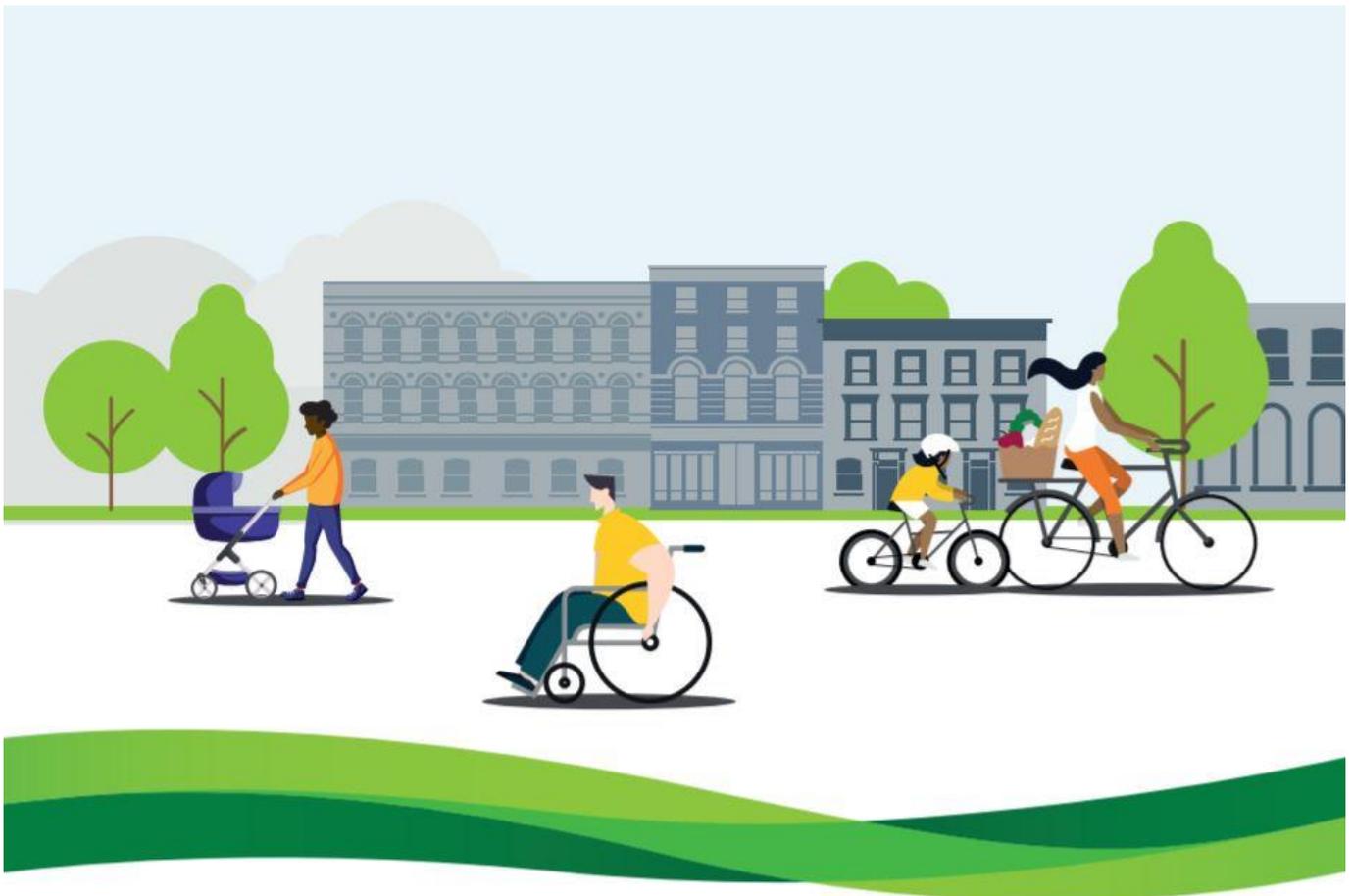


# St Peter's people-friendly streets Trial Public Consultation and Engagement Analysis

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- A List of Businesses**
- B Demographics**
- C Full Code Frame Outputs**

# 1 Introduction

- 1.1 Steer was commissioned by Islington Council (LBI) to provide support in delivering and facilitating people-friendly streets public engagement events and consultation response analysis as part of the St Peter's low traffic neighbourhood (LTN) trial. This trial involved the introduction of a low traffic neighbourhood in the St Peter's ward beginning in July 2020. Traffic cameras, bollards and planters were installed in order to reduce traffic and road danger and create more space for active modes (such as walking, cycling and using mobility aids), while still allowing emergency vehicles and buses to pass through.
- 1.2 The consultation went live between Monday 13<sup>th</sup> September and Monday 11<sup>th</sup> October 2021 at midnight. During this period, Steer supported Islington Council in attending and facilitating engagement events. During the consultation period individuals submitted responses to the survey on the Islington website or via email/letter to the council. In total there were 1,525 responses received to the consultation, with 1,489 via survey and 36 via email.
- 1.3 This report summarises the events undertaken during the consultation period and the feedback provided by individuals at those events. This report also presents the findings from our analysis of the consultation survey alongside appendices including the results of the full code frames for open question analysis. This is a report on the public engagement and survey consultation during the consultation period and does not cover the engagement undertaken by Islington Council with statutory consultees.
- 1.4 This report will feed into the Islington decision report which will bring together monitoring data, consideration of objections and correspondence over the trial period.

## 2 Consultation engagement events

### Engagement activities

2.1 During the St Peter's consultation period, a number of engagement events were undertaken by Steer in conjunction with LBI officers. These included:

- Car Free Day event
- On Street intercepts
- Targeted residential and businesses door knocking
- An online Q&A event open to all residents
- A drop in focused on disabled people

#### **Car Free Day event**

2.2 Steer provided a presence at the on-street Car Free Day Event at Hanover School on 22<sup>nd</sup> September 2021. Steer supported LBI officers in engaging parents and carers to remind them of the St Peter's trial scheme and the current consultation period. This event was designed to raise awareness by giving out resident leaflets to those who had not received them.

#### **On street intercept**

2.3 Steer provided a presence at the on-street intercept at the Duke of Cambridge pub on 22<sup>nd</sup> September 2021. This was an advertised event and Steer held discussions with a number of stakeholders who attended to discuss the trial and the consultation. Local residents who had not seen the leaflet (or had not received one) were provided with one.

#### **Targeted residential and business door knocking**

2.4 Once the consultation survey has been open for 10 days, Steer analysed the postcode data to assess streets and locations which had relatively low response rates to the surveys. This provided a number of streets to target for residential door knocking by Steer staff. The streets which were targeted are set out in Table 2.1.

**Table 2.1: Streets targeted in the resident's door knocking**

Street	Post Code
Torrens Street	EC1V 1NQ
Duncan Street	N1 8BP
Elia Mews	N1 8DA
Raleigh Street	N1 8NW
Windsor Street	N1 8QF
Britannia Row	N1 8QJ
Popham Street	N1 8QP
Rector Street	N1 7DG
Canon Street	N1 7DB
Spellbrook Walk	N1 8TL
Ridgewell Close	N1 8TJ

2.5 A list of businesses in the LTN area and on the boundary roads were drawn up, and these businesses were targeted by Steer staff to speak to in person, the aim of this engagement exercise was to remind businesses of the ongoing St Peter's LTN consultation A full list of businesses can be found in Appendix A.

2.6 The resident's targeted door knocking took place on 29<sup>th</sup> September 2021 from 4:30-7:30pm and the businesses targeted door knocking took place on 30<sup>th</sup> September 2021 from 9am-12pm. Both sessions aimed to engage with stakeholders, to remind them of the consultation dates and provide them with a resident's leaflet if they have not had one.

#### Online Q&A event

2.7 An online Q&A event was held on 5<sup>th</sup> October 2021 from 5-6pm. 28 people signed up and attended the event. LBI officers presented the monitoring data which had been collected during the St Peter's trial with the remainder of the meeting dedicated to a Q&A facilitated by Steer. The main themes raised at the event were:

**Table 2.2: Comments raised at the online Q&A engagement event**

Themes raised at the online Q&A event
Residents on boundary roads not feeling that they have been engaged with as much as residents who live within the LTN.
More pleasant environment on streets within the trial area since the measures were introduced.
Concern about an increase in the number of vehicles using Charlton Place since the trial scheme was introduced.
Concerns over effects on boundary roads with traffic and pollution displacement.
Would like Cross Street to be included in an LTN.
Response rates for consultations.
Suggestion to provide more cycle storage.
Request for residents to be given access through the ANPR enforced traffic filters.
Concern about impact on access to services like the GP by car for those who have no choice but to travel by car.
Would like an accessibility study of all modes inside the LTN.

## Disabled People Drop In

- 2.8 A disabled people focussed drop-in event was held on Sunday 10<sup>th</sup> October from 12-4pm. The event was attended by approximately 35 people and provided a space to discuss the St Peter's LTN trial scheme as well as the launch of the Islington Council's Blue Badge Exemption Policy. The event also provided an opportunity for attendees to try out Islington Council's adapted cycles suitable for people with a range of disabilities. Feedback was sought from participants about the exemption policy and the comments received at the event are summarised in Table 2.3. Comments about the trial scheme generally were also received at the event and these are summarised in Table 2.4. Comments made at the event about the consultation process or materials are summarised in Table 2.5.

**Table 2.3: Comments on the proposed Blue Badge Exemption Policy**

Blue Badge Exemption Policy comments
Not helpful because exemption linked to one vehicle only.
Doesn't help with the issue of congestion on the main roads (i.e. disabled drivers get delayed by congestion on the main roads, attributed to closures of motor vehicle routes through St Peter's).
Concern about being housebound if more roads are closed e.g. beyond St Peter's.
Concern that use of Private Hire Vehicles (PHVs) / taxis by disabled people is not accounted for in the policy, especially for those who do not drive (i.e. do not hold a blue badge). Comments that taxi / PHV drivers are reluctant to accept jobs inside the LTNs due to the longer journey times, and 'multi-stop' PHV / Taxi journeys across the LTNs are now made longer, stressful and more expensive, due to not being exempt from the ANPR.

**Table 2.4: Comments on the St Peter's trial**

St Peter's LTN Trial scheme comments
Many disabled people in the area do not drive and they have experienced vastly improved quality of life due to the trial, e.g. being able to wheel in the carriageway due to less traffic, improved air quality reducing the symptoms of Chronic Obstructive Pulmonary Disease (COPD), easier to cross roads, and less noise from traffic.
Suggestion the closures are on a timed basis e.g. 7am to 7pm.
Concern about personal safety risks to women and children because of fewer motor vehicles on routes through St Peter's.
Motor vehicle access to Richard Cloudesley School needs more consideration.
More street audits should be carried out with groups like disabled residents to feed into scheme designs.
Charlton Place – Several people asked the council to address the problem of excessive/through traffic on Charlton Place which is still used as a short cut. Speed of traffic is a problem and is dangerous for pedestrians.
Packington Square – Development has created access issues for disabled people with a lack of dropped kerbs and accessible footways.

**Table 2.5: Comments on the consultation**

Comments about the consultation
Feels as though the consultation is just a formality.
Didn't receive notification about the event until the day before.
Too many questions in the consultation questionnaire – difficult and time consuming to complete.
Would like to be consulted on improving the public realm around the area of the filters to provide ideas for designing fully accessible and inclusive public realm spaces.
Decision makers should be at the event to discuss.

## 3 Consultation Survey

### Introduction

- 3.1 This section reports on the analysis of the 'closed' questions included in the consultation questionnaire. Closed questions are those with a discrete set of answers from which survey participants select a response, in contrast to 'open' questions where participants may provide a free text response of their own. They include information from questions asking about the current trial and the future of the scheme and the demographics of respondents, their travel patterns and their connection to the area. Some of these questions were optional so not all respondents provided an answer; these are displayed as 'No response' in the results.
- 3.2 These results were also cross tabulated with whether respondents had car access (Q14), their connection to the area (Q19) and if they had a disability (Q25).

### Respondents

- 3.3 Overall, 1,489 responses were submitted to the consultation. Respondents were asked if they were filling out the consultation on behalf of a business. Of the 1,405 responses to this question, 40 were filled out on behalf of a business, 1,365 were public responses and 84 had no response so have been assumed to be public responses.

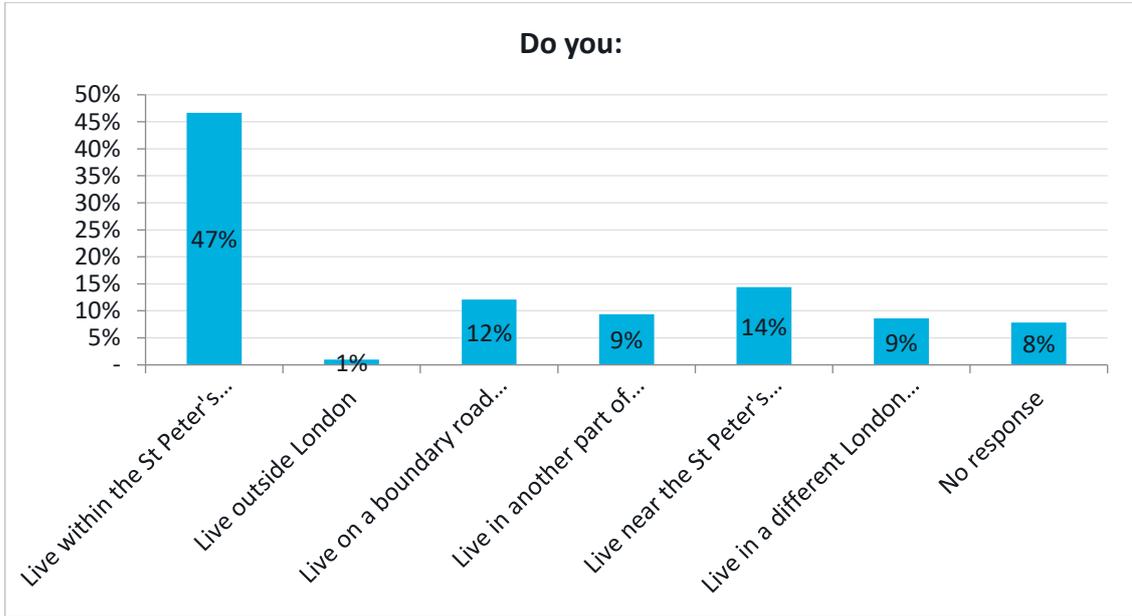
**Table 3.1: Respondent type**

	Number	Percentage
Public	1449	97
Business	40	3
<b>Total</b>	<b>1489</b>	<b>100</b>

### Connection to the area

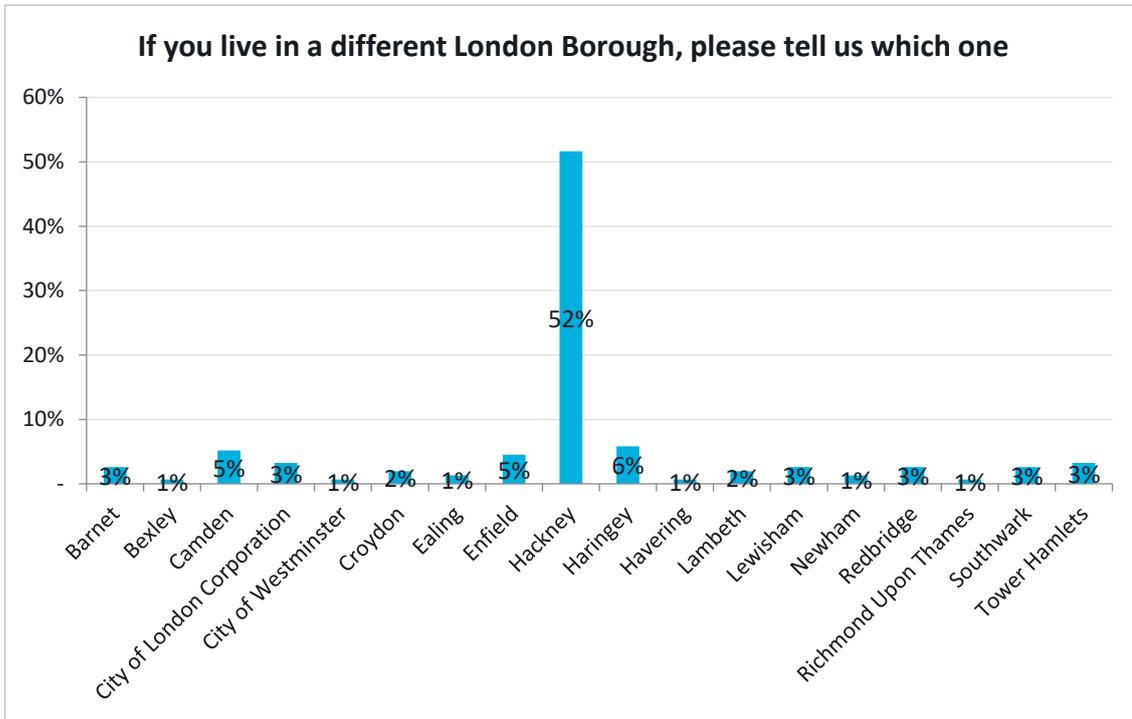
- 3.4 Respondents were asked where they live in relation to the St Peter's people-friendly streets area. 47% of respondents stated they live within the area, followed by 14% living near the area and 12% living on a boundary road (Figure 3.1).
- 3.5 9% of respondents live in a different London Borough, these respondents were then asked to specify which Borough; with the greatest proportion (52%) living in Hackney (Figure 3.2).

**Figure 3.1: Where do you live (Q19)**



Number of respondents – 1,489

**Figure 3.2: Different London Borough (Q20)**



Number of respondents – 155

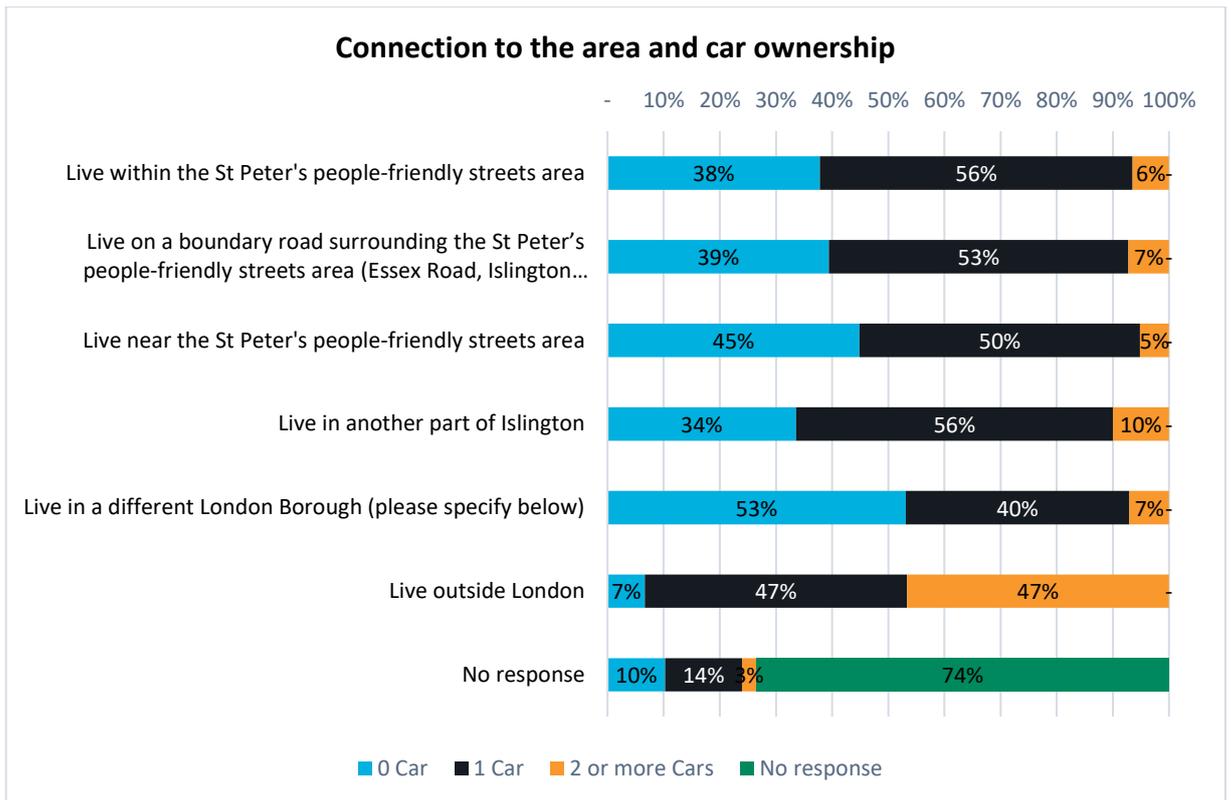
3.6 Respondents were then asked their connection to the St Peter's people-friendly streets area. They were able to tick all that apply for this question which means the total percentage does

not sum to 100. Over two-thirds of respondents (69%) reside in the area, over a quarter (29%) travel to/or through St Peter's and 16% own property in Islington.

**Table 3.2: Connection to the area**

Connection to area (tick all that apply)	Number	Percentage
I am a resident	1028	69
I own a business	55	4
I work in the St Peter's area	90	6
I travel to/or through St Peter's	430	29
I work elsewhere in Islington	86	6
I own a property in Islington	237	16
I am a visitor	96	6
Other	58	4

- 3.7 To understand the levels of car or van ownership among respondents to the survey, respondent's connection to the area was cross tabulated with car ownership levels.
- 38% of people responding to the consultation who state they live within the St Peter's LTN area do not have access to a car or van, with 62% of respondents having access to one or more car or van.
  - 39% of those who live on a boundary road to the St Peter's people-friendly streets area do not have a car, 60% of respondents having access to one or more car or van.
- 3.8 Respondents who stated they live within the St Peter's LTN area and on the boundary roads of the area have higher car ownership levels than the borough average of 29% of Islington households with access to a car or a van (LTDS, 2019).

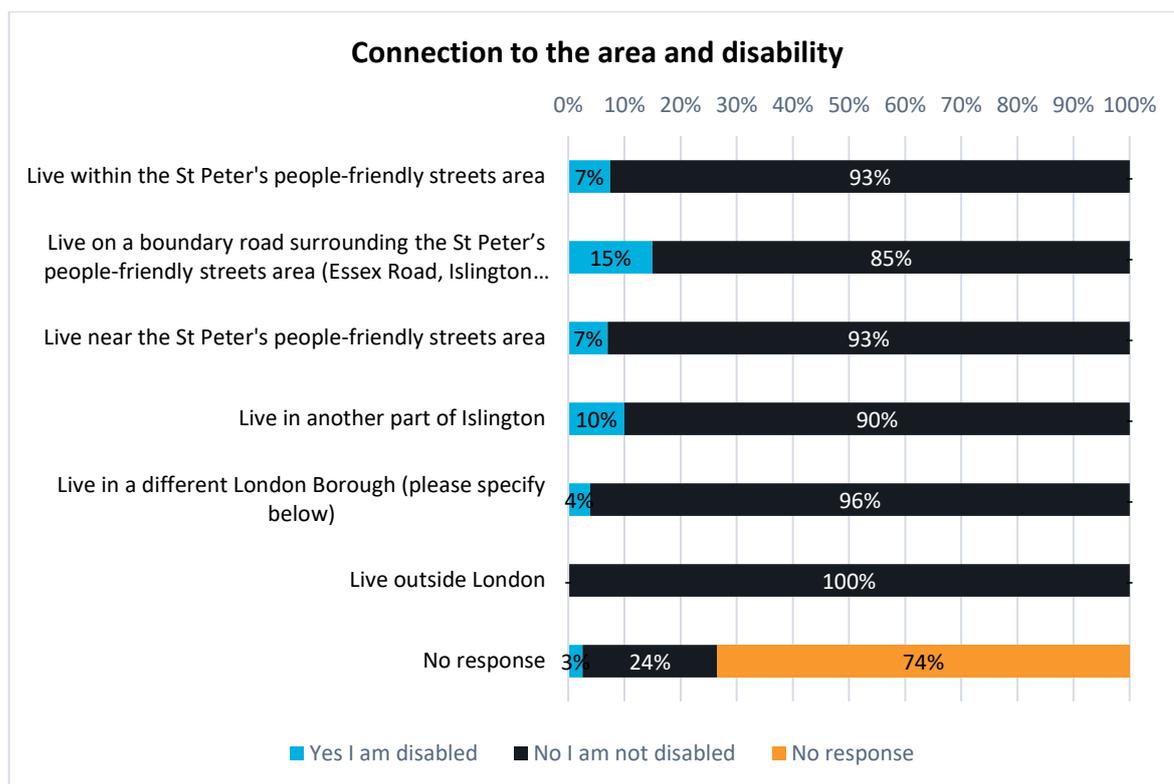


**Figure 3.3: Connection to the area and car ownership**

*Number of respondents – 1,489*

3.9 7% of respondents who stated that they live within the St Peter's LTN area said they are disabled, whilst 15% of those who live on a boundary road to the area said they are disabled.

**Figure 3.4: Connection to the area and disability**



Number of respondents – 1,489

## Demographics

3.10 This section details the demographic profile of the respondents to the consultation. This includes age group, disability, gender, if their gender is the same as assigned at birth, sexual orientation, religion, and ethnicity. These questions were not obligatory, and each had a 'prefer not to say' or 'no response' option. These questions were included to see if responses were from a representative sample of Islington's diverse population.

3.11 The graphs in Appendix B display the results of the consultation for each of these demographics. In summary:

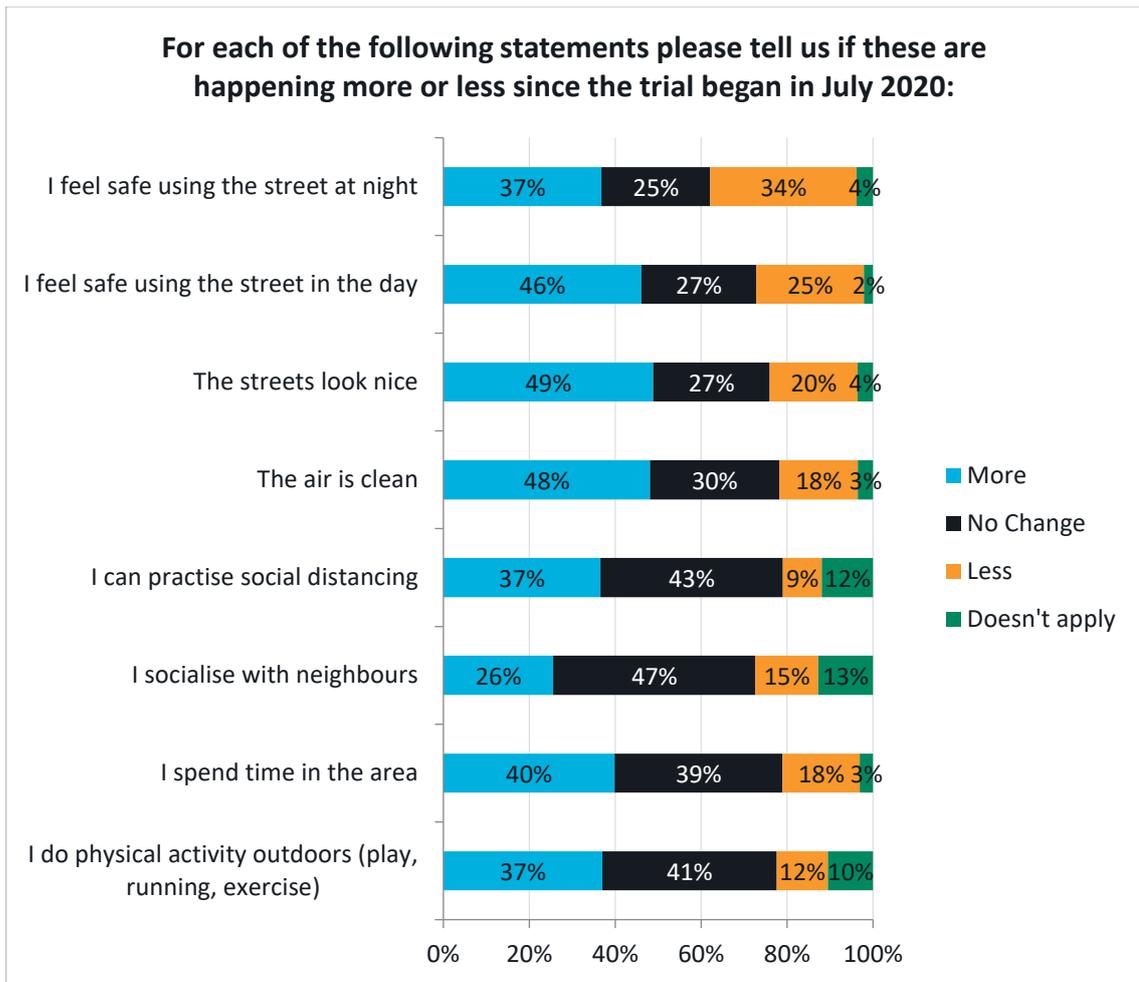
- With regards to the age of respondents, the 35-44 age bracket received the most responses (24%), followed by 45-54 (20%), 55-64 (16%) and 25-34 (15%)
- 13% of respondents stated they are disabled, whilst 78% said they are not disabled
- With regards to gender, 44% of respondents were male and 38% female
- The majority of respondents, over three fifths (61%), stated they were White or White British, this is higher than the borough demographic percentage of 48% (Census 2011)

## The current trial scheme

3.12 Respondents were presented with a series of statements and had to select if these were happening more or less since the trial began in July 2020. They also had the option to select if no change had occurred, or if the statement did not apply to them. The statements were grouped into four questions by theme, addressing safety, driving patterns, active modes, and motor traffic respectively.

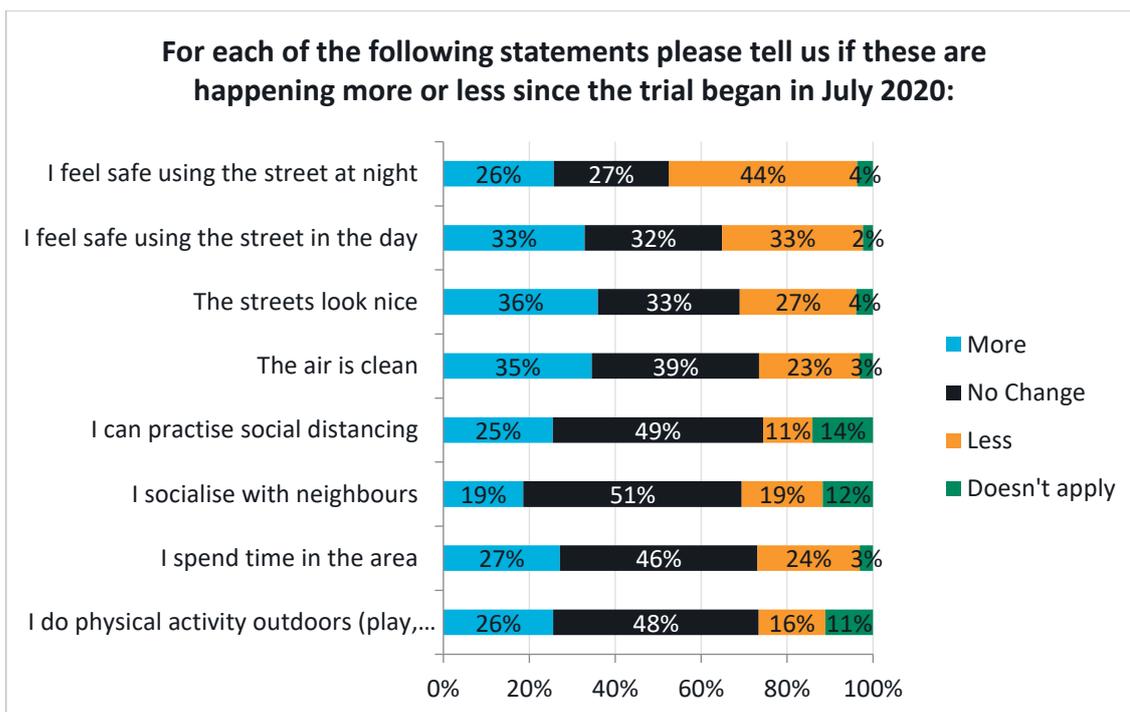
## Safety and the area

- 49% of respondents stated the streets look nice, the air is cleaner (48%) and they feel safer using the street in the day (46%), and almost two fifths (37%) feeling safer at night. However, 20% stated the streets did not look as nice, 25% felt less safe using the streets in the day and around a third (34%) felt less safe using the streets at night (Figure 3.5).
- 40% of people said they spent more time in the area (compared to 18% who said less), 37% said they did more physical activity outdoors (compared to 12% who did less) and 37% said they could more easily practise social distancing (compared to 9% who said it was less easy). 26% said they socialised more with neighbours, compared to 15% who said they socialised less (Figure 3.5).
- There were differences in opinion between respondents whose household have access to a car/van, and respondents whose household do not have access to a car/van. Those households who have access to a car/van felt less safe at night (44% vs 21%). Respondents whose household do not have access to a car/van stated that they feel safer using the streets through the day since the introduction of the LTN (63% vs 33%). These respondents felt that the streets look nice and that the air is cleaner, spend more time in the area, socialise with neighbours, do more physical activity and practise social distancing since the introduction of the LTN (Figures 3.6 and 3.7).
- There were also differences in opinion between respondents who lived within the LTN (those in the LTN and on boundary roads) and those who lived outside the LTN (all other respondents). More people who live within the LTN thought that safety had improved since the measures were introduced compared to those that live outside the LTN; 53% of respondents living within the LTN felt safer using the streets in the day since the implementation of the LTN compared to 25% who felt less safe. Amongst respondents who lived outside of the LTN, 45% of respondents living within the LTN felt safer using the streets in the day since the implementation of the LTN compared to 24% who felt less safe (Figures 3.8 and 3.9).



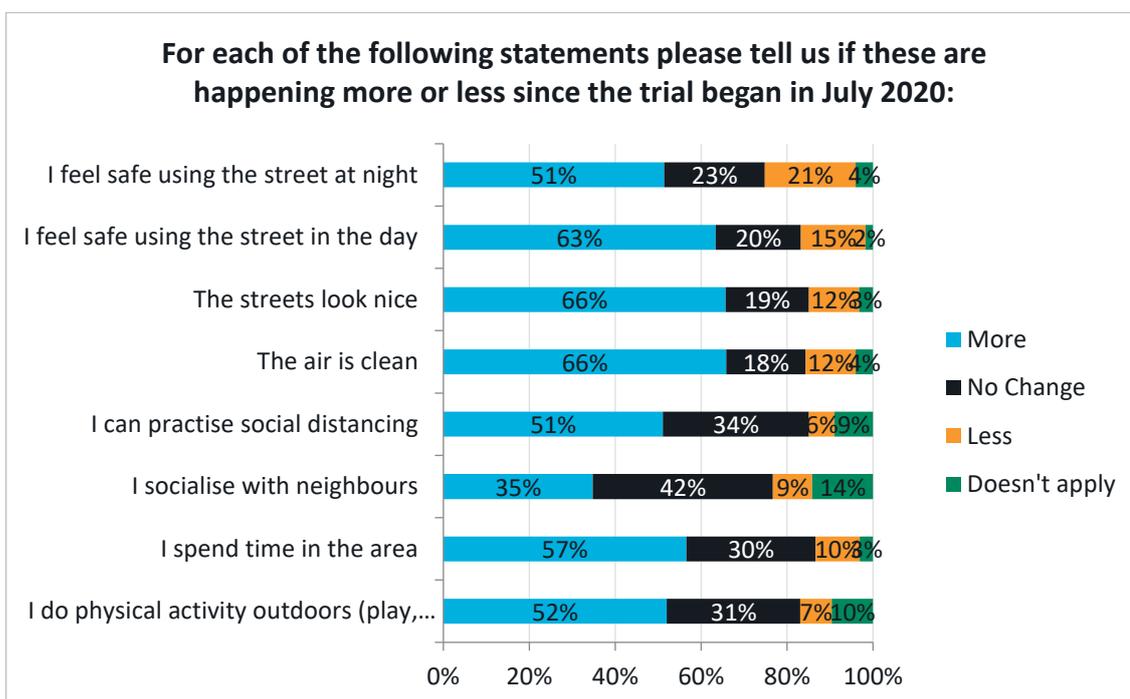
**Figure 3.5: Safety and the area (Q1)**

*Number of respondents – 1,489*



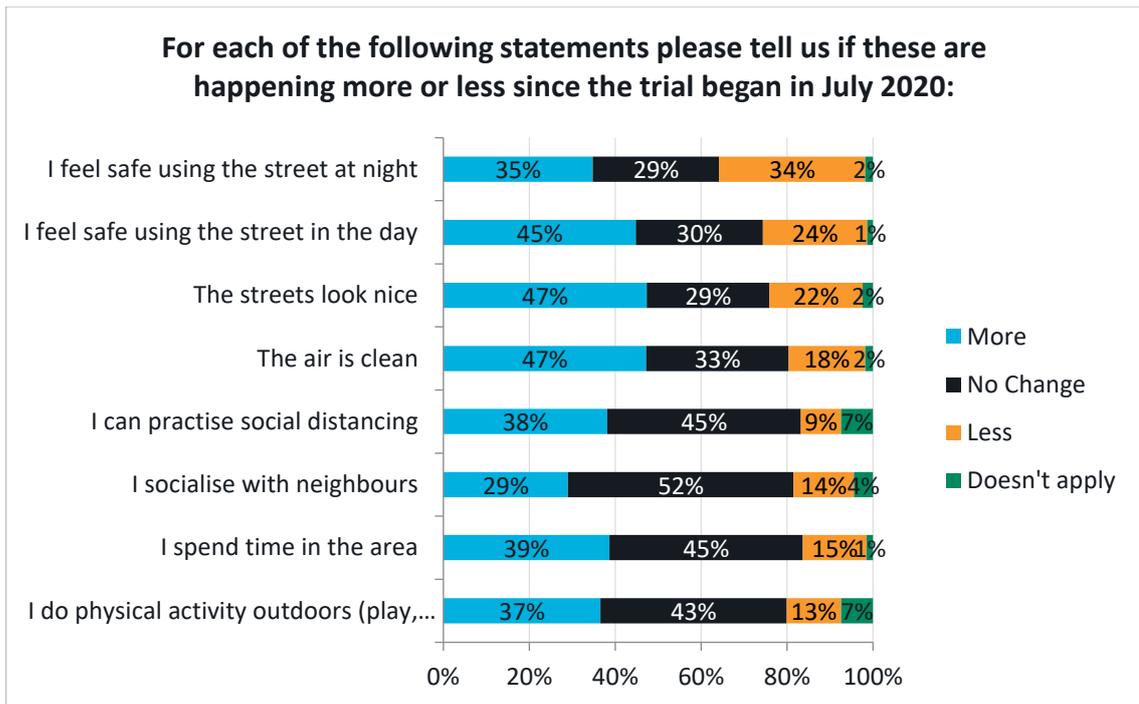
**Figure 3.6: Safety and the area (Q1) - Responses from those whose household have access 1 or more cars/vans**

Number of respondents - 845



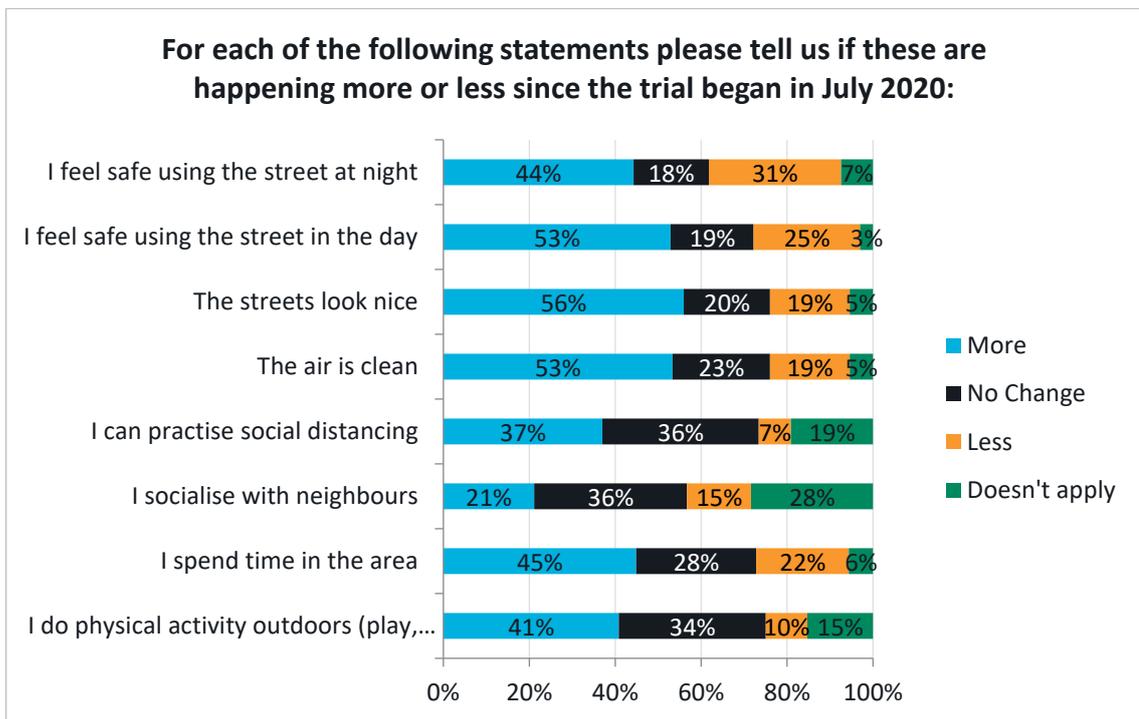
**Figure 3.7: Safety and the area (Q1) - Responses from those whose household do not have access a car/van**

Number of respondents - 644



**Figure 3.8: Safety and the area (Q1) - Responses from those who live within the LTN and on the boundary roads**

Number of respondents – 875 (NB 'no response' has not been included)



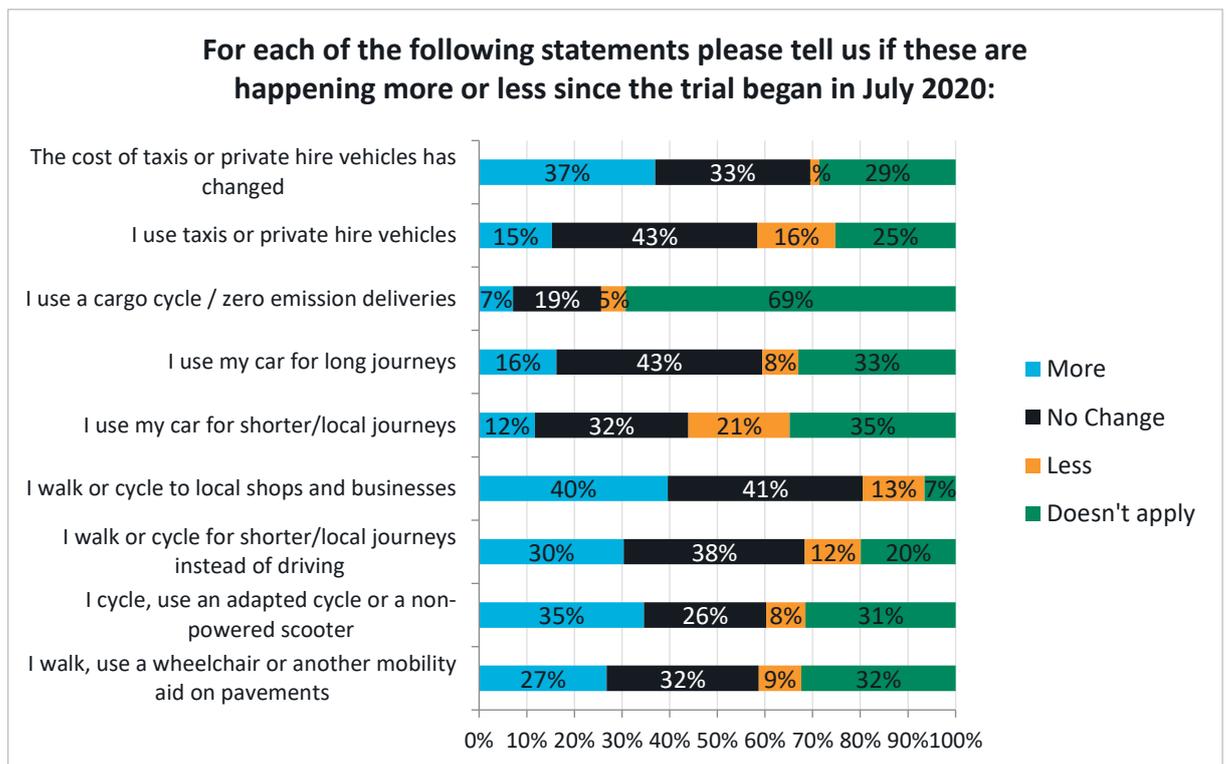
**Figure 3.9: Safety and the area (Q1) - Responses who live outside the LTN**

Number of respondents – 497 (NB 'no response' has not been included)

### Driving patterns

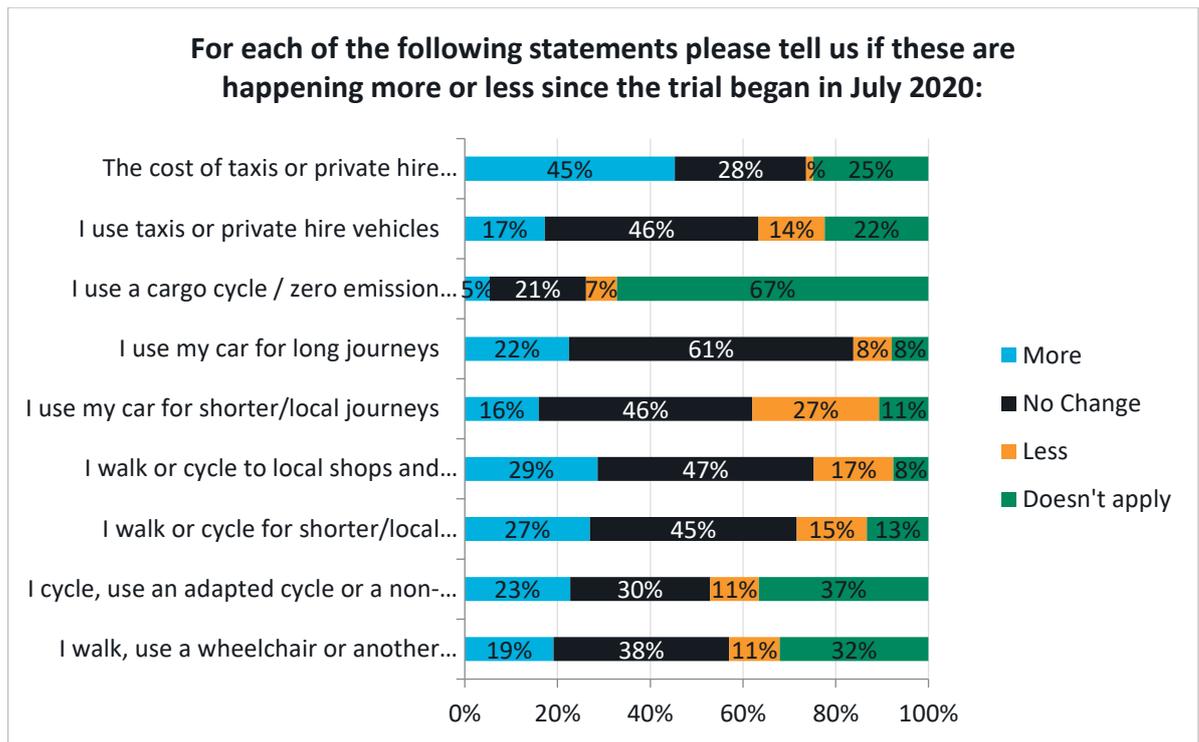
- Two fifths of respondents stated they walk or cycle more to local shops (compared to 13% who have done this less). 35% stated they cycle more (compared to 8% who cycle less), followed by 30% of respondents stating they walk or cycle more for shorter journeys instead of driving. In line with this, just over a fifth (21%) use their cars less for shorter journeys. Almost two fifths (37%) of respondents stated that the price of taxis or private vehicle hire has increased (Figure 3.10).
- Respondents from those whose household do not have access to a car/van stated that they walk or cycle to local shops and businesses more than those who have access to a car/van (54% vs 29%) and walk or cycle for shorter/local trips instead of driving (35% vs 27%) since the introduction of the LTN (Figure 3.11 and 3.12).
- Respondents living outside of the LTN cycle, use an adapted cycle or non-powered scooter more than those within the LTN and on the boundary roads (44% vs 31%), and those living outside of the LTN walk or cycle to local shops and businesses more than those within the LTN and on the boundary roads (46% vs 38%) (Figures 3.13 and 3.14).

Figure 3.10: Driving patterns (Q2)



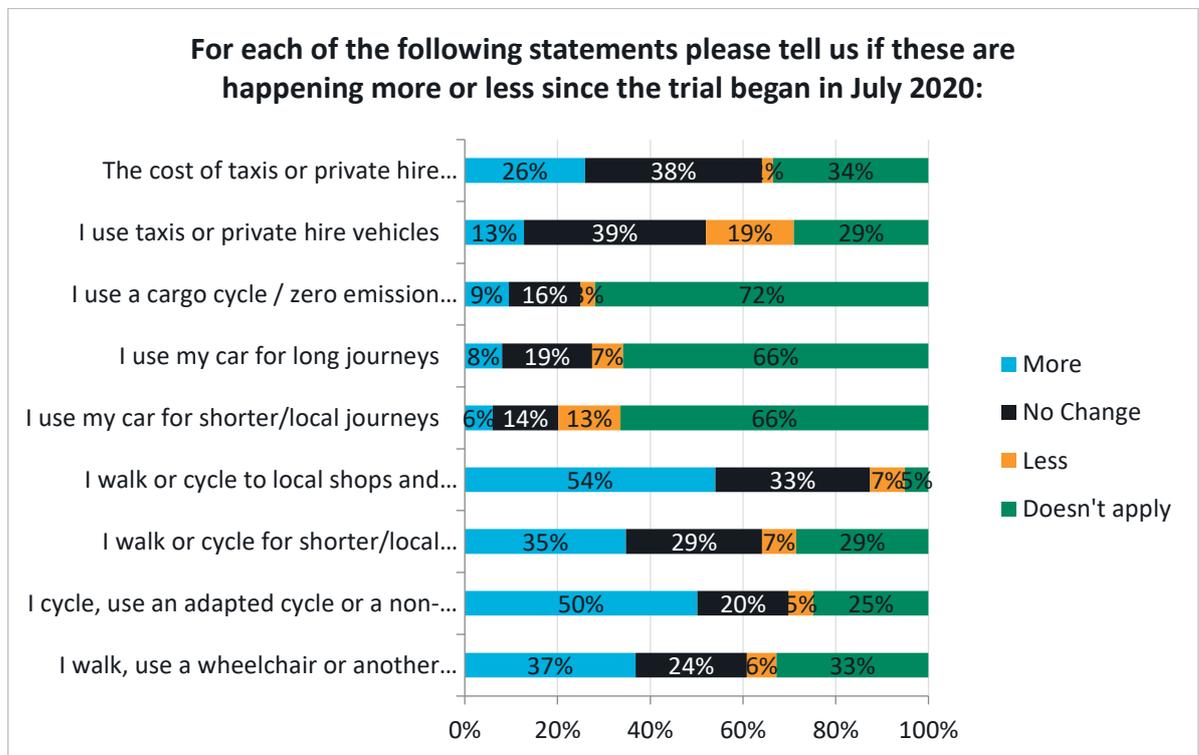
Number of respondents – 1,489

Figure 3.11: Driving patterns (Q2) - Responses from those whose household have access 1 or more cars/vans

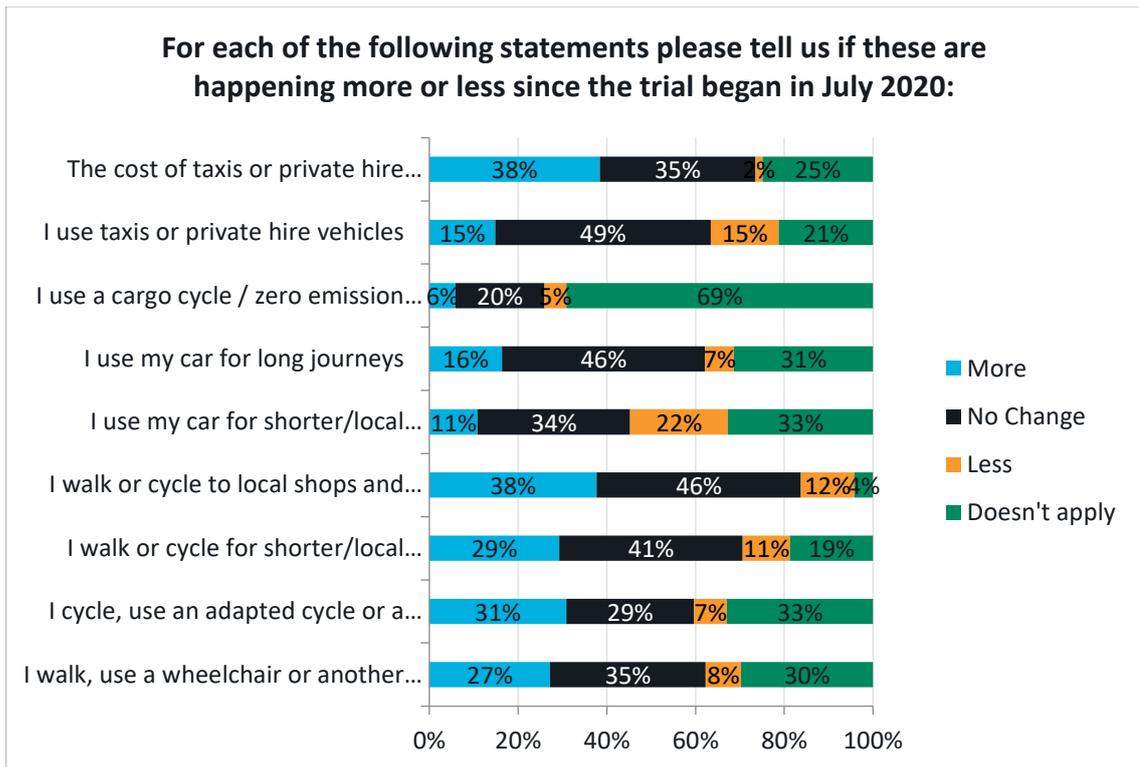


Number of respondents - 845

Figure 3.12: Driving patterns (Q2) - Responses from those whose household do not have access 1 or more cars/vans



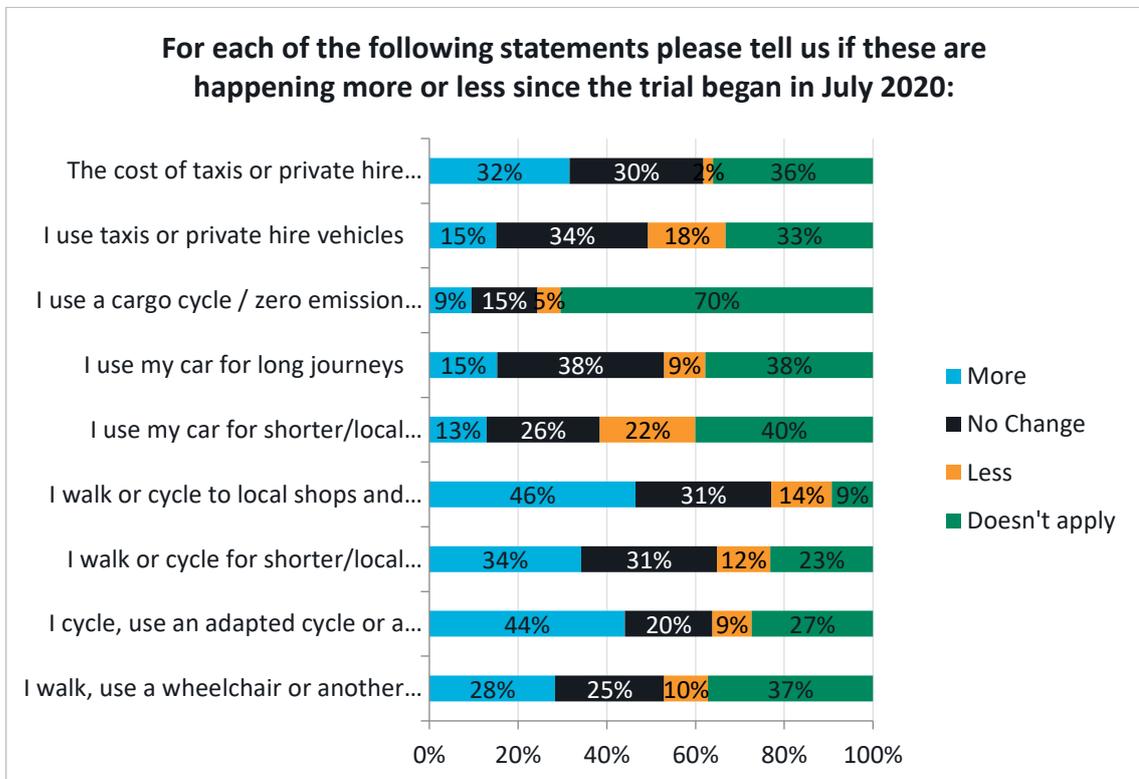
Number of respondents - 644



**Figure 3.13: Driving patterns (Q2) - Responses from those who live within the LTN and on the boundary roads**

Number of respondents – 875 (NB 'no response' has not been included)

**Figure 3.14: Driving patterns (Q2) - Responses from those who live outside the LTN**

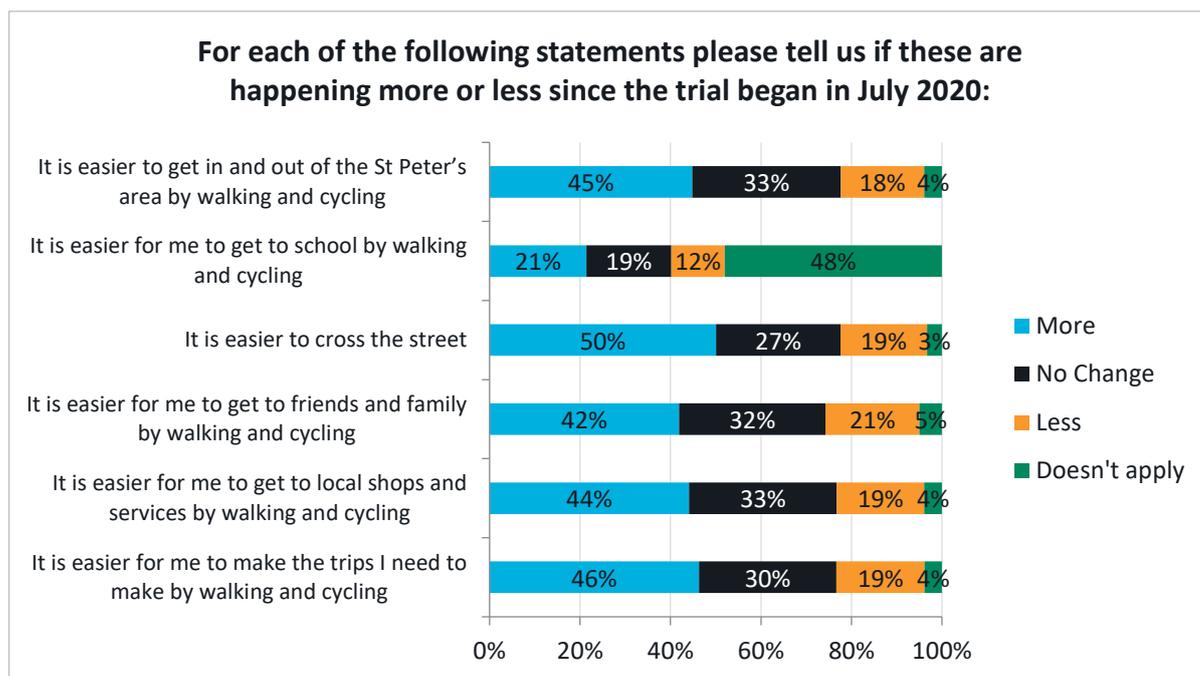


Number of respondents - 497 (NB 'no response' has not been included)

### Active modes

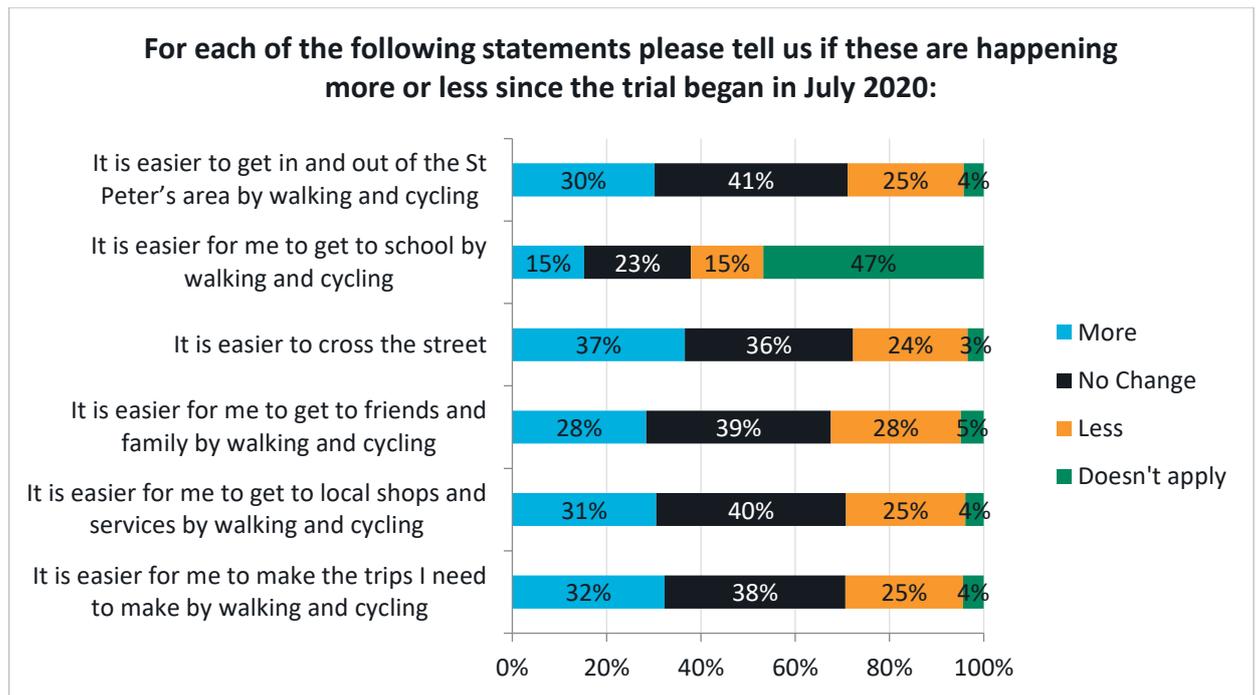
- Half of respondents (50%) stated it is easier to cross the street, whilst 19% stated it was harder. Respondents stated it is easier now to cycle and walk: for short trips (46%), in and out of the St Peter's area (45%), to local shops (44%), and to see friends and family (42%). However, respondents stated it was harder to walk and cycle: for short trips (19%), in and out of the St Peter's area (18%), to local shops (19%), and to see friends and family (21%) (Figure 3.15).
- As with the previous two questions, there are differences in responses between respondents whose household have access to a car/van, and respondents who live in households without car/van ownership. Responses from those whose household does not have access to a car/van stated that they were found it easier to cross the street (68 vs 37%), easier now to cycle and walk: for short trips (65% vs 32%), in and out of St Peter's area (64% vs 30%), to local shops (62% vs 31), and to see friends and family (60% vs 28%) (Figures 3.16 and 3.17).
- A higher number of those living within the LTN responded 'no change' to the active mode statements compared to those living outside the LTN. Responses from those living within the LTN stated that it was easier to cross the street (50%), compared 55% outside the LTN (Figures 3.18 and 3.19).

Figure 3.15: Active modes (Q3) – General responses



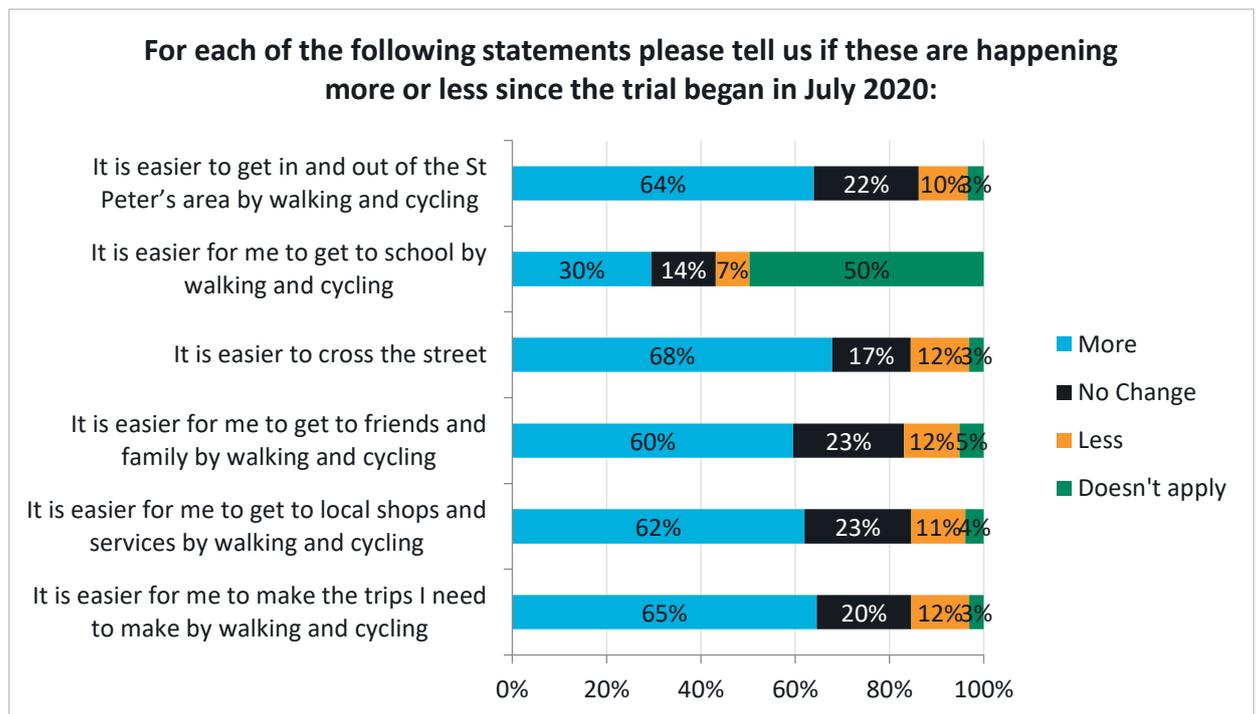
Number of respondents – 1,489

Figure 3.16: Active modes (Q3) - Responses from those whose household have access 1 or more cars/vans



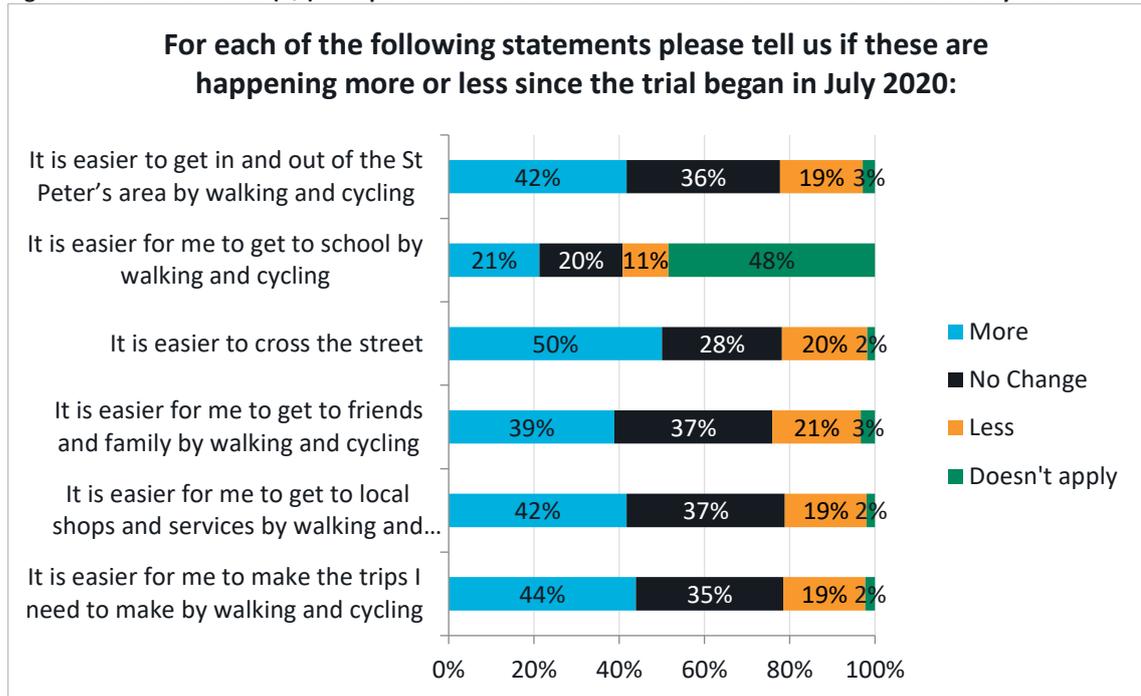
Number of respondents - 845

Figure 3.17: Active modes (Q3) - Responses from those whose household do not have access 1 or more cars/vans

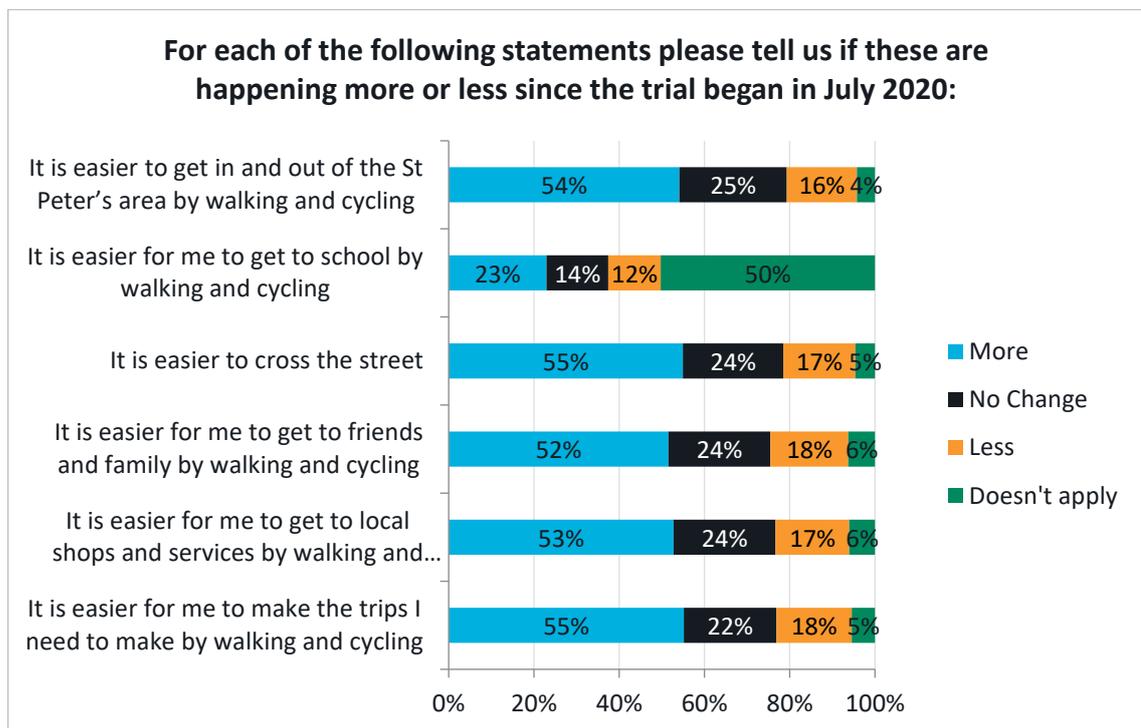


Number of respondents - 644

**Figure 3.18: Active modes (Q3) - Responses from those who live within the LTN and on the boundary roads**



Number of respondents – 875 (NB 'no response' has not been included)



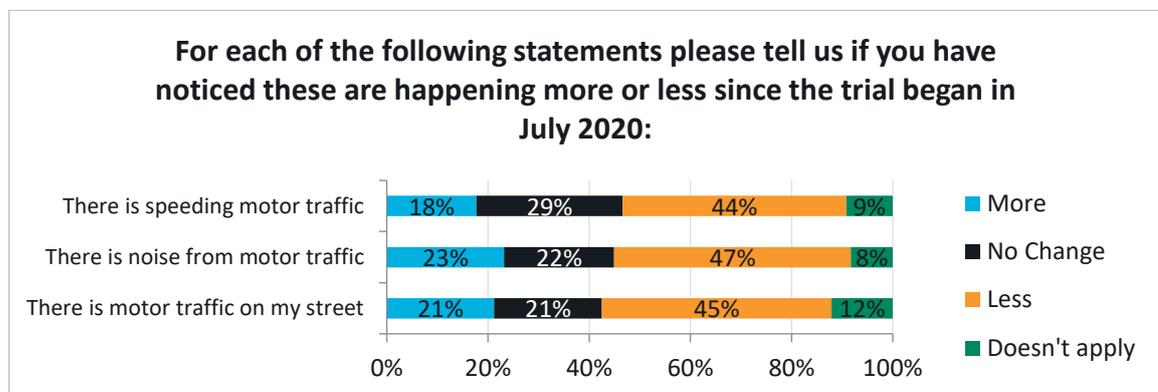
**Figure 3.19: Active modes (Q3) – Responses from those who live outside the LTN**

Number of respondents – 497 (NB 'no response' has not been included)

### Motor traffic

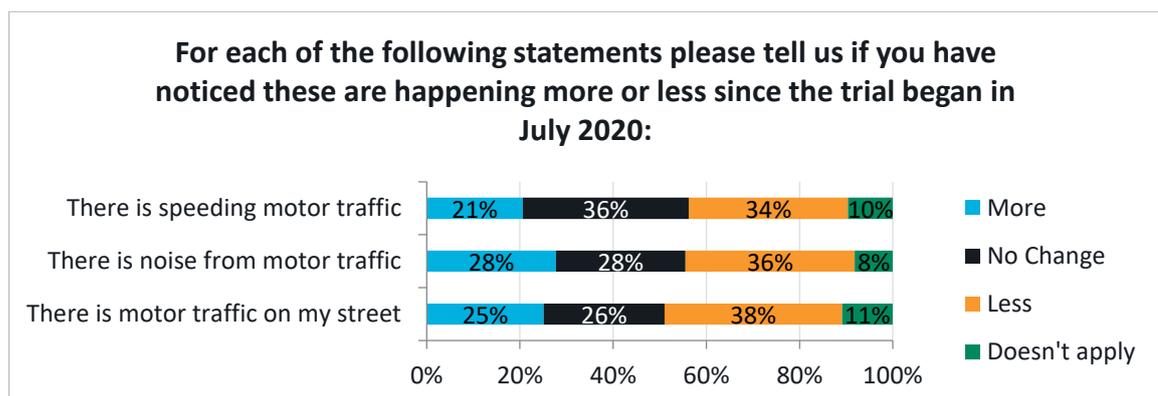
- Almost half of respondents stated that there is less noise from motor traffic (47%), less motor traffic on their street (45%) and less speeding motor traffic (44%) (Figure 3.20).
- Responses from those whose household have access to 1 or more cars/vans were stated that they noticed more speeding motor traffic (21% vs 14%), more noise from motor traffic (28% vs 17%), and more motor traffic on their streets (25% vs 16%) compared to respondents from households who do not have access to a car/van (Figure 3.21).
- Responses from those whose household do not have access to a car/van stated that there was less speeding motor traffic (57% vs 34%), less noise from motor traffic (61% vs 36%), and less motor traffic on their streets (55% vs 38%) since the introduction of the LTN compared to respondents from households with car/van ownership (Figure 3.22).
- More respondents living inside the LTN stated that they felt there was less speeding motor traffic (47% vs 43%), motor traffic noise (50% vs 45%) and traffic on their street (52% vs 37%) compared to those outside the LTN (Figures 3.23 and 3.24).

Figure 3.20: Motor traffic (Q4) – General responses



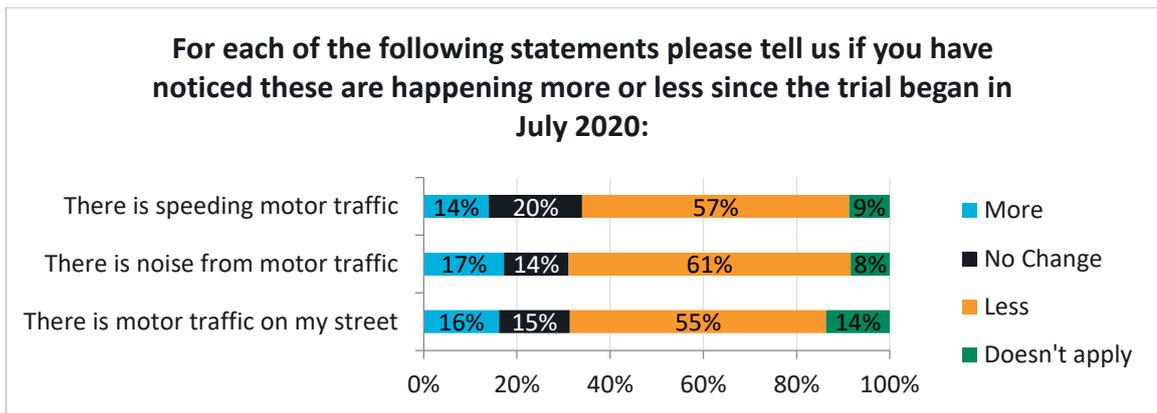
Number of respondents – 1,489

Figure 3.21: Motor traffic (Q4) - Responses from those whose household have access 1 or more cars/vans



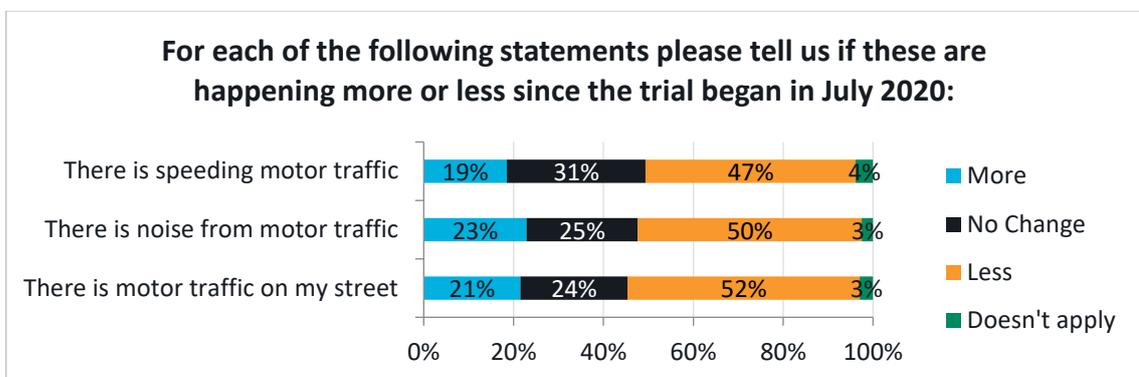
Number of respondents - 845

Figure 3.22: Motor traffic (Q4) - Responses from those whose household do not have access 1 or more cars/vans



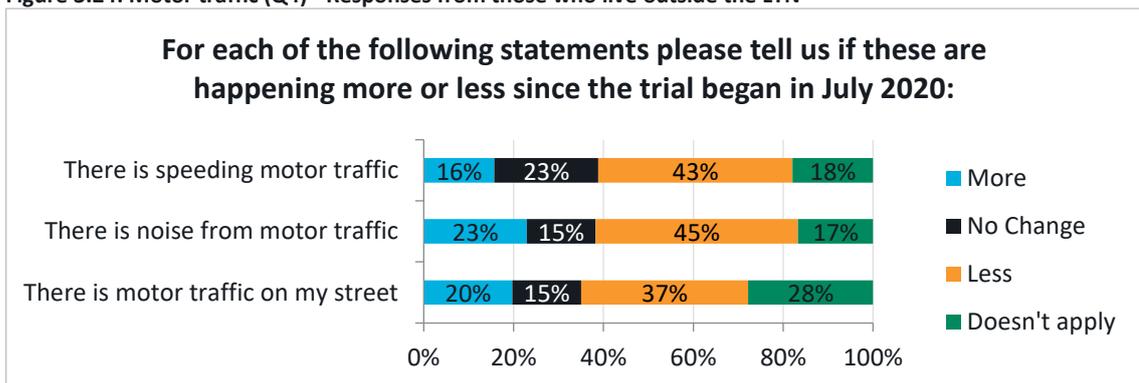
Number of respondents – 644

Figure 3.23: Motor traffic (Q4) - Responses from those who live within the LTN and on the boundary roads



Number of respondents – 875 (NB 'no response' has not been included)

Figure 3.24: Motor traffic (Q4) - Responses from those who live outside the LTN



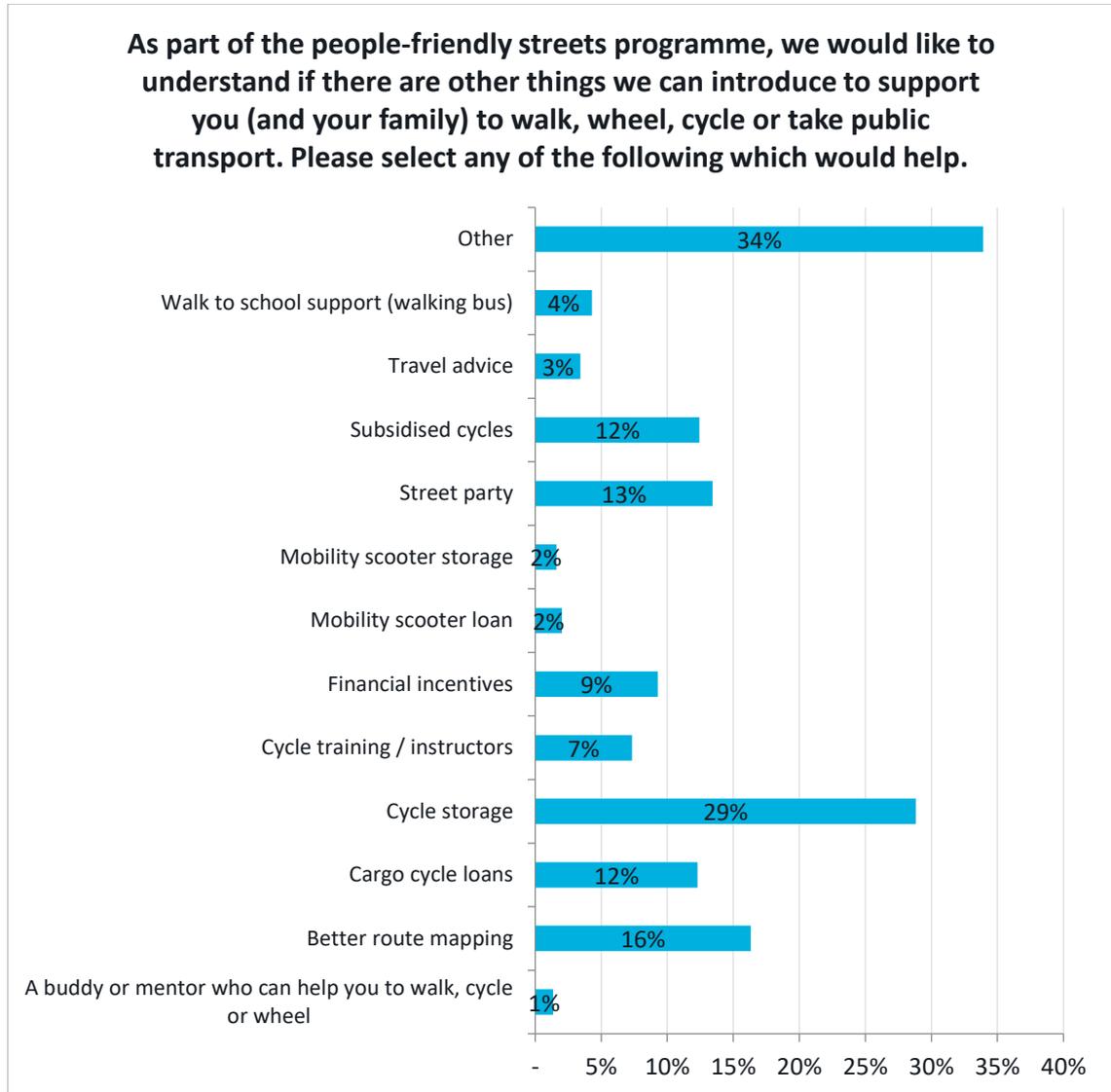
Number of respondents – 497 (NB 'no response' has not been included)

## The future of the trial

- 3.13 The survey asked respondents what things could be introduced to support them and their family to walk, wheel, cycle or take public transport. Over a third (34%) selected “Other”

things, further analysis on this showed that the majority of responses such as this fit into other categories with cycle storage being the most popular suggestion in 'other'. Respondents also used this section to provide their overall opinion on the St Peter's trial itself. Just less than a third (29%) stated cycle storage, followed by 16% stating better route mapping.

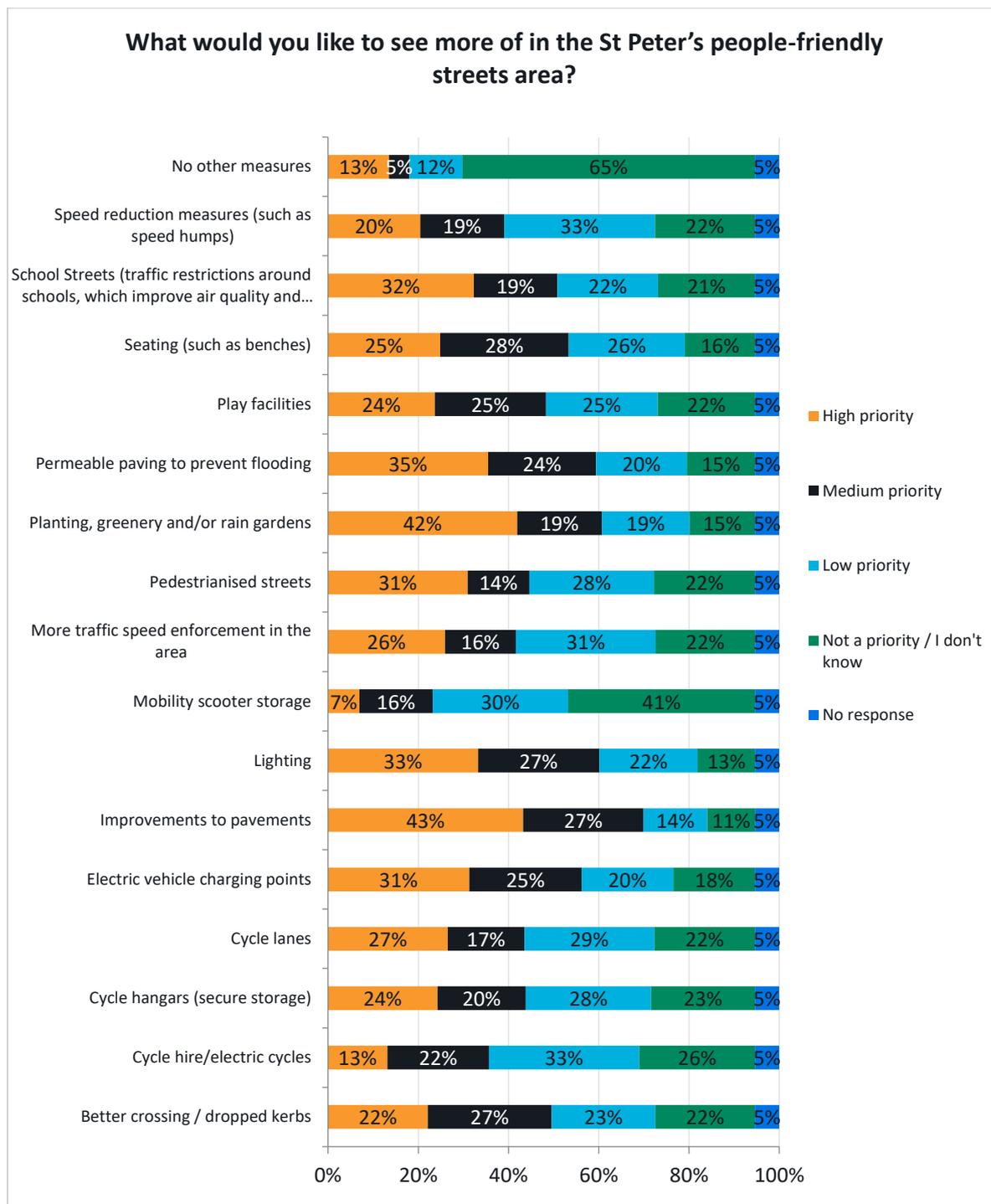
Figure 3.25: What would help (Q5)



Number of respondents – 1,489

- 3.14 Respondents were also asked what they would like to see more of in the St Peter's people-friendly streets area. Respondents were asked to rate a series of potential improvements as high, medium, or low priority. They could also select not a priority/ I don't know or not respond at all to the statement.
- 3.15 Over two fifths (43%) of respondents rated improvements to pavements as a high priority, followed by high priority for planting greenery and/or rain gardens (42%), high priority for permeable paving to prevent flooding (35%), and high priority for Mobility motor storage (33%).

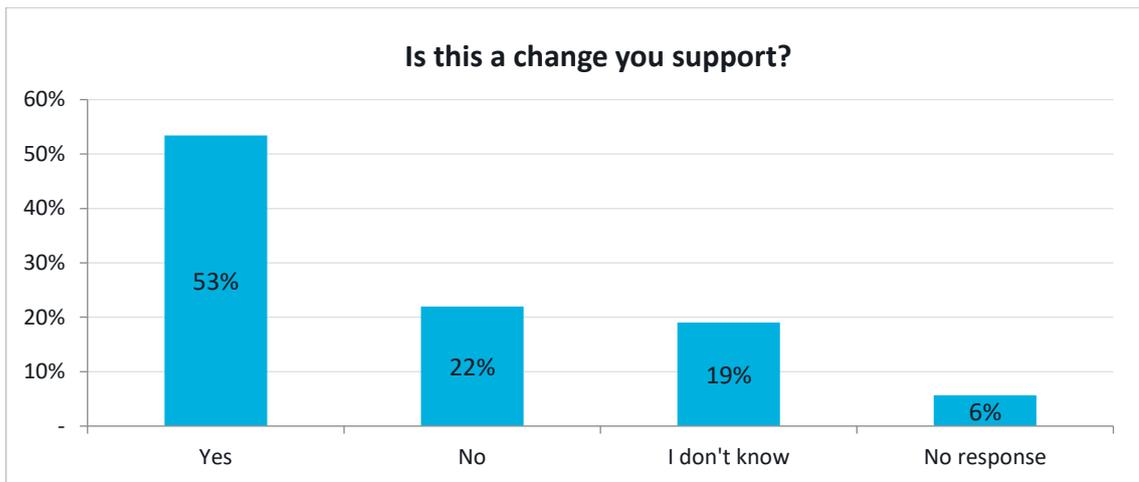
Figure 3.26: What people would like to see more of in the area (Q6)



Number of respondents – 1,489

3.16 Islington Council will be introducing exemptions for local Blue Badge holders within the St Peter's people-friendly streets area as a change to the scheme implemented originally. The exemption allows Blue Badge holders to drive or be driven through traffic filters in the area in one vehicle linked to their Blue Badge registration. Respondents were asked if they supported this exemption. Over half (53%) supported the exemption, less than a quarter (22%) did not support the exemption.

**Figure 3.27: Support for the Blue Badge exemption (Q8)**

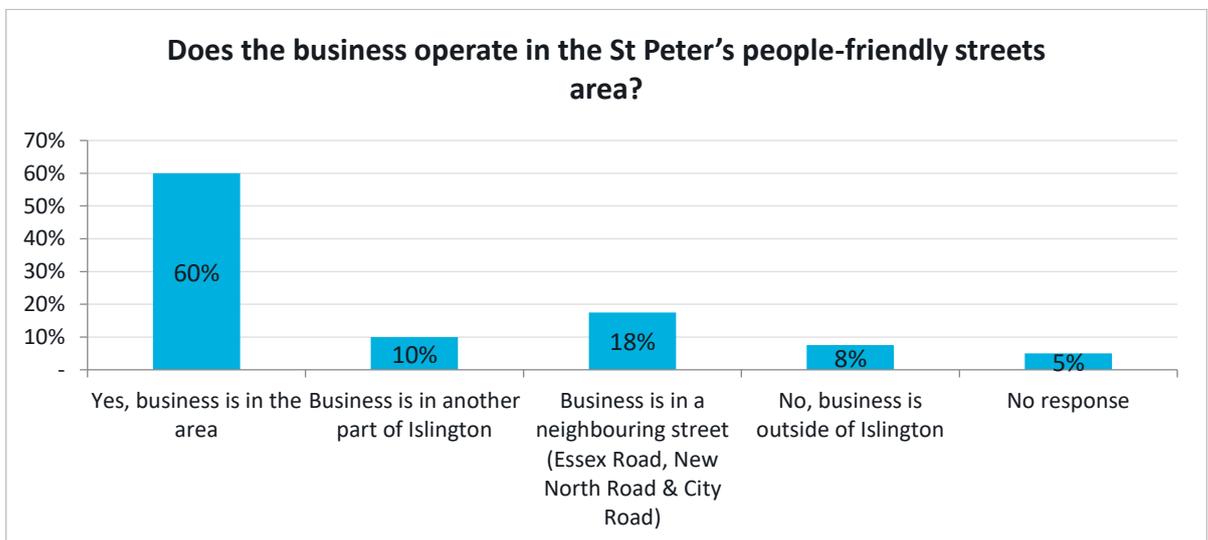


Number of respondents – 1,489

### Business Responses

- 3.17 Forty respondents stated they were answering the consultation on behalf of a business; there followed two questions specifically for businesses, the analyses of which are reported in this section.
- 3.18 The respondents were asked if their business operated in the St Peter's LTN area. The majority (60%) had business in the area, followed by just under a fifth (18%) having a business in a neighbouring street and 10% having a business in another part of Islington.

**Figure 3.28: Business operation area (Q11)**

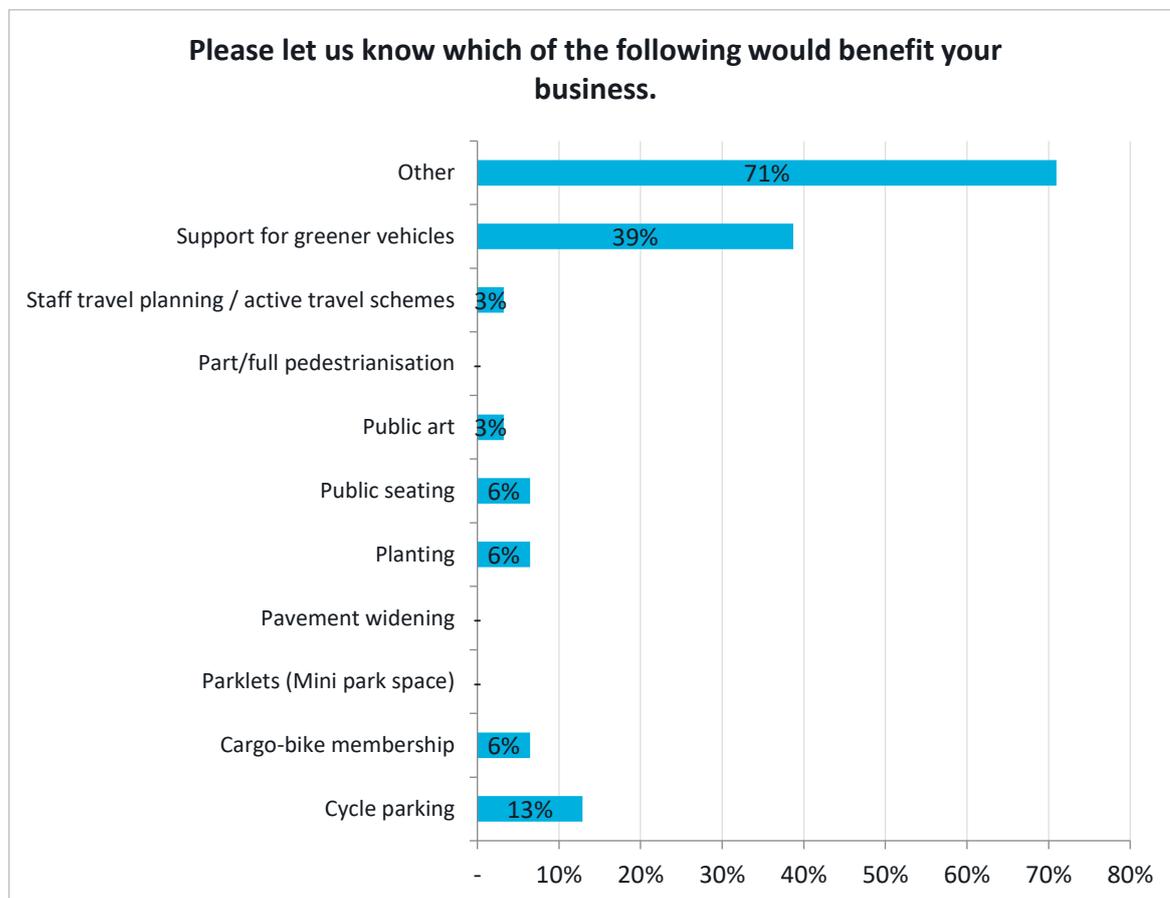


Number of respondents – 40

- 3.19 78% of respondent's business operated in the St Peter's LTN area or neighbouring street (or 31 of the 40). The survey asked which of several options would benefit their business in order to support local businesses to become cleaner, greener, and healthier. Respondents were able to select multiple options.

3.20 Over two thirds (71%) of business respondents in the LTN or on a boundary road stated that “Other measures” would benefit their business, followed by 39% selecting support for greener vehicles. 13% of respondents selected cycle parking.

Figure 3.29: Which would benefit your business (Q12)



Number of respondents – 31

3.21 There were 22 responses of ‘other’ to this question, respondents were asked to specify what they meant by ‘other’. 50% of these responses suggested opening roads/ allowing traffic to businesses, 14% suggested access for taxis and 9% suggested access for business/delivery vehicles. A summary of the ‘other’ responses is provided in Table 3.3.

Table 3.3: Code frame for ‘other’ benefits to businesses

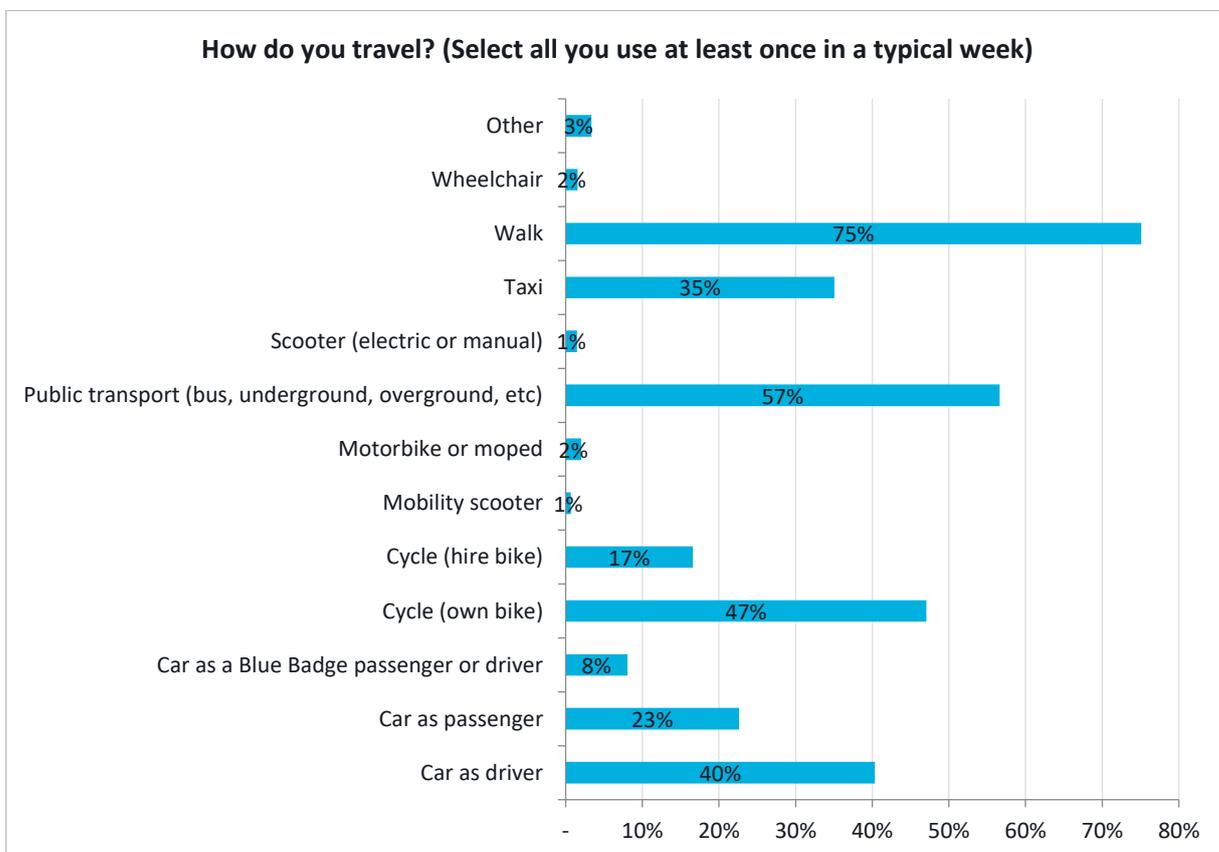
Code	Number	Percentage
Open Roads/ allow traffic to business	11	50%
Access for taxis	3	14%
Access for business/delivery vehicles	2	9%
Not related to question	2	9%
More provision for disabled persons	1	5%
Access for residents	1	5%

Keep streets as they are/ No change	1	5%
Improve parking	1	5%

## Travel Patterns

- 3.22 The consultation asked a question about how respondents travelled. All respondents (both those responding as a resident and those as a business) could select all modes they use at least once in a typical week.
- 3.23 In summary, three-quarters of respondents stated they walk, 57% that they use public transport, 47% that they cycle with their own bike, 40% that they use a car as a driver and 35% that they use a taxi.
- 3.24 For this question, 50 respondents (3%) reported that they used 'other' methods to travel and were then asked to specify their 'other'. Out of the 3%, the majority (28%) used travel methods already covered in the code frame, followed by 14% who stated they used run or roller-skate. 14% also stated they used Taxi/ Uber/ Zip Car. The code frame output can be shown in Table 3.4.
- 3.25 82% of respondents used a mix of transport modes including motorised form of transport on a weekly basis; 18% used walking, cycling (own bike), cycling (hire bike), and wheelchair without using a motorised form of transport.

Figure 3.30: How do you travel? (Q13)



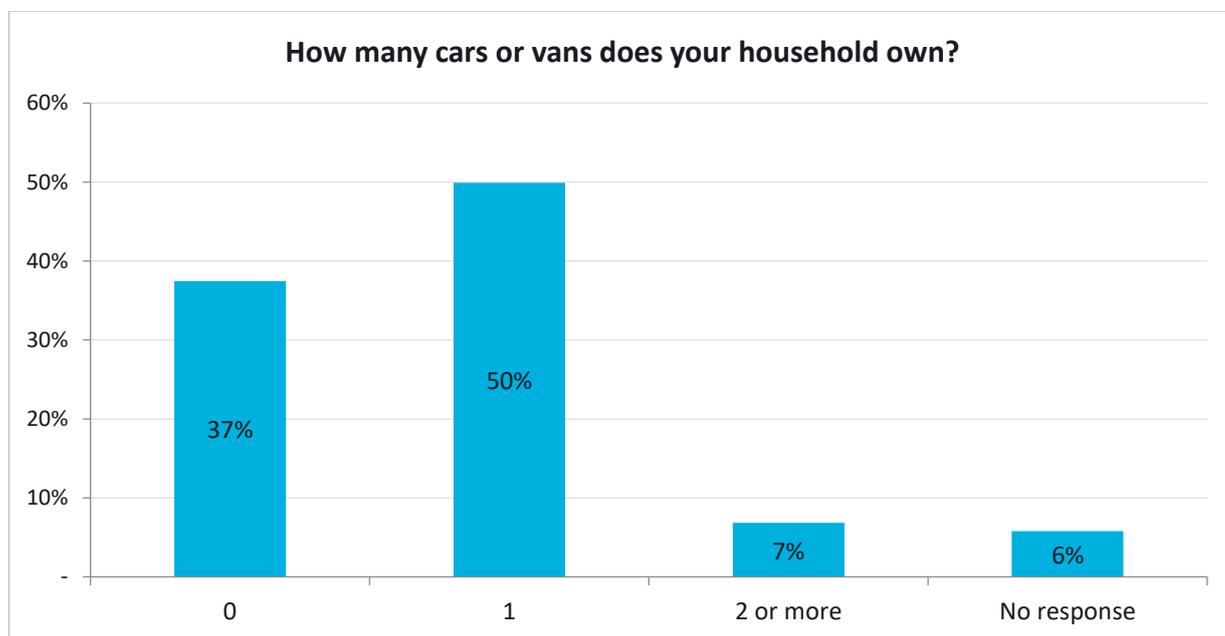
Number of respondents – 1,489

**Table 3.4: Code frame for 'other' transport**

Code	Number	Percentage
Travel methods already specified	14	28%
Active Travel	7	14%
Taxi/Uber/Zip Car	7	14%
Other	7	14%
Not related to question	5	10%
Work van/car/bike	4	8%
Does not travel	3	6%
Ambulance	1	2%
Motability car	1	2%
Rental Car	1	2%

3.26 Respondents were asked how many cars or vans they owned in their household. Half of respondents stated their household owned one car. Only 37% of respondents were from households which did not own a car or van, whereas 57% of respondents were from households which owned one or more cars or vans. Car owners are over-represented in the consultation responses in comparison to the borough average for car ownership, where 71% of households in Islington do not own a motor vehicle, and only 29% own one or more.

**Figure 3.31: Cars or van your household owns (Q14)**



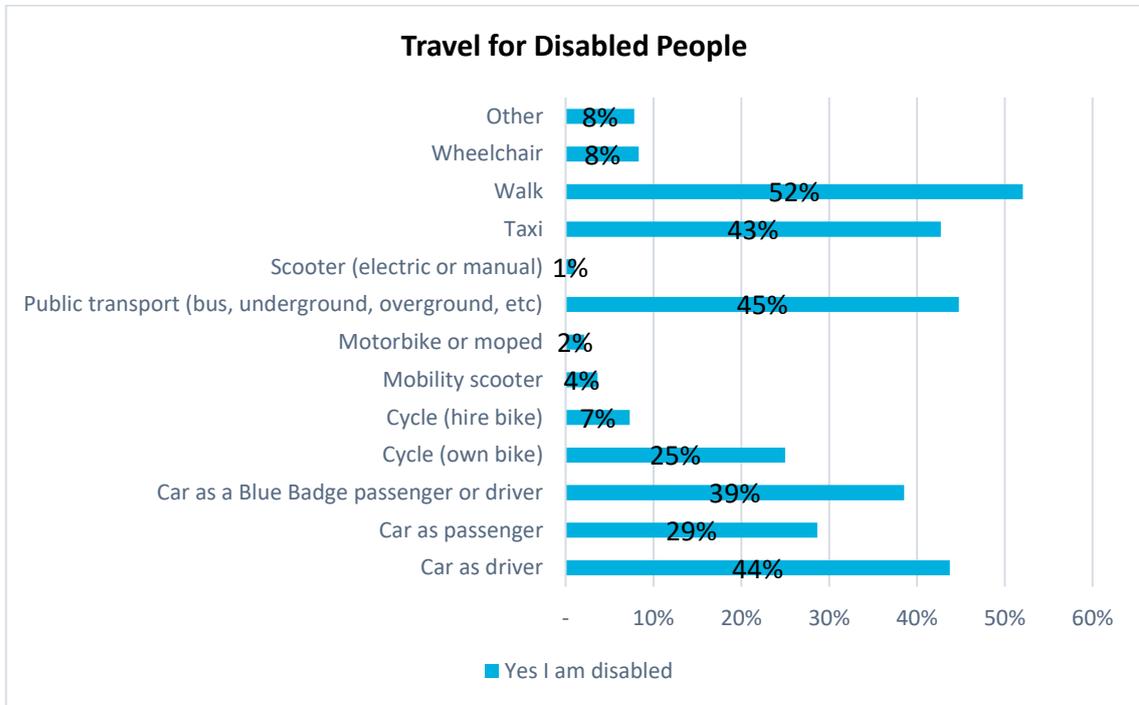
Number of respondents – 1,489

### Travel patterns and car ownership among disabled respondents

3.27 To help inform the introduction of the Blue Badge holder exemption policy, the travel patterns and car ownership responses from disabled people were analysed. Respondents were asked

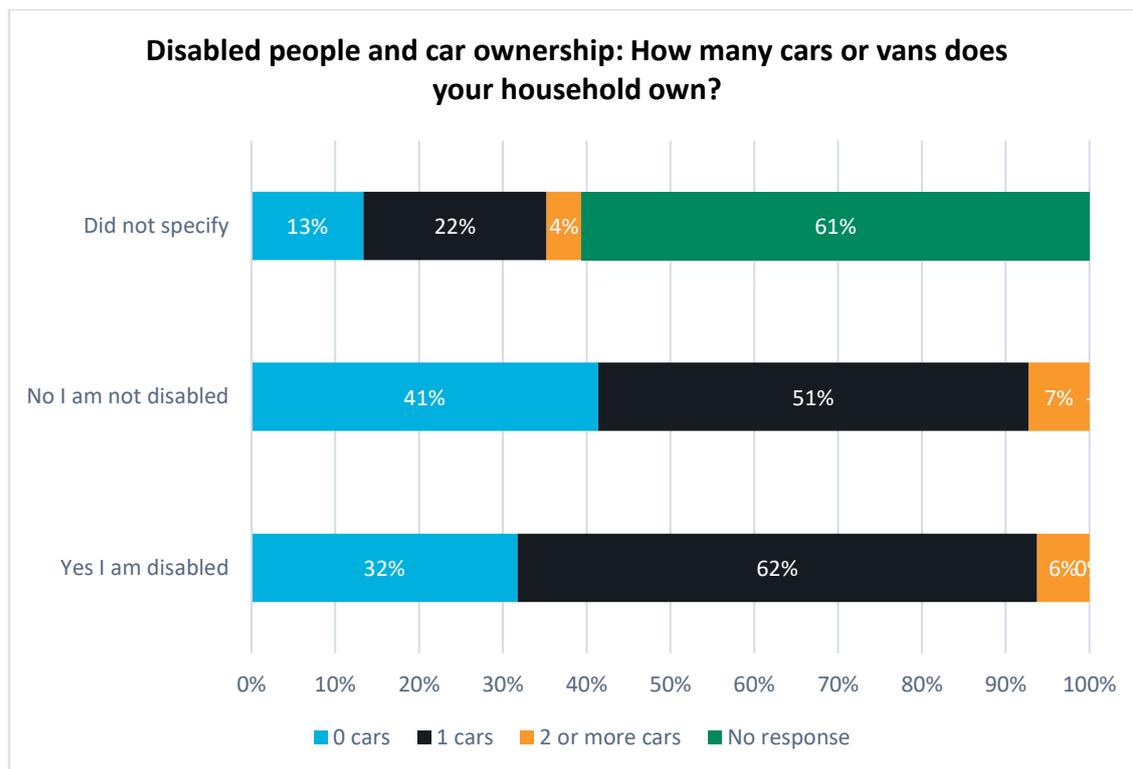
how they travelled in a typical week, this was analysed against those who consider themselves as having a disability, long term illness or impairment that affects their day-to-day activity. Of respondents that do consider themselves to be disabled, 52% walk, 45% use public transport, 44% use a car as a driver, 43% use taxis, and 39% also use a car as a blue badge holder as a driver or passenger.

**Figure 3.32: Travel for disabled people**



Number of respondents – 192

Figure 3.33: Car ownership for disabled people



Number of respondents – 192

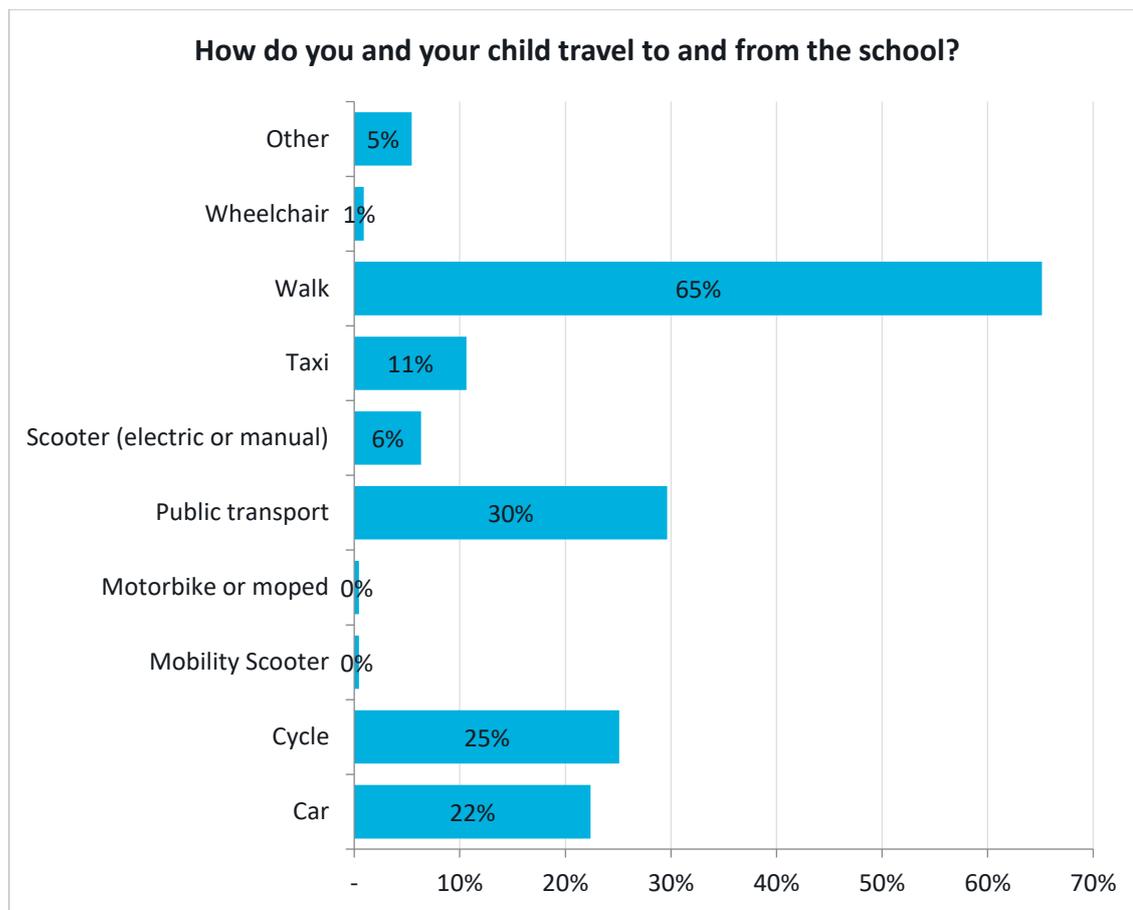
3.28 Respondents were asked how many cars they own; generally disabled people who responded to the survey have a higher percentage of car ownership with 68% having 1 or more car or van compared to 58% of non-disabled people.

### School Children

3.29 This section of the consultation asked respondents if they had children. Almost half (47%) responded they did. Of these respondents who did have children, 63% said they were school age children (442 respondents had children of school age).

3.30 These respondents were then asked how they and their child/children travel to and from school. Almost two thirds (65%) stated they walk to school, followed by 30% using public transport, 25% cycling and 22% using a car.

Figure 3.34: Travel to and from school (Q18)



Number of respondents – 442

## Open Question Analysis

- 3.31 Respondents were asked two open questions in the consultation questionnaire:
- Q7: Is there anything else you would like to tell us about your experience of the St Peter's people-friendly streets trial?
  - Q9: Are there issues in the St Peter's area with road danger or safety that you would like to tell us about?
- 3.32 The questions received 1032 responses. 32% of the 1525 respondents to the consultation did not respond to the open questions.
- 3.33 Open question analysis involves 'coding' the statements made by the respondents. This 'coding' requires creating a code frame and assigning each point raised by respondents in their response a code. This means that when multiple people raise the same point, this can be identified and categorised within the code frame. This makes it possible to quantify how many times the same or very similar point has been commented by respondents.
- 3.34 Codes were organised by their themes, for example equality, accessibility, safety, private vehicle traffic etc., and separated into comments of support, opposition, concern, or suggestions.

## Analysis of all respondents

3.35 Table 3.5 below presents the top twenty most raised codes. The full code frame output can be found in Appendix C.

**Table 3.5: Top twenty comments in the open text responses**

Theme	Code	Number	Percentage
Private Vehicle Traffic	Concern that the LTN increases vehicle traffic on unsuitable nearby roads/ boundary roads	190	18%
Pollution	Concern that the LTN reduces air quality / does not improve air quality	186	18%
Safety	Concern that the LTN has caused increased anti-social behaviour / crime/fear of crime due to quieter streets (especially during dark hours / on dimly lit streets)	148	14%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to congestion (particularly Essex Road)	129	13%
Equalities	Concern about impact on disabled people	86	8%
Cycling	Concern that people cycle dangerously/speed	86	8%
Safety	Concern about speeding/dangerous driving among moped/e-bike/users	84	8%
Impact on Residents	Concern that the LTN has a negative impact on local residents and their visitors (reduced quality of life, stress, anxiety, confusion, exacerbates poor mental health)	72	7%
General	Support scheme, no further detail provided	62	6%
Pollution	Support the LTN due to reduced noise pollution	62	6%
Suggested Amendments	Suggest that residents should be exempt from restrictions (enforced via ANPR cameras)	62	6%
Policy Context	Concern that the LTN is ill thought-out / not responding to the problems of the area / scheme objectives	56	5%
Pollution	Support the LTN due to improved air quality	56	5%
Suggested Amendments	Suggest to extend scheme to wider area and/or additional measures to encourage more use of active modes	52	5%
Accessibility	Concern that the LTN reduces access for taxis / private hire vehicles	49	5%
Accessibility	Concern that the LTN reduces access for residents and their visitors	48	5%
Cycling	Support due to improved cyclist safety	48	5%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to detours	48	5%
Safety	Support as the LTN has improved safety for children (playing in streets / walking to school)	46	4%
General	Request that the scheme is removed	44	4%

## 3.36 The most common concerns raised were:

- The most prevalent concern expressed by respondents was that the LTN increases vehicle traffic on unsuitable nearby roads/ boundary roads. 190 respondents raised this concern (18%).
- The second highest concern was that the LTN reduces air quality / does not improve air quality, 186 respondents raised this (18%).
- This was followed by one tenth of respondents who had concerns that the LTN has caused increased anti-social behaviour / crime/ fear of crime due to quieter streets (especially during dark hours / on dimly lit streets).

## 3.37 The most common supportive comments were:

- Supporting the LTN generally, with no further detail provided (6%); and
- Supporting the LTN due to reduced noise pollution (6%).

## 3.38 62 respondents (6%) suggested that residents should be exempt from restrictions (enforced via ANRP cameras).

**Coded responses of those who have one or more car or van in their household**

## 3.39 Analysis above in Section 2 of this report, highlights that a higher proportion of those who have access to a car have responded to this consultation than the borough average of car ownership. In order to analyse further how car ownership may have an effect on the perceptions of the St Peter's LTN trial, the table below shows the most common codes from respondents whose household have access to one or more car or van.

**Table 3.6: Open text responses from those who have access to one or more car or van**

Theme	Code	Number	Percentage
Private Vehicle Traffic	Concern that the LTN increases vehicle traffic on unsuitable nearby roads/ boundary roads	144	22%
Pollution	Concern that the LTN reduces air quality / does not improve air quality	137	21%
Safety	Concern that the LTN has caused increased anti-social behaviour / crime/fear of crime due to quieter streets (especially during dark hours / on dimly lit streets)	109	17%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to congestion (particularly Essex Road)	108	17%
Cycling	Concern that people cycle dangerously/speed	63	10%
Equalities	Concern about impact on disabled people	58	9%
Impact on Residents	Concern that the LTN has a negative impact on local residents and their visitors (reduced quality of life, stress, anxiety, confusion, exacerbates poor mental health)	57	9%
Suggested Amendments	Suggest that residents should be exempt from restrictions (enforced via ANRP cameras)	56	9%
Safety	Concern about speeding/dangerous driving among moped/e-bike/users	53	8%

Policy Context	Concern that the LTN is ill thought-out / not responding to the problems of the area / scheme objectives	42	6%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to detours	41	6%
Accessibility	Concern that the LTN reduces access for residents and their visitors	40	6%
General	Request that the scheme is removed	37	6%
Equalities	Concern about impact on those who rely on taxis / vehicles for transport due to limited mobility	28	4%
Pollution	Support the LTN due to reduced noise pollution	28	4%
Policy Context	Concern that scheme is unnecessary as there was not a congestion / through-traffic / safety issues	27	4%
Accessibility	Concern that the LTN reduces access for emergency services	27	4%
Accessibility	Concern that the LTN reduces access for taxis / private hire vehicles	26	4%
Safety	Concern about speeding vehicles within the LTN	26	4%
Safety	Support as the LTN has improved safety for children (playing in streets / walking to school)	26	4%

### Coded responses of those who live within the LTN and on the LTN boundary

3.40 In order to analyse further how the perceptions of those who live within the LTN and on the St Peter's boundary roads may differ, the table below shows the most common codes from respondents who live within the LTN and on the boundaries. 12% of respondents live on a boundary road of the St Peter's LTN and 47% of respondents live within the St Peter's LTN.

**Table 3.7: Open text responses from those who have access to one or more car or van**

Theme	Code	Number	Percentage
Private Vehicle Traffic	Concern that the LTN increases vehicle traffic on unsuitable nearby roads/ boundary roads	127	19%
Pollution	Concern that the LTN reduces air quality / does not improve air quality	123	18%
Safety	Concern that the LTN has caused increased anti-social behaviour / crime/fear of crime due to quieter streets (especially during dark hours / on dimly lit streets)	106	16%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to congestion (particularly Essex Road)	97	14%
Cycling	Concern that people cycle dangerously/speed	68	10%
Safety	Concern about speeding/dangerous driving among moped/e-bike/users	66	10%
Equalities	Concern about impact on disabled people	54	8%
Suggested Amendments	Suggest that residents should be exempt from restrictions (enforced via ANPR cameras)	52	8%

Pollution	Support the LTN due to reduced noise pollution	47	7%
Pollution	Support the LTN due to improved air quality	44	6%
Impact on Residents	Concern that the LTN has a negative impact on local residents and their visitors (reduced quality of life, stress, anxiety, confusion, exacerbates poor mental health)	40	6%
General	Support scheme, no further detail provided	38	6%
Accessibility	Concern that the LTN reduces access for residents and their visitors	37	5%
Private Vehicle Traffic	Concern that the LTN causes longer journeys due to detours	37	5%
Safety	Concern about speeding vehicles within the LTN	36	5%
Accessibility	Concern that the LTN reduces access for taxis / private hire vehicles	35	5%
Private Vehicle Traffic	Support the LTN due to reduction in through-traffic	35	5%
Safety	Support as the LTN has improved safety for children (playing in streets / walking to school)	34	5%
General	Request that the scheme is removed	33	5%
Policy Context	Concern that the LTN is ill thought-out / not responding to the problems of the area / scheme objectives	33	5%

# Appendices

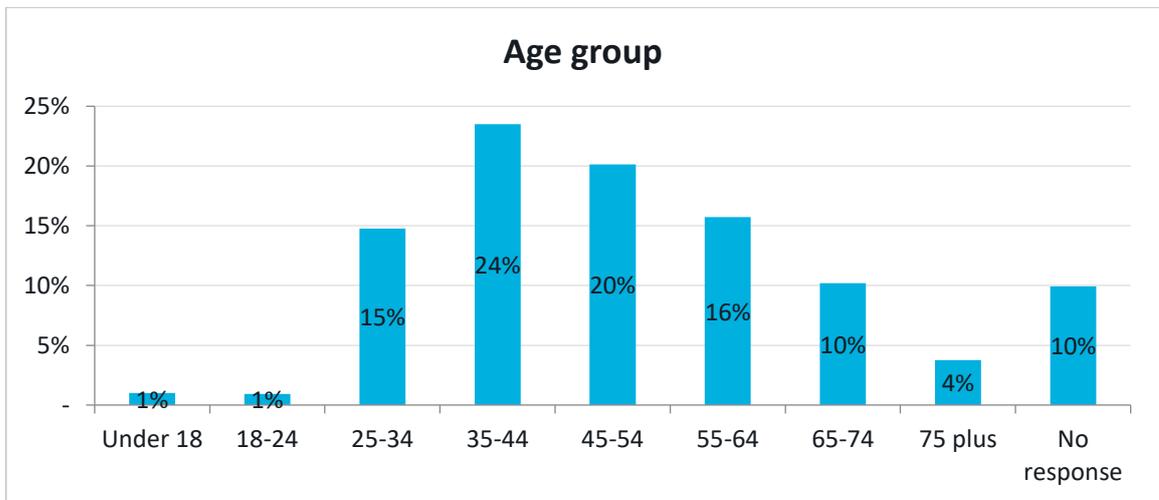
## Appendix A - List of Businesses

Business	Postcode
Voluntary Action Islington, VAI, formerly Islington Voluntary Action Council, IVAC	N1 9JP
Turkish Education Group	N1 4RX
St Mary's Church - Upper Street	N1 2TX
Popham and Cummings Community Centre	N1 8QU
N1 Women's Institute	N1 8RD
Mary's	N1 2TX
Islington Pensioners Forum	N1 0RN
Elfrida Society Islington	N1 1PX
Canonbury Recreation Centre	N1 2FB
Polska Parafia pw. Matki Boskiej Czestochowskiej (Catholic Church)	N1 8JJ
City of London Academy	N1 8PQ
The New North Academy	N1 8SJ
The Arc Centre	N1 7DF
St James' Church	N1 8PH
Duke of Cambridge	N1 8JT
The Bill Murray	N1 8NQ
Earl of Essex	N1 8Le
Island Queen	N1 8HD
Narrowboat	N1 8PZ
Pophams Bakery	N1 8PF
Co-op	N1 7UA
St John the Evangelist	N1 8AL
Canal no.5 cafe	N1 8PZ
Plaquemine Lock Pub	N1 8LB
Taru take away	N1 8NT
Flashback Records	N1 8LR
Duncan Terrace and Colebrooke Row Gardens	N1 8FR
Old Queens Head pub	N1 8LN
St Peter's Street Medical Practice	N1 8JG
Turkish & Kurdish Community Centre	N16 8PU
Hyde Housing Islington	N7 8UT
Charles Lamb Pub	N1 8DE
Daily Grind	N1 8BW
Angel Food & News	N1 8BW
Meletius Coffee Roasters	N1 8BW
Mail Boxes Etc. Angel Islington	N1 8BW
St John the Evangelist	N1 8BW
Rheidol Rooms Café	N1 8NS

St Peter's Pharmacy	N1 8JR
St Peter's Food Store	N1 8JR
Nibbles Café	N1 8JT
St Peter's Dry Cleaners	N1 8JT
Tip Top Nail Salon	N1 8JT
Express Food & Wine	N1 8JT
Packington Children's Centre	N1 8SJ
The Windsor Centre (various businesses)	N1 8QG
The Hanbury	N1 7DU
Metro Storage - Islington	N1 8QZ

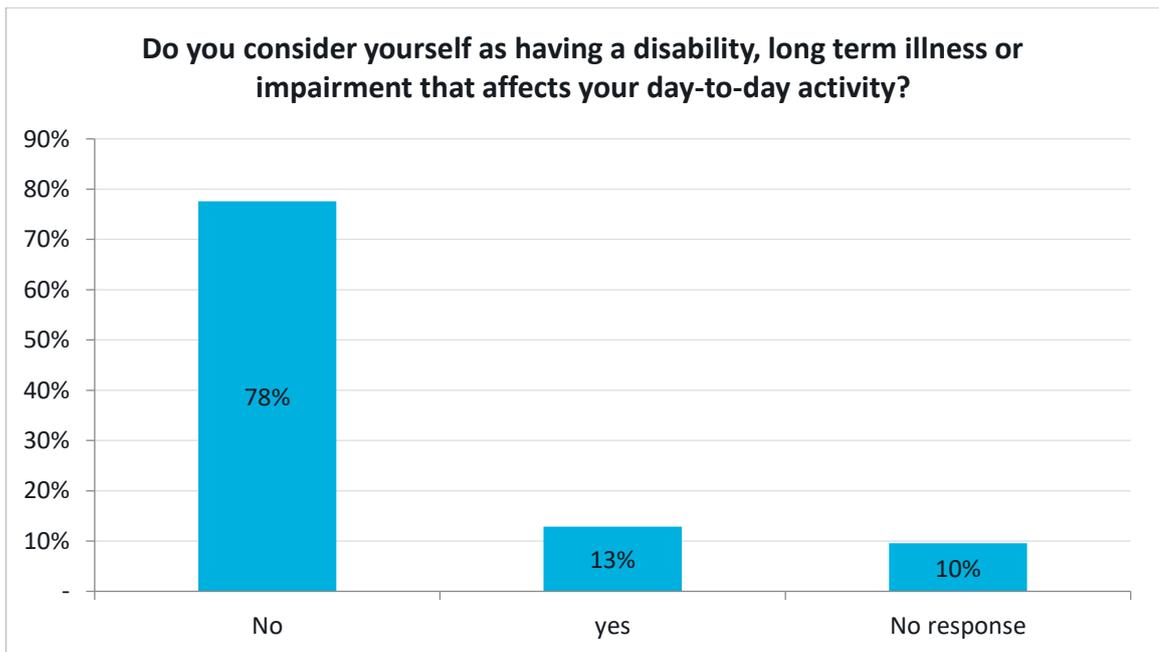
## Appendix B - Demographics

Figure B.1: Age group (Q24)



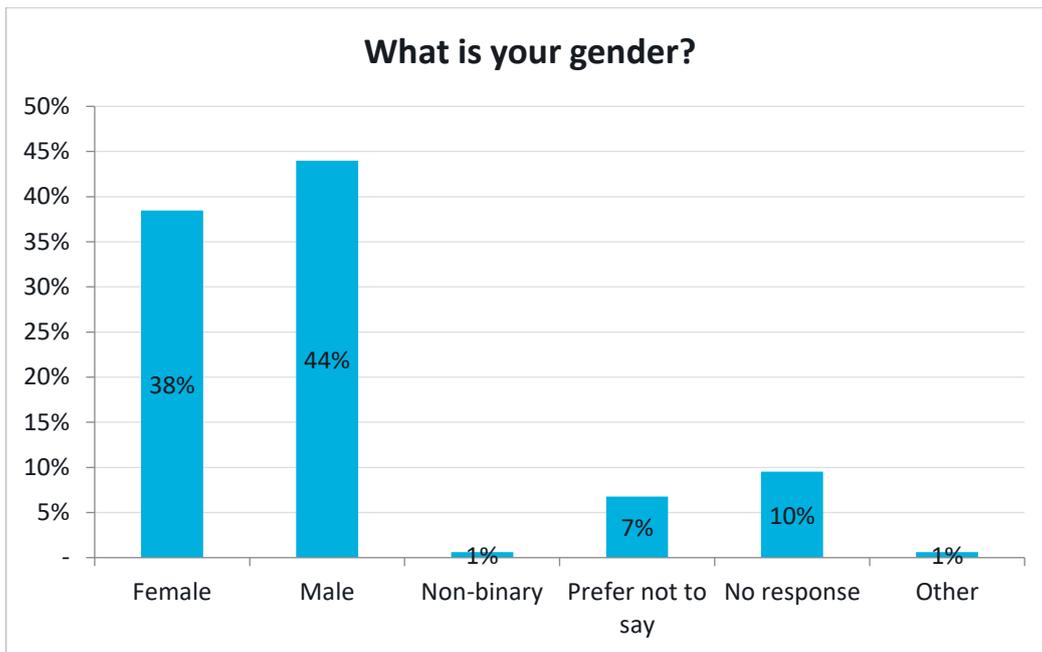
Number of respondents – 1,489

Figure B.2: Disability



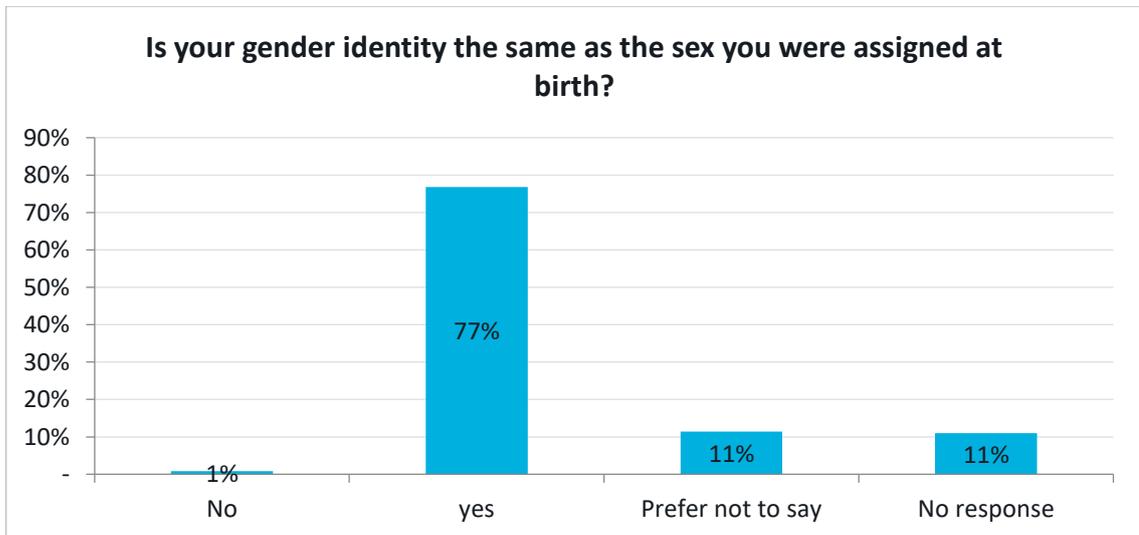
Number of respondents – 1,489

Figure B.3: Gender



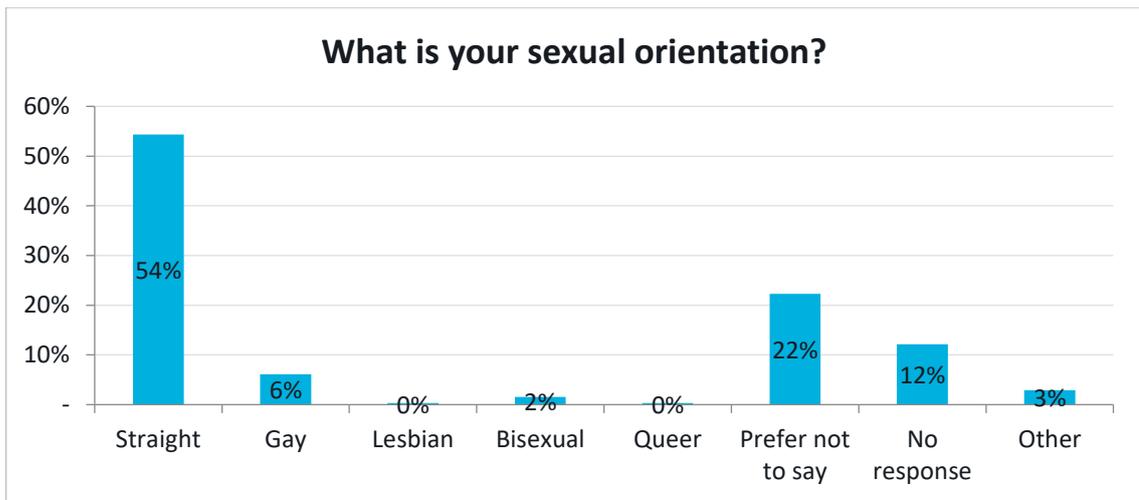
Number of respondents – 1,489

Figure B.4: Gender re-assignment



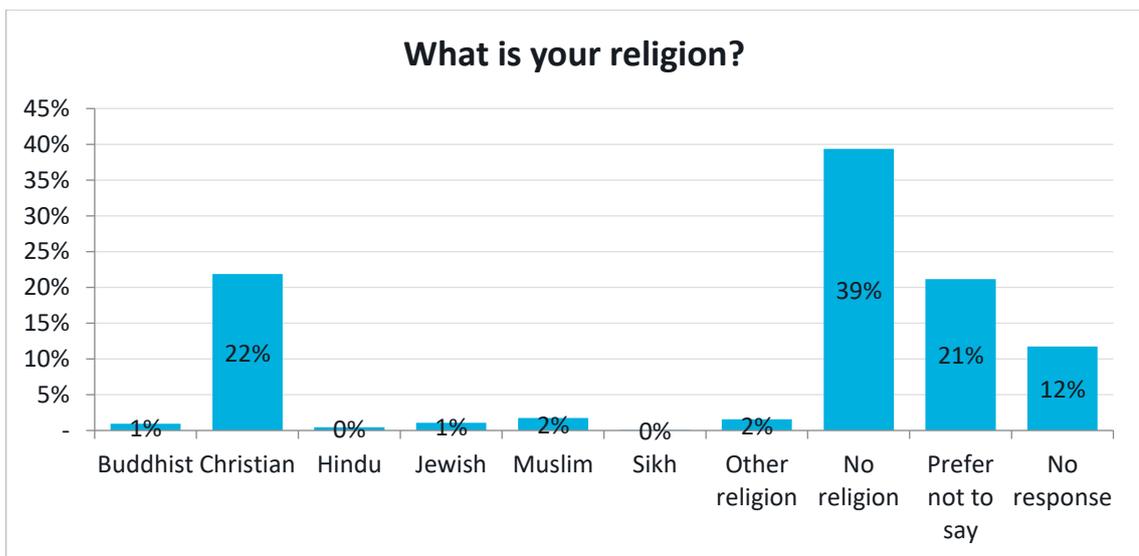
Number of respondents – 1,489

Figure B.5: Sexual orientation



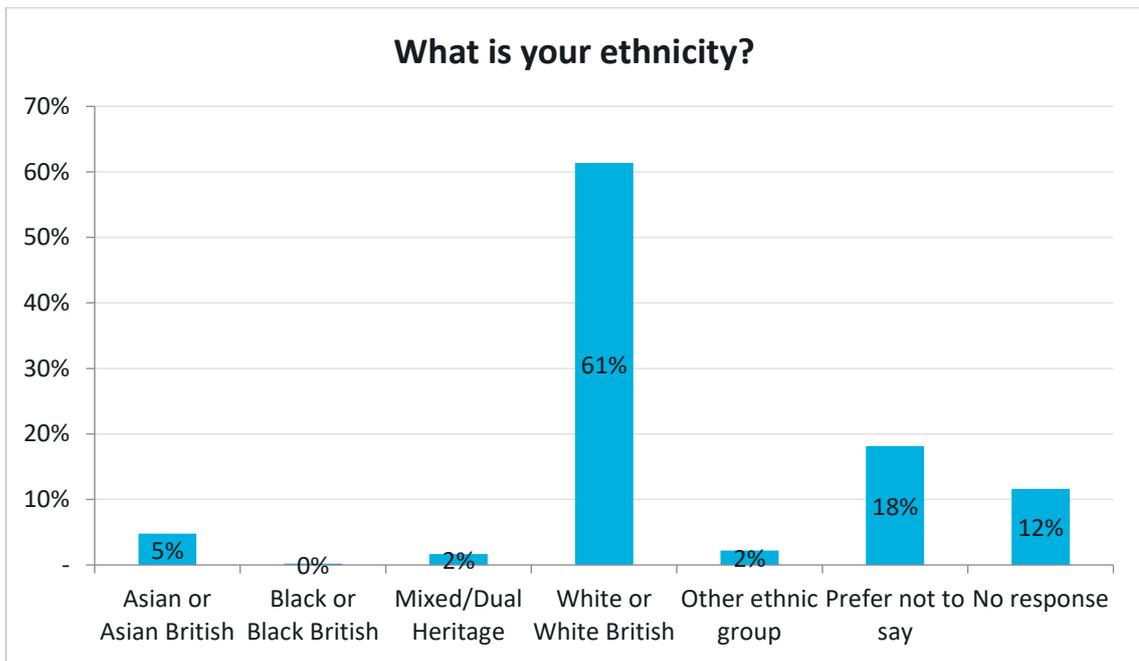
Number of respondents – 1,489

Figure B.6: Religion



Number of respondents – 1,489

Figure B.7: Ethnicity



Number of respondents – 1,489

## Appendix C: Full Code Frame Outputs

Unique ID	Theme	Code	Number	Percentage
O01	Other	No response	493	48%
PVT04	Private Vehicle Traffic	Concern that the LTN increases vehicle traffic on unsuitable nearby roads/ boundary roads	190	18%
P01	Pollution	Concern that the LTN reduces air quality / does not improve air quality	186	18%
S02	Safety	Concern that the LTN has caused increased anti-social behaviour / crime/fear of crime due to quieter streets (especially during dark hours / on dimly lit streets)	148	14%
PVT03	Private Vehicle Traffic	Concern that the LTN causes longer journeys due to congestion (particularly Essex Road)	129	13%
EQ01	Equalities	Concern about impact on disabled people	86	8%
CY01b	Cycling	Concern that people cycle dangerously/speed	86	8%
S05b	Safety	Concern about speeding/dangerous driving among moped/e-bike/users	84	8%
IR01	Impact on Residents	Concern that the LTN has a negative impact on local residents and their visitors (reduced quality of life, stress, anxiety, confusion, exacerbates poor mental health)	72	7%
G02	General	Support scheme, no further detail provided	62	6%
P06	Pollution	Support the LTN due to reduced noise pollution	62	6%
SA02	Suggested Amendments	Suggest that residents should be exempt from restrictions (enforced via ANPR cameras)	62	6%
PC02	Policy Context	Concern that the LTN is ill thought-out / not responding to the problems of the area / scheme objectives	56	5%
P04	Pollution	Support the LTN due to improved air quality	56	5%
SA09	Suggested Amendments	Suggest to extend scheme to wider area and/or additional measures to encourage more use of active modes	52	5%
A04	Accessibility	Concern that the LTN reduces access for taxis / private hire vehicles	49	5%
A01	Accessibility	Concern that the LTN reduces access for residents and their visitors	48	5%
CY04	Cycling	Support due to improved cyclist safety	48	5%
PVT02	Private Vehicle Traffic	Concern that the LTN causes longer journeys due to detours	48	5%

S08	Safety	Support as the LTN has improved safety for children (playing in streets / walking to school)	46	4%
G01b	General	Request that the scheme is removed	44	4%
CY05	Cycling	Support due to encouraging / increased number of cycling journeys	42	4%
PVT09	Private Vehicle Traffic	Support the LTN due to reduction in through-traffic	42	4%
P03	Pollution	Concern that the LTN causes increased noise pollution	42	4%
S05	Safety	Concern about speeding vehicles within the LTN	41	4%
CO04	Consultation	Concern about quality/lack of information provided (e.g., past/existing data collection) / suggestion for additional / clearer information	39	4%
A02	Accessibility	Concern that the LTN reduces access for emergency services	39	4%
LE04	Local Environment	Support as the LTN has had a positive impact on the local environment	39	4%
W03	Walking	Support due to improved pedestrian safety	39	4%
O06	Other	Comment Out of Scope of St Peter's LTN	36	3%
IR05a	Impact on Residents	Support that the LTN has a positive impact on local residents and their visitors (improved quality of life, health)	36	3%
EQ05	Equalities	Concern about impact on those who rely on taxis / vehicles for transport due to limited mobility	36	3%
EQ02	Equalities	Concern about impact on older people	35	3%
PT01	Public Transport	Concern due to longer bus journey times due to increased congestion	34	3%
CO02	Consultation	Concern about lack of consultation / undemocratic method for consultation (e.g., consultation won't be listened to)	33	3%
EQ07	Equalities	Concern about unequal impact on people based on geographic location of residence	33	3%
IR03	Impact on Residents	Concern that the measure has a negative financial impact on local residents (e.g., more fuel, higher taxi fares, impact on house prices)	32	3%
W04	Walking	Support due to encouraging / increased number of walking journeys	32	3%
CO05	Consultation	Concern that the questions included on the consultation are leading / biased / not the questions that should be asked	31	3%

PC01	Policy Context	Concern that scheme is unnecessary as there was not a congestion / through-traffic / safety issues	31	3%
S03	Safety	Concern that the LTN has reduced safety for children	31	3%
S06	Safety	Support as the LTN has improved road safety, no further detail provided	30	3%
S04	Safety	Concern that the LTN has caused an increase in aggressive driving / road rage	29	3%
SA10	Suggested Amendments	Suggest that enforcements of the restrictions need to be increased (especially for mopeds, scooters, etc.)	29	3%
W01	Walking	Concern that the LTN does not improve pedestrian safety /environment / pedestrian safety continues to be poor	28	3%
SA14	Suggested Amendments	Suggest that disabled/blue badge holders should be exempt from restrictions	28	3%
CY01a	Cycling	Concern that the LTN does not improve cyclist safety / cycle safety continues to be poor / more traffic on cycling routes	26	3%
G01	General	Oppose scheme, no further detail provided	21	2%
SA03	Suggested Amendments	Suggest that those who require access should be exempt from restrictions (i.e., emergency services, delivery drivers, private hire drivers)	20	2%
EQ06a	Equalities	Concern about impact on lower income groups	19	2%
A03	Accessibility	Concern that the LTN reduces access for delivery / freight / refuse collection	19	2%
A05	Accessibility	Concern that the LTN reduces access for health care workers to homes and/or residents to health services	19	2%
PVT01	Private Vehicle Traffic	Concern that the LTN restricts road access	18	2%
SA15	Suggested Amendments	Suggest to improve signage for measures	18	2%
PVT10	Private Vehicle Traffic	Support the modifications to reduce through-traffic on Packington Estate (e.g., Prebend Street)	16	2%
E02	Economy	Concern about reduced footfall / accessibility to local businesses	16	2%
LE05	Local Environment	Concern that not enough 'greening' has been done as part of PFS	15	1%
S01	Safety	Concern that the LTN causes road safety issues, no further detail provided	13	1%
S09	Safety	Support as the LTN has improved road safety (i.e., reduction in aggressive driving / road rage / number of speeding vehicles)	13	1%

IR04	Impact on Residents	Concern that the LTN(s) have divided communities	12	1%
IR05b	Impact on Residents	Support the LTN(s) creating a stronger feeling of community	12	1%
S13	Safety	Concern that new restrictions create conflict/safety issue between different road users	12	1%
CP01	Car Parking	Concern about reduced / restricted parking for residents (e.g., XX)	12	1%
E01	Economy	Concern about the impact on local businesses / economy, no further detail provided	12	1%
SA11	Suggested Amendments	Suggest that EVs should be exempt from restrictions/ Focus on EVs instead of LTNs	12	1%
EQ04	Equalities	Concern about impact on women / particular sex	11	1%
PVT06	Private Vehicle Traffic	Concern that the LTN restrictions force drivers to make difficult manoeuvres / U-turns	11	1%
E03	Economy	Concern that the LTN causes longer journey times, impacting on businesses	11	1%
E06	Economy	Concern that the LTN negatively impacts those who rely on a vehicle for their job	11	1%
SA08	Suggested Amendments	Suggest that the Council now focuses on resolving speed and volume of traffic on boundary roads	11	1%
G07	General	Concern that the implementation of the LTN is a waste of time and/or money / resource better used elsewhere	10	1%
EQ08	Equalities	Opposition to giving blue badge exemptions/ concern about them being used fraudulently	9	1%
PVT05	Private Vehicle Traffic	Concern that the LTN has a negative impact on school drop off/pick up	9	1%
PVT11	Private Vehicle Traffic	Concern that modifications on Packington Estate have not improved the situation	9	1%
E05	Economy	Support the LTN due to increased footfall / accessibility to local businesses	9	1%
O09	Other	Comment relates to another survey question	8	1%
CO09	Consultation	Concern that the consultation has not been designed to adequately capture feelings on the LTN	8	1%
W02	Walking	Concern that the LTN will not encourage walking journeys	8	1%
SA05	Suggested Amendments	Suggest to focus on enforcing speed limits instead of/in addition to LTN	8	1%
O07	Other	Comment unclear	7	1%

EQ03	Equalities	Concern about impact on younger people	7	1%
CP03	Car Parking	Concern that the parking situation is dangerous	7	1%
LE02	Local Environment	Concern that the LTN has had a negative impact on the local environment	6	1%
CY02	Cycling	Concern that the LTN will not encourage cycling journeys	6	1%
P05	Pollution	Support the LTN as it aligns with the climate change agenda	6	1%
CO03	Consultation	Concern that the consultation / proposals have not been widely communicated / public unaware of proposal	5	0%
G06	General	Concern that the scheme is a money-making tool	5	0%
SA06	Suggested Amendments	Suggest to make roads one-way instead of LTN	5	0%
CO07	Consultation	Concern that the consultation is not available to all (e.g., those without access to internet)	4	0%
G05	General	Suggestion that now is not the right time to be introducing measures due to ongoing COVID-19 situation	4	0%
S07	Safety	Support as the LTN has reduced anti-social behaviour / crime / fear of crime	4	0%
SA13	Suggested Amendments	Suggest regulating moped 'rat running'	4	0%
SA20	Suggested Amendments	Suggest that there should be increased 'greening'	4	0%
CO08	Consultation	Technical issue with consultation	3	0%
CO09	Consultation	Concern than no direct response from the council was received from previous communication	3	0%
G04	General	Support scheme, but concerned support is being overshadowed by vocal opposition	3	0%
EQ09	Equalities	Concern that the measure disproportionately impacts upon certain ethnic groups	3	0%
SA01	Suggested Amendments	Suggest amendments, no further detail provided	3	0%
O03	Other	Stakeholder response	2	0%
O04	Other	Duplicate Response	2	0%
CY03	Cycling	Concern that the cycle infrastructure in the local area is poor	2	0%
PVT07	Private Vehicle Traffic	Concern about the through-traffic on Packington Estate (e.g. Prebend Street) prior to modifications (now resolved)	2	0%

PT02	Public Transport	Concern that public transport is not always an option (young children, wheelchair users, prams, elderly)	2	0%
P02	Pollution	Concern that the LTN does not align with the climate change agenda	2	0%
SA07	Suggested Amendments	Suggest to reopen the canal crossings	2	0%
SA18	Suggested Amendments	Suggest stronger enforcement / monitoring of parking (e.g., outside school on Prebend Street, New North Road)	2	0%
O02	Other	Response contains personal data (replaced with XX)	1	0%
O08	Other	Ask Simon	1	0%
CO10	Consultation	Concern that the council has provided information that does not match personal experience	1	0%
CO11	Consultation	Concern that people are not being listened to during consultation events	1	0%
CO12	Consultation	Concern that consultation can be accessed by anyone	1	0%
G03	General	Oppose scheme due to cumulative impact of nearby schemes	1	0%
PC03	Policy Context	Support the scheme as it is necessary to target congestion / through-traffic / safety issues	1	0%
EQ06b	Equalities	Concern about impact on higher income groups	1	0%
LE01	Local Environment	Concern that the aesthetic of the LTN is poor	1	0%
PVT08	Private Vehicle Traffic	Support objectives of the LTN in theory, but concern about practicalities / particular elements	1	0%
CP04	Car Parking	Support as reduced parking improves experience for active travel	1	0%
E07	Economy	Concern that LTN reduces footfall due to poor local environment	1	0%
SA04	Suggested Amendments	Suggestion to only enforce LTN restrictions during peak periods	1	0%
SA12	Suggested Amendments	Suggest increasing the number of disabled bays	1	0%
SA18	Suggested Amendments	Suggest to break up existing LTNs into smaller sections	1	0%
SA21	Suggested Amendments	Suggest that traffic signals should be altered at the junction of Packington St / Essex Rd	1	0%
SA22	Suggested Amendments	Suggest that there should be improvements for pedestrian crossing (e.g., North of Vincent Terrace)	1	0%

SA23	Suggested Amendments	Suggestion to re-run the consultation	1	0%
SA24	Suggested Amendments	Suggestion to make parking permit holders exempt	1	0%
SA25	Suggested Amendments	Suggestion to remove cycle lanes to ease congestion	1	0%
O05	Other	Campaign Response	-	-
CO01	Consultation	Concern about consultation - non specific	-	-
CO06	Consultation	Request rationale for proposal / publication of evidence to demonstrate that current fine is not sufficient	-	-
A06	Accessibility	Opposition to the use of ANPR cameras to enforce restrictions	-	-
LE03	Local Environment	Support the LTN, but concern that the infrastructure has been vandalised	-	-
CP02	Car Parking	Support due to improved parking for residents	-	-
E04	Economy	Support the LTN due to the impact on local businesses / economy, no further detail provided	-	-

## Control Information

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