedback possible. Feedback received after the deadline was still considered, where possible.

The project team also welcomed comments via the Liveable Crouch End dedicated inbox until early December 2019.

## 6. RESULTS

We received 3,476 responses to the online survey in total. This report gives an overview of all the responses received via the online survey, the interactive map and through emails sent to the project team. It provides a high-level analysis which will form the basis for a more detailed breakdown of the results in due course. This detail will delve more deeply into the data and provide further insight to help inform the final scheme proposals. Due to the volume of responses received the analysis is still ongoing, but we wanted to publicise the high-level results because we know that local residents and stakeholders are keen to know the outcome of the trial engagement survey and residents' feedback.

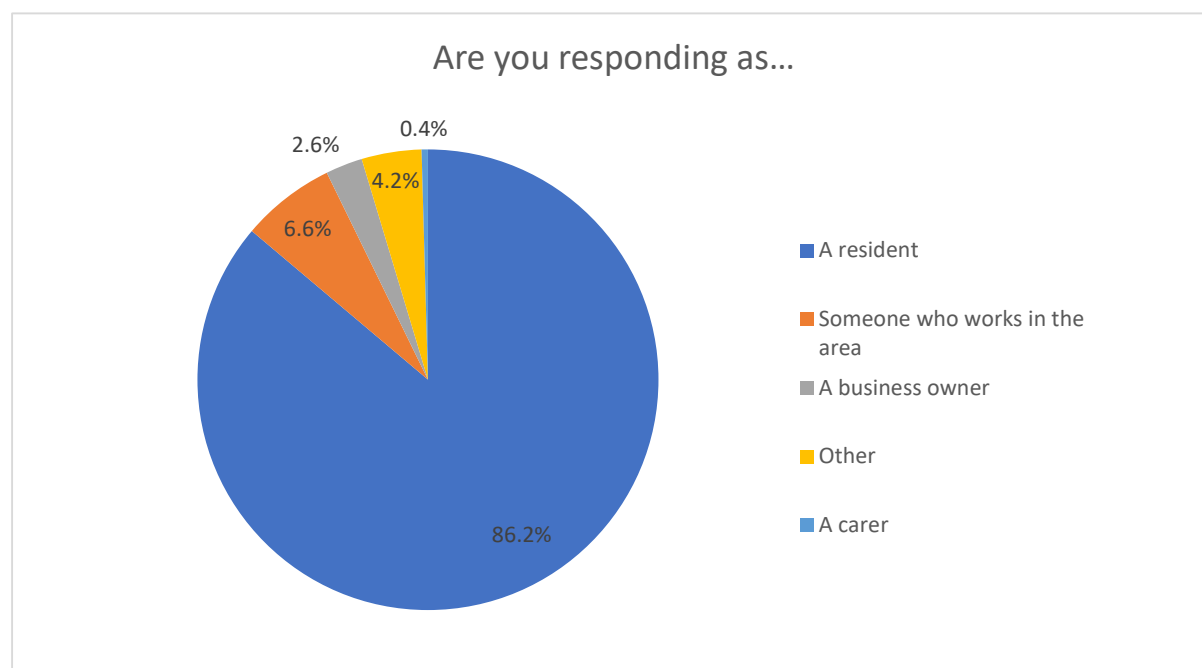
### 6.1 Online survey responses

#### 6.1.1 Initial survey question analysis

##### Question 1 – Are you responding as...

- 3,425 people answered this question. 51 skipped this question.

2,951 people who answered the survey questions said they were a resident. 226 people said they worked in the area. 89 said they were a business owner. 144 respondents came under the category of 'other'. 15 people said they were a carer and 51 respondents skipped this question.



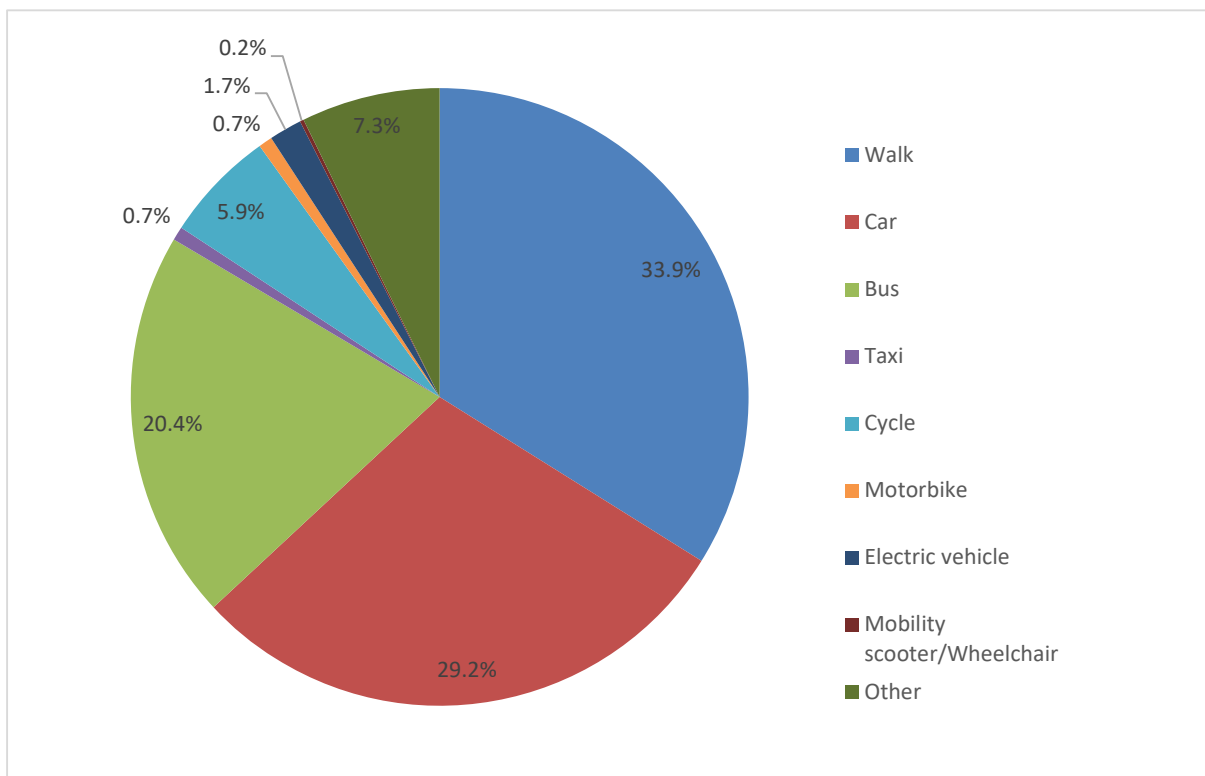
A resident	2,951
Someone who works in the area	226
A business owner	89
Other	144

A carer	15
Skipped	51
<b>Total</b>	<b>3,476</b>

## Question 2 – How do you usually travel around Crouch End?

- 3,412 people answered this question. 64 skipped this question.

With 33.9%, most respondents (1,157) saying they usually walked around Crouch End. 29.2%/995 people said they usually drove. The full response analysis is below:



Walk	1,157
Car	995
Bus	697
Taxi	25
Cycle	200
Motorbike	25
Electric vehicle	58

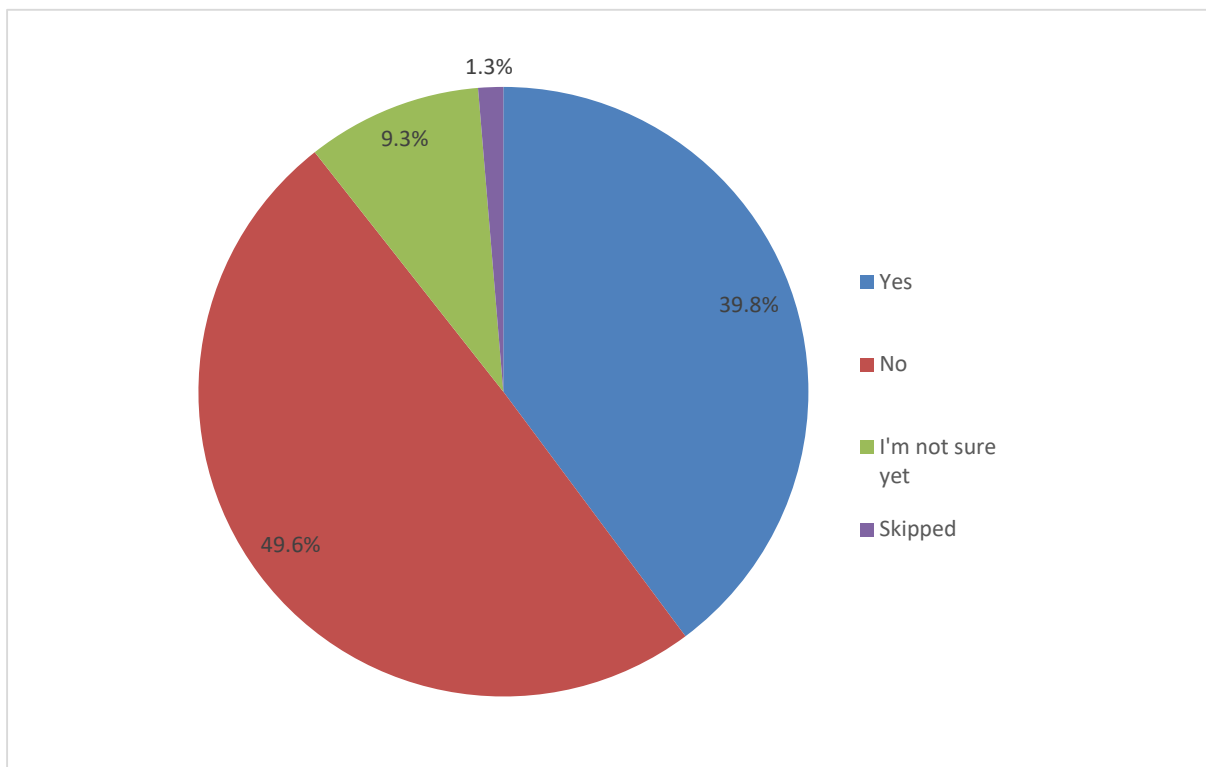
Mobility scooter/Wheelchair	7
Other	248
Skipped	64
<b>Total</b>	<b>3,476</b>

**Question 3 – Is the trial road closure in Crouch End changing the way you travel?**

- 3,430 people answered this question. 46 skipped this question.

49.6% of respondents said the trial road closure was not changing the way they travel.

39.8% of respondents changed their travel mode during the trial. The full response analysis is below:



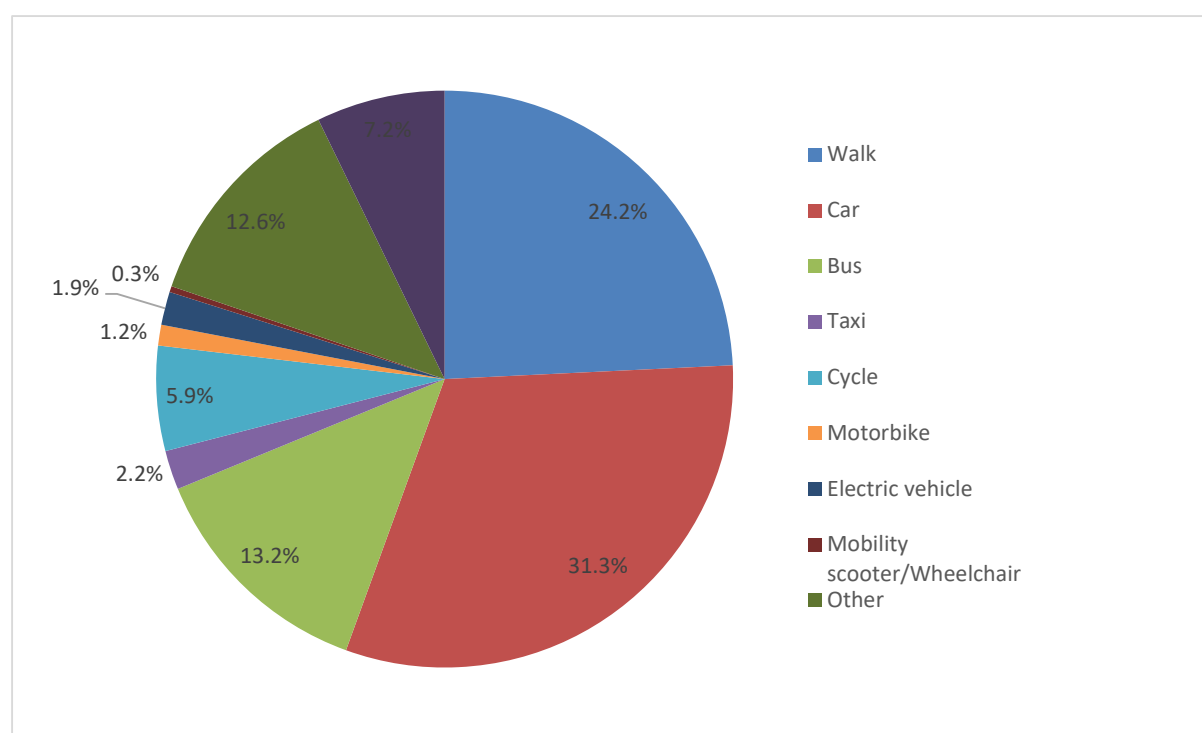
Yes	1,384
No	1,723
I'm not sure yet	323
Skipped	46
<b>Total</b>	<b>3476</b>



**Question 4** - If you answered 'Yes' above, how are you currently travelling around Crouch End while the trial is in place?

- 1,820 people answered this question. 1,656 skipped this question.

Just over a quarter of respondents (31.3% of respondents/ 570 people) said they were using a car to travel around during the trial. Over 40% of respondents said they travelled by sustainable modes (bus, walking, cycling) during the trial. The full response analysis is below:



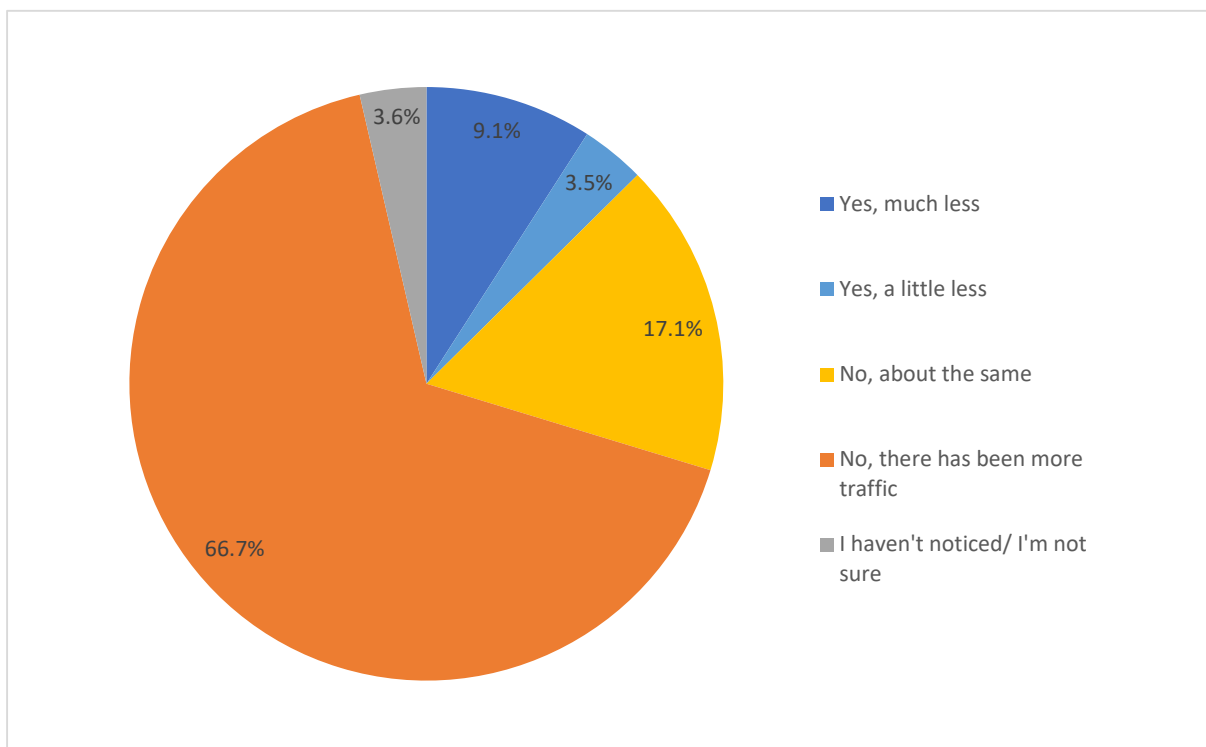
Walk	441
Car	570
Bus	241
Taxi	40
Cycle	107
Motorbike	21
Electric vehicle	34
Mobility scooter/Wheelchair	6
Other	229
Not applicable	131

Skipped	1,656
<b>Total</b>	<b>3,476</b>

**Question 5** - If you live in the area, has the trial resulted in less traffic on your street?

- 3,152 people answered this question. 324 skipped this question.

Most respondents said no, there has been more traffic (66.7%/ 2,102 respondents). The full response analysis is below:

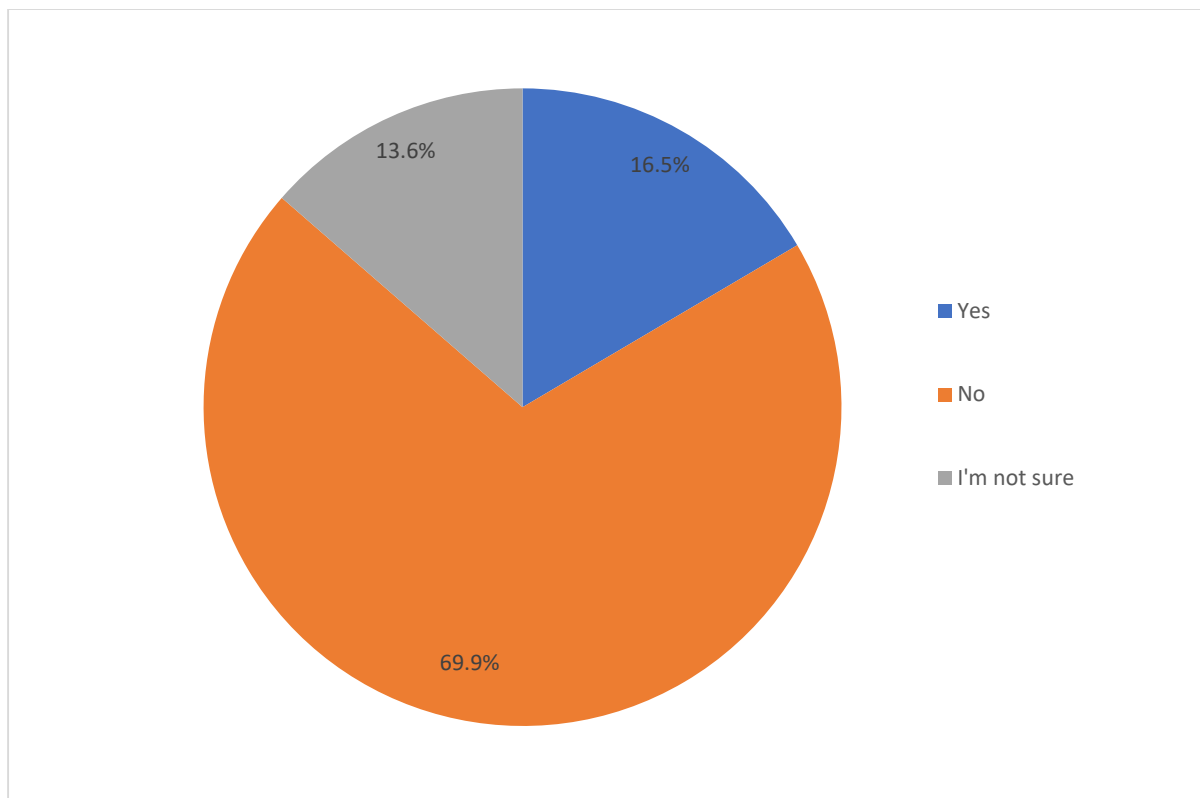


Yes, much less	287
Yes, a little less	110
No, about the same	539
No, there has been more traffic	2102
I haven't noticed/ I'm not sure	114
Skipped	324
<b>Total</b>	<b>3,476</b>

**Question 6** – Do you like the new public space that the trial has created on the south of Middle Lane?

- 3,402 people answered this question. 74 skipped this question.

Most respondents (69.9%) said they did not like the new public space that had been created by the trial at the south end of Middle Lane. The full response analysis is below:

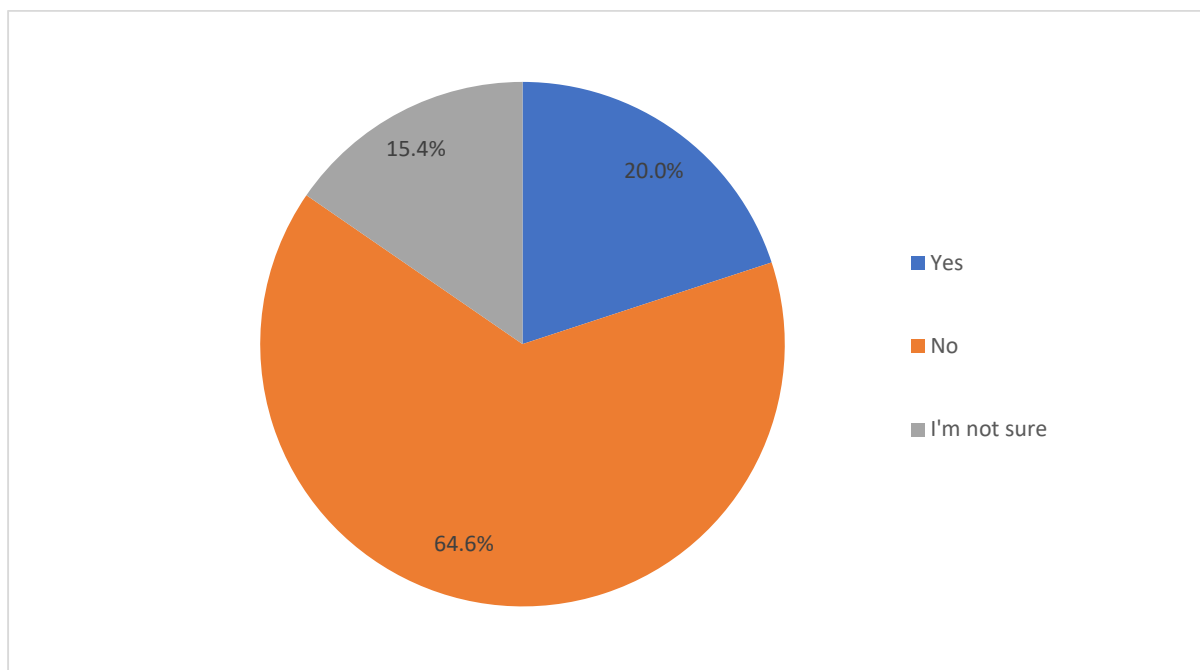


Yes	562
No	2,377
I'm not sure	463
Skipped	74
<b>Total</b>	<b>3,476</b>

### Question 7 – Would you like to see more spaces like this in Crouch End?

- 3,376 people answered this question. 100 skipped this question.

Most respondents (64.6%) said they did not want to see more spaces like this in Crouch End. As with Question 6 we need to understand more fully whether this is a reaction to the closures rather than the principle of the spaces, especially as this does not correlate with what people said when directly interviewed in the closure area as part of the on-street survey undertaken during the trial (see Section 6.3). The full response analysis is below:



Yes	674
No	2,182
I'm not sure	520
Skipped	100
Total	3,476

### Question 8 – How has the trial affected you personally?

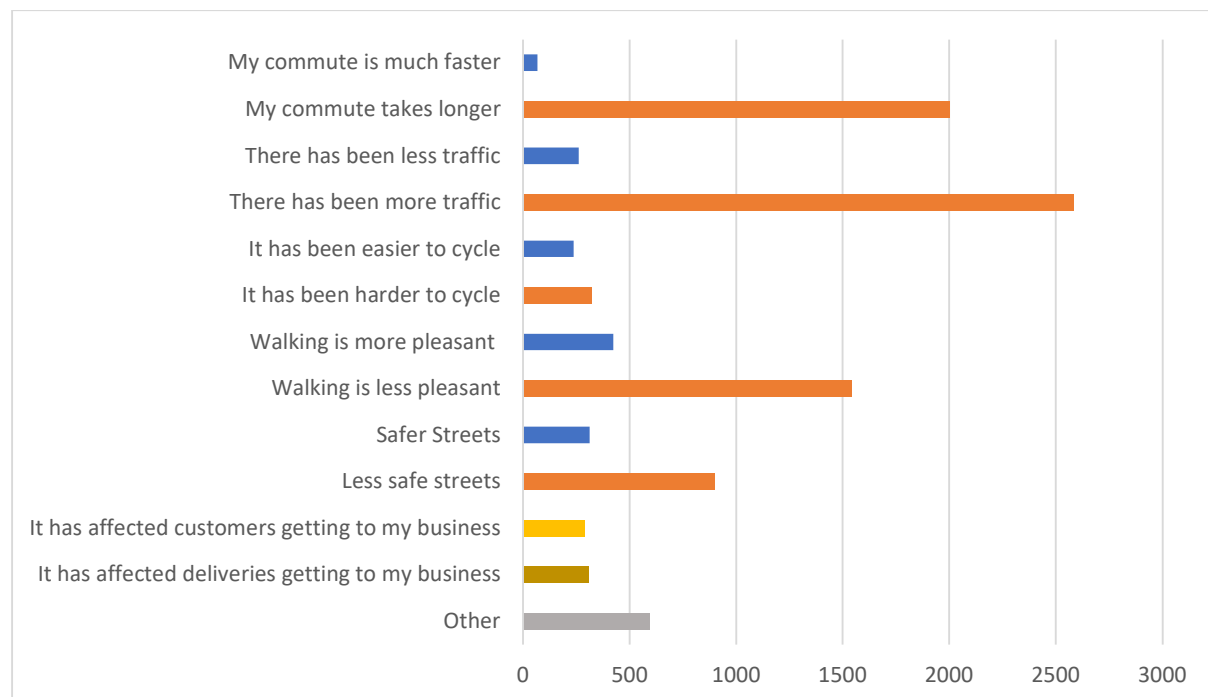
- 3,371 people answered this question. 88 skipped this question.

Respondents were able to select as many options as applicable from the following options:

- My commute takes longer
- There has been more traffic
- It has affected deliveries getting to my horse
- It has affected customers getting to my business
- Less safe streets
- Walking is less pleasant

- Safer Streets
- Walking is more pleasant
- Other
- There has been less traffic
- It has been harder to cycle
- It has been easier to cycle
- My commute is much faster

26.3% said there had been more traffic and 20.3% said their commute took longer. A full response analysis is below.



Other	593
It has affected deliveries getting to my business	309
It has affected customers getting to my business	286
Less safe streets	896
Safer Streets	313
Walking is less pleasant	1540
Walking is more pleasant	424
It has been harder to cycle	319
It has been easier to cycle	237
There has been more traffic	2,584
There has been less traffic	262

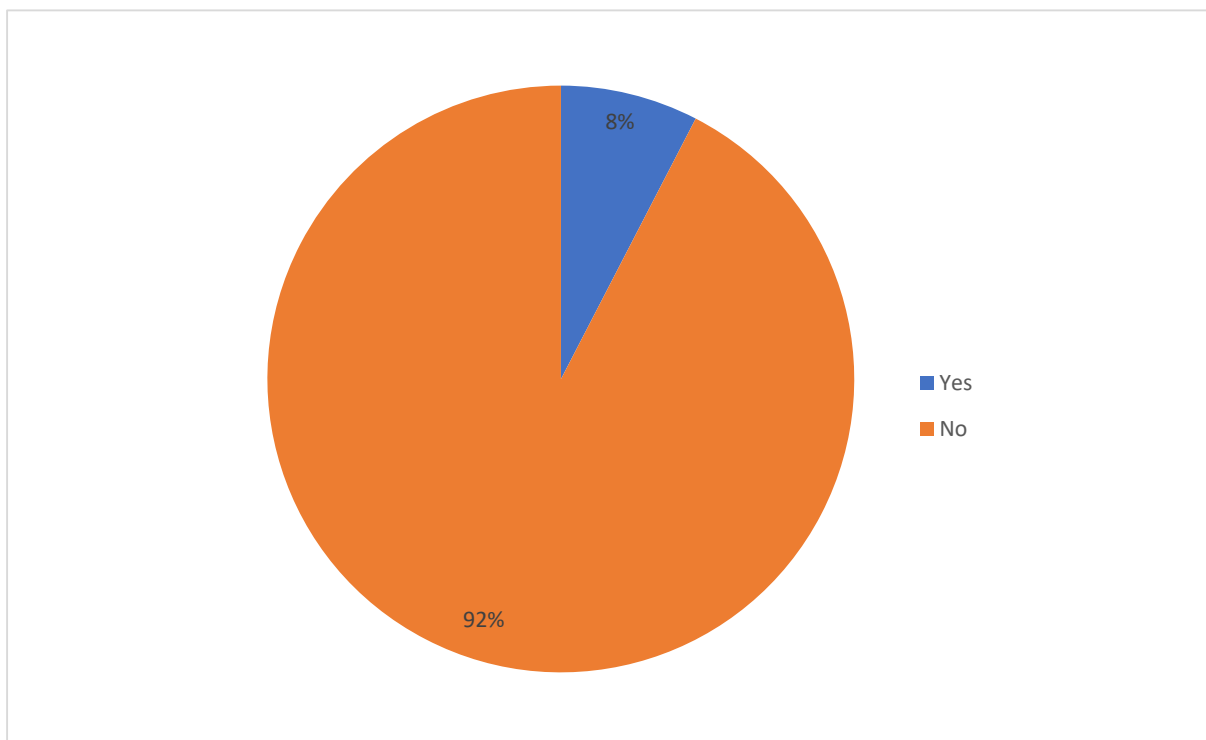


My commute takes longer	2,000
My commute is much faster	68
Other	593
Skipped	88

**Question 9** – Do you have any disability that means you are an essential car user?

- 3,390 people answered this question. 86 skipped this question.

Most respondents (92%) said they did not have a disability that meant they were an essential car user. The full response analysis is below:

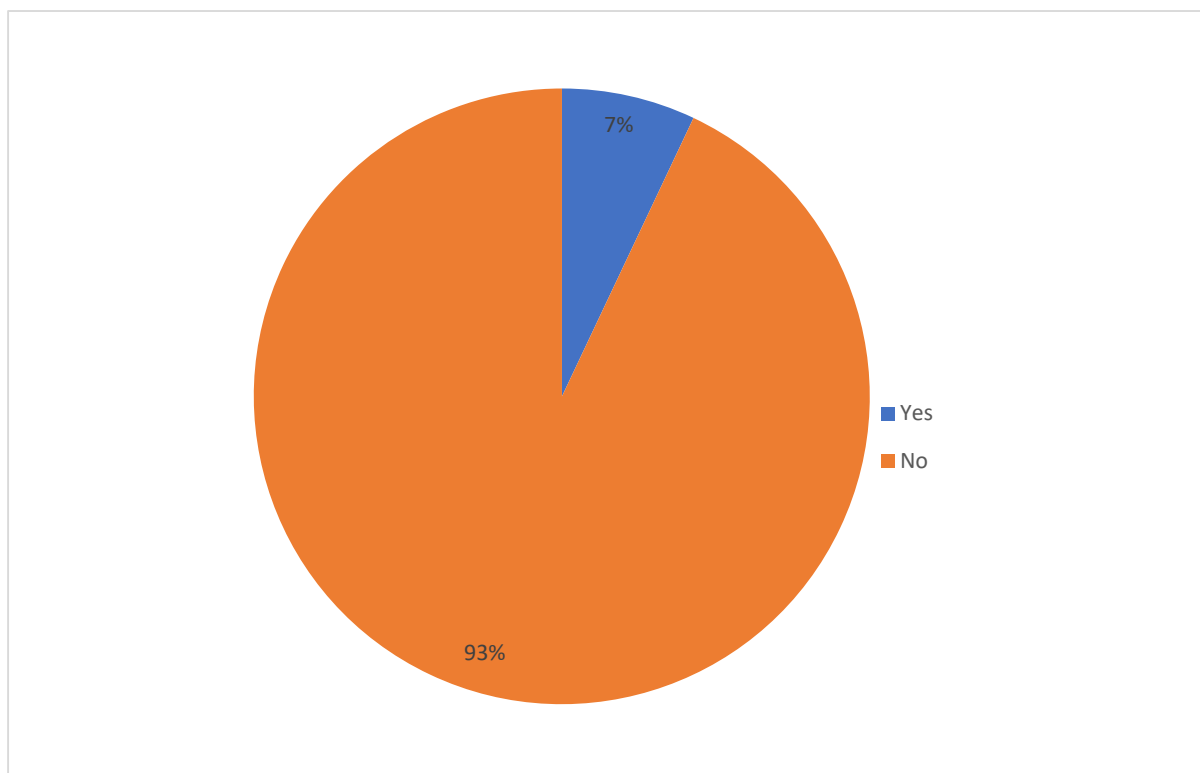


Yes	258
No	3,132
Skipped	86
<b>Total</b>	<b>3,476</b>

**Question 10** – Are you a carer to someone with a disability that means you are an essential car user?

- 3,341 people answered this question. 135 skipped this question.

Most respondents (93%) said they were not a carer to someone with a disability. The full response analysis is below:

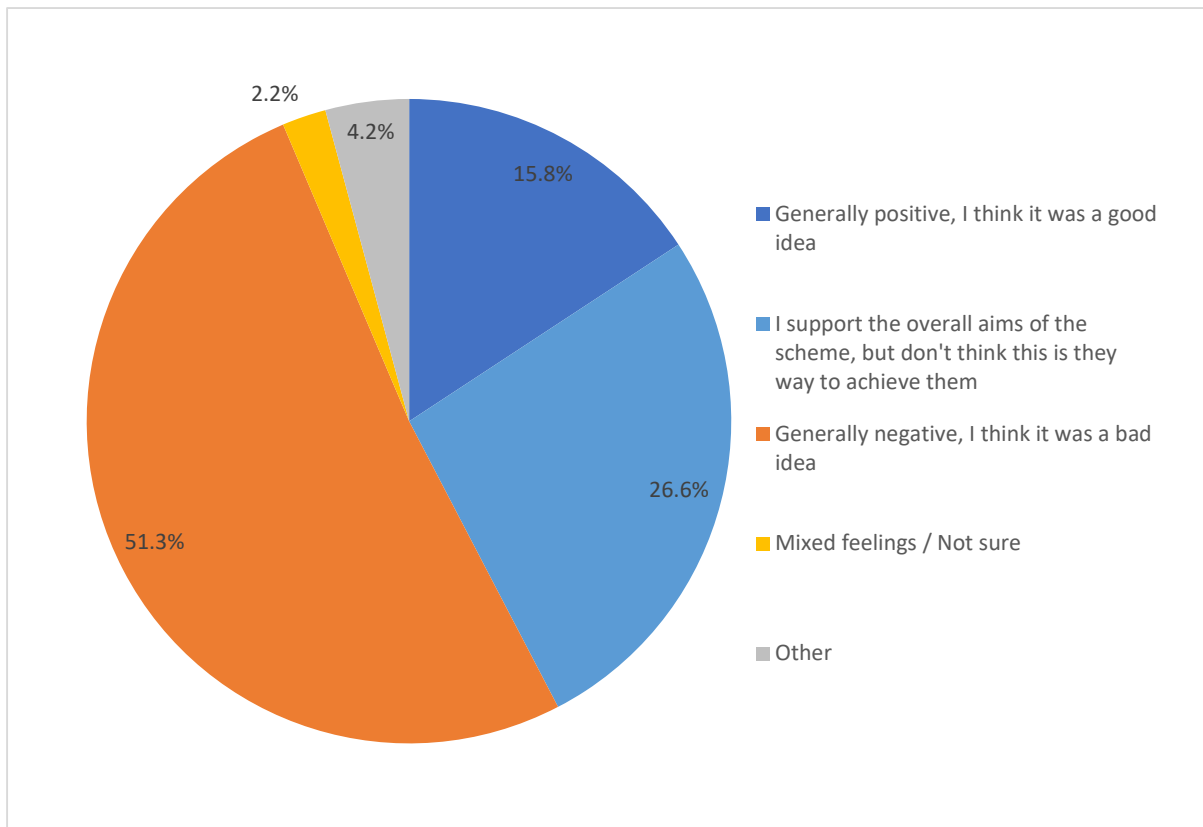


Yes	235
No	3,106
Skipped	135
<b>Total</b>	<b>3,476</b>

**Question 11** - Overall, how do you feel about the trial?

- 3412 people answered this question. 64 skipped this question.

Most respondents (51.3%) said they felt negatively about the trial. The full response analysis is below:



Generally positive, I think it was a good idea	538
I support the overall aims of the scheme, but don't think this is the way to achieve them	907
Generally negative, I think it was a bad idea	1,749
Mixed feelings / Not sure	75
Other	143
Skipped	64
<b>Total</b>	<b>3,476</b>

## 6.2 Survey free-text response analysis

### Question 12 - Do you have any further comments about the trial?

- 2,786 people answered this question. 690 skipped this question.

Respondents were asked if they had any further comments to make on the two-week trial in Crouch End.

This report gives an overview of all the responses received via the online survey. It provides a high-level analysis which will form the basis for a more detailed breakdown of the results

in due course. This detail will delve more deeply into the data and provide further analysis to help inform the final scheme proposals. Due to the volume of responses received the analysis is still ongoing, but we wanted to publicise the high-level results because we know that residents and stakeholders are keen to know the outcome of the trial engagement survey and residents' feedback.

#### **6.2.1 Analysis by response locations**

Responses were broken down by geographical areas (based on postcodes) to give a clearer idea of what people were saying directly within the two-week trial road closure area (Area1), in the wider Liveable Crouch End project area (Area 2) and then elsewhere outside of those areas (Area 3).

The map below shows these areas. The table below shows a breakdown of the number of comments received from residents within each of these areas, the number of residents who responded to the survey but did not leave a comment for Q12, and what percentage of the overall respondents was represented in each area.

#### **Definition of Area 0,1,2,3**

**Area 0:** These are the responses from the people who didn't provide a valid postcode. As a result, we were unable to identify where the comments specifically came from and so sorted them into one category without a location on the map below.

**Area 1:** These were the responses from the people whose postcodes showed them living in the area within the closure points.

**Area 2:** These were the responses from residents and businesses whose postcodes fell within the Liveable Crouch End project area but were outside Area 1 as shown in the map.

**Area 3:** These were responses from anyone outside the Liveable Crouch End project area.

	Responses
<b>Area 0</b>	961
<b>Area 1</b>	535
<b>Area 2</b>	1041
<b>Area 3</b>	985



Map of the response areas.

### 6.2.2 Analysis by response subjects

Although 2,786 people answered Question 12, many people commented about more than one subject in their response. For example, one response could include a comment about cycling, another comment about traffic congestion, another about public transport, quality of air etc.

This meant that 2,786 responses became 3,470 individual comments that were then categorised by theme and analysed as part of question 12.

An example of some of the responses to Question 12 is included below:

Approximately 1,180 of responses included complaints about traffic, such as:

- This trial increased congestion on Park Road and Tottenham Lane, and it took me almost an hour to get from Crouch End to Muswell Hill on my way home from work! There were many cars idling in very slow moving traffic, which has a negative effect on air quality and pollution. Closing Middle Lane has made the area around Friary Park less safe for young people travelling by foot as there were no cars passing.*

As can be seen by this comment, the respondent also mentions air quality and pedestrian safety, so this would have been categorised under those subjects as well as under traffic.

Approximately 71 responses mentioned positive comments regarding traffic, such as:



- *I think having Middle lane closed was great. I loved walking down it. However Hornsey High Street did seem busier. So it would be good if traffic could be reduced on Hornsey High Street as well.*

Approximately 73 responses mentioned concerns about cycling safety, such as:

- *I am a cyclist living in Crouch End. I don't think this trial was properly thought through. If you are trying to encourage people to use different modes of transport perhaps you could try improving the cycle infrastructure and improve public transport. For example, how about making Park Road easier for cyclists? The road used to have cycle signs on the road making out it was a cycle route. I see that these have been removed now and so they should be as Park Road has never been a pleasant road for cyclists. Why can't you provide a safe cycle lane? In fact, there are very few cycle lanes in Crouch End at all. Priory Road and the Broadway could also be a safer place for people to cycle. As for public transport, buses are very expensive for the majority and not always very reliable so why should people change their habits? Although cycling down Middle Lane was wonderful for me during the trial, I still had to use other roads that were congested as a result of this trial. I suggest you have a rethink as it was not at all popular.*

Approximately 26 responses mentioned suggestions for cycle lanes, such as:

- *There is far too much traffic in Crouch End: the narrow pavements on Park Road make it very dangerous for pedestrians and the air pollution is bad. The council/ government should take more radical action. Higher taxes for (non-electric) cars and use the money to invest in more bus routes, cycle lanes and charging stations for electric cars.*

Approximately 13 responses mentioned suggestions regarding cycle parking, such as:

- *The closure of the end of Weston Park doesn't seem to have caused problems and was probably a good idea. The thing I think that is really needed for cycling in Crouch End is for better cycle parking facilities, and a way to cross over the centre of Crouch End (Clock Tower area) with ease. Another big problem is difficulty for buses passing each other on Tottenham Lane: more restriction of parking needed? The Park Road / Middle Lane junction is usually horrible, so this experiment was a nice try, but it does seem to have displaced too much traffic elsewhere.*

Approximately 75 responses mentioned suggestions regarding pedestrian improvements, such as:

- *All the through roads from Middle Lane to Park Road were blocked several years ago, successfully eliminating through traffic, the trial demonstrated the many benefits of extending this to the roads between Middle Lane and Tottenham Lane. Residents and cyclists benefited from fewer lorries, vans and cars and the streets were safer for pedestrians, particularly children walking to Rokesly School.*

Approximately 14 responses mentioned positive comments about the impact for pedestrians, such as:

- *Make it more permanent! Also, include the main road. People need to learn to use their legs, as the exercise will do them much good. The main road needs more pedestrians, and places to socialise. The ever increasing social media argument is always conducted by people who are unable to make face to face contact.*

Approximately 396 negative responses were recorded in relation to public transport, such as:

- *Please stop it. Causing massive delays to W7 bus route on park road. Customers having to get out of the buses to manipulate the suck buses. Please stop it early to avoid another week of this public transport chaos. Talk to the bus drivers.*

Approximately 656 negative responses were recorded in relation to air quality, such as:

- *It seems to have caused a lot of congestion and gridlock in Priory road and park road, probably other roads too, causing and adding more pollution to the environment and atmosphere, having a negative effect on pedestrian and cyclists.*

Approximately 21 positive responses were left in relation to air quality, such as:

- *Middle Lane is much more pleasant to walk down now, for myself and especially my kids. I have noticed more traffic on Priory Road however, but I expect that would lessen if the trial was made longer term (hopefully encouraging people to drive less). I think that anything that discourages driving in our local area is a good thing, to decrease air pollution and improve road safety. I would like to see more pedestrianised areas in Crouch End.*

Approximately 24 positive responses were left in relation to business, such as:

- *I think it is great to try to make a difference in how people use Crouch End and discourage personal car journeys. It will be difficult at first but it is the borough's responsibility to push through what could improve business, individual health and contribute positively to climate change challenges.*

Approximately 110 negative responses were left in relation to business, such as:

- *As a business (shop) in Crouch End I am thankful that the trial has now come to an end. I say this because during the 2 week trial, at a time when our business would normally start to become busier in the run up towards Christmas we actually noticed a drop in our business, footfall on the street, and had numerous complaints from clients who would normally be collecting their work from us late in the afternoon but were struggling to get to us because of their increased journey times. So it impacted us both on new or passing trade during the day, but also from existing clients normally collecting from us on their journey home. Now that the trial has ended, business is beginning to return, but I would be seriously concerned for the future of local businesses, and therefore the overall prosperity of Crouch End, if these sort of road closures and diversions were re-introduced. Please try to encourage people to shop here, rather than discourage them.*

Approximately 340 generally positive responses were recorded, such as:

- *The trial pedestrianisation at the top of Middle Lane (feeding to Park Road) has been in place since Sunday. The change has been fantastic! The noise levels before the change were sometimes unbearable. Middle Lane was busy in the day sometimes with lorries. At night motorbikes, scooters and taxis would rev their engines as they headed down Middle Lane from Park Road throughout the night and the noise was particularly bad in the early hours of Saturday and Sunday (my bedroom is close to the road). In addition, crossing Middle Lane was always very hazardous from New Road as vehicles sped round from Park Lane and vision was minimal due to all the cars parked on the side of the road. It's now much safer to cross the road and makes the area so much more liveable. Furthermore, the trees and benches at the top of the road add a lot to the area and I can already imagine they will be a lovely spot in the summer and encourage more businesses to be established on the road. In conclusion, I fully support the changes on Middle Lane as they are achieving exactly the objectives set out in the Liveable Neighbourhoods Programme as set out on your website.*

Approximately 356 responses were generally negative, such as:

- *please stop early. drivers need space too.*

### **6.3 On-street survey analysis**

An on-street survey analysis was carried out over two days during the two-week trial period - a weekday and a weekend day (Saturday). The on-street survey consisted of interviewing people face to face regarding the trial and recording their thoughts about having a permanent scheme similar to the changes to the road layout during the two-week trial.

A total of 151 people were interviewed as part of the on-street survey process. Interviewers were located at both ends of Middle Lane and in the surroundings of Rokesly Junior and Nursery Schools. The surveys found the following results:

- Over 60% (97 out of 151) of respondents replied they knew about the temporary traffic measures in the area.
- Over 85% (130 out of 151) of respondents reached Crouch End walking, by bus or cycling.

Of those that knew about the measures (97):

- Over 60% (60 out of 97) of respondents like the idea of having more pedestrian areas in the Town Centre (Middle Lane and Weston Park closures)
- Over 55% (55 out of 97) of respondents like the idea of reducing through traffic using residential streets such as Middle Lane.
- Over 45% (46 out of 97) of respondents think this type of measures may encourage them to cycle and walk more.
- One of the concerns of the respondents are about the longer journey times and pollution on main streets.

## 6.4 Postcode analysis

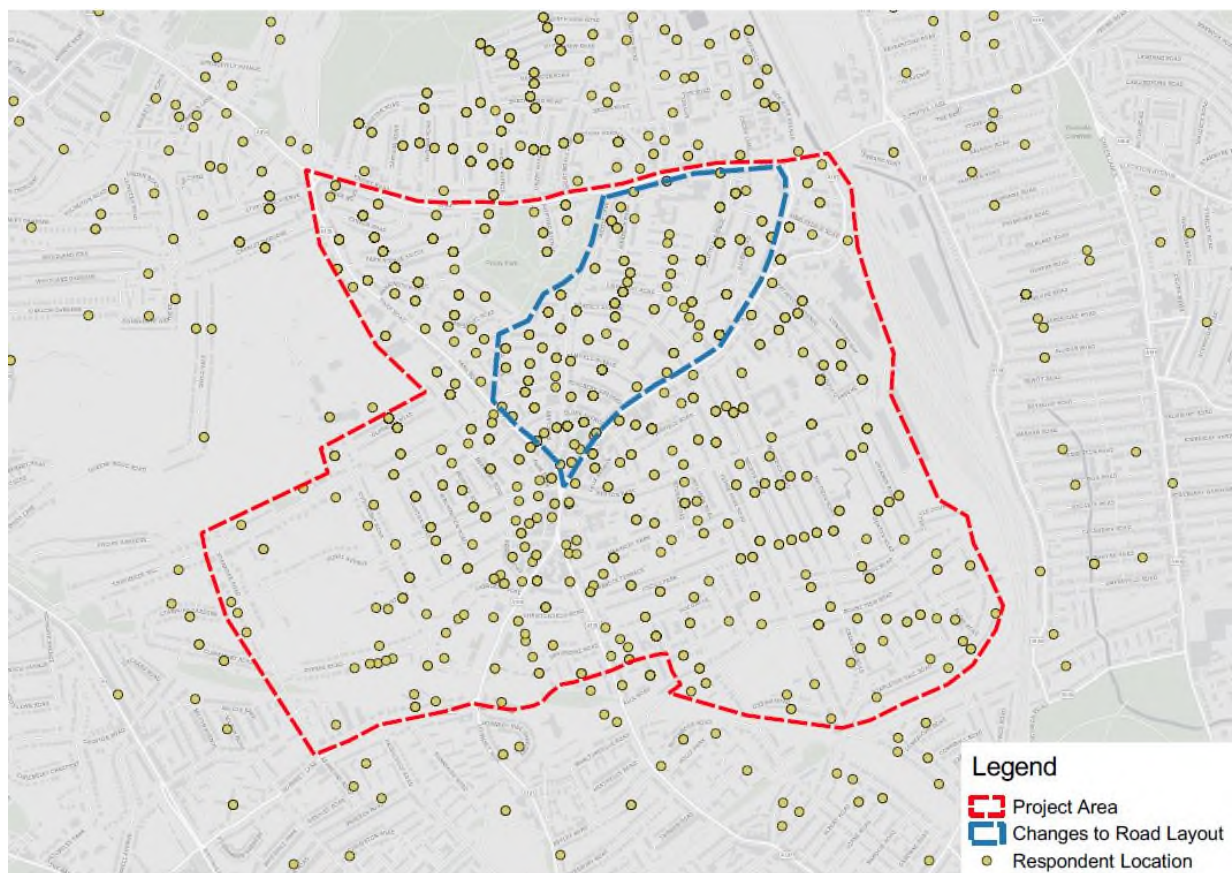
The following two maps illustrate the survey responses by postcode. The area within the closures (the blue outlined area below). 525 postcodes were recorded.

Within the Liveable Crouch End project area (the red outlined area below), 1,610 postcodes were recorded. 982 postcodes came from outside the project area.

These figures do not total the overall number of respondents as some did not provide postcodes.

Map 1 shows a close-up of the Crouch End area.

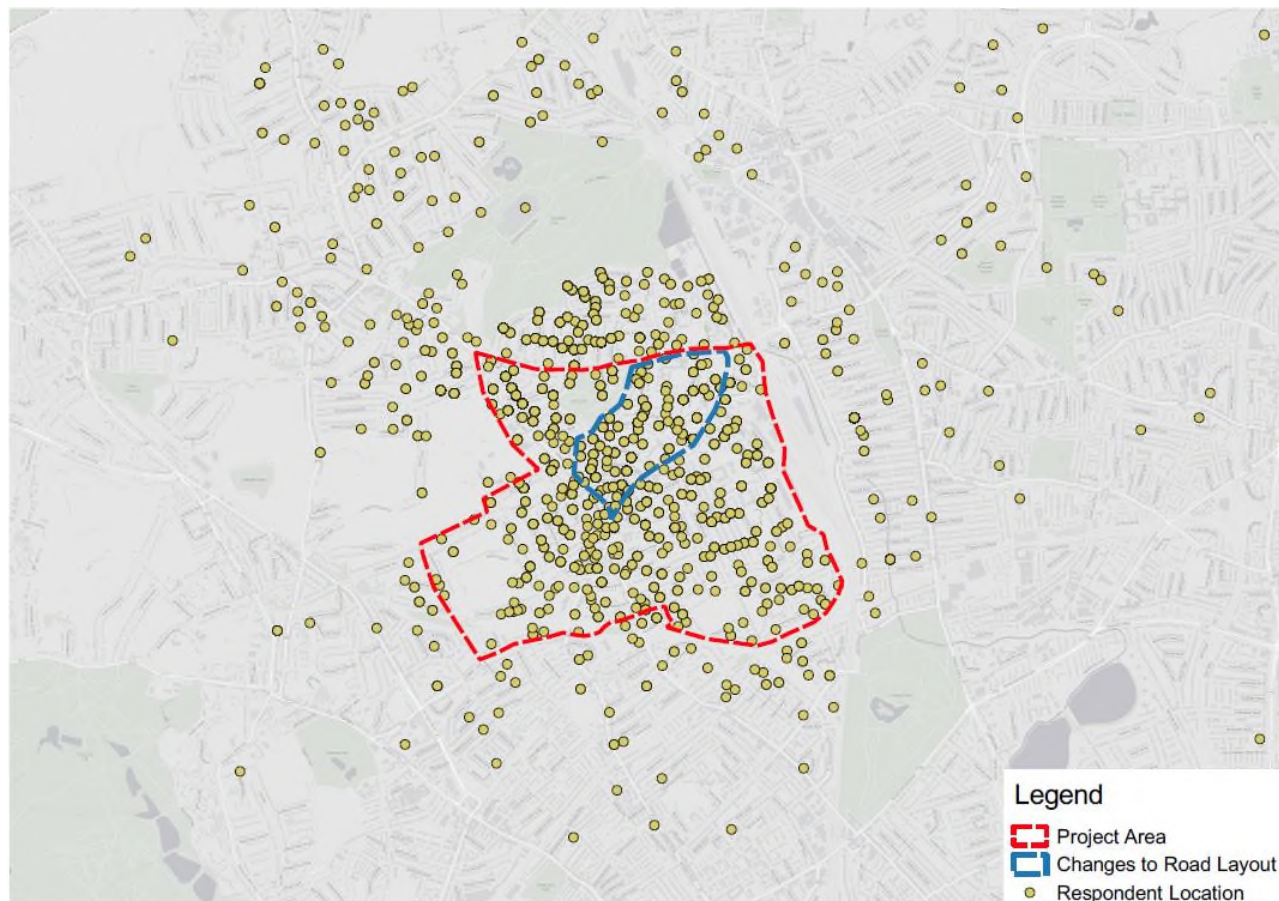
**Map1**





Map 2 illustrates how far out some responses were coming from.

**Map 2**



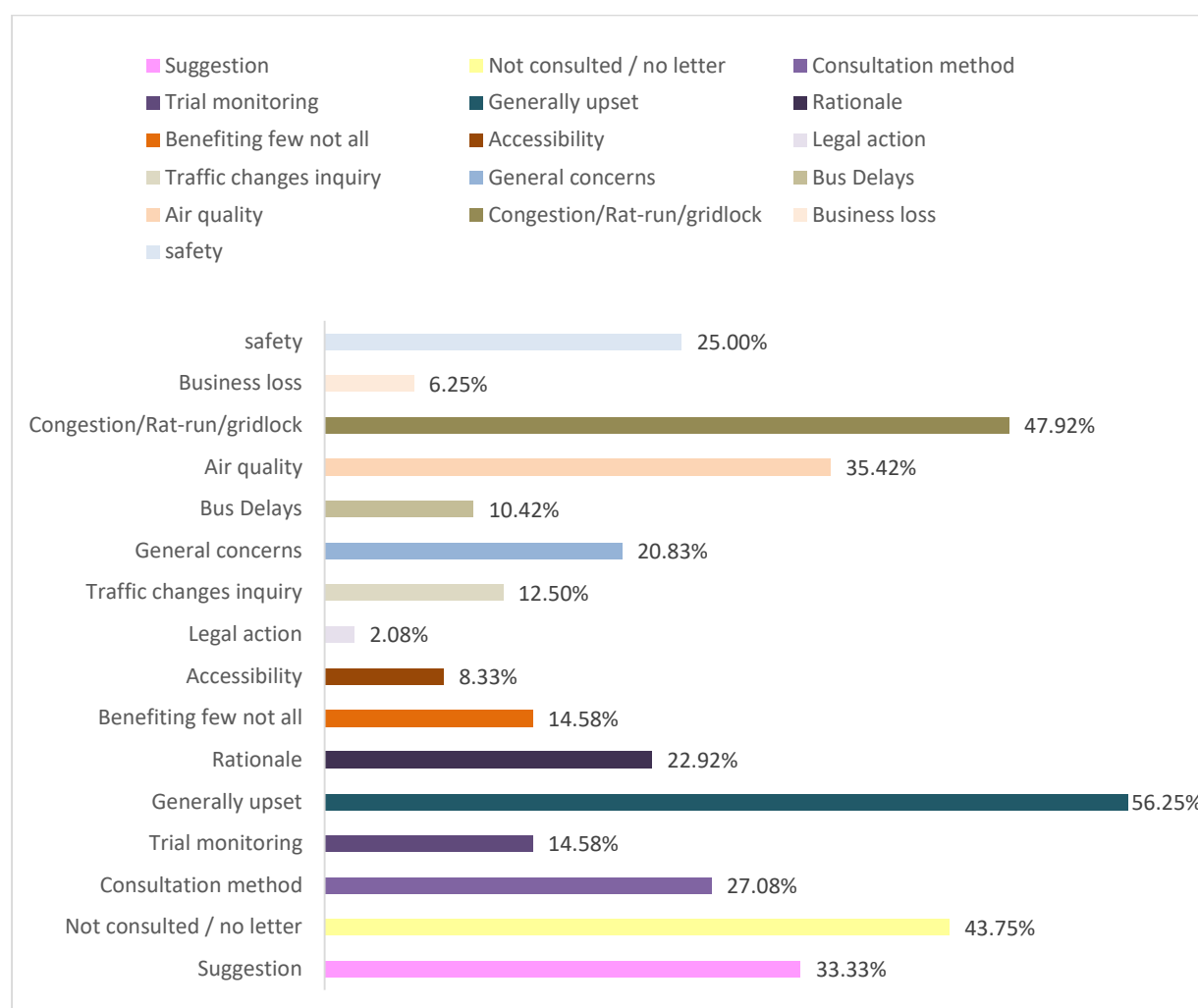
## 6.5 Liveable Crouch End Inbox – email analysis

The Liveable Crouch End dedicated inbox received feedback from the public in the weeks leading up to the trial, the two-weeks of the trial and the weeks following the end the two-week trial period. During the two weeks prior to the start of the two-week trial road closure on **23 September 2019**, to the final closure of the online survey on **10 November 2019**, the inbox received emails from 521 different email addresses.

Email comments have been analysed and summarised in this report and are being looked at further by Haringey Council who will publish the comments in due course.

### 6.5.1 23 September – 6 October (two-week pre-trial period)

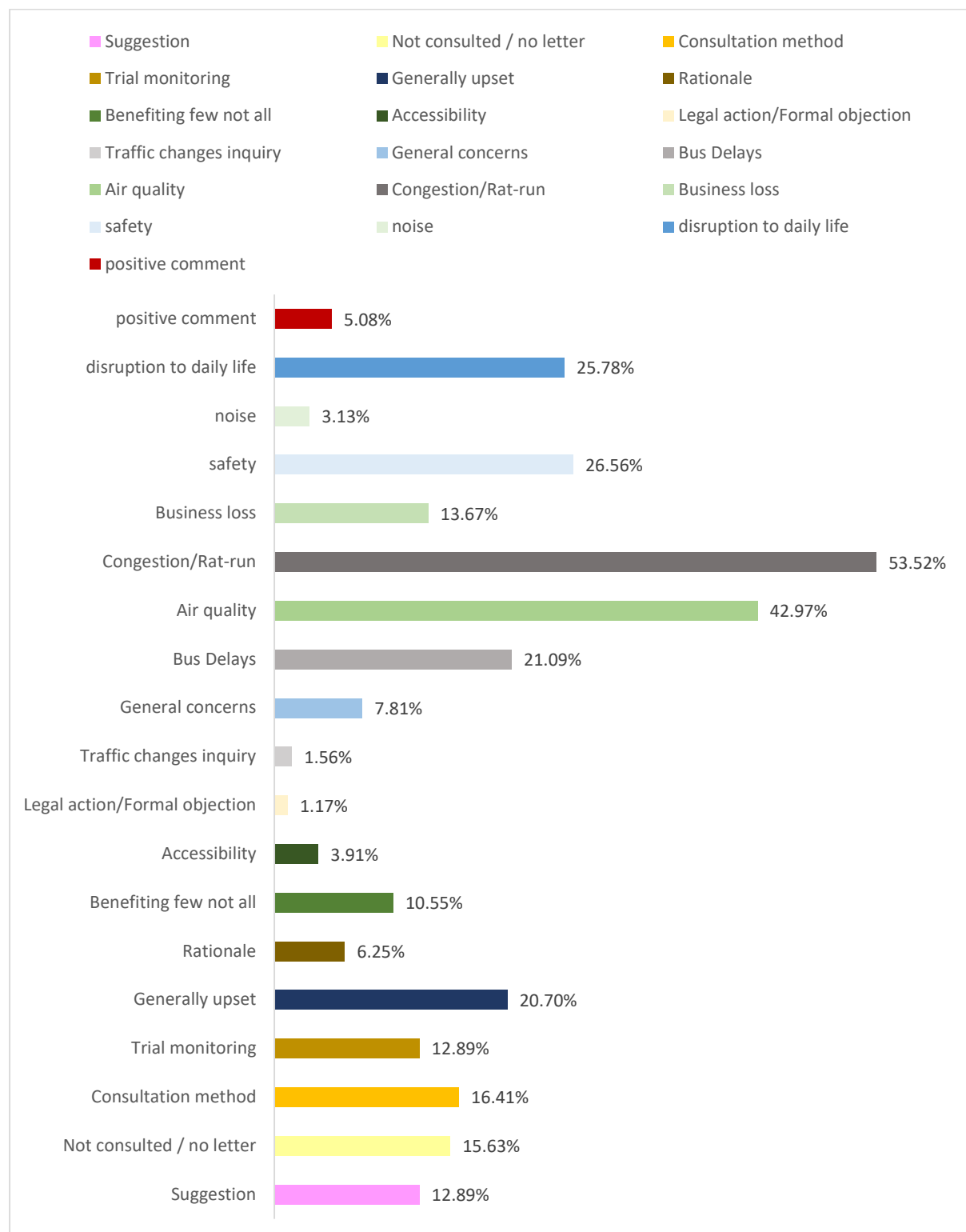
In the weeks leading up to the two-week trial period from 23 September 2019 to 6 October 2019 the Liveable Crouch End inbox received 63 emails from 48 people with 183 different comments on various aspects of the Liveable Crouch End programme and upcoming two-week road closure. A full analysis of the 183 comments of the pre-trial period can be seen in the following chart:





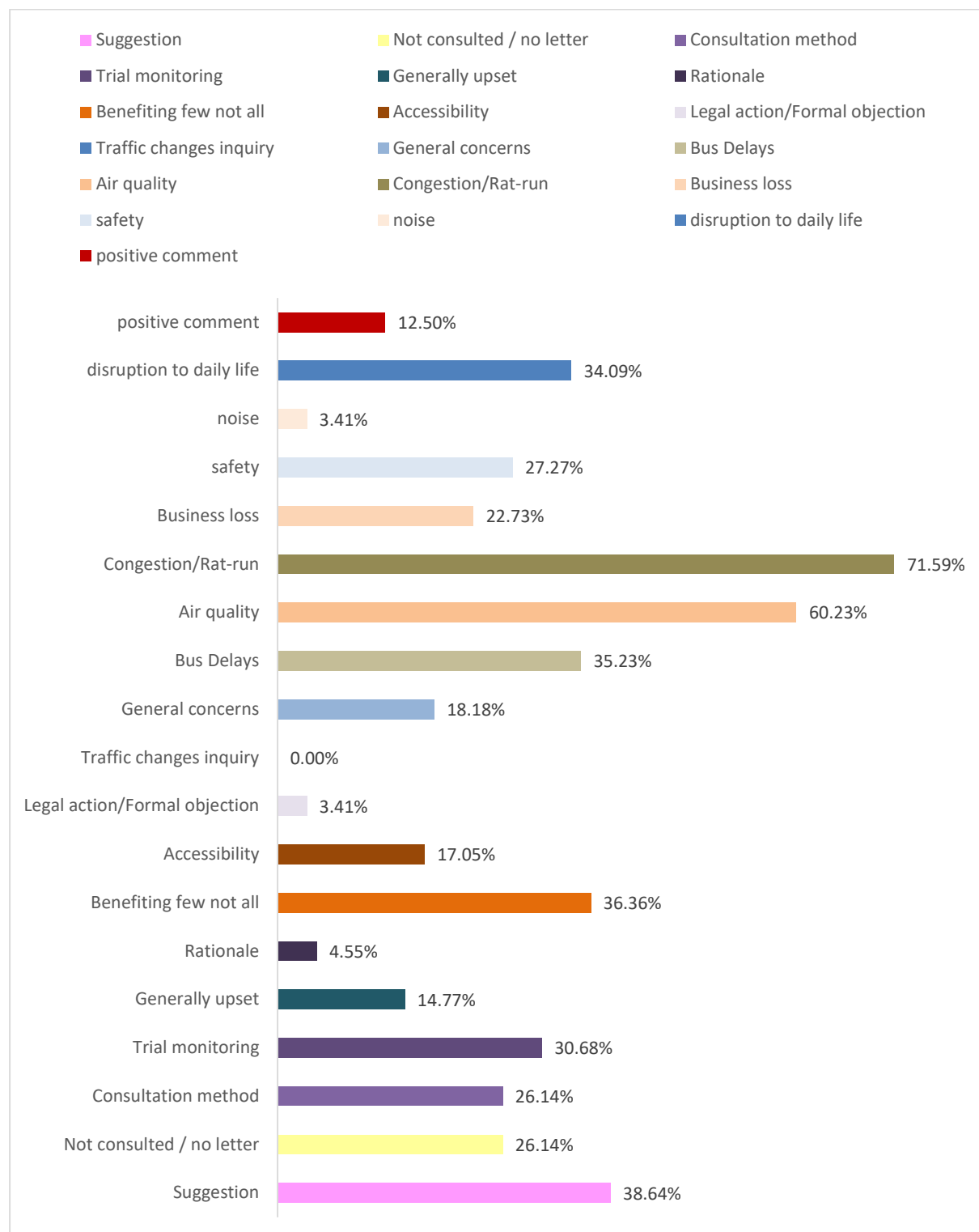
### 6.5.2 7 October – 13 October (week 1 of two-week trial)

In the first week of the two-week trial period from 7 October 2019 – 13 October 2019 the Liveable Crouch End inbox received 286 emails from 256 people with 772 different comments on various aspects of the Liveable Crouch End programme and two-week road closure. A full analysis of these comments can be seen in the following chart:



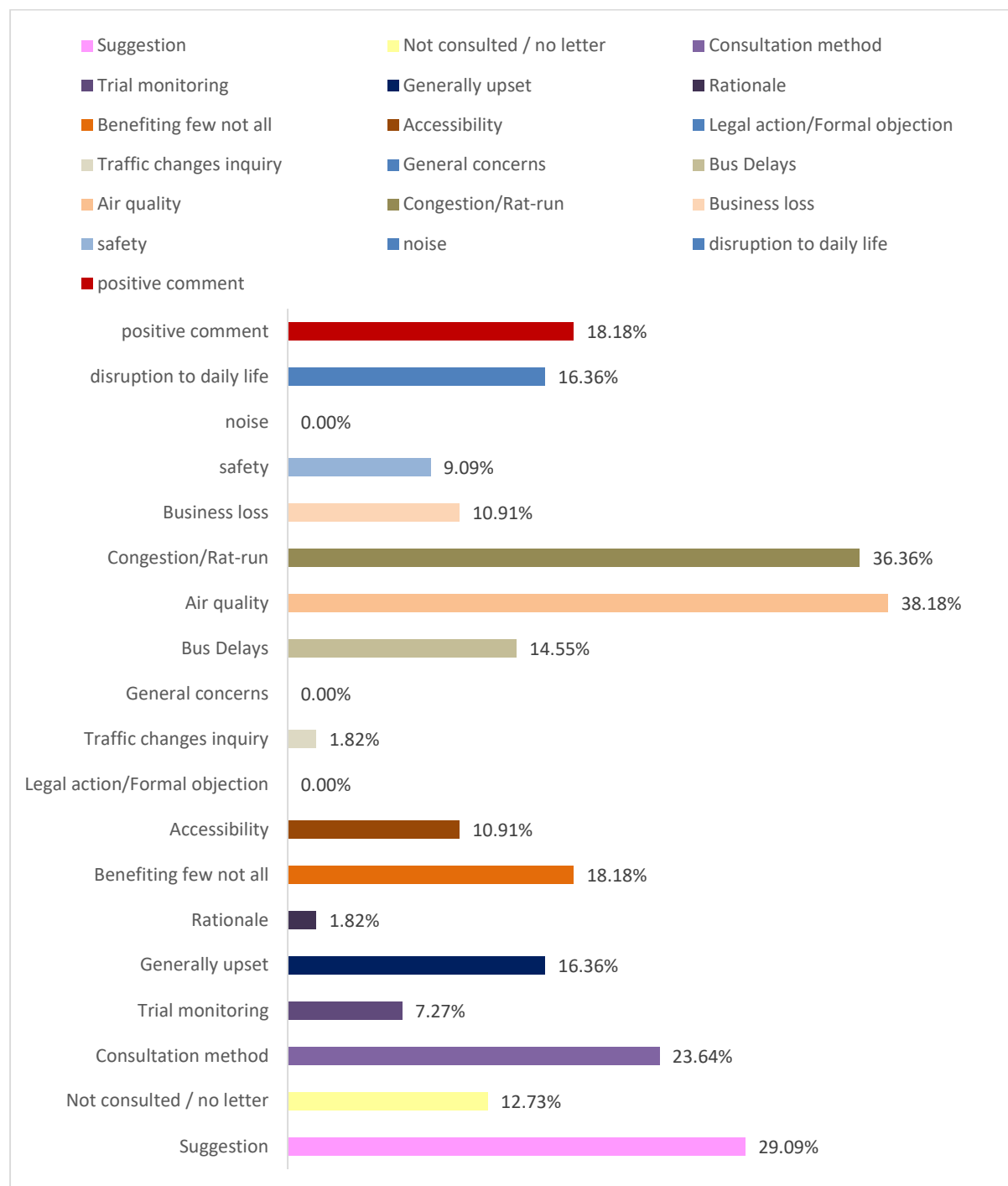
### 6.5.3 14 October – 20 October (week 2 of two-week trial)

In the second week of the two-week trial period from 14 October 2019 – 20 October 2019 the Liveable Crouch End inbox received 132 emails from 88 people with 425 different comments on various aspects of the Liveable Crouch End programme and two-week road closure. A full analysis of these comments can be seen in the following chart:



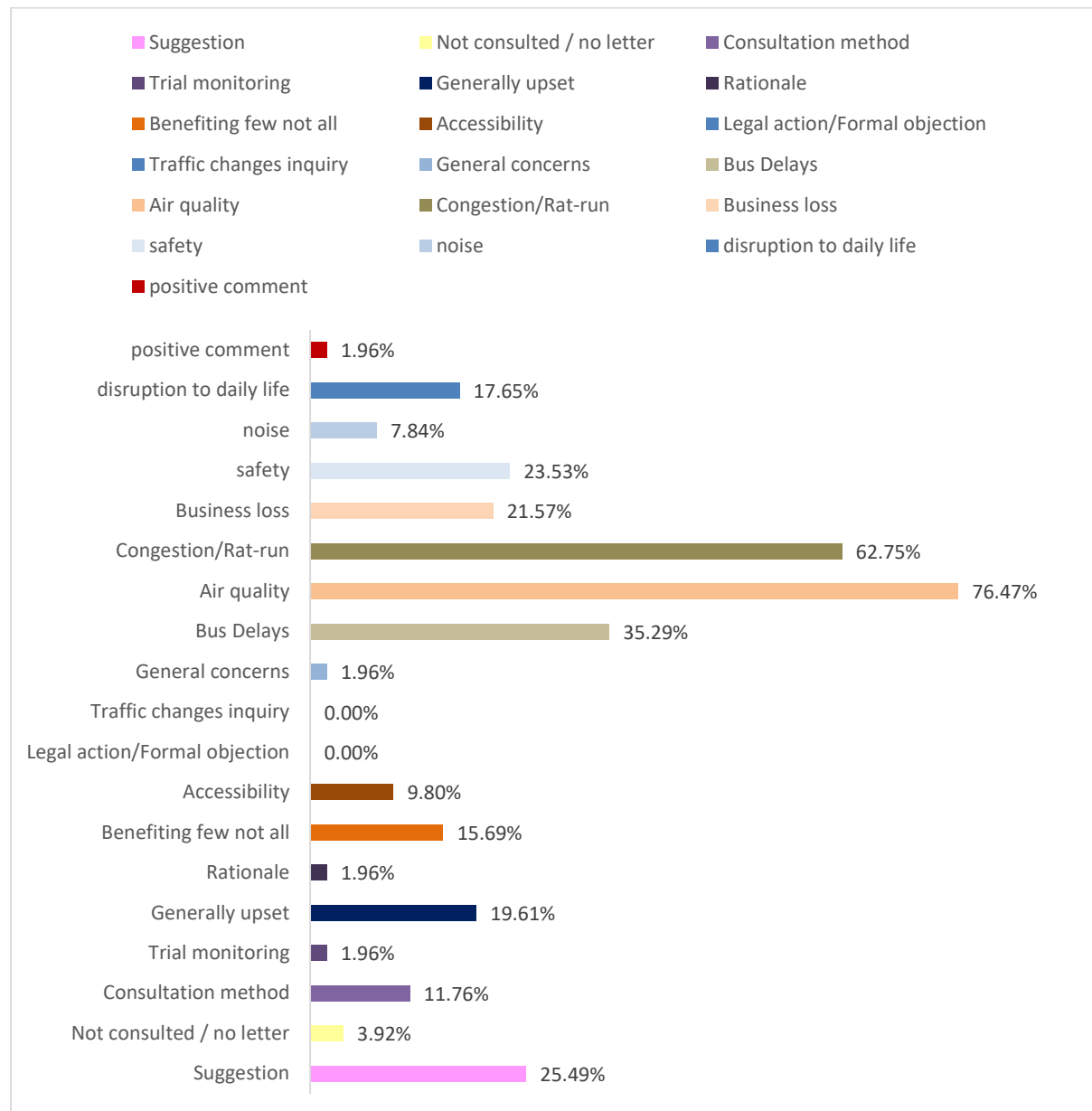
#### 6.5.4 21 October – 4 November (2 weeks post-trial period)

In the two weeks post trial period from 21 October 2019 – 4 November 2019 the Liveable Crouch End inbox received 57 emails from 55 people with 146 different comments on various aspects of the Liveable Crouch End programme and two-week road closure. A full analysis of these comments can be seen in the following chart:



### 6.5.5 5 November – 10 November (online survey extension period)

In the two weeks post trial period from 5 November 2019 – 10 November 2019 the Liveable Crouch End inbox received 52 emails from 51 people with 173 different comments on various aspects of the Liveable Crouch End programme and two-week road closure. A full analysis of these comments can be seen in the following chart:



## 6.6 Interactive map responses

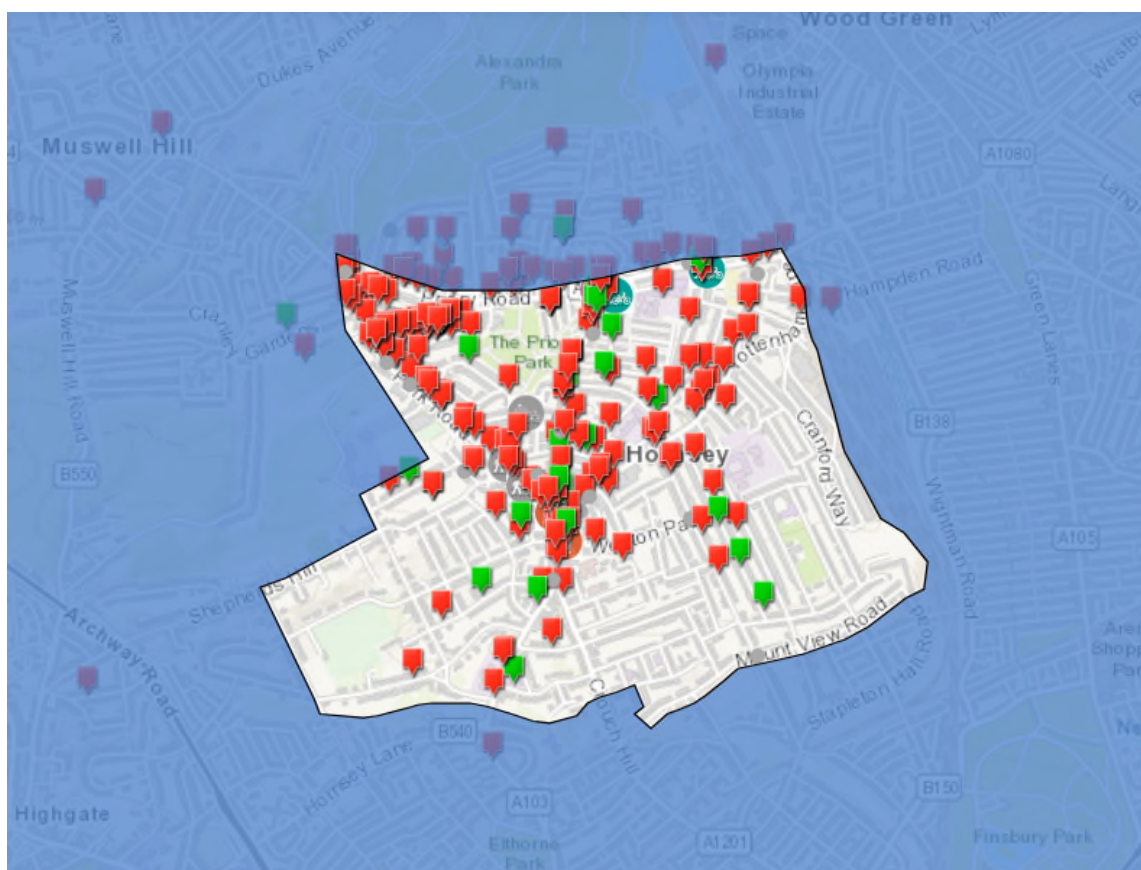
People responding via the interactive map were asked to tell us where the trial elements worked and didn't work, and where they would like to see an alternative road closure point. Some people left other comments which have been analysed below. Figure 3 below shows a screenshot of the interactive map on the PCL Consult website.

The map and comments can also be viewed online:

<https://www.pclconsult.co.uk/liveablecrouchendtrial/> by zooming in on the online map more detail on the individual suggestions can be seen.

313 entries were plotted on the interactive map for Crouch End. 282 of those 313 entries left a comment. Comments were left by 215 people. 31 comments were left anonymously. 285 entries left a postcode including those who did not leave their name. Entries received by those who left their postcode came from the Boroughs of Haringey, Islington and Barnet.

**Figure 3: Screenshot of the interactive map on PCL Consult**



### 6.6.1 Comments from the interactive maps

Of the 313 entries on the interactive map, which were checked for duplicates, blank entries and unrelated comments, 294 comments were analysed. Responses recorded on the interactive map can also be seen as a separate document in *Appendix A*.

31 entries were categorised under 'It works here' and left comments. Such as:

- *I walk daily from Nelson Road to St Marys school Rectory Gardens. The walk is much more pleasant now. Why should we have to breathe the fumes of car drivers who have good alternatives? Bus service would be much improved without all the unnecessary cars.*
- *There was disruption and gridlock on the first couple of days, but today (Wednesday) everything seems to have calmed down. People are using the newly created spaces - I think this is working.*

235 entries were categorised under 'It doesn't work here'. Comments under the category of 'It doesn't work here' were then put into the following subcategories:

- General disagreement  
*It is clear that to get people out of their cars is a good idea. However to cause this disruption to the W7 bus route is totally unacceptable. We need a dedicated bus lane (even if it has to be diverted)*  
  
*bus journeys badly effected by gridlocked traffic. Ban parking in Middle Lane and put cycle lanes/walkways there instead rather than close road*
- Increased congestion  
*The most important thing to make Crouch End liveable is to ensure that the W7 and W3 bus routes continue to run smoothly. The W7 route is being severely affected by the amount of traffic.*  
  
*Vast increase in traffic particularly in the rush hour. This is particularly a problem as cars come around the blind bend at speed assuming it's a one-way street.*
- Traffic displaced to other roads  
*Crouch End itself is still very busy with traffic, and the pavements are blocked with signs about road closures. Middle Lane and environs is quieter, almost eerie, but the traffic on Priory Road and Park Road is significantly worse.*  
  
*I've started parking my car to the East side of Park Road - I can't get to work each day without driving ( I work outside of London ) The closure has just misplaced the traffic and is causing congestion on the terribly potholed and unkempt side streets.*
- Worsens air quality  
*Huge delays, idle traffic causing fumes. Very disappointed*  
  
*Walking to the various amenities on Park Road has become a much more unhealthy and unpleasant experience as there is so much more traffic and pollution. My suggestion is to not close Middle Lane - look at other measures.*
- Other  
*Better to make Rokesly and Elmfield one way, double yellows on one side of the road where traffic bottle necks - too narrow for buses: Park road near cricket ground, middle lane junction with grove house road and Tottenham lane outside the queens.*

*the junction at the bottom of Muswell Hill does not work with queues of traffic building up in all directions and frequent accidents. It would be much better to have a roundabout rather than the current set up.*

7 entries were categorised under 'Alternative road closure point'. Comments include:

- *Close Park Avenue South as it is rat run by cars going south and west, greatly increased in trial. Close it at Park Road end with no exit and no entry signs enforced by camera (except fire engines)*
- *close the top (North end) half of middle lane only - buses are not affected, it increases pedestrian flow to food and beverage businesses at the top of middle lane*

21 entries were categorised under 'Other'. Comments included:

- *YOU HAVE TO KEEP THE ROADS CLOSED FOR LONGER. Of course it's going to create an uproar, it IS a disruption, roads ARE going to see an influx in traffic/ pollution in the short term. This is all necessary to provoke people to think about their drives.*
- *Pros and Cons for The W3 to Finsbury Park - route is much swifter without cars failing to give way, but service itself is more erratic due to congestion.*

**6.6.2** Summary of the general suggestions received as part of the interactive map feedback:

- *I would suggest making the elmfield avenue and rokesly avenue be one way road*
- *I like the idea of pedestrianized zones but the road closures and times just don't make any sense! The trial has been a shambles. Maybe on a Sunday this could work when there are actually people around to benefit*
- *Would it not be easier to make Middle Lane and Park Road both one way traffic? Same could be done for Farrer and Park Avenue South as well*
- *Perhaps banning all petrol and diesel cars in favour of electric vehicles is the only answer.*
- *Priory road needs a 20mph limit. It's not safe.*
- *It would be much more positive to encourage cycling and walking by providing secure cycle parks in town outside shops etc closing roads like Middle Lane only moves the problem elsewhere.*
- *Better to make Rokesly and Elmfield one way, double yellows on one side of the road where traffic bottle necks - too narrow for buses: Park road near cricket ground, middle lane junction with grove house road and Tottenham lane outside the queens.*



- *Currently working from home and the traffic speeds and noise on the road are much increased. Enforce the 20mph limit, plant trees, install electric car chargers and get rid of the on pavement parking.*
- *Park Avenue Sth has become a rat run (over double vehicle nos). If you do go ahead with this scheme permanently, we suggest closing the road with no entry signs at the Park Road end, stopping vehicles leaving or entering the road, enforced by a camera.*
- *Remove parking on one side of road of Park Road and Topsfield Parade to allow the buses through. This would help the unnecessary car drivers, who have yet to hear of the climate emergency or do not care, switch to a less selfish form of transport.*
- *Dedicated cycle lanes throughout Crouch End please?*
- *Suggest close PAS with no entry and no exits signs enforced by a camera.*
- *Stop parking at its northern end as this is the only part that has a problem with congestion.*
- *Put a roundabout at the junction of Muswell Hill, Priory Road and Park Road.*
- *Allow pavement parking on Park Road between Park Avenue South and Barrington Road - you already allow it between Park Avenue South and Farrer Road. This is a wide bit of pavement on one side*
- *Better way of improving W3 route would be to stop all parking on the side of middle Lane adjacent to Priory Park*

## 7. CONCLUSION

Residents, businesses and visitors were asked to feed back on their thoughts about the trial and how it affected their neighbourhood and the way they moved around it.

- Many people are now aware of the Liveable Crouch End project.
- In a trial of this nature, negative comments are anticipated, however a surprising number of people also left positive comments, in particular, suggestions for improvement in the Crouch End area.
- A high number of comments on air quality were recorded and it should be understood that this scheme is about reducing general traffic, through reducing private car usage and encouraging walking, cycling and the use of public transport which in turn will lead to improved air quality.
- A project of this nature that leads to people changing their mode of travel, through reducing the use of private cars, will provide a high level of interest and much of this, from drivers, will be negative.
- As a result of the trial period, the response to the online survey surpassed our expectations.

We are looking forward to supporting Haringey Council to continue enhancing the engagement in this project.

## **8. NEXT STEPS**

Following this engagement Project Centre will begin work on design preparation based around the feedback outlined above in the results section, as well as the results of the December 2019/January 2020 survey.

These suggested designs will be presented as part of an official public consultation process in Summer 2020. This will provide residents and stakeholders with the opportunity to review and comment on the full suite of proposed interventions, identifying the elements they would like to be delivered in the area.

Following this consultation, the designs will be finalised, and it is anticipated implementation will be undertaken in 2022.

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