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# Introduction – St Ann’s 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 22 August 2022, Haringey Council introduced a trial low traffic neighbourhood (LTN) in St Ann's 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 seven (7) new traffic filters in the St Ann's 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 (3,042 total responses), two (2) responses were 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 (3,040 responses).

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, 3,723 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**

<b>Channel</b>	<b>Responses</b>
Commonplace Survey and Map	3,040
Formal objections	636
Other email correspondence	57
<i>Email correspondence to dedicated mailbox</i>	<i>566<sup>1</sup></i>
<b>Confirmed Total (excluding dedicated mailbox)</b>	<b>3,723</b>

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<sup>1</sup> 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 (41.4%) of respondents fell within the 35-44 age category, whilst over seven in ten respondents (71.9%) had access to at least one vehicle in their household.

**Table 2. What is your age group?**

Age Category	Count	Percentage
16-24	36	1.7
25-34	362	17.0
35-44	882	41.4
45-54	407	19.1
55-64	262	12.3
65-74	144	6.8
75+	37	1.7
<b>Base</b>	<b>2,130</b>	<b>100.0</b>

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

Access to car?	Count	Percentage
Yes	1,554	71.9
No	606	28.1
<b>Base</b>	<b>2,160</b>	<b>100.0</b>

With regards to respondents relationship to the LTN area, nearly three in five respondents lived in the LTN (58.4%), whilst just under a third visited shops or businesses in the LTN (31.4%) or on a boundary road next to the LTN (31.0%).

**Table 4. What is your relationship to the area?**

<b>Relationship to the area</b>	<b>Count</b>	<b>Percentage</b>
I live in the LTN	1,282	58.4
I visit the shops or businesses in the LTN	690	31.4
I visit the shops or business on a boundary road next to the LTN	681	31.0
I travel by bus on a boundary road next to the LTN	637	29.0
I live in Haringey but outside of the LTN and boundary roads	606	27.6
I or my child studies in a boundary road next to the LTN	279	12.7
I work in the LTN area	264	12.0
I undertake drop off or pick up of a child who attends a school on a boundary road next to the LTN	262	11.9
I or my child studies in the LTN in Haringey	239	10.9
I undertake drop off or pick up of a child who attends a school in the LTN	230	10.5
I drive through the area on my way to work or business	219	10.0
I do not work in Haringey	165	7.5
I work in a boundary road next to the LTN	130	5.9
I visit a faith or community centre in the LTN	108	4.9
I work in Haringey but outside of the LTN and boundary roads	93	4.2
I visit a faith or community centre on a boundary road next to the LTN	65	3.0
I am a carer (family or friend) for someone who lives on a boundary road next to the LTN	57	2.6
I do not live in Haringey	33	1.5
I own a business in Haringey outside of the LTN	22	1.0
I am a professional Carer for someone who lives in the LTN	13	0.6
I am a carer (family or friend) for someone who lives in the LTN	0	0.0
<b>Total</b>	<b>2,195</b>	<b>100.0</b>

When the survey respondents were asked about their sentiments about the LTN scheme trial before it was launched, 34.5% suggested they held a positive sentiment about it, compared to over half (52.2%) who had held negative sentiment.

These findings differed significantly by age of respondents. Respondents aged 16-24 and 75+ were most likely to hold negative sentiment (81.3% and 66.7% respectively) compared to other aged groups, such as those aged 35-44 (44.8%). Furthermore, those who had access to a vehicle in their household were more likely to hold negative sentiments (69.3%) compared to those without access to a vehicle (27.6%).

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

Sentiment	Count	Percentage
Positive sentiment	616	34.5
Neutral	236	13.2
Negative sentiment	932	52.2
<b>Base</b>	<b>1,784</b>	<b>100.0</b>

When asked how they feel about the trial LTN scheme so far, the majority (65.0%) of respondents reported negative sentiment, while just under a third (31.5%) reported positive sentiment. These findings differed significantly by car access, whereby respondents without access to a car were more likely than those with a car to report positive sentiment (68.2% vs 23.9%). 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	544	31.5
Neutral	61	3.5
Negative sentiment	1,123	65.0
<b>Base</b>	<b>1,728</b>	<b>100.0</b>

Respondents were asked about their mode of travel around the borough prior to the launch of the LTN. Over half (52.3%) suggested that they walked as their main mode, followed by motor vehicle (26.6%), cycling (9.4%) and bus (7.9%).

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

<b>Mode of travel</b>	<b>Count</b>	<b>Percentage</b>
Walking	890	52.3
Motor vehicle	477	26.6
Cycling	160	9.4
Bus	135	7.9
Train	26	1.5
Taxi	18	1.1
Wheel	13	0.8
Taxi	15	0.9
Scoot	1	0.1
Other	7	0.4
<b>Total</b>	<b>1,597</b>	<b>100.0</b>

Respondents were also asked about their mode of travel around the borough since the launch of the LTN. Just under half (49.1%) cited walking as their most common mode of travel, followed by motor vehicle (28.2%), cycling (9.6%) and bus (7.4%).

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

<b>Mode of travel</b>	<b>Count</b>	<b>Percentage</b>
Walking	699	49.1
Motor vehicle	402	28.2
Cycling	137	9.6
Bus	105	7.4
Taxi	23	1.6
Train	16	1.1
Wheel	13	0.9
Scoot	1	0.1

Other	28	2.0
<b>Total</b>	<b>1,424</b>	<b>100.0</b>

Respondents were asked how they feel about a number of factors within the LTN area since the trial scheme was launched. Traffic congestion received highest negative sentiment by respondents in the LTN area with 59.4%, followed by exemptions 51.9% and personal safety 50.2%. Walking and cycling were the only two aspects that received higher positive sentiment (39.5% and 37.0% respectively) than the negative.

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 (39.6%) compared to those who do not have access to a car (14.2%).
- **Cycling** – Those aged 16-34 were more likely to hold negative sentiments (38.8%) compared to those aged 65 or over (23.5%). Those with access to a car were more likely to view this negatively (38.0%) compared to those who do not have access to a car (13.1%). The types of respondent most likely to hold negative sentiments included Carers (family or friend) (68.3%), and those who visit faith/community centres within the LTN (62.0%) or on a boundary road (59.6%).
- **Road safety** – Those with access to a car were more likely to view this negatively (54.3%) compared to those who do not have access to a car (18.0%).
- **Pollution** – Those aged 16-24 (54.8%) and 75 or over (55.6%) were most likely to hold negative sentiments. Those with access to a car were more likely to view this negatively (50.0%) compared to those who do not have access to a car (15.1%).
- **Congestion** – Those with access to a car were more likely to view this negatively (64.7%) compared to those who do not have access to a car (24.4%).
- **Personal safety** – Those with access to a car were more likely to view this negatively (55.1%) compared to those who do not have access to a car (20.8%).
- **Crime & Anti-Social Behaviour** – Those aged 16-24 were more likely to hold negative sentiments (58.1%) compared to those aged 25 or over (41.9%). 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 (16.2%). The types of respondent most likely to hold negative sentiments included Carers (family or friend) (76.7%), and those who visit faith/community centres within the LTN (72.0%) or on a boundary road (66.7%).
- **Exemptions** – Those aged 16-24 were more likely to hold negative sentiments (61.3%) compared to those aged 25 or over (47.8%). Those with access to a car were more likely to view this negatively (57.2%) compared to those who do not have access to a car (20.8%). The types of respondent most likely to hold negative sentiments included Carers (family or friend) (81.0%), and those who visit faith/community centres within the LTN (79.7%) or on a boundary road (73.6%).

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

<b>Feature</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>	<b>Not sure</b>	<b>Base</b>
Walking	39.5	21.1	37.3	2.0	<b>1,958</b>
Cycling	37.0	19.1	35.7	8.1	<b>1,915</b>
Road Safety	36.2	12.5	49.0	2.4	<b>1,977</b>
Pollution	32.8	15.8	45.8	5.7	<b>1,987</b>
Congestion	30.7	7.9	59.4	2.0	<b>1,991</b>
Personal Safety	29.7	17.1	50.2	2.9	<b>1,977</b>
Crime & Anti-Social Behaviour	17.6	23.5	46.5	12.4	<b>1,939</b>
Exemptions	12.3	16.8	51.9	18.9	<b>1,922</b>

Respondents were asked how they feel about a number of factors in the boundary area since the trial scheme was launched. Traffic congestion received highest negative sentiment by respondents on boundary roads area with 73.3%, followed by pollution (64.0%) and road safety 63.5%.

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 (56.8%) compared to those who do not have access to a car (24.1%).
- **Cycling** – Those aged 16-34 were more likely to hold negative sentiments (51.1%) compared to those aged 65 or over (30.0%). Those with access to a car were more likely to view this negatively (54.6%) compared to those who do not have access to a car (26.5%).
- **Road safety** – Those aged 16-24 were most likely to view this negatively (84.6%) whilst 25-44 year olds were least likely to view this negatively (57.3%). Those with access to a car were more likely to view this negatively (70.9%) compared to those who do not have access to a car (28.7%).
- **Pollution** – 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 (30.8%).
- **Congestion** – Those with access to a car were more likely to view this negatively (81.4%) compared to those who do not have access to a car (40.9%).
- **Personal safety** – Those aged 16-24 (73.1%) and 75 or over (61.5%) were most likely to hold negative sentiments. 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 (24.5%).
- **Crime & Anti-Social Behaviour** – Those aged 16-24 were more likely to hold negative sentiments (65.4%) compared to those aged 25 or over (42.6%). Those with access to a car were more likely to view this negatively (50.8%) compared to those who do not have access to a car (19.6%). The types of respondent most likely to hold negative sentiments included Carers (family or friend) (81.1%), those who work on a boundary road (68.3%), and those who visit faith/community centres on a boundary road (65.2%).
  - **Exemptions** – Those aged 16-24 were more likely to hold negative sentiments (73.1%) compared to those aged 25 or over (44.7%). Those with access to a car were more likely to view this negatively (53.5%) compared to those who do not have access to a car (20.4%). The types of respondent most likely to hold negative sentiments included Carers (family or friend) (86.8%), and those who visit faith/community centres within the LTN (77.3%) or on a boundary road (78.3%).

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

Feature	Positive	Neutral	Negative	Not sure	Base
Walking	22.2	22.6	51.8	3.3	<b>1,656</b>
Cycling	19.3	21.9	50.2	8.6	<b>1,632</b>
Personal Safety	18.7	23.2	52.8	5.3	<b>1,660</b>
Road Safety	17.9	14.9	63.5	3.7	<b>1,673</b>
Pollution	15.2	14.7	64.0	6.1	<b>1,680</b>
Congestion	13.2	10.7	73.3	2.8	<b>1,683</b>
Crime	13.0	27.6	46.4	13.0	<b>1,637</b>
Exemptions	10.1	20.1	49.8	20.0	<b>1,628</b>

Looking at what respondents liked most about the Bounds Green LTN, the most commonly cited likes 'Reduces through traffic' (17.5%), 'The area is now more pleasant' (16.0%) and 'Encourages me to walk in the area' (15.3%). Conversely, the most commonly cited dislikes were: 'Increases traffic' (32.1%), 'Increases air pollution' (27.2%) and 'The area is now less pleasant' (22.1%)'.

**Table 11. What do you like about the St Ann's LTN?**

<b>Sentiment</b>	<b>Count</b>	<b>Percentage</b>
Reduces through traffic	531	17.5
The area is now more pleasant	487	16.0
Encourages me to walk in the area	465	15.3
Reduces air pollution	451	14.8
Reduces traffic	426	14.0
Reduces speeding	414	13.6
Increases road safety	413	13.6
Encourages me to cycle in the area	360	11.8
Encourages me to spend time in the area	304	10.0
Encourages me to shop in the area	280	9.2
Encourages me to cycle to work	195	6.4
Encourages me to walk to work	106	3.5
More space for social distancing	93	3.1
<b>Base</b>	<b>3,040</b>	<b>100.0</b>

**Table 12. What do you dislike about the St Ann's LTN?**

<b>Sentiment</b>	<b>Count</b>	<b>Percentage</b>
Increases traffic	975	32.1
Increases air pollution	826	27.2
The area is now less pleasant	673	22.1
Decreases road safety	666	21.9
Discourages me to shop in the area	632	20.8
Discourages me to spend time in the area	563	18.5
Increases through traffic	508	16.7
Discourages me to walk in the area	334	11.0



Increases speeding	304	10.0
Discourages me to cycle in the area	226	7.4
Discourages me to walk to work	184	6.1
Discourages me to cycle to work	183	6.0
<b>Base</b>	<b>3,040</b>	<b>100.0</b>

Respondents were asked if they think the LTN trial should have changes to it. More than three quarters (75.7) of respondents suggested that the scheme needs changes. These findings differed significantly by age, whereby those aged 16-24 and 65-74 were most likely to think changes were required (84.6% and 83.3% respectively), whereas those aged 35-44 were least likely (69.7%). Sentiments also varied by car ownership, in which those with access to a car were more likely to think changes were required (82.3%) compared to those without a car (49.0%).

**Table 13. Based on the trial scheme so far, do you think any changes are needed to it?**

Sentiment	Count	Percentage
Yes	1,106	75.7
No	268	18.3
Do not know	87	6.0
<b>Base</b>	<b>1,804</b>	<b>100.0</b>

When asked about exemptions to motor vehicles nearly two thirds (64.2%) of respondents suggested that more people should be exempt from the scheme; whilst just over a quarter (26.0%) suggested that no changes to exemptions were needed. These findings differed significantly by age, in which those aged 16-24 and 65+ were more likely to suggest more exemptions were necessary (73.9 and 75.0% respectively) compared to people aged 25 and over (61.2%). Sentiments also varied by car access, with respondents with household access to a car being more likely to consider that more people should be exempt from the LTN restrictions (71.7%) compared to those without access to a car (32.6%).

**Table 14. What are your views towards the exemptions offered by the Council?**

Sentiment	Count	Percentage
More people should be exempt	796	64.2
The right level of exemptions have been offered	322	26.0
Less people should be exempt	121	9.8
<b>Base</b>	<b>1,483</b>	<b>100.0</b>

Whilst two-thirds (66.8%) of respondents reported that the introduction of the LTN has not led them to travel more sustainably, just over one in four (27.9%) of respondents reported that it has. These findings differed significantly by age, in which those aged 35-44 were most likely to say they'd travelled more sustainably as a result of the LTN (37.0%). Significant differences were also noted by car access, with respondents without access to a car more likely to say the introduction of the LTN has led them to travel more sustainably (53.8%) compared to those who have access to a car (22.2%).

**Table 15. Has the introduction of the LTN led you to travel more sustainably?**

Sentiment	Count	Percentage
Yes	389	22.4
No	1,292	74.5
Unsure	53	3.1
<b>Base</b>	<b>1,734</b>	<b>100.0</b>

## Open questions (Qualitative results)

### Please describe the location you are commenting on

859 respondents provided a total of 877 comments regarding a specific location they'd like to provide comments on. 743 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 'Improved road safety'. 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)	743	Improve signage/wayfinding	4
Congestion/traffic build-up/displacement	38	Improve access/allow exemptions - residents	3
Road safety concerns	15	Amend parking provisions/restrictions	3
Improved road safety	10	Improved environment for active travel	3
Anti-social behaviour concerns	7	Improve access/allow exemptions - disabled people/carers	3
Unclear sentiment	5	Pedestrian/walking improvements - general	2
Support the LTN	5	Improve access/allow exemptions - unspecified	2
Air quality concerns	5	Traffic calming measures	2
Reduced traffic/congestion	5	Pedestrian/walking improvements - Crossings	2
Modify the LTN	5	Improved air quality	1
Remove the LTN	4	Alternative road layout proposed	1
Increased journey times	4	Reference to other LB Haringey/Government policy	1
Cycle improvements	4		

## What have you identified at this location?

843 respondents provided a total of 1,244 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', 'Road safety concerns' and 'Improved road safety'.

<b>Themes</b>	<b>Count</b>	<b>Themes (continued)...</b>	<b>Count</b>
Congestion/traffic build-up/displacement	239	Inappropriate/illegal parking	17
Road safety concerns	137	Modify the LTN	16
Improved road safety	100	Public transport improvements - general	16
Unclear sentiment	85	Remove the LTN	14
Reduced traffic/congestion	83	Increased noise pollution	13
Air quality concerns	81	Improve access/allow exemptions - residents	11
Improved environment for active travel	45	Suggestions for enforcement	8
Reduced noise pollution	39	Negative impact on business/the economy	7
Anti-social behaviour concerns	37	Improve access/allow exemptions - disabled people/carers	5
Cycle improvements	32	Improve access/exemptions for - residents	4
Improved air quality	29	Improved maintenance	4
No comment (description of location only)	28	Traffic calming measures	3
Improve signage/wayfinding	27	Unspecific neutral comment	3
Increased journey times	27	Disproportionate affects/discrimination	2
Support the LTN	24	Alternative road layout proposed	2
Road users ignoring LTN	23	General neutral comment	1
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	23	Comment on consultation	1
Pedestrian/walking improvements - crossings	21	Good signage/wayfinding	1
Pedestrian/walking improvements - general	18	Further info/monitoring	1
Amend parking provisions/restrictions	17		

Respondents were vocal about increased traffic and congestion in the borough. The issue was often highlighted alongside increased pollution and increased journey times. Another aspect of these complaints related to knock-on impacts of congestion on bus service reliability. Congestion concerns were particularly notable for respondents commenting regarding Belmont Road, Green Lanes and St Ann's Road, and West Green Road.

Road safety concerns often related to being afraid to walk at evenings due to decreased vehicle movements within LTN areas. Respondents were also concerned about speeding vehicles and unsafe cycling as a cause of distress while walking and crossing on roads with the LTN area. St Ann's Road received several comments regarding a lack of traffic calming measures, whilst Ida Road was identified as a location where drivers ride over kerbs to avoid detection from cameras. West Green Road was reported as dangerous for pedestrians, due to anti-social behaviour of drivers and due to cycles using pavements.

Conversely, many respondents referred to improved road safety in certain areas of the LTN; often noted alongside an improved environment for active travel such as cycling and walking. Responses ranged from improved road safety for children and improved air quality. La Rose Lane had the highest level of recorded positive sentiment regarding improved road safety; whilst Woodlands Park Road and Suffield Road had several responses noting that these roads were much quieter, safer and pollution free than before the introduction of the LTN.

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

849 respondents provided a total of 1,340 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 'Congestion/traffic build-up/displacement'.

Themes	Count	Themes (continued)...	Count
Remove the LTN	189	Unclear sentiment	13
Support the LTN	171	Improved air quality	12
Congestion/traffic build-up/displacement	132	Road users ignoring LTN	11
Modify the LTN	82	Further information/monitoring requests	9
Cycle improvements	72	Disproportionate affects/discrimination	7
Air quality concerns	65	Improve public facilities	6
Amend parking provisions/restrictions	58	Improve access/allow exemptions - disabled people/carers	6
Suggestions for enforcement	53	Comment on consultation	6
Alternative road layout proposed	49	Negative impact on business/the economy	6
Road safety concerns	48	Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	5
Improve signage/wayfinding	47	Increased trees/plants/greenery	5
Improved road safety	46	Fewer/no exemptions	4
Improve access/allow exemptions - residents	37	Reduced noise pollution	4
Pedestrian/walking improvements - general	29	Reduced car ownership/usage	3
Anti-social behaviour concerns	27	Reference to other LB Haringey/Government policy	2
Reduced traffic/congestion	25	Increased noise pollution	2
Pedestrian/walking improvements - Crossings	24	Improve access/allow exemptions - unspecified	1
Increased journey times	23	Increased plants/trees/greenery	1
Public transport improvements - General	22	No changes as a result of LTN	1
Traffic calming measures	20	No comment	1
Improved environment for active travel	16		

Those asking for the removal of the LTN often did so alongside voicing concerns over increased congestion and traffic displacement, questioning the intentions of the LTN, and impacts on local businesses. The highest numbers of respondents asking for the removal of the LTN were those commenting on West Green Road and Green Lanes.

By contrast, the many respondents who supported the LTN often did so alongside mentions of improved road safety, active travel and reductions in road congestion and through traffic. Respondents commenting on Woodlands Park Road and La Rose Lane had the highest numbers of comments in support of the LTN.

Suggestions for modification to LTN included the idea of introducing timed closures or increasing the number of roads that are open (whilst keeping a LTN in place). Respondents also suggested additional barriers to stop dangerous riding of cycles on pavements. At St Ann's Road, respondents suggested increasing pavement widths to mitigate against vehicle traffic dominance, whereas at West Green, respondents suggested opening north to south roads connecting with St Ann's and protected cycle paths.

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

846 respondents provided a total of 968 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 – disabled people/carers', and 'Remove the LTN'.

<b>Themes</b>	<b>Count</b>	<b>Themes (continued)...</b>	<b>Count</b>
Improve access/exemptions for - residents	352	Improve signage/wayfinding	10
Improve access/allow exemptions - disabled people/carers	135	Disproportionate affects/discrimination	8
Remove the LTN	128	Unclear sentiment	7
Improve access/exemptions for - other groups (e.g. taxis, deliveries)	101	Comment on consultation	7
Congestion/traffic build-up/displacement	58	Negative impact on business/the economy	6
Modify the LTN	41	Support the LTN	4
No comment	22	Alternative road layout proposed	3
Fewer/no exemptions	21	Traffic calming measures	2
Air quality concern	18	Amend parking provisions/restrictions	2
Road safety concerns	15	Improved environment for active travel	1
Suggestions for enforcement	13	Further consultation	1
Further information/monitoring requests	12	Electric/hybrid/low emissions vehicles	1

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 requested that resident exemptions would allow residents living within the LTN area to access all other areas of the borough without being subjected to LTN restrictions. ANPR enforcement was also a key proposal here, as were exemptions being granted through parking permit schemes.

Many comments relating to exemptions for disabled people, elderly people and their carers related to concerns regarding social mobility of these impacted groups, who may be dependent on car usage. With regards to carers, respondents were of the view that all carers (formal or informal) and other visitors of those elderly and disabled should also be exempt from LTN restrictions.

Over 100 comments requested exemptions for delivery drivers, taxis, or local tradespeople from the LTN restrictions. Several



respondents noted the reluctance of goods vehicles or taxi services to enter LTNs due to increase journey times and potential penalty notices. This theme also coincided with suggestions around improving signage to reduce driver confusions regarding the restrictions.

## What other suggestions regarding exemptions do you have?

571 respondents provided a total of 578 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 'Improve access/allow exemptions - other groups (e.g. taxis, deliveries)'.

Themes	Count	Themes (continued)...	Count
Remove the LTN	151	Reference to other LB Haringey/Government policy	9
Improve access/allow exemptions - residents	90	No comment	9
Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	53	Further information/monitoring requests	8
Improve access/allow exemptions - disabled people/carers	45	Suggestions for enforcement	7
Modify the LTN	35	Cycle improvements	7
Increased journey times	19	Public transport improvements - General	6
Congestion/traffic build-up/displacement	19	Amend parking provisions/restrictions	5
Unclear sentiment	14	Traffic calming measures	5
Comment on consultation	14	Road users ignoring LTN	5
Air quality concerns	14	Alternative road layout proposed	5
Electric/hybrid/low emission vehicles	13	Improve signage/wayfinding	5
Fewer/no exemptions	12	Road safety concerns	4
Disproportionate affects/discrimination	10	Further consultation	3
Support the LTN	10	Reduced car ownership/usage	1

Most respondents that asked for complete removal of LTN also suggested that if it was not to be the case, council should consider LTN exemptions for residents, delivery drivers, taxis, people with disabilities and their carers and those above certain ages.

# Other email responses

## Formal Objections

A total of 636 formal objections were received regarding the LTN. The full list of themes from the objections is outlined below. The most common reasons for objection were Congestion/traffic build-up/displaced traffic; Air quality concerns, and Increased journey times.

Themes	Count	Themes (continued)...	Count
Congestion/traffic build-up/displacement	436	Improve signage/wayfinding	21
Air quality concerns	268	Anti-social behaviour concerns	16
Increased journey times	258	Alternative road layout proposed	15
Remove the LTN	232	Increased noise pollution	15
Negative impact on business/the economy	106	Improve access/exemptions - other groups (e.g. taxis, deliveries)	13
Road safety concerns	106	Electric/hybrid/low emission vehicles	11
Disproportionate affects/discrimination	62	Amend parking provisions/restrictions	7
Comment on consultation	61	No comment	6
Negative impacts on mental health	57	Unclear sentiment	3
Modify the LTN	50	No changes as a result of LTN	2
Further information/monitoring requests	41	Traffic calming measures	1
Cost of living impacts	39	Suggestions for enforcement	1
Negative impacts on physical health	34	Reduced noise pollution	1
Improve access/exemptions - disabled people/carers	26	Public transport improvements - General	1
Improve access/exemptions - residents	21	Further consultation	1

## Online feedback and representation

A total of 13 respondents provided 32 comments regarding their views on the LTN. Traffic congestion was the most frequently highlighted issue (six respondents), closely followed by the related theme of increased journey times were highlighted by five respondents. Air quality concerns due to increased traffic was highlighted by four respondents, with the same number suggesting that accessibility across the LTN area for local residents could be improved by providing them exemption from the LTN.

Themes	Count	Themes (continued)...	Count
Congestion/traffic build-up/displacement	6	Negative impact on business/the economy	1
Increased journey times	5	Comment on consultation	1
Air quality concerns	4	No changes as a result of LTN	1
Improve access/allow exemptions - residents	4	Improve access/allow exemptions - other groups (e.g. taxis, deliveries)	1
Road safety concerns	2	Improve signage/wayfinding	1
Modify the LTN	2	Disproportionate affects/discrimination associated with LTNs	1
Remove the LTN	2	Alternative road layout proposed	1

## Support

A total of 29 respondents provided 74 comments in support of LTN through online responses. Whilst many of the comments simply voiced their support for the LTN, there were also frequently cited themes in relation to an 'Improved environment for active travel' and 'Improved road safety'.

<b>Themes</b>	<b>Count</b>	<b>Themes (continued)...</b>	<b>Count</b>
Support the LTN	25	Improve signage/wayfinding	1
Improved environment for active travel	13	Suggestions for enforcement	1
Improved road safety	10	Reduced noise pollution	1
Improved air quality	6	Improve access/allow exemptions - residents	1
Reduced traffic/congestion	5	Modify the LTN	1
Reduced car ownership/usage	3	Congestion/traffic build-up/displacement	1
Further information/monitoring requests	2	Cycling improvements	1
Amend parking provisions/restrictions	2	Increased journey times	1

Of those who held positive sentiments regarding the LTN, many felt there were significant reductions in through traffic, and hence they felt safer on the roads. Those who were cycling and walking regularly pointed towards improved environment for active travel, specially for schoolchildren.

# 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.