

# Sutherland Road Public Realm Improvement Scheme

## Public Consultation Report

July 2023



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## 1.0 INTRODUCTION

Waltham Forest Council is working to deliver public realm improvements that will transform Sutherland Road, making it a more enjoyable place for residents, businesses and visitors.

Sutherland Road has an important role in the industrial heritage of the Upper Lea Valley and having undergone a large redevelopment in recent years is now part of a new mixed neighbourhood of residential developments and growing businesses. Sutherland Road is also part of the recently Greater London Authority (GLA) accredited Blackhorse Lane Creative Enterprise Zone called the Blackhorse Collective.

Now that most of the residential development work is complete, the Council has developed proposals, supported by funding from the GLA's Housing Zone programme, to improve the overall look and feel of the area, encourage walking and cycling, and improve access for people with mobility aids and pushchairs.

The proposals aim to meet the following objectives:

- 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
- Creating vibrant streets that help local businesses to thrive and providing places for the community to come together.

## 1.1 EARLY ENGAGEMENT

In spring 2023 we held a series of engagement events with residents and key stakeholders to help us understand key concerns and aspirations for the area and develop the initial scheme design. The events included:

- Council Ward Forum - 11 March 2023 with local residents and stakeholders
- Community Walkabout - 22 March 2023 with local residents and stakeholders
- Business Forum - 29 March 2023 with local businesses and stakeholders
- Accessibility Forum - 3 April 2023 with local organisations and stakeholders

Overall, feedback on the proposals was positive and the main points raised by the local community included concerns with:

- parking,
- traffic flow,
- the condition of the carriageway,
- difficulties with moving around on foot or by bicycle,
- the lack of green space and trees, and
- issues with the interfaces between industrial and residential spaces.

The engagement report for the events can be viewed at <https://enjoywalthamforest.co.uk/sutherland/>.

The feedback gathered was used to develop the initial scheme design which was taken to public consultation between 24 June and 21 July 2023.

## 2.0 ENGAGEMENT APPROACH

### 2.1 PUBLIC CONSULTATION

The following sections detail the scheme proposals as presented to consultees, the Council's engagement approach, and the results of the consultation.

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#### 2.2.1 PUBLIC REALM SCHEME PROPOSALS

The scheme aims to implement a comprehensive range of improvements throughout Sutherland Road, which are outlined in detail below. The proposals include:

- Improving east-west and north-south pedestrian and cycle links
- Addressing the current carriageway alignment and parking layout
- Provision of new green infrastructure and introducing Sustainable Drainage Systems (SuDS)
- Implementing new wayfinding, public art and placemaking initiatives

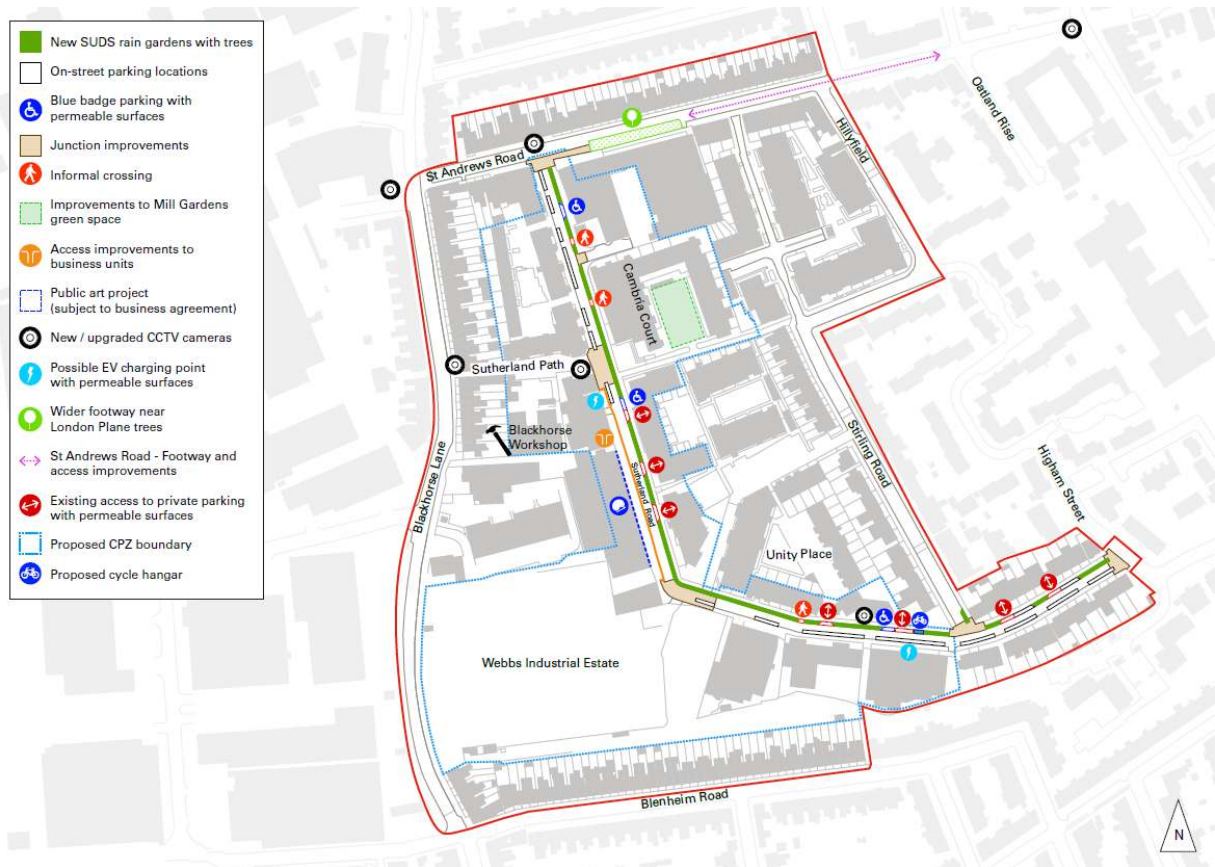


Figure 1 - Sutherland Road proposals plan

### 2.2.1.1 RAIN GARDENS AND PLANTING

At present Sutherland Road has a lack of green space, planting and trees and is dominated by vehicles and parking. The scheme design presents an exciting opportunity to provide a unique new green boulevard on the eastern side of Sutherland Road. We are proposing to install a significant bank of rain gardens that will create new biodiverse, sustainable green spaces that will help tackle climate change by improving air quality, reducing noise pollution, and providing areas with a diverse selection of flowers, plants, shrubs and trees. These will attract pollinators, bees and birds and will also be for the local community to enjoy as communal sociable spaces.

Rain gardens also include Sustainable Drainage Systems (SuDS) that capture rainfall before it enters the drainage network, and they either release water slowly into the network or allow it to infiltrate into the ground. They can help to improve surface water management while fulfilling a range of other functions such as becoming amenity space, assisting pollution reduction and boosting biodiversity. We would also like the local community to get involved with planting of the rain gardens and future maintenance if possible.

To enable the rain gardens to be installed we will need to make changes to the parking on Sutherland Road. More information about the changes to parking can be found in the section below.

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### **2.2.1.2 PARKING AND EV CHARGING BAYS**

Due to concerns raised by the local community regarding parking issues in Sutherland Road and the requirement to reduce parking to make space for the rain gardens and wider scheme improvements, we also consulted on the possible implementation of a new Controlled Parking Zone (CPZ) for Sutherland Road, that will be delivered alongside this scheme to prioritise parking for the local community. The CPZ will also allow current footway parking bays to be moved into the carriageway, which will create wider and more accessible footways.

If a CPZ was to be introduced in Sutherland Road, it would allow only permit holders, authorised visitors and blue badge holders to park in the CPZ parking bays. The CPZ will also stop commuters, un-taxed vehicles and abandoned vehicles occupying parking space in the street. The scheme also includes proposals for new dedicated blue badge parking bays and new EV charging bays.

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### **2.2.1.3 PUBLIC REALM AND JUNCTION IMPROVEMENTS**

There are several key focus areas in Sutherland Road that are being redesigned to upgrade the streetscape and enhance the look and feel of the area. The key locations for these improvements are listed below and shown on the scheme plan.

- Sutherland Road junction with St Andrews Road
- Sutherland Road adjacent to Cambria House
- Sutherland Road junction with Sutherland Path
- Sutherland Road junction with Webbs Industrial Estate
- Sutherland Road junction with Stirling Road
- Sutherland Road junction with Higham Street

These areas will include some of the items listed below:

- Improved east-west and north-south connections for walking and cycling along with new wayfinding and signage
- Wider footways, improved crossing points with raised tables or Copenhagen crossings
- Improved surface finishes
- New street furniture and cycle parking
- New green infrastructure and permeable (SuDS) finishes.

The public realm improvements will also include the following changes to St Andrews Road:

- New surfacing in the vicinity of the London Plane trees
- Wider footways and accessibility improvements at various locations.

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### **2.2.1.3 HIGHWAY SAFETY AND PEDESTRIAN IMPROVEMENTS**

There are several key focus areas in Sutherland Road that are being redesigned to upgrade the streetscape and enhance the look and feel of the area. The key locations for these improvements are listed below and shown on the scheme plan.

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- Sutherland Road adjacent to Cambria House
- Sutherland Road junction with Sutherland Path
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- Sutherland Road junction with Stirling Road
- Sutherland Road junction with Higham Street

These areas will include some of the items listed below:

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- Improved surface finishes
- New street furniture and cycle parking
- New green infrastructure and permeable (SuDS) finishes.

The public realm improvements will also include the following changes to St Andrews Road:

- New surfacing in the vicinity of the London Plane trees
- Wider footways and accessibility improvements at various locations.

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## **2.2.2 ABOUT THE CONSULTATION**

### **Communication and engagement summary**

The public consultation took place between 24 June and 21 July 2023. A consultation leaflet inviting people to complete the questionnaire was delivered to 1,473 properties within the scheme boundary area on 24 and 25 June 2023 using an external delivery company, Cubiquity. Distribution of the leaflet was recorded using GPS tracking. The consultation was primarily hosted online using the SurveyMonkey platform whilst a hardcopy of the survey could be requested through the Enjoy email address and phone number detailed in the leaflet.

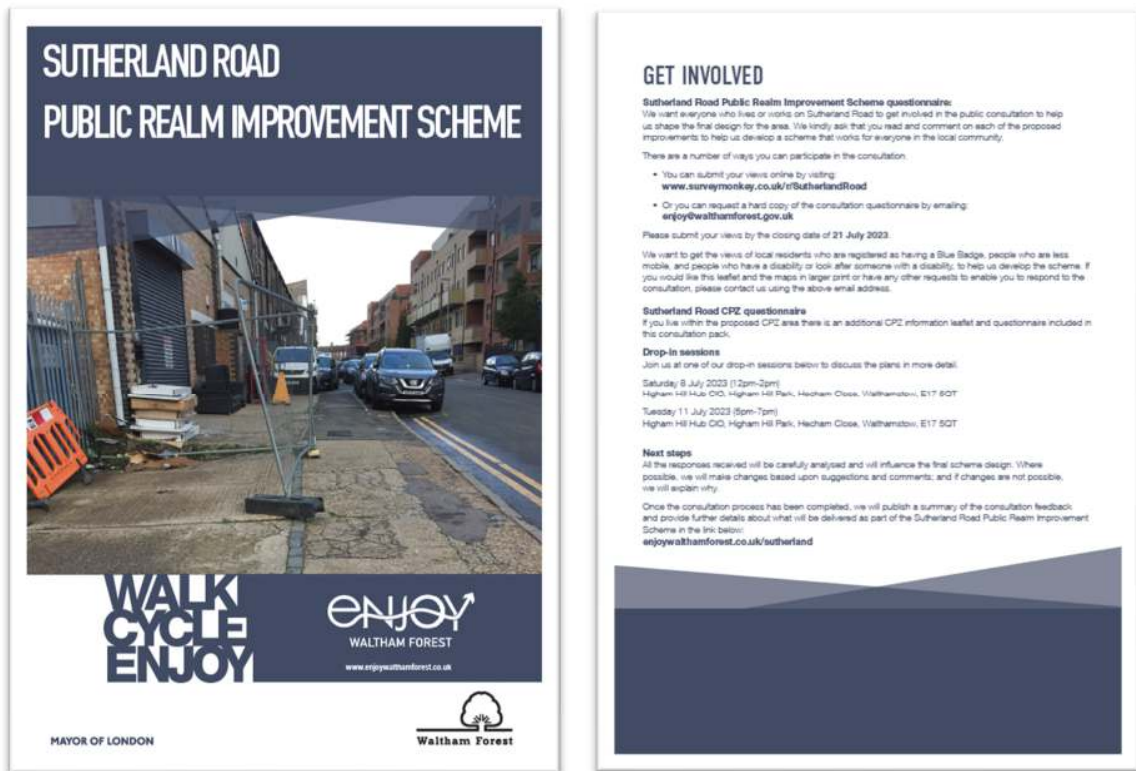


Figure 2 - Consultation leaflet (front and back)



Figure 3 - Leaflet delivery GPS tracking data from Cubiquity

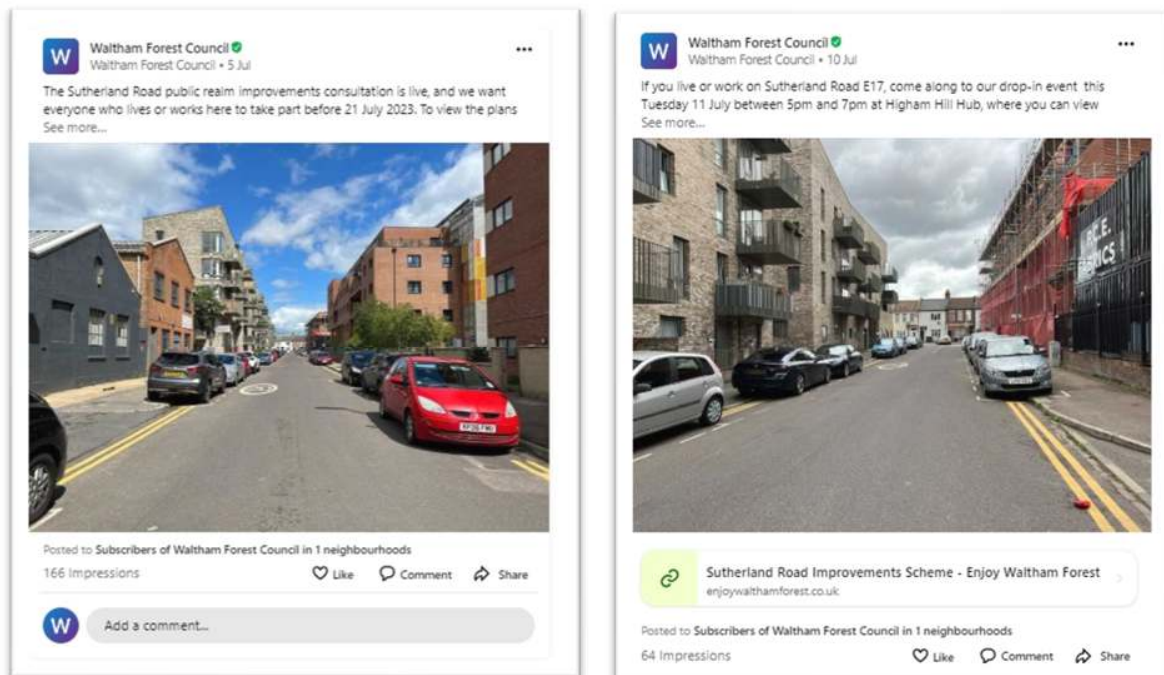


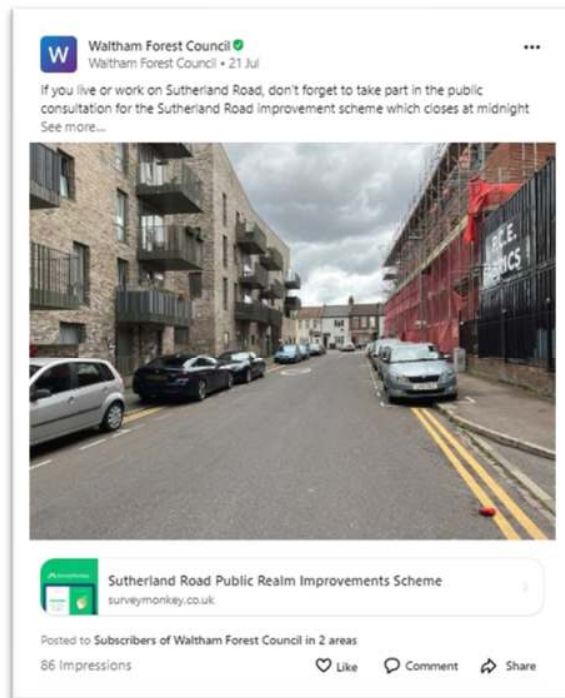
30 A4 signs (see fig.4) were placed on lamp columns in the scheme area to make local people aware of the public consultation, the drop in events, and how to get involved.



**Figure 4 – Signs promoting the consultation and locations of signs**

On 5, 10 and 21 July 2023, the public consultation and survey URL were promoted on the social media channel NextDoor (see fig.5). Also, on 20 and 28 July the public consultation was promoted on the Council’s Twitter page (see fig.5).





**Figure 5 – Image of Nextdoor posts**

The scheme consultation was also included in the Council’s “Have your say” newsletter which was delivered to around 9,000 subscribers week commencing 3 July 2023. See Fig 6 below.



**Figure 6 – Image of newsletter**

During the public consultation period we held two informal drop-in sessions where the community could come and talk to us about the plans. The drop-in sessions were advertised in the leaflet, on-street posters, and the Enjoy website. The sessions were held on:

- Saturday 8 July 2023 (12pm-2pm) - Higham Hill Hub CIO, Higham Hill Park, Hecham Close, Walthamstow, E17 5QT
- Tuesday 11 July 2023 (5pm-7pm) - Higham Hill Hub CIO, Higham Hill Park, Hecham Close, Walthamstow, E17 5QT

At the drop-in sessions, plans were displayed and the events were staffed by Council officers. Approximately 16 people attended the drop-in events in total. Those who attended were largely positive about the scheme. Concerns raised were primarily about issues affecting the community outside of the scope of the scheme, including anti-social behaviour and pot-holes on Sutherland Road. However, some attendees raised concerns about business loading and delivery spaces and general connectivity issues for walking and cycling across the surrounding area. Attendees provided feedback via comments cards, a detailed summary of which can be viewed in Section 4.4.



**Figures 4 and 5 - Photos from the consultation drop-in sessions**

## 3.0 RESULTS

### 3.1 OVERALL RESULTS — ALL RESPONDENTS

Overall, 100 responses were received for the consultation. Of these, 72 verified responses were fed into the analysis.

28 responses were discounted from the analysis in total. These responses were discounted as they were submitted from the same IP address, therefore it was not possible to tell whether these responses have come from one respondent or multiple respondents. Removing these responses helps us to ensure that any attempts from one person to respond multiple times in order to manipulate the results of the consultation are mitigated.

Views on the Sutherland Road proposals were primarily captured via an online SurveyMonkey questionnaire. The questions were split into the following sections:

- Overall scheme proposals
- Rain gardens and planting
- Parking and EV charging bays
- Public realm and junction improvements
- Highway safety and pedestrian improvements
- Business unit improvements
- CCTV improvements

When completing the consultation surveys, respondents were given the opportunity to identify as living in the area, working/local business owner in the area or a visitor to the area. Out of the 72 verified responses:

- 69 identified as residents
- 3 as visitors to the area

Respondents were also asked how they travel when making local journeys and longer journeys around the borough. They were asked to highlight their most primary mode of transport from the following: Walk, Cycle, Public Transport, Car (driver), Car (passenger) or Taxi. The results are shown below:

What is your primary mode of travel for local journeys?	Total	%
Walk	45	63%
Car (driver)	10	14%
Cycle	8	11%
Public transport	5	7%
Car (passenger)	2	3%
Other	1	1%
Prefer not to say	1	1%
Taxi	0	0%

**Table 1 - Overall respondents transport modes (local)**

What is your primary mode of travel for longer journeys across Waltham Forest?	Total	%
Car (driver)	23	33%
Public transport	21	30%
Cycle	16	23%
Walk	6	9%
Car (passenger)	4	6%
Other	2	3%
Taxi	0	0%

**Table 2 - Overall respondents transport modes (boroughwide)**

The following sections display the results of the Sutherland Road Public Realm Improvement Scheme questionnaire.

### 3.2 OVERALL RESULTS — QUESTIONNAIRE

The questions about the scheme asked respondents to indicate how they feel about different elements of the scheme on a scale from “Very positive” to “Very negative”. For analysis, sentiments have been grouped together in the following format:

- Very positive and Positive = Positive
- Neutral = Neutral
- Very negative and Negative = Negative

The following sections present detailed analysis of results for all the survey questions, split into their respective categories. The tables of results show the totals and percentages for all confirmed responses, as well as those who live within the consultation area only, of which there were 59 responses.

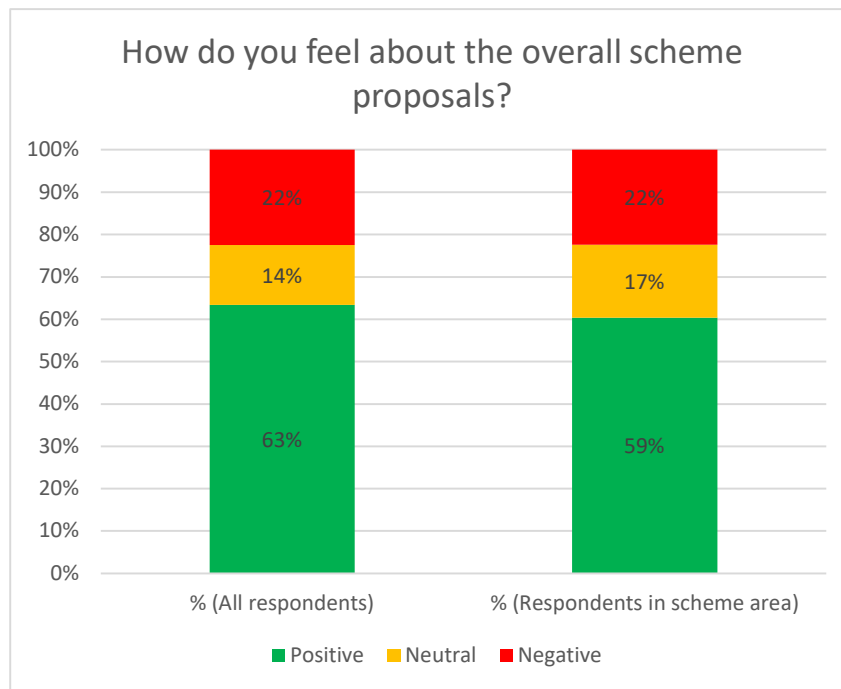
38 people responded from Sutherland Road itself and upon analysis of the results, the sentiment on that road mirrored the general sentiment of all respondents and respondents within the consultation area.

### 3.3 OVERALL SCHEME PROPOSALS

#### 3.3.1 Q1. HOW DO YOU FEEL ABOUT THE OVERALL SCHEME?

How do you feel about the overall scheme proposals?	Total (All respondents)	% (All respondents)	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	45	63%	35	59%
Neutral	10	14%	10	17%
Negative	16	22%	13	22%
Blanks	1	1%	1	2%

**Table 3 – How do you feel about the overall scheme?**



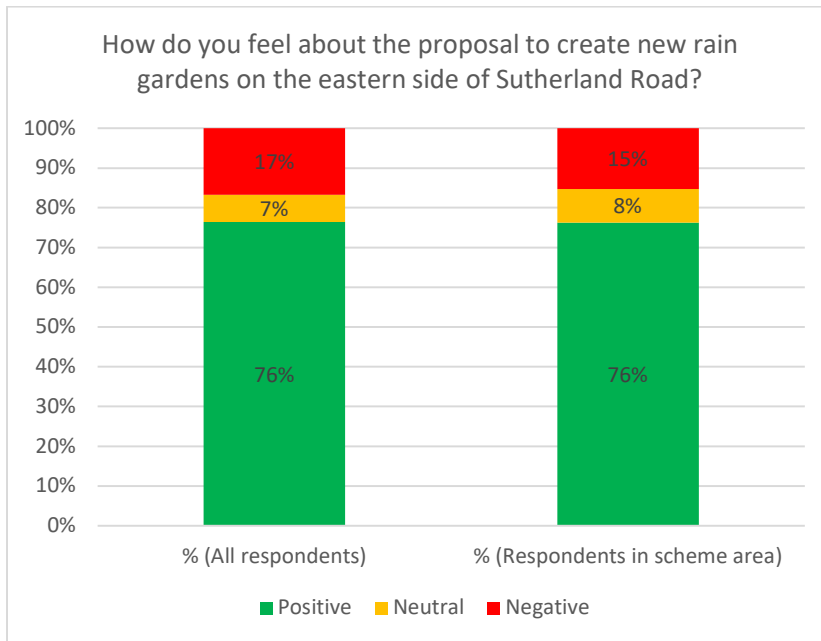
**Chart 1 – “How do you feel about the overall scheme?”**

As seen in the chart above, sentiment around the overall scheme was largely positive, with 63% of all responses indicating a positive sentiment and 22% negative. This is reflected by those who live within the consultation area, with 59% positive and 22% negative sentiment among those respondents.

**3.3.2 Q2. HOW DO YOU FEEL ABOUT THE PROPOSAL TO CREATE NEW RAIN GARDENS ON THE EASTERN SIDE OF SUTHERLAND ROAD?**

How do you feel about the proposal to create new rain gardens on the eastern side of Sutherland Road?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	55	76%	45	76%
Neutral	5	7%	5	8%
Negative	12	17%	9	15%
Blanks	0	0%	0	0%

**Table 4 – “How do you feel about the proposal to create new rain gardens on the eastern side of Sutherland Road?”**



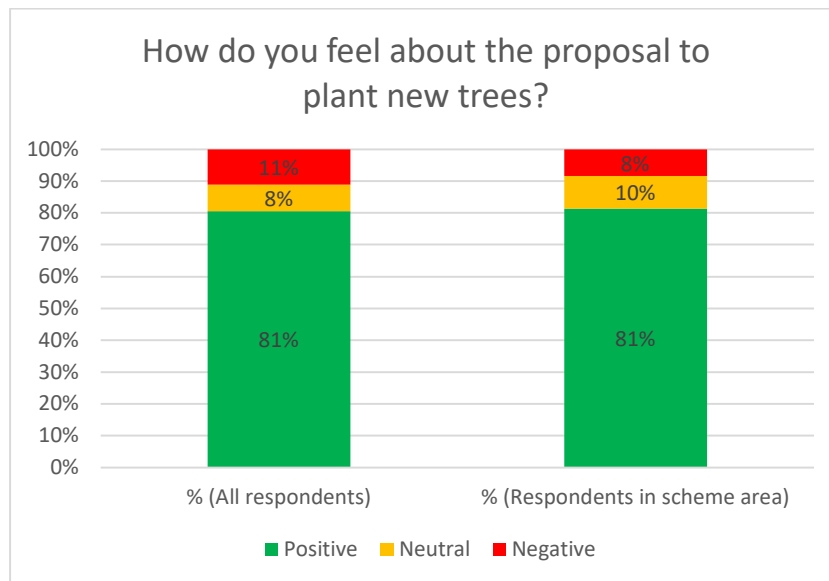
**Chart 2 – “How do you feel about the proposal to create new rain gardens on the eastern side of Sutherland Road?”**

As seen in the chart above, sentiment around the proposal to create new rain gardens on the eastern side of Sutherland Road was largely positive, with 76% of all responses indicating a positive sentiment and 17% negative. This is reflected by those who live within the consultation area, with 76% positive and 15% negative sentiment among those respondents.

### 3.3.3 Q3. HOW DO YOU FEEL ABOUT THE PROPOSAL TO PLANT NEW TREES THROUGHOUT THE SUTHERLAND ROAD SCHEME AREA?

How do you feel about the proposal to plant new trees throughout the Sutherland Road scheme area?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	58	81%	48	81%
Neutral	6	8%	6	10%
Negative	8	11%	5	8%
Blanks	0	0%	0	0%

**Table 5 – “How do you feel about the proposal to plant new trees throughout the Sutherland Road scheme area?”**



**Chart 3 – “How do you feel about the proposal to plant new trees throughout the Sutherland Road scheme area?”**

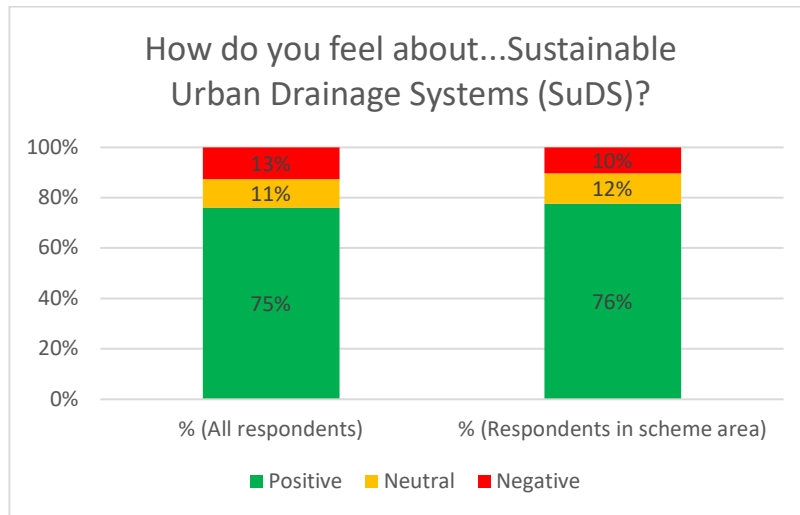
As seen in the chart above, sentiment around the proposal to plant new trees throughout the Sutherland Road scheme area was largely positive, with 81% of all responses indicating a positive sentiment and 11% negative. This is reflected by those who live within the consultation area, with 81% positive and 8% negative sentiment among those respondents.

**3.3.4 Q4. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL NEW SUSTAINABLE URBAN DRAINAGE SYSTEMS (SUDS) THROUGHOUT THE SUTHERLAND ROAD SCHEME AREA?**

How do you feel about the proposal to install new Sustainable Urban Drainage Systems (SUDS) throughout the Sutherland Road scheme area?	Total (All respondents)	% (All respondents)	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	54	75%	45	76%
Neutral	8	11%	7	12%
Negative	9	13%	6	10%
Blanks	1	1%	1	2%

**Table 6 – “How do you feel about the proposal to install new Sustainable Urban Drainage Systems (SUDS) throughout the Sutherland Road scheme area?”**





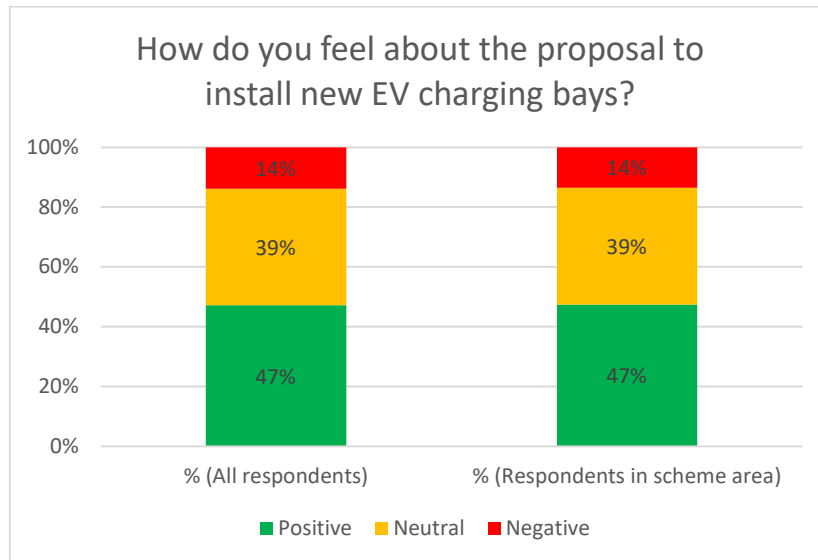
**Chart 4 – “How do you feel about the proposal to install new Sustainable Urban Drainage Systems (SUDS) throughout the Sutherland Road scheme area?”**

As seen in the chart above, sentiment around the proposal to install new Sustainable Urban Drainage Systems (SUDS) throughout the Sutherland Road scheme area was largely positive, with 76% of all responses indicating a positive sentiment and 13% negative. This is reflected by those who live within the consultation area, with 76% positive and 10% negative sentiment among those respondents.

### 3.3.5 Q5. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL NEW EV CHARGING BAYS?

How do you feel about the proposal to install new EV charging bays?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	34	47%	28	47%
Neutral	28	39%	23	39%
Negative	10	14%	8	14%
Blanks	0	0%	0	0%

**Table 7 – “How do you feel about the proposal to install new EV charging bays?”**



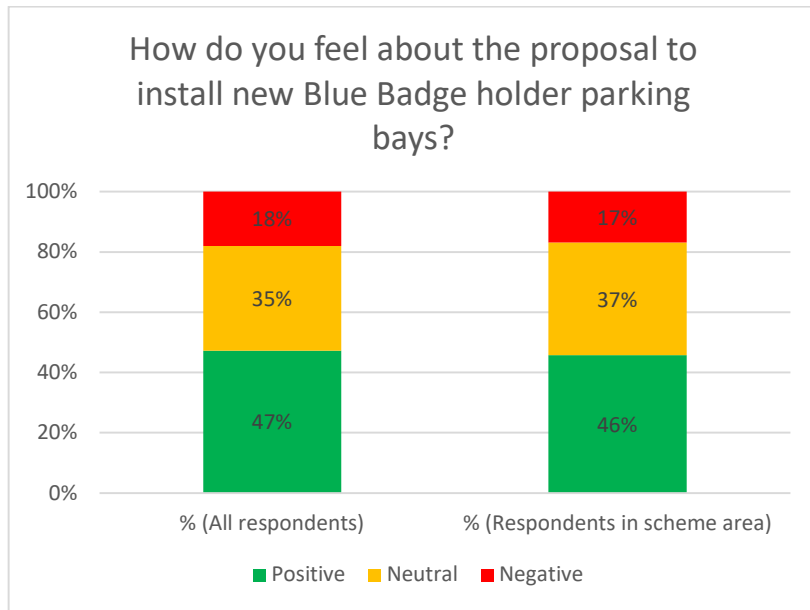
**Chart 5 – “How do you feel about the proposal to install new EV charging bays?”**

As seen in the chart above, sentiment around the proposal to install new EV charging bays was mostly positive or neutral, with 47% of all responses indicating a positive sentiment, 39% neutral and 14% negative. This is reflected by those who live within the consultation area, with 47% positive, 39% neutral and 14% negative sentiment among those respondents.

### 3.3.6 Q6. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL NEW BLUE BADGE HOLDER PARKING BAYS?

How do you feel about the proposal to install new Blue Badge holder parking bays?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	34	47%	27	46%
Neutral	25	35%	22	37%
Negative	13	18%	10	17%
Blanks	0	0%	0	0%

**Table 8 – “How do you feel about the proposal to install new Blue Badge holder parking bays?”**



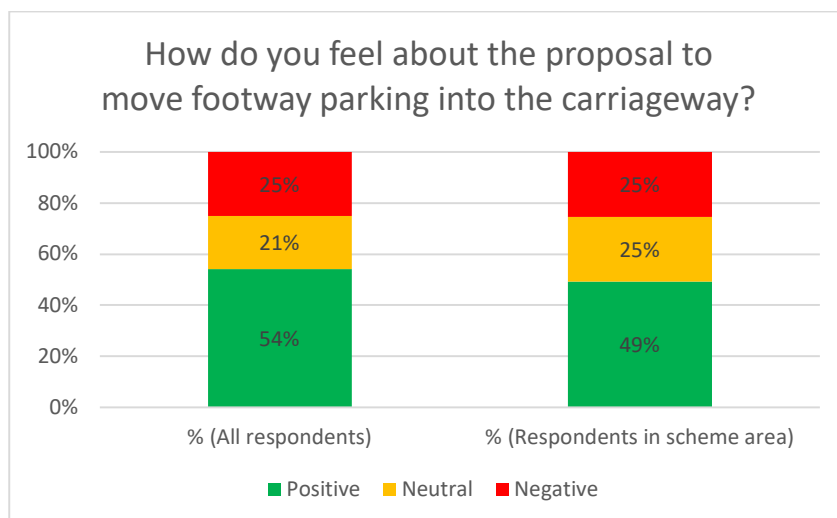
**Chart 6 – “How do you feel about the proposal to install new Blue Badge holder parking bays?”**

As seen in the chart above, sentiment around the proposal to install new Blue Badge holder parking bays was largely positive or neutral, with 47% of all responses indicating a positive sentiment, 35% neutral and 18% negative. This is reflected by those who live within the consultation area, with 46% positive, 37% neutral and 17% negative sentiment among those respondents.

### 3.3.7 Q7. HOW DO YOU FEEL ABOUT THE PROPOSAL TO MOVE FOOTWAY PARKING INTO THE CARRIAGEWAY?

How do you feel about the proposal to move footway parking into the carriageway?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	39	54%	29	49%
Neutral	15	21%	15	25%
Negative	18	25%	15	25%
Blanks	0	0%	0	0%

**Table 9 – “How do you feel about the proposal to move footway parking into the carriageway?”**



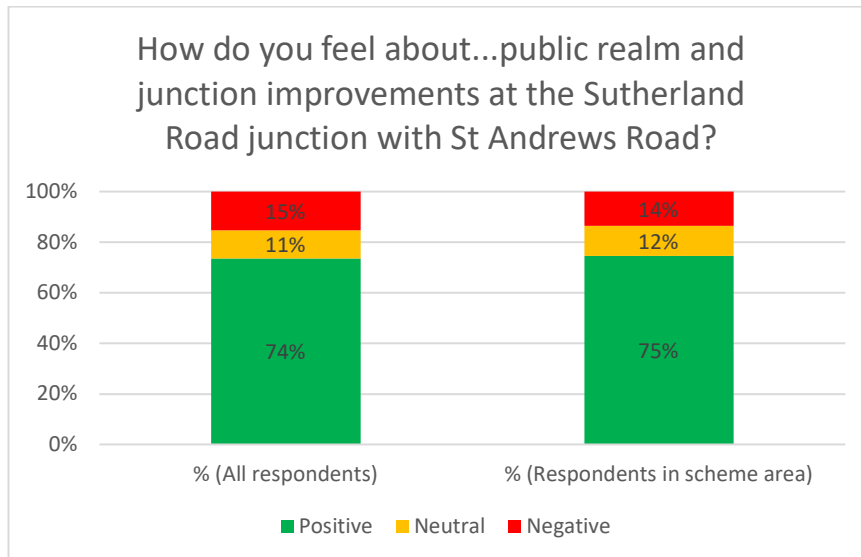
**Chart 7 – “How do you feel about the proposal to move footway parking into the carriageway?”**

As seen in the chart above, sentiment around the proposal to move footway parking into the carriageway was largely positive, with 54% of all responses indicating a positive sentiment and 25% negative. This is reflected by those who live within the consultation area, with 49% positive and 25% negative sentiment among those respondents.

### 3.3.8 Q8. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD JUNCTION WITH ST ANDREWS ROAD?

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with St Andrews Road?	Total (All respondents)	% (All respondents)	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	53	74%	44	75%
Neutral	8	11%	7	12%
Negative	11	15%	8	14%
Blanks	0	0%	0	0%

**Table 10 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with St Andrews Road?”**



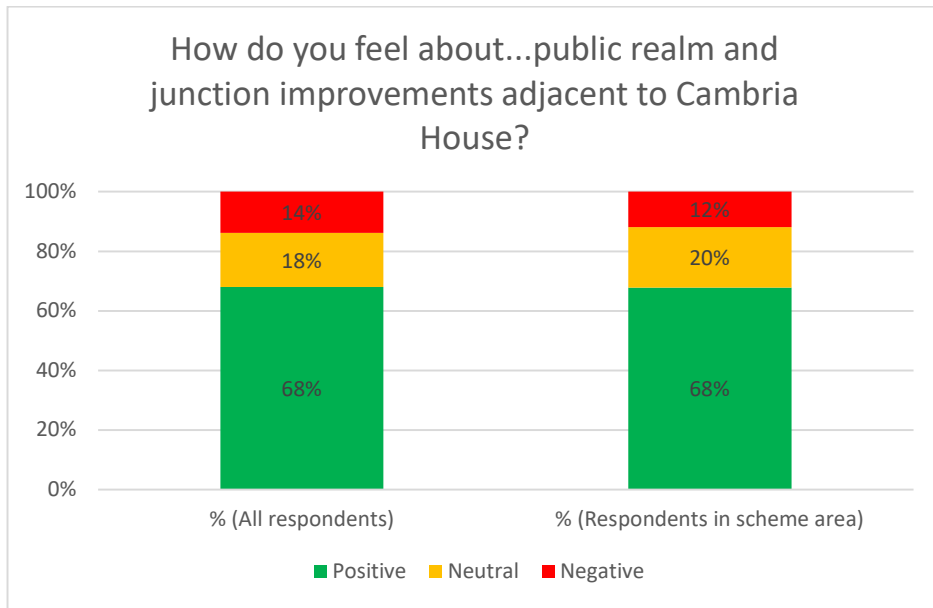
**Chart 8 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with St Andrews Road?”**

As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road junction with St Andrews Road was largely positive, with 77% of all responses indicating a positive sentiment and 13% negative. This is reflected by those who live within the consultation area, with 79% positive and 11% negative sentiment among those respondents.

**3.3.9 Q9. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD ADJACENT TO CAMBRIA HOUSE?**

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road adjacent to Cambria House?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	49	68%	40	68%
Neutral	13	18%	12	20%
Negative	10	14%	7	12%
Blanks	0	0%	0	0%

**Table 11 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road adjacent to Cambria House?”**



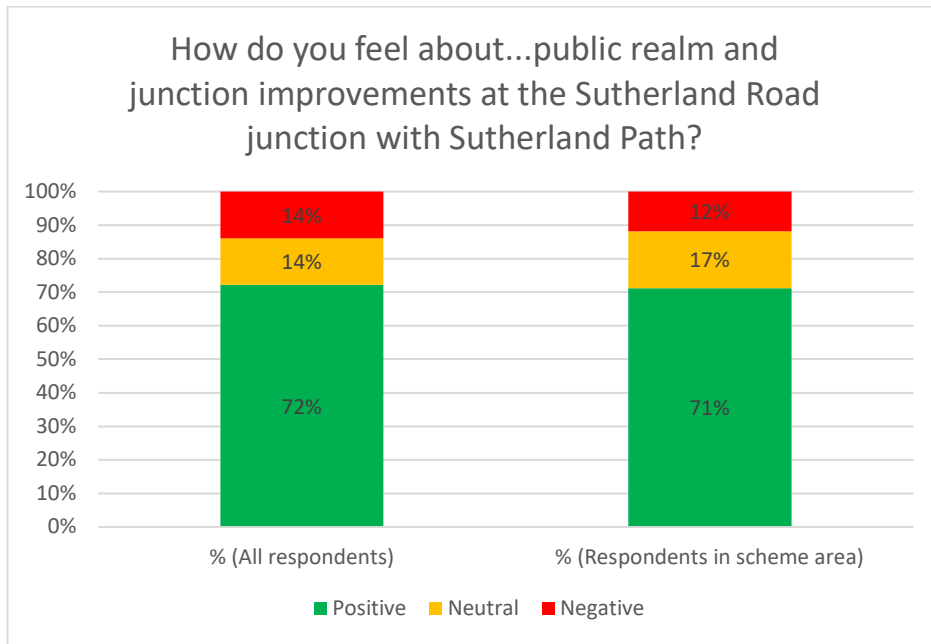
**Chart 9 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road adjacent to Cambria House?”**

As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road adjacent to Cambria House was largely positive, with 68% of all responses indicating a positive sentiment and 18% negative. This is reflected by those who live within the consultation area, with 68% positive and 12% negative sentiment among those respondents.

**3.3.10 Q10. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD JUNCTION WITH SUTHERLAND PATH?**

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Sutherland Path?	Total (All respondents)	% (All respondents)	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	52	72%	42	71%
Neutral	10	14%	10	17%
Negative	10	14%	7	12%
Blanks	0	0%	0	0%

**Table 12 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Sutherland Path?”**



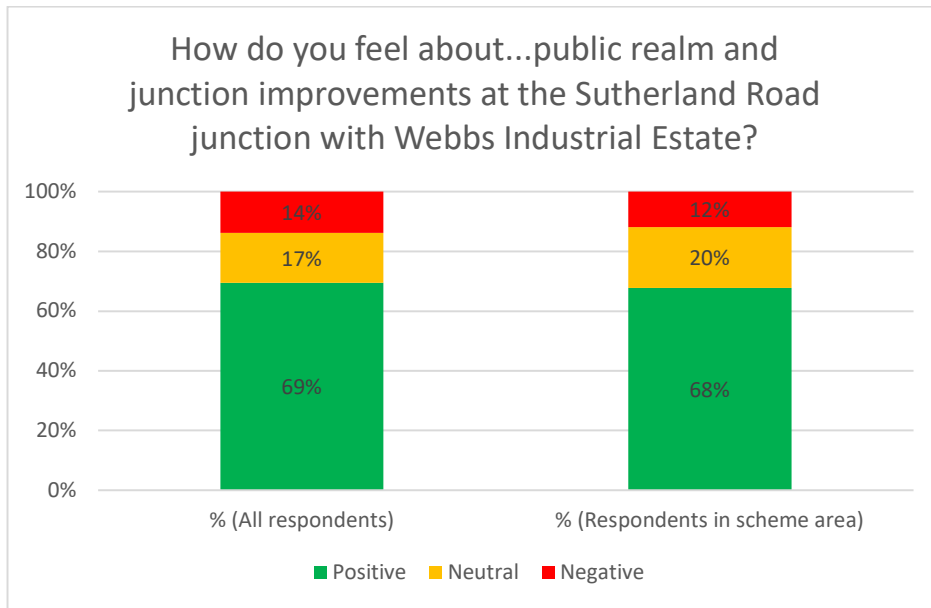
**Chart 10 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Sutherland Path?”**

As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road junction with Sutherland Path was largely positive, with 72% of all responses indicating a positive sentiment and 14% negative. This is reflected by those who live within the consultation area, with 71% positive and 12% negative sentiment among those respondents.

**3.3.11 Q11. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD JUNCTION WITH WEBBS INDUSTRIAL ESTATE?**

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Webbs Industrial Estate?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	50	69%	40	68%
Neutral	12	17%	12	20%
Negative	10	14%	7	12%
Blanks	0	0%	0	0%

**Table 13 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Webbs Industrial Estate?”**



**Chart 11 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Webbs Industrial Estate?”**

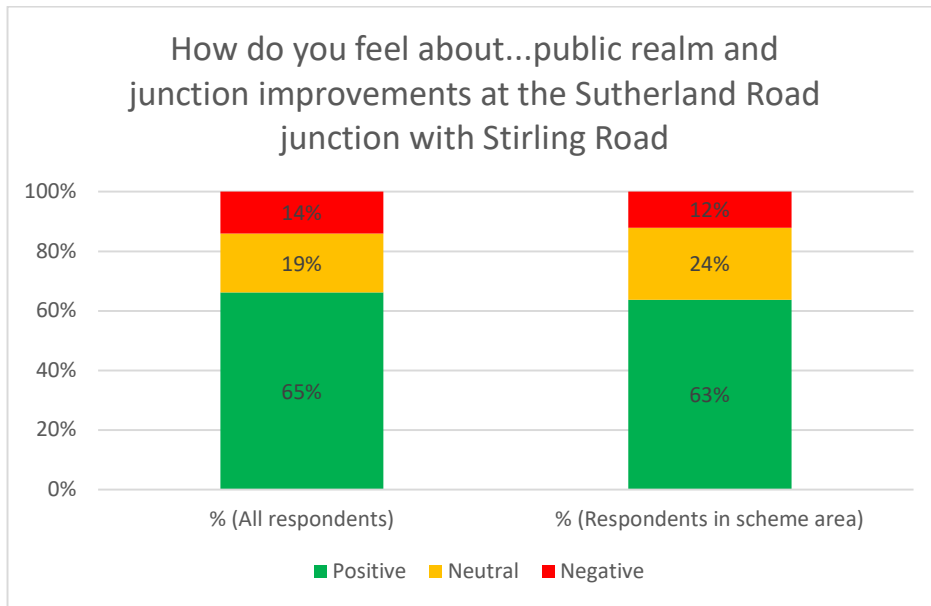
As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road junction with Webbs Industrial Estate was largely positive, with 69% of all responses indicating a positive sentiment and 14% negative. This is reflected by those who live within the consultation area, with 68% positive and 12% negative sentiment among those respondents.

### 3.3.12 Q12. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD JUNCTION WITH STIRLING ROAD?

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Stirling Road?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	47	65%	37	63%
Neutral	14	19%	14	24%
Negative	10	14%	7	12%
Blanks	1	1%	1	2%

**Table 14 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Stirling Road?”**





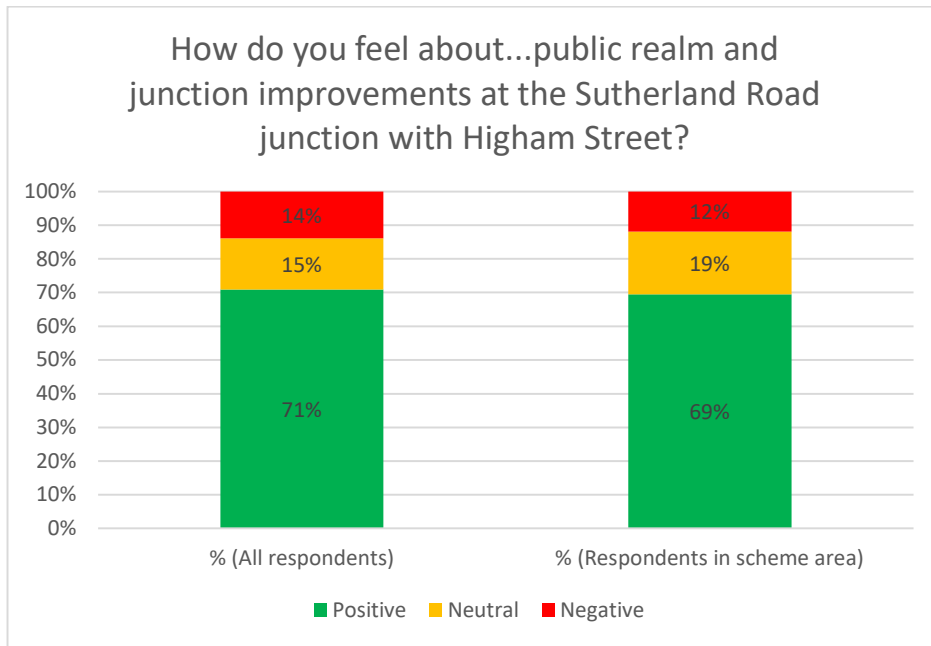
**Chart 12 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Stirling Road?”**

As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road junction with Stirling Road was largely positive, with 65% of all responses indicating a positive sentiment and 14% negative. This is reflected by those who live within the consultation area, with 63% positive and 12% negative sentiment among those respondents.

**3.3.13 Q13. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL PUBLIC REALM AND JUNCTION IMPROVEMENTS AT THE SUTHERLAND ROAD JUNCTION WITH HIGHAM STREET?**

How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Higham Street?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	51	71%	41	69%
Neutral	11	15%	11	19%
Negative	10	14%	7	12%
Blanks	0	0%	0	0%

**Table 15 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Higham Street?”**



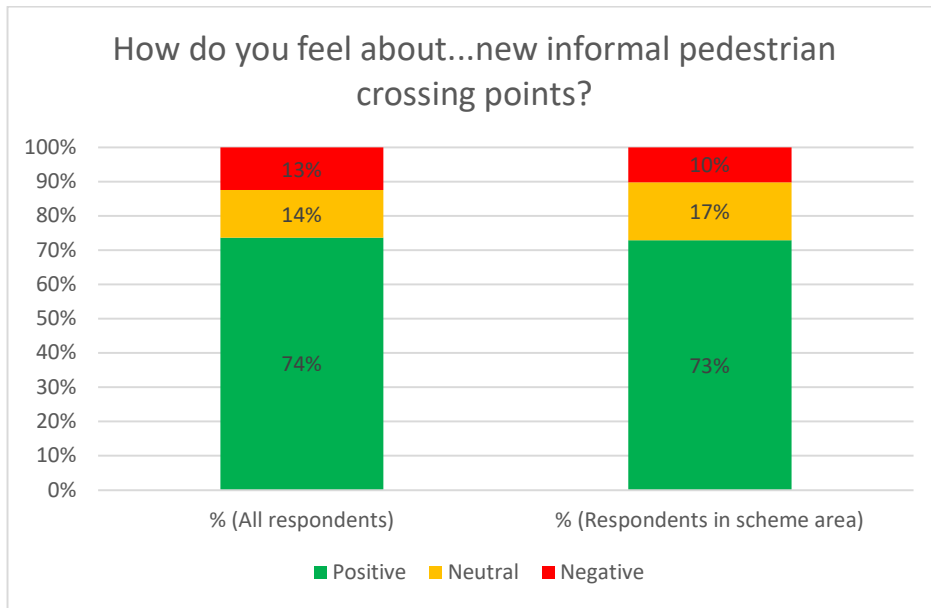
**Chart 13 – “How do you feel about the proposal to install public realm and junction improvements at the Sutherland Road junction with Higham Street?”**

As seen in the chart above, sentiment around the proposal to install public realm and junction improvements at the Sutherland Road junction with Higham Street was largely positive, with 71% of all responses indicating a positive sentiment and 14% negative. This is reflected by those who live within the consultation area, with 69% positive and 12% negative sentiment among those respondents.

**3.3.14 Q14. HOW DO YOU FEEL ABOUT THE PROPOSAL TO CREATE NEW INFORMAL PEDESTRIAN CROSSING POINTS AT VARIOUS LOCATIONS IN SUTHERLAND ROAD?**

How do you feel about the proposal to create new informal pedestrian crossing points at various locations in Sutherland Road?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	53	74%	43	73%
Neutral	10	14%	10	17%
Negative	9	13%	6	10%
Blanks	0	0%	0	0%

**Table 16 – “How do you feel about the proposal to create new informal pedestrian crossing points at various locations in Sutherland Road?”**



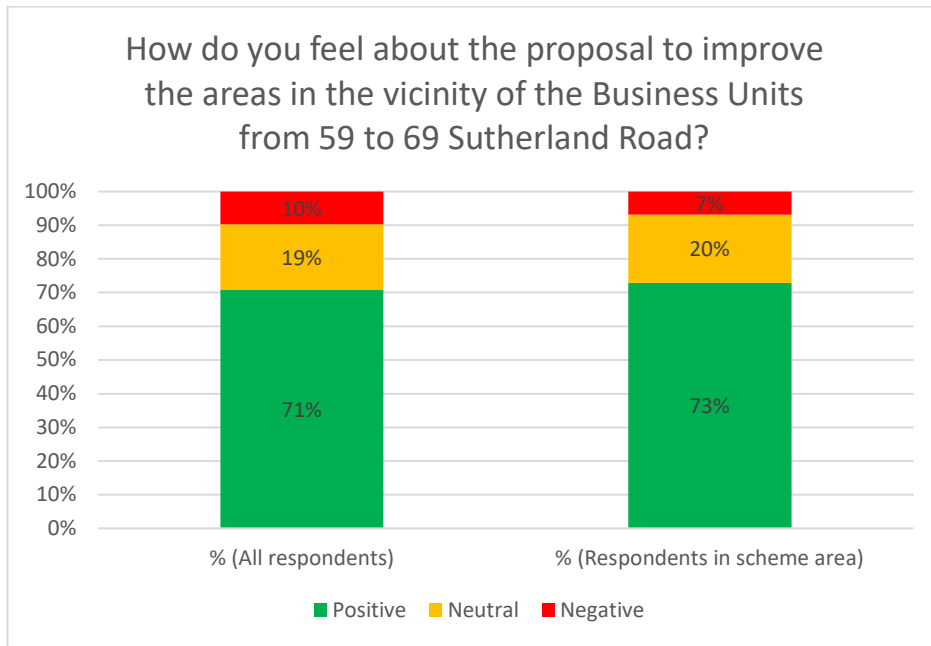
**Chart 14 – “How do you feel about the proposal to create new informal pedestrian crossing points at various locations in Sutherland Road?”**

As seen in the chart above, sentiment around the proposal to create new informal pedestrian crossing points at various locations in Sutherland Road was largely positive, with 74% of all responses indicating a positive sentiment and 13% negative. This is reflected by those who live within the consultation area, with 73% positive and 10% negative sentiment among those respondents.

**3.3.15 Q15. HOW DO YOU FEEL ABOUT THE PROPOSAL TO IMPROVE THE AREAS IN THE VICINITY OF THE BUSINESS UNITS FROM 59 TO 69 SUTHERLAND ROAD?**

How do you feel about the proposal to improve the areas in the vicinity of the Business Units from 59 to 69 Sutherland Road?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	51	71%	43	73%
Neutral	14	19%	12	20%
Negative	7	10%	4	7%
Blanks	0	0%	0	0%

**Table 17 – “How do you feel about the proposal to improve the areas in the vicinity of the Business Units from 59 to 69 Sutherland Road?”**



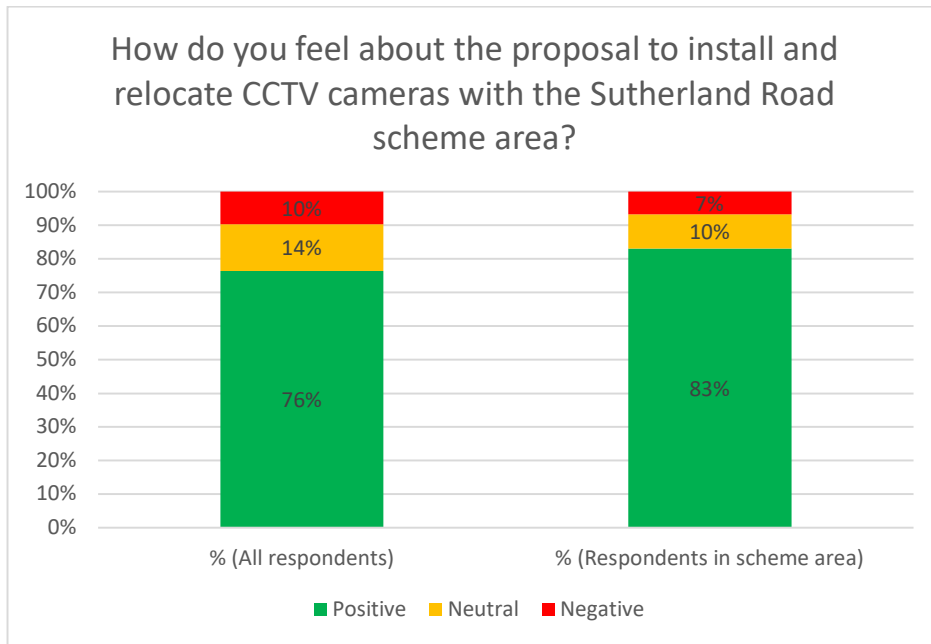
**Chart 15 – “How do you feel about the proposal to improve the areas in the vicinity of the Business Units from 59 to 69 Sutherland Road?”**

As seen in the chart above, sentiment around the proposal to improve the areas in the vicinity of the Business Units from 59 to 69 Sutherland Road was largely positive, with 71% of all responses indicating a positive sentiment and 10% negative. This is reflected by those who live within the consultation area, with 73% positive and 7% negative sentiment among those respondents.

**3.3.16 Q16. HOW DO YOU FEEL ABOUT THE PROPOSAL TO INSTALL AND RELOCATE CCTV CAMERAS WITH THE SUTHERLAND ROAD SCHEME AREA?**

How do you feel about the proposal to install and relocate CCTV cameras with the Sutherland Road scheme area?	Total (All respondents )	% (All respondents )	Total (Respondents in scheme area)	% (Respondents in scheme area)
Positive	55	76%	49	83%
Neutral	10	14%	6	10%
Negative	7	10%	4	7%
Blanks	0	0%	0	0%

**Table 18 – “How do you feel about the proposal to install and relocate CCTV cameras with the Sutherland Road scheme area?”**



**Chart 16 – “How do you feel about the proposal to install and relocate CCTV cameras with the Sutherland Road scheme area?”**

As seen in the chart above, sentiment around the proposal to install and relocate CCTV cameras with the Sutherland Road scheme area was largely positive, with 76% of all responses indicating a positive sentiment and 10% negative. This is reflected by those who live within the consultation area, with 83% positive and 7% negative sentiment among those respondents.

### 3.8 HARD COPY SURVEYS

During the consultation, we issued hard copies of the questionnaire upon request. The questionnaire mirrored the questions from the SurveyMonkey questionnaire. During the consultation, the Council received one request for a hard copy questionnaire, but we did not receive a response.

## 4.0 OTHER CORRESPONDENCE

### 4.1. ENJOY INBOX

During the consultation period, stakeholders were able to email the Enjoy Waltham Forest inbox ([enjoy@walthamforest.gov.uk](mailto:enjoy@walthamforest.gov.uk)) with comments and queries about the Sutherland Road proposals. The Council received email correspondence from a total of 16 unique email addresses throughout the consultation. Several of these were queries about specific details of the proposals, requests for hard copy surveys, or general support for the proposals. Others submitted detailed feedback on the proposals, with comments including:

- Concerns about the legibility of text in the consultation document from an accessibility perspective.
- Concerns that there was no opportunity to leave free-text comments on the survey.
- Belief that the proposal goes too far in the extent of rain garden coverage on the east side of Sutherland Road, indicating preference for smaller sections of garden interspersed with sections of parking.
- Disappointment that there are currently no plans to improve Stirling Road and Hillyfield, as “these streets are eyesores with lots of rubbish, very little greenery, poor road and pavement surfaces, and a chronic shortage of cycle lockers.”  
Suggestions included:
  - Install an extra cycle locker on Stirling Rd and maybe one on Hillyfield
  - Install some planters around the bike lockers with shrubs / bushes to provide greenery
  - Put in some public bins and road sweepers to keep the streets cleaner
  - Resurface the pavements
- Demand for a safe crossing between Sutherland Path and Papermill Place.
- Issues with speeding on Sutherland Road, with speed bumps suggested.
- Concerns about bin access required for communal bins for the flats at 30-32 Sutherland Road, suggesting there should be a dropped kerb to provide access for bins from the property to the road.
- Objection to the loss of parking bays outside 30-32 Sutherland Road.
- Concerns about access for commercial and trade vehicles and turning space for large vehicles at the junction of Sutherland Road and St Andrew’s Road.
- Demand for improvements for St Andrew’s Road to mitigate a lack of trees, poor pavement surfaces and high traffic levels.

## 4.2. KEY STAKEHOLDER ENGAGEMENT

The Council engaged with several key stakeholders prior to and during the consultation process. This included notifying ward councillors and emergency service contacts about the scheme prior to engagement activities.

The Council also held two online engagement sessions via Teams, one targeted at local businesses and one with accessibility stakeholders. No stakeholders attended the Accessibility Forum on 5 July 2023.

Representatives from three local businesses attended the Business Forum on 4 July 2023. The session was primarily for business owners to ask questions they may have about the scheme, but several key points were raised including:

- Difficulty parking on St Andrews Road
- Rain gardens should be properly maintained
- Changes need to accommodate articulated 4-axel vehicles
- The proposed improvements to Sutherland Road do not correspond to the proposed development of Acorn House, for which a planning application is yet to be submitted. The developer would, however, be willing to provide an alternative layout to incorporate an on-street disabled bay and on-street servicing layby which would tie in with the Sutherland Road proposals.

- It is imperative that clients within Sutherland House retain current access to delivery and parking areas.

### **4.3. COUNCILLOR ENGAGEMENT**

On 19 January 2023, Officers met with Higham Hill Ward Councillors at the Blackhorse Workshop café to outline the proposals, programme and engagement stages of the Sutherland Road scheme, and to receive feedback regarding local concerns and aspirations that may be addressed within the scheme design.

The Higham Hill Community Ward Forum took place on 11 March 2023 at the Higham Hill Hub. The event was hosted by Ward Councillors Alistair Strathern and Councillor Karen Bellamy and was 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 Improvement 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. The Ward Forum was an opportunity for the local community to have their say, share their local knowledge and offer ideas toward the development of the scheme. Attendees were encouraged 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. Seven 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.

A ward councillor online Teams meeting was arranged in May 2023 with all three ward councillors, however, due to availability, these were conducted as individual Teams meetings with Cllr Strathern on 25 May 2023 and Cllr Bellamy on 14 June 2023. At both meetings the project team presented an outline of the preliminary design that was taken to a full public consultation.

Following public consultation analysis and detailed design finalisation, and prior to Portfolio Holder delegated authority approval for the scheme, the project team arranged online Teams meetings with Cllr Loakes (Deputy Leader and Portfolio Holder for Climate and Air Quality) on 31 August 2023 and with Higham Hill Ward councillors (Cllr Strathern/Cllr Bellamy/Cllr Lewis) on 7 September 2023 to outline the final scheme design and next steps of the scheme.

### **4.4. COMMENTS CARDS FROM DROP-IN SESSIONS**

A total of 6 comments cards were completed at the drop-in sessions at Higham Hill Hub on 8 and 11 July 2023. The comments included:

- Issues with potholes affecting the road surface on Sutherland Road, particularly for cyclists.
- Concern that the Sutherland Road proposals are not linked to other traffic calming proposals affecting Blackhorse Road, which could potentially increase traffic on both Sutherland Road and St Andrew's Road.
- Concerns about antisocial behaviour in Mill Gardens.

- Resurfacing is required in Hillyfield.
- St Andrew's Road should be widened with on-street parking on one side only.
- Need for connection between Blackhorse Road and Webbs Industrial Estate.
- Access required for loading in front of Business Unit 2, which is currently blocked by parking bays. Every unit requires at least one loading bay.

## 5.0 CONCLUSIONS

Overall the Sutherland Road Public Realm Improvement Scheme proposals were well received by the 69 people that took part in the consultation. Comments and concerns raised through our engagement activities have been noted and are being taken into consideration alongside the results of the public consultation. This report and its findings will be included in the scheme PLM report for consideration by the Portfolio Lead Member.