

Consultation Report

Charlton Place and Camden Passage Traffic and environments improvements

Service Area: Environment



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Executive Summary

The first low traffic neighbourhood (LTN) trial was introduced in St Peter's in July 2020 and since then it has been evolving by addressing issues with regards to accessibility and road danger. Monitoring of the scheme with traffic counts took place before implementation and approximately six and twelve months after the scheme was operational. Monitoring highlighted traffic increases in Charlton Place since the introduction of the St Peter's LTN.

A public consultation to present a proposal to remedy this traffic increase and support Angel Town Centre, as well as the function of Camden Passage, took place from 25 July to 22 August 2022. The purpose of this consultation was to get feedback on the proposed concept design and delivery of substantial public space improvements to Charlton Place and Camden Passage by providing an environment which supports local businesses and residents through the removal of road space.

The public consultation was made up of an online and physical questionnaire for individuals (residents, visitors, students, etc), and for businesses, traders and organisations. It was promoted through leaflets and business letters distributed and posted in the local vicinity, as well as through Islington Council's social media channels. Street intercepts, business visits, workshops and an online meeting were organised to reach as many voices as possible. Paper copies of the questionnaire were also made available at Islington Town Hall and during events. They could also be requested by post or email.

Overall, 217 questionnaires were completed. 206 (95%) were responses by individuals and 11 (5%) were responses by businesses and traders.

The proposal

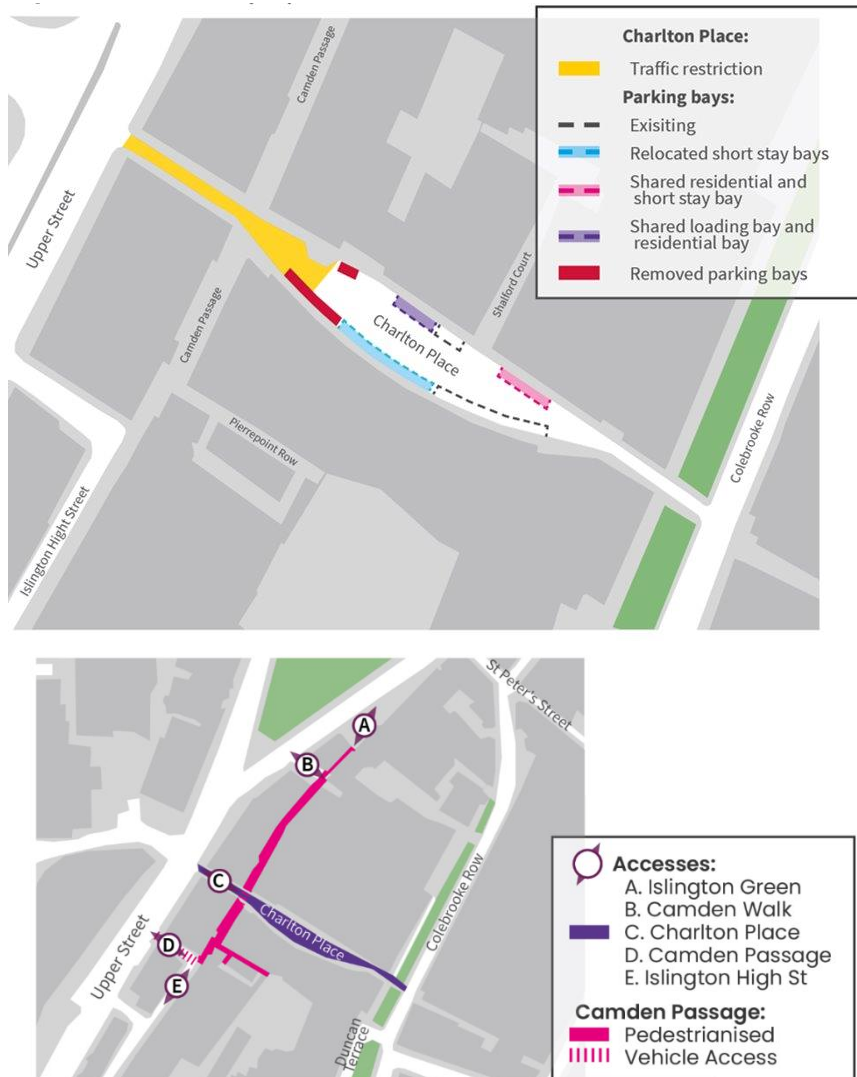


Figure 1: Charlton Place and Camden Passage context and proposals consulted on in August 2022

The proposals consulted on were the following:

- Install a traffic restriction (e.g. physical barrier, such as a bollard, planter or camera enforcement) at Charlton Place to stop vehicles driving through to Upper Street, while retaining access for vehicles from the south of Charlton Place (to and from Colebrooke Row).
- Enable people to cycle southbound down Charlton Place.
- Protect the unique local character and heritage of Camden Passage.
- Add measures to reinforce pedestrian priority across Camden Passage with features such as tactile paving or a blended crossing, and cycle signage to the pavement.
- In order to allow for the traffic restriction and turning vehicles on Charlton Place, we are proposing to make changes to parking:
 - Relocate four short stay parking bays to the south, as shown on the map above
 - Convert four residential parking bays into short stay parking.
 - Create a flexible loading bay, which can be used by residents outside operational hours.

- Convert the existing short stay bay outside numbers 19-25 Charlton Place into a shared use resident / short stay bay.

Key Findings

Individuals (residents, visitors, students, etc)

Individual respondents would most like to see planting, greening, and pavement improvements on Camden Passage and Charlton Place. Residents who live in Charlton Place, Camden Passage and in the neighbouring roads have a more mixed view of the proposals than those who live further away in the borough or in another borough. The questionnaire results showed that 28% of the residents and locals' visitors fully supported the proposals, whilst 23% strongly disagreed.

Businesses, traders and organisations

The business consultation respondents were made up of both market traders and brick and mortar businesses, and the results were mixed. Whilst most businesses welcomed the provision of a loading bay on Charlton Place, the majority felt that the traffic filter would hinder their ability to operate and force vehicles into potentially dangerous three-point turns. Traders expressed that idling from delivery vans in the morning would cause friction from residents. Some businesses, specifically Market traders explained that proximity to parking and loading on Camden Passage is vital for deliveries. As the passage is pedestrianised the process of offloading goods can be challenging and a lengthy process, such as moving large glass frames from van to shop several times a day. Other businesses expressed that heavy goods need to be transported by cart and therefore they have a need to park as close as possible to the Passage.

Camden Passage

Comments mainly related to the clutter in the area, including A-boards, tables and chairs, which create an inaccessible walking environment. The Passage would also benefit from more branding and gateways to express its presence and attract more visitors. A key theme was the conflict between people walking crossing Charlton Place and people cycling southbound and northbound traffic along Charlton Place, making the crossing feel like a busy junction. It was also noted that some people cycling use the passage – adding to the conflict issue. Businesses on the Passage also reported they need to load as close as possible to their premisses and that not enough loading facilities are available, which forces some to use informal arrangements.

1. Introduction and background

1.1 Background & Timelines

1.1.1 The consultation scope was to reach local residents; the Angel business improvement district (BID); businesses and market traders located in the area; statutory and internal consultees; organisations and community groups; users, shoppers and visitors.

1.1.2 Figure 2 shows the geographical scope of the consultation (including main roads) where 2,400 leaflets and 80 businesses letters were distributed from 25 July 2022.

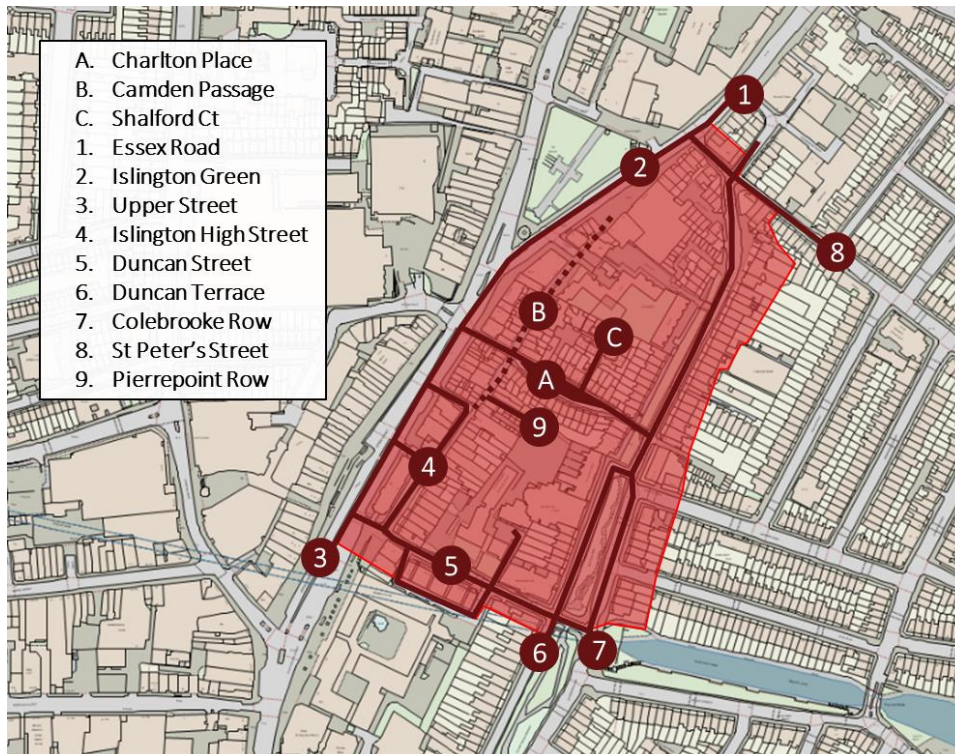


Figure 2: geographical scope for the consultation

1.2 Objectives

1.2.1 The key objectives of the consultation were:

- Ensure that residents, local businesses, market traders, and visitors have been represented and have had an opportunity to express their views;
- Ensure that respondents to the consultation are representative of the diversity of Islington;
- To understand respondents' support/disagreement with the implementation of the scheme from residents, businesses and market traders
- To respond to and clarify information and questions, and understand priorities in the local area;
- To understand respondents' perceptions of the scheme and the design's potential to reduce road danger and improve air quality;

- To understand what effect the scheme may have in relation to the Climate emergency and Islington's Net Zero Carbon ambitions relating to reducing motor vehicle use.

2. Pre-engagement

2.1 Commonplace

- 2.1.1 The Commonplace interactive tool was used to carry out a borough wide engagement exercise between May 2020 and March 2021. The exercise asked residents, businesses, and local organisations to suggest how local streets could be improved for people walking and cycling. The feedback provided during this engagement exercise has guided the development and design of the borough-wide programme of people-friendly streets (PFS). Comments have also been isolated to individual areas to gather more information on areas significant to specific schemes.
- 2.1.2 Over that period, there were 7 comments posted on Charlton Place and 2 comments on Camden Passage. The Charlton Place comments related to the existing one-way cycle movement which would benefit from being two-way with improvements at the Upper Street junction; the fact that the junction with the Passage has high levels of conflict between people walking and people cycling, mentions fact that the lights at Upper Street junction encourage vehicles to speed up, creating more road danger. Some comments related to the impacts of the St Peter's LTN and increases in traffic, as well as calls for less short stay parking. The Camden Passage comments related to street clutter, including A boards making the space inaccessible and that the southern end of the passage could benefit from pedestrianisation.

2.2 St Peter's LTN consultation and correspondence

- 2.2.1 Throughout the St Peter's LTN scheme and during the consultation period, between 13 September 2021 and 11 October 2021, the council has received different type of concerns relating to Charlton Place. Results from the consultation have been analysed independently by Steer and [pre-consultation](#) and [engagement reports](#) were published in December 2021.
- 2.2.2 The concerns raised during the LTN consultation which related to Charlton Place or Camden Passage were:
- Amount of traffic
 - Speed of traffic
 - Noise from amount of speeding traffic
 - Vibration in houses from speeding vans / lorries
 - Safety of pedestrians crossing from Camden Passage (particularly children)
 - Safety of pedestrians at junction of Charlton Place with Colebrooke Row. Vehicles all mount the pavement to access the 8ft wide road.
 - Safety of cyclists entering Charlton Place from Upper St (a cycle route) from oncoming traffic on an 8ft wide road.
 - Safety of cyclists on Charlton Place (a cycle route) when entering Colebrooke Row from oncoming traffic on an 8ft wide road

- Safety of pedestrians crossing Charlton Place from Camden Passage from cyclists from Upper Street.
- Conflict of 2 way traffic at the junction of Charlton Place with Colebrooke Row where the road width is 8ft.

2.3 Statutory consultees

- 2.3.1 As part of the most recent consultation, statutory consultees were notified of the intention to implement some changes at Charlton Place and Camden Passage. The scheme does not impact on access for any of the emergency services, as they are exempt and will have access.
- 2.3.2 Details of the proposals were shared with the Metropolitan Police Service, London Fire Brigade, London Ambulance Service, NHS Blood Transport. LOGISTICS, the Road Haulage Association, TfL Network Management, Royal Mail, bus operating companies, local MPs, members of the GLA, and bordering boroughs will be contacted ahead of any implementation in line with traffic orders regulations. Businesses pre-engagement.

2.4 Business and the Angel BID pre-engagement

- 2.4.1 In June 2022, Local Economy and Transport Project officers visited more than 80 businesses in Camden Passage to gather information about current issues and aspiration for the area. The council also contacted the Angel BID, who were informed about the intention of the scheme and consultation. Further to the initial correspondence, additional communication took place via emails and meetings to discuss ideas and concerns. More information available at the business engagement section 3.4.5 and at Appendix 3.
- 2.4.2 The Angel BID Chief Executive supported the initiative to consult businesses and to improve the public realm around Camden Passage and around Charlton Place. The BID submitted a mixed response to the proposals which has been considered part of the business engagement of the Camden Passage and Charlton Place improvements.

3. Public consultation analysis

3.1 Background & Activities

- 3.1.1 Responses to the public consultation were collected via an online questionnaire, which was advertised through trifolds, flyers, by email and social media (Appendix 1). This was promoted and complemented by on-site leafletting events at Charlton Place and Camden Passage where the workshops took place. Paper copies of the questionnaire were also made available at Islington Town Hall and could be requested by post.
- 3.1.2 **Co-design workshops:** Two in-person workshops were held on 2 and 16 August 2022 with residents, businesses, market traders, and visitors at Camden Passage and Charlton Place corner; and one online workshop was held on 11 August 2022. These were organised and designed to gather comments, concerns and ideas

about the proposal and the location in question. More information and images from the workshop sessions are available in section 3.4.7. and at Appendix 2.

- 3.1.3 The workshop aimed to provide some background knowledge of the wider area issues, how this is affecting the community, and how related problems could be addressed by the council. Residents and businesses discussed the specific issues, shared their thoughts and collaboratively co-designed potential solutions. Key issues discussed at the workshop included the conflict between people crossing Charlton Place at Camden Passage with traffic and people cycling, parking availability with a tension between resident parking, loading needs and short stay parking, public realm issues around clutter and rubbish collection. Whilst not all participants objected to the traffic restrictions, many outlined the risks of three-point turns relating to the proposed traffic filter, with road danger impacts on people cycling and walking.
- 3.1.4 More than three rounds of business visits were made during the 4-week consultation period, all of these at Camden Passage.
- 3.1.5 **Businesses engagement:** Door to door visits aimed to inform and engage local businesses with the consultation. Businesses provided feedback through in-person engagement at the business premise, whilst attending the workshop and through email. Traders also shared comments during pre-engagement and/or previous visits or raised concerns about the measures being introduced. In summary, market traders expressed that there is a lack of storage and parking on Wednesday and Saturday, Camden Passage needs 'improvements' either in public realm or advertising and marketing, finally a structured and systemised process to receive and drop off deliveries. 70 brick and mortar businesses on Camden Passage and Charlton Place were visited, followed by 50 market traders that trade antiques on Wednesday and Saturday, and the Thursday vintage market. More information is available at the business engagement section 3.4.5 and at Appendix 3.

3.2 Email correspondence

- 3.2.1 The council received 30 emails as part of the consultation. 27 (90%) were individuals (residents, visitors and students) and 3 (10%) were businesses, organisations and traders.
- 3.2.2 A dedicated email (StPetersLTN@islington.gov.uk) was set up in 2021 and used for this consultation.
- 3.2.3 Overall key themes of correspondence:
- Loss of resident parking.
 - Greening and public realm improvements.
 - Access to emergency services.
 - Cyclist speed and potential solutions.
 - Access and mobility in the area.
 - Decrease the number of short-stay parking bays to reduce traffic.
 - Support and concerns regarding business deliveries and loading bay.
 - Concerns about market traders' accessibility to unload/load goods.

3.3 Data contamination

3.3.1 There is no evidence to suggest that there was any data tampering or contamination to the consultation responses.

3.4 Online questionnaire

3.4.1 Profile of respondents

3.4.1.1 217 questionnaires were received during consultation period. 206 (95%) were individuals (residents, visitors and students) and 11 (5%) were businesses, organisations and traders.

3.4.1.2 From the 206 individual responses, the majority were Islington residents, where 48% of respondents live on a road near Camden Passage and Charlton Place (Essex Road, Islington Green, Upper Street, Colebrooke Row, etc.); followed by 28% of respondents who lived in another part of the borough; and 13% of respondents that live on Charlton Place and Camden Passage. Just 7% of respondents were not Islington residents (Hackney, Lambeth, Greenwich, and Haringey).

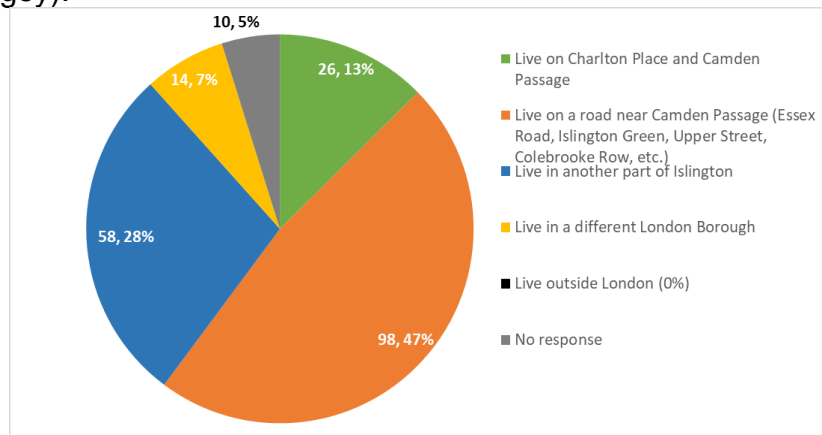


Figure 3: Q28: where do people live

3.4.1.3 Participants most commonly stated that their connection to Camden Passage and Charlton Place was that they live there or in nearby streets (41%), followed by 28% of property owners in the borough, and people that work in or visit the area (each 11%). The graph in figure 4 shows all responses received.

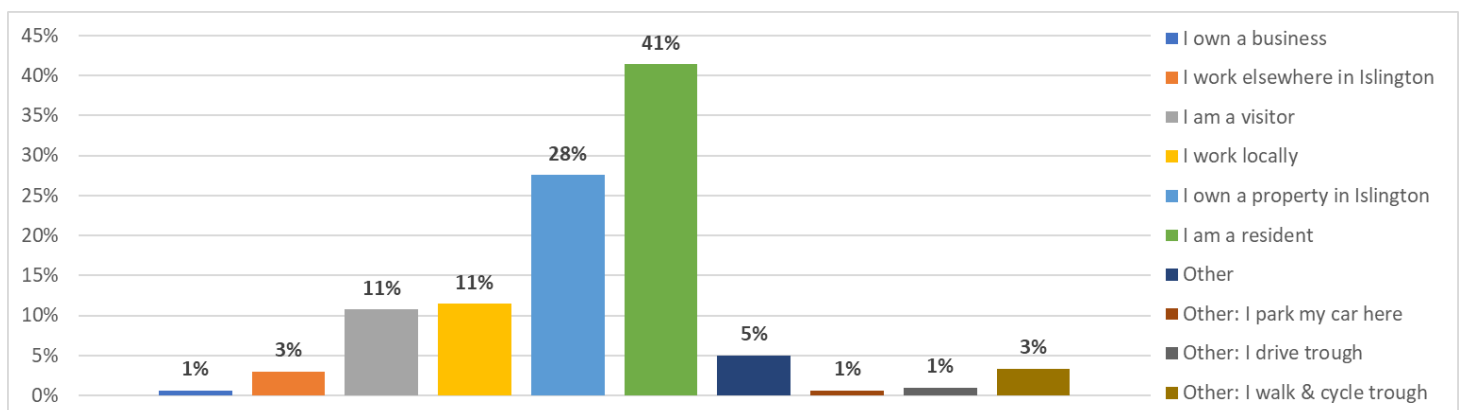


Figure 4: Q33: What is your connection to Charlton Place?

3.4.2 Individuals' responses

3.4.2.1 Participants expressed what they like about Camden Passage, and the most mentioned opinions were: a) the variety of independent shops and traders (23%), b) its unique character, architecture and history (20%), c) that it is an accessible and pedestrianised area (17%), and d) the selection of cafes and restaurants (15%). The graph below (figure 5) shows all responses received.

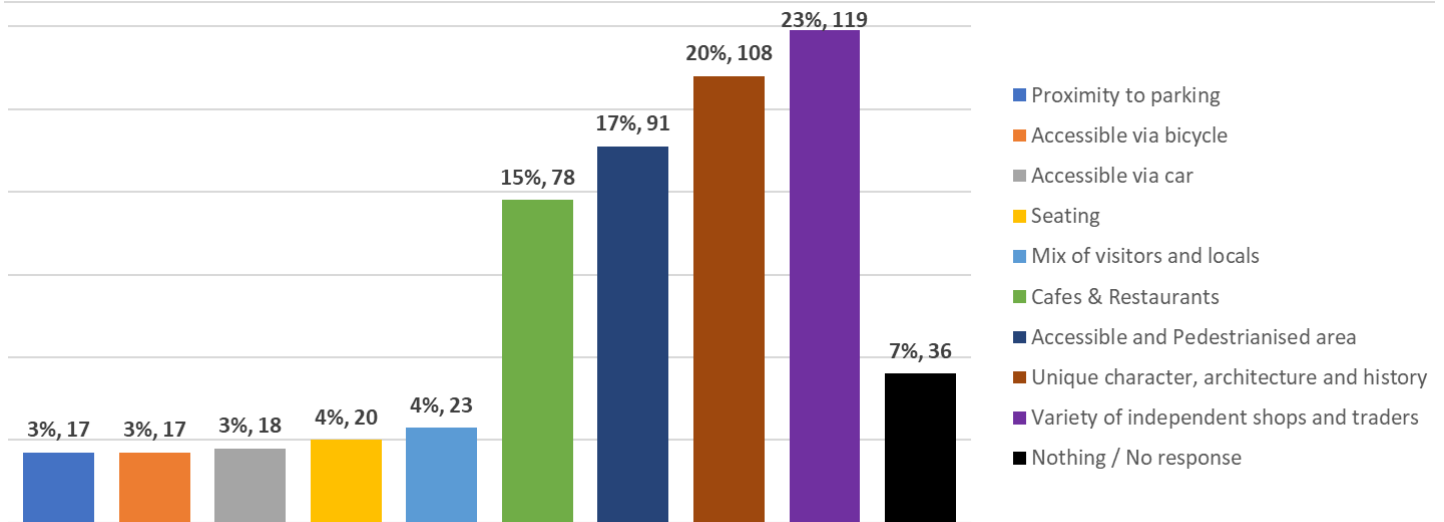


Figure 5: Q2: What do you like about Camden Passage? (free text)

3.4.2.2 Question 3 captures what people dislike about Camden Passage, and the most mentioned opinions were: a) that there is nothing they dislike (33%), b) the traffic and car dominance (noise and pollution, 12%), c) clutter and obstructive tables, chairs & A-boards (9%), and d) the excessive amount of cafés, shops and restaurants (7%). The graph in figure 6 shows all responses received.

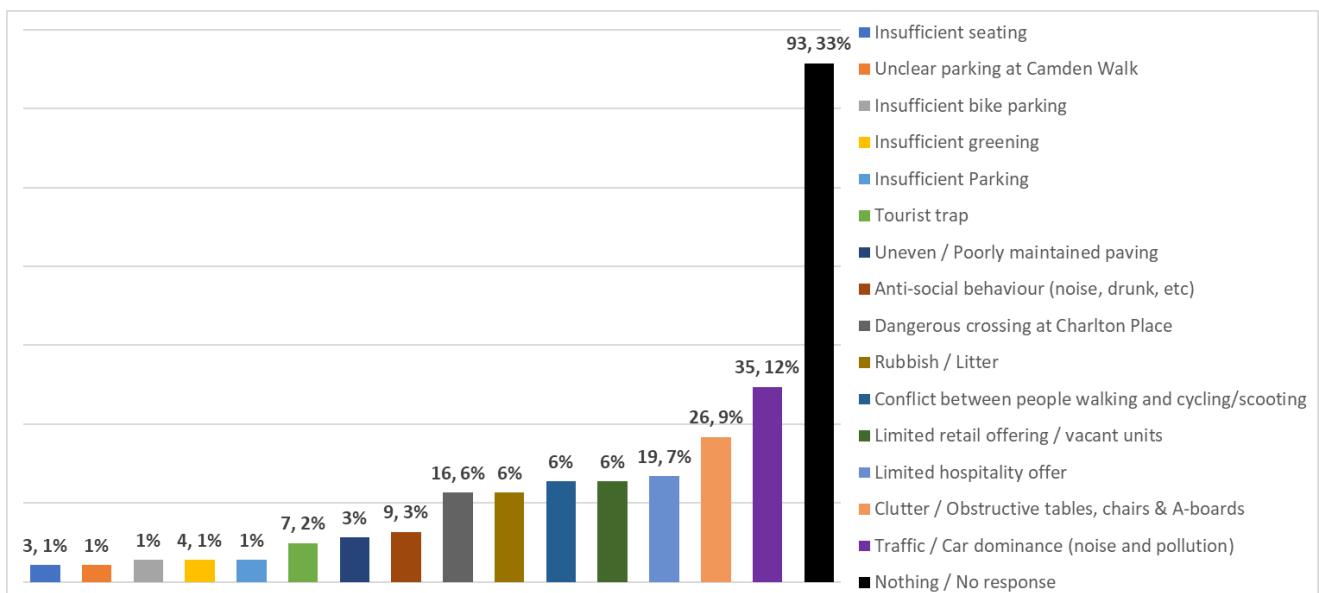


Figure 6: Q3: What do you dislike about Camden Passage? (free text)

3.4.2.3 What participants like more about Charlton Place were: a) Unique character, architecture and history (20%); b) lovely, lively, wide and quiet street (18%); c) there is nothing they like or no response (16%); and d) it is easily accessible by foot (quiet and walkable, 9%). The graph in figure 7 shows all responses received.

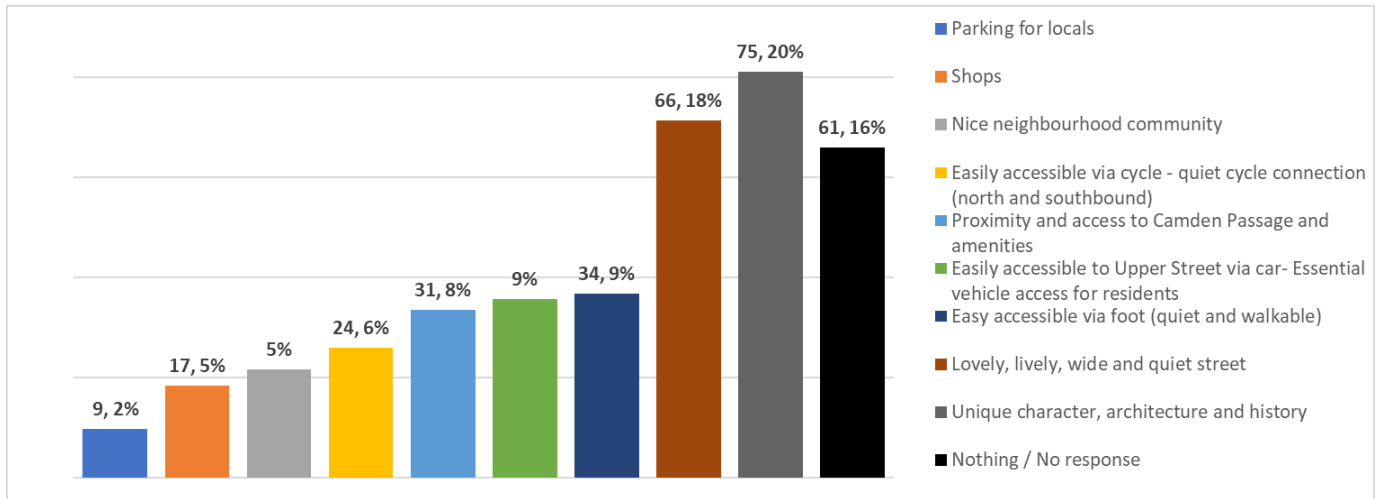


Figure 7: Q4: What do you like about Charlton Place? (free text)

3.4.2.4 What participants dislike more about Charlton Place were: a) nothing or no response (35%); b) motor traffic (pollution, speed and noise, 18%); c) a narrow & uneven pavement (8%); and d) too much parking (double parking, cars, people waiting in their cars, add yellow line, 9%). The graph in figure 8 shows all responses received.

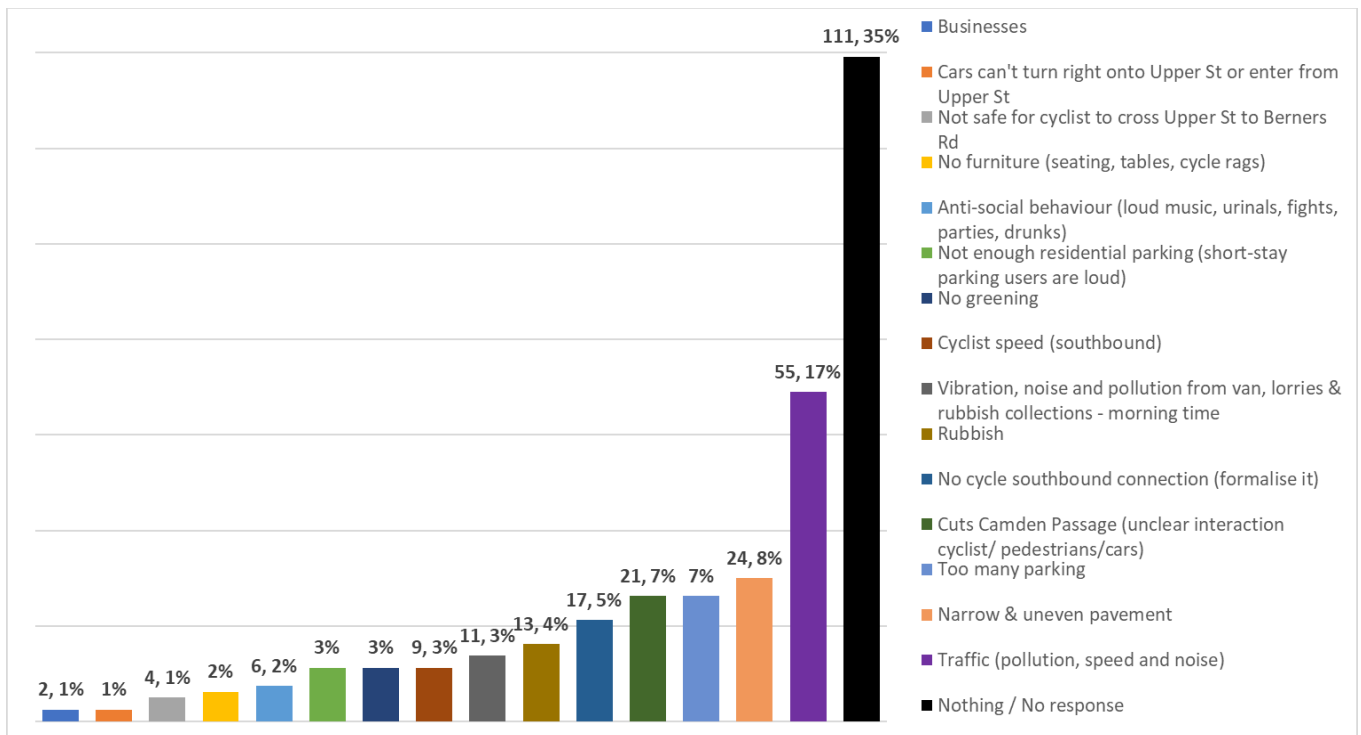


Figure 8: Q5: What do you dislike about Charlton Place? (free text)

3.4.2.5 Question 6 responses showed mixed / balanced views on whether participants think motor traffic is problem for Charlton Place.

3.4.2.6 Where 46% of responses agreed or strongly agreed with the statement: '**there is too much motor traffic on Charlton Place**', 40% disagreed or strongly disagree.

- 3.4.2.7 Where 41% agreed or strongly agreed with the statement: **‘there is too much noise from motor traffic on Charlton Place’**, 43% disagreed or strongly disagree.
- 3.4.2.8 Where 44% agreed or strongly agreed with the statement: **‘there is a lot of speeding motor traffic on Charlton Place’**, 36% disagreed or strongly disagree.
- 3.4.2.9 Where 36% agreed or strongly agreed with the statement: **‘there is a lot of vibration from motor traffic on Charlton Place’**, 36% disagreed or strongly disagree.
- 3.4.2.10 Where 39% agreed or strongly agreed with the statement: **‘there is a lot of vibration from motor traffic on Charlton Place’**, 46% disagreed or strongly disagree.

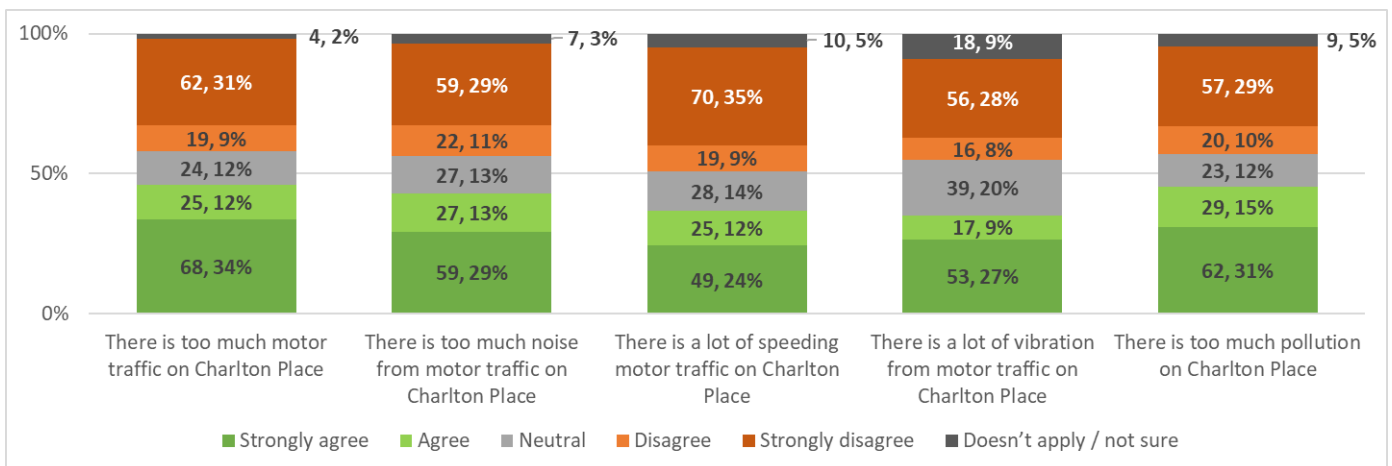


Figure 9: Q6: Do you agree or disagree with the following?

- 3.4.2.11 What participants would like to see more at Camden Passage were: a) planting and greening (18%); b) seating areas (16%); c) pavement improvement (15%); and d) full pedestrianisation (14%). The graph in figure 10 shows all responses received.
- 3.4.2.12 People who selected others (11%), expressed that they would also like to see: more prioritisation of pedestrians over cyclist; no changes; balance between cafés and shops; and reduction of clutter (A-boards, cycle parking, etc.), just to mention a few.

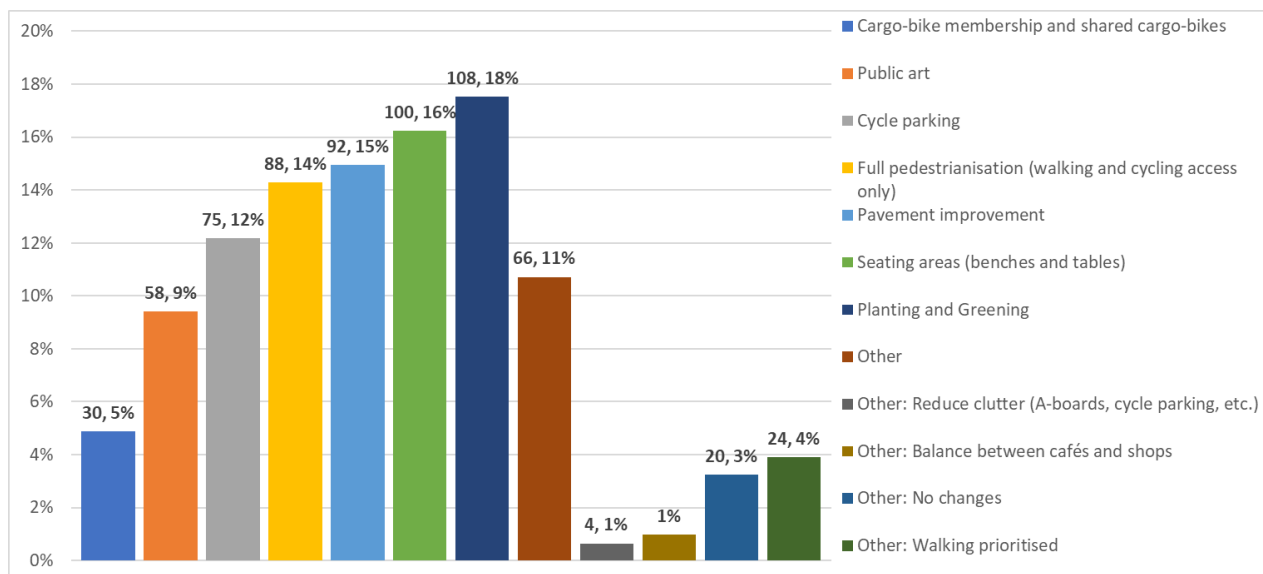


Figure 10: Q10: What would you like to see more of on Camden Passage?

3.4.2.13 The most common reasons why participants visited Camden Passage are for shopping (29%); followed by visiting cafés and restaurants (24%); and to visit the vintage market and antique shops (15% and 12%, respectively). The graph in figure 11 shows all responses received.

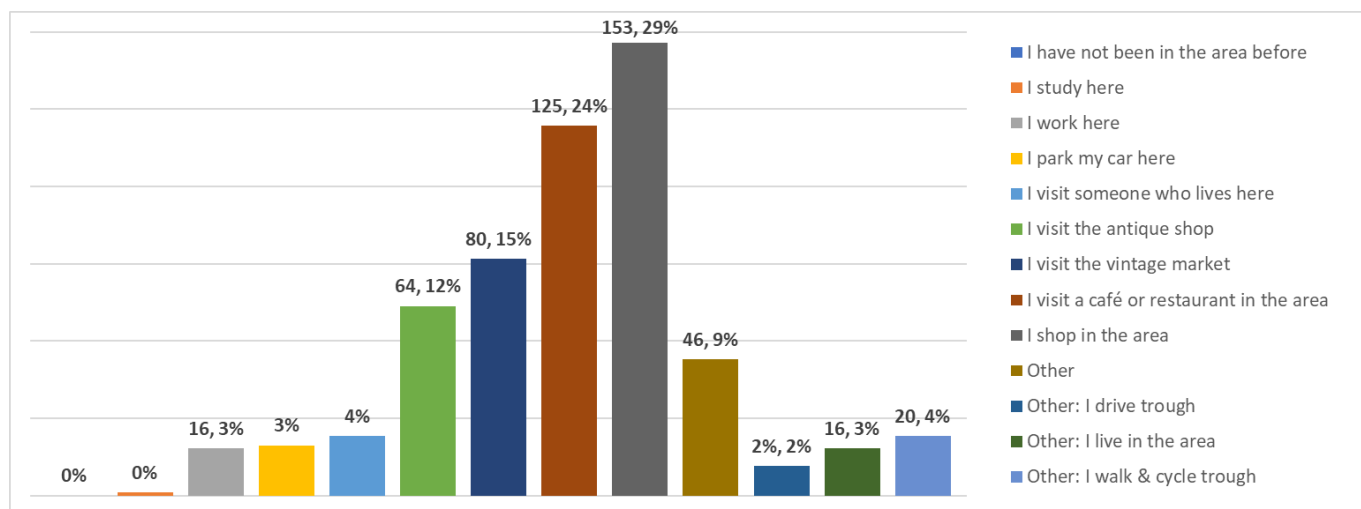


Figure 11: Q34: What is the reason you visited Charlton Place / Camden Passage?

3.4.2.14 Respondents were asked how many cars or vans they owned in their household (figure 12). Almost half of respondents (48%) stated their household owned one car. Non-car owners were 44%.

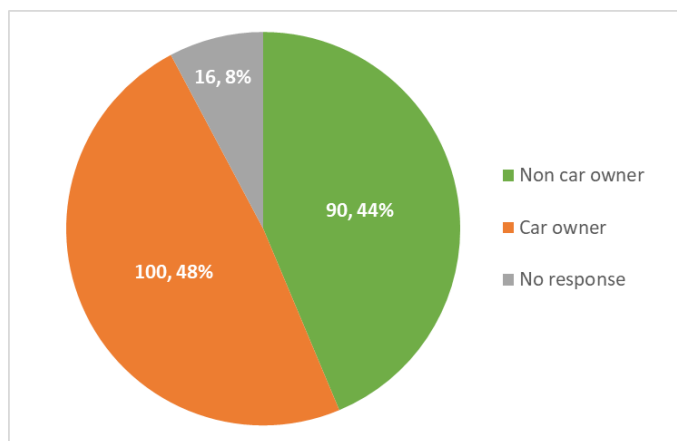


Figure 12: Q37: Car ownership.

3.4.2.15 Respondents were asked if they hold a Blue Badge. 6% of respondents did hold a Blue Badge, while 86% of respondents did not.

3.4.3 Crosstabbed questionnaire responses

3.4.3.1 Figures 13 to 15 show the responses to question depending on where they are based.

3.4.3.2 The data shows that respondents who reported living further away from Camden Passage and Charlton Place tended to be more likely to be non-car owners.

3.4.3.3 Figure 13 shows how often people visit Camden Passage and their connection with the area. People who live in the area visit Camden Passage more often than those who live further away.

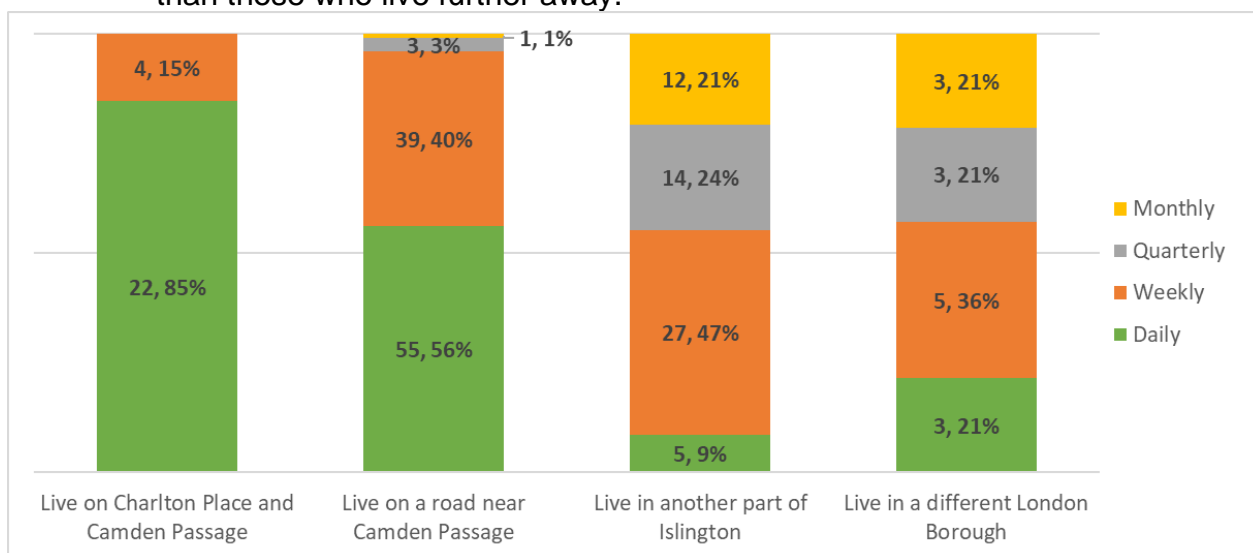


Figure 13: Q28 and Q35: How often people visit the area and their connection.

3.4.3.4 In general, the proportion of people who walk is higher than car drivers, especially people near Camden Passage (45% against 17%). It is clear that the proportion of cyclists increases significantly when people live further away from Camden Passage. The biggest proportion of car users who are Blue Badge holders are those who live in another part of the borough (4%). The graph in figure 14 shows all responses received.

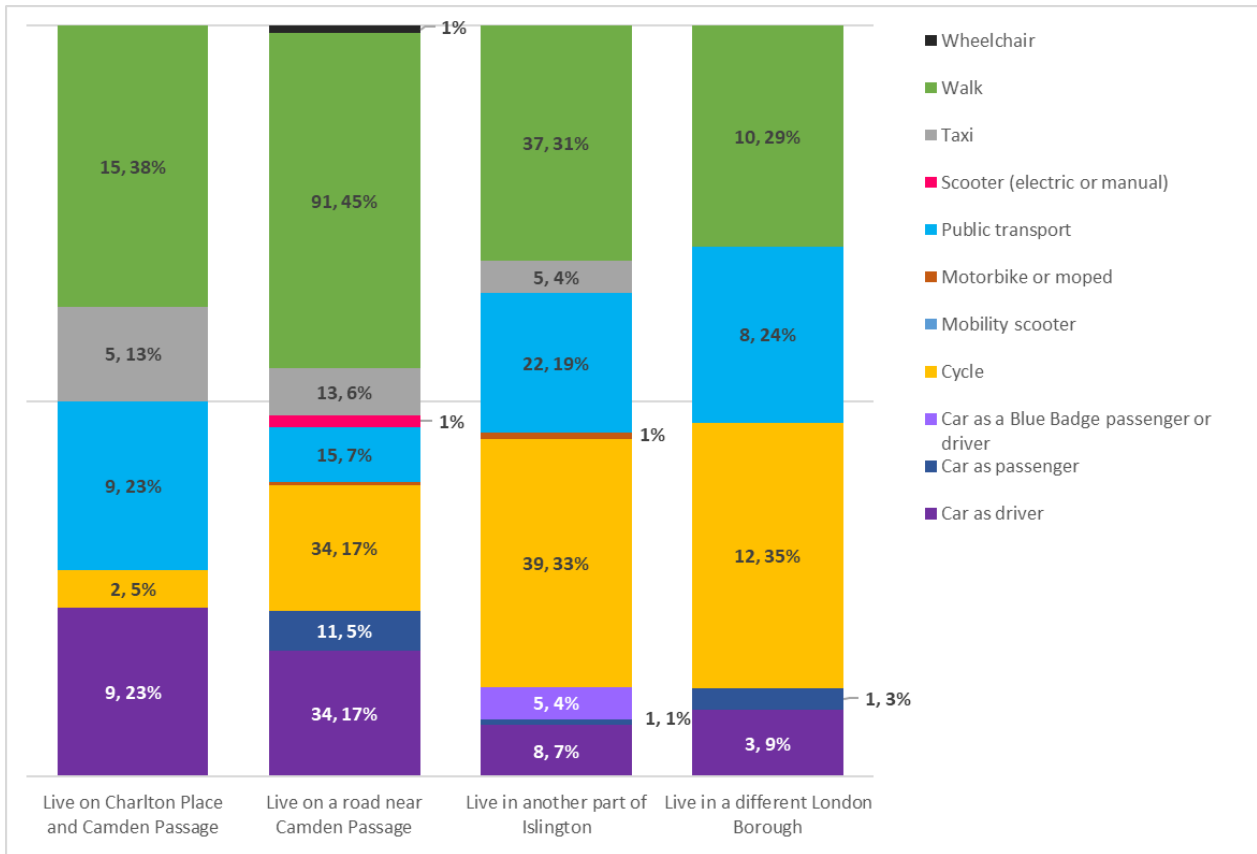


Figure 14: Q28 and Q36: How people travel to the area and their connection.

3.4.3.5 Respondents who stated they live in the area or within the borough have higher car ownership levels than the borough average of 29% of Islington households with access to a car or a van (LTDS, 2019). There is a significant proportion of cars owners that live on a road near Camden Passage, and this could be related to residents using the parking bays located at Charlton Place. The graph in figure 15 shows all responses received.

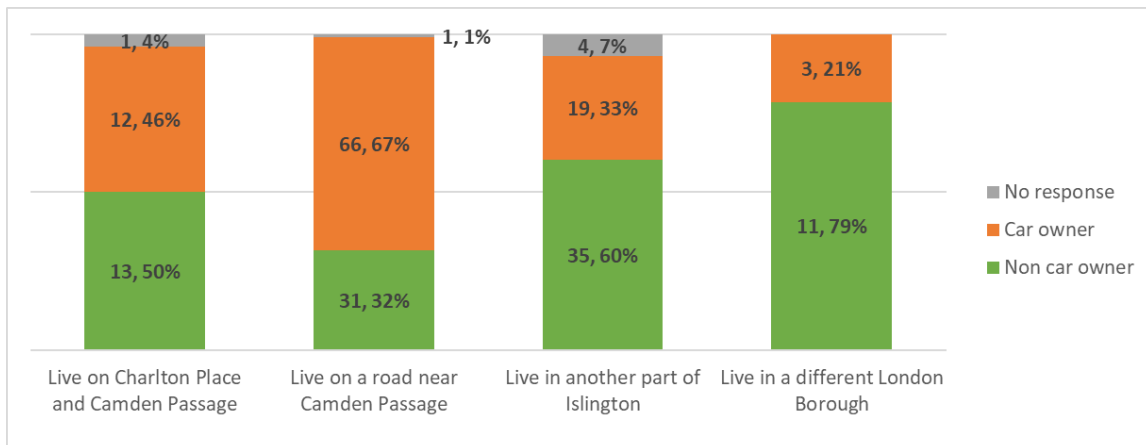


Figure 15: Q28 and Q37: Car ownership and connection to the area.

3.4.4 Individual's comments on the proposals (free text box response analysis)

3.4.4.1 The 187 free text box comments received analysed using a coding exercise related to the proposal. These show that the overall view was mixed, where 56 responses were positive, 92 mixed and 48 negative. After analysing the comments, 28% fully support the proposal and 23% fully objected to them.

However, 17% of respondents objected to the installation of a 24/7 traffic filter (17%); followed by 10% supporting the need for cycling and public realm improvements; and the objection to the reduction of residents parking bays (7%), but also supporting businesses by formalising a loading bay (7%). The graph below (Figure 16) shows all responses received.

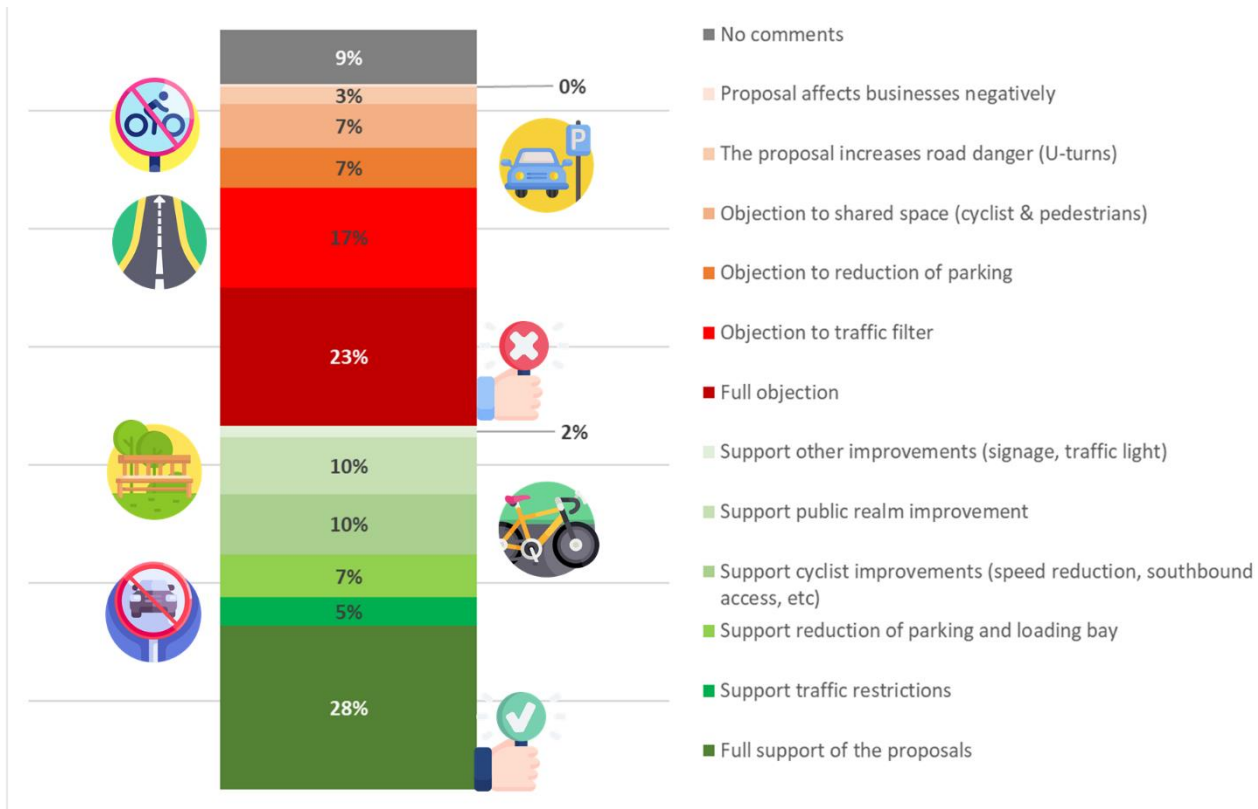


Figure 16: Q12: Do you have any comments on the proposals listed above? (free text)

3.4.4.2 Figure 17 shows that proportion of respondents who live in Charlton Place, Camden Passage and in the neighbouring roads have a more mixed view than those who live further away. The biggest proportion of responses of Camden Passage and Charlton Place residents were split between the objection of 24/7 traffic filter (35%), objection to the reduction of residents parking bays (27%) and proposal of reducing of short stay parking bays and loading bay to support businesses (23%).

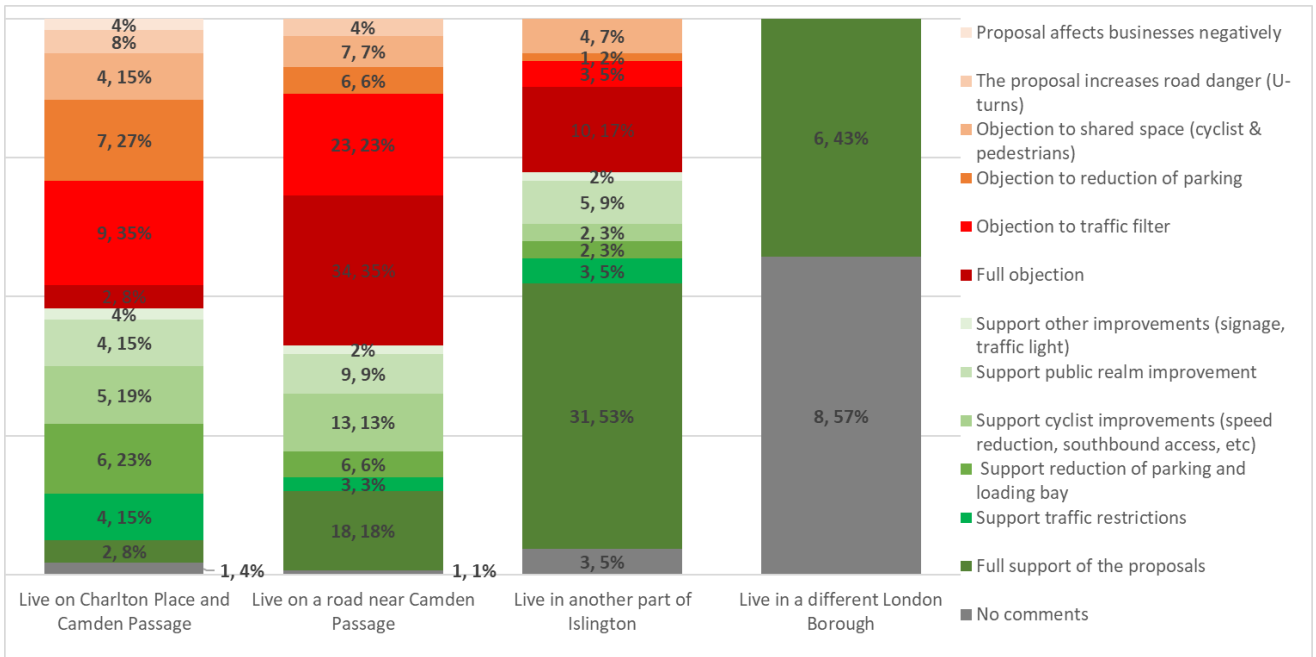


Figure 17: Q28 and Q12: Connection to the area and comments on the proposals

3.4.4.3 Figure 18 shows that respondents who own a car are more likely to object to the proposal than those who are car-free. Car-free respondents have the biggest proportion which fully support the proposed improvements (51%), but also mentioned that they would like more improvement in the public realm (14%). For those who own a car, the largest proportions were the full objection of the proposal (39%) and the full-time traffic filter (26%).

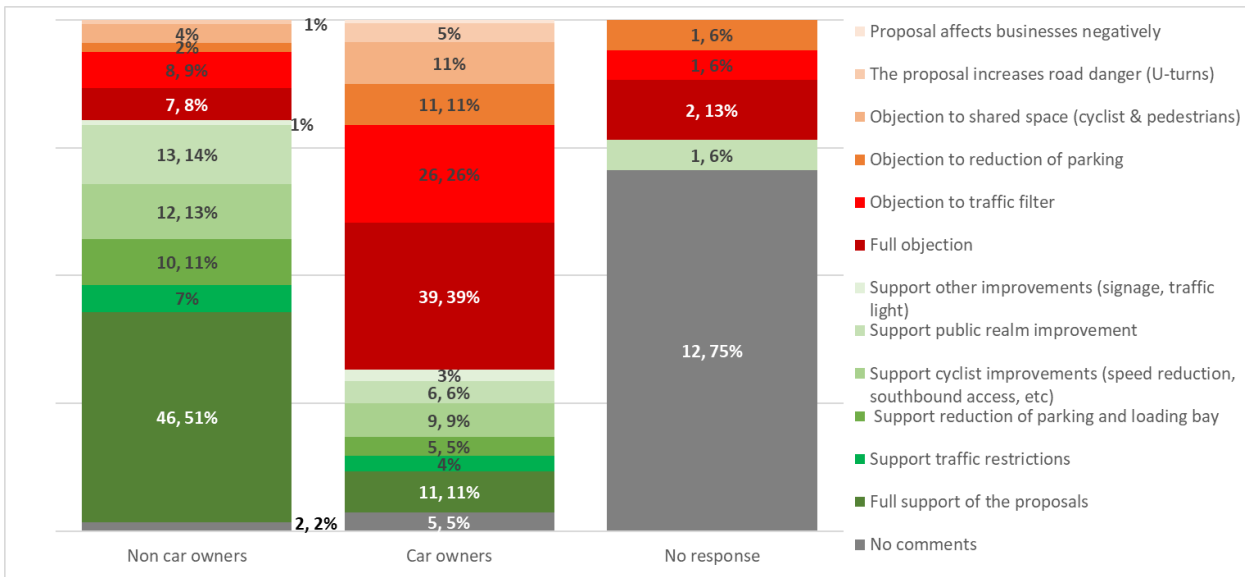


Figure 18: Q37 and Q12: Car ownership and comments on the proposals

3.4.4.4 The key themes in the free text answers are:

Theme	Detailed comments
Through traffic and traffic issues	<ul style="list-style-type: none"> • Larger vehicles such as commercial waste collection trucks and good vehicles create noise late at night. • Businesses and residents are very clear that access to Charlton Place must be kept available to make and receive deliveries. • Concerns around access for deliveries and tradesmen. • 24-hours closure and cars turning will increase road danger and conflicts.
The intervention is not needed	<ul style="list-style-type: none"> • The roads are already quiet and feature traffic calming measures. • Some residents reported that traffic levels are not problematically high.
Support for the proposals	<ul style="list-style-type: none"> • The area would benefit from improvements in the public realm that addresses traffic, cyclist speeds and volumes. • Reduction of short-stay parking is welcome.
Traffic displacement	<ul style="list-style-type: none"> • The proposals might result in an increase in traffic on Upper Street, Colebrooke Row, St Peter's Street, and Duncan Street.
Parking issues	<ul style="list-style-type: none"> • The existing double and single yellow lines, white lines, parking and double parking create an unsafe environment for people walking and cycling. • Existing parking and lack of enforcement on double yellow lines is an issue outside properties. • Maintain residents parking bays. • Reduce short-stay bays and traffic. • Consider blue badge holders parking bays.
Exemptions	<ul style="list-style-type: none"> • Access for disabled people. • Access for Charlton Place residents. • Access for emergency and service vehicles.
Accessibility	<ul style="list-style-type: none"> • Crossing conflict between pedestrians and cyclists is more significant than with motor traffic. • Uneven footway surface / pavement creates accessibility issues.

Theme	Detailed comments
	<ul style="list-style-type: none"> • Road surfaces on the north section of Charlton Place create hazards for people cycling due to its poor condition. • Clutter: A-boards, tables, chairs, and planters/cycle parking on Camden Passage.
Public realm improvements	<ul style="list-style-type: none"> • High quality public realm by which to announce an entry point onto Camden Passage. • Improve waste management and install well-designed bins to secure the waste. • Green infrastructure and landscaping. • Formalise southbound movement to address cyclist speed.

Table 1: Free-text box responses categorised into themes

3.4.5 Businesses' response

3.4.5.1 This section has analysed the response from businesses and/or market traders who responded the questionnaire. Appendix 3 has analysis and a more detailed report of the feedback from the different conversation with businesses before and after consultation periods.

3.4.5.2 From the 11 businesses that responded to the questionnaire, 3 (27%) were antique dealers, 2 (18%) were stalls and market, and 1 (9%) beauty and lifestyle, taxi driver, and chocolatier. All the responses were made as businesses owners. 55% of the business respondents are based on Camden Passage and 9% on Charlton Place. The graph in figure 19 shows all responses received.

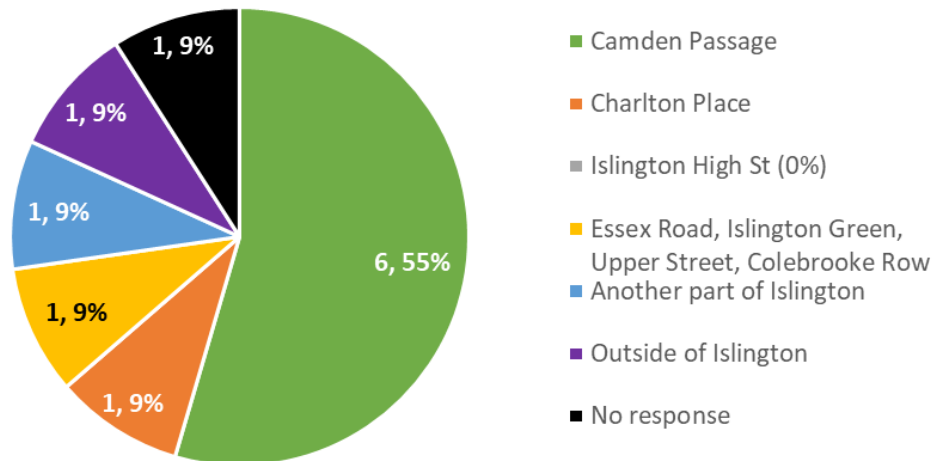


Figure 19: Q18: Where is your business premises based?

3.4.5.3 Businesses and market traders expressed what they like about Camden Passage, and the most mentioned opinions were: a) its unique character, architecture and history (50%), b) that last antique markets in London (20%), c) its close and friendly community (20%); and d) that market traders can offload next to their stalls.

3.4.5.4 What they dislike most about Camden Passage were: a) the over-representation of restaurants and cafés, b) high business rent / rates, c) the rubbish and waste collection, d) the number of tables and chairs; and, e) that there was nothing they dislike. The graph in figure 20 shows all responses received.

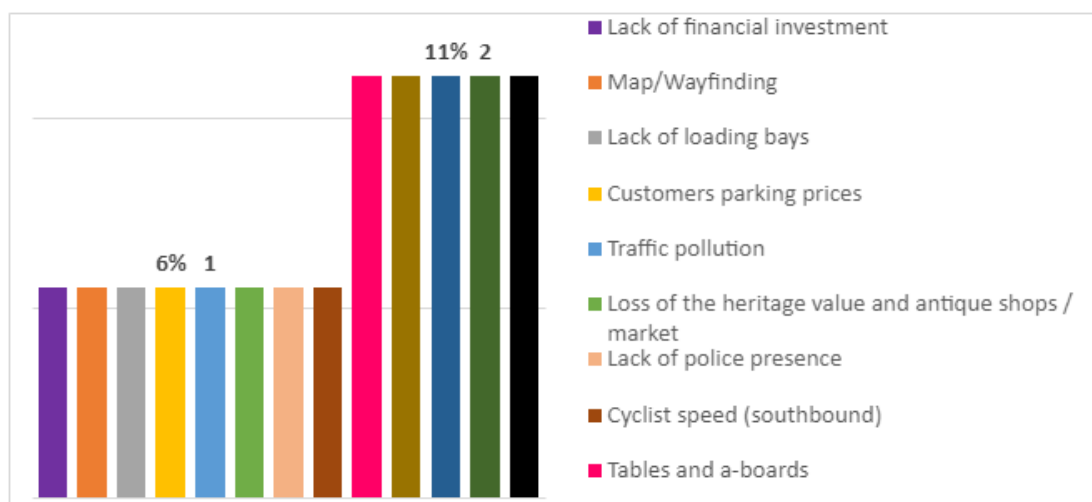


Figure 20: Q3: What do you dislike about Camden Passage? (free text)

- 3.4.5.5 On question 9 (figure 21), responses showed views from businesses and market traders about Camden Passage and Charlton Place over the past two years.
- 3.4.5.6 Where 56% of respondents have noticed less **number of visitors in Camden Passage**, 33% noticed no changes.
- 3.4.5.7 Where 56% noticed less **footfall in Camden Passage**, 33% have not noticed changes.
- 3.4.5.8 Where 67% have not noticed changes of **motor traffic volumes on Charlton Place**, 22% noticed less volume.
- 3.4.5.9 Where 44% have not seen changes on **receiving or sending more deliveries to or from Charlton Place**, 33% have increased them.
- 3.4.5.10 Where 56% have not noticed **Pollution by my business**, 22% think it has increased, and other 22% decreased.

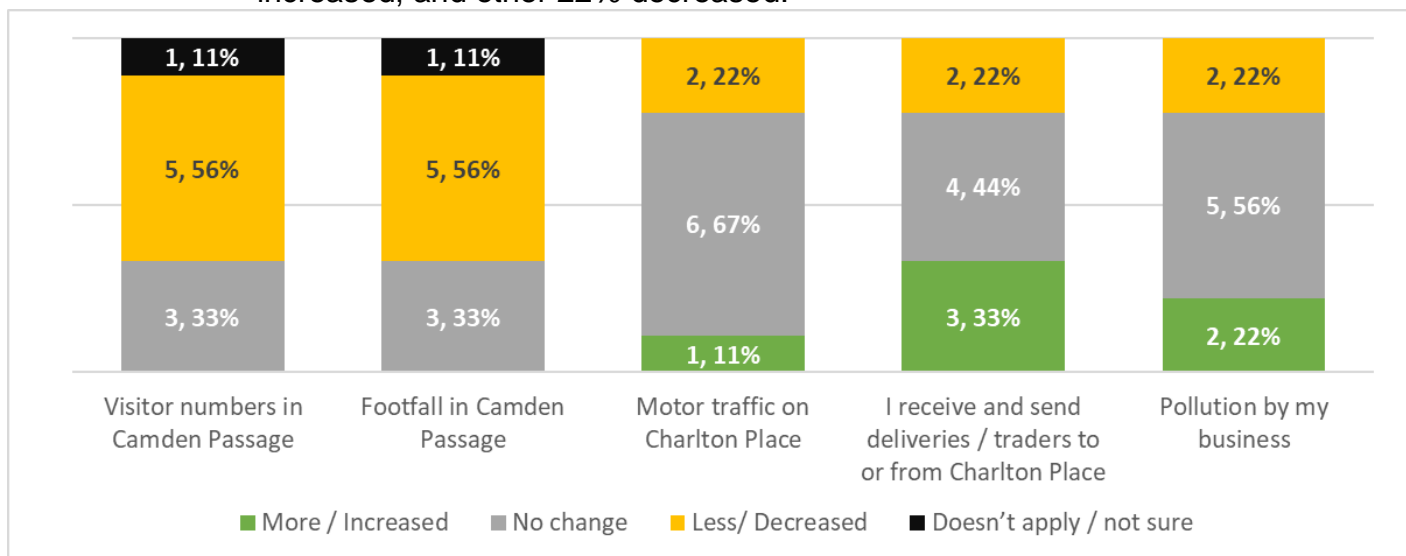


Figure 21: Q9: Have you noticed any change to Charlton Place and Camden Passage over the past two years?

- 3.4.5.11 Businesses and market traders expressed that they would like to see more of the following on Camden Passage: a) Assigned loading bay and parking for businesses and traders (38%), b) signage and wayfinding (25%), and c) cycle parking (13%). They would also like to see improvement in the public realm. The graph in figure 22 shows all responses received.

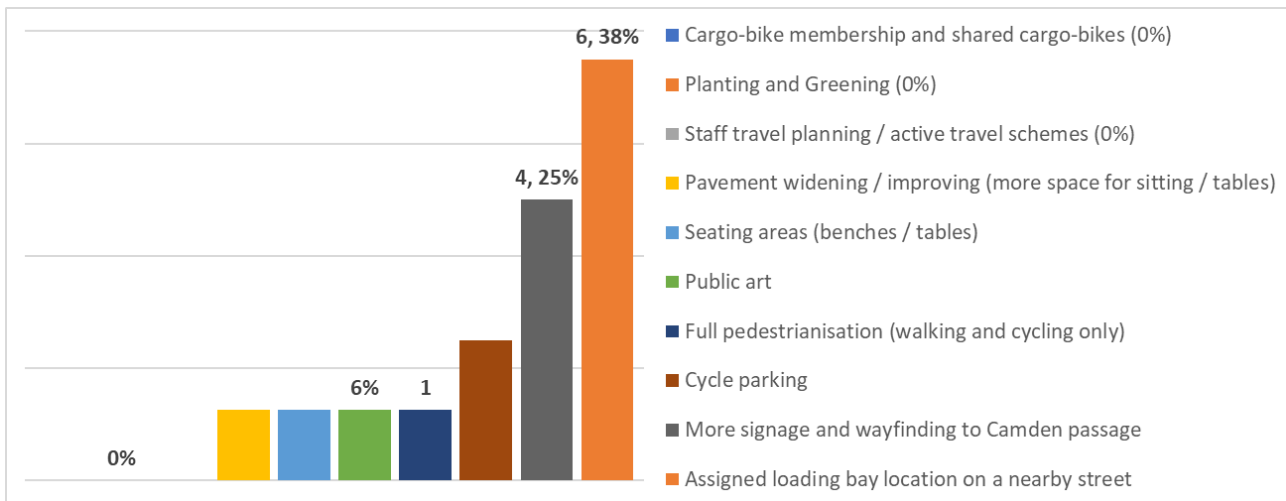


Figure 22: Q11: What would you like to see more of on Camden Passage?

3.4.5.12 The majority of businesses owners travel to their businesses by car (7, 64%), followed by cycle, and public transport, van / light goods vehicles, with 9% (1) each of them. On figure 23, they expressed how business owners thought customers travelled to their businesses by percentage, where it shows that the perception was that most of them travel more by car (38%) and foot (25%); followed by 60% travelling by public transport and bike (13% each).

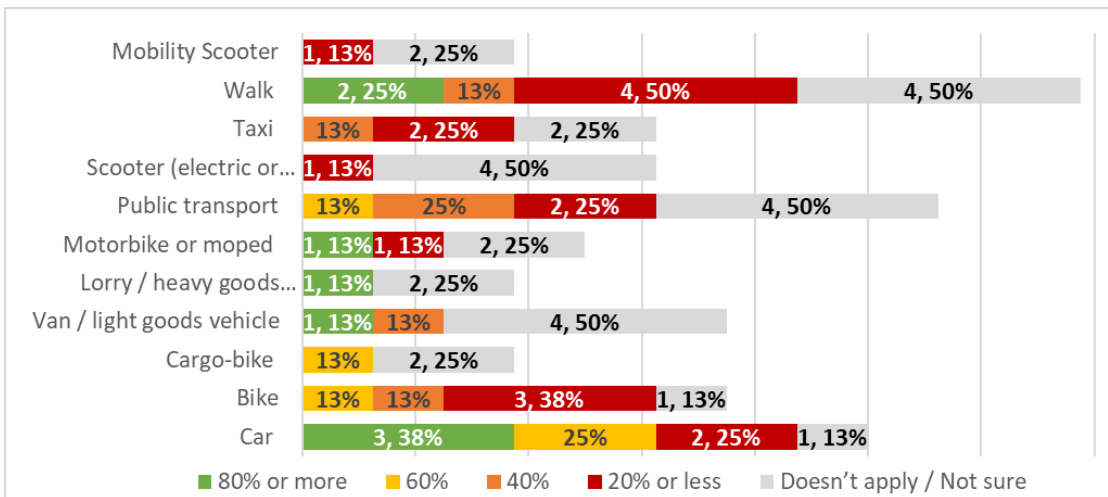


Figure 23: Q21: How do think your customers travel to your business?

3.4.5.13 Deliveries and loading/unloading were covered by questions 22 – 26. 55% (6) of businesses expressed that their delivery frequency is weekly, followed by 18% (2) which have them daily. The most common locations where they load/unload were Charlton Place (6 businesses, 55%), followed by Camden Walk (2 businesses, 18%).

3.4.5.14 Businesses expressed that their deliveries usually happen by motor vehicle (6, 22%), followed by bike / cargo-bike (6, 22%) and taxi (4, 15%). Deliveries times are very similar between during the week and weekend, with a significant period between 6am to 4pm. Figure 24 shows the most common time slots where deliveries happen. Business also expressed that they would prefer deliveries in the morning between 6am to 10am.

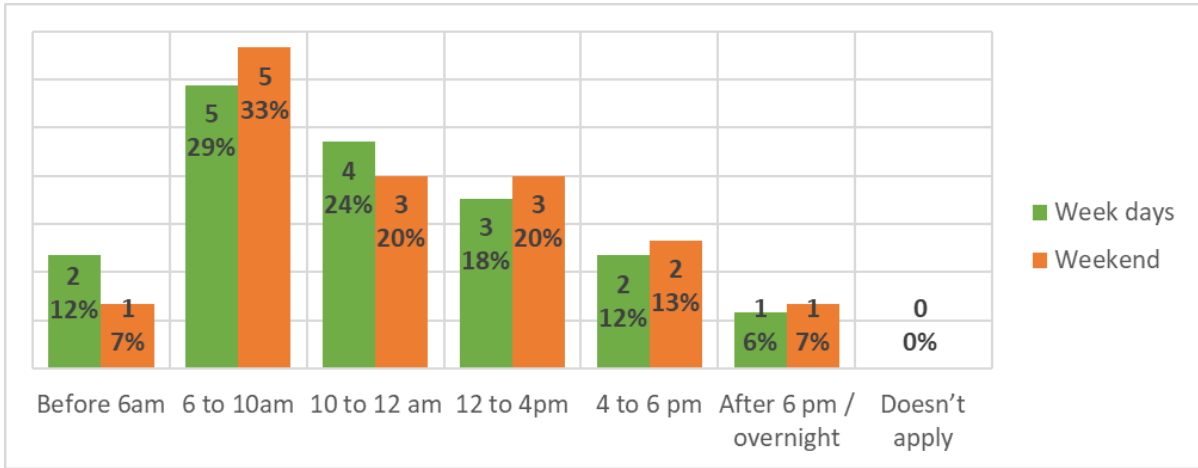


Figure 24: Q23: What times do you receive deliveries?

3.4.6 Businesses comments on the proposals (free text box response analysis)

3.4.6.1 Of the 11 free text box comments, 5 were mixed and 6 were characterised as negative. After analysing the comments, there was no full support of the proposals and 45% fully objected to them. However, 18% of respondents supported the loading bay proposal, and 9% public realm improvement. There was a common response about the objection of a full-time traffic filter, reduction of traffic, and negative impacts to businesses, 18% respectively. The graph in figure 24 shows all responses received.

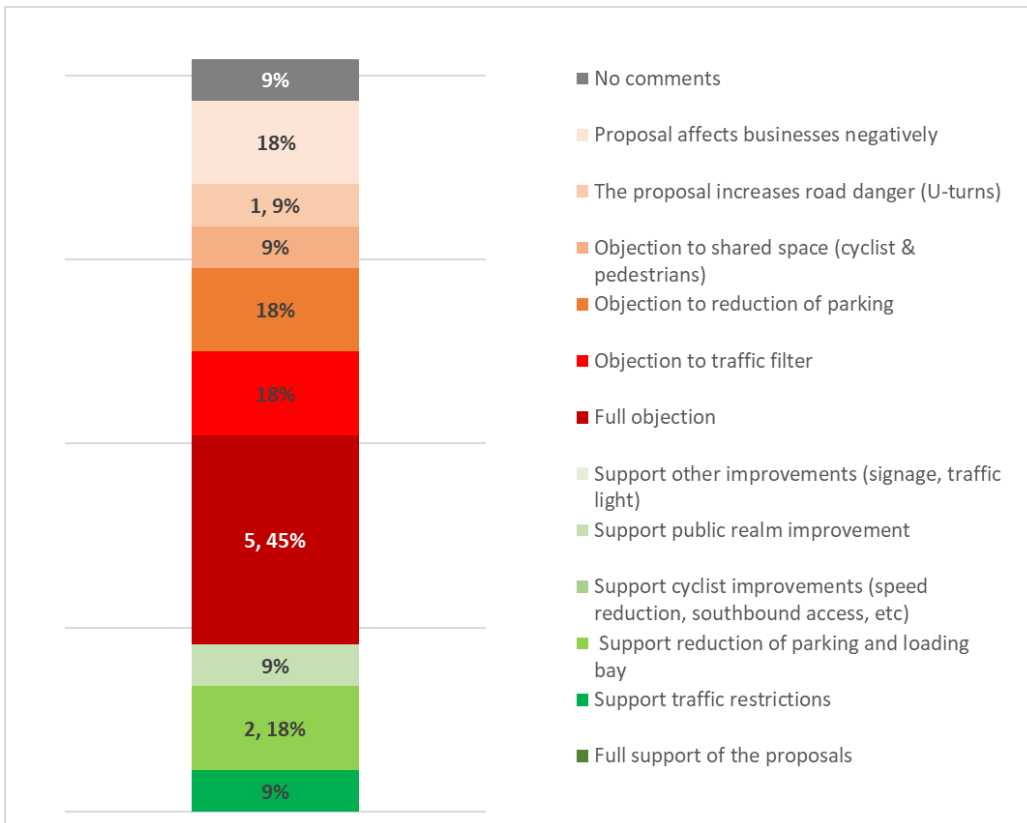


Figure 24: Q13: Do you have any comments on the proposals listed above? (free text)

3.4.6.2 Furthermore, question 27 was designed to capture any other comment about running their businesses, where responses showed that 56% (5 businesses) would like more accessibility for deliveries and loading/unloading, 22% (2) more

parking (loading bays, businesses parking), and 22% (2) reduced noise, traffic, and pollution at Essex Road.

3.4.7 Workshop outcomes

3.4.7.1 During the consultation period three workshops were organised (two in-person and one online), where more than 40 people (between residents and businesses) attended. Comments received during these activities reflected similar outcomes to the consultation questionnaire with more development in the proposal and ideas to improve the area. The image below shows the location of issues and opportunities expressed from attendees.



Figure 25: Summary of workshop feedbacks and locations in the area

4. Conclusions

4.1 General trends

4.1.1 In conclusion, responses to the Camden Passage and Charlton Place consultation were mixed. While some residents were supportive, other local residents and businesses raised concerns over motor vehicle access and parking.

4.1.2 **Pedestrian priority and traffic restriction:** Responses to the questionnaire paint a mixed picture. While the proposal to introduce measures to reinforce pedestrian priority across Camden Passage scored highly, respondents suggested that they do not want this to be achieved by installing a full-time traffic restriction at Charlton Place to stop vehicles driving through to Upper Street.

- 4.1.3 **Parking:** While there is little support for relocating four short stay parking bays to the south, as residents would like to maintain same number of resident bays. Proposals to convert the existing short stay bay outside numbers 19-25 Charlton Place into a shared use resident / short stay bay and create a flexible loading bay which can be used by residents outside operational hours received neutral support with almost as many in favour as against. The proposal to convert four residential parking bays into short stay parking is the most unpopular of all proposals.
- 4.1.4 **Cycling:** While the proposal to enable people to cycle southbound down Charlton Place was popular, equally popular was the independent proposal to introduce measures to slow down people cycling on Charlton Place.
- 4.1.5 **The character and heritage of Camden passage:** The proposal to protect the unique local character and heritage of Camden Passage was well-received.
- 4.1.6 Finally, the data shows that car-free respondents tend to be more supportive of the proposals than other categories of respondents. The profile of respondents is not representative of the car ownership rates in Islington where 29% of households own cars.

4.2 Proposal key principals

4.2.1 As a result of the feedbacks provided by residents, businesses, and the Angel BID these were the designs principals to be considered for the new proposal:

4.2.1.1 Public realm and greening improvement:

- Reinforce pedestrian priority on Camden Passage and improve the crossing at Charlton Place.
- Introduce greening and placemaking measures.
- Enable people to cycle southbound down Charlton Place and introduce measures to reduce speed
- Reinforce signage in the Camden Passage entrances to encourage cyclists to dismount.
- Well-designed bins to secure the waste.
- Improve signage and street art to promote Camden Passage.

4.2.1.2 Parking and loading bay:

- Formalise parking or establish loading bay on Camden Walk and Charlton Place.
- Reduce short-stay bays and maintain residents parking bays.

4.2.1.3 Traffic restrictions

- Consider a timed closure as opposed to a full filter to give access to businesses with larger deliveries.

4.2.1.4 Businesses and market traders:

- Storage for market traders

4.3 Who is under-represented

- 4.3.1 People with disabilities are under-represented in comparison to the Islington average.
- 4.3.2 Respondents who state their ethnicity as White British are over-represented, and respondents from Black, Asian and Minority Ethnic backgrounds are under-represented in comparison to the Islington average.
- 4.3.3 Car-free households are under-represented in comparison to the Islington average for Camden Passage and Charlton Place (49%) as only 29% of households in Islington have access to a private car.

5. Appendix

Appendix I - Promotional Material

On-street Trifold



Figure 26: On-street trifold

Flyer

How can you take part in the consultation?

We want to know what you think of the proposed improvement and your ideas for Charlton Place and Camden Passage.

Fill in our online questionnaire:



- Scan the QR code with your phone to access the consultation questionnaire;
- Visit www.islington.gov.uk/CharltonPlaceConsultation
- Submit your response by 11.59pm on Monday 22 August 2022 when the consultation period ends.

If you would like a hard copy (paper copy) of the questionnaire, please:

- write to: Public Realm, 1 Cottage Road, London, N7 8TP.
- visit us at Islington Town Hall reception (NI 2UD) to fill in a paper copy.

Consultation events:

- Co-design workshops: Camden Passage and Charlton Place corner (open area next door to the Breakfast Club).

No registration required.

- Tuesday 2 August 2022, 5.30 - 6.30pm
- Tuesday 16 August 2022, 5.30 - 6.30pm.

- Online meeting on Thursday 11 August 2022, 6 - 7pm.

Registration required. Please scan the QR code or visit our website to register for the event.

The feedback and ideas received during the consultation will feed into the decision and design process for Charlton Place. Thank you for taking part and we look forward to hearing your views.

Yours sincerely,

Councillor Rowena Champion

Executive Member for Environment, Air Quality and Transport

You can find out more at:
www.islington.gov.uk/CharltonPlaceConsultation
www.islington.gov.uk/PeopleFriendlyStreets

Consultation now open
 Have your say between 25 July and 22 August 2022

To find out more about our people-friendly streets programme please visit www.islington.gov.uk/PeopleFriendlyStreets/STPeters where you will also find answers to frequently asked questions. If you have further questions, drop us a line at STPetersLTN@islington.gov.uk.

Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read?
 Please contact us at STPetersLTN@islington.gov.uk or write to: Public Realm, 1 Cottage Road, London, N7 8TP.

ISLINGTON
 London Borough of Islington

Figure 27: First page of flyer

Dear residents, businesses and visitors,

As part of our commitment to make Islington a cleaner, greener and healthier place for all, we are proposing to deliver improvements to Charlton Place and Camden Passage.

This is an exciting opportunity to support Camden Passage and the Angel Town Centre as well-loved destinations and to benefit local businesses and local people with measures such as outdoor seating, pavement widening and planting at Charlton Place and Camden Passage.

We have been listening to local people's feedback who have told us they are concerned about:

- Increased traffic volumes
- Increased traffic speeds
- Increased vibrations
- through traffic



Proposed changes to Charlton Place and Camden Passage

We have been looking at how we can improve safety and accessibility as well as make the area more attractive. We have developed possible designs, shown in map 1 and 2.

We are proposing to:

- Install a traffic restriction* at Charlton Place to stop vehicles driving through to Upper Street, while retaining access for vehicles from the south of Charlton Place.
 - * E.g. physical barrier, such as a bollard, planter or camera enforcement.
- Enable people to cycle southbound down Charlton Place.
- Protect the unique local character and heritage of Camden Passage.
- Add measures to reinforce pedestrian priority across Camden Passage with features such as tactile paving or a blended crossing, and cycle signage to the pavement.
- In order to allow for the traffic restriction and turning vehicles on Charlton Place, we are proposing to make changes to parking:
 - Relocate four short stay parking bays to the south, as shown on the map 2 (on the next page).
 - Convert four residential parking bays into short stay parking.
 - Create a flexible loading bay, which can be used by residents outside operational hours.
 - Convert the existing short stay bay outside numbers 19-25 Charlton Place into a shared use resident / short stay bay.

Proposed changes to Charlton Place and Camden Passage



We want to hear from residents, the local community and businesses about the proposal to improve Charlton Place and Camden Passage.

Figure 28: Second page of flyer

Appendix II – Co-design workshops

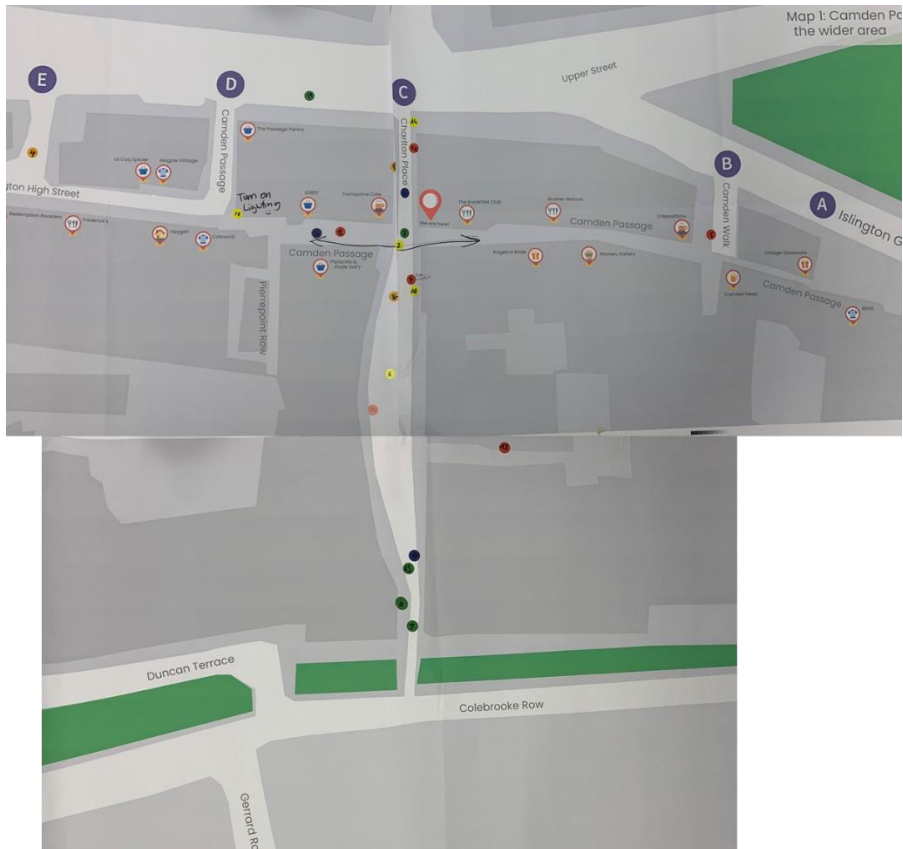


Figure 29: Map 1: Charlton Place and Camden Passage wider area - issues and proposals



Figure 30: Map 2: Charlton Place and Camden Passage proposal and visualisation from residents and businesses

Appendix III – Businesses engagement report

1. Summary

The council recognises the valuable role that businesses play in Charlton Place, Camden Passage and the wider Angel area. In-person business engagement for Charlton Place and Camden Passage was carried out by the Islington Council officers from Inclusive Economy and people-friendly street (PFS). Officers conducted targeted visits to businesses on Camden Passage and Charlton Place on the 26 July, 2 August, 16 and 17 August. Officers listened to comments from the business owners/representatives and/or distributed letters and leaflets regarding the proposed scheme. Officers also printed surveys and encouraged business owners/representative to share their thoughts on the council's plans.

Officers visited 70 brick and mortar businesses on Camden Passage and Charlton Place. Followed by visiting 50 market traders that trade antiques on Wednesday and Saturday followed by a Thursday vintage market.

The PFS team organised two workshops on the 2 and 16 August where several business owners and representatives shared their feedback on the proposed design and how their business could be impacted. The workshop was a useful way to gather the thoughts and opinions of residents and business owners collectively.

This report summarises the feedback gathered during these engagement exercises, and details the council's response to this feedback. The council has taken proactive steps to ensure that businesses in Charlton Place had the opportunity to contribute their views on the traffic filter through in-person meetings, workshops, online events, street intercepts, responding to emails and speaking to businesses over the phone. The workshop intended to encourage businesses to visualise and actively contribute to the design of Charlton Place.

The council consulted on a 24-hour road closure on Charlton Place. From speaking and working with businesses through a variety of methods we have integrated the feedback about deliveries, storage and other themes listed in this report below. By communicating with businesses about Charlton Place the council identified underlying issues that businesses have been faced with for several years too, separate from the PFS and traffic restrictions, such as street rubbish or storage.

Charlton Place is expected to receive public investment into place making and improving the area to benefit the local economy. The feedback below will demonstrate the concerns businesses currently experience in relation to the proposed plans from the Islington Council.

2. Background information: Characteristic of Camden Passage Business and Antique market

The Camden Passage was historically one of London's biggest antiques trading destinations dating back to the 1950/60s. It was proclaimed that Princess Margret would shop for antiques in Camden Passage and shops are renowned for their celebrity customers. Today around 30% of the brick-and-mortar businesses are antiques with strong desire from some traders to continue this trade and tradition. Every Wednesday and Saturday there are three markets locations across the Camden Passage: Perrierpoint

Market, Charlton Place Market and Camden Passage Market that all sell antiques and (some fashion retail) to this day, retaining its original character.

Camden Passage is made up of a mixture of galleries, fashion retailers, restaurants, coffee shops and hair salons. The economic make up has changed from 100% buy and selling to a service-based economy. Service based economies are essential to Islington's local economy. The transition from an antique to a service-based offer means shops in the Camden Passage continue to be used as businesses and not turned into properties, resisting gentrification. Camden Passage continues to be a unique location in Islington and London that attracts tourists all year round.

3. Business Engagement

Table 1 summarised and categorised feedback collected from businesses and market traders during the consultation and pre-engagement periods.

Feedback theme	Summary of feedback from businesses
Camden Passage awareness	<ul style="list-style-type: none"> • The Camden Passage would benefit from a rebrand or formalised branding. • Charlton Place and Camden Passage is hidden behind Upper Street and therefore needs better signage to inform passing pedestrians about the historical and contemporary local economy. • More activities such as events, for example: music (busking), and the salsa class held every Monday held by the Japanese Gallery on the pedestrian cobble roads could bring more awareness. • With more pedestrianised space the area will become attractive and encourage a diversity of visitors.
Footfall	<ul style="list-style-type: none"> • There has been a decline in footfall on Camden Passage over past 10 years. Business owners (specifically non-food businesses) are concerned about the future of their enterprise. • There has been a 10-year difference in shopping and spending habits that has have changed in Camden Passage/ Charlton Place. Visitors spend more on lifestyle services such as coffee, hair salons, and restaurants. • People visit Camden Passage as destination to eat and drink coffee - it is a perfect location to meet friends and socialise.
Markets	<ul style="list-style-type: none"> • A significant number of market traders are storing their products in other businesses on the passage. Market traders have expressed this has always worked for them but access to storage would be far more beneficial. • Less than 10% of market traders drive to Camden Passage. The majority of raders travel in by bus, walk and train some carrying their jewellery and items to sell that day. Some traders that drive believe the council should provide business parking for those specific traders. Currently traders are spending £17 a day on parking in the business design centre. • All traders trade 2 days a week. Some of the market traders have been trading on the market for 40 years and are committed to maintaining and growing this.
Heritage	<ul style="list-style-type: none"> • Conservation is the foundation of Charlton Place/Camden Passage - this is widely acknowledged and encouraged. Due to this, a number of

	<p>market traders are resistant to change. Public Realm changes to the Charlton Place should be reflected in maintaining the heritage of the area. Such as, similar style public art and quality design.</p> <ul style="list-style-type: none"> • Antiques traders fear that the increasing number of coffee shops will push out businesses that have operated there for 20+ years.
Deliveries	<ul style="list-style-type: none"> • Concerns that delivery drivers will have to wait in their vans in the morning and wait for a space to become free in the early morning can cause problems with residents and traffic. • Deliveries from majority food businesses come as early as 5-8 am each day. Any changes to this will affect the operation of the businesses. • A number of business owners do not know where the delivery drivers park when delivering goods. • Furniture, antique and frame businesses expressed concerns that the proposals will impact their businesses in a severe way because their customers and deliveries usually travel by car to collect and unload products.
Reduce cycling	<ul style="list-style-type: none"> • Cycle speeds are too fast coming from the north of Charlton Place (southbound movement). • Cyclist not dismounting and cycling on the actual passage with pedestrians shopping, disabled people, people with young children. some are worried someone could get hurt. • Market traders expressed that it is harder to run their business when people are cycling up and down the passage. This is perceived to affect the amount of business taken/accumulated throughout the day.
Loading bays	<ul style="list-style-type: none"> • Businesses have said that Charlton Place, Camden Passage and Camden Walk do not have enough loading bays, which results in business double parking, or parking on Charlton Place to provide deliveries. • The Camden Passage is a busy business district that experiences deliveries every single day. Deliveries will happen in the area regardless, therefore improving signage for loading bays for businesses should be the council's priority. • Businesses are operating by transfer trollies on the passage, although distances from the van are long. The trolley is practical. Uneven pavement would cause an issue for this. • Currently delivery drivers are walking long distances down the passage and returning to tickets on their vans. This extra cost falls on the business or delivery drivers do not want to deliver in the area affecting the supply chain.

Table 1 Summary of feedback from businesses

4. Angel Business District

The council worked in collaboration with the Angel Business District throughout the duration of the project. This included a business engagement plan, presentations, communication materials and contributions to the design plans. The Angel BID submitted a response to the consultation on behalf of their members This is split into issues/ concerns and solutions proposed by the council

Issues / concerns raised by Angel BID	Solutions and comments from Council
<p>1 - Volume and modes: Motor traffic volume is less prevalent than bicycle volume, especially southbound movements. Cycle traffic: a) high speeds on Charlton Place; b) cyclists travelling southbound at Charlton Place. Cyclists do not dismount when using the Passage.</p>	<p>Improve the crossing of Camden Passage across Charlton place in a way that highlights the primacy of the pedestrian route through Camden Passage. Cyclist speed reduction measures. Visual elements to alert cyclists travelling in either direction that they should be aware of crossing pedestrians. Crossings to ensure, reflect and reinforce the character of the area. Reinforce signage in the Passage entrances to encourage cyclists to dismount.</p>
<p>2 - Through traffic The majority of daytime vehicular movement services Charlton Place and Camden Passage residents and businesses. Permanent traffic filter is likely to increase road danger, and congestion at the southern section of Charlton place. Larger vehicles such as commercial waste collection trucks have been reported as creating a disturbance late at night. Businesses clear that access to Charlton Place must be kept available to make and receive deliveries.</p>	<p>Consider a timed closure as opposed to a full filter to give access to businesses with larger deliveries to continue to drive all the way through Charlton place and to allow for waste collection. Installation of “give away island” in the south section of Charlton Place to allow smooth access and exit onto Colebrooke Row.</p>
<p>3 - Parking Flexible loading bays may not be suitable as some deliveries occur from 4am. Lack of business parking and disabled bays.</p>	<p>Reduction of short-stay parking will reduce motor vehicle movement. Permanent loading bay. Consider creation of businesses and disabled bays.</p>
<p>4 - Business / Camden Passage Market servicing Many businesses can receive deliveries only on pallets, and it is not possible to reach premises in the middle of Camden Passage from either Islington High Street, Camden Walk or Essex Road / Upper Street.</p>	<p>Consider providing facilities for storage for traders. Increase enforcement activity in Camden Walk on trading days. Expansion of the market to focus on rotating specialist market days (e.g., Wednesday: Antique market, Thursday: Vintage Market, Friday: X Market, etc)</p>

<p>Market traders park illegally throughout the day on Camden Walk, curtailing access for deliveries to businesses.</p> <p>The market must be serviced either via on-site storage, or vehicles which unload, and then park elsewhere.</p> <p>Any expansion of the market is likely to lead to further vehicular congestion and illegal parking on market days.</p>	
<p>5 - Public realm and the Passage</p> <p>The public realm is degraded and lack of arrival /signage into the passage.</p> <p>Improve waste management collection, bins and rubbish on the street.</p> <p>The BID would not support the retention of the existing poor quality public realm and enforcement of the closure via ANPR cameras, as this would provide no additional benefit to the experience of the area.</p>	<p>Well-designed bins to secure the waste.</p> <p>Opportunity to provide high quality public realm by which to announce an entry point onto Camden Passage.</p> <p>Green infrastructure and landscaping in particular signal a change of pace and scale from Upper Street</p> <p>The streetscape should be redesigned as a flexible space to support activities and small events on the Passage.</p>

Table 2 Summary of feedback from Angel BID

5. Summary and proposal key principals

Islington council will continue to engage with and support businesses in the area. As well as the considerations outlined below relating to the proposed scheme, businesses and traders will also be linked into the council's wider business support offer through its Local Economy Service.

As a result of the feedbacks provided by businesses and the Angel BID, these were the designs principals to be considered for the new proposal:

- Clear signage all three entrances of Camden Passage and Charlton Place to capture the on Upper Street and redirect foot traffic.
- Reinforce pedestrian priority on Camden Passage by improving crossing at Charlton Place.
- Identify areas where greening and placemaking can take place along Camden Passage and Charlton Place.
- Enable people to cycle southbound down Charlton Place and introduction of measures to reduce speed
- Formalise parking or establish loading bay on Camden Walk and Charlton Place.
- Improving signage and street art to promote Camden Passage.
- Reinforce signage in the Camden Passage entrances to encourage cyclists to dismount.
- Consider a timed closure as opposed to a full filter to give access to businesses with larger deliveries.
- Well-designed bins to secure the waste.
- Storage for market traders.