

# Forest Road - The Ferry Lane to Forest Road (Walthamstow Wetlands)



## Consultation Report April 2016



# Contents

	Page
1. Background	3
2. Proposals	4
3. Early engagement	4
4. Consultation process	5
5. Results	6
6. Council response	10
7. Conclusion and recommendations	11

## 1. Background

Forest Road is a busy route used by up to 17,000 vehicles daily, and is home to around 3,600 residents and 340 businesses. It's a key route in Waltham Forest connecting Woodford New Road to Ferry Lane, and is already an important walking and cycling route that helps people get to key places like the William Morris Gallery, Lloyd Park, Walthamstow Wetlands and other local facilities.

To make this road safer for all road users we're planning to make improvements including upgrading all major junctions, new pedestrian and cycle crossings, new bus facilities, blended crossings, segregated cycle lanes and new public spaces.

To help manage the consultation stage of the Forest Road scheme, we split the route into sections.

Section of Forest Road	Consultation dates
Ferry Lane to Forest Road (Walthamstow Wetlands)	29 February to 20 March 2016
Blackhorse Road junction to Palmerston Road	29 February to 20 March 2016
Palmerston Road to Hoe Street	Summer 2016
Blackhorse Road junction	Autumn 2016
Hoe Street to Wood Street	Autumn 2016

This report covers the Ferry Lane to Forest Road (Walthamstow Wetlands) consultation.

## 2. Proposals

The key elements of the proposals are.

### A. New and improved public space

Working with Haringey Council to improve the overall look of the road near the entrance to Walthamstow Wetlands with new plants and trees.

### B. Creating a safer environment

Proposing to create a new raised pedestrian and cycle crossing, on Forest Road between the entrances to both the northern and southern reservoirs. By raising the crossing to pavement level vehicles will be encouraged to slow down when approaching the crossing, providing a safe access point to the new Walthamstow Wetlands entrance for pedestrians and cyclists.

### C. Cycling improvements

We are proposing to improve the existing cycle lanes and paths. The plans are to create new protected cycle lanes which are separated from traffic, new road signs, more cycle stands, as well as tying this all in with the wider Mini-Holland Programme so people can get to and from this area more easily.

### D. Bus upgrades

Improvements will be made to bus stops, which will be designed together with the new cycle tracks.

New bus stops and shelters will be introduced at the following locations, to make bus journeys more convenient and accessible:

- Near the Ferry Boat Inn (route towards Walthamstow)
- On the opposite side of the road to the Ferry Boat Inn (route towards Tottenham Hale).

### 3. Early engagement

Early engagement on the scheme was carried out in May 2015. This helped raised awareness with local people and road users that changes were happening to the road and provided initial feedback on the plans. The engagement involved finding out what local residents, businesses and users of the road thought about the area and the types of improvements they would like to see to help improve cycling and walking.

All of the results were used to inform the outline design for the scheme and this was fed back to participants. Please see the following links for more details.

<http://http://www.enjoywalthamforest.co.uk/work-in-your-area/forest-road/what-you-told-us-about-forest-road/>

### 4. Consultation process

#### Consultation aims

The consultation was designed to:

- Give everyone who lives, works and uses the road an opportunity to have their say on the scheme proposals.
- Ensure that people understand the improvements, the reasons for them as well as the potential benefits that they may bring.
- Provide results we could use to help shape and develop a scheme that best suits the local community.

#### Consultation dates

The public consultation took place between 29 February to 20 March 2016.

### Consultation flyer

To notify the local community a flyer was produced to promote the consultation and improvements. These were hand delivered by an independent company to just under 6000 properties in the local area shown below.

**HAVE YOUR SAY ON IMPROVING FOREST ROAD**

Waltham Forest is changing and we want you to be part of it. With a funding cut of £27million from Transport for London, we're delivering the M10-Holland Programme to make our streets fit for everyone to use, whether you walk, cycle, use public transport or drive.

**We want to hear your views on:**

- The Ferry Lane (Walthamstow Wetlands) section of works
- The Blackhorse junction to Palmerston Road section of works

And, with Walthamstow Wetlands set to open in Spring 2017, we are working with Haringey Council to improve the overall environment of Forest Road between Tottenham Hale and Blackhorse Road junction. This will include an improved cycle connection along the whole of Forest Road and Ferry Lane between Blackhorse Road junction and Tottenham Hale, making the area more accessible for the 250,000 people predicted to visit Walthamstow Wetlands yearly. More information on the Wetlands is available by visiting [www.walthamstow-wetlands.org.uk](http://www.walthamstow-wetlands.org.uk).

**What has happened so far?**

In May 2015, we sent a survey to all addresses in the scheme area and spoke with local businesses to understand your concerns and how we can use the M10-Holland funding to deliver what you want in your local area.

Over 301 residents and 62 businesses took part, providing over 540 individual comments which are analysed and used to shape the next stage of the plans. The results can be found at [www.enjoywalthamforest.co.uk/work-in-your-area/forest-road](http://www.enjoywalthamforest.co.uk/work-in-your-area/forest-road).

Since the survey, we have also been looking at important information about how Forest Road is used including traffic flow, collision statistics and public transport. By using this information as well as your ideas and feedback, we are aiming to create a scheme that makes it easier for people to get around without negatively impacting traffic flow in general.

We have been speaking to key stakeholders including the emergency services to make sure the proposals work for them, and we will continue to engage with them as the scheme progresses.

**How to get involved in the Forest Road scheme**

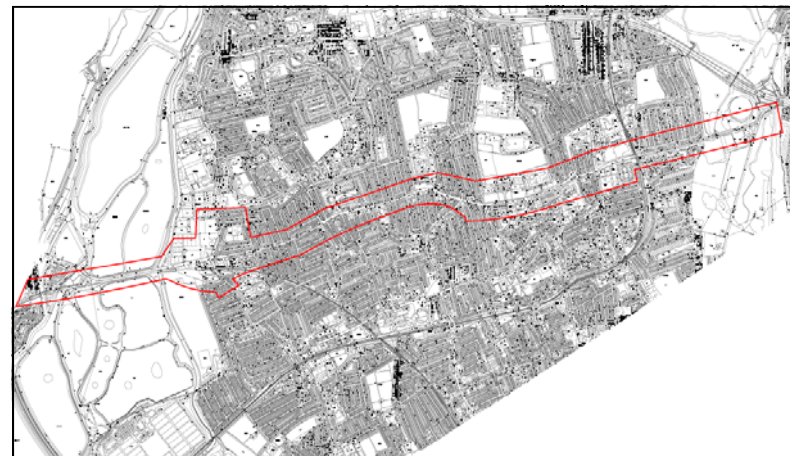
The next stage for the Forest Road scheme is public consultation, and we want everyone who lives and works in the local area to have their say on the scheme design we have produced, to further shape the proposals.

To help manage the consultation stage of the Forest Road scheme effectively, we have split the route into sections and will consult on each section between now and the end of 2016. By splitting the route into sections we are able to spend more time finding out what local people think of the design near to them, so that the final road reflects what people want. By doing things in stages, we can also minimise the impact on residents when construction takes place.

The following table breaks down the sections and consultation dates so that you know when you can get involved.

Section of Forest Road	Consultation dates
Ferry Lane to Forest Road - Walthamstow Wetlands	29 February to 21 March 2016
Blackhorse Road junction to Palmerston Road	29 February to 21 March 2016
Palmerston Road to Hoe Street	Summer 2016
Blackhorse Road junction	Autumn 2016
Hoe Street to Wood Street	Autumn 2016

#### Consultation flyer



Consultation area



# On-line consultation

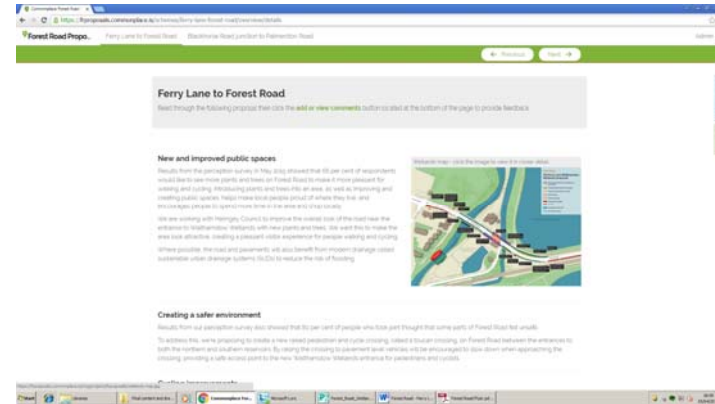
The consultation primarily ran through an independent on-line engagement platform called Common Place but there were other ways for people to give their views as outlined further on. The plans and proposals were available to view and people could feedback on the proposals overall:

Respondents were asked to rate how they felt about each of these elements using a 'negative to positive' slider scale. Once completed they were asked why they felt like this and were provided with a series of 'tags' for them to tick.

The consultation tags people could choose were:

Area will be made safer for all road users	Area will not be made safer for all road users
General environment will be improved	General environment will not be improved
Will encourage more walking or cycling	Will not encourage more walking or cycling
Sense of local community will be improved	Sense of local community will not be improved
More opportunities created for shops, businesses and places of interest	Less opportunities created shops, businesses and places of interest will not flourish in the area
Will be easier to get around the area	Will be more difficult to get around the area
The area will be more attractive	The area will be less attractive

Having ticked the tags, respondents were asked to provide comments as a free text box. Respondents were finally asked to submit these comments along with the tags and rating. The Common-place system automatically allowed respondents to view their own comments along with other respondents.



# Hard copy versions

Hard copy versions of proposals were also produced as part of a consultation document, for residents without internet access. A hard copy version of the questions and feedback form was also produced, which residents could request and return free of postage. In total over 50 copies were sent out.



We are working with Waltham Forest Council to improve the local side of the road near the entrance to Waltham Forest with new cycle lanes, new footpaths and new bus lanes. This will help to make the area safer, create a pleasant and accessible environment for people walking and cycling.

**B. CREATING A SAFER ENVIRONMENT**

Results from our consultation survey also showed that 80 per cent of people who took part thought that some parts of Forest Road felt unsafe. To address this, we are proposing to create a new road shoulder and cycle way, called a 'safer shoulder', which will be used by people walking and cycling. We are also proposing to create a new cycle lane, called a 'safer cycle lane', which will be used by people walking and cycling.

**C. CYCLING IMPROVEMENTS**

To help people make their journey to the bus stop, we are proposing to improve the walking cycle lane and bus stop. This will help to create a safer and more accessible environment for people walking and cycling. We are also proposing to create a new cycle lane, called a 'safer cycle lane', which will be used by people walking and cycling.

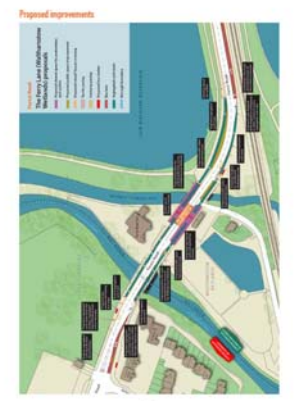
**D. BUS IMPROVEMENTS**

We want to help improve the reliability of bus services and make it easier for people to get to the bus stop. This will help to create a safer and more accessible environment for people walking and cycling. We are also proposing to create a new cycle lane, called a 'safer cycle lane', which will be used by people walking and cycling.

Our aim is to improve public transport in the area so that more people choose to use it rather than travelling by car on the road. This will help to reduce congestion on the road and make it safer for everyone. We are also proposing to create a new cycle lane, called a 'safer cycle lane', which will be used by people walking and cycling.

We have been working with Waltham Forest Council to improve the local side of the road near the entrance to Waltham Forest with new cycle lanes, new footpaths and new bus lanes. This will help to make the area safer, create a pleasant and accessible environment for people walking and cycling.

• On the opposite side of the road to the Ferry Lane bus stop, create a new bus lane, called a 'safer bus lane'.



## Street signs

Four street signs were put up along this part of the road advertising the consultation. Two in the Ferry Boat Inn area and two either side of where the improvements were being proposed.

## Public drop-in sessions

Two drop-in sessions were held at local venues for residents and businesses to view the plans in more detail. Council staff attended to answer specific questions and address concerns and hard copy versions of the consultation document and questionnaire were available. The drop-in event details were:

- Tuesday, 8 March between 6pm and 9pm at Willowfield School, Blackhorse Road E17
- Thursday, 10 March between 6pm and 9pm at St Patricks Parish Hall, Blackhorse Road E17.

In total 20 people attended the sessions.

## Ward Councillor briefings

Two briefing sessions were held with Councillors whose wards were benefiting from the improvements. This included High Street, and Higham Hill wards.

## Wider stakeholder engagement

The proposals were discussed with a number of key stakeholders including the London Borough of Haringey, Transport for London, London Buses, Network Rail, Thames Water, Ferry Boat Inn and utilities companies. The plans were also raised with the police and emergency services through the regular Transport Liaison Group.

## Transport for London

Transport for London promoted the consultation on their consultation hub website.

## E-mail and Mini-Holland e-newsletter

An e-mail was sent to all people who had provided an e-mail and responded to the early engagement perception surveys.

A feature about the consultation was also placed in the regular monthly Mini-Holland e-newsletter.

## Social media and on-line promotion

Social media was also used to promote and advertise the consultation. A total of 9 tweets were sent out, with 11 likes, 40 retweets, 10,025 impressions and 105 link clicks. Facebook advertising was also used and this received 1,601 views that reached 401 people.

## 5. Results

### Responses received

In total 121 people responded to the consultation for this section. Of this 143 comments were noted and acknowledged.

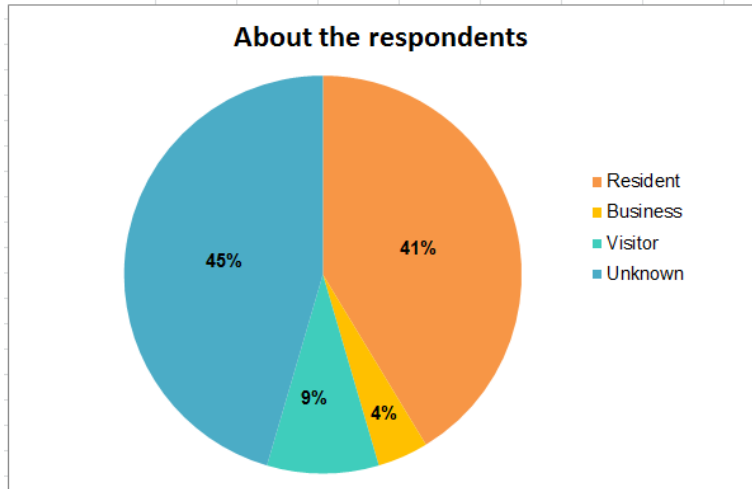
The on-line engagement site Commonplace which hosted the consultation received 7,378 individual page views. 12 hard copy versions of the questionnaire were received and these were inputted into the Commonplace site and included in the analysis.

Source	Views
Facebook	1651
Twitter	637
enjoywalthamforest.co.uk	263
commonplace.is	93
guardian-series.co.uk	80
Google	67
Email	6
lbwf.createsend.com	4
scanmail.trustwave.com	1
web.whatsapp.com	1

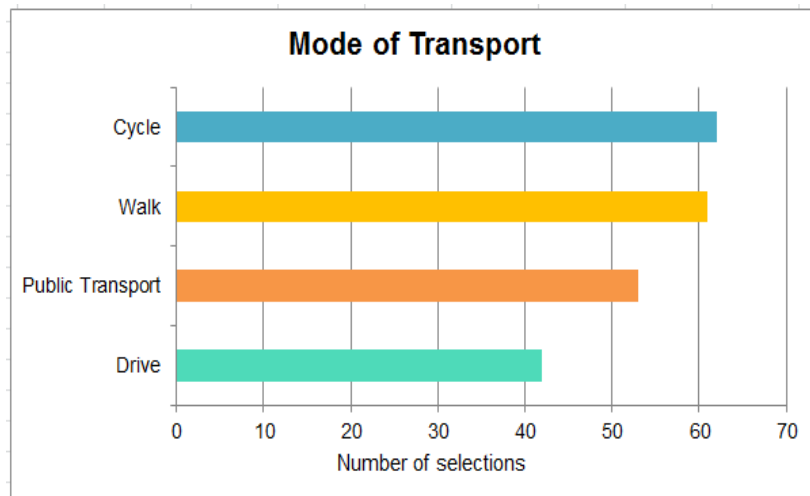
The table shows where people viewing the proposals on-line were directed from. Note this does not include people who have gone to the website directly.

## About the respondents

Respondents were asked to detail in what capacity they were responding to the consultation.

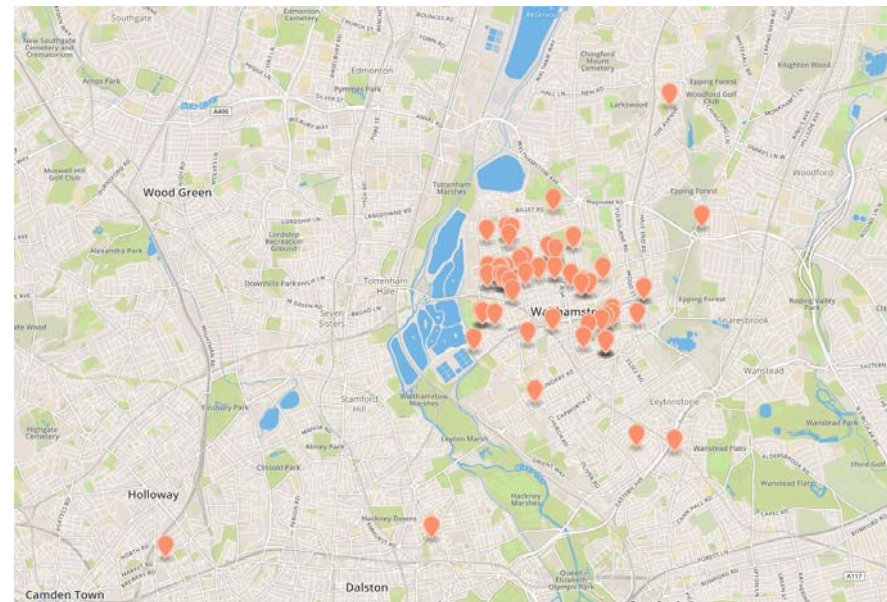
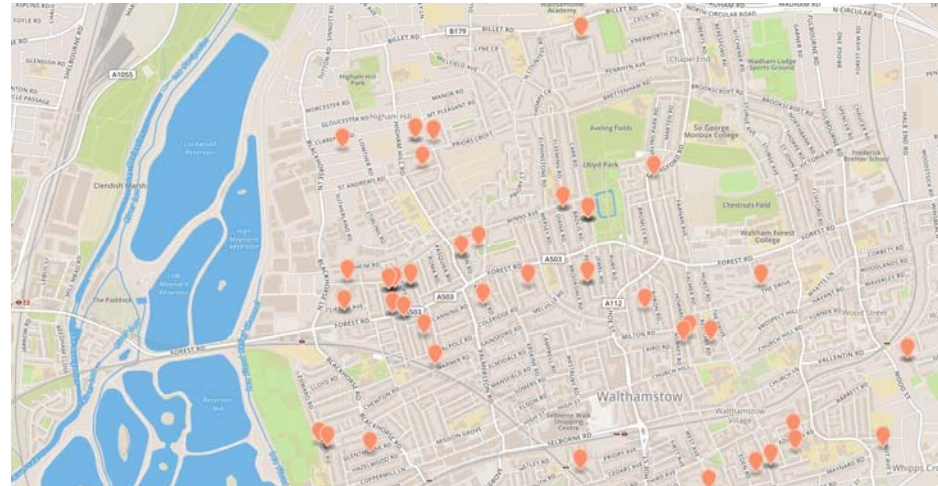


Respondents were then asked how they travel in the area. People could tick multiple options and of those who answered the most popular travel mode was cycling followed by walking and



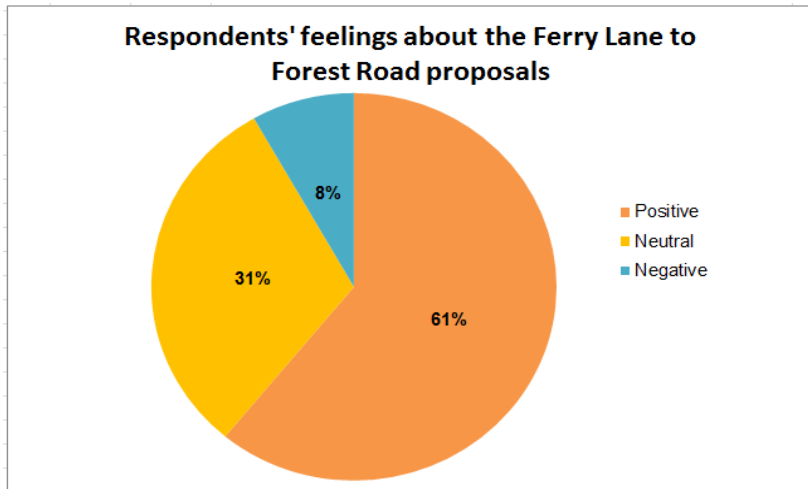
## Where the respondents were from

The map below shows the postcodes of where respondents are from. In total 77 people left their postcode. The most popular were E17 (90%), E10 (3%) and E11 (3%).

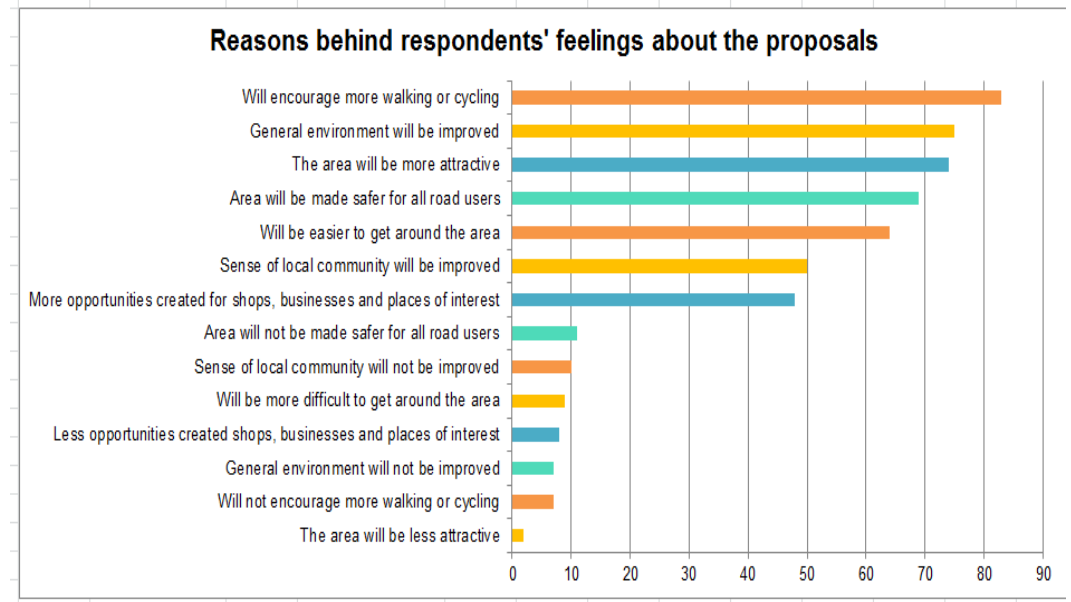


## About the results

Respondents were asked to rate how they feel about each proposal, using a sliding scale. The results showed that there was support for the proposals overall. 61% of respondents indicating they were positive towards them. 31% were neutral and just 8% were negative.

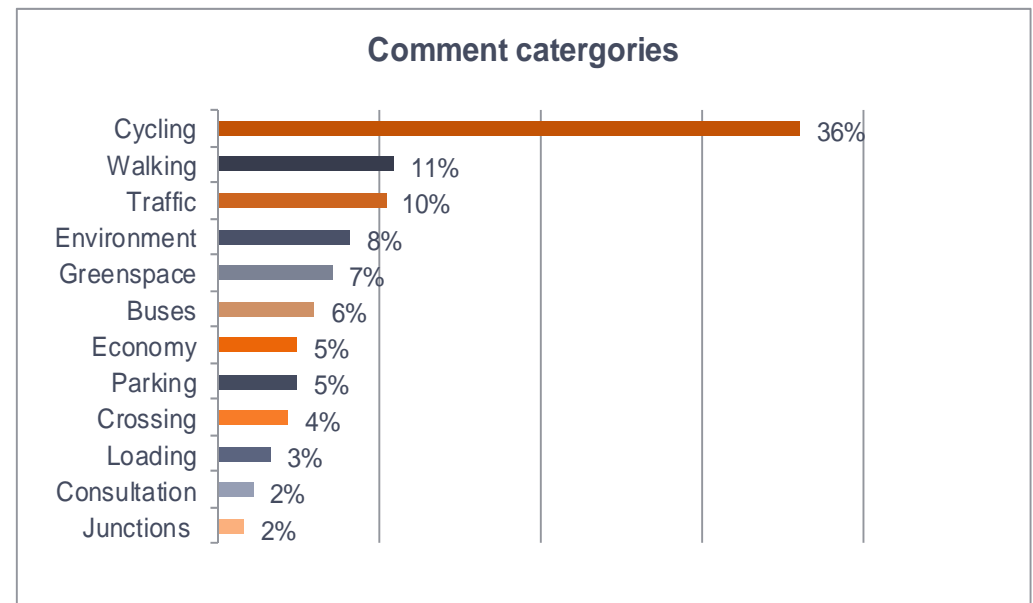


Having rated each proposal, respondents were then asked why they felt like this and were asked to tick an option relating to the Mini-Holland objectives. The most popular option chosen was the 'will encourage more walking or cycling', while 'the area will be less attractive' was the least selected option. Please note that respondents could tick multiple options.



## Comments Analysis

In total we received 146 comments. These were grouped and were categorised as follows:





### **Cycling (66 comments)**

- Concerns raised regarding the shared space for pedestrians and cyclists.
- Queries as to why full segregation along the whole section has not been proposed.
- Requests for cycle routes through the wetlands
- Requests to modernise and upgrade the existing cycle lane alongside Maynard reservoir.
- Suggestion for 2 way segregated cycle track on southern side of Forest Road.
- Request for cycle parking at the Ferry Boat Inn.

### **Buses (11 comments)**

- Concerns that removal of the bus lane will increase journey times.
- Requests to remove the eastern section of the bus lane as well to allow for a continued segregated cycle lane.

### **Traffic (19 comments)**

- Concerns that the proposals will lead to increased congestion.
- Concerns over reduction in speed limit to 20mph will increase congestion.

### **Walking (20 comments)**

- Suggestion for a footpath that leads from Blackhorse Road station to Tottenham Hale station through the reservoirs.
- Requests to widen pavement for pedestrians.

### **Economy (9 comments)**

- Concerns that the reduction in parking and loading will have a negative effect on the businesses along Forest Road.

### **Environment (15 comments)**

- Requests for more trees
- Requests for benches
- Requests to remove the metal fences lining the reservoirs and make them visible to the public

### **Crossings (8 comments)**

- Multiple queries as to why the Toucan crossing at the Ferry Boat inn is not aligned with the entrance to the wetlands.
- Suggestions for a Tiger crossing instead of a Toucan crossing
- Requests for signs that explain the priority of Copenhagen crossings

## 6. Council response

Category	Comment	Council response
<b>Cycling</b>	Concerns raised regarding the shared space for pedestrians and cyclists.	To mitigate the issues raised these areas will be treated using different materials and signage to better demarcate the use of the space and that consideration between people walking and cycling is required. Due to width restraints at the proposed Toucan crossing point it was not possible to introduce two-way segregated cycle tracks.
	Queries as to why full cycle track segregation along the whole section has not been proposed.	To protect the bus network TfL has requested that the existing bus lane should remain where possible. We are therefore investigating alternative options for continuing the cycle track along the road. As part of this we have now begun consultation with Thames Water to understand whether the existing reservoir fence-line can be relocated to provide space for a two-way cycle track on the northern side of the road with associated crossing points.
	Requests for cycle routes through the wetlands	We will refer this suggestion to Thames Water and the Walthamstow Wetlands design team.
	Requests to modernise and upgrade the existing cycle lane alongside Maynard reservoir.	We will refer this suggestion to Thames Water and the Walthamstow Wetlands design team.
	Suggestion for two-way segregated cycle track on southern side of Forest Road.	Due to width restraints and the requirement to protect the bus lane (see above) it is not possible to propose two-way segregated cycle tracks. We have now begun consultation with Thames Water to understand whether the existing reservoir fence-line can be relocated to provide space for a two-way cycle track on the northern side of the road with associated crossing points.
	Request for cycle parking at the Ferry Boat Inn.	The Council will contact the landowner to request permission to install cycle parking.
<b>Buses</b>	Concerns that removal of the bus lane will increase journey times.	The removal of approximately 170m of bus lane has been assessed and will have a negligible impact on bus journey times.
	Requests to remove the eastern section of the bus lane as well to allow for a continued segregated cycle lane.	To protect the bus network TfL has requested that the existing bus lane should remain where possible. We are therefore investigating alternative options for continuing the cycle track along the road as detailed above.
<b>Traffic</b>	Concerns that the proposals will lead to increased congestion.	These proposals do not reduce the number of lanes for general traffic and as such do not have an impact on traffic flow or congestion.
	Concerns over reduction in speed limit to 20mph will increase congestion.	Lowering the speed of traffic does not impact on the flow of traffic but will have significant safety benefits.

Category	Comment	Council response
<b>Walking</b>	Suggestion for a footpath that leads from Blackhorse Road station to Tottenham Hale station through the reservoirs.	The land is owned by Thames Water so any proposal would need their permission. We will refer this suggestion to them.
	Requests to widen pavement for pedestrians.	We will widen the footpaths as much as possible and where space allows.
<b>Economy</b>	Concerns that the reduction in parking and loading will have a negative effect on the businesses along Forest Road.	Loading and parking for businesses in this section of Forest Road will not be affected.
<b>Environment</b>	Requests for more trees	There is an aspiration to incorporate as many trees as appropriate into the scheme. However we need to consider constraints to planting such as space and underground statutory services.
	Requests for benches	This is a good suggestion. It is anticipated that most people who are unable to walk this distance to the entrance of the new Wetlands centre would travel by bus however we will review this and look at the demand for seating when the new centre opens.
	Requests to remove the metal fences lining the reservoirs and make them visible to the public	The fence is owned by Thames Water and is there to protect their assets.
<b>Crossings</b>	Multiple queries as to why the Toucan crossing at the Ferry Boat inn is not aligned with the entrance to the wetlands.	The crossing has been positioned in the middle of both the northern and southern entrances of the Wetlands. This will improve connectivity through the Wetlands and is positioned in the best location for pedestrians and cycles to cross.
	Suggestions for a Tiger crossing instead of a Toucan crossing	A toucan crossing is considered to be a safer and more appropriate option at this location as this is signalled and will stop traffic to allow pedestrians and cycles to cross.
	Requests for signs that explain the priority of Copenhagen crossings	There are no Copenhagen style crossings within this section of Forest Road. We are however installing appropriate signs wherever Copenhagen crossings are being installed within the borough.

## 7. Conclusions and recommendations

All of these suggestions have been reviewed and considered as part of the scheme development. Based on our response to this feedback, the Council proposes to take forward the plans and measures as outlined in the PLM Report 'Mini-Holland Forest Road Route Link 1 - Walthamstow Wetlands Section' Appendix C, April 2016.