



**London Borough of Croydon**

**South Norwood Healthy Neighbourhoods (Holmesdale Road)**

**Questionnaire Response Analysis**

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Project Code: 05764

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## I Introduction

1.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon's Healthy Neighbourhoods (CHNs).

1.1.2 This report will analyse the responses for the existing South Norwood CHN (Holmesdale Road area) scheme and proposed changes to the measure.

## I.2 Background

1.2.1 The CHN programme follows on from the temporary Low Traffic Neighbourhood (LTN) schemes introduced in May 2020, which was part of Transport for London's Streetspace programme. The temporary schemes were created in response to the Covid-19 pandemic, with the aim to create more space for people to safely walk or cycle. It additionally aims to:

- Make streets safer, cleaner and quieter;
- Support more sustainable travel methods, like walking or cycling whilst also enabling and encouraging increased physical activity; and

- Address concerns over air pollution and the current climate crisis.

1.2.2 Replacing the temporary scheme created in May 2020, the proposals for an Experimental South Norwood CHN (Holmesdale Road area) aims to retain the overall objectives of the LTNs but allow more direct access for emergency services and residents.

1.2.3 The proposal to replace the existing planter closures are outlined below:

- The planters/physical islands on Holmesdale Road at two locations will be removed and replaced with a camera-enforced restriction with permit exemptions.
- The planters/physical islands at the third location (outside Selhurst Park) will remain largely unchanged but there will be an addition of foldable lockable bollard to cater for emergency service vehicle access.
- A new restriction will be introduced on Elm Park Road at its junction with South Norwood Hill. This (as with the other restrictions described above) will also be enforced through the use of a camera with an exemption for those with permits or exemptions.



## Introduction

- 1.2.4 Croydon residents or anyone travelling through the area were invited to submit their views via an online survey or through a physical survey.
- 1.2.5 This report begins with outlining the survey format and providing a general overview of the demographics of respondents, then analyses the responses in detail. The report examines travel patterns around South Norwood, respondents' views and perceived impacts of the entire South Norwood CHN (Holmesdale Road area) temporary scheme, and their preference over keeping the existing temporary scheme or installing the proposed improvements.

## 2 The Survey

### 2.1 Survey Format

- 2.1.1 The survey asked respondents for their views on the entire South Norwood CHN (Holmesdale Road area) temporary scheme. Respondents could complete an online survey sharing their views on the existing scheme and how they feel about replacing the existing scheme with the proposed improvements.
- 2.1.2 A ‘Likert’ scale type question was used to gauge views on the existing scheme and preference over the improvement options. Likert scales enable respondents to state the extent to which they agree with a statement or have a preference, as opposed to a binary yes/no choice.
- 2.1.3 To help people clarify their responses to the questions related to the schemes, respondents were able to provide additional comments to clarify and expand on their views.
- 2.1.4 The survey aimed to gain an understanding of the extent to which local people feel the scheme has made their street healthier, and how it might be improved to better achieve these aims.

Figure 2-1: Excerpts from The Survey

What (if anything) stops you from walking and cycling for more journeys in and around ?

**\* This question must be answered**  
Please tick all that apply.

Concern about road safety/road danger	<input type="checkbox"/>
Traffic speed	<input type="checkbox"/>
Traffic volume	<input type="checkbox"/>
Unpleasant street environment	<input type="checkbox"/>
Topography (hills)	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Other	<input type="checkbox"/>
<input type="text" value="Please Specify"/>	

Please select vehicles (if any) you own from the following list:

**\* This question must be answered**

Own a car	<input type="radio"/>
Own a motorbike	<input type="radio"/>
Own a van or other commercial vehicle for work purposes	<input type="radio"/>
Own a combination of these	<input type="radio"/>
Do not own any of these	<input type="radio"/>



## The Survey

If you selected owning any of the vehicles at question 9, do you also walk, cycle or use public transport for some of your journeys?

**\* This question must be answered**

Please select the extent as to how much walking, cycling and scooting you are doing now, than before the Covid-19 pandemic:

**\* This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

**Are there children and/or young people in your household?**

**\* This question must be answered**

If 'Yes' please select the extent as to how much they are walking, cycling, scooting and skating now, than before the Covid-19 pandemic:

**\* This question must be answered**

- Much more
- Slightly more
- About the same
- Slightly less
- Much less

Please select the extent of the impact on road safety in your street since the temporary scheme was put in? E.g. easier to cross, less collisions etc.

**\* This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the impact of the temporary scheme on your street since it was put in. E.g. Air pollution, noise congestion etc.

**\* This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please select the extent of the conditions for walking, cycling, and scooting now compared to before the temporary scheme was in place?

**\* This question must be answered**

- Much better
- Slightly better
- About the same
- Slightly worse
- Much worse

Please rate how strongly you support or do not support the existing scheme? The question relating to the proposed scheme appears separately further in the questionnaire.

\* This question must be answered

- Strongly support
- Slightly support
- Neutral
- Slightly do not support
- Do not support at all

Please explain your answer to question 14:

How do you feel about the temporary scheme in its current format?

\* This question must be answered

- Very positive
- Positive
- Neutral
- Negative
- Very negative

Please explain your answer to question 16, including any positive or negative impacts you feel the temporary scheme has had on you:

Please rate the extent as to how much you agree or disagree with replacing the existing scheme with that as proposed and explained in the consultation leaflet and outlined on our healthy neighbourhood website.

\* This question must be answered

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Please explain your answer to question 18, including any positive or negative impacts you feel this option, if implemented, will have on you.

If you also have any other suggestions for how we could make the area safer, quieter and less polluted, can you please tell us?



## 2.2 Demographics of Respondents

2.2.1 A total of 681 responses were received through the online survey and two responses were received through a physical copy of the survey. Respondents were asked if they were responding as any of the following, and were able to select more than one answer; ‘resident’, ‘business’, ‘school’, ‘visitor’ or ‘other’.

2.2.2 All respondents responded to this question, with 595 selecting ‘resident’, 32 ‘business’, 8 ‘school’, 80 ‘visitor’ and 22 ‘Other’. Some respondents selected ‘resident’ but also selected a second option.

2.2.3 When asked if they lived locally to the temporary neighbourhood, respondents answered with 87% (591) stating that they live local, 11% stating that they only travel through the area and 1% answering ‘other’ as shown in **Table 2-1**. This totals 13% (92) respondents who don’t classify as ‘living locally’.

2.2.4 Some respondents selected ‘live locally to the temporary neighbourhood’ and then additional categories. For the analysis, they have been assigned to the ‘live locally to the temporary neighbourhood’ category. Only those not living locally being assigned to their other categories. This is so that

the feelings of local residents can be understood separately from those passing through or visiting.

**Table 2-1: Online engagement responses local or travel through**

Respondents	No.	%
Live local to the temporary neighbourhood	591	87%
Travel through in the area	77	11%
Study in the area	2	0%
Work in the area	3	0%
Other	10	1%
Total	683	100%

2.2.5 The respondents’ postcodes were plotted against the South Norwood (Holmesdale Road area) CHN boundary to assess how many respondents live within the scheme boundary. The results are shown in **Table 2-2** below, and a plan showing the postcode location of respondents’ addresses with the Holmesdale Road scheme boundary is attached in **Appendix A**.

**Table 2-2: Online engagement responses live within or outside of the scheme boundary**

Respondents	No.	%
Live within the scheme boundary	224	33%
Live outside of the scheme boundary	459	67%
Total	683	100%



2.2.6 Amongst the 591 respondents who identified themselves as living locally in **Table 2-1**, 224 (38%) live within the scheme boundary.

2.2.7 **Table 2-3** shows that slightly more females completed the survey than other genders, at 46%. 606 respondents answered this question. **Table 2-4** demonstrates that most respondents (21%) fell into the 41-50 age category, with 20% in the 31-40 and 51-60 age categories. 605 respondents answered this question.

**Table 2-3: Online Engagement by Gender**

	No.	%
Male	230	38%
Female	278	46%
Gender variant/non-conforming	2	0%
Transgender male	4	1%
Transgender female	3	0%
Prefer to self-describe	8	1%
Prefer not to say	81	13%
Total	606	100%

**Table 2-4: Online Engagement by Age**

	No.	%
Under 18	2	0%
18-30	48	8%
31-40	119	20%

	No.	%
41-50	128	21%
51-60	124	20%
61-64	34	6%
65 and over	68	11%
Prefer not to say	82	14%
Total	605	100%

2.2.8 **Table 2-5** demonstrates that most respondents (71%) identified as Heterosexual/Straight. 606 respondents answered this question. **Table 2-6** shows that over one-third of respondents (35%) had no religion, with 34% identifying as Christian.

**Table 2-5: Online Engagement by Sexual Orientation**

	No.	%
Heterosexual/Straight	433	71%
Gay/Lesbian	13	2%
Bi-Sexual	7	1%
Prefer to self describe	16	3%
Prefer not to say	137	23%
Total	606	100%

**Table 2-6: Online Engagement by Religion**

	No.	%
None	211	35%
Christian	204	34%



	No.	%
Hindu	5	1%
Sikh	1	0%
Muslim	15	2%
Jewish	2	0%
Buddhist	0	0%
Any other religion	24	4%
Prefer not to say	141	23%
Total	603	100%

2.2.9 Respondents were asked to describe their ethnic origin. Most respondents (40%) described themselves as White English / Welsh / Scottish / Northern Irish / British. 22% of respondents preferred not to say and 10% described themselves as Black Caribbean. 605 respondents answered the question and **Table 2-7** shows all the responses.

**Table 2-7: Online Engagement by Ethnic Origin**

	No.	%
White English / Welsh / Scottish / Northern Irish / British	244	40%
White Irish	16	3%
White Gypsy or Irish Traveller	1	0%
Any other White background	39	6%
White and Black Caribbean	11	2%
White and Black African	4	1%
White and Asian	9	1%
Any other Mixed / multiple ethnic background	17	3%

	No.	%
Indian	10	2%
Pakistani	9	1%
Bangladeshi	0	0%
Chinese	2	0%
Any other Asian background	3	0%
Black African	16	3%
Black Caribbean	59	10%
Any other Black background	9	1%
Arab	0	0%
Other	24	4%
Prefer not to say	132	22%
Total	605	100%

2.2.10 Respondents were asked whether they considered themselves to have any form of disability. 606 respondents answered the question. 16% (96) said that they did, 67% (407) said that they didn't, and the remaining respondents preferred not to say. The results in **Table 2-8** shows the different types of disabilities.

**Table 2-8: Online Engagement by Disability Reported**

Type of Disability	No.	%
Visually Impaired	5	1%
Hearing Impaired	7	1%
Mobility Disability	62	10%
Learning Disability	0	0%
Communication Difficulty	4	1%

Type of Disability	No.	%
Hidden Disability; Autism (ASD)	5	1%
Hidden Disability; ADHD	1	0%
Hidden Disability; Asthma	13	2%
Hidden Disability; Epilepsy	2	0%
Hidden Disability; Diabetes	11	2%
Hidden Disability; Sickle Cell	2	0%
Other (e.g. Crohn's, Mental Health, Cancer, Arthritis etc.)	21	3%

2.2.11 Respondents were asked to disclose their annual household income, as shown in **Table 2-9**. Most respondents (50%) preferred not to disclose this information, 21% of respondents earn £50,000 and above annually. 604 respondents answered this question.

**Table 2-9: Online Engagement by Annual Household Income**

	No.	%
£0 - £10,000	20	3%
£10,000 - £20,000	39	6%
£20,000 - £30,000	36	6%
£30,000 - £40,000	45	7%
£40,000 - £50,000	35	6%
£50,000 and above	128	21%
Prefer not to say	301	50%
Total	604	100%

## 2.3 Demographic Representation

2.3.1 The demographics from the respondents of the survey have been compared to the demographics of the existing population. This is to exhibit the level of representation of the survey respondents to the existing population.

2.3.2 It is examined in a two-tier approach:

- (1) The demographics of respondents living within scheme boundary is compared with the demographics of the population local to the scheme; and
- (2) The demographics of all respondents is compared with the demographics of the Croydon borough.

### *Demographic Comparison: Respondents living within scheme boundary and the local population*

2.3.3 2011 Census data has been extracted with the lower super output areas (LSOA's) that cover the Holmesdale Road scheme (Croydon 007A, 007B, 007E, 010D, 013C) selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.



2.3.4 An average of these areas has been taken to compare the demographics of the scheme area to the demographics of survey respondents who live within the scheme boundary (referred as 'survey sample' below). The results are shown in Table 2-10 below.

2.3.5 It is worth noting that the data for the existing population is from 2011 so may be slightly out of date but it is the only data available to provide a comparison to the demographics of the survey responses.

**Table 2-10: The demographics of survey respondents living within the scheme boundary, in comparison to Holmesdale Road area existing demographics**

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
<b>Gender</b> (2011 Census)	Male	37%	75	48%
	Female	52%	106	52%
	Other	1%	3	n/a
	Prefer not to say	10%	20	n/a
<b>Age</b> (2011 Census)	Under 18	1%	2	25%
	18-30	10%	21	19%
	31-40	25%	50	17%
	41-50	19%	39	17%
	51-60	20%	41	10%
	61-64	4%	9	3%

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	65 and over	10%	20	9%
	Prefer not to say	10%	21	n/a
<b>Religion</b> (2011 Census)	None	34%	68	19%
	Christian	42%	84	61%
	Hindu	1%	3	2%
	Sikh	0%	0	0%
	Muslim	3%	6	8%
	Jewish	0%	0	0%
	Buddhist	0%	0	1%
	Any other religion	4%	8	1%
	Prefer not to say	16%	32	n/a
<b>Ethnic Origin</b> (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	40%	81	31%
	White Irish	0%	1	2%
	White Gypsy or Irish Traveller	0%	0	0%
	Any other White background	7%	14	7%
	White and Black Caribbean	1%	2	5%
	White and Black African	1%	2	1%
	White and Asian	1%	3	1%



		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	Any other Mixed / multiple ethnic background	3%	7	2%
	Indian	4%	8	3%
	Pakistani	1%	2	2%
	Bangladeshi	0%	0	0%
	Chinese	0%	1	1%
	Any other Asian background	0%	1	4%
	Black African	4%	8	14%
	Black Caribbean	13%	26	17%
	Any other Black background	2%	4	7%
	Arab	0%	0	1%
	Other	4%	9	1%
<i>Prefer not to say</i>	17%	34	<i>n/a</i>	
<b>Annual Household Income</b> (2018 ONS statistics)	£0 - £10,000	5%	10	Average Annual Income: £48,150
	£10,000 - £20,000	7%	14	
	£20,000 - £30,000	5%	11	
	£30,000 - £40,000	6%	13	
	£40,000 - £50,000	5%	11	

		Survey Sample (Respondents living in the Scheme Boundary)		Local Population Statistics
		%	Frequency	%
	£50,000 and above	22%	44	
	<i>Prefer not to say</i>	49%	100	

2.3.6 **Table 2-10** shows that the survey sample has a higher proportion of responses from females, but the scheme area also has a higher proportion of females than males. However, the survey sample received a larger difference of percentage of females and males than the existing population. It should also be noted that Census 2011 data did not include 'other' gender categories.

2.3.7 The survey sample has more responses from those aged between 31-60, when the younger demographics make up a higher percentage of the existing population in the scheme area.

2.3.8 A much higher proportion of people with no religion were captured in the survey sample than the proportion within the existing population in the scheme area. Additionally, the survey sample received a lower proportion of Christians and Muslims completing the survey.



2.3.9 It was also shown that the survey sample has a much higher proportion of responses from those who are White English / Welsh / Scottish / Northern Irish / British than recorded in the existing population. The survey sample also only received 4% of responses from those who are Black African, when this community makes up 14% of the local population, along with the Black Caribbean community making up 17% of the existing population but only 13% of the survey sample. Similar under-representation is also evident for groups like 'Any other Black background' and 'Any other Asian background'.

2.3.10 For the existing population, only the average annual household income data was available from the Office of National Statistics (ONS). For the MSOA's covering the scheme (Croydon 007 and 010), the average total income in 2018 was £48,150. The survey sample has a higher proportion of responses from people who earned £50,000 and above and £30,000 - £40,000. Please note that about half of the survey sample responded 'Prefer not to say' for this question, hence this comparison might not be fully accurate.

*Demographic Comparison: All respondents and the population of the Croydon borough*

2.3.11 2011 Census data was examined again with the whole Croydon borough selected. For income statistics, 'Income estimates for small areas, England and Wales (2018 edition)' published by Office for National Statistics has been used.

2.3.12 The comparison between the borough-wide population demographics and the overall survey respondents' demographics are displayed in **Table 2-11** below.

**Table 2-11: Survey respondents' demographics compared to borough-wide population**

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<b>Gender</b> (2011 Census)	Male	38%	230	48%
	Female	46%	278	52%
	Other	3%	17	n/a
	Prefer not to say	13%	81	n/a
<b>Age</b> (2011 Census)	Under 18	0%	2	25%
	18-30	8%	48	18%
	31-40	20%	119	15%
	41-50	21%	128	15%
	51-60	20%	124	11%
	61-64	6%	34	4%
	65 and over	11%	68	12%
	Prefer not to say	14%	82	n/a
	None	35%	211	20%
	Christian	34%	204	56%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
<b>Religion</b> (2011 Census)	Hindu	1%	5	6%
	Sikh	0%	1	0%
	Muslim	2%	15	8%
	Jewish	0%	2	0%
	Buddhist	0%	0	1%
	Any other religion	4%	24	1%
	<i>Prefer not to say</i>	23%	141	<i>n/a</i>
<b>Ethnic Origin</b> (2011 Census)	White English / Welsh / Scottish / Northern Irish / British	40%	244	47%
	White Irish	3%	16	1%
	White Gypsy or Irish Traveller	0%	1	0%
	Any other White background	6%	39	6%
	White and Black Caribbean	2%	11	3%
	White and Black African	1%	4	1%
	White and Asian	1%	9	1%
	Any other Mixed / multiple ethnic background	3%	17	2%
	Indian	2%	10	7%

		Overall Survey Responses		Borough-wide Population Statistics
		%	Frequency	%
	Pakistani	1%	9	3%
	Bangladeshi	0%	0	1%
	Chinese	0%	2	1%
	Any other Asian background	0%	3	5%
	Black African	3%	16	8%
	Black Caribbean	10%	59	9%
	Any other Black background	1%	9	4%
	Arab	0%	0	0%
	Other	4%	24	1%
	<i>Prefer not to say</i>	22%	132	<i>n/a</i>
<b>Annual Household Income</b> (2018 ONS statistics)	£0 - £10,000	3%	20	£53,477
	£10,000 - £20,000	6%	39	
	£20,000 - £30,000	6%	36	
	£30,000 - £40,000	7%	45	
	£40,000 - £50,000	6%	35	
	£50,000 and above	21%	128	
	<i>Prefer not to say</i>	50%	301	



2.3.13 Table 2-11 demonstrates that the survey received a lower proportion of male responses than the Croydon population, despite both male and female are under-represented compared to the borough-wide statistics. This might be due to the large number of respondents selecting 'Prefer not to say' for this question.

**2.3.14** In addition, the 18-30 age category is one of the highest for the existing population for Croydon, making up 18% of the population, yet this age category only accounts for 8% of the survey respondents.

2.3.15 For ethnic origin, White English / Welsh / Scottish / Northern Irish / British has the highest proportion of respondents for both the survey respondents and the existing population. The survey received a lower proportion of responses from 'any other Asian background' and Black African than the proportion within the borough-wide population.

2.3.16 The average total income in 2018 was £53,477 in the Croydon borough. The survey overall received a higher proportion of responses from people who earned £50,000 and above. Please note that about half of the survey respondents responded 'Prefer not to say' for this question, hence this comparison might not be accurate.

## **2.4 Limitations**

2.4.1 As shown in Section 2.3, there is an under-representation of response from certain demographic groups. Under-representation amongst income groups cannot be clearly determined.

2.4.2 In addition, the use of online survey methods for this questionnaire may have excluded the participation of the offline population.

2.4.3 Therefore, care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community.

## **2.5 Coding of Responses**

2.5.1 To analyse the free text comments a coding frame has been produced. The frame has been developed using a sample of responses that have been analysed in detail to identify commonly mentioned locations, issues and subjects.

2.5.2 These codes have been used to initially interrogate the free-text responses. Following an initial analysis, codes were reviewed by the project team. This process included a review of all categories, including a focus on those that cannot be categorised into a specific category and coded as 'other'.

- 2.5.3 Where relevant, additional codes and categories were then generated. The complete set of codes can be seen in the data analysis.
- 2.5.4 Each response was fully analysed using the codes. Each section or subject of each response was coded and included in the complete analysis.



### 3 Travel patterns around South Norwood

3.1.1 Respondents were asked to what extent they and any young people in their household were now walking, cycling or scooting compared to before the Covid-19 pandemic.

**Table 3-1: Extent of more walking, cycling and scooting among respondents following the Covid-19 pandemic**

	No.	%
Much less	80	12%
Slightly less	58	9%
About the same	345	51%
Slightly more	107	16%
Much more	88	13%
Total	678	100%

3.1.2 678 respondents answered this question about themselves, 29% stating that overall they were walking, cycling or scooting more after the pandemic, 20% stating that they were travelling this way less overall, and 51% stating ‘about the same’.

**Table 3-2: Extent of more walking, cycling and scooting among young people in respondents’ households following the Covid-19 pandemic**

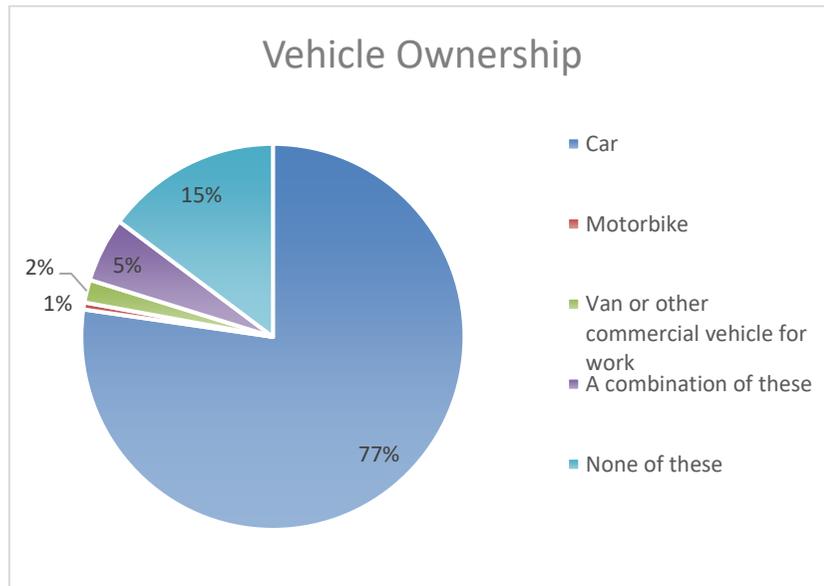
	No.	%
Much less	18	6%
Slightly less	25	9%
About the same	170	61%
Slightly more	42	15%
Much more	23	8%
Total	278	100%

3.1.3 282 respondents stated that there were children or young people in their households. 278 of those respondents answered this question about those young people. 23% stated that overall they were walking, cycling or scooting more. 15% said that overall they were travelling this way less, and 61% stated ‘about the same’.

3.1.4 Respondents were also asked about vehicle ownership, the results for which are shown in **Figure 3-1**. 682 responded to this question, with 85% stating that they own one of the vehicles listed, compared to 15% stating that they do not. In comparison to the 2011 Census (Output area level), about 51% of households within the Holmesdale Road scheme boundary have access to a car or van, as opposed to about 49% that did not.



**Figure 3-1: A Pie Chart to show Vehicle Ownership amongst respondents**

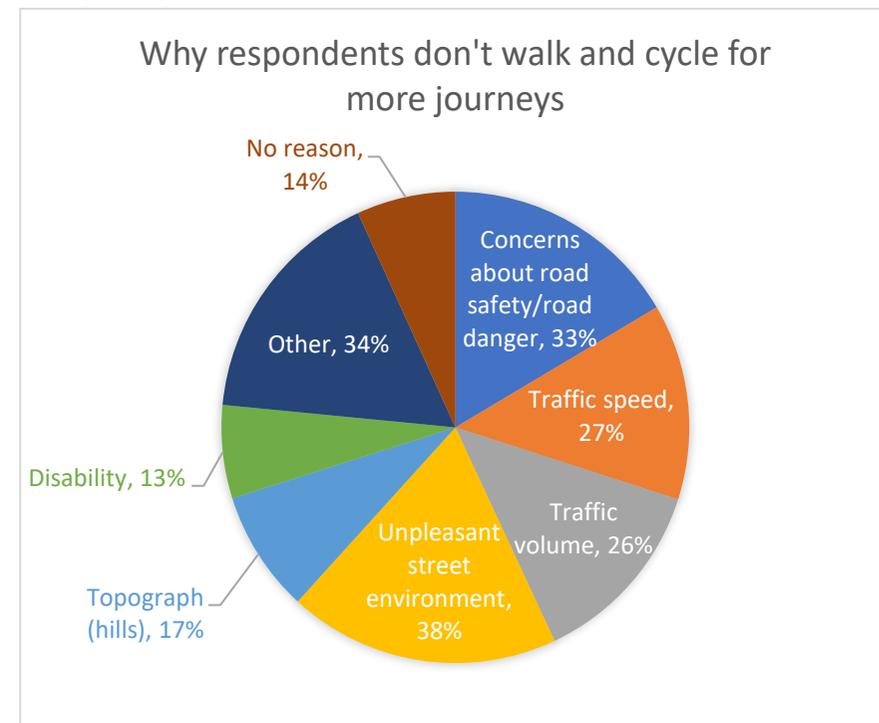


3.1.5 Respondents who stated that they owned a car and/or motorbike (531; 78%) were then asked if they walk, cycle, or take public transport for some of their journeys. 83% (479) of them stated that they do, whilst 17% (99) stated that they do not.

3.1.6 Respondents were asked what stops them from walking and cycling for more journeys in and around South Norwood. 680 respondents answered this question, and they could select more than one answer. The results are displayed in **Figure 3-2**. The most frequently selected reason was 'Unpleasant

street environment', followed by other reasons such as concerns around personal safety, the need to carry heavy items, having to travel long distances, conditions of the road and pavements. This is then followed by 'Concerns about road safety/road danger'.

**Figure 3-2: A Pie Chart to show why respondents don't walk and cycle for more journeys**





## 4 Feedback on the Temporary Scheme

### 4.1 Views about the Temporary Scheme

4.1.1 As introduced previously, 224 of the total responses were from people who live within the scheme boundary and 459 who live outside of the scheme boundary.

4.1.2 **Table 4-1** below shows that when asked how strongly respondents support or do not support the South Norwood (Holmesdale Road area) existing scheme, the majority of those who live within the scheme boundary (71%) held negative views towards the scheme, with only 23% having a positive attitude. Like those who live outside of the scheme boundary, 78% expressed a negative stance on the existing temporary scheme.

**Table 4-1: Attitudes on the Existing South Norwood – Holmesdale Road Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Do not support at all	141	66%	315	76%
Slightly do not support	11	5%	11	3%
Neutral	11	5%	8	2%
Slightly support	10	5%	12	3%
Strongly support	40	19%	71	17%

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Total	213	100%	417	100%

4.1.3 When asked how the respondents feel about the temporary scheme in its current format, 70% of those who live within the scheme boundary felt negatively towards the current temporary scheme, with 22% feeling positive. For those who do not live within the scheme boundary, the majority (78%) felt negative about the temporary scheme in its current format, with only 18% feeling positive.

**Table 4-2: Attitudes on the Temporary Scheme in its Current Format**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Very Negative	116	54%	270	65%
Negative	34	16%	56	13%
Neutral	16	8%	15	4%
Positive	19	9%	24	6%
Very Positive	28	13%	52	12%
Total	213	100%	417	100%

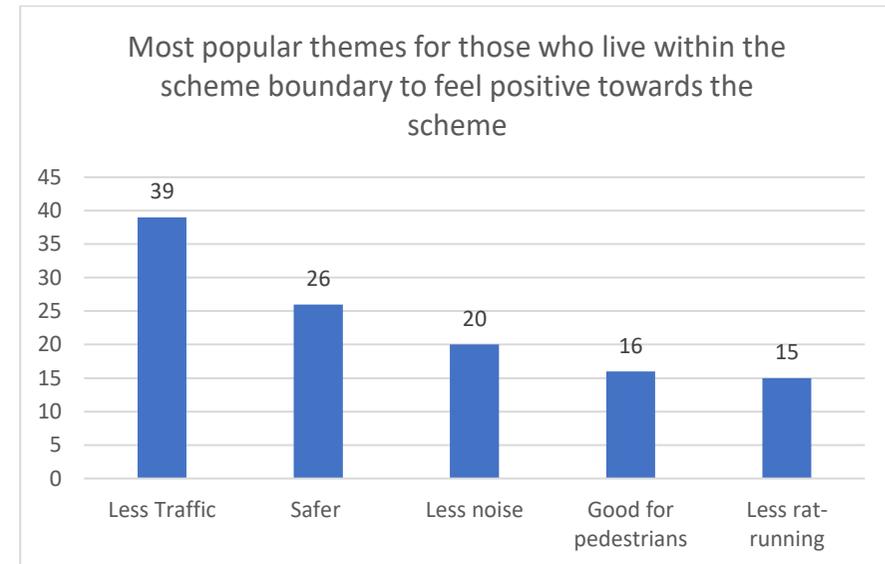


4.1.4 The most frequently mentioned themes for supporting the scheme were:

- The scheme makes the area safer (73)
- The scheme results in less traffic (69)
- The scheme makes the area better for cyclists (55)
- The scheme is good for pedestrians (50)
- The scheme results in less noise (33)

4.1.5 47 out of the 213 respondents who live within the scheme boundary said they feel positive about the scheme (see **Table 4-2**). **Figure 4-1** shows the most frequently mentioned themes for those who live within the scheme boundary and have a positive attitude towards the scheme. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in less traffic (39), makes the area safer (26) and that it results in less noise (20).

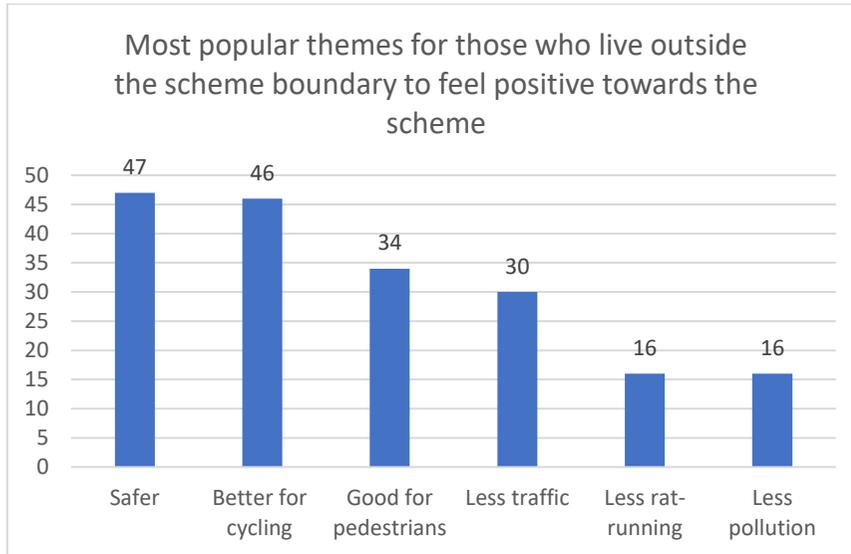
**Figure 4-1: A bar chart to show the most popular themes for those who live within the scheme boundary to feel positive about the scheme**



4.1.6 The 76 respondents who stated that they feel positive towards the scheme and who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme makes the area safer (47), that it makes the area better for cycling (46) and that it is good for pedestrians (34), as shown in **Figure 4-2**.



**Figure 4-2: A bar chart to show the most popular themes for those who live outside of the scheme boundary to feel positive about the scheme**



4.1.7 The most popular themes for feeling negative towards the scheme were:

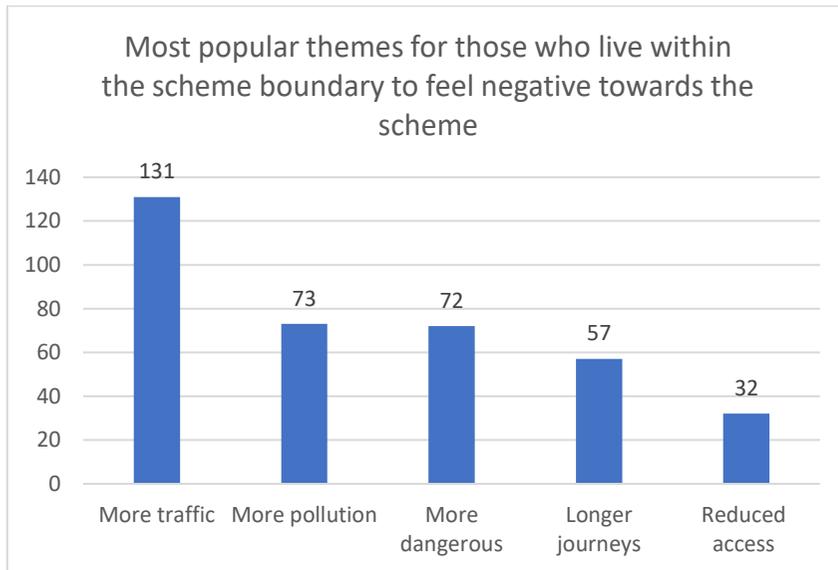
- The scheme results in more traffic / congestion on the main road / wider road network (382)
- The scheme results in more pollution (233)
- The scheme is an inconvenience and results in longer journeys (199)
- The scheme makes the area more dangerous (173)

- The scheme results in reduced access to home / amenities / school (89)

4.1.8 150 of those who live within the scheme boundary stated that they feel negative about the existing scheme (see **Table 4-2**), the results for their most frequently mentioned themes for feeling negative towards the scheme are shown in **Figure 4-3**. The most frequently mentioned themes for those who live within the scheme boundary are that the scheme results in more traffic / congestion on the main road / wider road network (131), it also results in more pollution (73) and that it makes the area more dangerous (72).

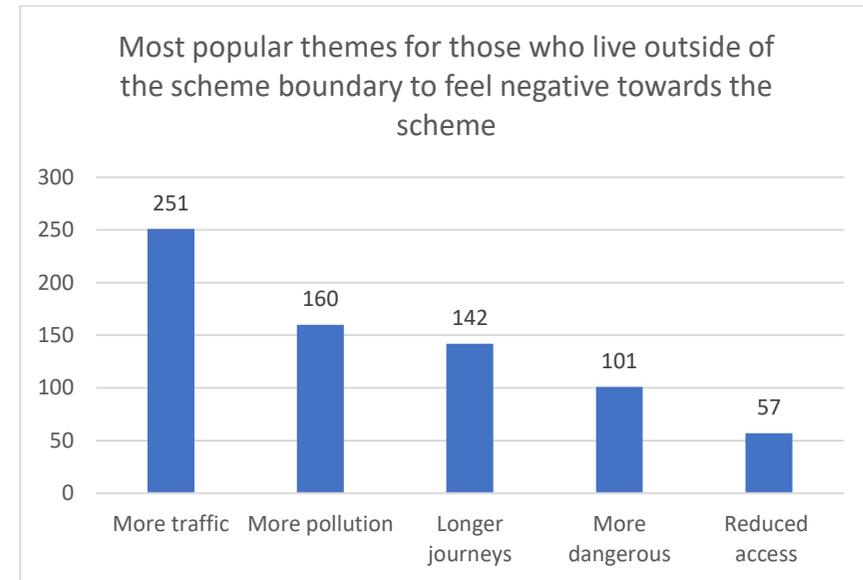


**Figure 4-3: A bar chart to show the most popular themes for those who live within the scheme boundary to feel negative about the scheme**



4.1.9 The 326 respondents who stated that they feel negative towards the scheme who live outside of the scheme boundary (see **Table 4-2**), mentioned in their explanation that the scheme causes more traffic / congestion on the main roads / wider road network (251), that it results in more pollution (160) and causes an inconvenience due to longer journey times (142), as shown in **Figure 4-4**.

**Figure 4-4: A bar chart to show the most popular themes for those who live outside of the scheme boundary to feel negative about the scheme**



## 4.2 Perceived Impacts of the Temporary Scheme

4.2.1 To assess the perceived impacts of the temporary scheme, respondents were asked; 'Please select the extent of the impact of the temporary scheme on your street since it was put in? E.g. Air pollution, noise, congestion etc'. Of those who live within the scheme boundary, 58% perceive that the impacts are worse than before, versus 25% thinking the impacts are better. Similarly, 61% of those who live outside of the scheme boundary perceive the impacts as worse, as



opposed to 14% thinking the impacts are better. The results are shown on **Table 4-3** below.

**Table 4-3: What respondents thought of the impacts of the new scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	113	51%	214	49%
Slightly Worse	15	7%	53	12%
About the Same	39	18%	110	25%
Slightly Better	13	6%	10	2%
Much Better	41	19%	54	12%
Total	221	100%	441	100%

4.2.2 When asked to select the extent of the impact on road safety since the temporary scheme was put in e.g. easier to cross, fewer collisions etc, 56% of those who live within the scheme said it is worse than before, as opposed to 27% thinking it is better, as shown in **Table 4-4**. Similarly, for those who do not live within the scheme, 51% also stated that road safety is worse than before the scheme was put into place, with 34% thinking as about the same and only 15% thinking it improved.

**Table 4-4: The perceived impact on road safety**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	95	43%	158	36%
Slightly Worse	28	13%	65	15%
About the Same	38	17%	149	34%
Slightly Better	18	8%	14	3%
Much Better	42	19%	55	12%
Total	221	100%	441	100%

4.2.3 **Table 4-5** on the next page shows the responses to Question 13 of the survey: 'Please select the extent of the conditions for walking, cycling and scooting now compared to before the temporary scheme was in place?'. For those who live within the scheme boundary, 38% rated as worse than before, 33% rated being about the same, while 28% rated the conditions as better than before. For respondents who live outside of the scheme, it is an equal split amongst those who rated as worse than before (40%) and being about the same (40%), with only 20% rating the conditions as better than before.



**Table 4-5: The perceived impact on conditions for Walking, Cycling and Scooting now from the Scheme**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Much Worse	71	32%	123	28%
Slightly Worse	14	6%	55	12%
About the Same	73	33%	177	40%
Slightly Better	20	9%	25	6%
Much Better	43	19%	61	14%
Total	221	100%	441	100%



## 5 Preference about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)

5.1.1 In this section of the survey, respondents were asked about their preference with replacing the existing scheme with the proposed improvements.

5.1.2 The proposed improvements involve installing three camera enforced restrictions, two of which will be on Holmesdale Road and the third on Elm Park Road at its junction with South Norwood Hill. The two sets of existing planters near the control points on Holmesdale Road will be removed. Permits will be issued to local residents to allow access. Any vehicles without a valid permit or those that aren't exempt will be detected by the camera and Penalty Charge Notice (PCN) issued.

5.1.3 The existing road closure set up on Holmesdale Road outside the Stadium will remain as a physical closure but modified, with provision for access by emergency service vehicles.

### 5.2 Views about Proposed Improvements

5.2.1 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed

improvements outlined above, the majority held negative views. 72% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 19% agree. Similar to those who live outside of the scheme boundary, the majority (84%) disagree with replacing the planters with camera enforced restrictions, with only 10% agreeing.

**Table 5-1: Attitudes on replacing existing scheme with proposed improvements**

	Live within the Scheme Boundary		Live Outside of the Scheme Boundary	
	No.	%	No.	%
Strongly Disagree	132	63%	307	76%
Disagree	18	9%	34	8%
Neutral	19	9%	24	6%
Agree	21	10%	23	6%
Strongly Agree	18	9%	16	4%
Total	208	100%	404	100%

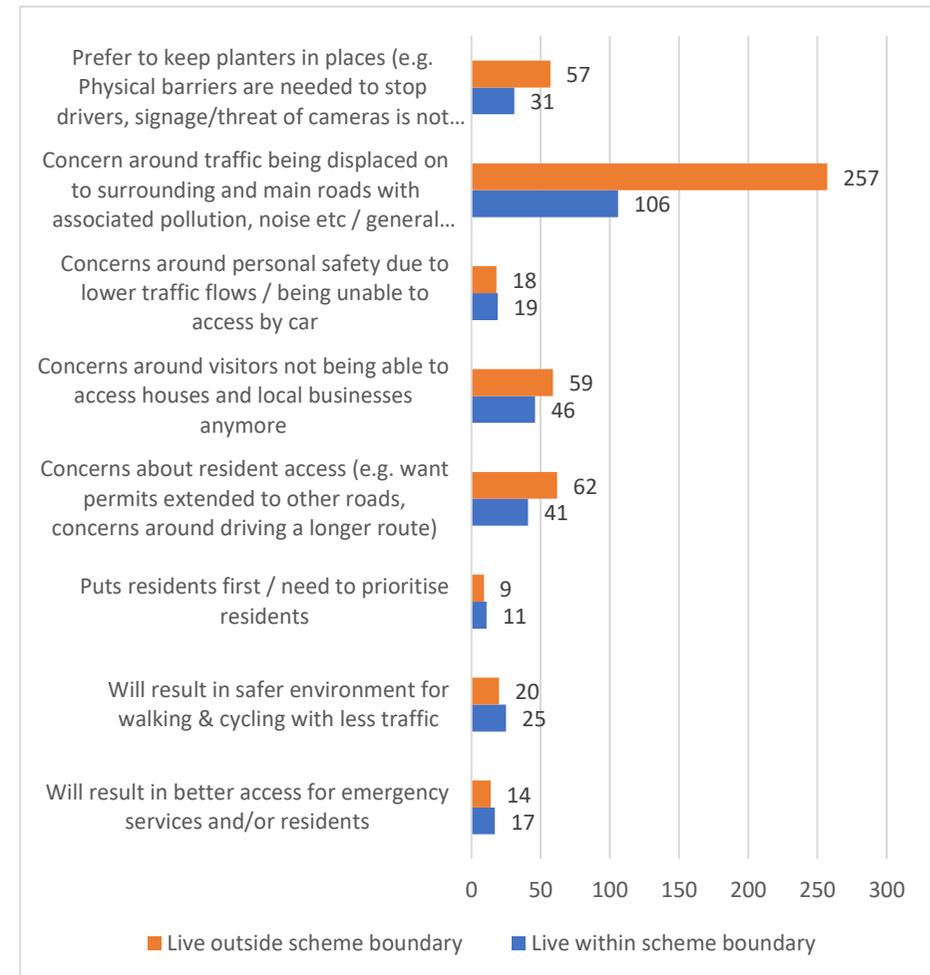
5.2.2 **Figure 5-1** on the next page shows the most frequently mentioned themes of the respondent's explanations to the question above. Amongst the 612 coded responses, 363 (59%) stated concerns about displacement of traffic onto surrounding and main roads with associated pollution, noise and showed general disagreements to both the camera



enforced restrictions and the existing planters. Another 105 (17%) showed concerns about visitors not being able to access houses and reduced access to local businesses, along with 103 (17%) expressing concerns surrounding residents access regarding permits and driving a longer route.

**5.2.3** Aside from the general reasons for opposing low traffic schemes, 88 (14%) mentioned a preference to keep the planters in place, claiming physical barriers are needed to stop drivers. Some respondents also said they prefer physical barriers rather than cameras, as they can avoid annoyance or threat of being fined.

**Figure 5-1: Key themes drawn from respondents' explanations to their stance about replacing the existing scheme with the proposed improvements**





## 5.3 Other Suggestions

5.3.1 When respondents were asked if they had any suggestions for how the London Borough of Croydon could make the area safer, quieter and less polluted, 409 suggestions were received and coded. The most frequently mentioned suggestion was to remove everything and open the roads back up (127; 31%), followed by better speed enforcement such as speed cameras (69; 17%) and better traffic calming such as better speed bumps (58; 14%).

**Table 5-2: Most frequently mentioned suggestions to make the area safer, quieter and less polluted**

Coding Category	No.	%
Remove everything	127	31%
Better Speed Enforcement	69	17%
Better Traffic Calming	58	14%
Personal Safety & Tackle anti-social behaviour	58	14%
Other	54	13%
Improve streetscape/environment	44	11%
Change on Parking Permits/Zone Extensions	41	10%
Incentivise usage of electric vehicles (e.g. provide charging points)	35	9%
Cycle Improvements (e.g. cycle lane, cycle parking, etc.)	35	9%

Coding Category	No.	%
Cleaning the streets	33	8%
Walking improvements (e.g. improve crossings and junctions, widen pavements, pedestrianisation, etc.)	30	7%
Change to One ways	28	7%
Other Traffic Management	25	6%
Better Public Transport	25	6%
Financial Incentives for Walking/Cycling/Public Transport	22	5%
More LTN's / Healthy Neighbourhoods	18	4%
Retain as it is	15	4%
Timed Restriction (e.g. school streets)	9	2%
Restrict heavy vehicles from using residential roads	5	1%
Limit major residential developments	4	1%
Use Bollards instead	3	1%



## 6 Summary

- 6.1.1 PJA have been commissioned by the London Borough of Croydon to analyse the pre-consultation engagement questionnaire responses for Croydon's Healthy Neighbourhoods (CHNs).
- 6.1.2 This report analyses the responses for the existing South Norwood CHN (Holmesdale Road area) scheme and proposed improvements.

### 6.2 Survey Results

#### *Travel patterns around South Norwood*

- 6.2.1 The survey has shown that travel patterns for walking, cycling and scooting around South Norwood since the Covid-19 pandemic have remained around the same. 51% of respondents stated that the extent of walking, cycling and scooting they do now has remained about the same, with 29% saying they do more and 20% doing less. When asked why they would choose not to walk, cycle or scoot, 38% said they would not because of the unpleasant street environment.

#### *Views about the Temporary Scheme*

- 6.2.2 When asked their views on the current temporary scheme, the majority of respondents do not support the existing scheme, with 71% of those who live within the scheme boundary against it and 78% of those who live outside of the scheme boundary.
- 6.2.3 The most common reasons for respondents who live within the scheme boundary disliking the current temporary scheme was 'more traffic / congestion on the main road / wider network', with 87% of respondents who live within the scheme boundary who had a negative stance mentioning this in their explanation.
- 6.2.4 For respondents who live outside of the scheme boundary and displayed a negative view of the existing scheme, the most common reasons was 'more traffic / congestion on the main road / wider network' (77%).
- 6.2.5 Despite this, 22% who live within the scheme boundary had a positive stance towards the existing scheme. The most frequently mentioned theme for supporting the existing scheme for those who live within the scheme boundary is that it results in 'less traffic', with 83% of the supportive respondents who live within the scheme mentioning this in their explanation.



### *Views about the Proposed Improvements under Experimental Traffic Regulation Order (ETRO)*

- 6.2.6 When asked how strongly the respondents agree or disagree with replacing the existing scheme with the proposed improvements, the majority held negative views. 72% who live within the scheme boundary disagree with replacing the existing scheme with the proposed improvements, while 19% agree. Similar to those who live outside of the scheme boundary, the majority (84%) disagree with replacing the planters with camera enforced restrictions, with only 10% agreeing.
- 6.2.7 59% of respondents stated concerns about displacement of traffic onto surrounding and main roads with associated pollution, noise and showed general disagreements to both the camera enforced restrictions and the existing planters

### **6.3 What Does it Mean?**

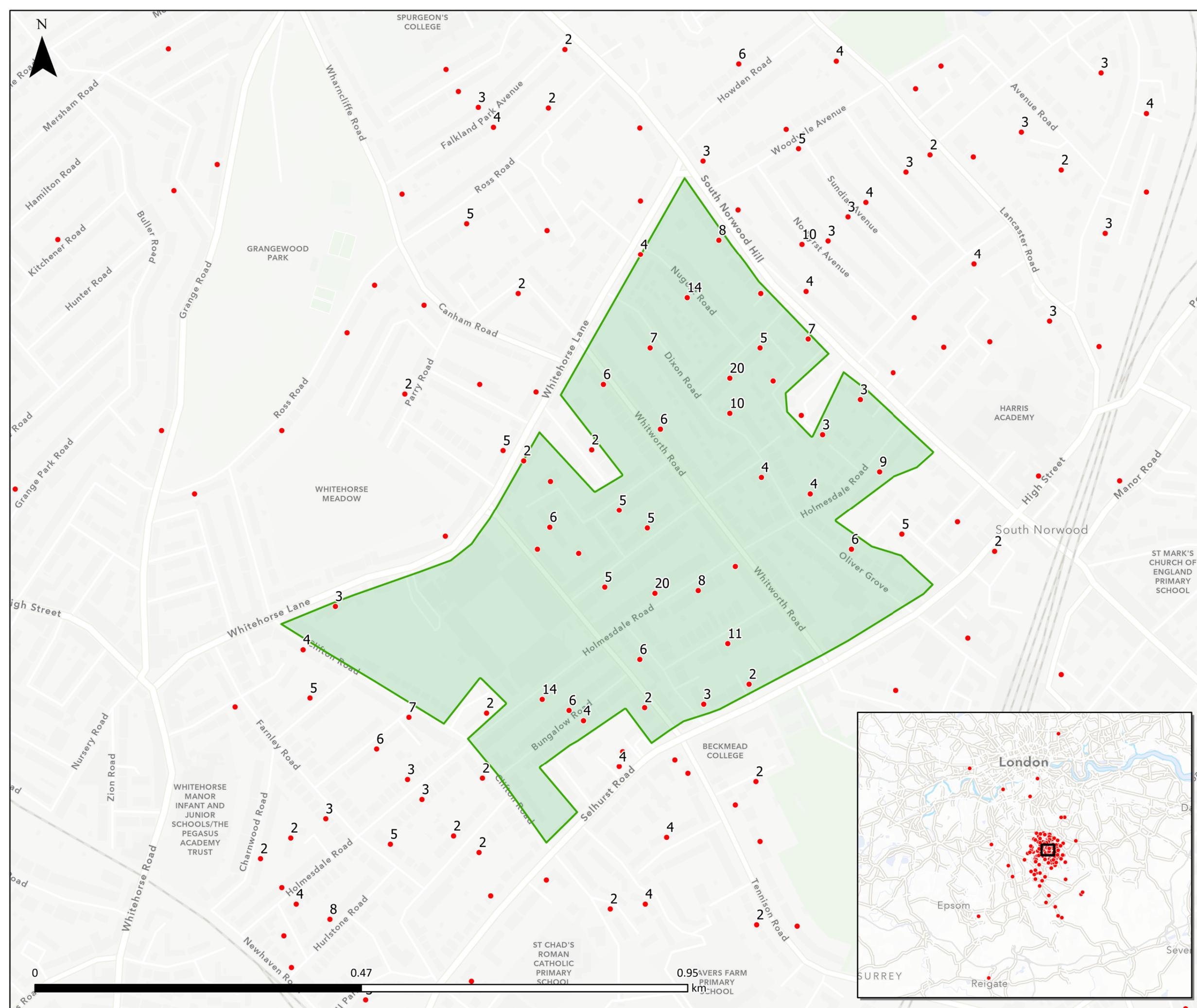
- 6.3.1 The response to the engagement shows the existing South Norwood CHN (Holmesdale Road area) scheme does not have support from most respondents, including those who live within or outside the scheme boundary. It is clear that the scheme resulting in more traffic and/or congestion to

nearby areas is the dominant reason for those who felt negative about the scheme.

- 6.3.2 Most respondents disagree with replacing the existing scheme with the proposed improvements. However, if some form of low traffic scheme must stay in the Holmesdale Road area and respondents were to choose between the existing measures and proposed improvements, the existing planters is the preferred option over introducing camera enforced restrictions, with 80% of respondents disagreeing with the proposed improvements.
- 6.3.3 When the respondents were asked for their suggestions of how to make Croydon a healthier, safer and quieter area, the top suggestions were to remove everything and open the roads back up (31%), followed by better speed enforcement such as speed cameras (17%) and better traffic calming such as better speed bumps (14%).
- 6.3.4 Due to under-representation of response from certain demographic groups, as well as the use of online survey methods for this questionnaire, views of the survey population may not be fully representative of the wider population. Care should be taken when interpreting the results, particularly on the degree of the survey results being treated as the general views of the community.



## Appendix A Postcode Location of Respondents' Address



● Postcode Location of Survey Respondents' addresses (of whom provided a valid postcode)  
 Temporary Streetspace/CHN Scheme Boundary (Holmesdale Road)

N.B. Numbers on each dot represents the amount of responses received from the same postcode (if there are more than one)

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CLIENT

London Borough of Croydon

PROJECT

Croydon HN Pre-consultation Engagement

TITLE

POSTCODE LOCATION OF RESPONDENTS' ADDRESS (HOLMESDALE ROAD SCHEME)

SCALE	DRAWN	REVIEWED	DATE
A3@1:5,000	JY	JMQ	06/10/2021
FIGURE NUMBER	REVISION		
C1_1	A		