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Introduction – Carers 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, LB Haringey introduced three trial 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 trial 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 July 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 Carers 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

LB Haringey undertook an extensive consultation exercise during the summer of 2024 in order to gain the views of residents and key stakeholders on their trial LTN's. 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 were available, 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 A.

Response rates

In total, 60 responses were received to the Carers Survey.

Analysis of Carers Survey Responses

Respondent background and connection to the LTN

Most respondents reported that they were adult carers (98.3%), while 1.7% of respondents were young careers under the age of 18. Out of the 60 carers, 5 carers stated that they were professional carers.

Table 1. Are you a...?

Category	Count	Percentage
Adult carer	59	98.3
Young carer (under 18)	1	1.7
Base	60	100

Respondents were asked for additional context on the relationship to the person they care for. The majority of respondents stated that they were caring for their parents (40%), followed by their children (23.3%). Respondents were also asked for additional information on the number of people they cared for. The most common response was 1 person (58.3%), followed by 2 people (13.3%).

Just over 70% of carers (71.7%) reported that they undertake their role as carer daily. 16.7% of respondents undertook their role 2 to 3 times per week, while 11.7% stated that they lived with the person they care for.

Table 2. How often do you undertake your role as a carer?

Category	Count	Percentage
Daily	43	71.7
2 to 3 times per week	10	16.7
I live with the person I care for	7	11.7
Base	60	100

Respondents were asked whether they or someone in their family had a disability. Most respondents reported that they or someone in their family did not have a disability (76.7%). 15.0% of responses stated that they had a disability, but not a Blue Badge, while 8.3% of respondents stated that they had a disability, and a Blue Badge.

- Respondents were asked for the general nature of their disability. The most common responses were physical disability or health condition (22.2%) and mental health condition (22.2%) while 11.1% of responses preferred not to say.
- Out of the respondents that stated having a disability, just over half (53.8%) reported that their mobility was also impacted, while 15.4% of respondents stated their mobility was not affected. The majority of respondents (62.9%) reported not using any mobility aid, while 17.1% of respondents reported using a walking stick/cane (17.1%), 14.3% of responses preferred not to say.

Table 3. Do you or someone in your family have a disability?

Category	Count	Percentage
No	46	76.7
Yes (I don't have a Blue Badge)	9	15.0
Yes (I have a Blue Badge)	5	8.3
Base	60	100

The majority of the respondents reported living in another part of Haringey (22.0%), this was followed by a different London Borough (20.3%).

Table 4. Where do you live in relation to the LTN?

Category	Count	Percentage
Another part of Haringey	13	22.0
A different London Borough	12	20.3
Within Bounds Green LTN	9	15.3
On a boundary road of Bruce Grove West Green LTN	9	15.3
Within St Ann's LTN	6	10.2
Within Bruce Grove West Green LTN	4	6.8
On a boundary road of Bounds Green LTN	3	5.1

On a boundary road of St Ann's LTN	3	5.1
Base	59	100

Most respondents stated that they drive a car or van, or ride a motorbike or moped (86.4%), 11.9% of respondents stated they don't drive any of those modes, while 1.7% preferred not to say.

Table 5. Do you drive a car or van or ride a motorbike or moped?

Category	Count	Percentage
Yes	51	86.4
No	7	11.9
Prefer not to say	1	1.7
Base	59	100

Respondents were asked where the person they care for lives. The majority of respondents (29.8%) reported that the person they care for lives within St Ann's LTN. Other common responses include within Haringey but not in any of the trial LTNs (26.3%), within Bounds Green LTN (24.6%) and within Bruce Grove LTN (21.1%).

Table 6. Where does the person(s) you care for live?

Category	Count	Percentage
Within St Ann's LTN	17	29.8
Within Haringey but not in any of the trial LTNs	15	26.3
Within Bounds Green LTN	14	24.6
Within Bruce Grove West Green LTN	12	21.1
Outside of Haringey	7	12.3
Base	57	100

Just over half (51.7%) of respondents stated that they normally travel to the person they care for by motor vehicle. 43.3% of respondents reported that they already live with the person they care for.

Table 7. How do you normally travel to the person (s) you care for?

Category	Count	Percentage
Motor vehicle (car, van, moped or motorcycle)	31	51.7
I live with the person I care for	26	43.3
Bus	6	10.0
Train or underground	3	5.0
Walking or wheeling	2	3.3
Cycling (including adapted cycle)	1	1.7
Private hire vehicle	1	1.7
Base	60	100

Respondents were asked how often they travel with the person they care for. Nearly 4 out of 10 (39.0%) respondents reported travelling daily while nearly 3 out of 10 (28.8%) stated that they travel 2 to 3 times per week. 8.5% of responses stated that they did not travel with the person they cared for.

Table 8. If you travel with the person you care for, how often do you travel with them?

Category	Count	Percentage
Daily	23	39.0
2 to 3 times per week	17	28.8
1 to 2 times per week	9	15.3
Once per month	3	5.1
I do not travel with the person I care for	5	8.5
I prefer not to answer	2	3.4
Base	59	100

The most common disability for the individual(s) under the care of the carer was reported to be physical disability or health condition (59.3%). Other common disabilities stated were mental health condition (33.9%) and long-term health condition / hidden health condition (27.1%). Also frequently reported were chronic illness (18.6%), learning disability (18.6%) and neurodivergent (16.9%). Other disabilities, not among the options, included dementia (1.7%), pregnancy (1.7%) and cerebral palsy (1.7%).

Among those that reported disabilities of the individual(s) under their care, nearly 9 in 10 (88.3%) respondents stated that it affected their mobility.

Table 9. If you are comfortable sharing, please let us know the disability of the individual(s) under your care.

Category	Count	Percentage
Physical disability or health condition	35	59.3
Mental health condition	20	33.9
Long-term health condition / hidden health condition	16	27.1
Chronic illness	11	18.6
Learning disability	11	18.6
Neurodivergent	10	16.9
Blind or partially sighted	5	8.5
Deaf / British Sign Language User / hard of hearing	4	6.8
Terminal illness	3	5.1
Prefer not to say	2	3.4
Other	2	3.4
Base	59	100

Experience of the three LTNs

The majority of respondents (63.8%) responded that they were very aware of the trial LTNs in Haringey. 13.8% stated that they were neither aware nor aware, while 3.4% stated that they were unaware of the trials.

Table 10. How aware are you of the trial LTNs in Haringey?

Category	Count	Percentage
Very aware	37	63.8
Aware	11	19.0
Neither aware nor unaware	8	13.8
Unaware	2	3.4
Base	58	100

Respondents were asked about their general feeling towards the trial LTNs. In general, the vast majority of respondents reported being negative about the trial LTN (around 8 in 10 respondents), while less than 1 in 10 respondents report feeling positive towards the trial LTN. Comparable results are observed across Bounds Green, Bruce Grove West Green and St Ann's.

Table 11. In general, how do you feel about the trial LTN?

LTN	Positive	Neutral	Negative	Don't know	Base
Bounds Green	7.2	5.4	82.1	5.4	56
Bruce Grove West Green	5.4	1.8	82.1	10.7	56
St Ann's	7.0	3.5	78.9	10.5	57

More than half the respondents, except for those using motor vehicles, reported no change in the way they travel. The modes with the highest reported increase in travel was motor vehicles (1 in 2 respondents), followed by private hire vehicle and walking or wheeling (around 2 in 5 respondents).

Table 12. Since the LTN was introduced, has the way you travel changed?

Feature	More	No change	Less	Don't know	Base
Motor vehicle (car, van, moped or motorcycle)	50.0	41.1	5.4	3.6	56
Private hire vehicle	22.7	56.8	11.4	9.1	44
Walking or wheeling	22.0	62.0	14.0	2.0	50
Bus	16.3	63.3	16.3	4.1	49
Black taxi	11.4	63.6	11.4	13.6	44
Train or underground	6.5	78.3	10.9	4.3	46
Assisted transport e.g., Dial-A-Ride	4.7	67.4	7.0	20.9	43
Mobility scooter	2.4	71.4	7.1	19.0	42
Cycling (including an adapted cycle)	2.2	71.1	8.9	17.8	45

Carers 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:

- It is easier for me to make the trips I need (around 4 in 5 respondents)
- It is easier for me to get to local shops and services (around 4 in 5 respondents)
- It has made it easier for me to get to friends and family (4 in 5 respondents)
- I feel safer using the street during the night and I feel safer using the street during the day (personal safety) (around 3.5 in 5 respondents)

In general, around 1 in 10 respondents or less, across all categories, reported that they agree with those statements for Bounds Green.

More than 1 in 4 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, around 2 in 10 respondents, or less, reported that they don't agree or disagree with the statements.

Table 13. Since the Bounds Green LTN was introduced, to what extent do you agree or disagree with these statements?

Bounds Green	Agree	Neutral	Disagree	Don't know	Base
The area feels quieter (less noisy)	17.0	9.4	56.6	17.0	53
It feels safer using the street in the day (road safety)	10.9	9.1	67.3	12.7	55
I feel safer using the street during the day (personal safety)	7.4	13.0	72.2	7.4	54
The air feels cleaner (less polluted)	7.4	7.4	70.4	14.8	54
It feels safer using the street in the night (road safety)	7.4	9.3	70.4	13.0	54
It has made me take fewer trips by car	7.4	14.8	68.5	9.3	54
It is easier for me to make the trips I need	7.1	1.8	83.9	7.1	56
It is easier to cycle, use an adapted cycle or mobility scooter	5.7	11.3	54.7	28.3	53
I feel safer using the street during the night (personal safety)	5.7	9.4	73.6	11.3	53
It is easier for me to get to local shops and services	5.6	5.6	81.5	7.4	54
It has made it easier for me to get to friends and family	5.6	7.4	79.6	7.4	54
It is easier to walk, use a walking chair or wheelchair	5.5	18.2	58.2	18.2	55

Carers 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 is easier for me to make the trips I need (almost 9 out of 10 respondents)
- It has made it easier for me to get to friends and family (8 out of 10 respondents)
- It has made it easier for me to get to local shops and services (8 out of 10 respondents)
- I feel safer using the street during the night (personal safety) (almost 8 out of 10 respondents)
- I feel safer using the street during the day (personal safety) (7.5 out of 10 respondents).

In general, around 1 in 10 respondents or less, across all categories, reported that they agree with those statements for Bruce Grove West Green.

More than 1 in 4 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, around 2 in 10 respondents, or less, reported that they don't agree or disagree with the statements.

Table 14. Since Bruce Grove West Green LTN was introduced, to what extent do you agree or disagree with these statements?

Bruce Grove West Green	Agree	Neutral	Disagree	Don't know	Base
The area feels quieter (less noisy)	13.5	3.8	63.5	19.2	52
I feel safer using the street during the day (personal safety)	7.7	7.7	75.0	9.6	52
It feels safer using the street in the day (road safety)	5.7	9.4	71.7	13.2	53
It is easier for me to make the trips I need	5.7	-	86.8	7.5	53

It is easier for me to get to local shops and services	5.7	1.9	81.1	11.3	53
It has made me take fewer trips by car	5.7	7.5	73.6	13.2	53
It has made it easier for me to get to friends and family	5.7	-	83.0	11.3	53
It is easier to cycle, use an adapted cycle or mobility scooter	4.1	12.2	53.1	30.6	49
It is easier to walk, use a walking chair or wheelchair	3.9	13.7	58.8	23.5	51
I feel safer using the street during the night (personal safety)	2.0	8.0	78.0	12.0	50
The air feels cleaner (less polluted)	2.0	5.9	74.5	17.6	51
It feels safer using the street in the night (road safety)	1.9	9.6	73.1	15.4	52

Carers 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 (8 out of 10 respondents)
- It has made it easier for me to get to friends and family (8 out of 10 respondents)
- It has made it easier for me to get to local shops and services (8 out of 10 respondents)
- I feel safer using the street during the night (personal safety) (almost 8 out of 10 respondents)
- It has made take fewer trips by car (7.5 out of 10 respondents).

In general, around 1 in 10 respondents or less, across all categories, reported that they agree with those statements for St Ann's.

More than 1 in 4 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, around 2 in 10 respondents, or less, reported that they don't agree or disagree with the statements.

Table 15. Since St Ann's LTN was introduced, to what extent do you agree or disagree with these statements?

St Anns	Agree	Neutral	Disagree	Don't know	Base
The area feels quieter (less noisy)	15.4	5.8	63.5	15.4	52
It feels safer using the street in the day (road safety)	11.3	9.4	66.0	13.2	53
I feel safer using the street during the day (personal safety)	7.7	9.6	73.1	9.6	52
It is easier for me to make the trips I need	7.5	1.9	81.1	9.4	53
It is easier to walk, use a walking chair or wheelchair	5.9	17.6	56.9	19.6	51
It feels safer using the street in the night (road safety)	5.8	9.6	69.2	15.4	52
It is easier for me to get to local shops and services	5.8	3.8	78.8	11.5	52
It has made it easier for me to get to friends and family	5.8	-	80.8	13.5	52
The air feels cleaner (less polluted)	5.8	11.5	67.3	15.4	52
It is easier to cycle, use an adapted cycle or mobility scooter	4.0	10.0	50.0	36.0	50

It has made me take fewer trips by car	3.8	7.5	73.6	15.1	53
I feel safer using the street during the night (personal safety)	3.8	3.8	76.9	15.4	52

The majority of respondents report feeling less connected to their local community (64.9%), followed by noticing no change in community interaction (47.4%). More interactions with neighbours (3.5%) and stronger sense of belonging (3.5%) are less frequently reported.

Table 16. How have the LTNs affected your experience of community in the area?

Category	Count	Percentage
I feel less connected to my local community	37	64.9
I've noticed no change in community interaction	27	47.4
I interact more with my neighbours	2	3.5
I feel a stronger sense of belonging to the neighbourhood	2	3.5
I participate more in local events or activities	1	1.8
Other	2	3.5
Base	57	100

47 respondents provided a total of 59 comments regarding any changes in community interaction/neighbourhood atmosphere they have noticed since the introduction of the LTN. The most common themes related to 'Increased congestion/traffic displacement', 'Increased anti-social behaviour', and 'Increased journey times'.

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 17. 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	16	Road safety concerns	3
Increased anti-social behaviour	7	Negative impact on mental health	2
Increased journey times	7	Negative impact – unspecified	1
Increased air pollution	6	Improved local environment	1
People from outside LTN less willing to visit	5	Negative impact on local businesses/economy	1
Increased division in local community	5	Increased local community interaction	1
Difficulty travelling around the borough - unspecified	3	Reduced congestion/traffic	1

Respondents were asked how their overall feeling as a carer was affected by the trial LTNs. Most respondents stated that the trial LTNs made it more difficult to travel (84.2%), followed by increased travel time (70.2%). Less frequently reported were easier to travel (10.5%) and decreased travel time (5.3%). Other reported comments include delays to care (1.7%), increased isolation (1.7%), reduced anxiety (1.7%) and easier to walk locally as a carer (1.7%).

Table 18. How have the trial LTNs affected your overall experience as a carer?

Category	Count	Percentage
Made it more difficult to travel	48	84.2
Increased travel time	40	70.2
Made it easier to travel	6	10.5
Decreased travel time	3	5.3
Other	1	1.8
Base	57	100

Respondents were asked how the trial LTNs affected the person they care for. Most responses were negative (80.7%), with 14.0% stating they were positively affected.

Table 19. In your opinion, how have the trial LTNs affected the person you care for?

Category	Count	Percentage
Positively	8	14.0
Neither positively or negatively	3	5.3
Negatively	46	80.7
Base	57	100

54 respondents provided a total of 85 comments regarding 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 20. Do you have any comments on your experience with the trial LTNs?

Themes	Count	Themes (continued)...	Count
Increased congestion/traffic displacement	20	Increased costs spent on fuel	3
Increased journey times	13	Pedestrian safety concerns	2
Increased air pollution	7	Negative impact on local businesses/economy	2
Remove LTNs	7	Increased anti-social behaviour	2
Negative impact on mental health	6	Money-making scheme	2
Reduced socialisation	4	Easier travel	2
Unfair/discriminatory against disabled/carers	3	Reduced congestion	2

Views on LTN exemptions

Respondents were asked whether they were aware that the Council offered LTN exemptions. Most respondents (72.9%) reported that they knew that the Council offered exemptions.

Table 21. Did you know the council offers LTN exemptions?

Category	Count	Percentage
Yes	43	72.9
No	16	27.1
Base	59	100

The majority of respondents reported that they know how to apply for an exemption, and also have an exemption (34.5%). Also commonly reported were that the respondents knew how to apply but don't have an exemption (29.3%) and don't know how to apply and don't have an exemption (27.6%).

Among those that stated they had an exemption, the most common criteria reported was Blue Badge holder (the person I care for has a Blue Badge and nominated my vehicle) with 53.1%, followed by Blue Badge Holder (Haringey Blue Badge holder) with 12.5% of responses. 28.1% of respondents reported not applicable.

Respondents were asked to provide additional information on which the LTN the exemption is for. The majority of respondents reported St Ann's LTN – X2 (50%), followed by Bruce Grove West Green LTN – Area X3A and Bruce Grove West Green – Area X3B (28.6%), and Bounds Green LTN – Area X1A and Bounds Green LTN – X1C (21.4%).

Table 22. 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	20	34.5
Yes I know how to apply but I don't have an exemption	17	29.3
No I don't know how to apply and I don't have an exemption	16	27.6
Prefer not to say	5	8.6
Base	58	100

Respondents were asked about how easy or difficult they found the application process. In general, most respondents (between 6 in 10 respondents and 7 in 10 respondents) reported that they found the difficulty to be neutral or difficult, across all four categories. Around 3 in 10 respondents stated that they found the application to be of neutral difficulty, while almost 4 in 10 respondents reported that they found the application process to be difficult.

Table 23. 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	12.5	34.4	37.5	15.6	32
Completing the exemption application form	16.1	29.0	38.7	16.1	31
Providing proof(s) of evidence	16.1	32.3	35.5	16.1	31
Uploading your proof(s) of evidence	19.4	25.8	38.7	16.1	31

Respondents were asked if, once they received confirmation of their exemption, the information supplied was clear and easy to understand. The majority of respondents (60.6%) stated that they disagreed with this statement, with 39.4% agreeing that the information supplied was

clear and easy to understand.

Table 24. When you received confirmation of your exemption, was the information supplied clear and easy to understand?

Category	Count	Percentage
Yes	13	39.4
No	20	60.6
Base	33	100

Respondents were asked about how they feel the Council has communicated LTN exemptions. In general, most residents (between 4 in 10 respondents and 5 in 10 respondents) reported unclear for information by website, post or email. Between 2 in 10 respondents and 3 in 10 respondents stated that the communication was neutral, while 2 in 10 respondents reported that the communication was clear. For information by social media, almost 5 in 10 respondents reported unclear, while less than 1 in 10 respondents reported that the information was clear.

Table 25. 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	17.6	27.5	45.1	9.8	51
Information by post or email	20.8	22.9	43.8	12.5	48
Information by social media	6.5	26.1	47.8	19.6	46

33 respondents provided a total of 26 comments regarding what the Council can do to improve information about LTN exemptions. The most common themes related to 'Remove the LTN', 'Better communication/information provision about exemptions', and 'Wider scope for exemptions'.

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

Themes	Count	Themes (continued)...	Count
Remove the LTNs	8	Support for exemptions to all Blue Badge holders across all zones	1
Better communication/information provision about exemptions	5	Better communication/information provision about LTN restrictions for visitors	1
Widen scope for exemptions	3	No impact of exemptions due to congestion	1
Clearer/Easier application process	3	Support for LTNs	1
Easier process for changing car registration number on exemption	3		

Equality Monitoring

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

- Age – 50-59 29.3%; Prefer not to say 5.2%.
- Sex – Female 60.3%; Prefer not to say 13.8%.
- Trans – No 79.6%; Prefer not to say 18.4%.
- National Identity – British 66.7%; Prefer not to say 1.7%.
- Ethnicity – White – English or Welsh or Scottish or Northern Irish or British 26.5%; Prefer not to say 18.4%.
- Sexual orientation – Heterosexual or Straight 72.7%; Prefer not to say 27.3%.
- Religion or belief – Christian (including Church of England, Catholic, Protestant and all other Christian denominations) 29.8%; Prefer not to say 38.3%.
- Pregnancy and maternity (x2) – No 80.7%; Prefer not to say 15.8%.
- Marriage/Civil partnership – Married 30.2%; Prefer not to say 30.2%.
- Benefits received (if any) – None 60.0%; Prefer not to say 25.5%.
- Education/qualifications – Level 4 or above – e.g. first or higher degree, professional qualifications or other equivalent higher education qualifications 41.8%; Prefer not to say 38.2%.
- Preferred language – English 93.9%.