



Croydon Council

EXPERIMENTAL HEALTHY SCHOOL STREETS (GROUP 4) 2023/24

Statutory Consultation Analysis Report





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EXECUTIVE SUMMARY

As a part of its wider Healthy School Streets programme, Croydon Council (“Council”) implemented 9 Experimental Traffic Management Orders (ETMOs) covering 9 Healthy School Streets (Group 4) on 13 March, 2023, for a period of 18 months which included a 6-month statutory objection period, from 13 March 2023 to 13 September 2023. Importantly, this report consolidates, examines, and presents the findings of the Healthy School Streets online questionnaire in that time and ‘post-trial’ feedback from schools involved.

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INTRODUCTION



1 INTRODUCTION

1.1 Background

- 1.1.1. As a part of its wider Healthy School Streets programme, Croydon Council (“Council”) implemented 9 Experimental Traffic Orders (ETMOs) covering 9 Healthy School Streets (Group 4) on 13 March, 2023, for a period of 18 months which included a 6-month statutory objection period, from 13 March 2023 to 13 September 2023.
- 1.1.2. During this first 6 months of the current experimental order, the council sought the views of the local community via statutory consultation and encouraged them to provide feedback through the Get Involved online questionnaire or via a dedicated email address for each school street. Monitoring the impact of the proposals was integral to the process during the experiment, and the council carried out traffic surveys and air quality monitoring in the school streets and neighbouring streets to assess the traffic impact.
- 1.1.3. Importantly, this report consolidates, examines, and presents the findings of
- A) Objections/submissions received via the online ‘Get Involved’ questionnaire during the 6-month statutory objection period, from 13 March 2023 to 13 September 2023.
 - B) ‘Post-trial’ feedback from Schools subject to the HSS/ETMO via a feedback form – obtained between 30th March - 7th May 2024.

Comments received from the online questionnaire, dedicated e-mail addresses and the schools feedback form during this objection period must be considered by the Council in determining whether any changes should be made to each HSS and ultimately making recommendations whether or not to proceed to a permanent TMO following the experiment.

- 1.1.4. It should be noted that more extensive consultation was undertaken prior to the implementation of these ETMO’s. This information is not covered in this this report, but can be viewed in an earlier cabinet report in **APPENDIX A**.

1.2 Healthy School Streets/ Experimental Traffic Management Orders

- 1.2.1. The table below lists the Healthy School Streets for the Group 4 schemes. Full details of the proposed plans for each Experimental Traffic Order (ETMO) are provided in **APPENDIX B**

Table 1-1 - Group 4 Experimental Traffic Management Orders / Healthy School Streets

Ref:	School Name(s)	Affected Roads	Ward(s)
HSS 11	Harris Academy Invictus	Lennard Road	Broad Green
HSS 12	Harris Academy South Norwood, Beulah Hill Campus	Spurgeon Road and Spurgeon Avenue	Upper Norwood
HSS 13	Oasis Academy Byron	St David’s	Old Coulsdon
HSS 14	Elmwood Schools (Infant & Junior)	Elmwood Road, Lodge Road, Greenwood Road	Selhurst
HSS 15	Minster & The Write Time Schools	Warrington Road, St Leonard’s Road, Ludford Close, Waynfilet Avenue, Ravenswood Road, Harrison’s Rise, Eland Road	Waddon
HSS 16	Kensington Primary & Norbury High	Kensington Avenue, Buckingham Avenue, Buckingham Gardens, Golf Close, Willowtree Way, Hawthorne Avenue	Norbury Park
HSS 17	St. Peter’s Primary	Normanton Road, Whitmead Close, Rockhampton Road	South Croydon
HSS 18	Rockmount Primary	Chevening Road, Rockmount Road, Orleans Road, Ilkey Close	Upper Norwood
HSS 20	St. James the Great Primary	Windsor Road, Apostle Way	Thornton Heath

- 1.2.2. Croydon already has 30 Healthy School Street schemes in place the first of which was implemented in 2017, and Council wishes to build on this programme to improve road safety outside of the schools.

1.3 Healthy School Streets Programme

- 1.3.1. Healthy School Streets help pupils to have safer, healthier journeys to and from school, by restricting the roads outside the school during school drop-off and pick-up times. This will not affect residents' access – if you live in those roads, you will be able to apply for a free exemption permit (limited to three exemption permits per household).
- 1.3.2. Principally, the scheme encourages parents and pupils to leave the car at home more often for the school run, and instead choose more sustainable and active means of travel, such as walking, cycling, or scooting. Healthy School Streets benefit residents by decreasing motor traffic in their neighbourhood during busy pick-up and drop-off hours – reducing congestion, noise, and air pollution.
- 1.3.3. The benefits of Healthy School Streets, as promoted by Council, include:
- Safer school journeys for pupils
 - Make it easier to choose sustainable travel like walking and cycling.
 - Cleaner and less polluted streets
 - Improve our air quality.
 - Encourage active travel, helping to promote healthy lifestyles.

2

CONSULTATION APPROACH



2 CONSULTATION APPROACH

- 2.1.1. The trial process of an ETMO is designed to allow residents, businesses, schools, and other stakeholders time to experience the scheme, and then come forward with any issues or suggested amendments that could make the scheme work better and achieve its goals.
- 2.1.2. The public was invited to submit objections from 13 March 2023 to midnight on 13 September 2023 via the following three methods:
- Online: Complete Council's online 'Have your say' questionnaire at: www.getinvolved.croydon.gov.uk
 - Post: Send their response quoting scheme reference
 - E-mail: Send their views/ comments to healthyschoolstreets@croydon.gov.uk.
- 2.1.3. On behalf of Council, WSP has liaised with all 9 schools to obtain post-trial feedback. All schools were called and e-mailed where they were invited to provide feedback either via a feedback form, phone call, or teams call. The examination of this feedback is provided in Section 5.2.

2.2 Consultation Aims/ Objectives

- 2.2.1. In relation to the consultation approach, the Council's aims/ objectives were to:
- Consult as early as possible to ensure the views of community members affected by the school streets were considered early on in the adoption of the policy.
 - Give clear and complete information to the public on the Healthy School Streets programme, the ETMO's, their purpose, and the process in which they were being implemented.
 - Reach a wide and relevant audience to ensure all affected stakeholders were informed and number of responses maximised.
 - Provide links and information relating to the online questionnaire/ survey.
 - Gain critical feedback to inform future actions related to the ETMO's.
- 2.2.2. Accordingly, Council undertook the following engagement activities:

2.3 Consultation Activities

Online Questionnaire 'Have your say' Survey.

- 2.3.1. A 'get involved' online survey was developed to gain feedback on each of the Healthy School Streets (Group 4) 2023 and made available via Council's 'Have your say' webpage. The public was invited to participate and submit this online questionnaire until 23:59 hours 31 September 2023.
- 2.3.2. Importantly – whilst there was a range of channels to provide feedback, the consultation team (made up of Croydon Council staff and WSP representatives), encouraged interested individuals/ parties to provide feedback through the online questionnaire. This forms the basis of our consultation analysis.

2.4 Consultation Materials

- 2.4.1. Consultation materials are listed below:

- Engagement website via Council's 'Get Involved' webpage. This included clear and concise information on the HSS programme and outlined the engagement activities and key dates.
- A Frequently asked questions (FAQs) section which provided information on the HSS programme, HSS schemes and how to provide feedback.
- A copy of the Cabinet Report (on the Group 4 Health School Streets) was made available showing the Executive Mayors approval to commence public consultation.
- A feedback form for The HSS schools to provide 'post-trial' feedback.

3

OVERVIEW OF QUESTIONNAIRE RESPONSES



3 OVERVIEW OF QUESTIONNAIRE RESPONSES

3.1.1. During the consultation period for the Group 4 Healthy School Streets, Council received:

- 137 complete online questionnaire responses

3.2 Online Questionnaire Format

3.2.1. Council provided an individual survey for each of the 9 School Streets enabling affected residents to provide feedback on the experimental traffic order relevant to them. Each online questionnaire contained a total of four (4) questions.

1. Please provide your full name
2. Please provide your full address including postcode
3. Please submit your objection here with reasons for the objection made.
4. To be kept informed about this scheme please supply your e-mail address.

In accordance with Council's GDPR guidelines, all responses are anonymous and there is no publicising of any personal details.

Response Coding and Analysis

The online questionnaire was hosted via Croydon Council's 'Get Involved' page. All objection responses were exported from Council's 'Get Involved' platform and then coded into themes (also referred to as 'code frame').

The following were excluded from the analysis:

- Any duplicates of online questionnaire responses (responses with the same IP address and same open text answer)
- Any online questionnaire responses which were left blank, and that the respondent chose not to submit.
- Any email / phone comments received after the consultation period end.

3.3 Code Frame Development - Themes

3.3.1. The development of the code frame involved an initial review of all objections and then drafting relevant / recurring themes. From this point, each objection is tagged against appropriate themes showing the key issues inherent to each HSS. In terms of understanding the overview of results in Section 4, the following themes are the reasons as to why online questionnaire participants objected to the HSS.

Traffic Considerations

- No improvement in traffic observed.
- Traffic/ congestion has worsened around the school street.
- Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants.
- Already too many road restrictions in Croydon
- Increases journey time/ leads to delays.

- School Street has led to a scarcity of nearby parking.
- Displacement of parking issues to nearby areas
- Blocking of private driveways

Financial Considerations

- Preference for money to be spent elsewhere.
- Concerns over fines
- View that programme is about revenue raising.

Safety Considerations

- Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians.
- Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views.
- Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship

Environmental Considerations

- No change in air quality observed.
- Finding alternative driving routes is leading to more air pollution.
- Want more to be done about improving air quality.
- Increased littering and waste in nearby areas where parking has shifted to.
- Illegal pavement parking causing damages to grass verges.
- Increase in noise pollution.

Preferred Alternatives

- Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras.
 - Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.
 - Would prefer restrictions only to residential streets and only one side of street.
 - Introduction of one-way streets as alternative
 - Pick up/ drop off times too long.
 - Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather.
 - Increase in parking spaces designated for parents and carers.
 - Flexible drop off/pickup.
 - Explore alternative transport options.
- engaging with community to understand the issues/ find solution.

Programme Infrastructure/ Process Considerations

- Would prefer additional enforcement on existing legislation/ signage/ line marking/ cameras.
- Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.
- Would prefer restrictions only to residential streets and only one side of street.



- Introduction of one-way streets as alternative
- Pick up/ drop off times too long.
- Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather.
- Increase in parking spaces designated for parents and carers.
- Flexible drop off/pickup.
- Explore alternative transport options.
- Engaging with community to understand the issues/ find solution.

Social Considerations

- Impacts to critical care and health workers providing services in the area.
- Impacts on elderly drivers and visitors to care/ nursing homes
- Impacts on delivery drivers, taxis, uber
- Impacts to existing public transport1

Other

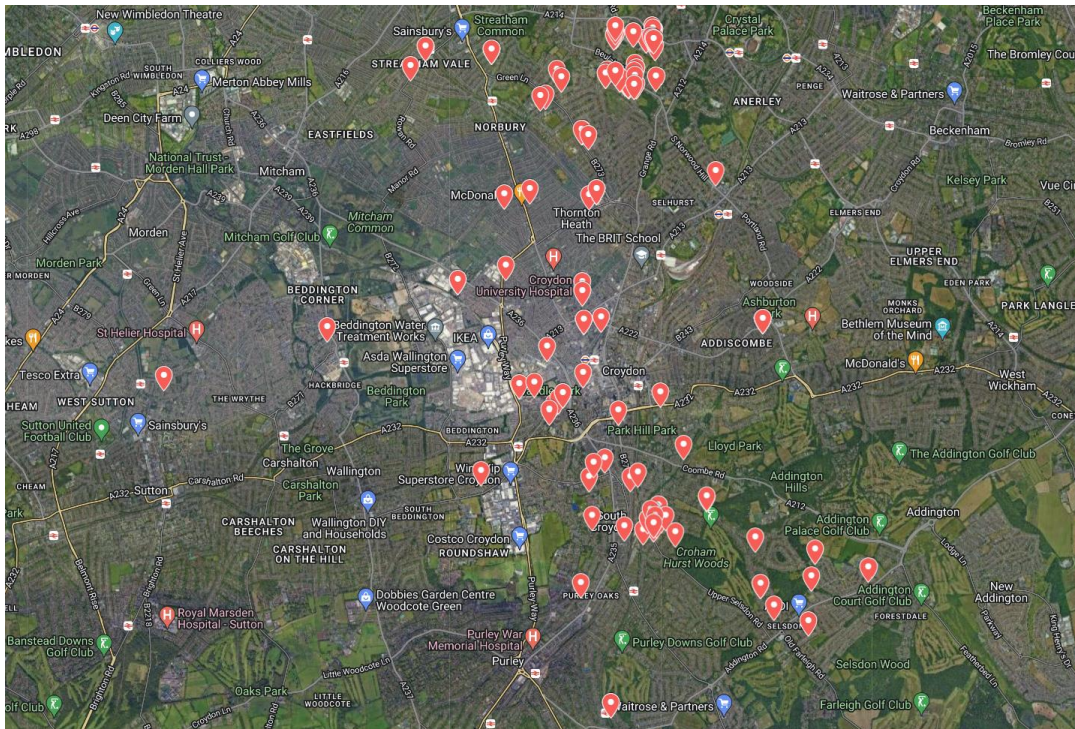
- Submission seeking further information.
- Submission highlights impacts to specific local road.
- Submission supports proposal/ supports with conditions/ comments

3.4 Questionnaire Participation

Geographical Spread of Participants

3.4.1. Of the **137** questionnaire respondents, **135** respondents provided their postcode. This data has enabled us to generate a geographical spread of respondents' home locations – this is shown below in **Figure 3.1** below.

Figure 3-1 - Geographic Spread of Participants



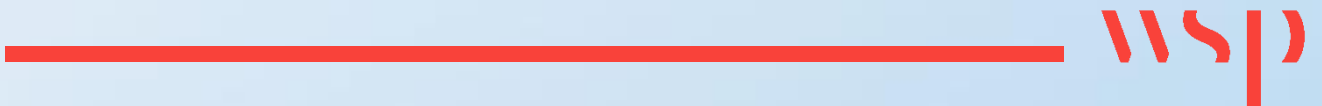
3.4.2. Table 3.1 below shows the submissions/ objections received broken down by School Street.

Table 3-1 - Objections Received from Healthy School Streets (Group 4)

Ref:	School Name(s)	Submissions (Objections) Received
HSS 11	Harris Academy Invictus	6
HSS 12	Harris Academy South Norwood, Beulah Hill Campus	22
HSS 13	Oasis Academy Byron	1
HSS 14	Elmwood Schools (Infant & Junior)	5
HSS 15	Minster & The Write Time Schools	16
HSS 16	Kensington Primary & Norbury High	12
HSS 17	St. Peter's Primary	46
HSS 18	Rockmount Primary	17
HSS 20	St. James the Great Primary	12

4

ONLINE CONSULTATION - RESPONSE & ANALYSIS



4 ONLINE CONSULTATION - RESPONSE & ANALYSIS

4.1.1. The following section presents the findings of the objections of the nine (9) Healthy School Streets for group 4. Each school street is broken down into the key themes relating to the objections and where relevant, includes discussion of location specific comments.

4.2 HSS11 - Harris Academy Invictus / Lennard Road

4.2.1. There was a total of 6 objections raised for Harris Academy Invictus / Lennard Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-1 – Key themes raised within HSS11 objections

Theme Raised	Mentions
Traffic/ congestion has worsened around the school street	4
Submission highlights impacts to specific local road	2
School Street has led to a scarcity of nearby parking	2
View that programme is about revenue raising	2
Impacts to critical care and health workers providing services in the area	2
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Displacement of parking issues to nearby areas	1
Increases journey time/ leads to delays	1
Finding alternative driving routes is leading to more air pollution	1
Concerns over fines	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Impacts on delivery drivers, taxis, uber	1
No improvement in traffic observed	1
Impacts on elderly drivers and visitors to care/ nursing homes	1
Already too many road restrictions in Croydon	1

HSS11 – Site Specific Comments

4.2.2. A number of objections made references to impacts at specific locations, these included:

- The Healthy School Street has impacts on medical practices on Lennard Road – complaints over potential future fines may be directed at businesses. Also causes issues for staff and patients.
- Significant congestion on Waddington Way as parents avoid the ETMO on Spurgeon Road.

4.2.3. Some objections proposed solutions, improvements, or suggestions to improve the current operation of HSS11.

- *'It makes more sense to allow parents to drop children outside the school where fewer residents are affected (there is nearly 100m clear space outside the school - why not use it'.*

4.3 HSS12 – Harris Academy South Norwood / Beulah Hill Campus

4.3.1. There was a total of 22 objections raised for Harris Academy South Norwood/ Beulah Hill Campus. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-2 – Key themes raised within HSS12 objections

Theme Raised	Harris Academy SN
Submission highlights impacts to specific local road	16
Traffic/ congestion has worsened around the school street	13
Impacts on delivery drivers, taxis, uber	9
Finding alternative driving routes is leading to more air pollution	8
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	6
School Street has led to a scarcity of nearby parking	6
Blocking of private driveways	6
Displacement of parking issues to nearby areas	5
Increases journey time/ leads to delays	3
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	3
View that programme is about revenue raising	3
Submission supports proposal/ supports with conditions/ comments	3
Impacts on elderly drivers and visitors to care/ nursing homes	3
Concerns over fines	2
Submission seeking further information	2
Pick up/ drop off times too long	2
Already too many road restrictions in Croydon	2
Impacts to critical care and health workers providing services in the area	2
Increase in noise pollution	2
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
No improvement in traffic observed	1
Signage visibility is poor. Need larger signage	1
Inadequate exemption certificates per household	1
Increase in parking spaces designated for parents and carers	1

HSS12 – Site Specific Comments

4.3.2. A number of objections made references to impacts at specific locations, these included:

- One submission has highlighted that the delivery of parcels from DHL and other couriers have now clashed with the restricted times now imposed on Spurgeon Road during the week. The outcome is that

parcels due are simply not delivered here during those times - they are off loaded at a pick-up point which is a 3-mile round trip in heavy traffic.

- The submission has claimed that with the onus being now put onto the buyer, the HSS has caused a contravention of law - that being Section 28 of Consumer Rights Act, namely that *'Unless the trader and the consumer have agreed otherwise, the contract is to be treated as including a term that the trader must deliver the goods to the consumer'*.
- Since the introduction of the school streets in Spurgeon Road, Waddington Way is now the only East/West route for vehicles (cars vans and lorries) between Green Lane and Spa Hill.
- Vehicles stopping to drop off students at the junction of Waddington Way and Spurgeon Road create significant blockages
- Since the scheme was introduced, the traffic and parking in all the roads leading off the Downsview roundabout has increased considerably.
- HSS will now displace all traffic onto Chalfont Road causing congestion and driveway blockages. This also creates a health and safety risk to ambulances needing to access the care home and could put elderly residents at risk *[This respondent appears to be referring to Harris Academy South Norwood, located on Cumberlow Avenue, which is not the Healthy School Street that is being consulted on]*

4.4 HSS13 – Oasis Academy Byron / St Davids

- 4.4.1. There was a total of 1 objection raised for Oasis Academy Byron. The key themes raised in this submission are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-3 – Key themes raised within HSS13 objections

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Submission highlights impacts to specific local road	1
Traffic/ congestion has worsened around the school street	1
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	1

HSS13 – Site Specific Comments

- 4.4.2. Generally speaking, the one objection for this HSS is based upon the worsening of traffic and congestion, impacts caused to childcare arrangements, and general inconvenience to parents picking up/ dropping off children.

4.5 HSS14 - Elmwood Schools (Infant & Junior) / Lodge Road, Greenwood Road

4.5.1. There was a total of 5 objections raised for Elmwood Schools (Infant & Junior). Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-4 – Key themes raised within the HSS14 objections

Theme Raised	Mentions
Traffic/ congestion has worsened around the school street	4
Submission highlights impacts to specific local road	4
Finding alternative driving routes is leading to more air pollution	3
Increases journey time/ leads to delays	2
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	1
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	1
School Street has led to a scarcity of nearby parking	1
Displacement of parking issues to nearby areas	1
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	1
Blocking of private driveways	1
View that programme is about revenue raising	1
Impacts on elderly drivers and visitors to care/ nursing homes	1
Submission seeking further information	1
Already too many road restrictions in Croydon	1
Increase in noise pollution	1

HSS14 - Site Specific Comments

4.5.2. A number of objections made references to impacts at specific locations, these included:

- Impacts outside Mayday – blocking patients from getting to and from hospital.
- Increase in traffic and congestions to Elmwood Road

4.6 HSS15 – Minster & The Write Time Schools / Warrington Road

4.6.1. There was a total of 16 objections raised for Minister & The Write Time Schools. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-5 – Key themes raised within HSS15 objections

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	10
Increases journey time/ leads to delays	7
School Street has led to a scarcity of nearby parking	5
Submission highlights impacts to specific local road	4
Traffic/ congestion has worsened around the school street	4
Inadequate exemption certificates per household	3
Concerns over fines	2
View that programme is about revenue raising	2
Poor permit system - hard to manage both planned and unexpected / or emergency visits	2
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	1
Displacement of parking issues to nearby areas	1
Impacts on delivery drivers, taxis, uber	1
Impacts to critical care and health workers providing services in the area	1
Increase in parking spaces designated for parents and carers	1
Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather	1

HSS15 – Site Specific Comments

4.6.2. A number of objections made references to impacts at specific locations, these included:

- Objection to the HSS because of the exclusion of Borough Hill in the Minster and Write Time scheme. Concerns that it is a cul-de-sac and will be clogged up at school drop-off and pick-up times with parents looking to avoid the restricted zone.
- School street severely restricts movement of residents in Sylverdale Road, Abbey Road, St. John's Road and the Minister-end of Waddon Road (from Old Town/Roman Way to the intersection of Waddon New Road) because they are ineligible for Exemption Permits from the Healthy School Streets Scheme.

4.7 HSS16 – Kensington Primary & Norbury High / Kensington Avenue

4.7.1. There was a total of 12 objections raised for Kensington Primary & Norbury High/ Kensington Avenue. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-6 – Key themes raised within HSS16 objections

Theme raised	Mentions
Submission highlights impacts to specific local road	8
Concerns over fines	6

Traffic/ congestion has worsened around the school street	5
Finding alternative driving routes is leading to more air pollution	4
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	4
View that programme is about revenue raising	4
Submission seeking further information	3
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	3
Signage visibility is poor. Need larger signage	3
Inadequate exemption certificates per household	3
Increases journey time/ leads to delays	2
Pick up/ drop off times too long	2
School Street has led to a scarcity of nearby parking	1
Displacement of parking issues to nearby areas	1
Already too many road restrictions in Croydon	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Preference for money to be spent elsewhere	1
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1
Explore alternative transport options	1
Want more to be done about improving air quality	1

HSS16 – Site Specific Comments

4.7.2. A number of objections made references to impacts at specific locations, these included:

- Submission highlights impacts to Kensington Autos local business access, parking, and test drives.
- Traffic, congestion, and parking has been displaced to Green Lane.
- The school street has led to increased traffic and congestion on Norbury Avenue Road, Buckingham Avenue, Highbury Avenue and Manor Farm Road.

4.8 HSS17 – St. Peter's Primary / Normanton Road

4.8.1. There was a total of 46 objections raised for St. Peters Primary. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-7 – Key themes raised within HSS17 objections

Theme raised	Mentions
Traffic/ congestion has worsened around the school street	30
Submission highlights impacts to specific local road	16

School Street has led to a scarcity of nearby parking	16
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	15
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	14
Increases journey time/ leads to delays	11
Displacement of parking issues to nearby areas	9
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	9
Would prefer additional enforcement on existing legislation/ signage/ linemarking/ cameras	8
Finding alternative driving routes is leading to more air pollution	7
Poor permit system - hard to manage both planned and unexpected / or emergency visits	6
Impacts on delivery drivers, taxis, uber	5
Feedback/ data insufficient as there are no cameras in place	4
View that programme is about revenue raising	3
Submission seeking further information	3
Preference for money to be spent elsewhere	3
Impacts on elderly drivers and visitors to care/ nursing homes	3
No improvement in traffic observed	3
Illegal pavement parking causing damages to grass verges	3
Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.	2
Submission supports proposal/ supports with conditions/ comments	2
Concerns over fines	2
Blocking of private driveways	2
Introduction of one-way streets as alternative	2
Pick up/ drop off times too long	1
UNRELATED	1
Explore alternative transport options	1
No change in air quality observed	1
Impacts to critical care and health workers providing services in the area	1
Increase in parking spaces designated for parents and carers	1
Greater exemption to be granted to parents to pick up and drop off children in seasonal inclement weather	1
Changes adversely impacting access and journey times to businesses/ local shopping/ places of worship	1

HSS17 – Site Specific Comments

- 4.8.2. A number of objections made references to impacts at specific locations, these included:
- Increase in traffic, illegal parking and congestion along Selsdon Road, Harewood Road and junction of Lismore Road and Hurst Way.
- 4.8.3. Some objections proposed solutions, improvements or suggestions to improve the current operation of HSS17:

- *‘The best solution for the area would be to create a one-way system on Rockhampton and Lismore. Allowing traffic to flow through the area in a controlled and safe manner.’*

4.9 HSS18 – Rockmount Primary / Chevening Road

4.9.1. There was a total of 17 objections raised for Rockmount Primary/ Chevening Road. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-8 – Key themes raised within HSS18 objections

Theme raised	Mentions
Submission highlights impacts to specific local road	9
Submission supports proposal/ supports with conditions/ comments	8
Traffic/ congestion has worsened around the school street	6
Would prefer additional enforcement on existing legislation/ signage/ linemarking/ cameras	5
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	4
School Street has led to a scarcity of nearby parking	4
Concerns over fines	4
Displacement of parking issues to nearby areas	4
Signage visibility is poor. Need larger signage	4
Increases journey time/ leads to delays	2
Inadequate exemption certificates per household	2
Impacts on delivery drivers, taxis, uber	2
Finding alternative driving routes is leading to more air pollution	2
Hazardous / illegal parking making footpaths impassable/ dangerous to use/ obstructing pedestrian views	2
Feedback/ data insufficient as there are no cameras in place	2
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1
Pick up/ drop off times too long	1
Already too many road restrictions in Croydon	1
Explore alternative transport options	1
Want more to be done about improving air quality	1
Blocking of private driveways	1
No change in air quality observed	1
Introduction of one-way streets as alternative	1
Impacts to existing public transport1	1

HSS18 – Site Specific Comments

4.9.2. A number of objections made references to impacts at specific locations, these included:

- Objection notes that there are bright lights fixed to the two Healthy School Street Signs along Orleans Road. These come on late afternoon and stay on all night.

4.9.3. Some objections proposed solutions, improvements, or suggestions to improve the current operation of HSS18:

- *‘Council should place a simple NO ENTRY sign between School hours, well before the tall Healthy School Street signs, and lower down, so motorists can immediately be aware and warned of the closure times. The height of the signs doesn't help as motorists are concentrating on the road ahead and pedestrians. Also the wording and information on the signs is unnecessarily complicated and wordy. BIG LETTERING: NO ENTRY - 8 - 9.30 and 2 - 4 pm Monday to Friday School Terms only’.*

‘We suggest that some double yellow lines are added for about 5 metres on each of the two roads at the corner (Orleans and High View Road) to prevent cars parking dangerously’

4.10 HSS20 – St. James the Great Primary / Windsor Road

4.10.1. There was a total of 12 objections raised for St. James the Great Primary. Key themes raised in these submissions are detailed below including the number of times they were mentioned in relation to the school street.

Table 4-9 – Key themes raised within HSS20 objections

Theme raised	Mentions
Inconvenient for parents picking up/ dropping off children / creates significant walking distances for parents of small children/ infants	6
Submission highlights impacts to specific local road	5
School Street has led to a scarcity of nearby parking	5
Concerns changes will lead to accident or collision / increased traffic endangering children and other pedestrians	4
Traffic/ congestion has worsened around the school street	3
Increases journey time/ leads to delays	3
View that programme is about revenue raising	3
Pick up/ drop off times too long	2
Already too many road restrictions in Croydon	2
Suggestion for schools to adapt/ cater to drop off impacts - e.g. staggered start times for students.	2
Submission supports proposal/ supports with conditions/ comments	1
Would prefer additional enforcement on existing legislation/ signage/ linemarking/ cameras	1
Concerns over fines	1
Displacement of parking issues to nearby areas	1
Inadequate exemption certificates per household	1
Finding alternative driving routes is leading to more air pollution	1
Poor permit system - hard to manage both planned and unexpected / or emergency visits	1



HSS20 – Site Specific Comments

4.10.2. A number of objections made references to impacts at specific locations, these included:

Increase in traffic, parking and congestion along Parchmore Road, Sandfield Road, County Road, and Green Lane

5

HSS SCHOOLS FEEDBACK



5 HSS SCHOOLS FEEDBACK

5.1 Consultation Approach – Schools ‘Post-Trial’ Feedback

- 5.1.1. On behalf of Council, WSP has liaised with all 10 schools (HSS 15 included both The Write Time School and The Minister Nursery & Infant School) to obtain post-trial feedback. This engagement sought to gather insights on boundaries, complaints or concerns, the vehicle registration portal, resulting shifts by parents or staff towards more sustainable modes of transport and any general comments. On behalf of Croydon Council, WSP contacted the schools via the following methods:
- Phone call to each school – Between 30 April and 9th May 2024
 - E-mail to each school (requested by all schools) – 30th April 2024
 - Follow up e-mail to schools who had not yet provided feedback – 9th May 2024
 - Follow up calls to schools who had not yet provided feedback – 9th May 2024
- 5.1.2. Each call/ e-mail invited schools to either complete and return a feedback form (**APPENDIX C**), provide feedback over the current or future phone call, or provide feedback over a team’s call. Regardless of their preferred option, all respondents were provided with the same questions (from the feedback form) to ensure consistency in reporting. WSP requested that all schools provide feedback by 5pm, 7th May 2024. As noted from above, WSP still accepted and has reported on feedback submitted after this date.
- 5.1.3. All but two schools (Harris Academy Invictus & St James the Great Primary) completed and returned the feedback form.
- 5.1.4. To assist with the clarity and consistency, the schools feedback in **Section 5.2** has been presented in the order of questions within the feedback form. Because of the mixed nature of questions (closed and open field), there is some variation in the feedback presentation manner. However, each question will contain the following:
- A) Results of closed questions
 - B) Additional comments or summaries of additional comments from open field questions
 - C) Summary comments drafted by WSP.

5.2 Results of Healthy School Streets – Schools Feedback Form

Q1. ARE YOU SATISFIED WITH THE CURRENT HOURS OF OPERATION WITH THE HSS (YES / NO / UNSURE?)

Answers:

The following schools answered ‘YES’

- Harris Academy South Norwood, Beulah Hill Campus (HSS12)
- Kensington Primary & Norbury High (HSS16)
- The Write Time School (HSS15)
- The Minster Nursery & Infant School (HSS15)

- Oasis Academy Byron (HSS13)

The following schools answered **'NO'**

- Rockmount Primary (HSS18)
- St. Peter's Primary (HSS17)

The following schools answered left the field blank:

- Elmwood Schools (Infant & Junior) (HSS14)

Additional Comments:

The Rockmount Primary School (HSS18) has provided the following additional comment:

- *'The time frames are too long. The morning period could end at 9.15 and the afternoon period could start at 2.30pm'*

St. Peter's Primary School (HSS17) has provided the following additional comments:

- *'We are not satisfied with the HSS scheme at all, regardless of its hours of operation.'*

Summary Comments (WSP):

Generally, Group 4 HSS schools are satisfied with the current hours of operation. Two schools have either noted opposition to scheme or proposed potential changes to hours of operation.

Q2. ARE YOU SATISFIED WITH THE SIZE AND EXISTING BOUNDARIES OF THE HSS? (YES / NO / UNSURE?)

Answers:

The following schools answered **'YES'**

- Harris Academy South Norwood, Beulah Hill Campus (HSS12)
- Kensington Primary & Norbury High (HSS16)
- The Write Time School (HSS15)
- The Minster Nursery & Infant School (HSS15)
- Oasis Academy Byron (HSS13)

The following schools answered **'NO'**

- Rockmount Primary (HSS18)
- St. Peter's Primary (HSS17)

The following schools answered left the field blank:

- Elmwood Schools (Infant & Junior) (HSS14)

Additional Comments:

Additional comments provided by The Rockmount Primary School (HSS18) are summarised as follows:

- *'The restriction has pushed traffic round onto other roads (both for parking and passing through) including traffic not connected with school staff/visitors and families.'*

- *The school is aware that the traffic on Hermitage Road, where there are two further school entrances and a mental health residence, is now much heavier with cars using Crystal Terrace as a cut through.*
- *It is now much harder for pedestrians to cross at the junction of Hermitage Road and Central Hill, and this must be of concern to parents and pupils attending schools on Central Hill and Crown Dale.*

St. Peter's Primary School (HSS17) has provided the following additional comments:

- *'We are not satisfied with the HSS scheme at all, regardless of the size of the existing boundaries.'*

Summary Comments (WSP):

Generally, Group 4 HSS schools are satisfied with the existing boundaries of the HSS's. Two Schools are not satisfied with the boundaries of the HSS.

Key themes raised within the additional comments include:

- Displacement of traffic and parking to nearby roads/ reduction in nearby parking
- Increased traffic on Hermitage Road/ creation of a cut-through on Crystal Terrace
- Increased difficulty crossing junction of Hermitage Road and Central Hill.

Q3. HAVE YOU RECEIVED ANY CONCERNS OR COMPLAINTS FROM PARENTS OR NEARBY RESIDENTS REGARDING THE HSS? (YES/NO/UNSURE?) IF ANSWERED YES, WHAT HAS BEEN THEIR AREA/S OF CONCERN?

Answers & Additional Comments:

The Harris Academy South Norwood, Beulah Hill Campus (HSS12) has responded '**NO**' and has provided no further comments:

The Kensington Primary & Norbury High (HSS16) has responded '**YES**' and has provided the following additional comments.

- *'Nearby residents have complained regarding individuals obstructing their driveways and individuals parking incorrectly on nearby roads.'*

The Write Time School (HSS15) has responded '**NO**' and has provided no further comments.

The Minster Nursery & Infant School (HSS15) has responded '**YES**' and has provided no further comments.

Oasis Academy Byron (HSS13) has responded '**NO**' and has provided no further comments.

Rockmount Primary (HSS18) has responded '**YES**'. Their additional comments are summarised as follows:

- *'We have received a few calls from residents of Harold Road and Eversley Road as they are understandably frustrated by the additional cars that now park on and pass through these roads.'*
- *Not surprisingly, the through-traffic on these roads has increased.*

- *The school encourages parents to park and drive respectfully if they still need to use a car to get pupils to school.'*
- *Some parents have expressed frustration when collecting pupils outside of the start and end of day i.e. when a child is ill at 2.30pm*

St. Peter's Primary (HSS17) has responded **'YES'**. Their additional comments are summarised as follows:

- *'Parents have reported verbally and by email that the HSS has created a hostile environment at the boundaries of the scheme, with incidents of road rage, verbal abuse and reckless and dangerous driving.*
- *There have been reports of parents stopping in the middle of the road and letting their children out of the car.*
- *Residents have reported such things as the chaos the scheme causes in Normanton Road, and how parents block their drives and are rude to them when asked to move.*
- *They have reported witnessing crashes, arguments and children nearly being run over.'*

Summary Comments (WSP):

Nearly half of the schools (4) have confirmed that they have received concerns/ complaints from parents or nearby residents regarding the HSS.

Key themes raised within the concerns and complaints include:

- Displacement of traffic and parking to nearby roads/ reduction in nearby parking/ illegal parking. This is evident particularly around Harold Road and Eversley Road.
- Instances of reckless driving, witnessed car accidents, and verbal abuse increasing danger to pedestrians and students

Q4. ARE YOU AWARE OF ANY MODAL SHIFT FROM PARENTS OR STAFF TO USING MORE SUSTAINABLE FORMS OF TRANSPORT AS A RESULT OF THE HSS? (YES / NO / UNSURE?)

Answers:

The following schools answered **'UNSURE'**

- Harris Academy South Norwood, Beulah Hill Campus (HSS12)
- Kensington Primary & Norbury High (HSS16)

The following schools answered **'NO'**

- The Minster Nursery & Infant School (HSS15)
- The Write Time School (HSS15)
- Oasis Academy Byron (HSS23)
- Rockmount Primary (HSS18)
- St. Peter's Primary (HSS17)

Summary Comments (WSP):

Noting the results of this question, approximately half (5) of the schools have confirmed that they are not aware if there has been a modal shift from parents or staff to using more sustainable forms of transport as a result of the HSS.

Q5. ARE YOU ENCOURAGING PARENTS TO TRAVEL TO SCHOOL MORE SUSTAINABLY? (YES / NO / UNSURE?) IF YES, WHAT INITIATIVES ARE YOU EMPLOYING TO ENCOURAGE THIS BEHAVIOURAL CHANGE?

Answers & Additional Comments:

The Harris Academy South Norwood, Beulah Hill Campus (HSS12) has responded **'YES'** and has provided the following additional comments:

- *'Walking to school, avoiding 'drop off's', newsletters, etc'*

Kensington Primary & Norbury High (HSS16) has responded **'UNSURE'** and has provided no further comment.

The Write Time School (HSS15) has responded **'NO'** and has provided the following additional comments:

- *'Most children are taxed by local authorities.'*

The Minster Nursery & Infant School has responded **'UNSURE'** and provided no further comment.

Oasis Academy Byron (HSS13) has responded **'UNSURE'** and provided no further comment.

Rockmount Primary (HSS18) has responded **'UNSURE'** and provided no further comment.

St. Peter's Primary (HSS17) has responded **'YES'** and has provided the following additional comments:

- *'We regularly correspond with our parents about their driving habits and encourage them to walk. However, those parents who are determined to drive to school will do so regardless of anything we say or do to encourage them to change. The HSS scheme in itself should have been a deterrent to parents driving to school and changed the way they make their journey, but it has had no discernible effect as far as we can see.'*

Summary Comments (WSP):

Only two schools answered YES to this question. With most schools that provided feedback answered **'UNSURE'** to this question and one school answering NO, feedback provided generally indicates that

- Generally, most schools in Group 4, whilst encouraging behavioural changes towards sustainable transport, are unsure if they are undertaking initiatives/ programmes to assist in this effort.
- Despite efforts to encourage this shift, parents who are determined to drive to school will continue to do so.

Q6. PLEASE DESCRIBE YOUR EXPERIENCE USING THE HSS PORTAL FOR REGISTERING VEHICLE EXEMPTIONS

Answers & Additional Comments

Only the Write Time School (HSS15) responded that **‘THE PORTAL IS WORKING EFFECTIVELY FOR THE SCHOOL.’** They have provided no additional comments.

The following six (6) schools responded that **‘THE PORTAL IS NOT WORKING EFFECTIVELY FOR THE SCHOOL.’**

- Harris Academy South Norwood, Beulah Hill Campus (HSS12)
- Kensington Primary & Norbury High (HSS16)
- The Minster Nursery & Infant School (HSS15)
- Oasis Academy Byron (HSS13)
- Rockmount Primary (HSS18)
- St. Peter's Primary (HSS17)

Harris Academy South Norwood, Beulah Hill Campus (HSS12) provided the following additional comments:

- *‘Approximately 50 penalty notices have been issued to staff exempt and registered on the portal.’*

Kensington Primary & Norbury High (HSS16) provided the following additional comments:

- *‘The portal works well but when selecting over 3 month’s exemption, it only allows exemption for a few weeks.’*

The Minster Nursery & Infant School (HSS15) provided the following additional comments:

- *‘I use the portal the most frequently. Whilst it appears to work well, I have numerous vehicles, which have been made exempt, go on to receive PCN’s, my own car included. There have been so many that I have started to warn people that I am processing an exemption, but they are still quite likely to receive a PCN. I instruct them to inform me if this happens and then I contact the school streets team who get the PCN cancelled. This is all additional work and stressful for visitors and staff to receive these PCN’s in the post. I sincerely hope this problem will be rectified urgently.’*

Oasis Academy Byron (HSS13) provided the following additional comments:

- *‘Despite the new portal is working better for entering vehicles than the first one, there are still occasions when the visitor or staff member receive a PCN, sometimes numerous PCNs which then requires us to arrange for cancellation’*

Additional comments provided by the Rockmount Primary (HSS18) are summarised as follows:

- *The school has expressed that they are thoroughly disappointed with the whole system.*
- *There has been very little communication and support and often no or little response to emails or questions raised. The system was changed over without proper communication to the school.*
- *The school has concerns about the expiry of staff permits and tracking of these to ensure that staff do not begin to receive PCNs.*

Additional comments provided by St. Peter's Primary (HSS17) are summarised as follows:

- *The process of applying for exemption permits has created extra work and pressure for the office staff, who are responsible for applying for them, keeping records and trying to sort out incorrectly issued penalty notices.*
- *It is impossible to alert every visitor in advance that we have an HSS, so there is a regular requirement to apply for permits for visitors who drive into the area during the restricted hours.*
- *It is then incumbent upon the office staff, who are busy with their own work, to stop what they are doing and apply for the permit/permits. In such cases, where permits are being applied for retrospectively, PCNs are issued, and the office staff then have to spend time getting these cancelled.*

Summary Comments (WSP):

Generally speaking, this question attracted the most commentary / feedback. A total of 6 out of 9 schools responded that 'THE PORTAL IS NOT WORKING EFFECTIVELY FOR THE SCHOOL'. Upon analysis of this feedback, it can be argued that there is a shared view amongst the majority of schools that the portal/ system agreement should be improved.

Key themes raised in the additional comments section of this question include:

- Incidences of staff or visitors receiving fines or warnings even though they are registered.
- Additional work created for school admin staff as a result of errors, incorrect warnings of fines, and corresponding with Council/ Safer Streets to resolve incorrect fines or warnings.
- Problems associated with the transition from the old to the new portal system – such as names not being carried over.

Q7. DO YOU HAVE ANY ADDITIONAL COMMENTS OR FEEDBACK RELATED TO THE HSS?

Additional Comments

Elmwood Schools (Infant & Junior) (HSS14) provided the following additional comments:

- *'My only comment is that we undertook a survey concerning the scheme with parents. Over 70% approved of the scheme. It has made the roads directly around the school safer. However, parking beyond the zone is chaos!'*

Harris Academy South Norwood, Beulah Hill Campus (HSS12) has provided the following additional comments:

- *'It's great. Just need to fix the portal. Significantly less dangerous for students leaving school.'*

Additional comments provided by Oasis Academy Byron (HSS13) are summarised as follows:

- *The school has expressed that the change over of the system in September 2023 caused confusion and several staff received numerous PCNs which meant a lot of administration time to arrange cancellations. There was also no clear reason why some vehicles were suddenly no longer exempt when others were still covered.*
- *As the exemptions only last 12 months maximum and the school doesn't get notified of upcoming expiry dates there is a constant need to check when each vehicle's permit will expire.*

- *The school has a few occasions when a permit has been put on the portal but the vehicle owner has still received a PCN.*
- *The HSS is good for the environment if it prevents cars gathering around the entrance to the school. In this case it simply means cars are blocking St Davids from Stonyfield Road up to the roundabout and people still have to walk through the emissions.*

Additional comments provided by the Rockmount Primary (HSS18) are summarised as follows:

- *The school has notified Croydon on multiple occasions that visitors to the school are being issued with Exemption Permits but are still receiving PCNs - we have multiple cases impacting contractors, visitors, and parents.*
- *The school then, after having spent time collating registrations etc and applying for permits, is having to spend further time liaising between said people and Croydon to have PCNs cancelled and in some instances refunded after having been paid.*
- *Additionally, the school is unable to check the portal to see which vehicles are registered, expired or near expiry.*
- *The school would welcome a conversation with someone via telephone to discuss these and other more minor issues which accumulatively are quite draining on our resources.*

Additional comments provided by St. Peter's Primary (HSS17) are summarised as follows:

- *The school has expressed that they did not ask for this scheme, and it is of no benefit to them.*
- *The road immediately outside the school may be quieter and safer during the hours of operation of the scheme, but the scheme has only served to make the roads outside the boundaries more chaotic, dangerous, and difficult for drivers to navigate.*
- *This causes a hostile environment between parents, and between parents and residents, which compromises the safety of the schools' pupils.*
- *The school has suggested that scheme has actually made things worse in terms of the safety of pupils and parents.*

Summary Comments (WSP):

Key themes raised in the additional comments section of this question include:

- Two schools have noted that the HSS has led to a safer environment for students.
- One school has stated the HSS has made things worse in terms of the safety of pupils and parents.
- There have been instances of illegal parking/ driving through the HSS.
- Instances of illegal parking have caused issues for residents, and it has been noted that parking congestion out of the zone is occurring.
- The system has led to staff receiving warnings and parking fines. This includes vehicles that have been registered on the portal
- Having to resolve fines being issued incorrectly to registered vehicles and checking permit expirations has led to an increase in administrative work for schools.

6

CONCLUSION / RECOMMENDATIONS



6 CONCLUSION / RECOMMENDATIONS

6.1 SUMMARY OF RESULTS

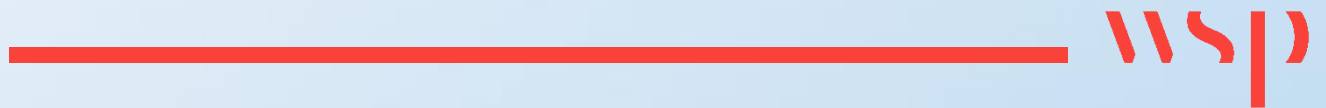
- 6.1.1. A total of 137 responses/ objections were received through the online questionnaire.
- 6.1.2. A total of 7 schools (out of 10 schools/ 9 HSS) subject to the HSS/ ETMO's provided feedback on the trial.

6.2 NEXT STEPS

- A Cabinet Member Report will be submitted for the July 2024 Cabinet.
- The information from this report should be used to assist Council officers to
 - understand and consider the key themes related to objections for each Healthy School Street scheme (group 4) and feedback from participating schools.
 - make further recommendations on changes to the Healthy School Street schemes and whether they should be made permanent or not.

Appendix A

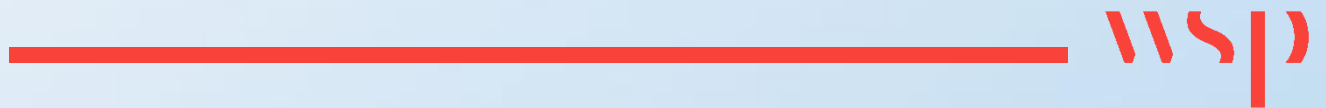
GROUP 4 HSS CABINET REPORT





Appendix B

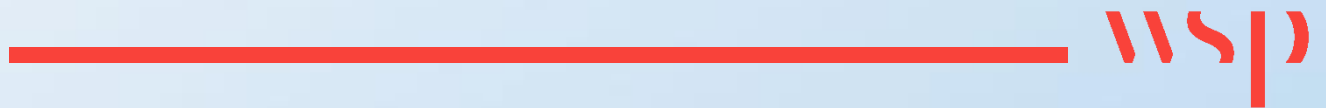
GROUP 4 HSS ETMO INFORMATION





Appendix C

GROUP 4 HSS SCHOOLS FEEDBACK FORM







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