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Introduction – Disabled People Consultation

Haringey Council's 'Streets for People' initiative has been developed to promote a vision for thriving local streets, streets that are greener, safer and cleaner.

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, cyclability and wheelability of the local area, creating active travel corridors between local amenities.

Following an extensive listening and engagement exercise, Haringey Council introduced three trial people-friendly Low-Traffic Neighbourhoods (LTNs) across the borough. These schemes use filters, such as bollards or ANPR cameras, to stop traffic taking shortcuts along local roads, creating a safer, cleaner, and quieter neighbourhood for the people living there.

The borough's 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

In 2022, Haringey Council introduced a series of trial low traffic neighbourhoods (LTNs) across the borough 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 schemes aim to reduce through traffic and road danger, improve air quality and make it safer and easier to walk, wheel, scoot, cycle and shop locally.

Following extensive engagement and research, the Council developed and, in May 2022, implemented a Low Traffic Neighbourhood Exemptions Criteria and Application Process which allows certain groups or people with specific characteristics to 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 Disabled People's survey run by LB Haringey. Where possible from the survey questions, results are segmented by LTN area.

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

Consultation surveys

Five surveys were designed to obtain feedback from a range of stakeholders across each LTN. Each of the surveys were available online, with paper versions available on request. The surveys were available to complete between Friday 23rd August to Friday 20th September 2024.

The primary survey (split into three individual surveys for Bounds Green, Bruce Grove West Green and St Ann's) was open to complete for all residents and businesses, as well as those who reside outside of Haringey and the immediate LTN areas. In addition, specific surveys were developed for disabled people and carers to obtain specific views from these groups of respondents.

The surveys were designed and delivered by LB Haringey. Each survey began with an introductory page explaining why the consultation was taking place, how feedback can be provided, how the feedback will be used, and access to the relevant privacy policy. The consultation end date was also displayed. The questions were tailored for each audience, but with broad consistency in the topics covered across each of the surveys, which included:

- Demographic/respondent profile questions (e.g. age, sex, disability, other protected characteristics, connection to the LTN area, access to motor vehicle);
- Main mode(s) and frequency of travel, before the launch of the LTN and since the launch;
- Experiences of the LTNs, including:
 - Awareness of the LTNs;
 - Overall sentiments towards the schemes;
 - Community impacts;
 - Whether any changes to the LTNs are required; and
 - Open questions to provide feedback regarding the above topics.
- Experience of LTN exemptions, including:
 - Awareness of and communications regarding exemptions;
 - Application processes; and
 - Open question to provide further feedback regarding exemptions.

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.

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.

Each response was read and coded by a SYSTRA researcher against a coding frame, which classified the broad range of comments provided by respondents into themes emerging from the data. Each coder's work was quality-checked by a supervisor, to ensure that respondent feedback had been coded fully and correctly; with all sentiments noted.

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.

Full qualitative results have been provided to LB Haringey in the form of pivot tables, which the Council can use to dynamically view the themes from the analysis against specific roads; and so specific comments assigned to each theme can be investigated for further detail if required.

Quantitative Analysis Approach

The raw data 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 survey, two main strands of quantitative analysis were run on the data:

- Frequencies were run to provide results at an overall sample level, identifying overall levels of sentiment across all respondents; and
- Crosstabulations (segmented analysis) were run to understand whether sentiments significantly differ (statistically) between people with different characteristics. The results of crosstabulations included in this report are for statistically significant findings only. By statistically significant, we mean results of chi-square results from the crosstabulations where we are confident, at the 95% level, that any variations between respondent sub-groups are not due to chance.

Full quantitative analysis with all frequencies and crosstabulations run in the analysis are included in a separate Excel file, Appendix C.

Response rates

In total, 365 responses were received to the Disabled People's Survey.

Analysis of Disabled Persons Survey Responses

Respondent background and connection to the LTN

Most respondents reported that they had a disability (80.8%), while 22.5% had a child or family member with a disability. 1.1% of respondents stated that they had no disability, while 1.1% preferred not to say. Respondents could select multiple answer options, for instance in cases where a person had a disability themselves *and* had a child or family members with a disability. Therefore, the total percentage exceeds 100% for this question.

Table 1. Do you or someone in your family have a disability?

Category	Count	Percentage
Yes, I have a disability	295	80.8
Yes, I have a child or family members with a disability	82	22.5
No	4	1.1
Prefer not to say	4	1.1
Base	365	100.0

Respondents were asked to provide information on the general nature of their disability. The majority of respondents stated that they had a physical disability or health condition (76.2%), followed by long-term health condition/hidden health condition (40.9%). Other commonly reported responses included chronic illness (23.8%), mental health condition (18.0%) and learning disability (11.6%). As above, respondents could select multiple responses, in instances where a person has multiple disabilities. Among those that reported either having a disability themselves, or who had a family member with a disability, just over 9 in 10 (91.7%) reported that their mobility was affected as a result.

Respondents were also asked to provide information on the mobility aids they or their family member used. Most responses stated that they used a mobility walker (94.8%), followed by a walking stick/cane (54.1%). 12.2% reported that they do not use a mobility aid. Respondents were asked whether they or their family member have a Blue Badge. Over 9 in 10 respondents reported that they had a Blue Badge (92.4%).

When asked about where the respondent themselves, or their disabled family member(s), lived in relation to the LTN, just over 3 in 10 respondents reported they and/or their family member living in another part of Haringey (33.9%), followed by within the Bruce Grove West Green LTN (28.8%). 5.6% of respondents stated that they or their family member lived in a different London Borough, while 0.8% lived outside London.

Respondents could select multiple answer options, for example where respondents lived on the boundary road of two LTNs. Therefore, the total percentage exceeds 100% for this question.

Table 2. Where do you live in relation to the LTN?

Category	Count	Percentage
Within Bounds Green LTN	52	14.7
On a boundary road of Bounds Green LTN	42	11.9
Within Bruce Grove West Green LTN	102	28.8
On a boundary road of Bruce Grove West Green LTN	47	13.3
Within St Ann's LTN	59	16.7
On a boundary road of St Ann's LTN	52	14.7
Another part of Haringey	120	33.9
A different London Borough	20	5.6
Outside London	3	0.8
Base	354	100.0

The most commonly reported method of travel was motor vehicle (car, van, moped or motorcycle), which 78.7% of respondents reported using. Other frequently reported methods of travel include bus (25.4%), walking or wheeling (20.7%), train or underground (16.3%) and private hire vehicle (11.9%).

Table 3. Which methods of travel do you use most often?

Category	Count	Percentage
Walking or wheeling	75	20.7
Cycling (including adapted cycle)	11	3.0
Mobility scooter	15	4.1
Assisted transport, e.g., Dial-a-Ride	28	7.7
Bus	92	25.4
Train or underground	59	16.3
Black Taxi	28	7.7
Private hire vehicle	43	11.9
Motor vehicle (car, van, moped or motorcycle)	285	78.7
Prefer not to say	8	2.2
Base	362	100.0

Respondents were asked about how often they, and their disabled family member(s), travel. The majority reported that they travel daily (46.7%), 33.3% stated that they travel 2 to 3 times per week, while 9.0% travel 1 to 2 times per week. Less frequently reported included travelling once a month (2.5%) and not travelling (0.8%).

Table 4. How often do you travel / go out?

Category	Count	Percentage
Daily	171	46.7
2 to 3 times per week	123	33.6
1 to 2 times per week	33	9.0
Several times a month	15	4.1
Once a month	9	2.5
I do not travel	3	0.8

Prefer not to say	12	3.3
Base	366	100.0

Respondents were asked whether they and/or their family member have a carer. Most respondents (43.9%) stated that that they, or their family member(s) did not have a carer. 33.7% of responses reported that they had one or more informal carer, 11.0% reported that they had one or more professional carer, while 8.0% of respondents had both professional and informal careers.

Table 5. Do you or your family member have a carer?

Category	Count	Percentage
Yes – One or more professional carer	40	11.0
Yes – One or more informal carer	122	33.7
Yes – Professional and informal carers	29	8.0
No	159	43.9
Prefer not to say	18	5.0
Base	362	100.0

Experience of the three LTNs

The majority of respondents (46.2%) reported that they were 'very aware' of the trial LTNs in Haringey. Over 3 in 10 respondents (32.9%) reported they were aware of the trial LTNs, while 8.6% stated that they were 'neither aware or unaware', and 9.5% were unaware of the trial LTNs in Haringey.

Table 6. How aware are you of the trial LTNs in Haringey?

Category	Count	Percentage
Very aware	166	46.2
Aware	118	32.9
Neither aware or unaware	31	8.6
Unaware	34	9.5
Very unaware	9	2.5
Prefer not to say	1	0.3
Base	359	100.0

In general, most respondents report feeling negative about the trial LTN (around 6 in 10 respondents). Around 2 in 10 respondents report feeling positive, while around 1 in 10 respondents are neutral about the trial LTNs. Similar results are observed across the three LTN areas. Respondents in Bounds Green LTN were more likely to report feeling positive (46.3%) about the trial LTN if they or their family have one or more professional carer. Further segmentations of Table 7 are provided on the next page. Whilst those who lived on Boundary Roads tended to have the most negative views, these differences were not statistically significant.

Table 7. In general, how do you feel about the trial LTN?

LTN	Positive	Neutral	Negative	Don't know	Base
Bounds Green	18.6	9.9	58.8	12.8	345
Bruce Grove West Green	17.9	9.7	59.4	12.9	340
St Ann's	17.7	9.3	60.4	12.6	333

Table 7a. How do you feel about the LTN x Respondent Location - Bounds Green

LTN	Within an LTN	Boundary Road	Another part of Haringey	Different part of London	Total
Positive	25.4%	19.1%	28.6%	10.0%	23.8%
Negative	74.6%	80.9%	71.4%	90.0%	76.2%

Table 7b. How do you feel about the LTN x Respondent Location – Bruce Grove

LTN	Within an LTN	Boundary Road	Another part of Haringey	Different part of London	Total
Positive	22.2%	19.5%	30.7%	11.8%	23.0%
Negative	77.8%	80.5%	69.3%	88.2%	77.0%

Table 7c. How do you feel about the LTN x Respondent Location – St Ann's

LTN	Within an LTN	Boundary Road	Another part of Haringey	Different part of London	Total
Positive	22.0%	18.6%	31.6%	11.1%	22.5%
Negative	78.0%	81.4%	68.4%	88.9%	77.5%

More than half the respondents, except for those using motor vehicles, reported no change in the way they travel since the introduction of the LTN. The modes with the highest reported increase in travel were motor vehicles (over 4 in 10 respondents), followed by private hire vehicle and walking or wheeling (just over 2 in 10 respondents each). The modes with the highest reported reductions in travel were bus (almost 2 in 10 respondents), walking or wheeling and motor vehicle (between 1 in 10 and 2 in 10 respondents each).

Table 8. Since the LTN was introduced, has the way you travel changed?

Feature	More	No change	Less	Don't know	Base
Walking or wheeling	21.7	57.5	15.7	5.0	299
Cycling (including an adapted cycle)	5.8	64.6	7.5	22.1	240
Mobility scooter	4.2	65.3	5.9	24.6	236
Assisted transport e.g., Dial-A-Ride	9.2	60.7	8.3	21.8	239
Bus	16.8	56.4	17.9	8.8	273
Train or underground	13.5	64.8	10.9	10.9	267
Black taxi	15.4	60.5	8.3	15.8	253
Private hire vehicle	23.4	54.0	9.1	13.5	252
Motor vehicle (car, van, moped or motorcycle)	43.3	38.0	13.9	4.7	337

Respondents were then asked the extent to which they agreed or disagreed with a series of statements regarding the LTN in **Bounds Green**.

The statements with the highest proportion of respondents disagreeing were:

- "It has made it easier for me to get to friends and family" (6 in 10 respondents)
- "It is easier for me to make the trips I need to make" (between 5 in 10 respondents and 6 in 10 respondents)
- "It is easier for me to get to local shops and services" (between 5 in 10 respondents and 6 in 10 respondents)
- "I feel safer using the street during the night" (personal safety) (around 5 in 10 respondents)
- "I feel safer using the street during the day" (personal safety) (around 5 in 10 respondents)

In general, between 1 in 10 respondents and 2 in 10 respondents, across all categories, report that they agree with those statements for Bounds Green. Fewer than 1 in 10 respondents agree for the following statements:

- "I feel safer using the street during the night (personal safety)"
- "It is easier to cycle, use an adapted cycle or mobility scooter"

Almost 4 in 10 respondents stated that they don't know whether they agree or disagree with the statement that it is 'easier to cycle, use an adapted cycle or mobility scooter'. For all other statements, between 1 in 10 respondents and 3 in 10 respondents reported that they don't agree or disagree with the statements.

Between 1 in 10 respondents and 2 in 10 respondents report that they are neutral regarding the statements for Bounds Green.

Table 9. Since Bounds Green LTN was introduced, to what extent do you agree or disagree with these statements?

Bounds Green LTN	Agree	Neutral	Disagree	Don't know	Base
It is easier to cycle, use an adapted cycle or mobility scooter	8.4	21.0	32.0	38.5	309
It feels safer using the street in the day (road safety)	17.8	16.2	45.2	20.9	321
It feels safer using the street in the night (road safety)	14.0	17.1	47.3	21.6	315
It is easier to walk, use a walking chair or wheelchair	13.1	18.4	43.1	25.3	320
It is easier for me to make the trips I need to make	15.6	12.6	56.1	15.6	326
It is easier for me to get to local shops and services	15.0	14.1	54.7	16.2	327
It has made me take fewer trips by car	18.2	21.0	45.6	15.2	329
It has made it easier for me to get to friends and family	12.4	13.6	59.4	14.5	330
I feel safer using the street during the day (personal safety)	15.5	17.1	48.8	18.6	322

I feel safer using the street during the night (personal safety)	9.1	18.8	52.4	19.7	319
The area feels quieter (less noisy)	24.5	15.3	42.9	17.2	326
The air feels cleaner (less polluted)	16.2	20.5	45.3	18.0	327

Respondents were then asked the extent to which they agreed or disagreed with a series of statements regarding the LTN in **Bruce Grove West Green**.

The statements with the highest proportion of respondents disagreeing:

- "It has made it easier for me to get to friends and family" (6 in 10 respondents)
- "It is easier for me to get to local shops and services" (between 5 in 10 respondents and 6 in 10 respondents)
- "It is easier for me to make the trips I need to make" (between 5 in 10 respondents and 6 in 10 respondents)
- "I feel safer using the street during the night (personal safety)" (around 5 in 10 respondents)
- "I feel safer using the street during the night (road safety)" (5 in 10 respondents)

In general, between 1 in 10 respondents and 2 in 10 respondents, across all categories, report that they agree with those statements for Bruce Grove West Green. Less than 1 in 10 respondents agree for the following statements:

- I feel safer using the street during the night (personal safety)
- It is easier to cycle, use an adapted cycle or mobility scooter

Between 3 in 10 respondents and 4 in 10 respondents stated that they don't know whether they agree or disagree with the statement that it is 'easier to cycle, use an adapted cycle or mobility scooter'. For all other statements, between 1 in 10 respondents and 2 in 10 respondents reported that they don't agree or disagree with the statements.

Between 1 in 10 respondents and 2 in 10 respondents report that they are neutral regarding the statements for Bruce Grove West Green.

Table 10. Since Bruce Grove West Green LTN was introduced, to what extent do you agree or disagree with these statements?

Bruce Grove West Green LTN	Agree	Neutral	Disagree	Don't know	Base
It is easier to cycle, use an adapted cycle or mobility scooter	7.1	22.1	36.0	34.7	308
It feels safer using the street in the day (road safety)	12.6	20.1	47.2	20.1	318
It feels safer using the street in the night (road safety)	9.5	18.4	50.8	21.3	315
It is easier to walk, use a walking chair or wheelchair	10.5	20.1	46.0	23.3	313
It is easier for me to make the trips I need to make	12.4	14.9	56.2	16.5	322
It is easier for me to get to local shops and services	11.5	15.6	56.4	16.5	321
It has made me take fewer trips by car	15.2	22.0	46.3	16.5	322
It has made it easier for me to get to friends and family	11.5	13.4	60.4	14.6	321
I feel safer using the street during the day (personal safety)	12.3	19.5	50.3	17.9	318
I feel safer using the street during the night (personal safety)	8.6	20.1	51.9	19.4	314
The area feels quieter (less noisy)	19.6	16.8	45.9	17.7	316

The air feels cleaner (less polluted)	12.7	18.8	48.4	20.1	314
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Respondents were then asked the extent to which they agreed or disagreed with a series of statements regarding the LTN in **St Ann's**.

The statements with the highest proportion of respondents disagreeing:

- "It is easier for me to make the trips I need to make" (6 in 10 respondents)
- "It has made it easier for me to get to friends and family" (6 in 10 respondents)
- "It is easier for me to get to local shops and services" (almost 6 in 10 respondents)
- "I feel safer using the street during the day" (5 in 10 respondents)
- "I feel safer using the street during the night (personal safety)" (almost 5 in 10 respondents)

In general, between 1 in 10 respondents and 2 in 10 respondents report that they agree with majority of statements for St Ann's. Fewer than 1 in 10 respondents agree for the following statements:

- "It has made it easier for me to get to friends and family"
- "It feels safer using the street in the night (road safety)"
- "It is easier to walk, use a walking chair or wheelchair"
- "I feel safer using the street during the night (personal safety)"
- "It is easier to cycle, use an adopted cycle or mobility"

Between 3 in 10 respondents and 4 in 10 respondents stated that they don't know whether they agree or disagree with the statement that it is 'easier to cycle, use an adopted cycle or mobility scooter'. For all other statements, between 1 in 10 respondents and 3 in 10 respondents reported that they don't agree or disagree with the statements.

Between 1 in 10 respondents and 2 in 10 respondents report that they are neutral regarding the statements for St Ann's.

Table 11. Since St. Ann's LTN was introduced, to what extent do you agree or disagree with these statements?

St. Ann's LTN	Agree	Neutral	Disagree	Don't know	Base
It is easier to cycle, use an adapted cycle or mobility scooter	5.8	18.9	40.2	35.1	291
It feels safer using the street in the day (road safety)	11.5	17.8	48.7	22.0	304
It feels safer using the street in the night (road safety)	8.6	18.6	48.5	24.3	301
It is easier to walk, use a walking chair or wheelchair	7.9	19.8	45.5	26.7	303
It is easier for me to make the trips I need to make	11.1	12.7	59.9	16.3	307
It is easier for me to get to local shops and services	11.1	14.3	56.7	17.9	307
It has made me take fewer trips by car	15.2	19.0	48.7	17.1	310
It has made it easier for me to get to friends and family	8.9	14.5	59.5	17.1	304
I feel safer using the street during the day (personal safety)	10.6	18.9	49.7	20.9	302
I feel safer using the street during the night (personal safety)	7.0	20.5	49.3	23.2	302
The area feels quieter (less noisy)	18.9	15.2	45.7	20.2	302
The air feels cleaner (less polluted)	12.6	17.5	48.3	21.5	302

Respondents were asked about how the LTNs affected their experience of community in the area. The majority of respondents (46.1%) reported no change in community interaction, this was followed by feeling less connected to their community (44.0%). Feeling a stronger sense of belonging to the neighbourhood (9.6%), interacting more with neighbours (9.3%) and spending more time in public spaces (8.4%) were also commonly reported.

Table 12. How have the LTNs affected your experience of community in the area? (Number and percentage of respondents agreeing with each statement)

Category	Count	Percentage
I interact more with my neighbours	31	9.3
I spend more time in local public spaces	28	8.4
I feel a stronger sense of belonging to the neighbourhood	32	9.6
I participate more in local events or activities	14	4.2
I've noticed no change in community interaction	153	46.1
I feel less connected to my local community	146	44.0
Other	21	6.3
Base	332	100.0

252 respondents provided a total of 443 comments regarding any changes noticed in community interaction/neighbourhood atmosphere since the introduction of the LTNs. The most common themes related to '*Increased congestion/traffic displacement*', '*Reduced interaction with community*', and '*No change*'. 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:

Table 13. Describe any changes you've noticed in community interaction/neighbourhood atmosphere since the introduction of the LTN?

Themes	Count	Themes (continued)...	Count
Increased congestion/traffic displacement	88	Remove LTN	5
Reduced interaction with community	41	Improved air quality	5
No change	40	Unspecified negative comment	5

Anti-social behaviour concerns	28	Reduced noise pollution	5
Reduced air quality	28	Improved safety for all road users (e.g. pedestrian, cyclist, driver)	4
Increased journey times	22	Positive impact on mental health	3
Made travel more difficult	20	Unclear sentiment	3
Negative impact on mental health	17	Increased noise pollution	3
Increased road safety concerns	20	Improve signage	3
Dividing community/discriminatory scheme	16	Suggested improvements – automatic exemptions for blue badge holders	2
Reduced traffic/congestion	14	Support for exemptions	2
Confusion over restrictions	9	Difficulty finding parking	1
Negative impact on local businesses/economy	10	Negative impact on physical health	1
No comment	8	Disproportionate impact/unfair	1
Increased active travel	8	Delays emergency vehicles	1
Increased air pollution	8	Positive impact on travel for disabled people/carers	1
Negative impact on disabled people/carers	7	Money-making scheme	1
Improved road safety	6	Negatively affected travel – unspecified	1
Increased local community interaction	6		

278 respondents provided a total of 647 comments regarding any comments on their experience with the trial LTNs. The most common themes related to '*Increased congestion/traffic displacement*', '*Increased journey times*', and '*Increased air pollution*'. 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:

Table 14. Do you have any comments on your experience with the trial LTNs?

Themes	Count	Themes (continued)...	Count
Increased congestion/traffic displacement	115	Suggested improvement – automatic exemption for Blue Badge holders	6
Increased journey times	83	Improved safety for all road users (e.g. pedestrian, cyclist, diver)	6
Increased air pollution	50	Negative impact on community – unspecified	6

Reduced interaction with local community	34	Delays emergency vehicles	5
Remove LTNs	28	Reduced traffic/congestion	5
Disproportionate impact/unfair	22	Reduced noise pollution	4
Car needed	20	Improve access/permit - residents	4
Confusion over signage/areas covered by exemptions	20	Suggested improvement – exemptions for multiple vehicles	3
Negative impact on disabled people/carers	19	Discourages active travel due to congestion/pollution	3
Negative impact on physical health	19	Suggested improvement – exemption extended to all LTNs	3
Negative impact on mental health	16	Improved air quality	3
Road safety concerns	16	Improve access/permit - deliveries	3
Anti-social behaviour concerns	14	Suggested improvements – safe cycle lanes	3
No change	13	Modify the LTN	3
Increased noise pollution	13	LTN exemption improves ease of travel	3
Negatively affected travel – unspecified	11	Poor street quality/crossings for wheelchair users	2
LTN exemption improves ease of travel	11	Comment about other government policies	2
No comment	10	Difficulty finding parking	2
Money making scheme	10	Fines too expensive	1
Support for LTN	9	Suggested improvement - let off first offence	1
Improve access/permit – Black taxi/private hire vehicle	9	Suggested improvement - enforcement	1
Increased journey times	8	Suggested improvements – traffic calming measures	1
Positive impact on travel for disabled people/carers	7	Improve signage	1
Negative impact on local businesses/economy	6	Suggested improvement – exemption extended to all LTNs	1
Unclear sentiment	6	Poor street quality/crossings for wheelchair users	1
Comment on consultation	6		

Views on LTN exemptions

Most respondents were aware that the council offers LTN exemptions (89.4%), while 10.6% were unaware.

Table 15. Did you know the council offers LTN exemptions?

Category	Count	%
Yes	313	89.4
No	37	10.6
Base	350	100.0

Almost 7 in 10 respondents (68.1%) stated that they knew how to apply for an exemption and have an exemption. 14.6% of respondents reported that they don't know how to apply for an exemption and don't have an exemption, while 11.4% know how to apply for an exemption, but don't have an exemption.

- Respondents were asked for additional information on the criteria under which the exemption was issued. Most respondents (79.8%) reported that they were Haringey Blue Badge holders. 14.0% reported 'not applicable', while 1.3% stated individual circumstances and 0.7% stated Enfield Blue Badge holders.
- Respondents were also asked for additional information on which LTN the exemption is for. The majority of respondents (47.7%) reported all LTNs, followed by St Ann's LTN – X2 (32.8%) and Bruce Grove West Green LTN – Area X3A (32.4%). Also commonly reported were Bruce Grove West Green LTN – Area X3B (29.0%), Bounds Green LTN – Area X1C (23.2%), Bounds Green LTN – Area X1A (22.8%) and Bounds Green LTN – Area X1B (22.4%)

Table 16. Do you know how to apply for an exemption and do you have an exemption?

Category	Count	Percentage
Yes I know how to apply and I have an exemption	233	68.1
Yes I know how to apply but I don't have an exemption	39	11.4
No I don't know how to apply and I don't have an exemption	50	14.6

Other	9	2.6
Prefer not to say	7	2.0
Yes I know how to apply, and I have applied and am awaiting decision	4	1.2
Base	342	100.0

Residents were asked about how easy or difficult they found the application process. In general, over 4 in 10 respondents reported that they found the application process to be easy. Around 3 in 10 respondents stated that they felt neutral about the application process, while around 1 in 10 respondents found the application process to be difficult.

Table 17. How easy or difficult did you find the application process?

Category	Easy	Neutral	Difficult	Prefer not to say	Base
Applying for an exemption in general	43.1	31.3	13.0	12.6	246
Completing the exemption application form	43.3	32.9	10.3	13.5	252
Providing proof(s) of evidence	44.2	29.9	13.1	12.7	251
Uploading your proof(s) of evidence	41.3	30.8	14.2	13.8	247

Respondents were asked if, once they received confirmation of their exemption, the information supplied was clear and easy to understand. Nearly 6 in 10 respondents (59.3%) agreed with this statement, with the remaining 40.7% disagreeing with the statement that the information supplied was clear and easy to understand.

Table 18. When you received confirmation of your exemption, was the information supplied clear and easy to understand?

Category	Count	Percentage
Yes	169	59.3
No	116	40.7
Base	247	100.0

Respondents were asked about how they feel the Council has communicated LTN exemptions. In general, between 33.6% and 38.0% reported finding this communication to be unclear.

Information on the website:

- The most commonly reported response was unclear (38.0%), followed by clear (29.4%) and neutral (26.2%).
- Respondents were more likely to report clear (50.0%) if they or their family have one or more professional carer.

Information by post or email:

- The most commonly reported response was unclear (34.3%), followed by clear (31.4%) and neutral (28.2%).

Information by social media:

- The most commonly reported response was unclear (33.6%), followed by neutral (32.5%) and clear (16.8%).

Table 19. How do you feel about the way the Council has communicated about LTN exemptions?

Category	Clear	Neutral	Unclear	Prefer not to say	Base
Information on our website	29.4	26.2	38.0	6.4	313
Information by post or email	31.4	28.1	34.3	6.3	303
Information by social media	16.8	32.5	33.6	17.2	274

220 respondents provided a total of 322 comments regarding how the Council can improve information about LTN exemptions. The most common themes related to '*Remove LTNs*', '*Confusion over exemptions*', and '*Increased congestion/traffic displacement*'. 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:

Table 20. What do you think the council can do to improve information about LTN exemptions?

Themes	Count	Themes (continued)...	Count
Remove LTNs	47	Modify the LTN	5
Confusion over exemptions	31	Provide another way to apply for an exemption (e.g. offline)	5
Increased congestion/traffic displacement	19	Anti-social behaviour concerns	4
Suggested improvements – automatic exemptions for Blue Badge holders	18	N/A	4
More publicity/advertisement of exemptions/LTN Zones	18	Increased journey times	4
Suggested improvement – make exemption valid for all LTNs	18	Happy with current information provision	4
Physical comms for those not tech savvy/using social media (i.e. letters, face-to-face)	17	Road safety concerns	4
No comment	13	Improve access/permit - residents	3
Disproportionate impact/unfair	11	Comment on other Haringey/government policies	3
Directly contact all Blue Badge holders to make aware of exemptions	10	Increased noise pollution	3
Simplify exemption applications process	9	Other comment	3
Clearer communication (i.e. around details of individual exemptions)	8	Faster application turnaround	3
Increased air pollution	7	Improve access/permit – Black taxi/private hire vehicle	2
Money making scheme	7	Negative impact on disabled people/carers	2
Support LTNs	6	Delays emergency vehicles	1
Improve signage	6	Poor road surface	1
Suggested improvement – exemptions for multiple vehicles	6	Improved refund turnaround period	1

Support for exemptions	6	Suggested improvement – let off first offence	1
Negative impact on mental health	5	Improve access/permit - residents	1
Reduced interaction with local community	5	Cars are needed	1

Equality Monitoring

Full details of responses to this section of the survey are provided in Appendix C (full quantitative results tables). However, key features of the sample by protected characteristics are briefly summarised below.

- Age – 60-74 31.1%; Prefer not to say 2.6%.
- Sex – Female 62.4%; Prefer not to say 5.7%.
- Trans – No 89.6%; Prefer not to say 8.9%.
- National Identity – British 58.4%; Prefer not to say 5.9%.
- Ethnicity – White – English/Welsh/Scottish/Northern Irish/British 36.1%; Prefer not to say 9.0%.
- Sexual orientation – Heterosexual/Straight 79.4%; Prefer not to say 14.7%.
- Religion or belief – Christian 43.3%; Prefer not to say 16.4%.
- Pregnancy and maternity (x2) – Yes 93.6%; Prefer not to say 6.1%.
- Marriage/Civil partnership – Married 29.5%; Prefer not to say 12.5%.
- Benefits received (if any) – None 49.5%; Prefer not to say 21.4%.
- Education/qualifications – Level 4 34.6%; Prefer not to say 25.3%.
- Preferred language – English 88.4%.