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Introduction – Bruce Grove Consultation Report

Haringey Council's Streets for People initiative aims to reclaim local streets for the people living there, making them once more safe, welcoming and liveable places. The introduction of measures under the Council's ambitious Haringey Streets for People project aim to cut road traffic and pollution, as well as improve the walkability and cyclability of the local area, creating active travel corridors between local amenities.

Following an extensive listening and engagement exercise, LB Haringey are introducing people-friendly low-traffic neighbourhoods (LTNs). These schemes use filters, such as bollards or smart cameras, to stop traffic taking shortcuts along local roads, creating a safer, cleaner and quieter neighbourhood for the people living there.

The borough's Phase 1 Low Traffic Neighbourhoods comprise of:

- Bounds Green LTN (introduced 15 August 2022)
- St Ann's LTN (introduced 22 August 2022)
- Bruce Grove West Green LTN (introduced 1 November 2022)

Scheme Context

On 1 November 2022, Haringey Council introduced a trial low traffic neighbourhood (LTN) in Bruce Grove West Green to create a safer, cleaner and quieter neighbourhood as part of the Haringey Streets for People programme.

To combat the domination of roads in neighbourhoods across the Borough by cars, the scheme aims to reduce through traffic and road danger, improve air quality and make it safer and easier to walk, wheel, scoot, cycle and shop locally.

The council have installed 21 new traffic filters in the Bruce Grove trial to prevent motor vehicles from cutting through the local area. Camera enforcement is used so that buses and emergency vehicles can still pass through the traffic filters.

Following extensive engagement and research, the Council has developed a Low Traffic Neighbourhood Exemptions Criteria and Application Process, which allow certain groups or people with specific characteristics bypass the filters. Further details can be found by accessing this link: <https://www.haringey.gov.uk/parking-roads-and-travel/roads-and-streets/haringey-streets-people/low-traffic-neighbourhood-exemptions>.

Consultation Report

This report includes all the data from the Commonplace map and survey questions which were available for residents and businesses to respond to during the consultation period. The report also includes the analysis of the first batch of feedback received from LB Haringey via an online portal, email representations and emails of support. An updated report which shall include data from formal objections received during the statutory objection period, and the second batch of data from the online portal, email representations and emails of support will be issued at a later date.

Independent Production of the Report by SYSTRA Ltd.

SYSTRA has been commissioned to prepare this report in partnership with the London Borough of Haringey.

SYSTRA is a global leader in mass transportation and mobility, employing over 7,000 global employees across 80 countries. SYSTRA has the unique advantage of being not only a Transport Consultancy, but also Social and Market Research Consultancy. Their team members have an in-depth understanding of both the transport sector and of social and market research techniques, providing expert support in monitoring and evaluation both direct to clients and also in a peer review capacity. They provide a wealth of experience in conducting both qualitative and quantitative transport research with stakeholders to help understand their priorities and to inform options for future investment and policy development.

As independent, impartial researchers, we believe that we have a duty to society to ensure that we report findings accurately, and with honesty. In adherence to our industry guidelines, we provide insight into both commonly and uncommonly cited themes referenced by respondents. Furthermore, this report does not offer any subjective commentary, merely a reporting of the data gathered.

Neither SYSTRA nor LB Haringey can be held accountable for errors in the data provided by third parties, where these errors have not been identified through normal checking processes.

Methodology

Commonplace Map and Surveys

The Commonplace map and surveys were designed and delivered by LB Haringey. Respondents were presented with an introductory page that explained why the consultation was taking place, and were provided information on the approach to data protection and access to the relevant privacy policy. The consultation end date was also displayed. The map allowed respondents to pinpoint specific locations with their comments. The survey consisted of approximately 30 questions in total, covering the following topics:

- Overall sentiments towards their area;
- Overall sentiments towards the LTN, before launch and since the launch;
- Main mode(s) of travel, before the launch of the LTN and since the launch;
- Overall impacts of the LTN on the LTN area itself, as well as on boundary roads;
- Whether any changes to the LTN area are required;
- Sentiments towards exemptions for motor vehicles offered by the Council;
- Open questions from which unrestricted text feedback could be obtained from respondents, including:
 - Identifying a location to provide comments on;
 - Describing what they have identified at their given location;
 - Actions the respondent would like the Council to consider;
 - Providing thoughts on the exemptions for motor vehicles offered by the Council; and
 - Any other suggestions for exemptions the respondent would like to suggest.
- Demographic/respondent profile questions.

Other feedback channels

Since the LTN introduction, residents have been able to send email feedback to LB Haringey's dedicated email address, as well as their local Councillors regarding the scheme. This feedback has been collated by the Council and shared with SYSTRA for analysis purposes only. In addition, an online portal has been available, to which residents have been able to provide comments on the schemes.

De-duplication of consultation response data

Upon the receipt of the raw Commonplace dataset (3,073 total responses), one (1) response was identified as being a potential duplicate. The steps undertaken by SYSTRA in identifying and processing this duplicate response is outlined fully in Appendix A to this report. The full analysis of the Commonplace dataset detailed within this report was therefore undertaken on the de-duplicated data file (3,072 cases).

Similarly, some residents had made multiple email submissions regarding their feelings of support, objection, or overall sentiments to the schemes. In these cases, no responses were deleted from the dataset for analysis. Instead, responses were combined (all responses provided by a single individual were assigned the same ID number) and were sense-checked to ensure a single code was not applied multiple times for that individual, to prevent over-inflation of a particular sentiment based on an individual's feedback.

Qualitative Analysis Approach

For open (qualitative) responses, our approach was to code based solely on what the responses stated, and not to interpret or assess whether their comments were valid. This was to ensure that the process of coding was as objective as possible.

Overall, a semi-automated approach was applied to the coding of the open (qualitative) responses. As a first pass of the data, an automated sentiment analysis was run using a Python script, from which key phrases and themes were extracted from the text to identify initial emerging themes. This was subsequently followed by a manual review from SYSTRA researchers to check that all key sentiments from all responses were captured and ensure that respondent feedback was coded correctly.

As with all analysis of qualitative data, it should be noted that:

- The views and opinions reported are the views and perceptions of respondents and are not necessarily factually correct;
- Qualitative data, particularly in instances where the sample is self-selecting, does not provide a statistically representative sample. Instead, it ensures the views and opinions of different types of people are heard; and
- Whilst we have provided numbers to illustrate the prevalence of each sentiment, this engagement process cannot be seen as a 'vote' and we do not attempt to draw conclusions about what the 'best' suggestion might be, based on the number of people offering positive or negative comments about a particular suggestion.

Qualitative results for specific individual roads are included in a separate Excel file, Appendix B.

Quantitative Analysis Approach

Following the aforementioned de-duplication process, the Commonplace survey data for each LTN area was converted from an Excel file into SPSS format. SPSS is an industry standard data analysis tool used to analyse large volumes of quantitative data, and conduct inferential statistical analysis.

For each LTN area, two main strands of quantitative analysis were run on the data:

- Frequencies were run to provide the Commonplace results at an overall sample level (i.e. to identify overall levels of sentiment across all respondents); and
- Crosstabulations (segmented analysis) were run by respondent age and whether respondents had access to a car in their household, to understand whether sentiments significantly differ (statistically) between people with these different demographic characteristics. The results of crosstabulations included in this report are for statistically significant findings only.

The full quantitative analysis with all frequencies and crosstabulations run as part of the analysis are included in a separate Excel file, Appendix C.

Response rates

In total, 3,936 responses were received across all the different consultation response channels. The number of responses obtained through each channel is provided in Table 1.

Table 1. Response rates

Channel	Responses
Commonplace Survey and Map	3,072
Formal objections	783
Online portal feedback and other email correspondence	81
<i>Email correspondence to dedicated mailbox</i>	<i>535¹</i>
Confirmed Total (excluding dedicated mailbox)	3,936

¹ Responses received through this channel are yet to be de-duplicated and coded. Early indications show a high level of duplication with the formal objections, so this figure is likely to be significantly lower. The final number will be confirmed following de-duplication.

Analysis of Commonplace Responses

Closed questions (Quantitative results)

Just over two fifths (42.1%) of respondents fell within the 35-44 age category, followed by just over a fifth (21.0%) who fell within the 25-34 age category, and under a fifth (17.9%) who fell within the 45-54 age category.

Table 2. What is your age group?

Age Category	Count	Percentage
16-24	49	2.1
25-34	475	21.0
35-44	953	42.1
45-54	405	17.9
55-64	247	10.9
65-74	106	4.7
75+	29	1.3
Base	2,264	100.0

Around three quarters (76.6%) of respondents reported that their household has access to a car, while just under a quarter (23.4%) reported not having access to a car.

Table 3. Does your household have access to a car?

Access to car?	Count	Percentage
Yes	1,755	76.6
No	535	23.4
Base	2,290	100.0

With regards to respondents' relationship to the LTN area, over three quarters live in the LTN (77.6%), whilst around a quarter visited shops or businesses in the LTN (27.7%) or on a boundary road next to the LTN (24.5%). Around one in five travel by bus on a boundary road next to the LTN (21.9%).

Table 4. What is your relationship to the area?

Age category	Count	Percentage
I live in the LTN	1,809	77.6
I visit the shops or businesses in the LTN	646	27.7
I visit the shops or business on a boundary road next to the LTN	570	24.5
I travel by bus on a boundary road next to the LTN	511	21.9
I live in Haringey but outside of the LTN and boundary roads	311	13.3
I work in the LTN area	311	13.3
I or my child studies in the LTN in Haringey	305	13.1
I undertake drop off or pick up of a child who attends a school in the LTN	249	10.7
I drive through the area on my way to work or business	237	10.2
I do not work in Haringey	162	6.9
I or my child studies in a boundary road next to the LTN	148	6.3
I work in Haringey but outside of the LTN and boundary roads	140	6.0
I visit a faith or community centre in the LTN	137	5.9
I undertake drop off or pick up of a child who attends a school on a boundary road next to the LTN	132	5.7
I work in a boundary road next to the LTN	130	5.6
I visit a faith or community centre on a boundary road next to the LTN	106	4.5
I am a carer (family or friend) for someone who lives on a boundary road next to the LTN	48	2.1
I own a business in Haringey outside of the LTN	37	1.6
I do not live in Haringey	29	1.2
I am a professional Carer for someone who lives in the LTN	9	0.4
I am a carer (family or friend) for someone who lives in the LTN	0	0.0
Total	2,331	100.0

Respondents were asked about their feelings towards the trial LTN scheme before it was launched, with the majority (55.3%) reporting negative sentiment, and just under a third (30.1%) reporting positive sentiment.

These findings differed significantly by age and car access. Respondents within the 16-24 age category were more likely to report negative sentiment compared to all other age groups (85.7% vs 51.8%). Respondents with access to a car were more likely to report negative sentiment compared to those without access to a car (60.7% vs 24.9%).

Table 4. How did you feel about the trial LTN scheme before it was launched?

Sentiment	Count	Percentage
Positive sentiment	500	30.1
Neutral	242	14.6
Negative sentiment	920	55.3
Base	1,662	100.0

When asked how they feel about the trial LTN scheme so far, the majority (68.6%) of respondents reported negative sentiment, while just over a quarter (28.4%) reported positive sentiment. These findings differed significantly by car access, with respondents with access to a car being more likely than those without to report negative sentiment (72.8% vs 34.9%). The findings suggest an increase in negative sentiment since the introduction of the LTN.

Table 5. Based on the trial LTN scheme so far, how do you feel about it?

Sentiment	Count	Percentage
Positive sentiment	468	28.4
Neutral	50	3.0
Negative sentiment	1,129	68.6
Base	1,647	100.0

Respondents were asked about their mode of travel around the borough prior to the launch of the LTN. Almost half (48.3%) cited walking as their most common mode of travel, followed by motor vehicle (29.9%), bus (9.0%) and cycling (8.4%).

Table 6. Before the LTN, how did you travel around the borough? – Most common mode

Mode of travel	Count	Percentage
Walking	771	48.3
Motor vehicle	477	29.9
Bus	144	9.0
Cycling	134	8.4
Train	25	1.5
Wheel	19	1.2
Taxi	15	0.9
Scoot	1	0.1
Other	11	0.7
Total	1,597	100.0

Respondents were also asked about their mode of travel around the borough since the launch of the LTN. Just under half (47.6%) cited walking as their most common mode of travel, followed by motor vehicle (31.6%), cycling (8.5%) and bus (6.7%).

Table 7. Since the LTN, how have you travelled around the borough? – Most common mode

Mode of travel	Count	Percentage
Walking	690	47.6
Motor vehicle	458	31.6
Cycling	124	8.5
Bus	97	6.7
Taxi	22	1.5
Train	21	1.4

Wheel	17	1.2
Scoot	1	0.1
Other	20	1.4
Total	1,450	100.0

Respondents were asked how they feel about a number of factors within the LTN area since the trial scheme was launched. Almost two thirds of respondents reported feeling negative about congestion (62.6%), while just over half reported negative feelings about road safety (53.4%), personal safety (52.9%), and exemptions (54.8%). Around half of the respondents reported feeling negative about pollution (49.8%) and crime (anti-social behaviour; 48.5%), while two fifths (40.2%) reported the same about walking, and just over a third (36.6%) about cycling.

The following features exhibited statistically significant variations between respondents with different characteristics:

- **Walking** – Those with access to a car were more likely to view this negatively (42.8%) compared to those who do not have access to a car (18.8%).
- **Cycling** – Those aged 16-24 were more likely to hold negative sentiments (55.0%) compared to those aged 25 or over (33.7%). Those with access to a car were more likely to view this negatively (39.5%) compared to those who do not have access to a car (16.7%).
- **Road safety** – Those with access to a car were more likely to view this negatively (57.5%) compared to those who do not have access to a car (25.3%).
- **Pollution** – Those with access to a car were more likely to view this negatively (52.3%) compared to those who do not have access to a car (25.0%).
- **Congestion** – Those with access to a car were more likely to view this negatively (66.6%) compared to those who do not have access to a car (31.7%).
- **Personal safety** – Those with access to a car were more likely to view this negatively (56.1%) compared to those who do not have access to a car (27.0%).
- **Crime & Anti-Social Behaviour** – Those aged 16-24 were more likely to hold negative sentiments (66.7%) compared to those aged 25 or over (44.7%). Those with access to a car were more likely to view this negatively (51.4%) compared to those who do not have access to a car (25.2%).
- **Exemptions** – Those aged 16-24 were more likely to hold negative sentiments (62.5%) compared to those aged 25 or over (51.8%). Those with access to a car were more likely to view this negatively (60.1%) compared to those who do not have access to a car (23.2%).

Table 8. How do you feel about the following since the trial scheme? – LTN area

Feature	Positive	Neutral	Negative	Not sure	Base
Walking	34.8	22.7	40.2	2.3	1,887
Cycling	32.8	21.0	36.6	9.6	1,843
Road Safety	30.9	13.6	53.4	2.1	1,916
Pollution	28.7	15.6	49.8	5.9	1,919
Congestion	27.2	8.7	62.6	1.5	1,923
Personal Safety	25.6	18.6	52.9	2.9	1,904
Crime & Anti-Social Behaviour	16.6	24.7	48.5	10.2	1,887
Exemptions	11.0	13.8	54.8	20.4	1,851

Respondents were asked how they feel about a number of factors in the boundary area since the trial scheme was launched. Three quarters of respondents reported feeling negative about congestion (75.4%), while two thirds reported feeling negative about pollution and road safety (66.4% each). Over half of the respondents reported feeling negative about personal safety (56.3%), walking (55.3%), exemptions (52.7%) and cycling (51.6%), while just under a half reported the same about crime (48.4%).

The following features exhibited statistically significant variations between respondents with different characteristics:

- **Walking** – Those with access to a car were more likely to view this negatively (58.6%) compared to those who do not have access to a car (33.2%).
- **Cycling** – Those aged 16-24 were more likely to hold negative sentiments (57.6%) compared to those aged 25 or over (49.4%). Those with access to a car were more likely to view this negatively (53.9%) compared to those who do not have access to a car (33.6%).
- **Road safety** – Those with access to a car were more likely to view this negatively (71.0%) compared to those who do not have access to a car (38.2%).
- **Pollution** – Those with access to a car were more likely to view this negatively (70.3%) compared to those who do not have access to a car (25.0%).
- **Congestion** – Those with access to a car were more likely to view this negatively (80.5%) compared to those who do not have access to a car (48.0%).
- **Personal safety** – Those with access to a car were more likely to view this negatively (60.2%) compared to those who do not have access to a car (27.2%).

- **Crime & Anti-Social Behaviour** – Those aged 16-24 were more likely to hold negative sentiments (67.7%) compared to those aged 25 or over (44.1%). Those with access to a car were more likely to view this negatively (50.4%) compared to those who do not have access to a car (25.5%).
- **Exemptions** – Those with access to a car were more likely to view this negatively (57.1%) compared to those who do not have access to a car (22.2%).

Table 9. How do you feel about the following since the trial scheme? – Boundary Roads

Feature	Positive	Neutral	Negative	Not sure	Base
Walking	19.7	21.5	55.3	3.5	1,644
Road Safety	15.8	14.2	66.4	3.6	1,654
Cycling	16.6	21.8	51.6	10.0	1,623
Personal Safety	17.0	22.4	56.3	4.3	1,650
Pollution	13.7	12.9	66.4	7.0	1,666
Congestion	11.9	10.0	75.4	2.7	1,670
Crime & Anti-Social Behaviour	12.2	26.1	48.4	13.3	1,634
Exemptions	9.2	16.9	52.7	21.2	1,615

The majority (77.9%) of respondents thought that changes are needed to the trial LTN scheme, while under a fifth (16.5%) did not. These findings differed significantly by car access, with respondents with access to a car being more likely to report that changes are needed, compared to those without access to a car (82.0% vs 56.2%).

Looking at what respondents liked most about the Bruce Grove LTN, the most commonly cited likes 'Reduces through traffic' (16.8%), 'The area is now more pleasant' (14.7%) and 'Reduced air pollution' (13.5%). Conversely, the most commonly cited dislikes were: 'Increases traffic' (32.4%), 'Increases air pollution' (27.3%) and 'The area is now less pleasant' and 'Decreases road safety' (both 21.7%)'.

Table 11. What do you like about the Bruce Grove LTN?

Sentiment	Count	Percentage
Reduces through traffic	517	16.8
The area is now more pleasant	453	14.7
Reduces air pollution	416	13.5
Reduces speeding	408	13.3
Reduces traffic	401	13.1
Increases road safety	397	12.9
Encourages me to walk in the area	377	12.3
Encourages me to cycle in the area	313	10.2
Encourages me to spend time in the area	235	7.6
Encourages me to shop in the area	228	7.4
Encourages me to cycle to work	164	5.3
Encourages me to walk to work	92	3.0
More space for social distancing	84	2.7
Base	3,072	100.0

Table 12. What do you dislike about the Bruce Grove LTN?

Sentiment	Count	Percentage
Increases traffic	994	32.4
Increases air pollution	838	27.3
The area is now less pleasant	668	21.7
Decreases road safety	668	21.7
Discourages me to shop in the area	630	20.5
Discourages me to spend time in the area	576	18.8
Increases through traffic	554	18.0
Discourages me to walk in the area	386	12.6
Increases speeding	365	11.9
Discourages me to cycle in the area	273	8.9
Discourages me to walk to work	218	7.1
Discourages me to cycle to work	202	6.6
Base	3,072	100.0

Respondents were asked whether they think any changes are required to the trial scheme. Over three quarters of respondents (77.9%) suggested that changes needed to be made. Those with access to a car were more likely to suggest changes were required (82.0%) compared to respondents without access to a car (56.2%).

Table 10. Based on the trial scheme so far, do you think any changes are needed to it?

Sentiment	Count	Percentage
Yes	1,144	77.9
No	242	16.5
Do not know	82	5.6
Base	1,468	100.0

Respondents were asked how they feel about the exemptions for motor vehicles offered by the Council. Just over two thirds (67.4%) of respondents felt that more people should be exempt, while around a quarter (24.4%) felt that the right level of exemptions have been offered. These findings differed significantly by car access, with respondents with access to a car being more likely than those without to report that more people should be exempt (73.4% vs 36.3%), and less likely to report that the right level of exemptions have been offered (20.2% vs 52.6%), or that less people should be exempt (6.4% vs 11.2%).

Table 11. How did you feel about the trial LTN scheme before it was launched?

Sentiment	Count	Percentage
More people should be exempt	839	67.4
The right level of exemptions have been offered	304	24.4
Less people should be exempt	102	8.2
Base	1,245	100.0

The majority (70.1%) of respondents reported that the introduction of the LTN has not led them to travel more sustainably, while a quarter (24.7%) of respondents reported that it has. These findings differed significantly by car access, with respondents with access to a car being more likely to report that the introduction of the LTN has not let them to travel more sustainably, compared to those without access to a car (73.4% vs 48.6%).

Table 12. Has the introduction of the LTN led you to travel more sustainably?

Sentiment	Count	Percentage
Yes	349	24.7
No	990	70.1
Unsure	73	5.2
Base	1,412	100.0

Open questions (Qualitative results)

Please describe the location you are commenting on

1,012 respondents provided a total of 1,027 comments regarding a specific location they'd like to provide comments on. 906 respondents simply described the location they were commenting on, with no further sentiment. Following this, the most common themes related to 'Congestion/traffic build-up/displacement', 'Road safety concerns', and 'Remove the LTN'. The key themes raised for this question, alongside the number of times each theme was cited for this question, is outlined in the table below:

Themes	Count	Themes (continued)...	Count
No comment (description of location only)	906	Improve access/allow exemptions - residents	4
Congestion/traffic build-up/displacement	44	Comment on consultation	3
Road safety concerns	20	Air quality concerns	2
Remove the LTN	14	Reduced car ownership/usage	2
Support the LTN	6	Traffic calming measures	2
Anti-social behaviour concerns	5	Modify the LTN	2
Improved road safety	5	Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	1
Improved environment for active travel	5	Improve signage/wayfinding	1
Cycle improvements	4	Pedestrian/walking improvements - Crossings	1

Most comments relating to 'Congestion/traffic build-up/displacement' referred to the increased traffic on boundary roads caused by the LTN and the additional journey times as a result of this, with some of the roads being cited including High Road, Belmont Road, and West Green Road.

Comments relating to 'Road safety concerns' referred to dangerous driving and the lack of traffic calming measures, and the increased risks to vulnerable road users (i.e. cyclists/pedestrians) due to the increased congestion on boundary roads caused by the LTN, with some of the roads being cited including Green Lanes and Bounds Green Road.

Comments relating to 'Remove the LTN' referred to the road filters not working appropriately and the LTN not having any benefits and cutting off the community. Respondents from Downhills Park Road were most likely to suggest removing the LTN.

What have you identified at this location?

1,013 respondents provided a total of 1,281 comments regarding specific items which they had identified at their given location. The most common themes identified from these responses related to 'Congestion/traffic build-up/displacement', 'Improved road safety', 'Road safety concerns', and 'Improved environment for active travel'.

Themes	Count	Themes (continued)...	Count
Congestion/traffic build-up/displacement	258	Increased noise pollution	14
Improved road safety	167	Suggestions for enforcement	11
Road safety concerns	109	Alternative road layout proposed	11
Improved environment for active travel	100	Further information/monitoring requests	10
Anti-social behaviour concerns	86	Inappropriate/illegal parking	10
Air quality concerns	74	Modify the LTN	9
Unclear sentiment	73	Amend parking provisions/restrictions	9
Reduced traffic/congestion	59	Pedestrian/walking improvements - General	8
Remove the LTN	35	Fewer/no exemptions	8
Improved air quality	33	Improved public facilities	7
Support the LTN	32	Improve access/allow exemptions - disabled people/carers	6
Cycle improvements	31	Increased trees/plants/greenery	6
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	18	Pedestrian/walking improvements - Crossings	6
Negative impact on business/the economy	18	Comment on consultation	3
Improve access/allow exemptions - residents	17	No comment	2
Traffic calming measures	16	Positive impact on businesses/the economy	2
Improve signage/wayfinding	15	Public transport improvements - General	2
Reduced car ownership/usage	14	Reference to other LB Haringey/Government policies	2

Most comments relating to 'Congestion/traffic build-up/displacement' referred to the increased traffic on boundary roads caused by the LTN, with many citing roads being gridlocked and traffic being at a standstill throughout the day. Some comments referred to the negative impact this has on their journey times, as well as on pollution and bus routes, with some commenting that buses get stuck in

traffic. Congestion/traffic build-up/displacement was commonly cited on the following roads: Belmont Road, West Green Road, Downhills Way, and Bruce Grove.

Many comments relating to 'Improved road safety' cited that roads have become quieter and safer as a result of fewer cars speeding down the roads, reduced through traffic, and reduced traffic more generally due to the LTN. Respondents from the following roads were most likely to identify improved road safety: Carlingford Road, Downhills Park Road, Langham Road, and The Avenue. Some comments also cited improved road safety on Philip Lane and Higham Road.

'Road safety concern' comments mostly related to increased risks faced by pedestrians as a result of dangerous driving, the lack of pedestrian crossings, particularly near the school, and the reduced through traffic, which has created quieter streets that feel dangerous to walk through in the evening. Road safety concerns were commonly cited on the following roads: Belmont Road, West Green Road, Bruce Grove, Sperling Road and Green Lanes.

Most comments relating to 'Improved environment for active travel' commented on how the reduction in traffic led to improvements in road safety and air quality, which has encouraged more cycling and walking. Improved environment for active travel was commonly cited on Downhills Park Road, Chester Road and Philip Lane.

Tell us what action you would like the Council to consider.

1,014 respondents provided a total of 1,058 comments regarding actions they would like the Council to consider. The most common themes identified from these responses related to 'Remove the LTN', 'Support the LTN', and 'Modify the LTN'.

Themes	Count	Themes (continued)...	Count
Remove the LTN	328	Pedestrian/walking improvements	6
Support the LTN	301	Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	6
Modify the LTN	123	Reference to other LB Haringey/Government policies	6
Suggestions for enforcement	58	Improve signage/wayfinding	5
Cycle improvements	38	Improved road safety	5
Improve access/allow exemptions - residents	34	Further consultation	3
Congestion/traffic build-up/displacement	25	Walking/cycling improvements	2
Traffic calming measures	25	Further information/monitoring requests	1
Pedestrian/walking improvements - Crossings	17	Improved air quality	1
Public transport improvements - General	15	Increased trees/plants/greenery	1
Amend parking provisions/restrictions	15	Comment on consultation	1
Air quality concerns	14	Anti-social behaviour concerns	1
Unclear sentiment	11	Improved environment for active travel	1
Alternative road layout proposed	8	Improved public facilities	1
Road safety concerns	6		

Most comments relating to 'Remove the LTN' cited the negative impacts the LTN has on residents being able to access their homes, as well as the disruptions it causes to road users in terms of the increased congestion on boundary roads and the effect this has on their ability to travel to their destinations. Responses relating to 'Remove the LTN' were most commonly cited on Belmont Road, as well as Bounds Green, West Green, and Westbury Avenue. Conversely, responses relating to 'Support the LTN' were most commonly cited on Langham Road, as well as Broadwater Road, Philip Lane, Downhills Park Road and Sirdar Road.

Comments relating to 'Support the LTN' mainly referred to the positive impacts the LTN has had in terms of making residential streets quieter, safer, and more pleasant, improving the safety and ease of active travel, and reducing through traffic.

Comments relating to 'Modify the LTN' often commented on altering the road layouts on a number of different roads, including West Green Road, Westbury Avenue, and Green Lanes. Other comments referred to clearer signage, adding bus gates, extending the LTN, such as to include Belmont Road, and re-opening some roads to relieve pressure from boundary roads, such as Langham Road, Downhills Park Road and Linley Road.

Provide more details [about your feelings regarding the exemptions for motor vehicles offered by the Council].

886 respondents provided a total of 909 comments regarding exemptions for motor vehicles that have been offered by the Council. The most common themes identified from these responses related to 'Improve access/allow exemptions – residents', 'Improve access/allow exemptions – other groups (e.g. taxis, deliveries)', and 'Remove the LTN'.

Themes	Count	Themes (continued)...	Count
Improve access/allow exemptions - residents	395	Comment on consultation	5
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	141	Road safety concerns	4
Remove the LTN	97	Reference to other LB Haringey/Government policies	4
Improve access/allow exemptions - disabled people	71	Public transport improvements - General	4
Congestion/traffic build-up/displacement	57	Anti-social behaviour concerns	3
Suggestions for enforcement	27	Alternative road layout proposed	3
Further information/monitoring requests	25	Cycle improvements	3
Unclear sentiment	23	Fewer/no exemptions	2
Modify the LTN	13	Improved air quality	1
Air quality concerns	13	Further consultation	1
Electric/hybrid/low emission vehicles	5	Amend parking provisions/restrictions	1
Support the LTN	5	Reduced car ownership/usage	1
No comment	5		

Comments relating to 'Improve access/allow exemptions – residents' suggested that residents should be exempt from the traffic filters, though different levels of exemptions were suggested. Some comments suggested that all residents living in the LTN area should be exempt from all traffic filters, while others suggested that only residents living on a road with a traffic filter should be exempt, with some adding that this exemption should be for the road they live on only. Some comments also suggested that all Haringey residents should be exempt.

Most comments relating to 'Improve access/allow exemptions – other groups (e.g. taxis, deliveries)' suggested that taxis, private hire vehicles, and Ubers, should be exempt from all traffic filters, particularly to help elderly and disabled people with their travel needs.

Other groups identified as needing exemptions included: teachers/school staff, health and social care workers, parents dropping their children off at school/childcare, family visitors, local businesses, emergency services, visitors to the Haringey area.

Comments relating to 'Remove the LTN' suggested that the LTN should be removed, with some comments mentioning that the LTN is negatively impacting the residents of the area and that it causes disruptions to journeys around the borough.

What other suggestions regarding exemptions do you have?

604 respondents provided a total of 820 comments regarding other suggestions regarding exemptions. The most common themes identified from these responses related to 'Remove the LTN', 'Improve access/allow exemptions – residents', and 'Congestion/traffic build-up/displacement'.

Themes	Count	Themes (continued)...	Count
Remove the LTN	158	Public transport improvements - General	9
Improve access/allow exemptions - residents	152	No comment	8
Congestion/traffic build-up/displacement	87	Cycle improvements	6
Modify the LTN	63	Further consultation	6
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	63	Traffic calming measures	5
Improve access/allow exemptions - disabled people/carers	49	Electric/hybrid/low emission vehicles	4
Air quality concerns	40	Comment on consultation	3
Road safety concerns	38	Anti-social behaviour concerns	3
Unclear sentiment	20	Amend parking provisions/restrictions	3
Suggestions for enforcement	15	Reference to other LB Haringey/Government policies	3
Further information/monitoring requests	15	Improved road safety	3
Fewer/no exemptions	15	Reduced car ownership/usage	3
Negative impact on business/the economy	12	Improved air quality	3
Support the LTN	12	Improved environment for active travel	2
Improve signage/wayfinding	10	Pedestrian/walking improvements - General	1
Alternative road layout proposed	9		

Comments relating to 'Remove the LTN' suggested that the LTN should be removed, with some comments mentioning that it does not work as it should as it causes more congestion and disruption to road users.

Most comments relating to 'Improve access/allow exemptions – residents' suggested that all residents of Haringey should be exempt from the traffic filters. Some comments suggested different types of exemptions for residents, including exemptions for areas of

residence only; exemptions for residents of boundary roads; exemptions for specific times (e.g. off-peak hours); and exemptions for residents with parking permits. Comments relating to this theme cited Rusper Road and Langham Road.

Comments relating to 'Congestion/traffic build-up/displacement' referred to the increased congestion on boundary roads caused by the LTN. Some comments mentioned increased journey times, increased pollution, and difficulty using public transport, as buses become delayed, and routes take longer as a result of the congestion and lack of bus lanes. Congestion/traffic build-up/displacement was commonly cited on the following roads: Belmont Road; West Green Road; Bruce Grove; and Mount Pleasant Road.

Other email responses

Formal Objections

A total of 783 formal objections were received regarding the LTN. The full list of themes from the objections is outlined below. The most common reasons for objection included: Congestion/traffic build-up/displaced traffic; Air quality concerns, and Increased journey times.

Themes (57% of objections coded to date)	Count	Themes (continued)...	Count
Congestion/traffic build-up/displacement	275	Improve access/exemptions - disabled people/carers	10
Air quality concerns	220	Unclear sentiment	7
Increased journey times	210	Public transport improvements - General	7
Remove the LTN	166	Amend parking provisions/restrictions	5
Disproportionate affects/discrimination	116	Negative impacts on physical health	5
Negative impact on business/the economy	106	Cycle improvements	4
Comment on consultation	77	Support the LTN	3
Road safety concerns	70	Road users ignoring LTN	2
Anti-social behaviour concerns	45	Further information/monitoring requests	2
Increased noise pollution	26	Electric/hybrid/low emissions vehicles	2
Improve access/exemptions - residents	21	Improved air quality	1
Modify the LTN	18	Suggestions for enforcement	1
Improve access/exemptions - other groups (e.g. taxis, deliveries)	14	Improved environment for active travel	1
Negative impacts on mental health	11	Further consultation	1
Improve public facilities	11	Reduced car ownership/usage	1
Improve signage/wayfinding	11		

Online feedback and representation

A total of 33 respondents provided 136 comments regarding their views on the LTN. The most common themes identified from these responses related to 'Congestion/traffic build-up/displacement', 'Modify the LTN', and 'Air quality concerns'.

Themes	Count	Themes (continued)...	Count
Congestion/traffic build-up/displacement	20	Improve access/allow exemptions - residents	3
Modify the LTN	11	Improve public facilities	3
Air quality concerns	8	Negative impact on business/the economy	3
Improve signage/wayfinding	6	Reduced traffic/congestion	2
Public transport improvements - General	6	Suggestions for enforcement	2
Further information/monitoring requests	6	Pedestrian/walking improvements - crossings	2
Road safety concerns	6	Improved road safety	2
Disproportionate affects/discrimination associated with LTNs	6	Electric/hybrid/low emissions vehicles	1
Increased journey times	5	Improved air quality	1
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	5	Further consultation	1
Remove the LTN	5	Reduced car ownership/usage	1
Traffic calming measures	5	No comment	1
Cycle improvements	4	Amend parking provisions/restrictions	1
Anti-social behaviour concerns	4	Pedestrian/walking improvements - general	1
Support the LTN	3	Inappropriate/illegal parking	1
Road users ignoring LTN	3	Improve access/allow exemptions - disabled people/carers	1
Reduced noise pollution	3	Increased active travel	1
Alternative road layout proposed	3		

Comments relating to 'Congestion/traffic build-up/displacement' referred to the increased congestion on boundary roads caused by the LTN. Some comments mentioned increased journey times and increased pollution as a result of the congestion. Congestion/traffic build-up/displacement was commonly cited on the following roads: West Green Road; Belmont Road; Philip Lane; Moselle Avenue; and Willingdon Road.

Comments relating to 'Modify the LTN' suggested that adjustments should be made to alleviate the congestion and increased traffic

build-up on boundary roads. Suggested adjustments included: re-opening some of the through roads between St Ann's Road and West Green Road; creating a right turning lane on West Green Road at the junction with Belmont Road; introducing time restrictions so that the LTN is only active during peak hours; and expanding the LTN to include Belmont Road.

Most comments relating to 'Air quality concerns' referred to the increased pollution on boundary roads due to the congestion caused by the LTN. Some of these comments cited difficulties in active travel due to the poor air quality on roads such as West Green Road, while other comments made by residents, including residents on Belmont Road and Langham Road, cited concerns about the potential negative health impacts that poor air quality may have on residents.

Support

48 respondents provided a total of 165 comments regarding their support for the LTN. The most common themes identified from these responses related to 'Support the LTN', 'Improved Road Safety', and 'Reduced traffic/congestion'.

Themes	Count	Themes (continued)...	Count
Support the LTN	48	Traffic calming measures	2
Improved road safety	28	Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	2
Reduced traffic/congestion	19	Public transport improvements - General	1
Reduced noise pollution	15	Road users ignoring LTN	1
Improved air quality	10	Road safety concerns	1
Improved environment for active travel	10	Improve access/allow exemptions - disabled people/carers	1
Improve signage/wayfinding	5	Positive impact on businesses/the economy	1
Increased active travel	5	Congestion/traffic build-up/displacement	1
Reduced car ownership/usage	4	Alternative road layout proposed	1
Further information/monitoring requests	3	Reference to other LB Haringey/Government policies	1
Cycle improvements	3	Modify the LTN	1
Suggestions for enforcement	2		

Comments relating to 'Support the LTN' mainly referred to the positive impacts the LTN has had in terms of making residential streets quieter, safer, and more pleasant, improving the safety and ease of active travel, and reducing through traffic. Comments supporting the LTN commonly cited the following roads: Philip Lane; West Green Road; Langham Road; Carlingford Road; and Downhill Avenue.

Most comments relating to 'Improved Road Safety' referred to the improved safety of active travel, particularly when walking and/or cycling with children. Some of these comments also referred to reductions in traffic volumes and dangerous driving which contributed to improving road safety. Improved road safety was commonly cited on West Green Road, as well as St Ann's Road and Downhills Park Road.

Comments relating to 'Reduced traffic/congestion' cited lower volumes of traffic as a result of the LTN, with some comments also referring to associated reductions in air and noise pollution. Reduced traffic/congestion was commonly cited on the following roads: Sirdar Road; Downhills Park Road; Higham Road; and Philip Lane.

Appendices

Appendix A – De-duplication of Commonplace data

As with all research data, it is good practice to check and review the data collected prior to analysis. This ensures that the data carried forward to the analysis stage is as clean as possible; allowing the analyst to have confidence in the data being used, in order to draw genuine and robust conclusions from it.

Upon the receipt of the raw Commonplace dataset (3,073 total responses), one (1) response was identified as being a potential duplicate. The criteria which were applied during this initial data checking process, to classify whether or not a response was potentially dubious, are listed below. To be considered as a potentially dubious response, at least 4 of the below 'flags' needed to be tripped.

- Has the same respondent submitted more than one contribution?
- Has the contribution been submitted within the same minute as another contribution?
- Does the contribution refer to an identical latitude as another contribution?
- Does the contribution refer to an identical longitude as another contribution?
- Does the contribution include the same postcode as another contribution?
- Does the response have an identical response to any of the following open-ended questions:
 - 'Please describe the location you are commenting on'.
 - 'What have you identified at this location'?
 - 'Tell us what action you would like the Council to consider'?
 - 'Use this space below to provide more details [about your feelings regarding the exemptions for motor vehicles that have been offered by the Council]'.
 - 'What other suggestions regarding exemptions do you have'?

- Are more than 85% of question responses blank for this contribution?

For the case which was identified as a duplicate response SYSTRA used their most recent response for their answers to closed questions, to prevent over-inflation of reporting to closed questions and combined all of their separate open ended-responses into one response so all written sentiments were still captured. This approach means that duplicate responses were not excluded outright, rather they were consolidated to ensure the view of a single individual were not counted on multiple occasions, providing undue weight to their response relative to other respondents.