



**People-Friendly Streets**  
Better places for everyone

# Amwell people-friendly streets trial pre-consultation and engagement report



**ISLINGTON**

**For a more equal future**



**People-Friendly Streets**  
Better places for everyone

# Amwell people-friendly streets

## Pre-consultation engagement summary

**Commonplace feedback** (May 2020 to March 2021) **128** responses received

Responses from

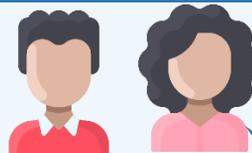
63%

**Amwell area residents**

**Age & Gender**

16-24  
24-35  
35-44  
44-54  
55-64  
65+

41%



1% selected 'Other'  
5% preferred not to say

34%

16-24  
24-35  
35-44  
44-54  
55-64  
65+

**How do people travel?**

63%



50%

Selected 'cycle'



35%



Selected car 'as driver'

32%



Selected 'tube'

18%



Selected 'running/jogging'

16%



**What's the problem?**

**BEFORE**  
the trial started

**AFTER**  
the trial started

37%



9%

**Traffic rat running**

37%



4%

**Not safe to cycle**

35%



8%

**Volume of traffic**

**How could we make it better?**

**BEFORE**  
the trial started

**AFTER**  
the trial started

32%



6%

**More space for cycling**

29%



9%

**Make the road access only**

27%



4%

**Road closure except for cycles and buses**

**109 emails received**





**People-Friendly Streets**  
Better places for everyone

# Amwell people-friendly streets

## Pre-consultation engagement summary

**Trial Feedback Survey** (March 2021 to December 2021) **260** responses received

### Responses from



### Age & Gender

18-24  
25-34  
35-44  
45-54  
55-64  
65-74  
75+



2% selected 'Non-binary' or 'Other'

10% preferred not to say

18-24  
25-34  
35-44  
45-54  
55-64  
65-74

### How do people travel?



### What do you like about this trial?



### Disability & car ownership

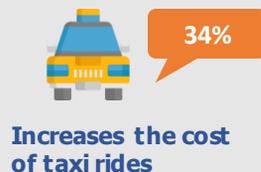
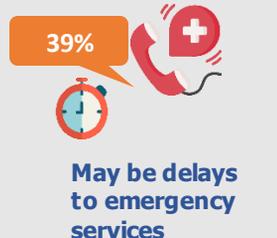


### Car ownership\* & support of the trial



\*29% of Islington households own a car

### What do you dislike about this trial?



There is **nothing I dislike** about the trial



There is **nothing I like** about the trial





**People-Friendly Streets**  
Better places for everyone

# Amwell people-friendly streets

## Summary consultation results

### Consultation Questionnaire

December 2021 to January 2021

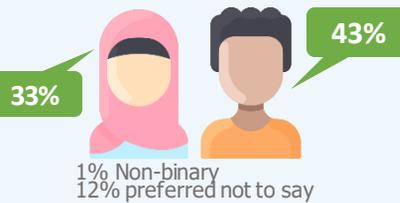
**440** responses received

#### Responses from



#### Age & Gender

75+  
65-74  
45-54  
55-64  
35-44  
25-34  
UNDER 24



75+  
65-74  
55-64  
45-54  
35-44  
25-34  
UNDER 24

#### How do people travel?



3% OTHERS

#### Since the trial began in 2020, people think

#### LESS



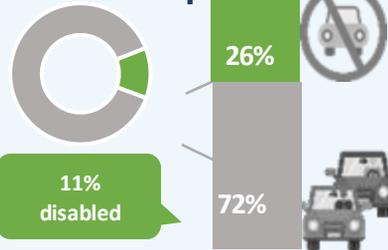
#### NO CHANGES



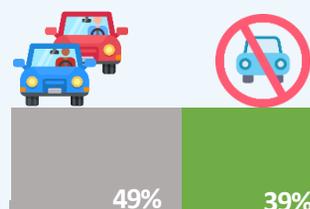
#### MORE



#### Disability & car ownership



#### Car ownership\*



\*29% of Islington households own a car



**16%** of car owners walk and cycle more for shorter journeys instead of driving



# Pre-consultation engagement report- Amwell people-friendly streets low traffic neighbourhood

Date: 29 March 2022

Ward(s): Amwell

## Contents

Pre-consultation engagement report – Amwell people-friendly streets low traffic neighbourhood .....	0
SUBJECT: Amwell Low Traffic Neighbourhood Trial Pre-consultation Engagement Report .....	1
1. Summary .....	1
2. Introduction and background .....	2
3. Engagement prior to public consultation .....	3
a. Commonplace .....	3
b. Statutory consultees .....	10
c. Non-statutory consultees .....	10
d. Engagement with Schools .....	11
e. Email correspondence .....	11
f. Trial feedback survey analysis .....	13
g. Formal objections .....	33
h. Meetings with specific groups .....	36
4. Conclusion to pre-consultation engagement .....	39
5. Public consultation analysis .....	40
6. Conclusions and who is under-represented .....	42



# SUBJECT: Amwell Low Traffic Neighbourhood Trial Pre-consultation Engagement Report

## 1. Summary

- 1.1. This report sets out the results, findings and learnings from the engagement and consultation over the trial period for the Amwell low traffic neighbourhood (LTN), implemented under the people-friendly streets (PFS) programme, which was agreed by the council's Executive on 18 June 2020 and further committed to on 14 October 2021. The Amwell scheme was initially constructed in October 2020 and became operational in November 2020.
- 1.2. This report outlines the results from the engagement prior to public consultation which took place between 15 December 2021 and 31 January 2022. This engagement includes the results from the Commonplace engagement, the formal 6-month objection periods to experimental traffic orders (ETOs), trial feedback survey responses, and general correspondence. The report also includes a short summary of the results from the public consultation; a full independent consultation report can be found as Appendix 6 to the delegated decision report. These reports together will inform future decision-making on the scheme.
- 1.3. 128 Commonplace comments were submitted in the Amwell area and on the boundary roads, 18 objections were received to the Amwell traffic orders, in addition to 332 general template objections, there were 260 responses to the trial feedback survey and 109 emails were received during the trial.
- 1.4. Before the council implemented the trial, 37% of the comments submitted via Commonplace said that "traffic rat running" in the area was a problem, while 37% of respondents also felt it was not safe to cycle in the area. 35% of respondents cited "volume of traffic" and 31% said "fast traffic" were key challenges in Amwell.
- 1.5. After the trial was implemented, the trial feedback survey indicates that 42% of participants said they liked something or things about the trial.
- 1.6. The consultation questionnaire responses are analysed in more detail in the independent consultation report found at Appendix 6 to the delegated decision report. Results from this analysis indicate that many participants said they felt that the air was cleaner (44% agreed, 10% disagreed) that the streets look nice (44% agreed, 20% disagreed) while 46% agreed 'it

is easier to cross the street' (18% disagreed) and 42% said that it is easier to make the trips they need by walking and cycling while 43% said it is easier to get in and out of the Amwell area by walking or cycling (17% 'disagreed' with both of those statements). A total of 45% of respondents noted a decrease in noise from motor traffic, while 20% noted an increase in noise from motor traffic.

- 1.7. Key themes relating to negative feedback include: perceptions that traffic has increased on boundary roads since the trial started; that people were not consulted prior to the trial; and that car trips are made more inconvenient. Another key element of feedback from the consultation survey has been the impact of the LTN on some disabled people who may rely on motor vehicles for their journeys.

## 2. Introduction and background

- 2.1. The Amwell LTN is located in the Clerkenwell ward in Islington. Data from the 2011 Census shows that a total of 11,490 residents live in the ward. Table 1 highlights the population profile of the area.

	<b>London</b>	<b>Islington</b>	<b>Clerkenwell</b>
	Total: 8,173,941	Total: 206,125	Total: 11,490
Gender: Female	51%	51%	49%
Gender: Male	49%	49%	51%
Age: Under 16	20%	16%	12%
Age: 16-24	12%	14%	20%
Age: 25-44	36%	42%	40%
Age: 45-64	21%	19%	20%
Age: 65+	11%	9%	8%
Disabled	14%	16%	15%
Ethnic group: BME	40%	32%	27%
Ethnic group: White	60%	68%	71%
Religion or belief: Christian	49%	40%	41%
Religion or belief: Muslim	12%	9%	7%

Religion or belief: Other	10%	4%	1%
Religion or belief: No religion	21%	30%	31%
Religion not stated	9%	17%	1%

Table 1 - demographics of London, Islington, Clerkenwell ward

Source: 2011 Census data available at: <https://www.nomisweb.co.uk/>

- 2.2. The Amwell LTN was implemented in October 2020 and became operational in November 2020 as the fourth LTN in the people-friendly streets programme as a trial under an Experimental Traffic Order (ETO) for a maximum duration of 18-months. Traffic filters were planned for four locations to remove through traffic in the neighbourhood: on Great Percy Street, Lloyd Square (north side), Lloyd Square (south side) and on Margery Street.
- 2.3. The traffic filters at three of the above locations (Great Percy Street, Lloyd Square north side and south side) were introduced when the scheme began and became operational in November 2020. The Margery Street filter was activated 10 months later on 27 September 2021 following the publication of an interim monitoring report in August 2021. The Margery Street filter was not activated in November 2020 due to practical issues of ensuring access to the full length of the one-way street for residents, visitors, deliveries and other vehicles. A new ETO which enabled the filter to operate with amended vehicle restrictions was introduced and is set to expire on the same date as the ETO it replaced (1 April 2022).
- 2.4. As part of the PFS programme the council committed to holding a public consultation once each LTN has been in place for at least twelve months, and to give full and proper regard to the outcome of that consultation when taking a decision on whether to keep, change or remove each scheme. The public consultation for Amwell took place between 15 December 2021 and 31 January 2022 at midnight.

## 3. Engagement prior to public consultation

### a. Commonplace

- 3.1 Since the early stages of the first Covid-19 lockdown, residents from Islington's local communities and other stakeholders had the opportunity to suggest ways the council could help them to walk and cycle (active travel) more safely and easily using the online engagement tool, Commonplace. This was set up on 29 May 2020 to enable residents and others to indicate locations and measures for the people-friendly streets programme to respond to the challenges that the Covid-19 pandemic posed. More detailed information can be found in the [Executive Report](#) (October 2021).
- 3.2 The Commonplace tool closed for comments in March 2021, but the comments made are taken into consideration as part of the development of PFS schemes and can still be viewed on the website at: <https://islingtonpeoplefriendlystreets.commonplace.is/> A total of 6,447 respondents across the borough left comments on the Commonplace site. For each point placed on the map, users were prompted to select from a list of problems or barriers which

prevented them using active travel methods more frequently and to select prepopulated solutions.

- 3.3 The council received 128 responses via the Commonplace tool for the Amwell area between 15 May 2020 and 2 March 2021. This report has analysed the data collected, and graphs below show the comments received before and after 24 September 2020. This is the date on which the scheme was first advertised, a resident letter announcing the scheme was distributed and the scheme was announced in Islington's communication channels. From the total of 128 comments, 75 comments were made before 24 September 2020, prior to the scheme in Amwell being advertised (blue bars on Figures 1 to 4), and 53 comments after the scheme was advertised on 24 September 2020, (orange bars on Figures 1 to 4). This was an effective way to gather local people's views of a) the current streets and public spaces; and b) how to make Islington's streets more people-friendly.
- 3.4 Figure 1 shows the number of comments posted for each listed problem on the Commonplace tool during the survey periods. The most reported problems were "traffic rat running" and "not safe to cycle" both of which featured in 37% of comments prior to the scheme being advertised. "Volume of traffic" was the second most reported problem (35%) followed by "fast traffic" (31%). After the scheme was advertised, "traffic rat running" and "noisy motor traffic" were both selected by 9% of respondents, while 7% chose "unsafe for children" and "volume of traffic." The most selected answer to 'what's the problem' after the scheme was advertised was "other" (51%).
- 3.5 Commonplace respondents could also select 'other' to the 'what is the problem' question, which opened a free text box. Before the scheme was advertised 15 participants (20% of 'before scheme' participants) selected this option, this opened a free text box and the key themes suggested in response to 'other' were related to cyclist behaviour such as speeding and overtaking, and cycle infrastructure. By contrast, after the scheme was advertised, 27 comments (51% of 'post advertising' comments) selected the same option of 'other'. Of these 27 comments, the majority referred to the trial as being the 'problem' with comments concerning access for residents, and the lack of need for traffic filters in the Amwell area. Other 'other' comments mentioned cyclist behaviour, and the defacing of people-friendly streets signs in the area.

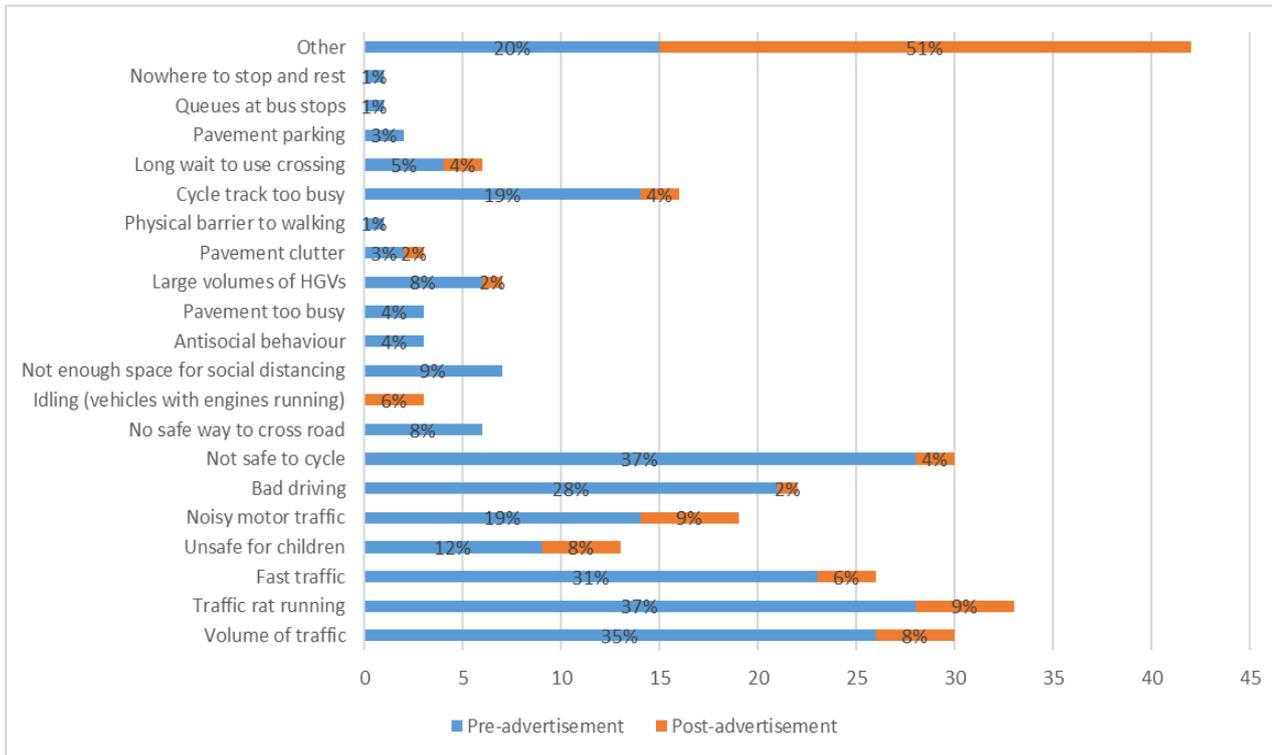


Figure 1: number of comments posted for each listed problem on Commonplace, question: 'What is the problem?' 128 Respondents

- 3.6 Figure 2 shows the results of the question: 'How could we make it better?' whereby the top two options in the Amwell area were 'More space for cycling' and 'Make the road access only' with 32% and 29% of respondents choosing these answers before the scheme was advertised. By comparison after the scheme was advertised, 9% of comments suggested 'make the road access only' as a solution, while 6% suggested 'more space for cycling'.
- 3.7 Before the scheme was advertised 17 comments (23% of 'before scheme' participants) selected 'Other' to 'How could we make it better', which opened a free text box. The key themes were relating to cycling including comments on cyclists' behaviour as well as introducing or re-routing cycling lanes. By contrast, after the scheme was advertised 26 comments (49% of 'post advertising' comments) selected the 'Other' option, and a little over one third of the comments mentioned reversing the measures as a solution. Other comments under this option suggested exemptions for residents to pass through filters, improved signage/street furniture and more consultation with residents.

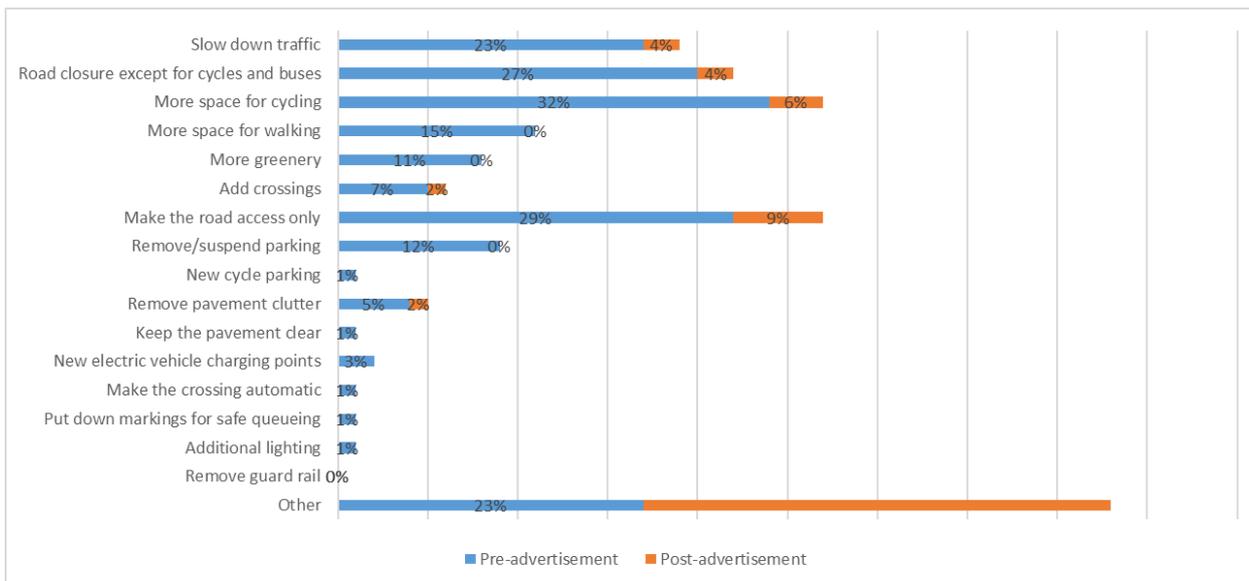


Figure 2: 'How could we make it better?' 128 Respondents

- 3.8 Figure 3 shows that before the trial was advertised, 80% of respondents to the Amwell Commonplace survey would support changes they had suggested being made long-term, with a further 5% saying they would 'maybe' support the changes. 15% of respondents were only supportive of temporary measures.
- 3.9 After the trial was advertised, and local people knew the details of the trial, 47% of respondents said that they would support the changes being long term while 45% said that they would not support this. It must be noted that this question relates to the changes people are suggesting in their comments, and therefore do not necessarily refer to the trial measures. Therefore, no firm conclusions can be drawn out of this data, in terms of a decision on the trial measures.

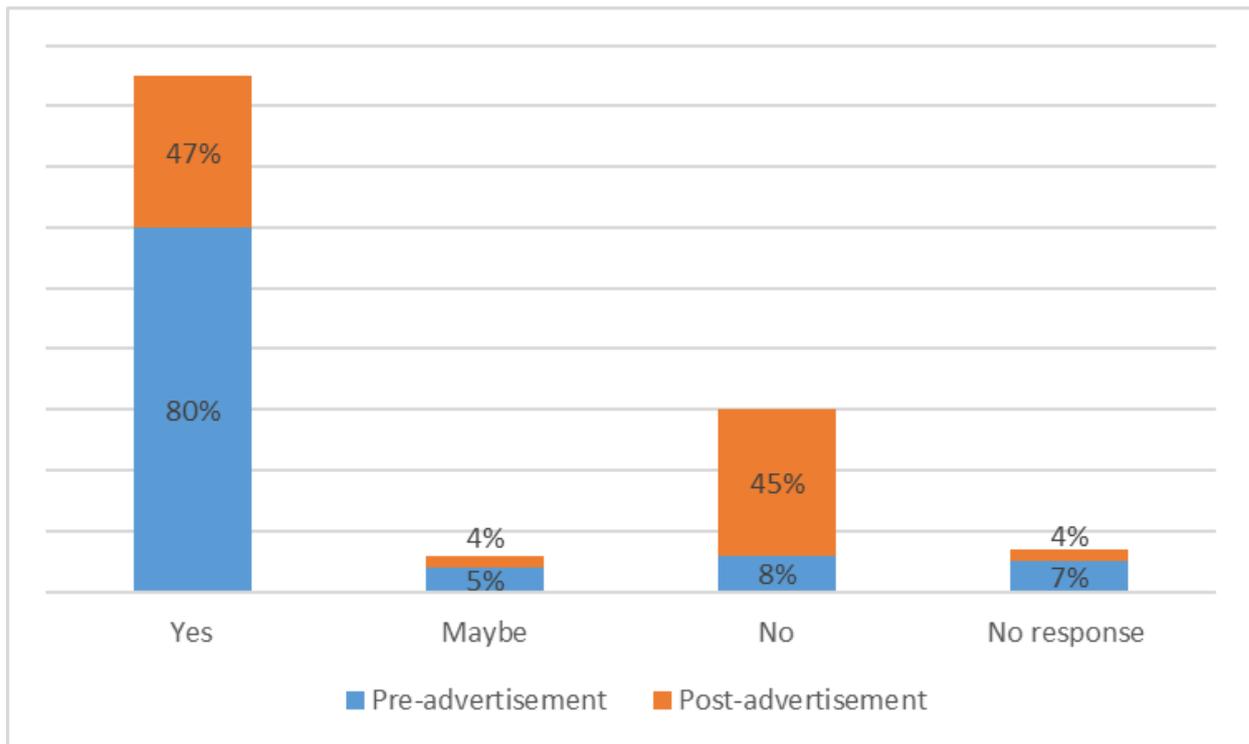


Figure 3: 'Would you support these changes (suggested by respondents) being made long-term?' 128 Respondents

3.10 Figure 4 shows that most of the people who responded the survey declared that they live in Amwell (63% of respondents before the scheme was advertised, and 70% after the scheme was advertised) followed by people who work in the area, with 23% and 15% pre and post advertisement, respectively.

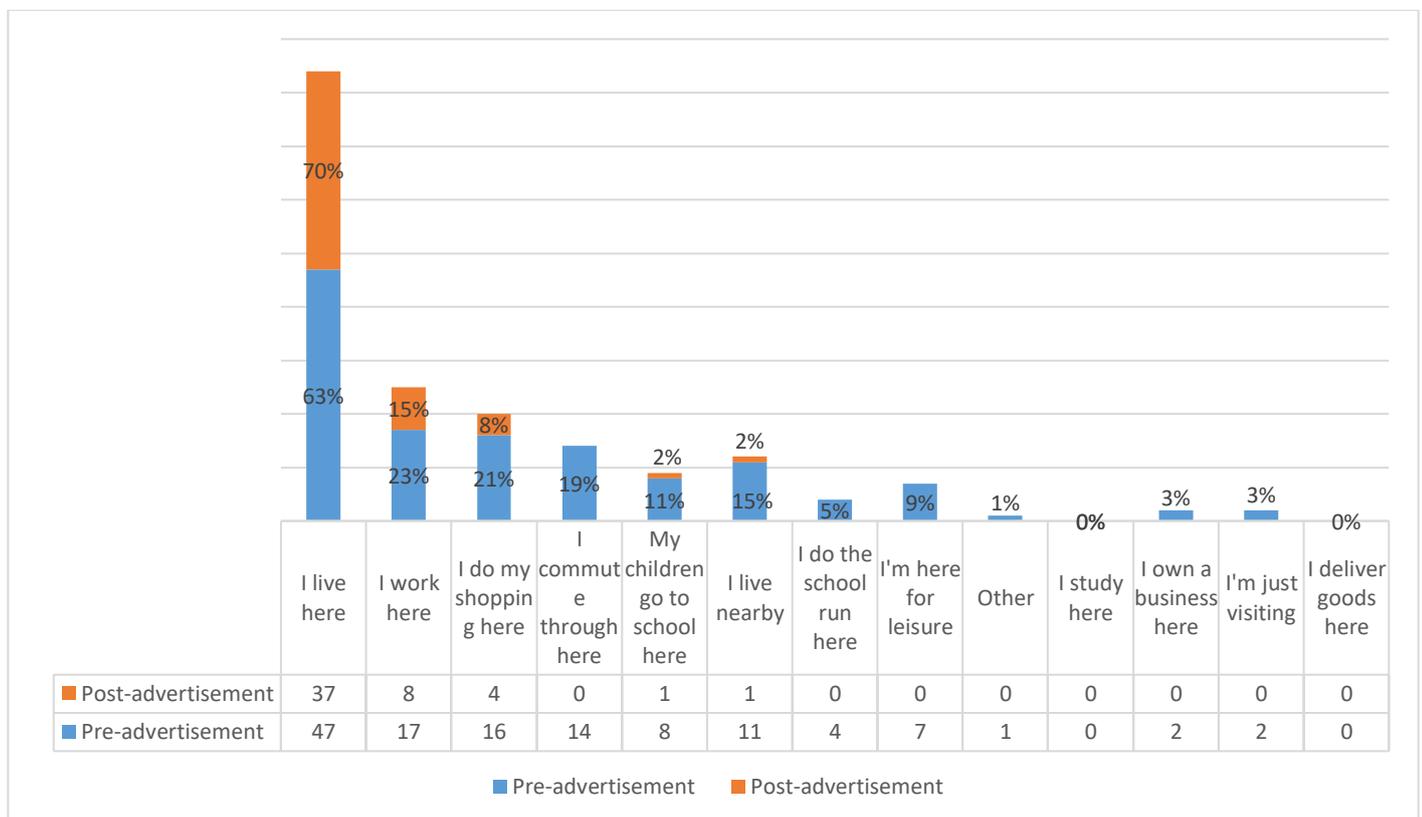


Figure 4: 'What is your connection to the area?' 128 Respondents

3.11 Figure 5 displays how survey respondents travel in the Amwell area. People who posted comments mainly use active travel modes of walking (67% before the scheme was advertised and 58% after) and cycling (59% before the scheme was advertised and 38% after); followed by bus (41% pre-advertisement and 26% post-advertisement); and finally, car users (as driver with 19% pre-advertisement and 49% post-advertisement, and as passenger with 8% and 13%). This highlights that the proportion of car users (both as a driver and passenger) who posted comments increased significantly after the scheme was advertised.

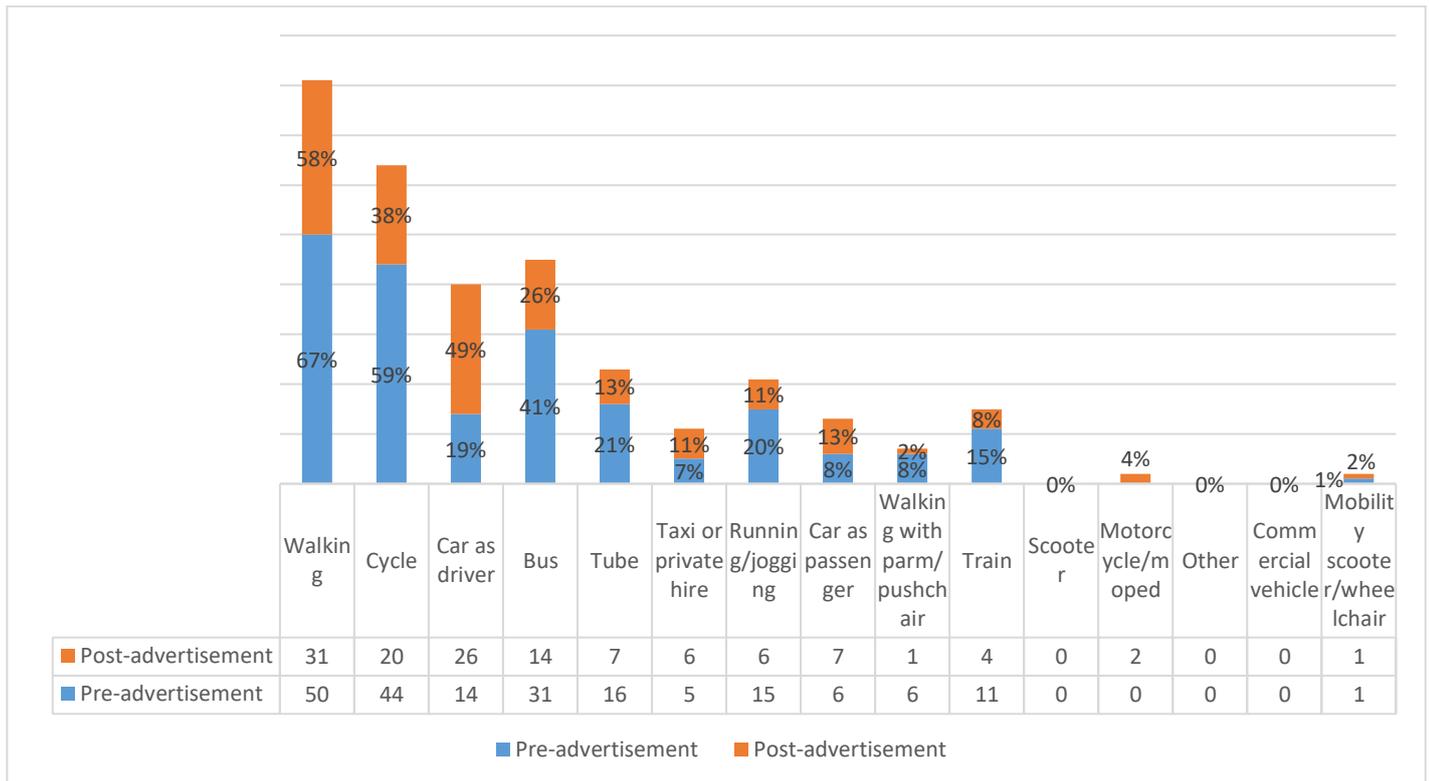


Figure 5: 'How do you usually travel in the areas?' 128 Respondents

3.12 Figures 6 and 7 show the relationship between respondents' connection to the Amwell area and how they usually travel in the area, before and after the scheme was advertised. Prior to advertisement, people reported travelling significantly more by walking, cycling or bus than by car (as a driver or passenger) regardless of their connection to the area. Respondents who live nearby the area, work in or commute through the area reported the highest rates of car use compared to those who shop or live in the area.

3.13 After the scheme was advertised, responses came mainly from residents (70% selected 'I live here'). Pre-advertisement, 14 respondents (19%) said that their connection to the area was 'I commute through here' whereas post-advertisement this response was not selected. 'I commute through here' is therefore not shown in Figure 7. Post advertisement, respondents across nearly all categories were less likely to cycle, although walking remained a popular usual mode of travel. Multiple travel modes could be selected by each individual, so percentages will not sum to 100%.

3.14 The proportion of car users (as passenger and drivers) who posted comments after the scheme was advertised increased significantly compared with the pre-advertisement comments, as shown by a comparison of Figures 6 and 7. Of those who commented after the

scheme was advertised, 81% of respondents who live in the area said they usually travel by car, compared to 36% who live in the area before the scheme was advertised.



Figure 6: 'What is your connection to the area? And 'How do you usually travel in the areas?' - Before scheme was advertised, 53 Respondents

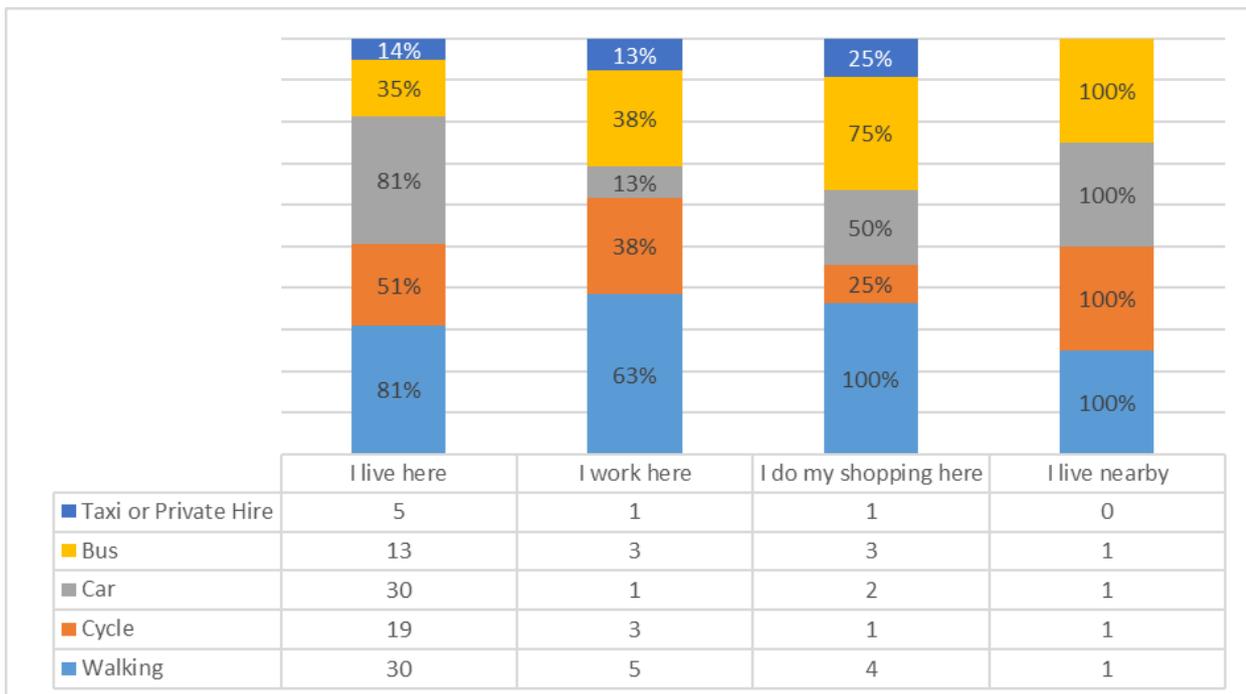


Figure 6: 'What is your connection to the area? And 'How do you usually travel in the areas?' After scheme was advertised, 75 Respondents

3.15 Commonplace comments for the Amwell area show that traffic issues were reported by local people prior to the scheme being advertised. The top four issues reported were traffic rat running, unsafe cycling conditions, volume of traffic and fast traffic. From the comments, active travel and public transport were the most common transport modes amongst residents.

- 3.16 The analysis of the comments shows that primary transport modes have an influence over the responses submitted. For instance, car users reported issues relating to the traffic restrictions, particularly to the question 'what is the problem'. People who do not drive, but selected walking or cycling in response to 'how do you travel?' reported more issues relating to traffic rat running, idling vehicles, noisy traffic and cyclist behaviour.
- 3.17 Analysis of the demographics on Commonplace show that individuals between 45-54 made up the largest group of respondents (33%). Those in the age groups 55-64 and 35-44 were the second largest groups, both representing 18% of respondents. Younger people (16-24: 2 comments) and older people (+75 years old: 5 comments) were under-represented in the Commonplace feedback.
- 3.18 41% of respondents said they were men, compared to 34% who said they were women. 5% of respondents described their gender as 'other' or selected the answer 'prefer not to say'.

## **b. Statutory consultees**

- 3.19 The pre-implementation consultation with statutory consultees took place during August and September 2020 and involved the following statutory stakeholders: London Ambulance Service (LAS), London Fire Brigade (LFB), the Metropolitan Police Service (MPS), the NHS Blood and Transport Service, NHS Foundation Trust, TfL, TfL Buses, Hackney Community Transport. Comments were received from all three emergency services confirming that the proposals would not unduly impede operations as three of the four filters in the Amwell low traffic neighbourhood are camera enforced with no physical barriers. Ambulance and Police services further noted that the bollard enforced closure on the northern side of Lloyd Square did not cause a problematic diversion route due to the short distances to the roads which provide access from either side. Fire services have a key to the lockable bollard at this filter.
- 3.20 Prior to the new ETO being introduced in September 2021, consultation was undertaken between 10 and 23 August 2021 with the following statutory stakeholders: London Ambulance Service (LAS), London Fire Brigade (LFB), the Metropolitan Police Service (MPS), the Road Haulage Association, Logistics UK (formerly the Freight Transport Association), Transport for London (TfL) Network Management, TfL Buses, Go-Ahead London buses, the NHS Blood and Transplant service, Royal Mail, Emily Thornberry MP (Islington South), and Sem Moema AM (Greater London Authority). Consultation was also undertaken with the Islington Clinical Commissioning Group and Camden Council.
- 3.21 Confirmation of no objections were received from Metropolitan Police, London Ambulance Service, London Fire Brigade, Camden Council and Sem Moema AM. TfL Network Management and Buses confirmed that the change is not likely to have a significant impact but requested that bus performance on the surrounding corridors is considered as part of the future monitoring of the Amwell LTN. No other responses were received.

## **c. Non-statutory consultees**

- 3.22 In addition to the above statutory consultees, officers made phone calls to businesses in the area to ensure that they had received an information leaflet that had been distributed prior to the implementation of the scheme. The following businesses were successfully contacted by phone or email: Safestore (Claremont Square); ELP Barber shop (Amwell Street); Brownings Garage (Great Percy Street); Ethiopian Coffee Company (Amwell Street); Andrea

Hawkes Bridal; Tripp Gallery (Amwell Stret); Canvas Home (Amwell Street); Amwell Veterinary Practice (Amwell Street); Timorous Beasties (Amwell Street); WC & K King Pharmacy (Amwell Street); Gents of London (Amwell Street); Wallace Sewell textile merchant (Lloyd Baker Street); Myddletons Deicatesan (Lloyd Baker Street); Levitate Architecture and Design Studio (Lloyd Baker Street).

#### **d. Engagement with Schools**

3.23 The Clerkenwell Parochial Primary School in Amwell Street was contacted by email, which included the scheme information leaflet prior to implementation of the scheme. No response was received.

#### **e. Email correspondence**

3.24 The total amount of individuals who sent correspondence regarding Amwell LTN over the period of advertisement, implementation and pre-consultation amounts to 89 individual correspondents and 109 emails. 85% of the correspondence received was categorised as negative, 5% as positive, 6% as mixed, 2% as unclear, and 2% as other topic.

3.25 Those emails were received through the PFS email address set up for correspondence relating to the programme ([peoplefriendlystreets@islington.gov.uk](mailto:peoplefriendlystreets@islington.gov.uk)). It must be noted that the email address was set up to answer queries and provide information to people who had questions about the programme; the council did not directly invite feedback through this email address. Therefore, email correspondence in isolation should not be understood as a quantifiable measure of the support for or against the scheme.

3.26 However, the correspondence received by email provides valuable feedback from residents and visitors of the Amwell LTN, and the key themes are considered in this section.

3.27 Figure 8 highlights the volume of correspondence received and the trends over time. Week 63 represents the week before the Amwell public consultation, once the scheme had been in place for approximately 12 months. This began on 15 December 2021. The graph shows a relatively high volume of correspondence after the scheme was first advertised, with 26 emails received in the first week. After six weeks of the scheme being advertised, correspondence decreased to between 1-3 emails a week regarding the Amwell scheme. These figures remained steady with no significant increases noted at any time during the trial period.

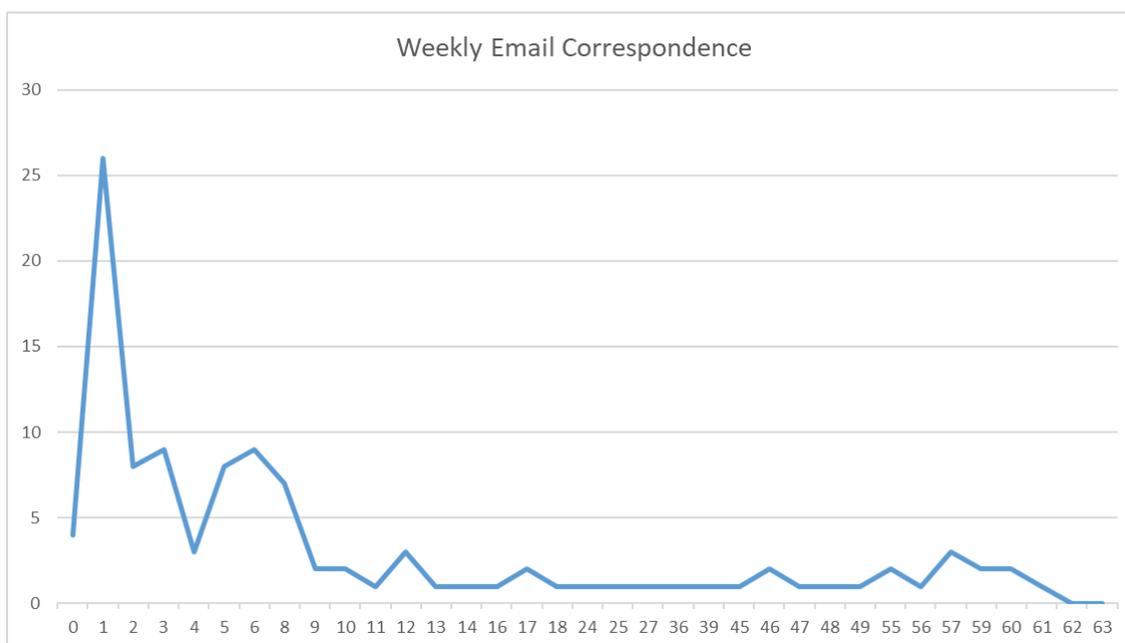


Figure 7: Volume of weekly correspondence, during each week, of received correspondence over time

3.28 Throughout the scheme, correspondents have questioned the need for the LTN/ traffic filters in the area, given that traffic levels are lower than other parts of the borough. Other regular topics raised were desire for automatic number plate recognition (ANPR) exemptions for residents, Blue Badge exemptions and the removal of street parking bays. After the Margery Street filter was activated in September 2021 there were several emails asking how motor vehicles could access to properties on west of the Margery Street filter.

3.29 List of negative themes (in no order):

- Concerns around traffic reassignment/increase in traffic and/or pollution on boundary roads
- Traffic/rat running in Amwell was not a concern for residents
- Inconvenient car journeys (longer/more indirect)
- Lack of consultation prior to the trial starting
- Leaflet/other council communications materials were unclear
- Trial has made access for disabled individuals difficult, querying Blue Badge exemptions
- Filters, signage and other street furniture are aesthetically displeasing and have a harmful visual impact on historic Lloyd Square, the conservation area and listed buildings.
- Concerns around dangerous behaviour of some cyclists and complaints that the scheme favours cyclists at the expense of motor vehicles/ pedestrians
- Delivery vehicles reversing at Lloyd Square filters due to lack of space to turn around

3.30 List of positive themes (in no order)

- Calls for further public realm improvements such as greening, planting trees and widening pavements
- Calls to activate the Margery Street filter (prior to September 2021) to deliver traffic reduction benefits to Margery Street residents

- Traffic filters have reduced noise and volume of traffic, with positive impact on observable pollution levels
- Local streets are more pleasant/calmer for residents

## f. Trial feedback survey analysis

- 3.31 The trial feedback survey was designed to capture the experience of residents and people in the area about the trial, how they think the trial was going and their ideas on how the scheme could make their streets more people-friendly.
- 3.32 The Amwell trial feedback survey was open between 8 March 2021 and closed on 15 December 2021 when the public consultation began, by which point 260 people had submitted a response. Nearly one third of responses (119) were received in October 2021; promotion of the activation of the Margery St filter in September 2021 may have led to increased awareness of the trial feedback survey.

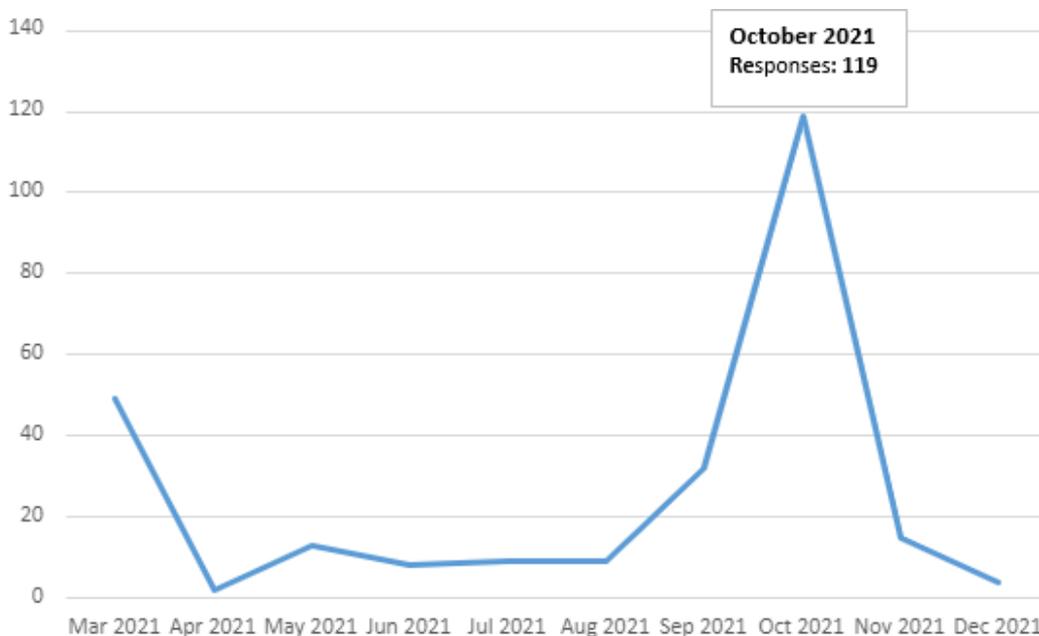


Figure 8: Trial feedback survey trend over time

- 3.33 Respondents who reported as Amwell residents are largest group in the survey responses (42%), followed by respondents who live outside Islington (23%), and those who live near the Amwell people-friendly streets area (20%). This is fairly consistent with responses about people’s connection to the area, with the vast majority of residents classifying themselves as ‘a resident’, at 74% as shown in Figure 10.

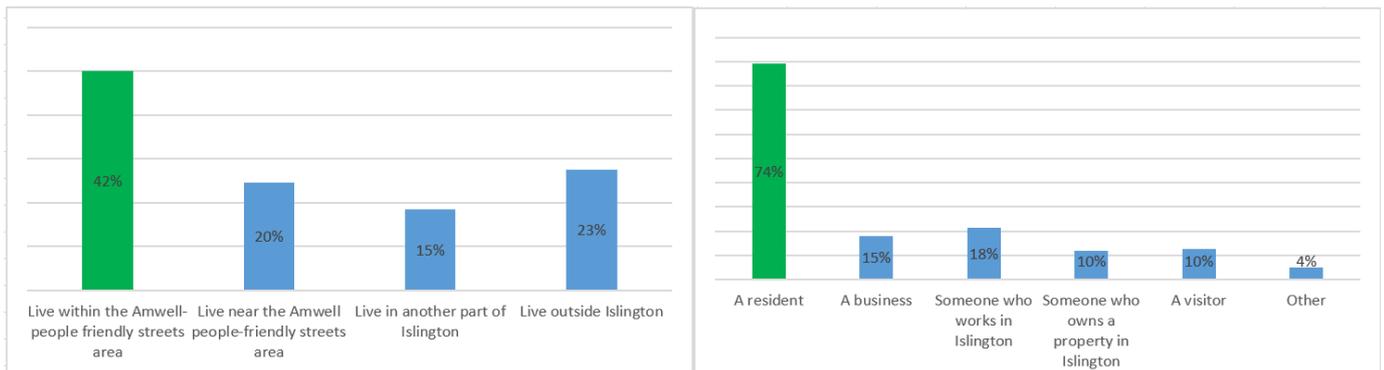


Figure 9: Who responded and their relation to the area, 241 Respondents

- 3.34 As Figure 11 shows, respondents' transport modes are fairly consistent regardless of connection to the area, except for walking, car use and taxi use. 82% of respondents who live in Amwell walk, this proportion is 67% for those who live near Amwell and 73% for people who live in another part of Islington, while 36% of respondents who live outside of Islington selected walking as a transport mode. 54% of respondents who live in Amwell are car users (as driver), 59% for those living near the Amwell area, 65% for those living in another part of Islington and 35% for those living outside of Islington. Given that 71% of the households in Islington are without access to a car, this indicates an over-representation of car owners in the trial feedback survey.
- 3.35 Respondents from another part of Islington were most likely to cycle using their own bike (49%) followed by those who live near Amwell (39%) and those who live in Amwell (32%). Respondents who live outside Islington were much more likely to use taxis (82%) less likely to walk or cycle (36% and 24%) and use public transport (35%) than the other three groups.
- 3.36 Figure 11 also shows that across all categories, between 24% and 39% of respondents reported that they cycled (own bicycle, compared to 7%-15% across all categories who reported using hired cycles). By contrast, the three-year average (2017/18-2019/20) of the London Travel Demand Survey for trips made by Islington residents shows that only 5% of trips are made by cycles, which suggests an over-representation of people cycling in the survey responses.

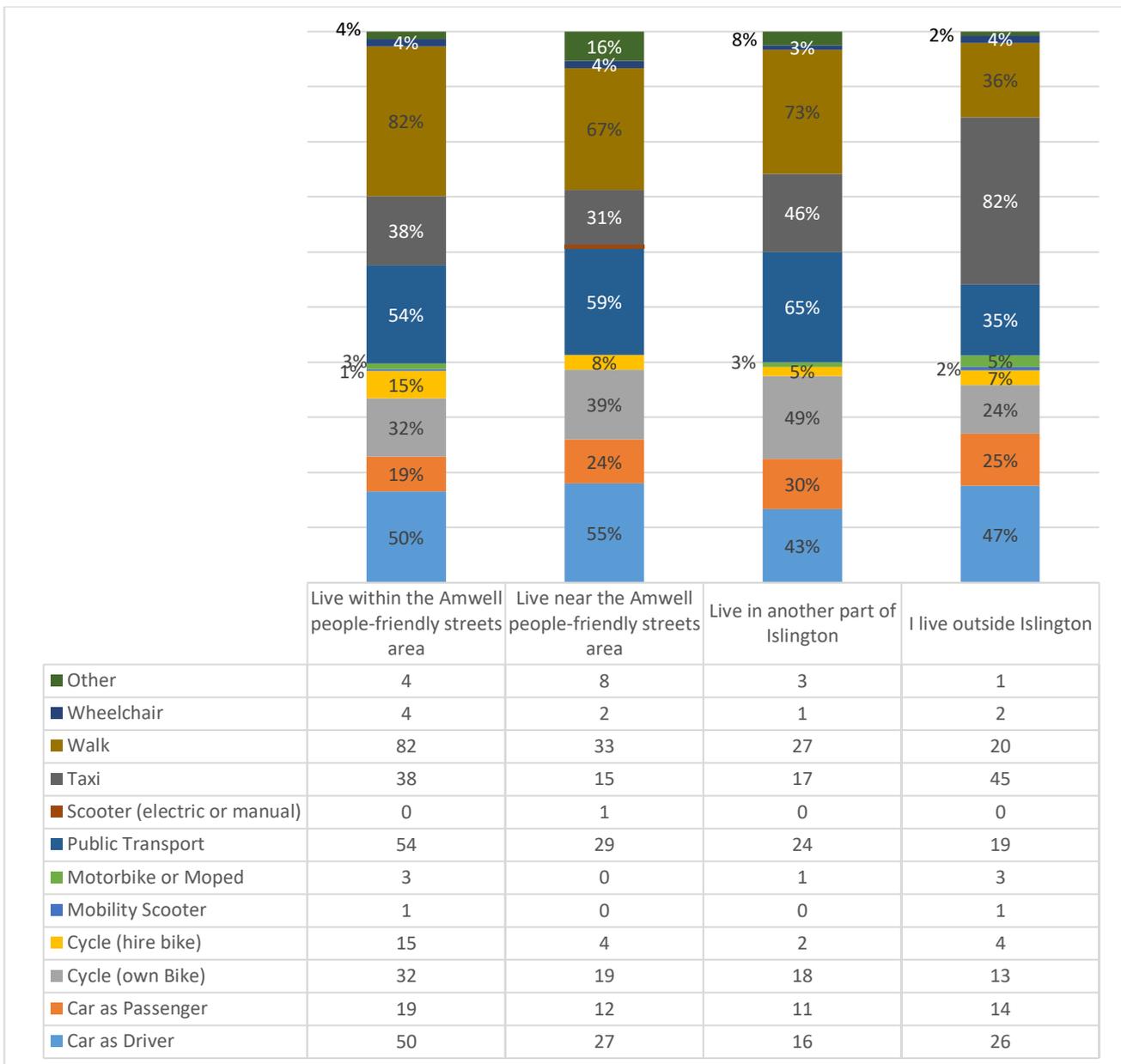


Figure 10: Who responded and modes of transport, 256 Respondents

3.37 Figure 12 shows that 71% of respondents are car owners (80% own one car, 20% own two or more cars), and 29% of respondents reported not owing a car. Given that 71% of the households in Islington are without access to a car, this indicates an over-representation of car owners in the trial feedback survey responses.

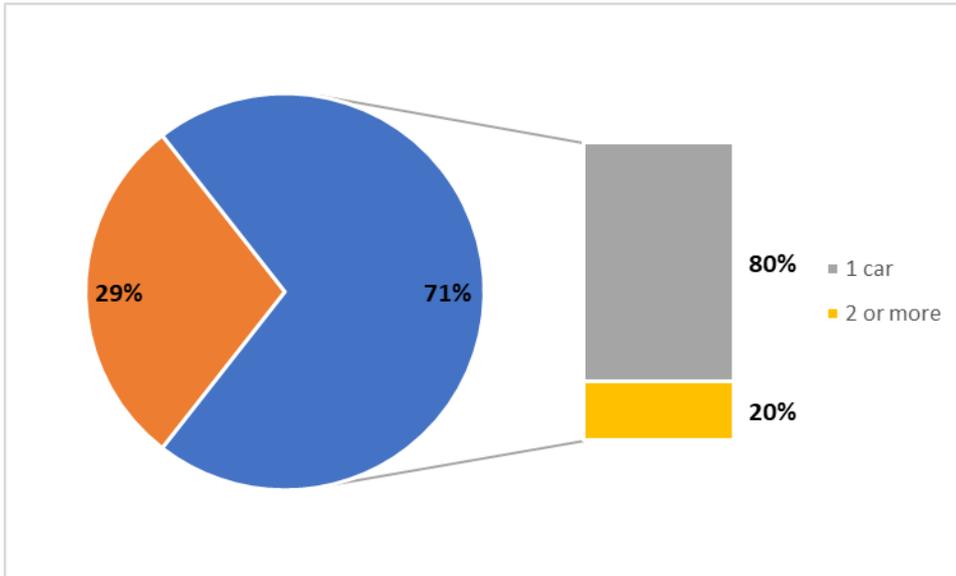


Figure 11: Car ownership 256 Respondents

3.38 Respondents were asked which traffic filter they were providing feedback on. Nearly all respondents (87%) gave feedback on all the filters. Margery Street received slightly more responses (10%) than Amwell's other three traffic filters as shown in Figure 13. (All filters, or a combination of individual filters could be selected, so percentages will not sum to 100%).

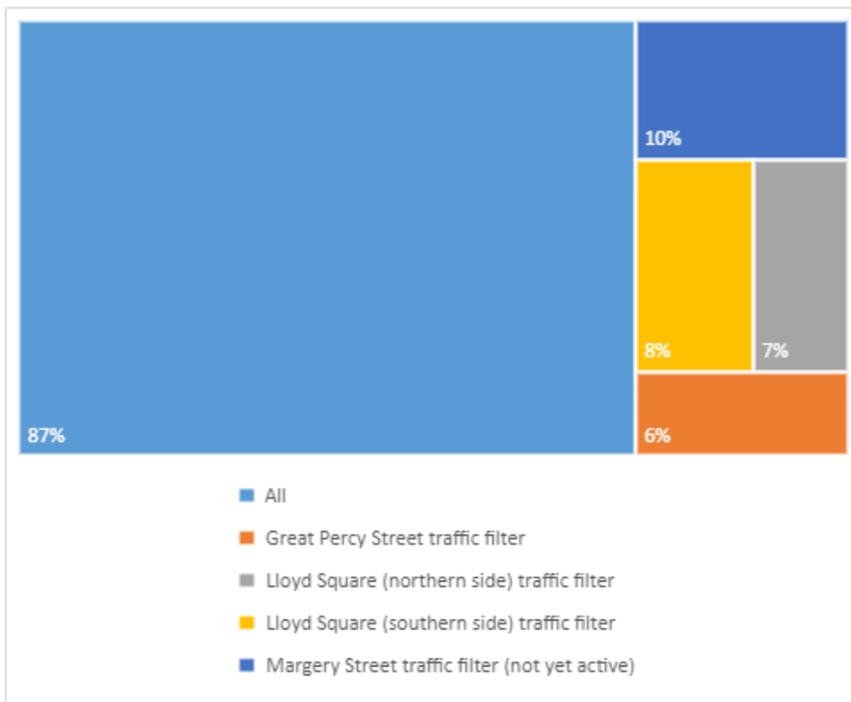


Figure 13. 'Which traffic filter are you commenting on?' 260 Respondents

3.39 Figure 14 shows the proportion of people who agreed or disagreed with the following statement, grouped in agree (agree and agree strongly) / disagree (disagree and disagree strongly) categories:

- 25% had concerns about danger from traffic in the area, 68% disagreed
- 33% had concerns about traffic congestion in the area, 59% disagreed

- 37% had concerns about air pollution from traffic in the area, 52% disagreed
- 47% wanted to see less carbon emissions from traffic, 33% disagreed
- 40% thought that streets should be safer for children, parents and carers to walk, wheel and cycle to school, 34% disagreed
- 35% thought that action should be taken to improve people's health by making it easier for people to walk, wheel and cycle more, 50% disagreed
- 27% thought the trial makes it safer and easier to travel in the area by walking, wheeling or cycling, 66% disagreed
- 74% thought the trail makes it more difficult to drive, 19% disagreed

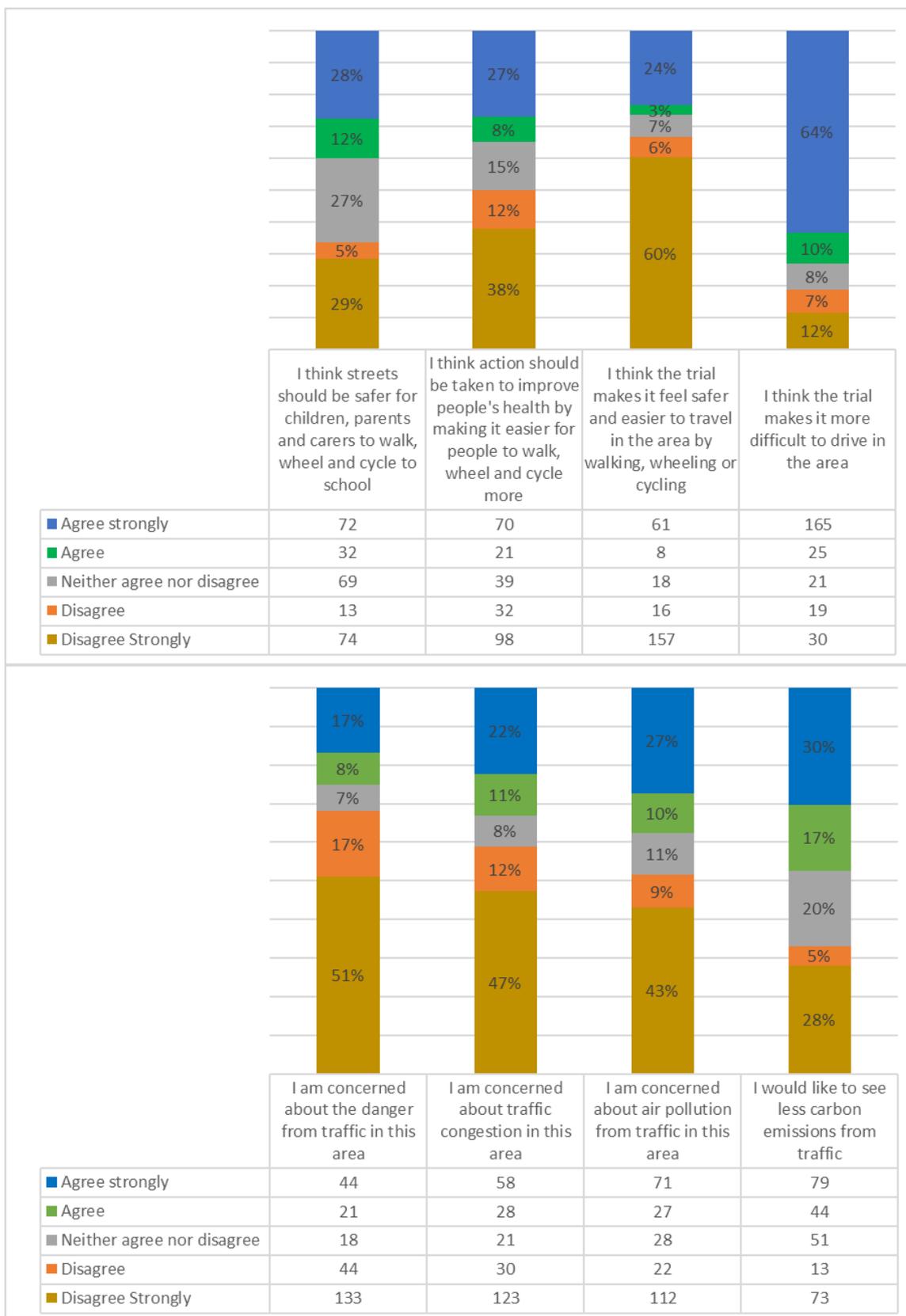


Figure 12: How much people agree or disagree with the statements about the Amwell people-friendly streets (PFS) area, 260 Respondents

3.40 Figure 15 shows that around 25% of respondents expressed that they liked one or many things about the trial, while 65% expressed that there was nothing they liked about the trial. On the other hand, 32% of respondents disliked one or more thing about the trial, while 20% expressed that they do not dislike anything about the trial.

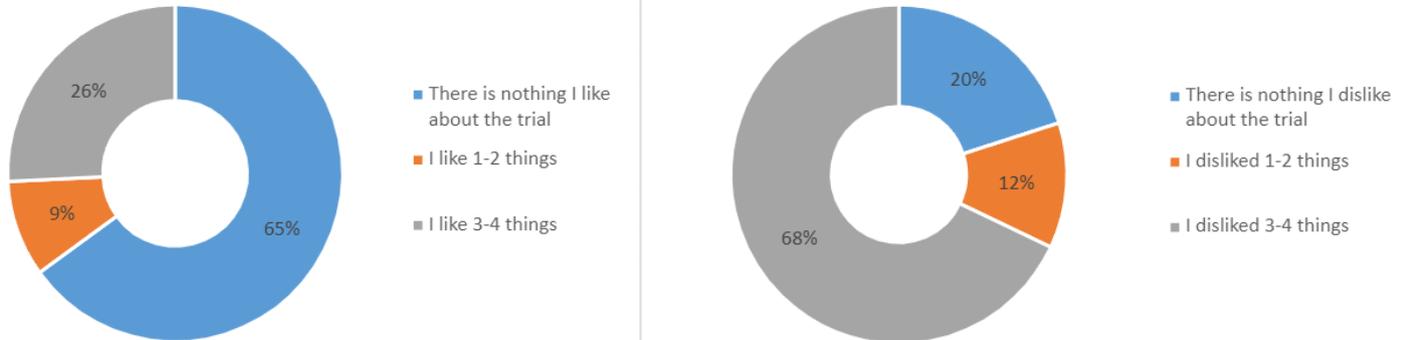


Figure 13: Do people like the Amwell PFS trial?, 260 Respondents

3.41 Figures 16 and 17 show what people liked and disliked the most about the Amwell trial when selecting one or more of the listed options. The options respondents selected the most as 'like' were the reduction of through traffic (19%), reduces air pollution (17%) and makes the area more pleasant (16%). On the other hand, what most people dislike about the trial were increase of traffic on the main roads (52%), concerns over delays to emergency services (39%), and making cars trips more inconvenient (36%).

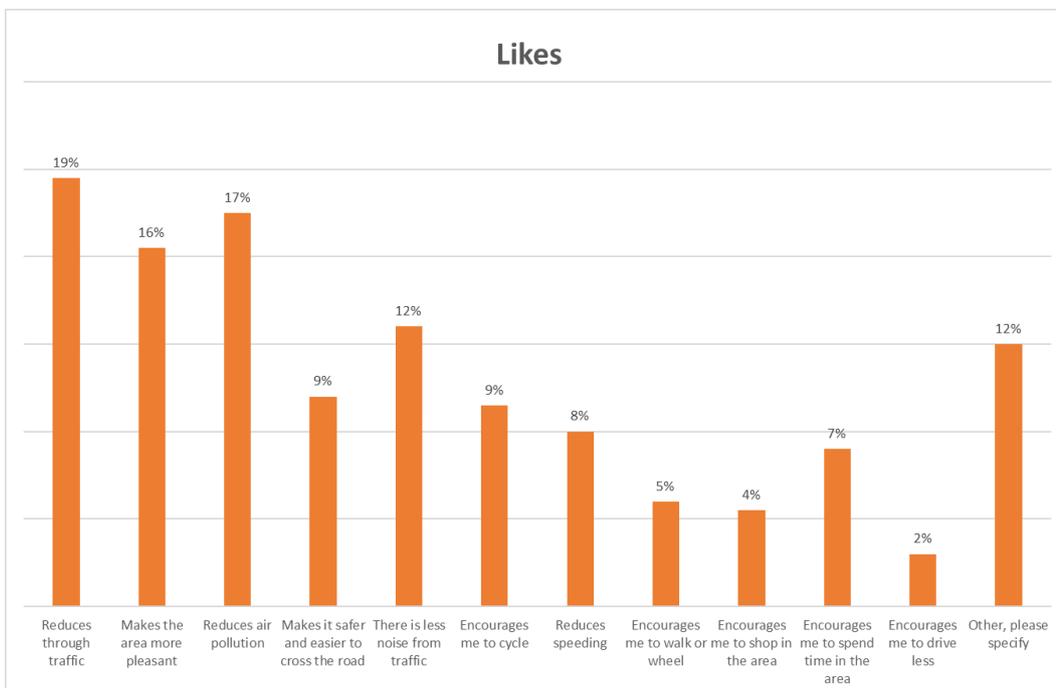


Figure 14: What do people like about the Amwell trial, 260 Respondents

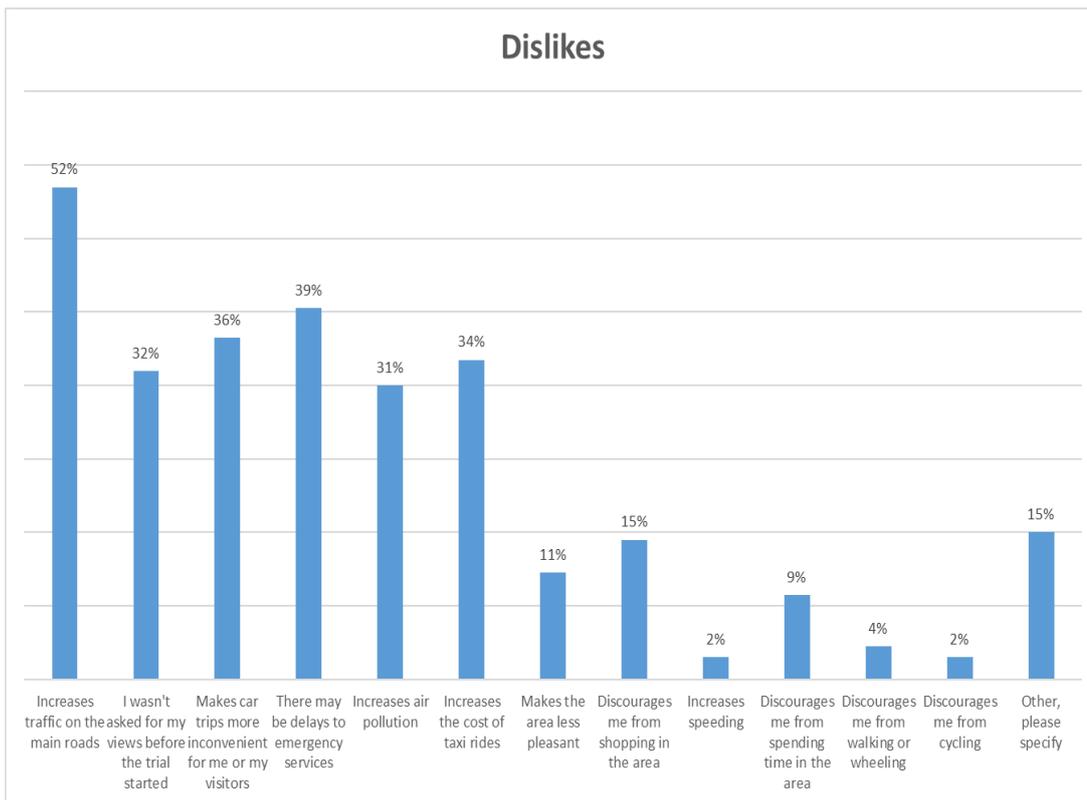


Figure 15: What do people dislike about the Amwell trial, 260 Respondents

3.42 30% of people responding to the trial feedback survey were female and 56% were male, with 12% of respondents preferring not to say (PNTS). 2% selected other and 1% selected non-binary. Men were nearly twice as represented as women among respondents, despite Census data for the Clerkenwell ward showing that the population is a near even split. Figures 18 and 19 compare responses to 'like' and 'dislike' depending on gender. 21% of both men and women said that they liked that the trial 'reduces air pollution' and nearly similar proportions selected 'other' things that they liked about the trial (13% of women and 12% of men). Slightly more women selected that they felt more encouraged to spend time in the area (10% compared to 7%) while more men commented on the area being more pleasant (21% against 13%) and a reduction of through traffic in the area (24% compared to 19%).

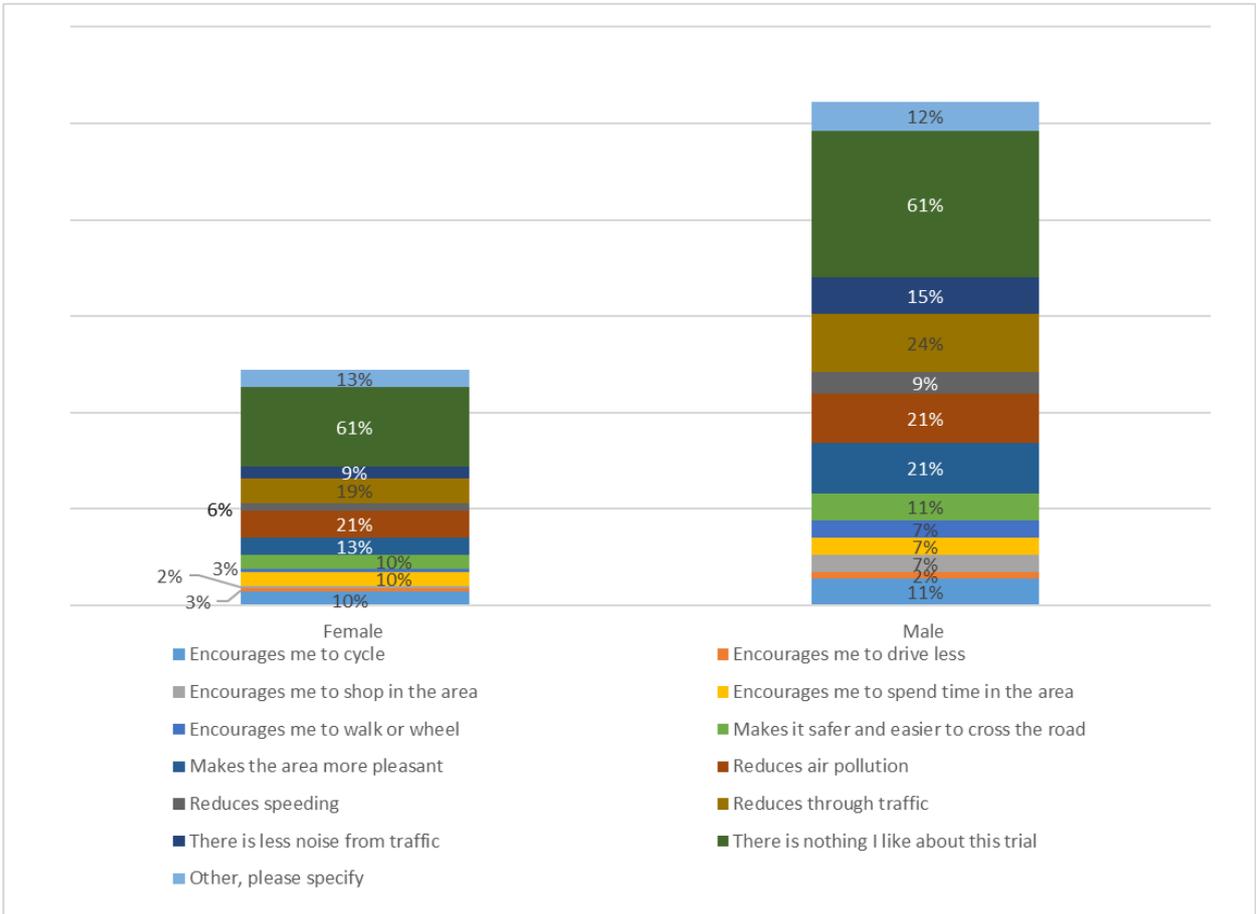
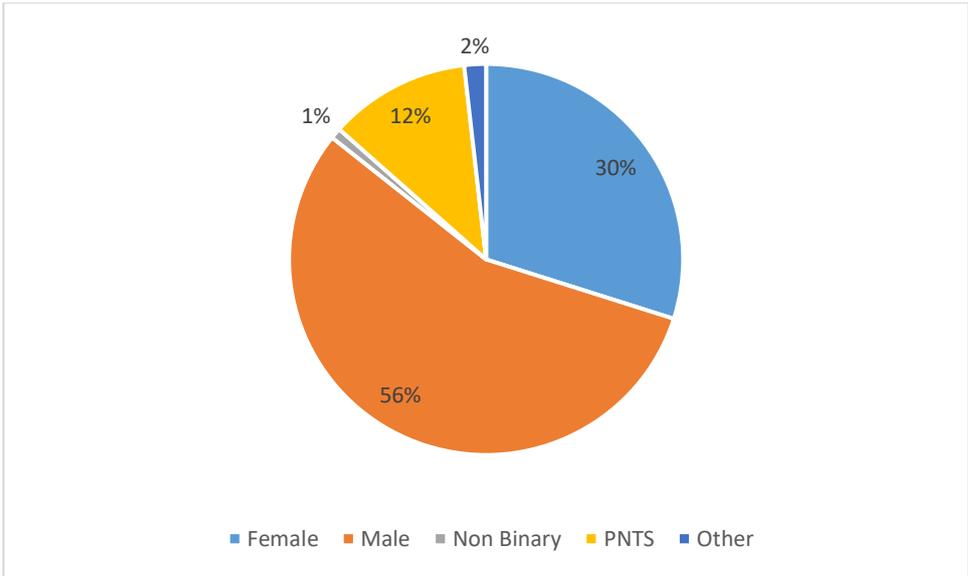


Figure 16: Gender cross-referenced with what people like about the Amwell trial, 224 Respondents

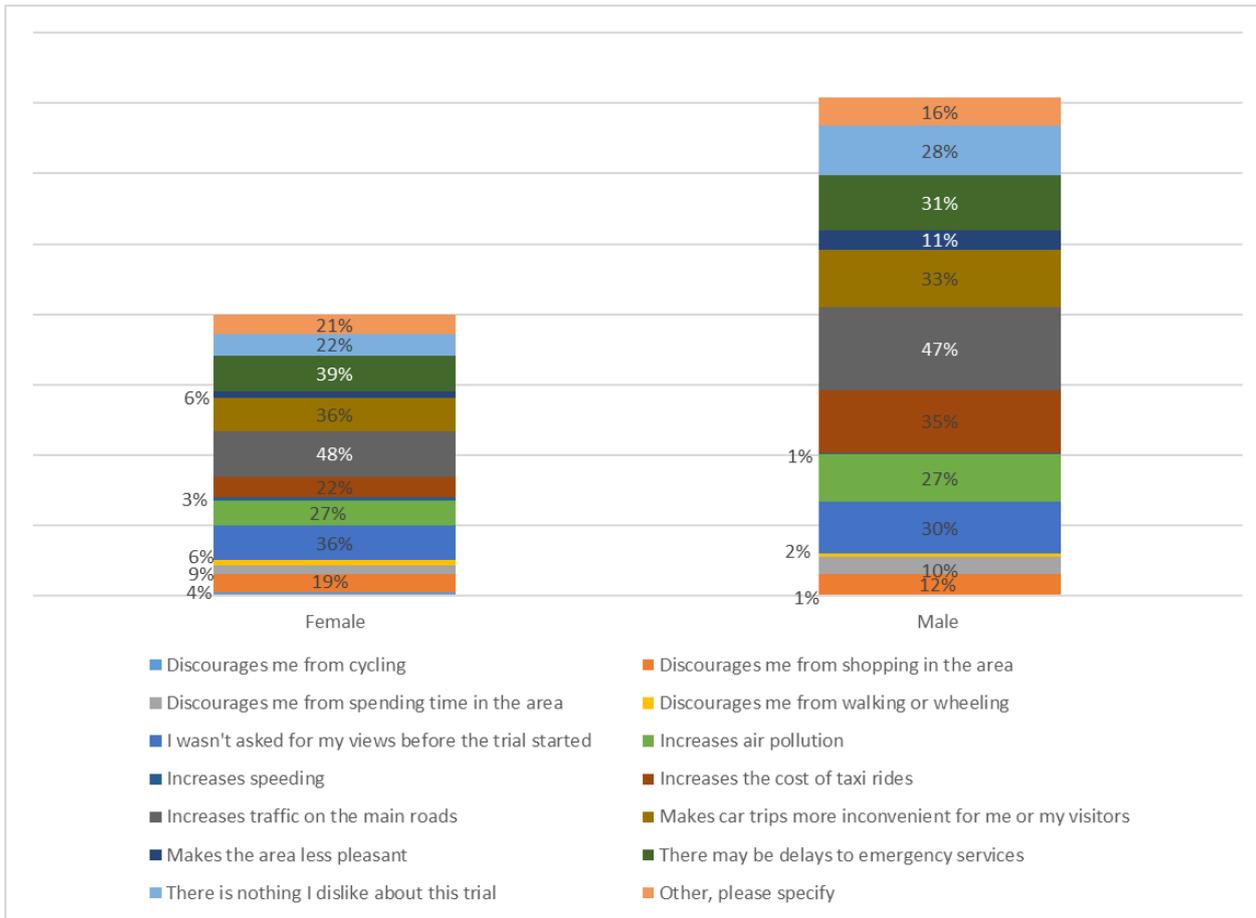


Figure 17: Gender cross-referenced with what people dislike about the Amwell trial, 224 Respondents

3.43 Figure 20 shows how female and male respondents travel in the Amwell area. Walking is the most popular mode of transport (79% of female respondents and 61% of male respondents), followed by public transport with 60% and 53% respectively, then by 'car as driver' with 49% and 50%, respectively.

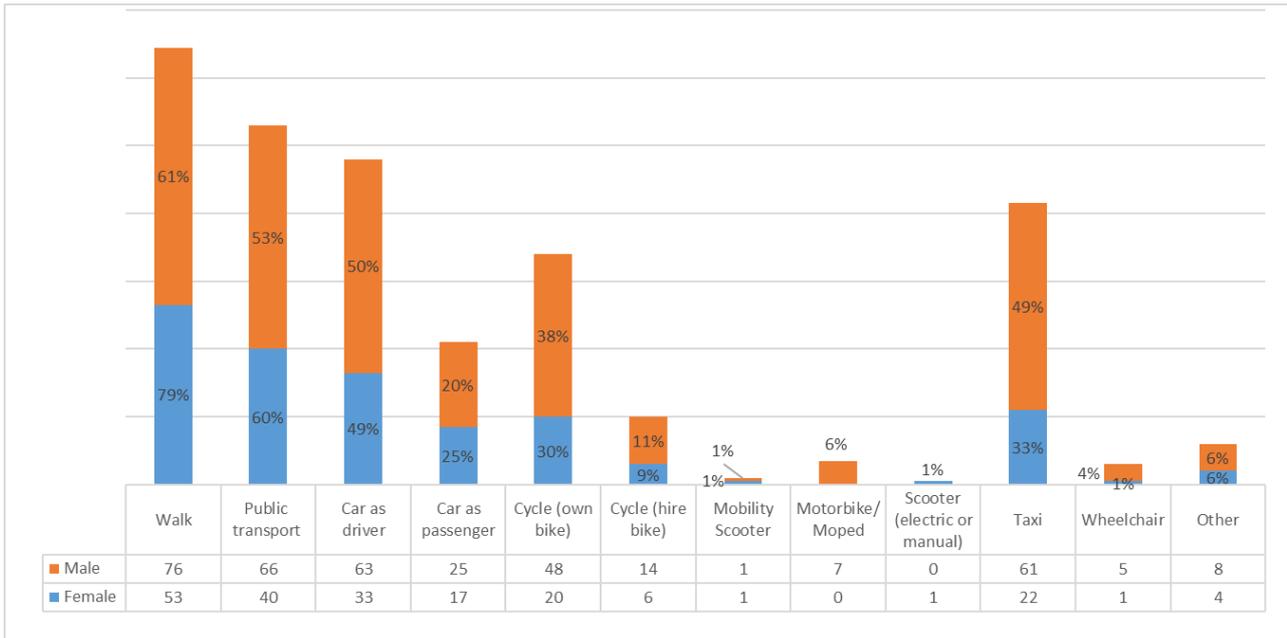


Figure 18: How do female and male respondents travel in Amwell? 224 respondents

3.44 Figure 21 shows the relation between gender, age and disability, where the largest age group of both men and women who responded the survey were between the ages of 55-64 (31% of women who responded to the consultation and 27% of men were in this age group). From the disabled respondents, participation was similar between disabled women (40%) than disabled men (42%).

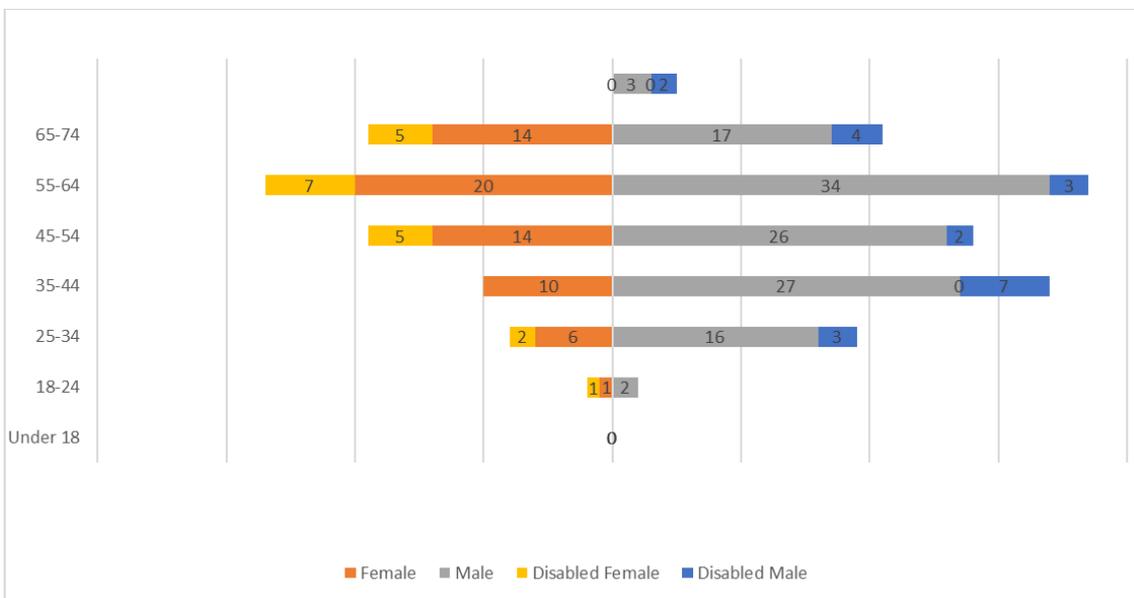


Figure 19: Gender, age and disability

3.45 Figure 22 shows that 19% of the respondents (50 respondents) to the Amwell trial feedback survey stated that they have a disability, long term illness or impairment that affects their day-to-day activity. 67% (175 respondents) selected 'no' to whether they have a disability, long term illness or impairment and 14% (35 respondents) did not respond to the question.

This is slightly higher than the proportion of disabled people in Clerkenwell ward (see table 1). 78% of this group are car owners, while 22% are not car owners. Disabled men are more likely to own cars than disabled women, with 90% of disabled men responding they own 1 or more cars compared to 65% of women who own at least one car.

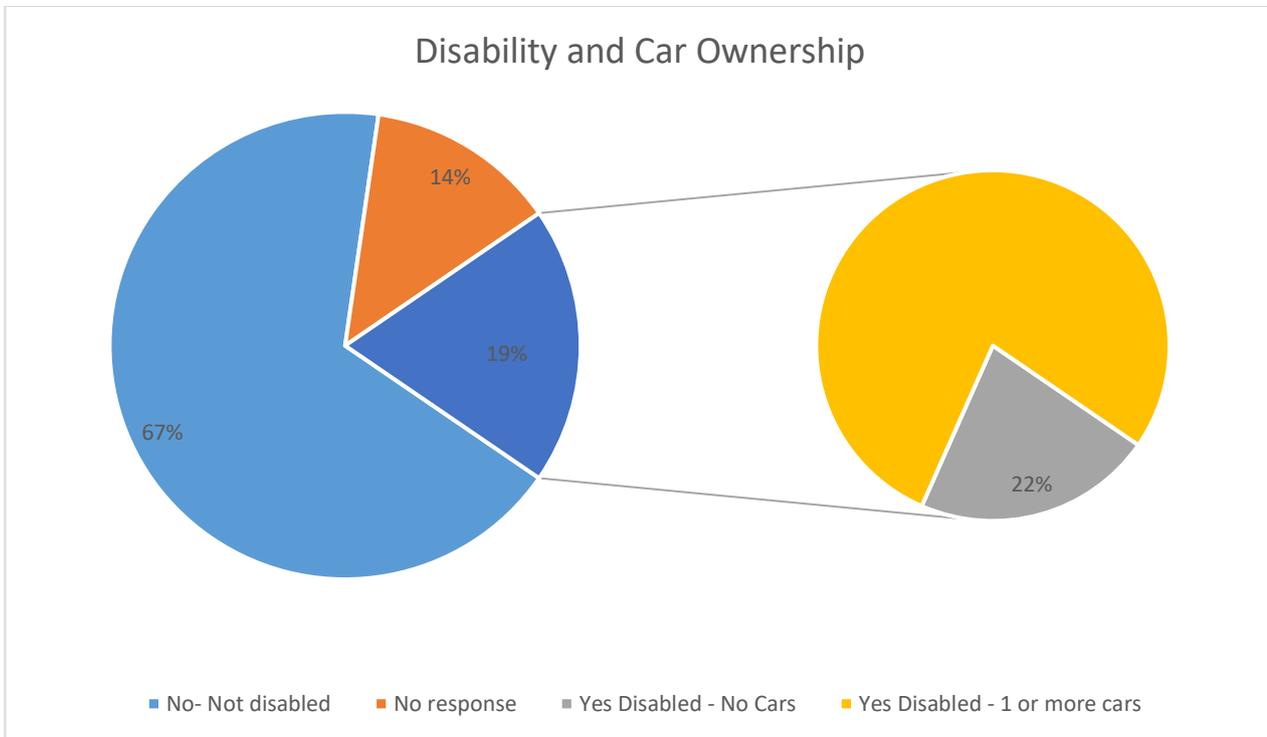


Figure 20: Disability and car ownership, 50 Respondents

3.46 Figure 23 shows how disabled and non-disabled people who responded travel. More than half of the 50 disabled people who responded are car drivers (62%), while 36% travel as car passengers. 52% said they regularly walk, and 48% use public transport. 10% of disabled people who responded use a wheelchair. By comparison, non-disabled respondents said they usually walk (73%), take public transport (53%) with 'car as driver' and 'taxi' as the third most selected options (both 45%). Multiple options could be selected, so percentages will not sum to 100%.

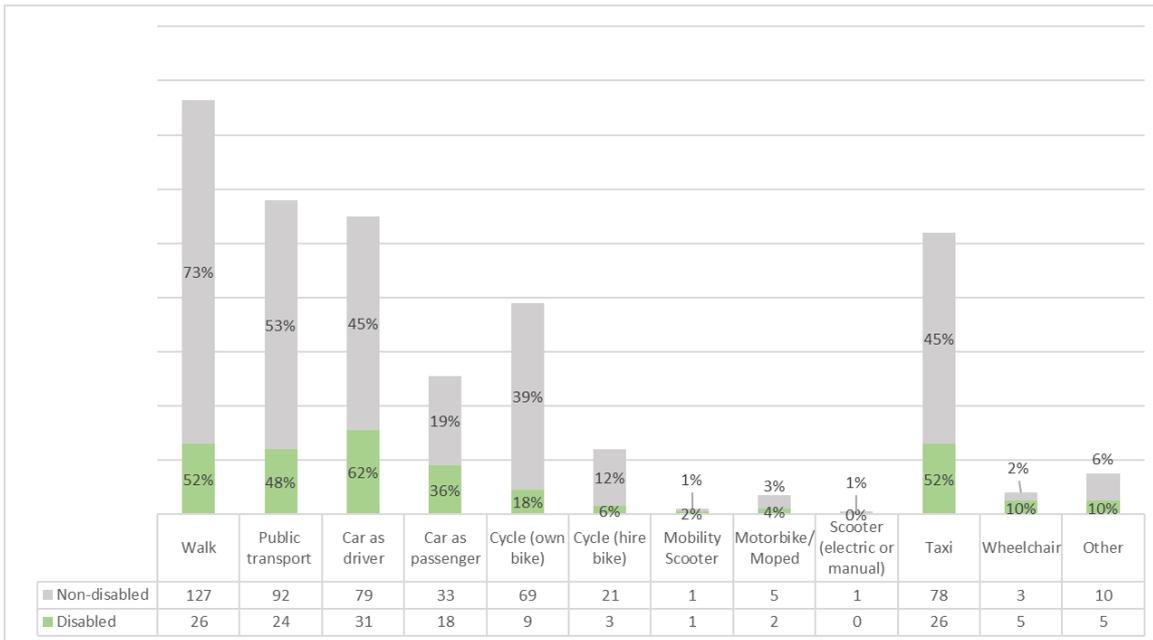
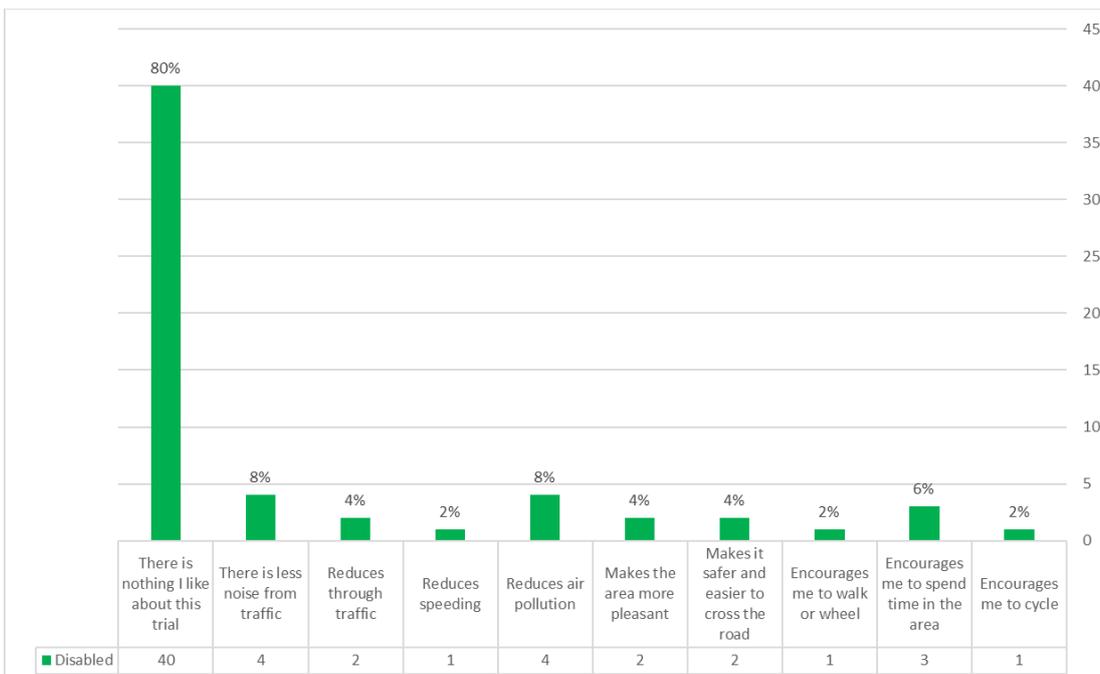


Figure 21: How disabled/non-disabled people travel, 50 Respondents

3.47 Figure 24 shows what disabled people who responded like and dislike about the trial. The key issues among 'dislikes' are the perception of increased traffic on main roads (56%) that car trips have become more inconvenient for the respondent and/or their visitors (48%) and concerns that there may be delays to emergency services vehicles (44%). 10% of respondents selected that there is nothing they dislike about the trial. When asked what they did like about the people-friendly streets trial in Amwell, 80% responded that there is nothing they like about the trial. However, some respondents selected 'there is less noise from traffic' (8%) and 'reduces air pollution' (8%) while some felt as though the trial 'encourages me to spend time in the area' (6%).



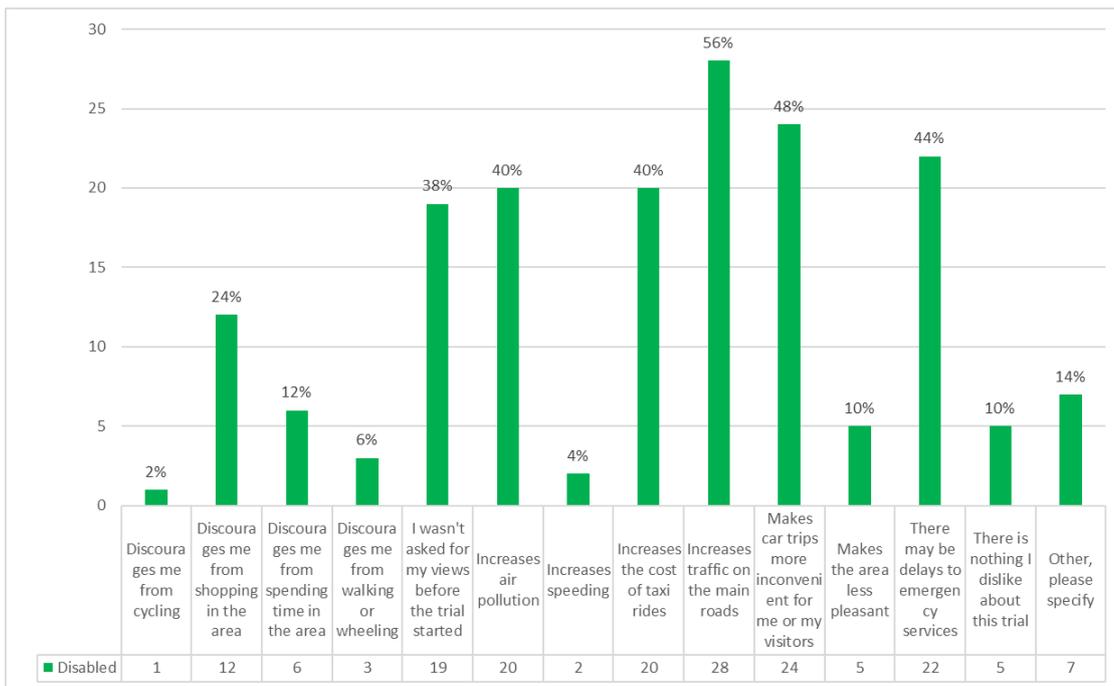


Figure 22: What do disabled people like/dislike about the trial, 50 Respondents

3.48 When looking at all respondents to the trial feedback survey, respondents who dislike the trial, as indicated by selecting 'there is nothing I like' as an answer to 'what do you like about the trial' were more likely to be car users either as a driver (39%) a passenger (20%) or traveling by taxi (37%). Meanwhile, respondents who said there was nothing they disliked favoured cycling, or public transport. Respondents who said there was nothing they disliked were unlikely to travel by car either as a driver (4%) or a passenger (1%). (Respondents could select multiple options for 'how do you travel' so percentages sum up to greater than 100%).

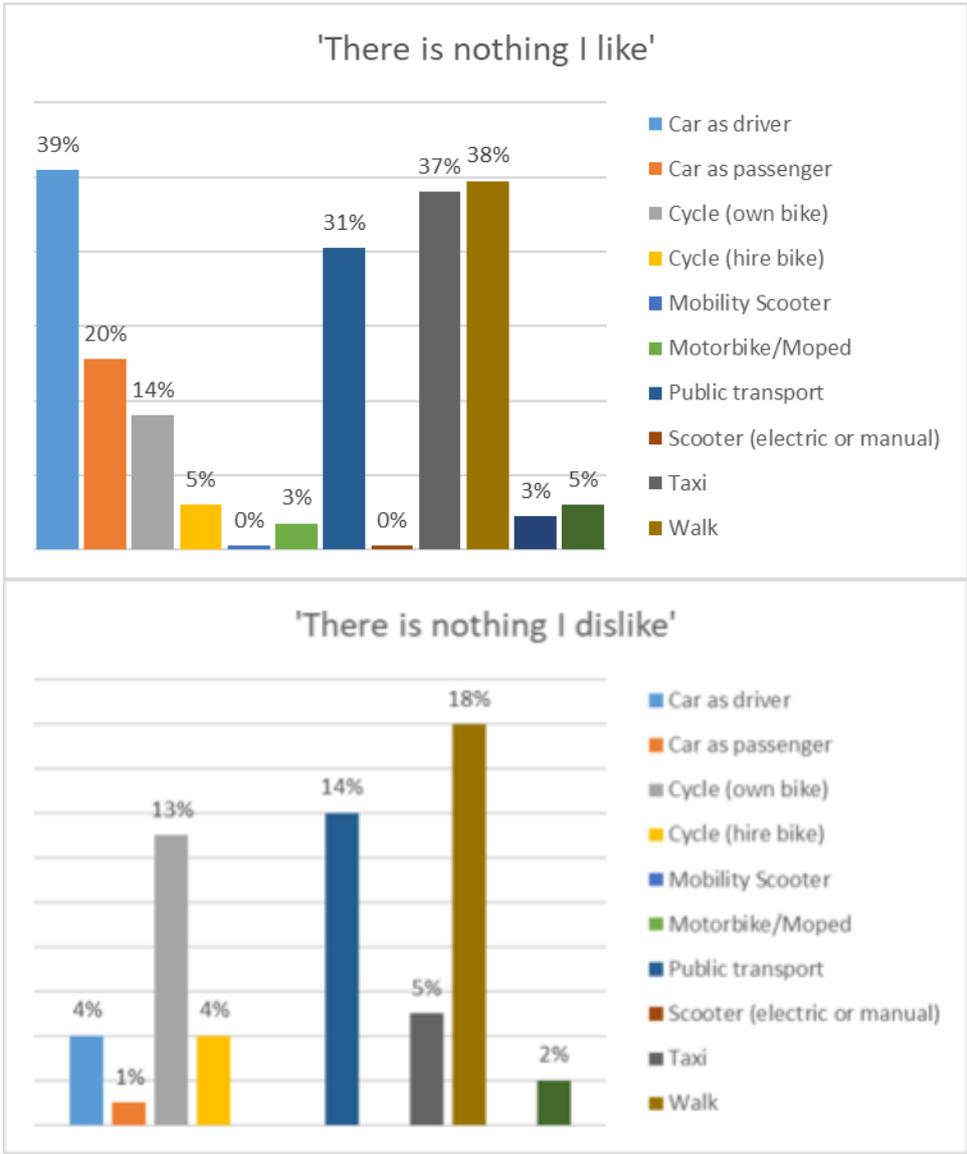


Figure 23: People who like/dislike the trial and how they travel, 256 respondents

3.49 Figure 26 shows the influence of car ownership in relation to appreciation of the trial. Amongst those who said there was nothing they disliked about the trial, 70% did not own cars, compared to 30% who owned at least one car. By contrast, amongst those who said there was nothing they liked about the trial, 85% said they owned at least one car compared to 15% who did not like anything about the trial and did not own a car.

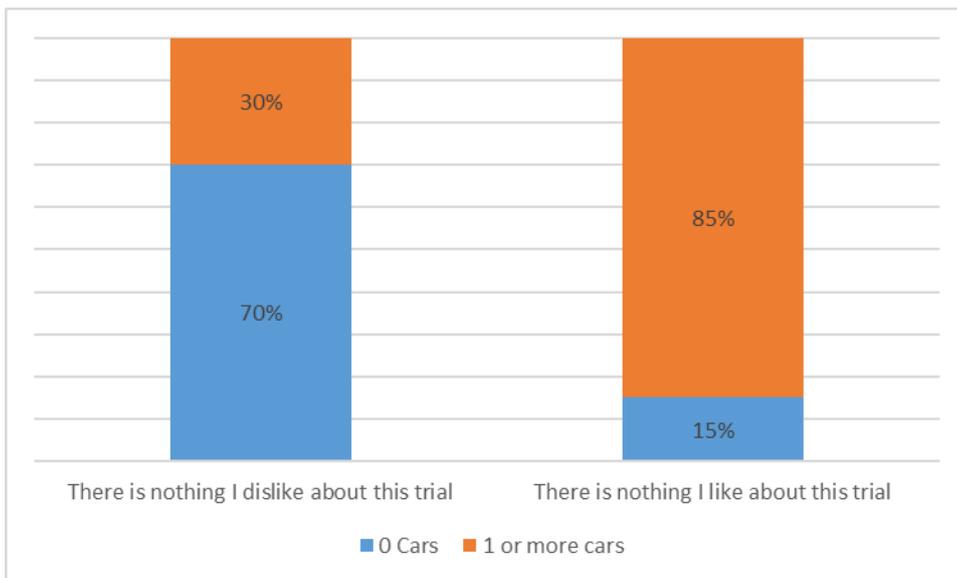


Figure 24: Car ownership and support of the trial, 260 Respondents

3.50 Figure 27 shows the correlation between how people travel and what they dislike about the trial. 'There is nothing I dislike about the trial' was the least popular answer among those who travelled by car as driver or as passenger but was selected most by those who cycle, walk or use public transport. However, people who walk also reported increased speeding (29%) and said that the trial discouraged them from walking or wheeling (30%). Respondents who travel by car were also the most likely to answer that car trips had become more inconvenient for themselves or their visitors (25%) and that they felt discouraged from shopping in the area (23%). The 'Other' option for what do you dislike about the trial opened a free text box, where respondents reported various issues in their own words. Responses ranged from comments about the need to filter traffic on Amwell Street which they believe has high volumes of traffic to better enforcement of filters as motorcycles are able to jump the curb and bypass them. Other respondents said they disliked the positioning or the aesthetics of the filters in the area.

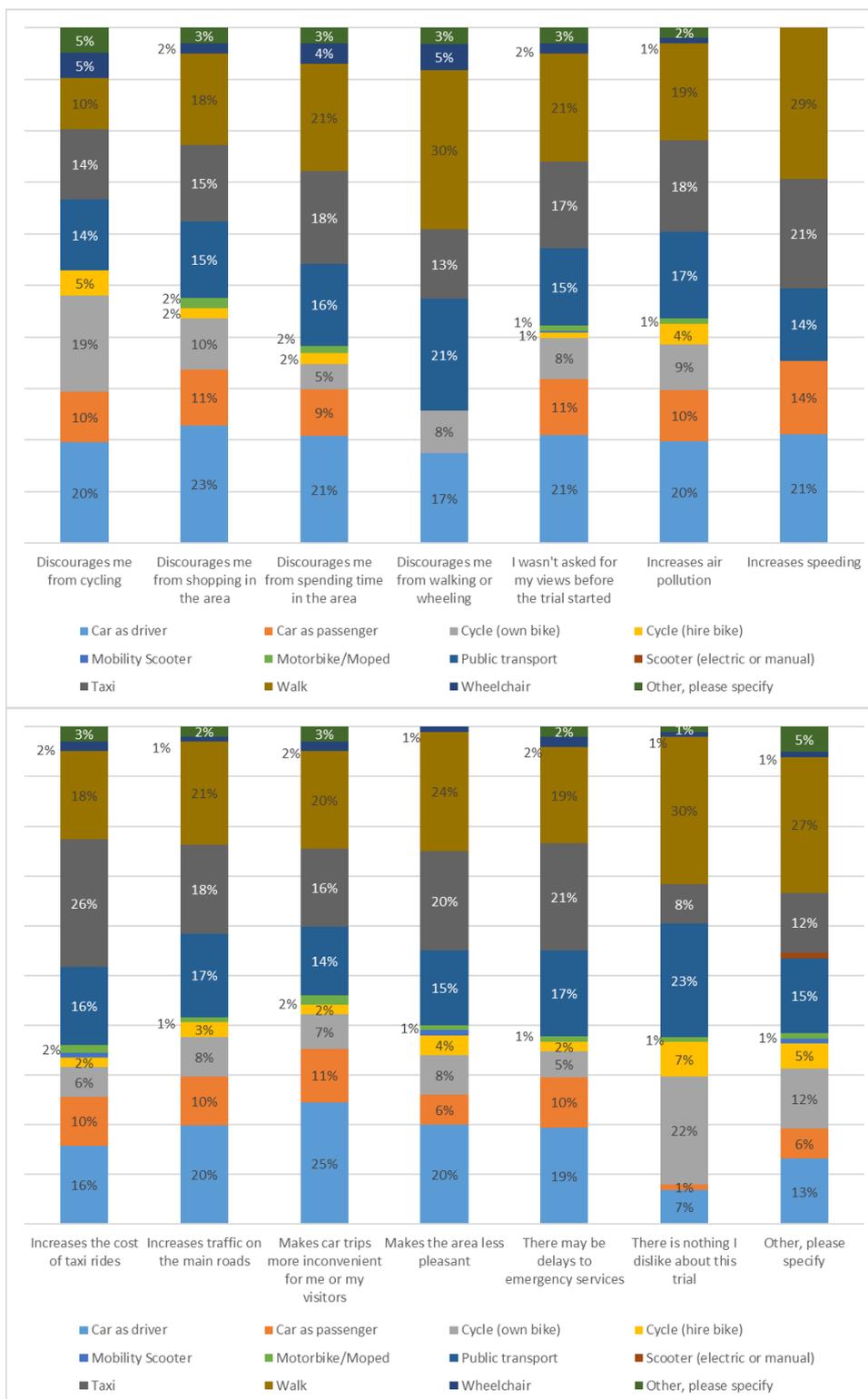
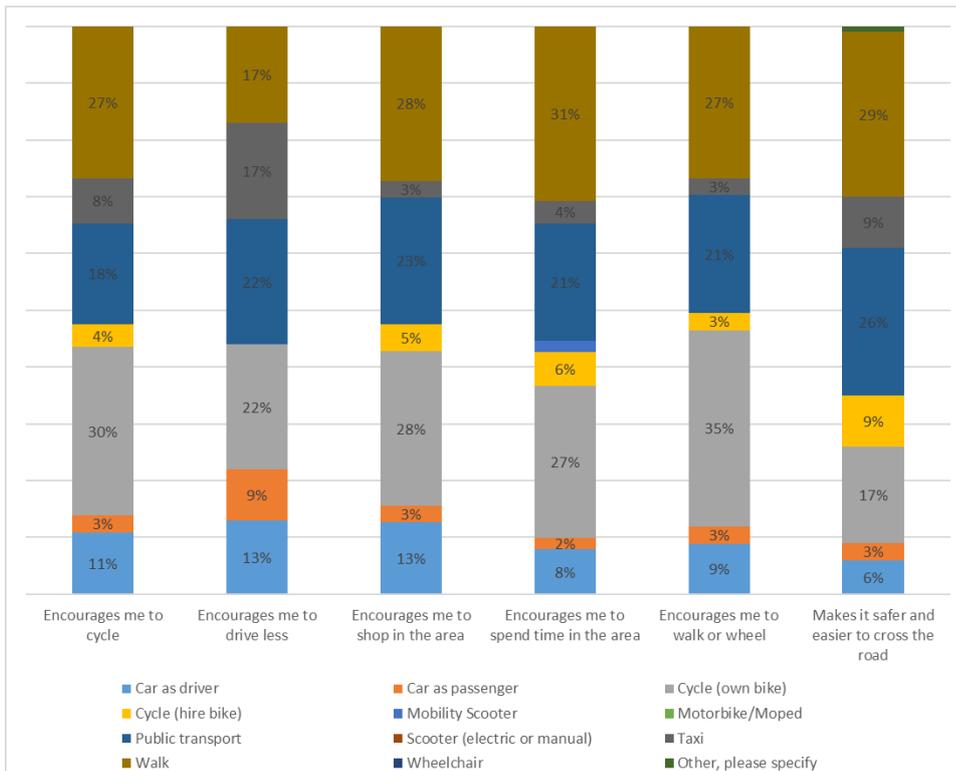


Figure 25: How people travel and what they dislike about the trial, 256 respondents

3.51 Figure 28 shows the correlation between how people travel and what they like about the trial. 'Speeding has been reduced in the area' was the most selected option for those who walk in the area (42%) as were other benefits of reduced traffic such as 'reduces air pollution' (32%) and 'there is less noise from traffic' (31%). Cyclists with their own bikes liked that the trial encouraged them to walk or wheel (35% of respondents). The responses

'There is nothing I like about this trial' and 'Other' were most selected by those who travelled by car as a driver or a passenger. Selecting the 'other' answer opened a free text box where most responses were phrases such as 'I don't like anything' or comments that the trial increases traffic on main roads through displacement. Among respondents who drive, 11% said that the Amwell trial encourages them to cycle, 13% said that it encourages them to drive less and 9% said it encourages them to walk or wheel. No respondents suggested that the trial gave them more space to socially distance, the only category not selected.



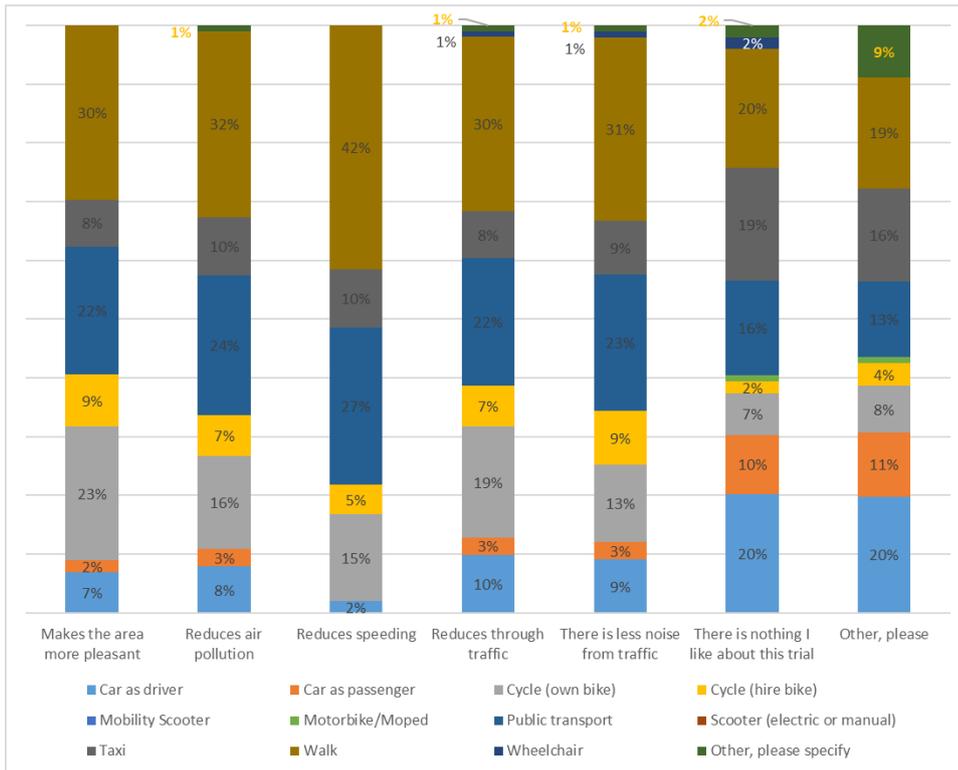


Figure 26: How people travel and what they like about the trial, 256 respondents

3.52 Figure 29 shows the different demographics and some groups with protected characteristics (Equalities Act 2010), where the participation of member of the ethnically diverse groups and LGBTQ+ communities were lower than 10%, in both cases. This percentage is below the Clerkenwell ward Black, Asian and Minority Ethnic population which, based on the 2011 Census was 27%. Clerkenwell's population is 71% White, and 66% of survey respondents identified as White British, White Irish or any other White background while 29% 'preferred not to say' their ethnicity. Less than 5% identified as Black Asian and Minority Ethnic. In relation to Religion, the majority of respondents stated No Religion (36%) or preferred not to say (30%). For comparison, the 2011 Census data for Clerkenwell ward was 41% Christian, 31% no religion and 1% religion not stated. These differences may indicate that respondents are more willing to disclose information about religious beliefs in a census survey.

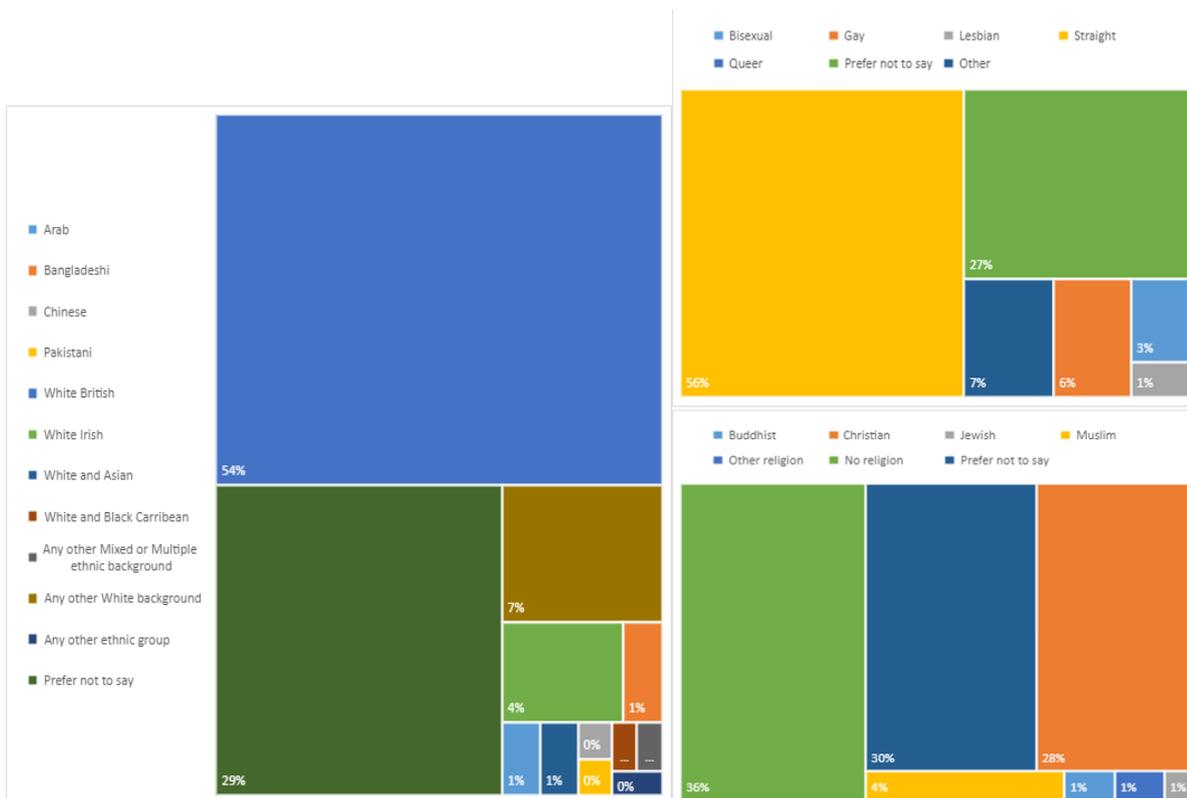


Figure 27: Sexual orientation, religion and ethnic background of respondents, 223 respondents

Note: 0% responses included; Hindu, Sikh, African, Caribbean, Gypsy or Irish Traveller, Indian, White and Black African, Any other Asian Background, or any other Black or Caribbean background.

- 3.53 The free text boxes in the trial feedback survey have also been analysed in order to provide statistics relating to the key trends and themes regarding resident’s opinions on the people-friendly streets trial. The free text boxes featured four questions which were:
- Question 5: Are there urgent issues you would like to tell us about? (For example, about road danger or safety - please be as specific as possible).
  - Question 6: Do you have other suggestions for what can be done to reduce air pollution and motor vehicle trips in Islington?
  - Question 7: Do you have any additional comments?
  - Question 9: Which of the following would encourage you to walk, use pavements, wheel or cycle more? (Select all that apply) [The final option to this question was ‘Other’, with a free text box provided].

3.54 The figures show that of the 260 trial feedback surveys completed, 157 included the completion of a free text box. Of these individual responses, 76% were categorised as ‘negative’. A total of 15% contained positive feedback and a further 9% of comments provided feedback that was either mixed, unclear or addressed issues that were unrelated to the trial.

3.55 A more detailed analysis of free text feedback was carried out, and the main themes from each response were noted. The top 10 most common responses include a variety of positive and negative comments as defined in the following text.

3.56 Out of the positive responses, 14% of the free text answers mentioned positive factors coded as ‘other’ which largely included support for the scheme, or suggestions to extend the

scheme, or remove additional parking spaces to create more space for walking, wheeling and cycling. 3% of responses commented on a reduction in pollution and an additional 3% noted that the area had become more pleasant since the trial began.

3.57 Out of the negative responses, the statistics highlight that the most common opinion within the received feedback is that the scheme 'increases traffic and pollution on main roads' which was found in 28% of responses. 24% of respondents were 'other' negative comments which included remarks about 're-opening the roads' or comments about a lack of consultation during the trial. 9% of respondents who said they were not asked for their views prior to the trial starting. 15% of respondents commented on access being more difficult for the disabled and elderly residents since the trial started while 12% said that car journeys had become more inconvenient in general. 10% of negative comments related to residents who said that ANPR exemptions should be put in place while 7% said that the scheme had increased fears of crime or safety in the area.

## **g. Formal objections**

### **Introduction**

- 3.58 The public can make a formal objection to a traffic order. There is an initial six-month statutory objection period as part of the Experimental Traffic Order (ETO) process; the feedback must be considered when deciding whether to make a trial scheme permanent.
- 3.59 If the ETO is subsequently modified, as was the case for Amwell in January 2021 and September 2021, objections can be made in the six months following from the date of the changes.
- 3.60 Any formal objection to a specific ETO had to be in writing and must state the grounds on which it is made. Objections had to be sent by email to [PublicRealm@islington.gov.uk](mailto:PublicRealm@islington.gov.uk) or by post to Public Realm, 1 Cottage Road, London, N7 8TP.
- 3.61 18 formal objections have been received for the Amwell LTN. All these objections were received during the initial ETO objection period which came into force on 2 October 2020. The original traffic order was suspended and replaced with a revised ETO made on 17 December 2020 which came into force on 2 January 2021. An additional objection period came into force on 24 September 2021 and expired on 24 March 2022. In addition, the council received 332 template objections which did not directly refer to Amwell. The total amount received of Amwell and template objections amounted to 350.
- 3.62 The council received 332 template objections which did not relate specifically to the traffic orders for any specific LTN or scheme, but to the people-friendly streets programme in general. The themes are listed below:
- There are real anxiety and safety concerns about walking around these deserted LTNs for women, children and young people
  - Congestion and pollution has risen on main roads due to idling gridlocked vehicles
  - There is no signs of traffic evaporation after almost 4 months
  - The new cycle lanes are not being used as envisaged
  - Residents and businesses, who are suffering have not been properly consulted

- The Council is required to revise its consultation plans so that all residents of a LTN scheme must be consulted
- There is a clear and distinct lack of thought and planning
- The exceptional needs of the elderly, vulnerable and disabled have not been considered or addressed and in doing so the Council is guilty of direct discrimination
- There are Issues for emergency service access - neither LAS or the Met Police have keys to lockable bollards
- Section 122 of the RTRA 1984 refers to the duty of local authorities "to secure the expeditious, convenient and safe movement of vehicular and other traffic" "not to cause unnecessary congestion and pollution" which the LTN scheme fails to provide, and the Authority are therefore in breach of this regulation and failing in its duty of care
- Data held on the Council's Commonplace website is not fit for purpose - anyone Nationally can register: the Head of Sales and Marketing is Labour Councillor Peter Mason (biased and not independent)
- Islington already has one of the lowest pollution and car ownership levels
- 81% of Islington residents' trips are made by walking, cycling or using public transport and yet the Council is unfairly persecuting its residents
- Islington have implemented the most Safe School Streets
- Islington already exceed the pollution standards set and so such a vast and overreaching exercise is not warranted
- Petition signed by over 7,000 people opposing the LTNs has been disregarded
- Valid concerns put forward by resident representatives to the Council Leader have not been addressed and have been dismissed
- LTNs are not realising the benefits envisioned
- It would appear that Islington Council are disregarding Government advice: "The Transport Secretary has admitted too many cycle lanes are being left "unused" with traffic "backed up" as a result of his green transport revolution. The Government is not anti-car, explaining: "No one should be in doubt about our support for motorists." We are not prepared to tolerate hastily introduced schemes which will create sweeping changes to communities without consultation, and ones where the benefits to cycling and walking do not outweigh the dis-benefits for other road users."
- A judgement was recently made in favour of Nobu Group against Hackney Council for denying access to all but ULEV to certain roads. In that judgement it was stated and confirmed that "Councils do not have the power to close roads, their duty is to repair and maintain only"
- Air quality will not improve if road mileage increases, that is what LTNs are doing, displacing traffic and increasing mileage
- Particulate emissions within LTNs will have dropped but their source had been diverted and added to areas where emissions and pedestrians are densest and now impacting greater numbers of people
- Neighbourhood shops are risk of closure from loss of business
- Our human rights laws protect us all from arbitrary and excessive action by public officials that "intrude into our lives" and the Council have failed to address factors that ought to have been taken into account
- Councillors of the LBI are neglecting their duties to such a degree as to amount to an abuse of the public's trust in the office that they hold. They are therefore guilty of a wilful dereliction of duty

3.63 In addition to the two template objections, 16 individual objections for Amwell LTN were submitted to the council. The themes from these 18 objections are summarised in Table 2.

<b>Topic/Theme of Objection</b>	<b>Number of objections mentioning topic/theme for objections for the Amwell LTN only</b>	<b>Percentage of objections mentioning topic/ theme for objections for the Amwell LTN only</b>
Scheme has caused an increase in traffic and/or pollution on main roads in the area	11	61%
Journey times have become longer/more inconvenient	10	56%
I have not been consulted about my views on the scheme	7	39%
Scheme disadvantages elderly/disabled, needs of these groups have not been considered	6	33%
Residents should be granted APNR exemptions/exemptions should be given to parking permit holders	6	33%
Streets in the area were not busy or polluted before the scheme was implemented- area does not need LTN/Rates of car ownership are already low in Islington prior to the scheme	6	33%
Scheme is poorly thought out/arbitrary/not evidence based	6	33%
Access for emergency vehicles is compromised	4	22%
Cycle lanes in the LTN are unnecessary/underused	4	22%
Filters are visually unattractive/there has been an increase in street clutter	2	11%
Businesses are negatively impacted as a result of the scheme	2	11%
Commonplace was not well advertised/not fit for purpose as anyone can comment on it (I.e. non-Islington residents)	2	11%
Section 122 of the RTRA 1984 refers to the duty of local authorities "to secure the expeditious, convenient and safe movement of vehicular and other traffic" which the LTN scheme fails to provide and the Authority are therefore failing in its duty of care	2	11%
Petition signed by over 7,000 people opposing the LTNs has been disregarded	2	11%
Valid concerns put forward by resident representatives to the Council Leader have not been addressed and have been dismissed	2	11%
The Council is required to revise its consultation plans so that all residents of a LTN scheme must be	2	11%

consulted, not just the “beneficiary” streets as it is the perimeter roads which are being negatively affected by additional traffic and higher pollution		
Air quality will not improve if road mileage increases, that is what LTNs are doing, displacing traffic and increasing mileage	2	11%
Particulate emissions within LTNs will have dropped but their source had been diverted and added to areas where emissions and pedestrians are densest and now impacting greater numbers of people	2	11%
LTNs do not provide a reduction in car use or ownership or lower air pollution for the majority	2	11%
Local councillors are responsible for ensuring that local decisions about street infrastructure take account of the needs and opinions of local people	2	11%
81% of Islington residents’ trips are made by walking, cycling or using public transport and yet the Council is unfairly persecuting its residents	2	11%
Islington have implemented the most Safe School Streets	2	11%
The aim to reduce pollution and to create “vibrant safe and friendly neighbourhoods” with pedestrians, cyclists and children playing in the streets has not been achieved, in fact these streets have become deserted and unsafe	2	11%
LTNs are not delivering the benefits envisaged	2	11%
Scheme is having a negative impact on mental health/wellbeing	1	6%
LTN exacerbates social equity issues- wealthy homes benefit from reduced pollution at the expense of other areas	1	6%
Drawings/plans of the scheme are unclear	1	6%
The scheme creates unsafe conditions for pedestrians	1	6%
Taxis should be exempt from the traffic restrictions including access through bus gates	1	6%
Poor/confusing signage	1	6%

Table 2: Themes of objections

3.64 The full list of objection themes and officers’ response is available as Appendix 7 of the delegated decision report.

#### **h. Meetings with specific groups**

3.65 Beyond the consultation with statutory consultees described at section 3.17 of this report, the Department for Transport guidelines recommend that when implementing schemes by ETO, authorities engage with specific groups who are likely to be directly impacted by the

proposals. In this case disability groups have been identified as those most likely to be directly affected by the Blue Badge exemption policy. This engagement also aligns with the council's commitment to fairness.

- 3.66 At the start of the people-friendly streets programme and in the Resident Impact Assessment attached to the original Amwell experimental traffic orders (the RIA was signed on 23 September 2020 and is the document used to evidence the council's public sector equality duty), the council committed to engage with disabled groups. An updated RIA was signed on 14 September 2021 in conjunction with the activation of the Margery Street traffic filter; in this updated RIA the council also committed to engage with disabled groups. This engagement was intended to gain a greater understanding of the impacts on disabled people who rely on motor vehicle transport and are therefore more likely to be impacted by different travel routes and a possibly increase in journey time. This engagement took the form of several officer meetings with disability groups and groups representing people who have complex mobility needs. Groups met include Disability Action in Islington, the Carers' Forum, Islington Parents' Forum, London Travel Watch, Transport for All, Keeping Safe sub-group, Power and Control. Officers have also had email exchanges with Horizon on cycle schemes, low traffic neighbourhoods and pavement obstructions.
- 3.67 Key feedback from these meetings covered issues encountered with pavement accessibility, difficulty in accessing active travel and open spaces in the borough. On the specific topic of car journeys, the LTNs were perceived as disruptive, sometimes creating confusion and anxiety, making door-to-door journeys complicated, creating longer trips or even social isolation as people travel less and receive fewer visits. Lack of clear signage and legibility was another key concern. It was also felt that schemes should accommodate the needs of people with complex mobility issue as well as those caring for them by providing exemptions from traffic filters – some groups expressed in that respect a clear preference for camera-enforced filters rather than bollard filters. Other key themes were a perception of increased traffic on main roads and potential impacts on air pollution.
- 3.68 The accessibility of pavements and the pedestrian environment was also raised numerous times. Groups also recognised the challenges traffic poses to disabled people's autonomy and wellbeing, and that the situation prior to both Covid-19 and people-friendly streets also presented accessibility challenges.
- 3.69 Council officers, the Executive Member for Environment and Transport and Jeremy Corbyn MP attended a meeting on 13 September 2021 with Disability Action in Islington. During this meeting Blue Badge exemptions for people-friendly streets was discussed. Representatives of Disability Action in Islington reported on the negative impact that the scheme was having on disabled people who rely on cars as their primary mode of transport. There was a discussion around other groups who could require exemptions such as taxi users, carers and relatives. Representatives stated that there was an urgency to implement exemptions for Blue Badge holders.
- 3.70 On Sunday 10 October as part of the public consultation for the St Peter's LTN the council hosted a disability drop-in session. Ahead of this meeting invitations were issued to groups representing disabled people and individuals were invited to discuss the people friendly streets programme and the impact it might be having on disabled people. During this meeting, some of the comments on the proposed Blue Badge exemption policy (which had been published on 6 October 2021 in the [Executive Report](#)) were: more than one vehicle should be included; the policy should apply to more filters than just the home LTN; the

process for receiving the permits should be as simple as possible for disabled people; taxi users would not benefit from the exemption.

- 3.71 Following the publication of the Executive Report which recommended to introduce a Blue Badge exemption policy, a further meeting took place between Disability Action in Islington, councillors, officers, and Members of Parliament on 18 October 2021. At this meeting the Blue Badge exemption policy was discussed in more detail. Feedback was provided on the exemption approach and the urgency of its introduction was expressed by representatives. There was feedback that the application process should be as simple as possible. There was further feedback that for some disabled people exemptions to their home LTN would not go far enough as some people need to travel through multiple LTNs on a regular basis or may live outside the LTN and be impacted. Some people also felt that more than a single vehicle was required.
- 3.72 Disability Action in Islington have submitted a number of written representations with questions and points raised about the Blue Badge exemption approach and other concerns relating to engaging with disabled people.
- 3.73 In October 2021 the council's Executive decision on PFS introduced the Blue Badge exemption policy. In line with this decision, the changes to the Amwell LTN are being introduced after considerations which include: a response to feedback provided from these groups; an analysis of the feedback provided by disabled residents to the trial feedback surveys for each scheme; and a journey time analysis carried out by independent consultants. This feedback and analysis are summarised in more detail in the Resident Impact Assessment (RIA) produced alongside the October 2021 Executive Report on people-friendly streets (see pages 7-10 of this RIA for more details).
- 3.74 The exemption will allow Blue Badge holders to register a single motor vehicle for their personal use which is registered to their own address within (or on the boundary of) the low traffic neighbourhood in which they live. A permit will be provided for this vehicle, which will allow the Blue Badge holder to drive, or be driven, through designated camera-enforced filters of the LTN in which they reside.
- 3.75 In response to the recent and historic engagement with disabled groups and individuals the council will also be implementing an 'exceptional circumstance dispensation' which will involve a case-by-case consideration for individuals requesting exemption beyond the standard home LTN approach. The council recognises the need for this and will continue engaging with disabled groups and representatives on further developing this engagement route. There will also be a separate route to obtain an exemption to drive through a designated filter in an LTN in which the applicant does not live, through an exceptional circumstance dispensation. Details around the application processes and exact criteria will follow in due course.
- 3.76 In response to recent engagement since the publication of the Executive Report the council, where possible, will be granting exemptions automatically for Blue Badge holders living within the Amwell low traffic neighbourhood.
- 3.77 In response to the recent and historic engagement with disabled groups with regards to the need for exemptions for disabled taxi users and disabled people who may not have Blue Badges, the council acknowledges that the implementation of this policy will not benefit those users and is limited. The justification and rationale for the exclusion of taxis is explained in more detail in the Equalities Impact Assessment (EqIA) Appendix 4 to the April 2022 delegated decision report for Amwell LTN.

- 3.78 The council will continue to engage directly with groups representing disabled people and disabled individuals as part of the wider people-friendly streets programme. Further feedback will be taken into account in a final decision on the experimental traffic order for the Amwell LTN.
- 3.79 In August 2021, a site visit was conducted in the Amwell LTN area. This visit was attended by local residents including members of community group The Amwell Society, an officer representing the Transport Projects and People Friendly Streets team, a public realm officer, ward Councillor Matt Nathan and Executive Member for Environment Councillor Rowena Champion. Members of the community had raised concerns about various accessibility issues in the Amwell area. On the visit various issues were identified pertaining to accessibility including uneven/subsided footways, damaged pavements, introducing dropped kerbs and removing excessive signage/street furniture/road markings.
- 3.80 Following this engagement exercise, an accessibility audit was commissioned for the area to inform a 'people-friendly pavements' programme which aims to improve conditions for walking within low traffic neighbourhoods particularly among groups with accessibility challenges such as elderly or disabled individuals.

## 4. Conclusion to pre-consultation engagement

- 4.1 The Commonplace engagement feedback, trial feedback surveys, correspondence highlight some key demographic observations:
- The population of Clerkenwell Ward is 11,490 residents and the population of the combined Lower Super Output Areas (LSOAs) that cover the Amwell LTN area (though not in an exact match) is 4,924. By comparison 260 trial feedback surveys and 128 Commonplace comments were submitted, and 109 correspondence items by email were received.
  - Respondents to the pre-consultation feedback were self-selecting and might have had a stronger opinion on the scheme than other residents of Amwell.
  - Responses to the Commonplace platform were particularly high amongst those who are 35-44 (14%), 45-54 (27%), and 55-65 (14%). These three age groups also had the highest representation in the trial feedback survey -35-44 (19%), 45-54 (22%), and 55-65 (29%). The respondent's profile to both Commonplace and the Trial feedback survey highlights that young people (16--24 years old) and older residents (+75 years old) are under-represented in the feedback.
  - Men were overrepresented among respondents compared to women in both the Commonplace and trial feedback responses, however it should be noted that 4% of respondents preferred not to say and 21% did not provide an answer to this demographic question.
  - Respondents to the trial feedback analysis were more likely to own a car with 71% owning one or more car. This is the inverse of the demographic of the borough, with only 29% of borough residents owning a car. Car owners, who were less likely to like one or more things about the trial than non-car owners were overrepresented in the trial feedback survey.
  - In addition, those who responded who stated that they regularly used their own bicycle (between 24% and 39%) and/or used a hired cycle (between 7% and 15%) were also overrepresented in the trial feedback survey when comparing against the

three-year average of trips made by cycles in the borough (5%) from the London Travel Demand Survey (LTDS) LTDS.

- Both car users and those who regularly cycle were overrepresented in the trial feedback survey. Support for the trial tends to increase amongst people who do not own cars.
- There was a higher proportion of respondents who stated they were disabled with 19% of respondents stating that they are disabled, compared to the borough wide and Clerkenwell ward population of disabled people, 16% and 15% respectively.

4.2 Finally, it is clear from the pre-consultation analysis that many respondents have the perception that the scheme pushes traffic onto the main roads, with impacts on air quality, road danger, traffic volumes. This is the main concern reported via the trial feedback surveys and the formal objections.

## 5. Public consultation analysis

- 5.1 In June 2020 the council committed to undertake a formal consultation around 12 months after the implementation of each trial scheme. This 12-month period gave time for people to experience the changes and allowed the council to do more monitoring to understand how the changes affected local traffic levels.
- 5.2 In August 2021, the council commissioned transport consultants, Steer, to support with the public consultation, providing additional resources and independent advice and analysis of the consultation results.
- 5.3 The Amwell consultation ran from 15 December 2021 to 31 January 2022. The consultation ran longer than other schemes in the PFS programme to account for the winter holiday period during which no events were held, and included an online questionnaire available via the Islington website. Paper copies of the questionnaire were also made available at Islington Town Hall reception desk as well as consultation events, and could be requested by post.
- 5.4 440 questionnaires were filled in, 377 of which were completed. The questionnaires submitted indicate that 49% of respondents do not live within the Amwell LTN - however if we were to consider all responses in comparison to the number of residents in the combined Lower Super Output Areas (LSOAs) that cover the Amwell LTN area (021D, 021E, 022F – though not in an exact match), this would represent approximately 9% of the 4,924 LSOA residents.
- 5.6 The council used different ways to promote the consultation. Approximately 4,620 leaflets were hand delivered on day 1 of the consultation (15 December 2021) and other were distributed to pedestrians in the Amwell area towards the end of the consultation in January 2022. Due to the ongoing Covid-19 public health crisis and specifically the Omicron variant outbreak which affected London from December 2021 some unadvertised events which were scheduled as part of the consultation did not go ahead, while an advertised 'drop-in session' requiring registration was moved to an online format (with registrants advised of the change in advance) and other activities were amended in accordance with National government work from home advice and Islington Council's own officer risk assessment guidelines.

During the consultation, officers and councillors attended events organised at the following locations and dates:

- Thursday 16 December – visiting businesses within the Amwell LTN area;
- Tuesday 11 January – online ‘town hall’ style event (Zoom);
- Monday 17 January – second online (originally scheduled as an in-person);
- Wednesday 19 January – leaflet distribution in the Amwell LTN (amended from resident door knocking due to public health concerns).

- 5.7 The consultation information was shared on social media platforms including Next door, Twitter, Facebook, and by press release. An email informing people of the consultation was sent to 2,754 Commonplace subscribers, and also to the 107 who had subscribed to email updates via the trial feedback survey.
- 5.8 Appendix 6 of the delegated decision report is the consultation report produced by Steer which summarises the consultation feedback received via the consultation questionnaire and some of the engagement activities during the consultation. These events include the online Town Hall (11 January 2022) the online drop-in session (17 January 2022, originally scheduled as an in-person event)
- 5.9 It is worth noting that certain people attended multiple consultation events – so the number of people attending those events should not be added and conflated as a total number of event participants.
- 5.10 Amwell is a largely residential area but contains some commercial areas including Amwell Street, Claremont Square, King’s Cross Road, Pentonville Road and Farringdon Road. Businesses on these streets were visited on 16 December by Steer and two Islington officers. The feedback from the business visits was mixed with many businesses unaware of the trial measures that had been in place for 12 months. Some were aware of the measures but did not think they had an impact on trading while others commented that customers/patrons had complained it was more difficult to access the premises due to having to take a longer or more convoluted route. Businesses were told about the consultation feedback survey and that they could fill in the survey on behalf of a business. Where relevant, businesses were advised that they could take advantage of initiatives including cycle/cargo bike hire, package hubs etc.
- 5.11 The planned resident door knocking exercise was amended to area leaflet distribution due to Covid-19 Omicron health concerns. Steer analysed postcode data to identify streets and locations which had relatively low response rates to the questionnaire. The locations targeted were:
- Bevin Court
  - Granville Street
- 5.12 In addition to the low response rate areas, Steer identified high areas of pedestrian footfall within the area at which to distribute leaflets. Those areas were:
- Lloyd Baker/King’s Cross Road
  - Lloyd Square
  - Great Percy Street/Amwell Street Junction
- 5.13 The key feedback from the leaflet distribution exercise was that residents did not like the format of the consultation questionnaire because they did not feel as though it would allow them to express their views. Some residents expressed support for the scheme, but disagreed with the way it was delivered. Steer also spoke with individuals who were uncertain about

whether the consultation was about the measures which were already in place in Amwell, or whether new measures were being introduced.

5.14 The online Town Hall style event was held on 11 January from 5-6 pm. 6 people registered for the event and 10 attended. Council officers presented the monitoring data which had been collected during the trial with a large majority of the meeting dedicated to a Q&A facilitated by Steer. The main themes raised at the event are included in Steer's consultation report. The second online event that was changed from an in-person drop-in session requiring registration was held on 17 January from 4:45-6 pm. The event was attended by 15 people. The key feedback from the event is included in Steer's consultation report, which can be found at Appendix 6 of the delegated decision report.

5.15 Considering all feedback from the consultation events, the key findings are:

- Attendees of the online event were concerned about the impact on elderly residents who may require vehicles for short journeys and increased complexities of journeys.
- Attendees of the online event were concerned about the possibility of exemptions for both residents and black cabs to pass through the filters.
- Residents spoken to at on-street intercepts were concerned that there was a lack of consultation prior to the scheme implementation and were unsure why the traffic reduction measures are required as the Amwell area already falls under the Congestion Charging Zone and Ultra Low Emission Zone .

5.15 The consultation questionnaire was filled in by 440 respondents, the detailed findings are included in Steer's report in Appendix 6 of the delegated decision report.

## 6. Conclusions and who is under-represented

6.1 The council has received a considerable volume of both positive and negative feedback about the Amwell PFS trial through a variety of different engagement activities aimed at hearing from as many residents as possible. 109 emails, 18 objections (of which 2 were general template objections), 260 trial feedback survey responses, 440 consultation questionnaire responses and 128 Commonplace comments were received.

6.2 The key things people have told us they like about the trial are:

- Reduces volume and speed of traffic
- Reduces air and noise pollution
- Makes the area more pleasant/calmer

The most positive themes raised in the consultation survey were:

- Support for the reduction in through-traffic within the LTN.
- General support for the scheme.
- Support for the scheme because it encourages/increases the number of cycling journeys.

6.3 The key things people have told us they dislike about the trial are:

- Increased traffic and pollution on main roads
- Concerns of delays to emergency services
- Car trips have become longer/more inconvenient

- I wasn't asked for my views before the trial started
- Increases the cost of taxi rides

The most negative themes raised in the consultation survey were:

- That cyclists speed and ride dangerously within the LTN.
- That the LTN increases vehicle traffic on unsuitable nearby roads/boundary roads.
- Concern that the LTN reduces or does not improve air quality.

- 6.4 The consultation and engagement feedback have highlighted that certain groups were under-represented in the surveys and engagement activities. Young people including children and those under 24 years old had a low response rate to Commonplace (less than 2% of comments), trial feedback surveys (1% of surveys) and consultation questionnaire (2%), when they make up 20% of the Clerkenwell ward population.
- 6.5 Other under-represented groups were Minority Ethnic groups. Clerkenwell has a 27% Minority Ethnic population (versus a 71% wide 'White' group) but this is not reflected in the responses to consultation. For instance, the trial feedback survey analysis shows that less than 5% of respondents identified as belonging to Black, Asian and Minority Ethnic groups. Similarly, only 6% of respondents to the consultation questionnaire identified as belonging to Black, Asian, Minority Ethnic groups.
- 6.6 The consultation questionnaire shows that in proportion of respondents more men responded than women, as men make up 43% of respondents and women 33%.
- 6.7 The proportion of motor vehicle users amongst respondents to all engagement channels is disproportionately high compared to the 71% of Islington households do not have access to a private car.

*End.*