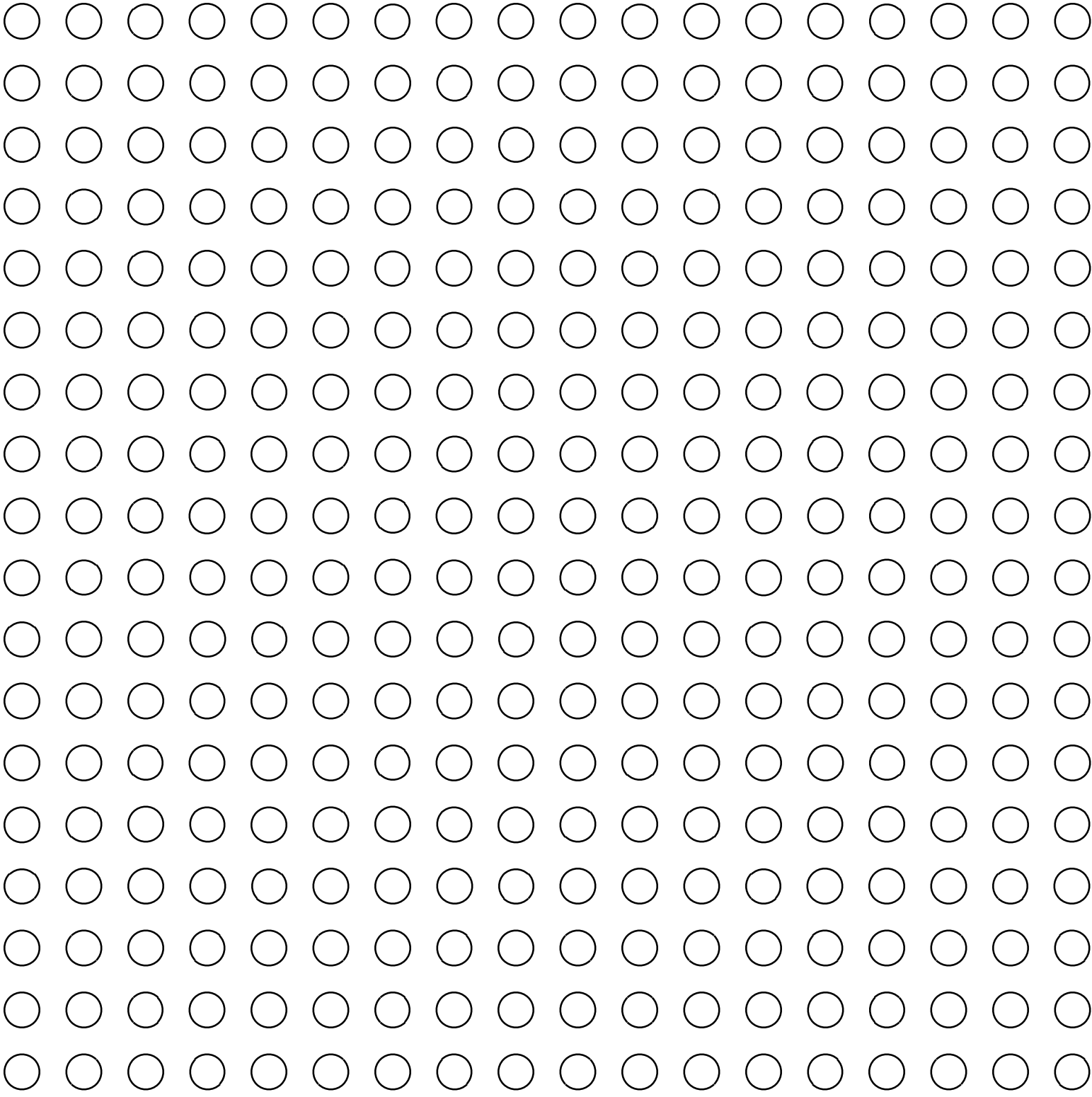

Sutherland Road

Public Realm Improvements Scheme



Engagement Report
Concept Design
April 2023

prepared by what if: projects Ltd for the
London Borough of Waltham Forest

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1. Background

London Borough of Waltham Forest (LBWF) Highways and Regeneration teams and consultants what if projects supported by the Greater London Authority (GLA) are working together to deliver public realm improvements in the Sutherland Road area. Sutherland Road has an important role in the industrial heritage of the Upper Lea Valley and is now part of a mixed neighbourhood of residential developments and growing businesses centred around Blackhorse Workshops and Uplands Business Park. Sutherland Road is also part of the recently accredited Blackhorse Lane Creative Enterprise Zone now known as the Blackhorse Collective.

The project team are currently developing proposals to improve the area for residents and businesses. Key design principles include:

- Implementing a new and improved Public Realm.
- Increasing the number of trips made by active travel and public transport, and improving local connections.
- Reducing car dominance, and increasing the active use of streets and public spaces.
- Creating safer neighbourhood environments, including increasing road safety and improving personal security.
- Improving the efficiency and safety of freight movement.
- Improving air quality and green infrastructure to create more attractive neighbourhoods for people.
- Improving the quality and climate resilience of the public realm.
- Ensuring neighbourhoods have good connections to public transport.
- Delivering outcomes across the wider area, creating vibrant streets that help local businesses to thrive and provide places for the community to come together.

2. Engagement Plan

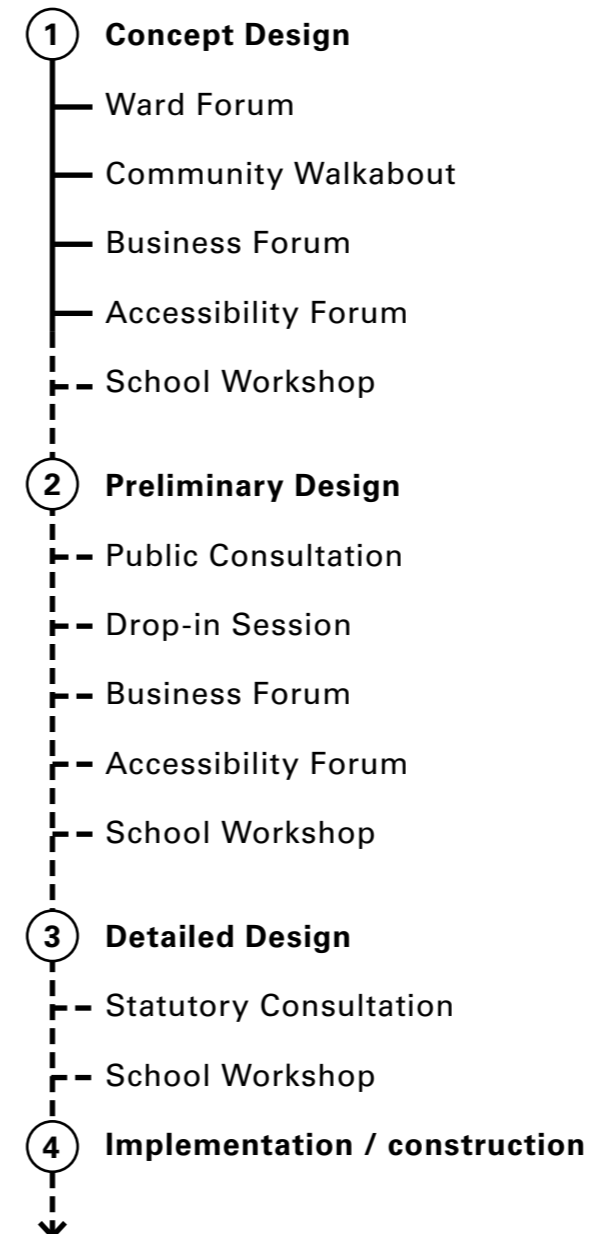
The engagement plan, developed collaboratively by LBWF and consultants what if: projects, seeks to involve the local community, businesses and organisations in the design development of the scheme from the early stages of the project through to it's implementation on site.

The engagement plan provides opportunities for the local community to share knowledge, offer ideas, have their say and help develop the scheme to address their concerns and aspirations where feasible. We also propose to engage with young people at Hillyfield Primary Academy.

The current Concept Design development stage has involved a series of engagement events with local residents and stakeholders. The events include:

1. **Local community** - Council Ward Forum, 11th March 2023 with local residents and stakeholders
2. **Local community** - Community walkabout, 22nd March 2023 with local residents and stakeholders
3. **Local businesses** - Business Forum, 3rd April 2023 with local businesses and stakeholders
4. **Local organisations** - Accessibility Forum, 4th April 2023 with local organisations and stakeholders

Proposed Engagement Plan Time-Line



3. Key Findings

The four engagement events held to date were attended by approximately 40 local residents and stakeholders, 20 written feedback forms were filled out and comments made during the on-site an online events were also recorded.

Feedback on the plans was positive and the insights shared by the local community at the engagement events largely supported the issues the scheme proposals address. The main concerns and aspirations of local residents and stakeholders focus on issues with parking, traffic flows, the deterioration of the carriageway, difficulties with moving around on foot or by bicycle and the lack of green space and trees. Issues with overlapping industrial and residential uses were also highlighted.

There were a number of positive comments and those in attendance were keen to see improvements. Residents said they felt a strong sense of community and enjoyed the mixed character of the local community but would like more for the local community on the street like more shops as well as more places to sit and spend time. Access to public transport is good locally and car use among respondents was relatively low with most opting for active travel modes instead.

Although many residents said they felt safe there were some issues with personal security; one of the residents who attended the community walkabout was mugged outside Papermill Place. Several people also said they would like to see CCTV installed as part of the improvements.

Comments were also made about issues in and around the connecting streets, particularly accessibility along St. Andrews Road and the junction between Wigmore Place and Stirling Road.

Views on the fundamentals of the scheme were very positive, the majority of people we spoke to agreed that parking issues should be addressed, more greening was needed and the experience for pedestrians and cycle users needed to be improved.

Resident's Comments:

"Diverse. Lots going on, residential / workshops / businesses. Feels pretty safe "

"It looks grey, no green"

"Lack of connections to Blackhorse Lane, too many cars, parking, trucks unloading, 'rat runs', difficult for pedestrians and cyclists, lack of greenery, trees, nature"

"Needs more for local community - even a couple more shops"

"Good community spirit, great neighbours!"

"No trees, pot holes, no proper loading / unloading for commercial vehicles"

"When cars are speeding down the road it feels unsafe"

"Pot holes make cycling challenging"

"It would be great to have a pocket park in this section, so that residents could feel more pride about their area"

"Dirty, fly tipping, rubbish on streets, terrible parking, very stressful every time I use car, speeding cars, lack of trees, pot holes"

"No trees, uninviting, poor parking, unsafe to cross"

"Right now, is an incredibly hostile/stressful place to be as a pedestrian"

"It really deserves improving & would transform the area"

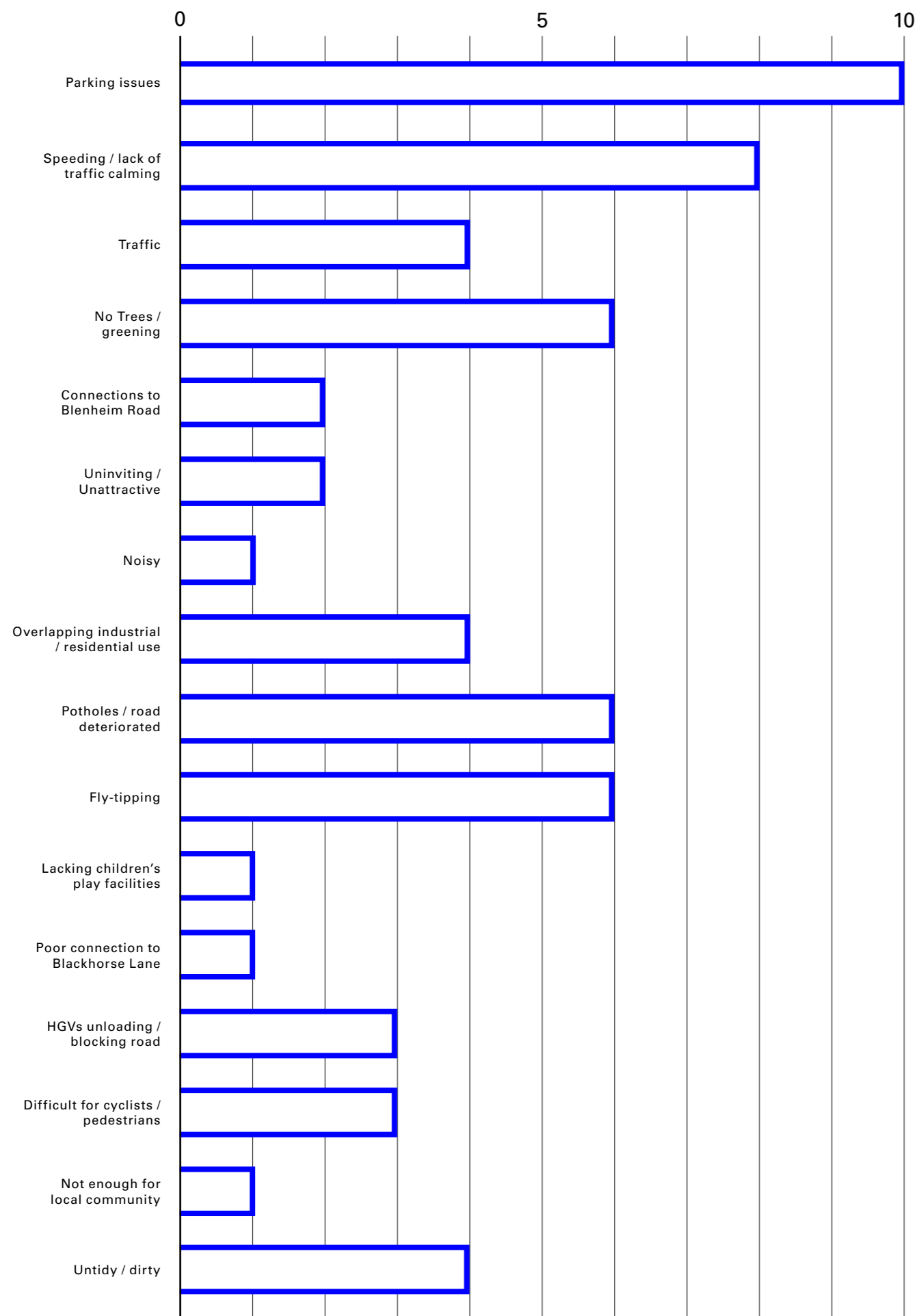
In total 20 people filled in a feedback form:

7 at the ward forum on the 15.03.2023
13 on the community walk about on the 2023.03.2023

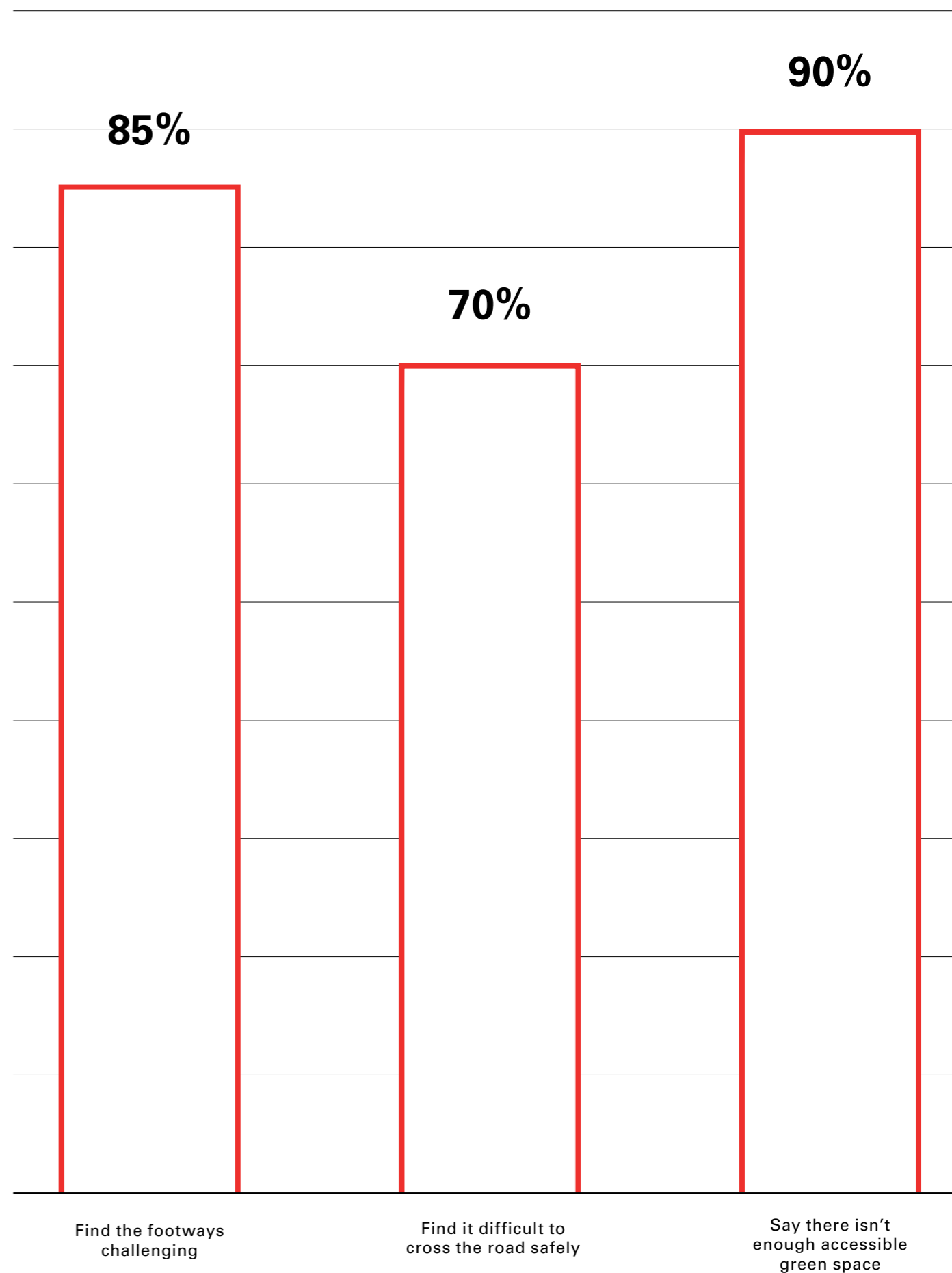
Note: Not every respondent filled in all sections of the feedback form.



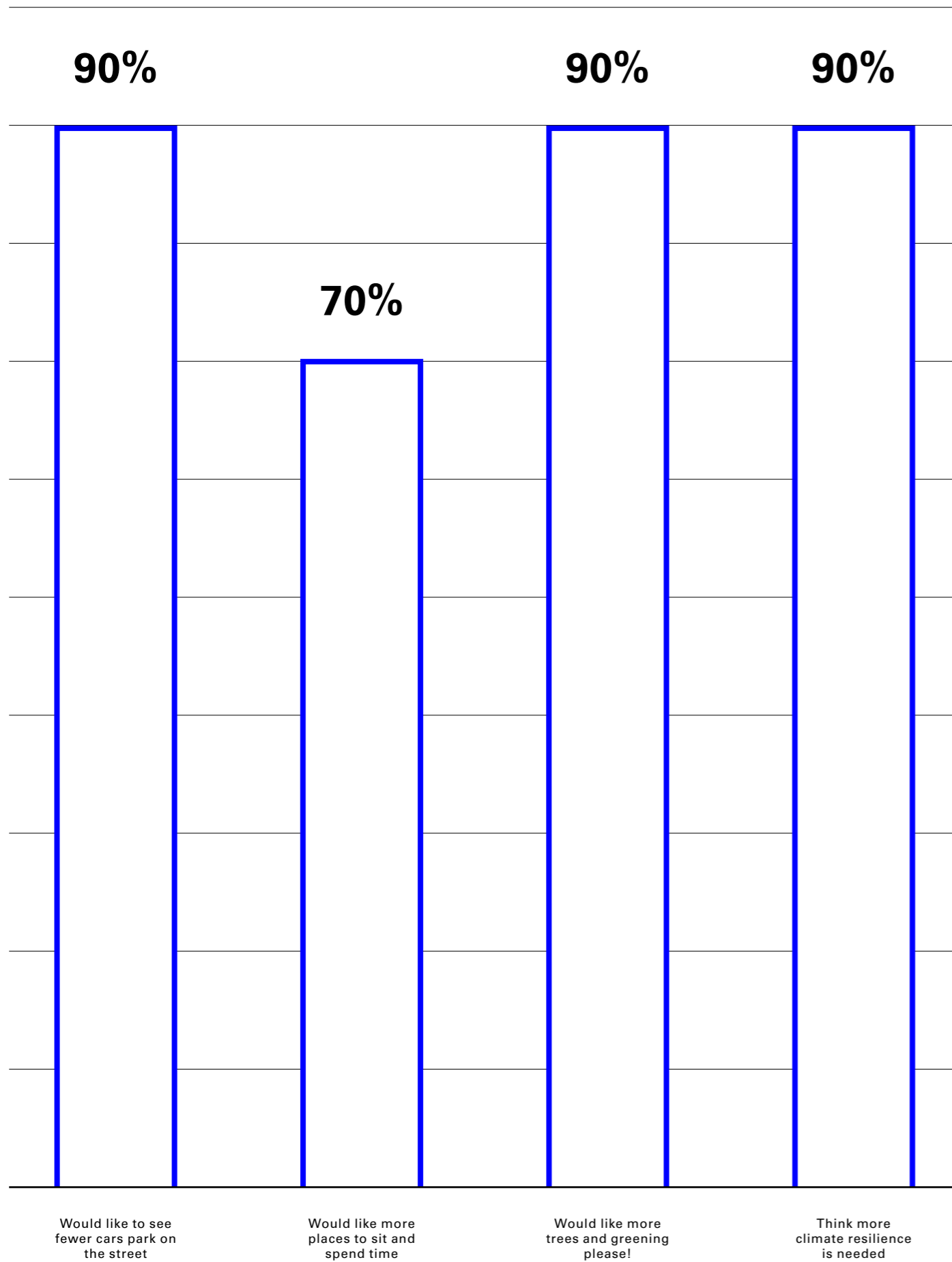
What are the existing challenges of the street environment?



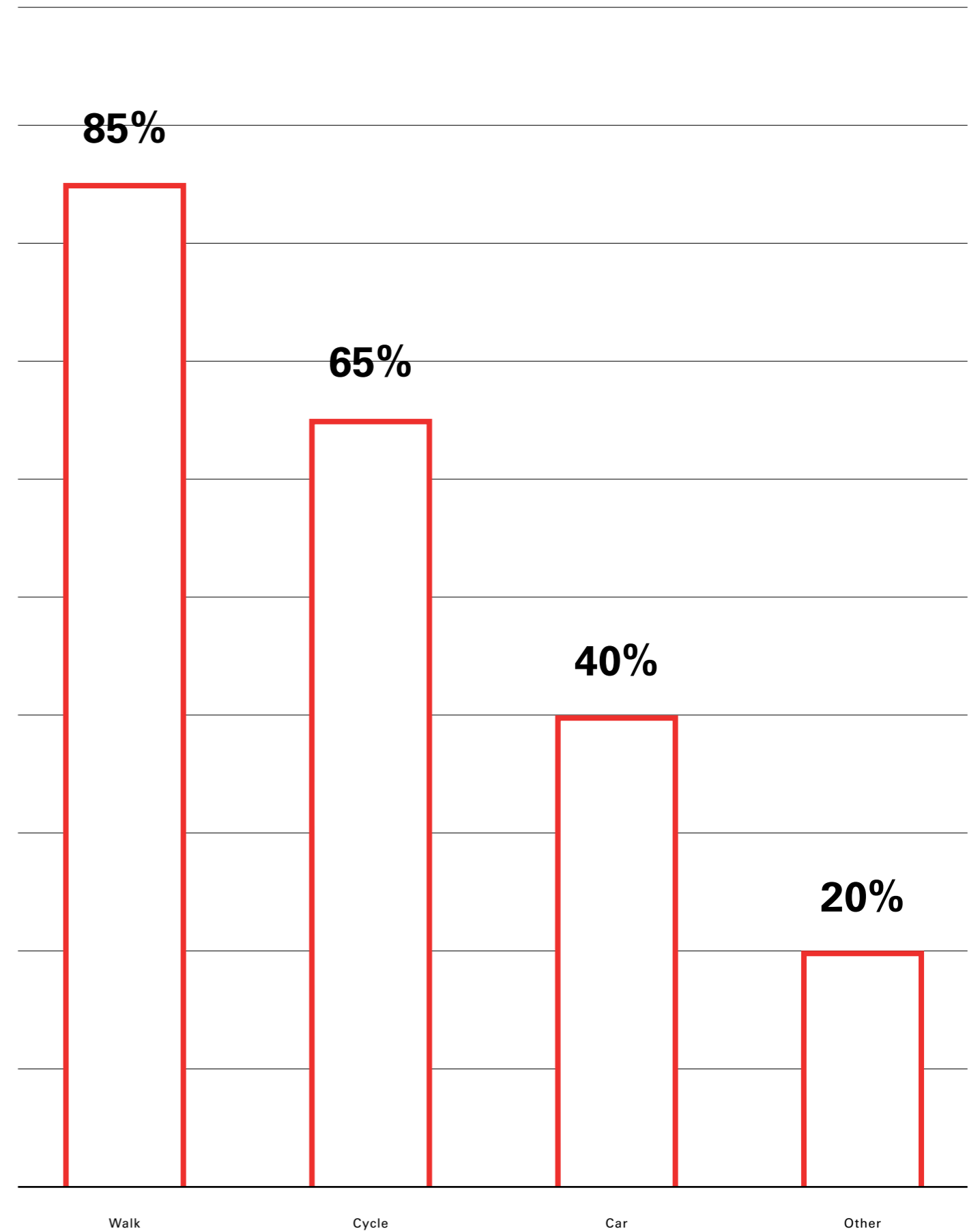
What do people think about the current street space?



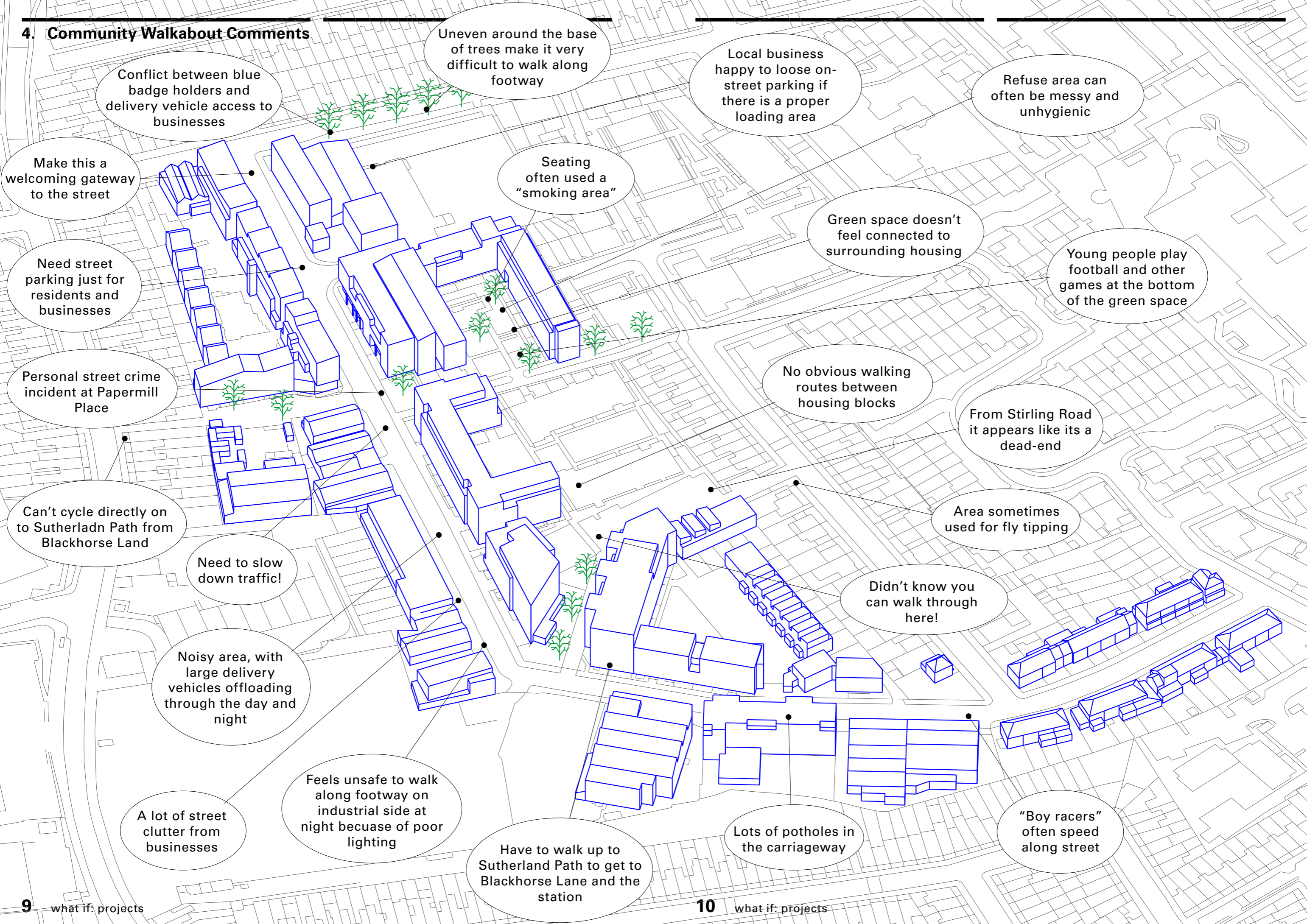
What would people like to see on Sutherland Road?



How do people currently get around the locality?



4. Community Walkabout Comments



Conflict between blue badge holders and delivery vehicle access to businesses

Uneven around the base of trees make it very difficult to walk along footway

Local business happy to loose on-street parking if there is a proper loading area

Refuse area can often be messy and unhygienic

Make this a welcoming gateway to the street

Seating often used a "smoking area"

Green space doesn't feel connected to surrounding housing

Young people play football and other games at the bottom of the green space

Need street parking just for residents and businesses

Personal street crime incident at Papermill Place

No obvious walking routes between housing blocks

From Stirling Road it appears like its a dead-end

Can't cycle directly on to Sutherladn Path from Blackhorse Land

Need to slow down traffic!

Area sometimes used for fly tipping

Didn't know you can walk through here!

Noisy area, with large delivery vehicles offloading through the day and night

A lot of street clutter from businesses

Feels unsafe to walk along footway on industrial side at night becuse of poor lighting

Have to walk up to Sutherland Path to get to Blackhorse Lane and the station

Lots of potholes in the carriageway

"Boy racers" often speed along street

5. Engagement Materials

Questionnaire

Name / contact details	
What is your link to Sutherland Road? (e.g. local resident, business, commuter, other)	

1. What do you like about Sutherland Road? / What would you say are the main qualities of the street?
2. What do you dislike about Sutherland Road? / What would you say are the main issues and problems at Sutherland Road?
3. How do you travel in and around Sutherland Road? / Is your journey safe, comfortable and easy? (by car, walk, bicycle, other)
4. Do you find the current footway environment challenging (or unwelcoming)? YES NO
5. Are you able to cross the road safely and easily? YES NO
6. When you travel along Sutherland Road do you feel it is dominated by parked cars? Would you like to see fewer cars park on the road? YES NO
7. Do you park your car in Sutherland Road? YES NO
8. Do you think there are enough street trees and easily accessible green spaces at Sutherland Road? YES NO
9. Would you like to see more greening along the street? YES NO
10. Should there be places along the street to sit, rest and spend time or areas for play? YES NO
11. Do you find it easy to orientate yourself and find your way through the local area? YES NO
12. Do you feel it is important to introduce new street infrastructure that helps to make Sutherland Road more climate resilient?
e.g. Greening and SUDs to: tackle local air pollution and the heat island effect; enhance local biodiversity; create new wildlife habitats; mitigate localised flooding, and provide carbon sequestration. YES NO



1. Existing Context Drawings
2. Proposal Overview Drawing
3. Peg-board Model
4. Parking Bay Options
5. Trees
6. Model Key
7. Key Location Drawings

6. Ward Forum

The Higham Hill Community Ward Forum took place on 11 March 2023 at the Highham Hill Hub.

The event was hosted by Ward Councillors Alistair Strathern and Karen Bellamy LBWF Mayor and attended by residents and stakeholders from the Sutherland Road area. LBWF Highways and Regeneration teams and what if: projects were invited to present the Sutherland Road Improvements Scheme and facilitate a workshop with key aims to:

- Introduce the project team and give an overview of the objectives, programme and progress to date.
- Present the objectives of scheme, which are to:
 - Improve east-west pedestrian and cycle links and active travel accessibility.
 - Introduce new wayfinding and place-making.
 - Address the current carriageway alignment and parking arrangements.
 - Provide new green infrastructure.
 - Introduce Sustainable Urban Drainage Systems (SuDS) schemes.
- Enable the local community to have their say, share their local knowledge and offer ideas toward the development of the scheme.
- Encourage participants to complete a scheme survey.

The workshop was conducted at the end of the meeting and those in attendance were invited to discuss the proposals and give feedback. 7 people provided written feedback and participants were generally positive about how the early proposals were communicated. Many recognised the issues and challenges and brought forward additional concerns about the area

Attendance:

- 17 Local Stakeholders
- 3 LBWF Highways team
- 2 LBWF Regen team
- 2 what if: projects ltd



6. Ward Forum Photos



7. Community Walkabout

The local community were invited to take part in a scheme walkabout on the 22 March 2023. The event was hosted by LBWF Highways and Regeneration teams and what if: projects and attended by residents and stakeholders from the Sutherland Road area. The aim of the walkabout was to:

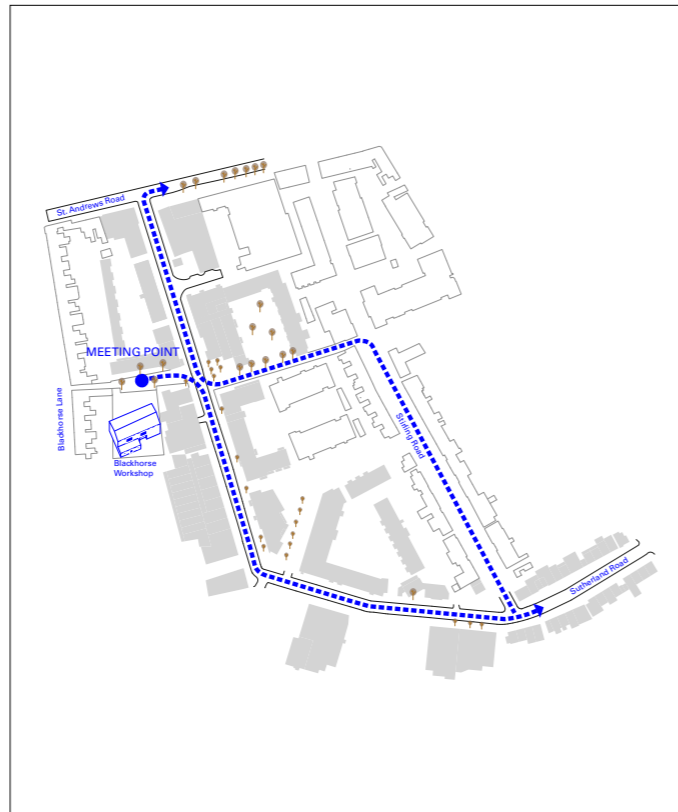
- Introduce the project team and give an overview of the objectives, programme and progress to date.
- Enable the local community to have their say, share their local knowledge and offer ideas toward the development of the scheme.
- Present the objectives of scheme.
- Look at locations in the area that have been identified for improvement and highlight any that are of particular concern to the community.
- Encourage participants to complete a scheme survey.

The walkabout began at the Blackhorse Workshop where scheme drawings and models were presented. Attendees were invited to engage with the materials, share their views on the current conditions in Sutherland Road and give feedback on proposals. From the Blackhorse Workshop, the route proceeded south along Sutherland Road to Stirling Road, along Stirling Road to take the Sutherland Path back to Sutherland Road before continuing to St. Andrews Road

During the event, 13 people provided feedback to the questionnaire. The project team also recorded the concerns and aspirations of the community and talked about the possibilities for Sutherland Road and neighbouring streets.

Attendance:

- 17** Local Stakeholders
- 3** LBWF Highways team
- 2** LBWF Regen team
- 2** what if: projects ltd



7. Community Walkabout Photos



Junction of Sutherland Path and Sutherland Road



Entrance to Webbs Development Site and Unity Works



Industrial units opposite Headbourne House



Junction of Sutherland Path and Stirling Road

7. Community Walkabout Photos



Mill Gardens



Junction of Sutherland Road and St. Andrews Road

8. Business Forum

A scheme Business Forum has been established to provide advice and assist the development of the Sutherland Road Improvements Scheme.

The first Business Forum was hosted online on 28 March 2023. The aim of the forum was to introduce the scheme and gain an understanding of any concerns or aspirations the various local business may have.

The meeting was attended by staff from two local organisations, Acorn Day Opportunities (22 Sutherland Road) and Burnt Faith Spirits Limited (57 Sutherland Road). The meeting focused on the concerns and aspirations of Burnt Faith Spirits Limited, these included:

1. Adjacent parking is typically used for industrial units and business activity at Unity Works.
2. Space for loading/unloading on the western side of street is at capacity and constrained, parking needs to be revised.
3. Brewery needs crossover for HGV deliveries and rubbish collection.
4. Ensure all businesses are accessible.
5. More trees, greening and rain gardens are welcome.
6. Burnt Faith frontage land will be improved by Burnt Faith – LBWF to interface public highway design with plans that will be submitted to LBWF design team from Burnt Faith.
7. Road experiences serious drainage flooding issues, problems need to be addressed.
8. Potholes need addressing.

It was suggested that further Business Forum meetings be organised at key project milestones. The next meeting is planned for June 2023 to discuss the preliminary design stage.



9. Accessibility Forum

An Accessibility Forum for organisations and stakeholders has been formed to provide advice and assist in developing the accessibility requirements of the scheme.

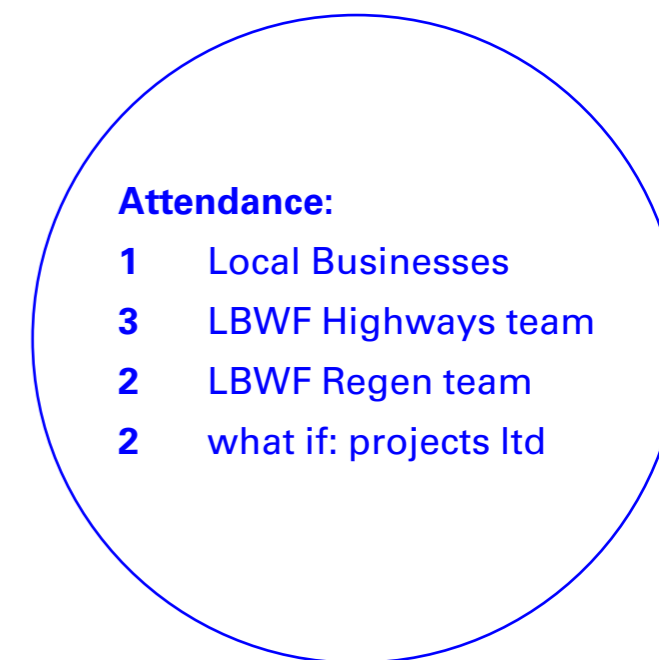
Hosted online on 3 April 2023, this first Accessibility Forum was set up to get an understanding of the concerns and aspirations of local stakeholders.

The project team gave an overview of the objectives, funding, programme and progress to date and future plans for the scheme.

The meeting was attended by staff from Acorn Day Opportunities (22 Sutherland Road). As the only attendees the meeting focused on the insights and ambitions of Acorn Day Opportunities (ADO):

1. Parking in Sutherland Road is problematic, parking bays are usually full and unclassified; therefore, no restrictions apply
2. ADO have their own vehicle fleet and use dial-a-ride services. The space to the rear of the building is used to park their vehicles and for ramped wheelchair access into the property.
3. Vehicle access to the rear of the property can be problematic, parking adjacent to crossover restricts vehicle manoeuvrability. Yellow lines could be extended to improve vehicle entry and exit to ADO building.
4. A dropped kerb to the western side of ADO building is not required for vehicle access but is used by staff for parking, ADO will confirm whether the western crossover can be removed.
5. There are currently three shipping containers used for storage outside the building frontage, if they can be moved to the rear of the building the space can be made available for potential public realm improvements.

Future Accessibility Forum meetings are to be organised at key project milestones. The next meeting is planned for June 2023 to discuss the preliminary design stage.



10. Feedback Analysis

The four engagement events held to date were attended by approximately 40 local residents and stakeholders, 20 written feedback forms were filled out and comments made during the on-site an online events were also recorded.

Feedback on the plans was positive and the insights shared by the local community at the engagement events largely supported the issues the scheme proposals address. The main concerns and aspirations of local residents and stakeholders focus on issues with parking, traffic flows, the deterioration of the carriageway, difficulties with moving around on foot or by bicycle and the lack of green space and trees. Issues with overlapping industrial and residential uses were also highlighted.

There were a number of positive comments and those in attendance were keen to see improvements. Residents said they felt a strong sense of community and enjoyed the mixed character of the local community but would like more for the local community on the street like more shops as well as more places to sit and spend time. Access to public transport is good locally and car use among respondents was relatively low with most opting for active travel modes instead.

Although many residents said they felt safe there were some issues with personal security; one of the residents who attended the community walkabout was mugged outside Papermill Place. Several people also said they would like to see CCTV installed as part of the improvements.

Comments were also made about issues in and around the connecting streets, particularly accessibility along St. Andrews Road and the junction between Wigmore Place and Stirling Road.

Views on the fundamentals of the scheme were very positive, the majority of people we spoke to agreed that parking issues should be addressed, more greening was needed and the experience for pedestrians and cycle users needed to be improved.

Resident's Comments:

"Diverse. Lots going on, residential / workshops / businesses. Feels pretty safe "

"It looks grey, no green"

"Lack of connections to Blackhorse Lane, too many cars, parking, trucks unloading, 'rat runs', difficult for pedestrians and cyclists, lack of greenery, trees, nature"

"Needs more for local community - even a couple more shops"

"Good community spirit, great neighbours!"

"No trees, pot holes, no proper loading / unloading for commercial vehicles"

"When cars are speeding down the road it feels unsafe"

"Pot holes make cycling challenging"

"It would be great to have a pocket park in this section, so that residents could feel more pride about their area"

"Dirty, fly tipping, rubbish on streets, terrible parking, very stressful every time I use car, speeding cars, lack of trees, pot holes"

"No trees, uninviting, poor parking, unsafe to cross"

"Right now, is an incredibly hostile/stressful place to be as a pedestrian"

"It really deserves improving & would transform the area"

In total 20 people filled in a feedback form:
7 at the ward forum on the 15.03.2023
13 on the community walk about on the 2023.03.2023

Note: Not every respondent filled in all sections of the feedback form.

85%

find the existing footways challenging.

70%

find it difficult to cross the road safely right now.

90%

would like to see fewer cars park on the street.

25%

of those surveyed currently park on-street.

90%

say there isn't enough accessible green space.

90%

would like more trees and greening please!

70%

would like more places to sit and spend time.

35%

think they need better wayfinding in the area.

90%

think more climate resilience is needed.

80%

of people we asked get around on foot.

65%

of those surveyed use their bicycles to travel.

40%

are still using their cars to get about.

10. Feedback Analysis

Active modes of travel make up the majority of journeys around Sutherland Road with 80% of those surveyed telling us they get around on foot and 65% by bicycle. Only 40% of people use cars.

85% of respondents said they found the footway environment challenging with pavement parking seen as a major issue; 90% said they would like to see fewer cars parked on street.

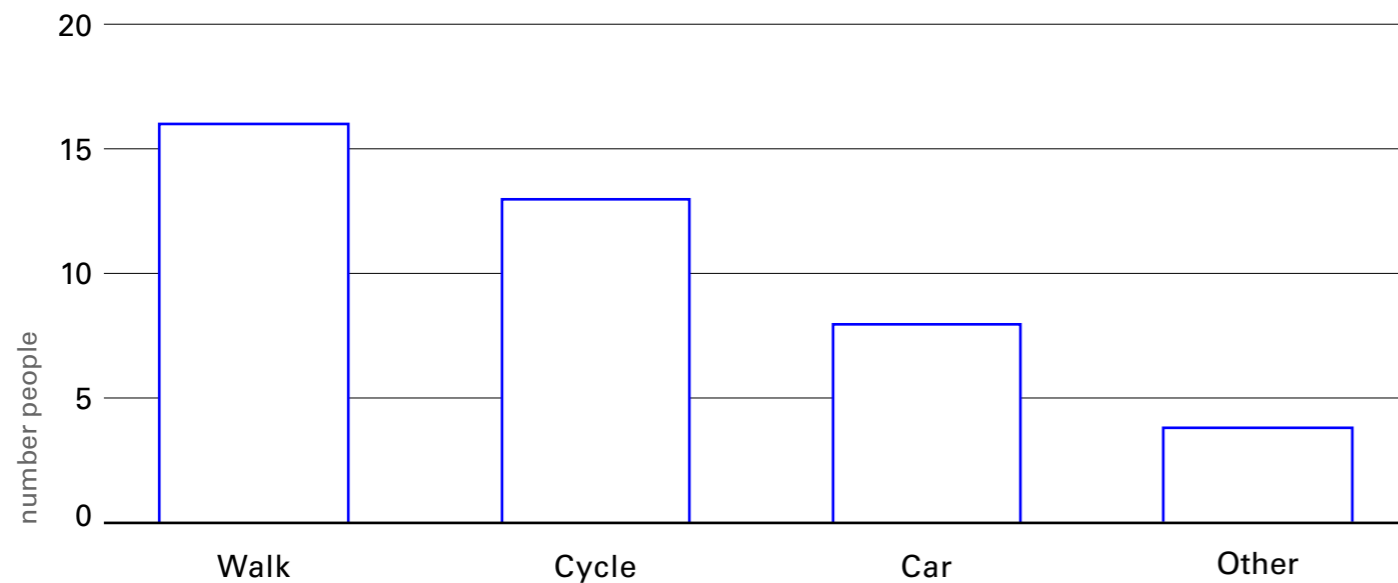
70% said they find it difficult to cross the road safely, parked cars restrict views and speeding vehicles make pedestrians feel unsafe.

When asked about their main issues at Sutherland Road, 75% raised concerns about parking, vehicle traffic and the condition of the carriageway.

Resident's Comments:

"Too many cars, parking, trucks unloading, 'rat runs', difficult for pedestrians and cyclists"

"I Walk and cycle. It doesn't feel particularly safe or pleasant"



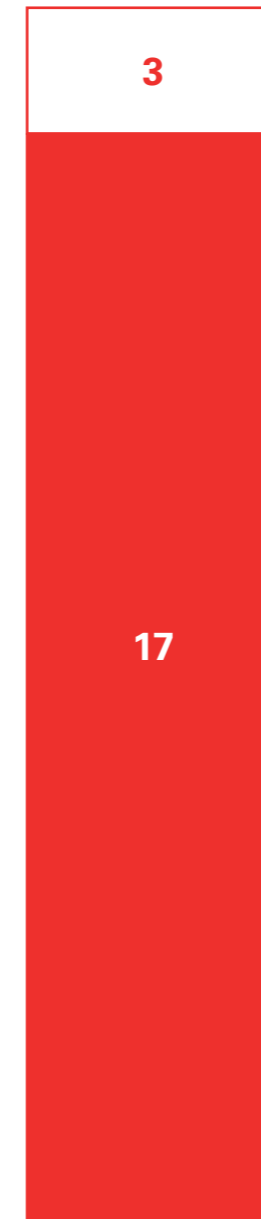
4. How do you travel in and around Sutherland Road? / Is your journey safe, comfortable and easy? (by car, walk, bicycle, other)

90%

of respondents would like to see fewer cars parked on Sutherland Road.

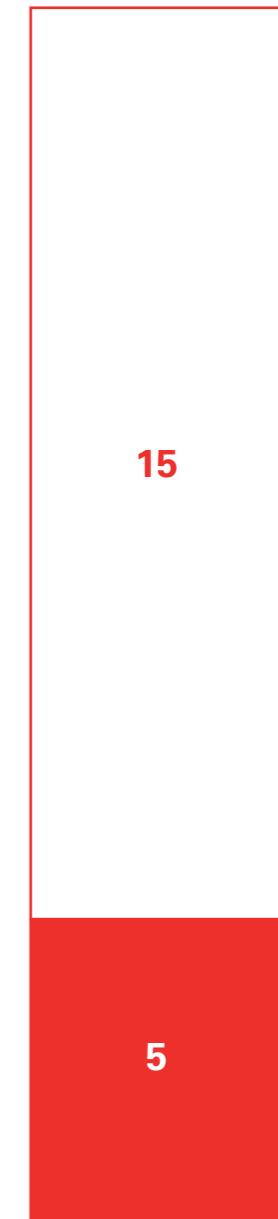
25%

of people we asked park on Sutherland Road



Yes
No

5. Do you feel Sutherland Road is dominated by parked cars? Would you like to see fewer cars?



Yes
No

7. Do you park your car in Sutherland Road?

10. Feedback Analysis

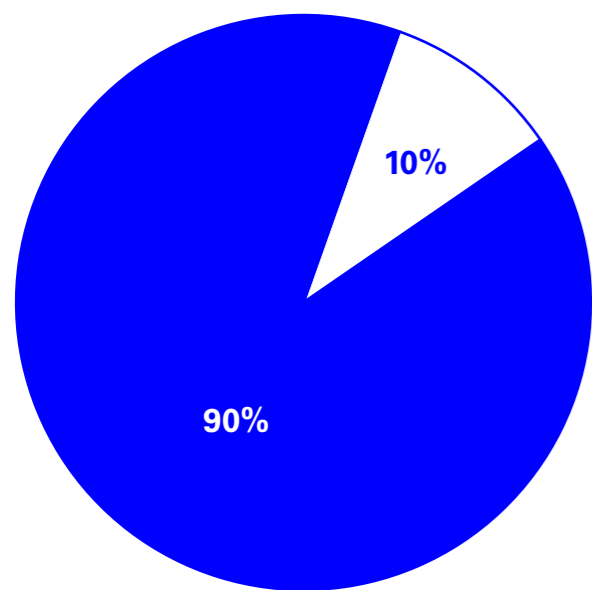
Sutherland Road is in the GLA's highest risk brackets for flooding, heat and climate risk metrics, it lacks accessible green space and is below London average for tree canopy cover. 90% of respondents think it is important to improve climate resilience.

The road is characterised by a lack of green space, there are currently no council owned street trees and access to well maintained green space is limited. Existing areas of public realm are under used and lacking green infrastructure.

40% of those surveyed raised the lack of trees or green spaces as one of the main issues with Sutherland Road with 90% agreeing that more trees are needed, 70% also think there should be more places to sit in the area.

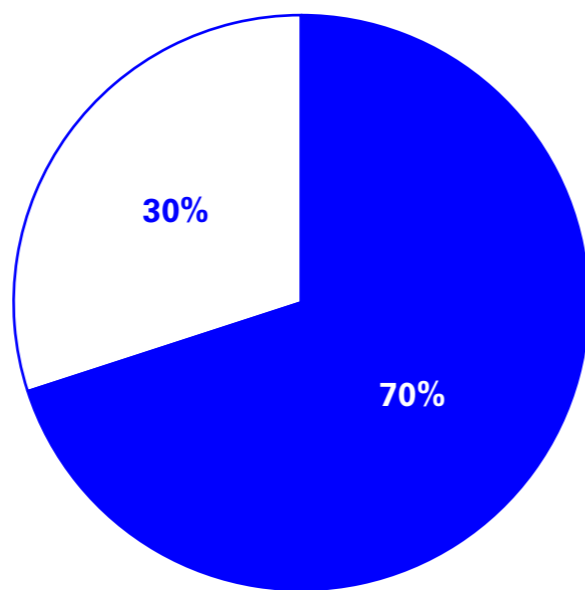
Resident's Comments:

"It would be great to have a pocket park, so that residents could feel more pride about their area."



■ Yes
□ No

12. Do you feel it is important to introduce new street infrastructure that help makes the street more climate resilient?



■ Yes
□ No

10. Should there be places to sit, rest and spend time or areas for play?

90%

say there isn't enough accessible green space on Sutherland Road.



■ Yes
□ No

8. Are there enough street trees and accessible green spaces at Sutherland Road?

90%

would also like there to be more trees and greening please!



■ Yes
□ No

9. Would you like to see more greening?

11. Summary And Next Steps

The in-person engagement events have been well attended and feedback from the Ward Forum and Community Walkabout indicates that the local community's concerns broadly correspond with the issues the scheme proposals seek to address. On-line events have had lower up-take, comments from the Business and Accessibility Forums have confirmed feedback from in-person engagement and provided specific input that can be fed into proposals. Feedback across the engagement events held to date has been constructive and will be incorporated into design proposals where feasible.

Next Steps:

- Keep local people informed on progress of project ideas and enable them to help inform design proposals
- Establish engagement event with Hillyfield Primary Academy. In previous schemes, involving school pupils in engagement has been a positive move; It has been inspiring for the project team and generated excitement about proposals.
- Provide further engagement events with updated proposals that reflect feedback.
- Explore options for Controlled Parking Zones (CPZs).
- Develop proposals to reflect feedback from engagement events.