



Walthamstow Village: trial results and workshop summary

Introduction

The London Borough of Waltham Forest was one of three boroughs awarded £30m by Transport for London (TfL) in March 2014 as part of the Mini Holland programme. The programme includes proposals to implement improvements over the next three years to the borough's roads and town centres to make them great places to live, work and travel through.

The aim of the programme is to:

1. Improve the borough's infrastructure and connectivity between villages to make it safer and more enjoyable for pedestrians, vehicles and cyclists to travel in the borough.
2. Improve and create new public spaces to make the borough a more enjoyable place to live, and to encourage community interaction.
3. Increase the number of people choosing to travel on foot, by bike and on public transport, in order to lessen congestion on the roads and improve air quality across the borough.

To view the Borough's successful Mini Holland application please see here: <http://www.walthamforest.gov.uk/miniholland>

Walthamstow Village is one of a series of residential areas in the borough to receive Mini Holland funding to create places that are great to live, work and get around. Walthamstow village will undergo a number of changes to improve conditions for pedestrians and cyclists, improve air quality, and ease congestion on local roads. Improvements to the look and feel of public areas will also bring a wide range of benefits to residents and businesses. The Mini Holland programme's main network of cycling and walking routes will frame and connect these residential areas, making them safer and more accessible for all.

Walthamstow Village

Prior to Transport for London's (TfL) announcement of Mini Holland funding, the area around Pembroke Road had been identified for a neighbourhood improvement scheme. In February 2014 the Council carried out a survey in the area to understand the main concerns of local residents and businesses. The document attached as Appendix A was delivered to 2,288 properties. The Council received 118 responses to the survey. Two key issues were raised by the survey, traffic volumes and speeding on residential roads.



Now that the Borough has secured the Mini Holland funding the Council are using the opportunity to take the scheme one step further to resolve these two key issues, and give residents, businesses and other interested parties the chance to radically improve their surroundings and the environment in which they live. The Mini Holland programme allows the Council to make a positive contribution to the community whilst also helping to enable an increase in sustainable modes of transport.

The Walthamstow Village Trial

Information gained from residents through the survey and initial traffic survey data showed that a large volume of vehicles using Walthamstow Village do so as a cut through between Hoe Street and Lea Bridge Road, often at high speed. We therefore looked to introduce a series of temporary road closures to reduce the amount of cut through traffic entering the area whilst still allowing local access.

Although the closures were radical in their approach, it was felt necessary to run a trial in order to gather data, analyse the impact and give residents, schools and businesses first-hand experience of what their road could feel like. Therefore we carried out a series of trial road closures in Walthamstow Village between 26 September and 13 October 2014.

A map of the trial road closures can be found as Appendix B, however a summary of the strategic changes includes:

- Orford Road between Wingfield Road and Eden Road (except buses and cycles),
- Eden Road junction with Orford Road (except cycles),
- Shernhall Street junction with Lea Bridge Road (except cycles),
- Pembroke Road and Grove Road junction (except cycles),
- East Avenue and West Avenue junction with St. Mary Road (except cycles),
- Grosvenor Rise East junction with Eden Road (except cycles) westbound only,
- Barclay Road junction with Beulah Road (except cycles) westbound only,
- Maynard Road junction with Beulah Road (except cycles) westbound only.

In conjunction with the trial scheme a number of free activities were made available for young people and adults. These included cycle maintenance, cycle training sessions, guided tours of the area and pedestrian training for school children. Copeland Road was turned into a play street for a day, with people enjoying a climbing wall, table tennis and music on their street. Please see Appendix C for photos during the trial.



Results of the Walthamstow Village trial

The aim of the trial was to gather real life traffic data and to enable residents to experience first-hand what it could feel like having a road closure in place in their area.

Traffic monitoring

Before and during the trial the latest traffic monitoring systems were used to measure the levels of traffic within the area. Studying the data of the monitored roads, before the trial, traffic stood at approximately 25,706 vehicles per day. During the trial this figure reduced to approximately 20,099 vehicles per day. Therefore, a 22 per cent reduction in vehicles using the key roads was seen during the trial, equating to 5,607 vehicles per day. Further to this, the average speed of traffic reduced from 22.3mph to 21mph during the trial.

The traffic monitoring information also showed that on a number of roads traffic significantly increased during the trial, primarily where new rat runs were created. This was shown to be the case on Beulah Road, Wingfield Road, Copeland Road and Eden Road. We are aware from feedback that some residents saw an increase in traffic on other roads which were not monitored. Any formal proposal would look to address and counter these increases.

Please see below a breakdown of the average number of vehicles using each road per day before and during the trial. A map of this information can be found as Appendix D.

Road	Before the trial	During the trial	Difference before and during the trial	Percentage change
Addison Road	2,894	1,948	-946	-33%
Beulah Road	363	938	575	158%
Grosvenor Park Road	1,445	1,577	132	9%
Grove Road	3,118	816	-2,302	-74%
Orford Road	2,525	366	-2,159	-85%
Pembroke Road	2,618	1,058	-1,560	-60%
Shernhall Street	4,444	3,895	-549	-12%
Wingfield Road	996	2,006	1,010	101%
Copeland Road	2,625	3,698	1,073	41%
Eden Road	648	1,474	826	127%
East Avenue	2,079	1,335	-744	-36%
West Avenue	1,951	988	-963	-49%



We are aware that during the trial issues arose on some of the adjoining main roads, unrelated to the trial road closures, which caused congestion difficulties. This included a burst water main on Hoe Street and Forest Road, signal issues at Selbourne Road and temporary traffic lights on Hoe Street.

Surveys

A drop in centre was located on Orford Road every day during the trial with council officers on duty between 2-7pm during the first week and 8am-8pm during the second week. During the trial council officers knocked on 4,000 doors to answer residents' questions and to obtain feedback in the form of a survey. An online version of the survey was also available for residents and businesses to complete and give their feedback. 1,856 people completed the Walthamstow Village trial survey, this was made up of 1,432 hard copy surveys and 424 completed online. Of the 1,856 surveys, 1,242 were from people living in the trial area. Of those that live in the area, 52 per cent were in favour of the trial, 37 per cent were not in favour and 11 per cent considered themselves neutral.

Please see below the results of the survey of the 1,242 people who live in the trial area. Visual representations of these results can be seen at Appendix E.

Survey responses as a percentage

Survey questions	Strongly agree and agree	Strongly disagree and disagree	Neutral and don't know
I was supportive of the trial from the outset	46%	33%	21%
I support the temporary road closures now	46%	42%	12%
The road closures are in the right places	29%	52%	19%
I like the parklets (AstroTurf, seating and cycle parking).	49%	29%	27%
The pilot has made the area a more pleasant place	48%	38%	14%
I've noticed traffic levels have reduced in the area since the trial began	44%	43%	13%
The introduction of a similar scheme permanently would make me walk and cycle more	41%	45%	15%
I would like to be involved in the development of the scheme (helping design mini parks etc.)	50%	29%	21%



I am supportive of the overall trial proposals having seen them in operation	52%	37%	11%
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This survey information will sit alongside the traffic data to inform the final proposals.

For information, the typical response rate for public realm and highway schemes formal consultation is in the region of 10%. In this instance, during the pre-engagement period based on the number of survey responses, attendance at workshops and emails the Council has engaged with over 40%.

Community events

A number of free community activities took place during the trial period. Over 240 young people were trained in pedestrian skills, 125 bikes undertook free maintenance checks and over 100 residents participated in free cycle training.

Public engagement

In advance of the trial 4,500 leaflets were distributed to all homes and businesses within the trial area. Please see Appendix F for a copy of the leaflet. On 16 September 2014 a public meeting was attended by local people at the Asian Centre where plans for the road closures and aims of the trial were explained by council officers. During the trial council officers were on site daily to answer questions from local people and also proactively door knocking to ensure residents and businesses were communicated with. Two leaflets were sent during the trial to keep residents informed.

During the week commencing 27 October 2014 the Council held meetings with businesses from Orford Road and Grove Road on three separate occasions. The meetings were an opportunity for businesses to meet with council officers to discuss their experience of the trial. The meetings were extremely productive and informative with 18 businesses attending.

On Thursday 6 November the Council ran four concurrent workshops with residents in Walthamstow Village. A total of 219 people attended the workshops. A summary of the key outcomes from these sessions can be found below.

The Council is aware that the community understandably cares passionately about the area they live and work in. We recognise that the trial closures drew strong opinions both for and against. It is essential for the Council to ensure residents and businesses alike are kept informed of all developments and have ample opportunity to feedback and contribute to the process. We will continue to endeavour that this is the case. Going forward, there will



be a number of opportunities for residents and businesses to feed into the engagement process and we value this feedback.

Walthamstow Village post-trial workshops

Four workshops took place on Thursday 6 November 2014 for residents in the Walthamstow Village area at the following locations:

- Vestry House Museum, North Western area workshop (39 attendees),
- Barclay Primary School, South Western area workshop (46 attendees),
- Henry Maynard Primary School, Central area workshop (79 attendees),
- Shern Hall Methodist Church, Eastern area workshop (55 attendees).

Across the four workshops 219 residents attended. The aims of the workshops were for residents to:

- study the results of the trial,
- provide essential feedback on the trial,
- analyse and offer views on future proposals,
- offer suggestions and ideas in order to help the scheme work better.

The Council wants to design a scheme that works for residents and businesses in Walthamstow Village. To ensure this occurs engagement events such as these, which facilitate community input, are of paramount importance to the scheme's development. The workshops enabled the Council to work with residents to gather further feedback on the design and impact of proposed improvements to the Walthamstow Village area taking into consideration; the project aims, residents' needs and council expertise.

The workshops were very productive and informative for the Council. Issues and opportunities were actively debated amongst the groups and the Council received many constructive suggestions on how to improve the scheme and the area overall. Attitudes and opinions varied across the four workshops. This allowed the Council to identify and address the different viewpoints and apprehensions felt in each of the locations. We very much hope residents found the sessions worthwhile and helpful. All the information received through the exercises has been collated and will feed into the development of a scheme which will then be put to consultation.

We recognise that not all questions were able to be answered during the workshops, therefore we hope that this document serves to address most of these queries.



Exercise 1

The group exercise was designed to allow residents to highlight issues and concerns they had relating to the trial. They were then encouraged to think of benefits of the scheme and opportunities for positive changes that could improve the scheme design. The analysis of the group exercise 1 worksheets from all four of the workshops showed clear common themes when collating the issues, benefits and opportunities. There were 169 worksheets completed from the four workshops which were analysed.

Question 1

Question 1 asked residents to discuss and note down what they felt the biggest issues with the trial were. There were 435 comments raised from the four workshops in the issues section which divided into the following categories:

- **Impact of trial** – issues included re-distribution of traffic and behaviours,
- **Design of trial** – issues included access, traffic flow and safety,
- **Planning of trial** – issues included communication and engagement.

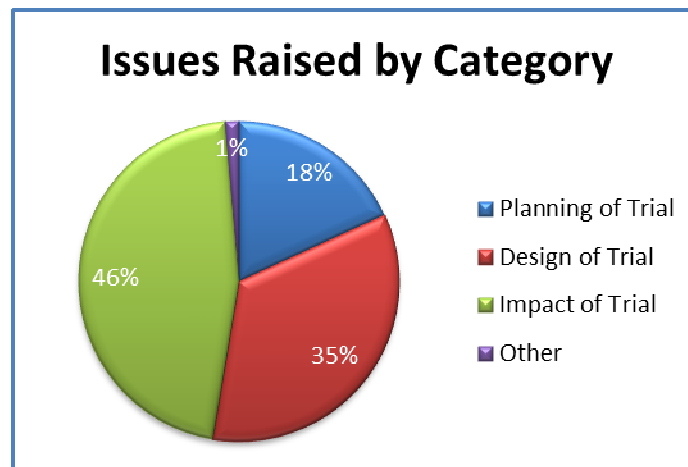


Figure 1: Breakdown of issues

Impact of trial

There were 200 issues raised about the impact of the trial and the majority of these, as seen from the figure below were regarding the re-distribution of traffic.

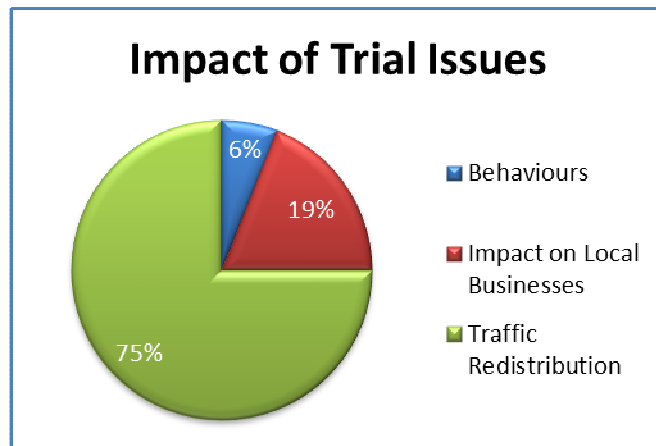


Figure 2: Impact of trial

- *Re-distribution of traffic:* There were significant concerns about the amount of displaced traffic, where it was displaced to and the resulting congestion. Specific roads were named including Wingfield Road, Eden Road, Beulah Road and Copeland Road and will be examined by the Council.
- *Impact on local businesses:* There were concerns around local businesses ensuring they benefit from the scheme.

Sample quotes from responses:

“Increase in traffic on Granville Road”
 “More traffic on Beulah and Eden Road”
 “Concern for businesses losing customers”

Design of trial

There were 150 issues detailed about the design of the trial. The majority of these focussed on the safety factors, traffic flow design and reduced access.

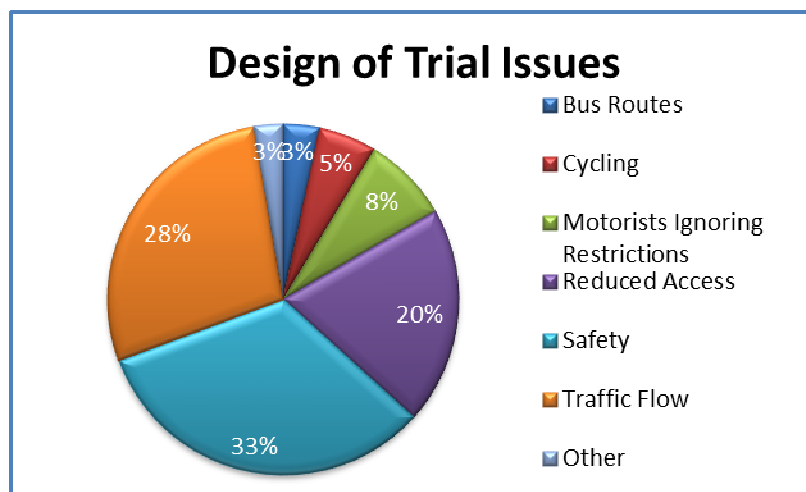




Figure 2: Design of trial

- *Safety*: There were a number of issues that were raised to do with safety both in terms of the increased traffic flow in smaller streets, the speed of the traffic flowing through those streets and the closed areas which were quiet at night.
- *Traffic flow*: New rat runs being created and increased congestion in certain areas was touched on by a number of people. In this category there were a number of specific roads where residents felt the traffic flow design was causing problems.
- *Reduced access*: Residents felt that access both for their own purposes, and for businesses and emergency services was restricted somewhat during the trial.

Sample quotes from responses:

“Increase in traffic on Beulah Road, unsafe environment for kids and pedestrians”

“Closed roads were unsafe for residents at night with a feeling of loitering”

“Had to detour to access properties”

Planning of trial

There were 79 issues raised regarding planning of the trial.

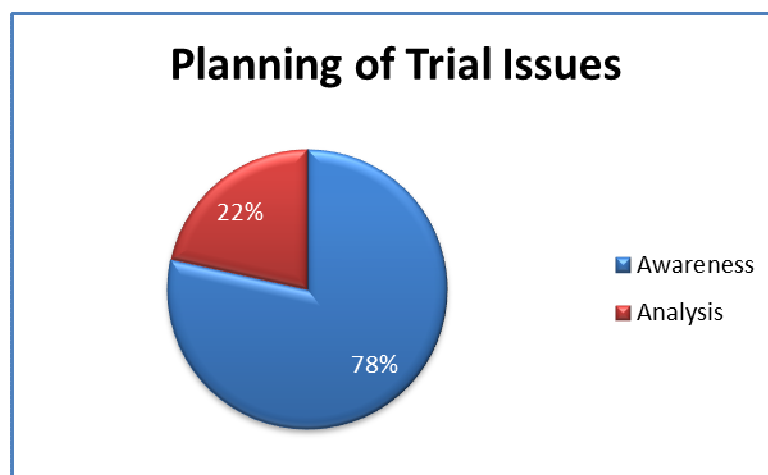


Figure 4: Planning of trial

The main themes of these issues were:

- *Communication and lack of awareness / engagement pre-trial*: There was frustration expressed in the exercise results about the awareness campaign prior to the trial. There was a feeling that the residents and businesses had not had enough information sufficiently early about the trial.



- *Lack of appropriate signage*: thereby causing confusion for all road-users. There were a number of comments about drivers performing U-turns as they were not aware of closures, people going the wrong way down one way streets.

Sample quotes from responses

“Unclear signage to indicate road closures”

“Cars having to U-turn in narrow roads and using pavements”

“Confusion with purpose, behaviour changes take longer than 2 weeks”

Question 2

The second part of the exercise focussed on the benefits experienced during the trial by residents. There were 226 benefits highlighted across four workshops. These were categorised into the following:

- **Improved community and environment** – covering increased community feeling and area improvements,
- **Improved traffic and safety** – covering a mixture of traffic reductions, speed reductions, safety improvements,
- **Improved cycling measures** – covering safety and provisions for cycling.

The breakdown is shown in the following figure:

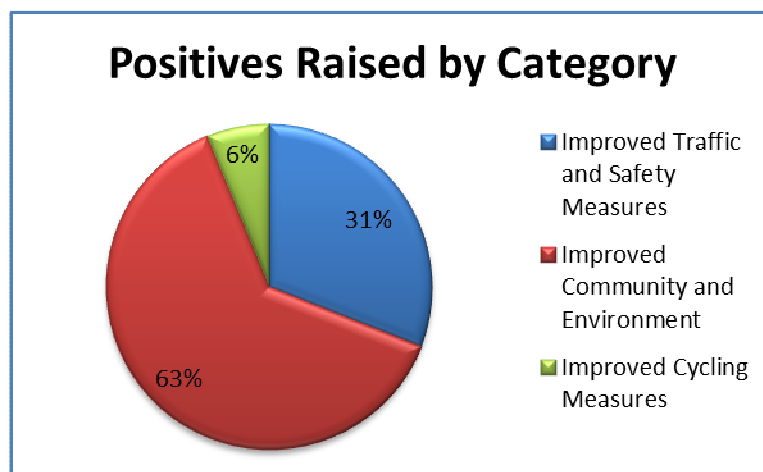


Figure 3: Breakdown of positives



Improved community and environment

There were 142 positive comments about improved community and environment. Area improvements included parklet areas, better spaces created including children's play areas. Community engagement positives included the fact that the atmosphere was 'buzzy', there were more people out walking, and people were talking to each other more.

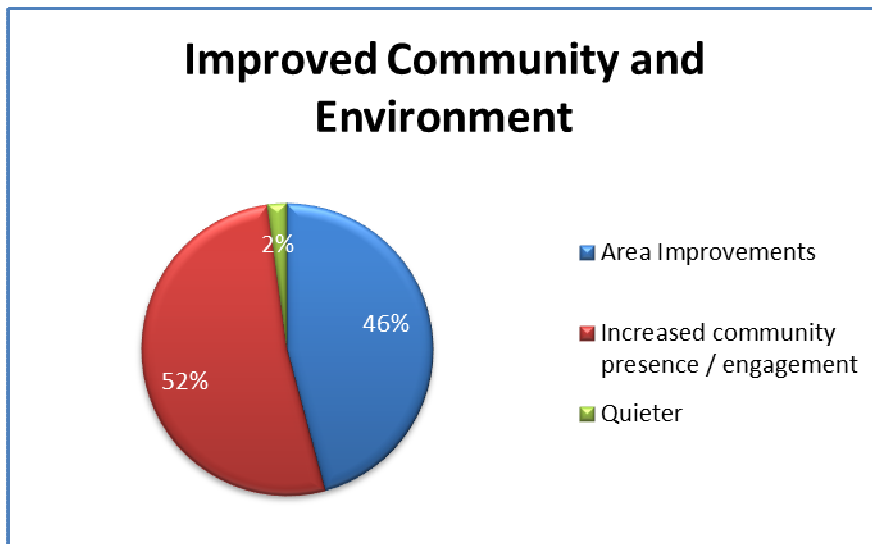


Figure 4: Improved community and environment

- *Increased community presence and engagement:* A number of residents noted the sense of community that was felt during the trial. Local people engaged with one another more. Specifically people liked the sociable atmosphere on Orford Road.
- *Area improvements:* The area being easier and safer to walk was a benefit identified by residents. Reductions in noise levels and improvements to air quality were also seen as positives during the trial. Residents enjoyed the community spaces that were created, such as mini parks, new seating, trees and planting.
- *Quieter roads:* There was a feeling that due to less traffic on the roads people felt safer to walk around, especially for those with children. Residents preferred that cars were redirected to main roads away from narrow streets in the Village. Specific roads were identified as being quieter such as Pembroke Road, Grove Road and West Avenue.

Sample quotes from responses:

"Improved community feeling"

"Orford Road was much more pleasant and safe and Pembroke Road"

"Pleasant to walk around"



Improved traffic and safety measures

There were 70 positive comments about improved traffic and safety measures. These comments covered comments – largely as a pedestrian or cyclist - and the reduction in traffic causing a better experience for residents.

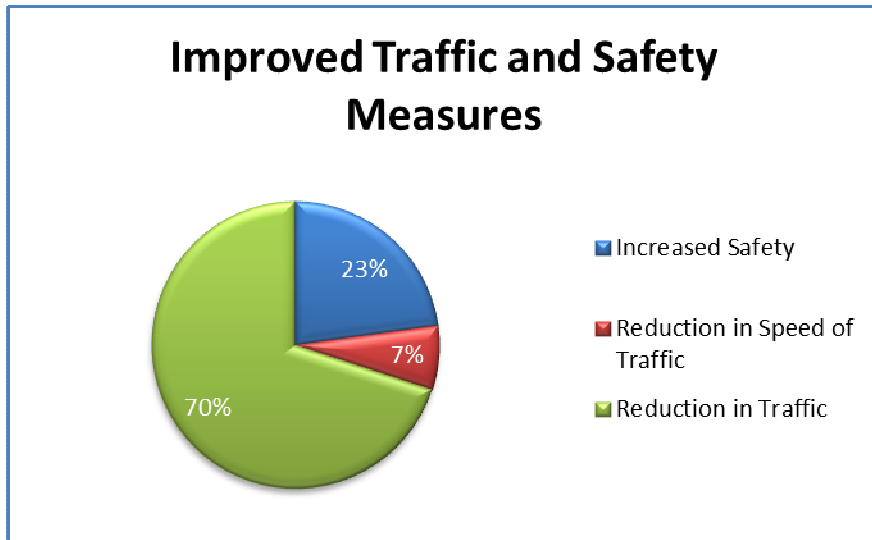


Figure 5: Improved traffic and safety measures

- *Reduction in traffic:* A number of residents benefited from a reduction in traffic on their road. Grove Road, Addison Road and Maynard Road were recorded. Comments were made about there being less rat runs through the Village, as well a decrease in cars on the roads during school runs.
- *Increased safety:* During the trial residents felt safer to walk in the area. This was particularly the case for adults crossing the road with young children.

Sample quotes from responses:

“Reduction in traffic in Pembroke Road”

“Safer junction on Grove Road”

“Reduction of rat run traffic through Grosvenor Rise East”

Improved cycling

There were 14 comments specifically on the benefits for cyclists. However, many of the positive comments on safety also encompassed cycling benefits and these figures should not be looked at in isolation but merely as an indicator.

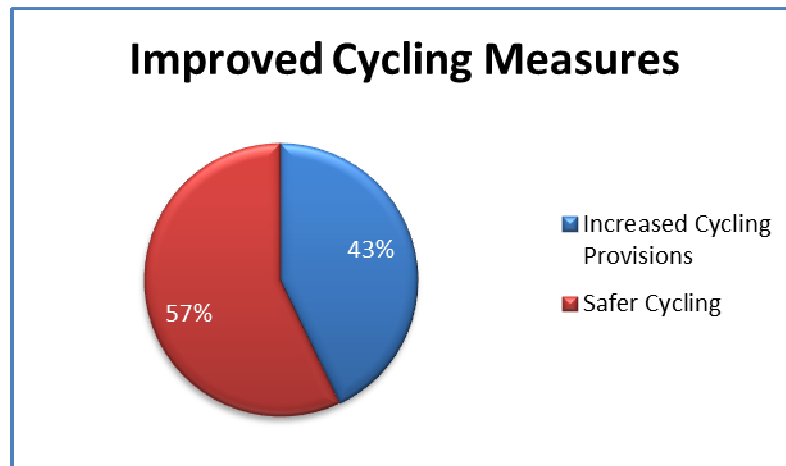


Figure 6: Improved cycling measures

- *Safer cycling*: Due to less traffic travelling through the area people felt safer cycling. In some cases people chose to cycle where they had not done so before.
- *Increased cycling provisions*: More and better cycle parking provisions were written by residents as a benefit of the trial.

Sample quotes from responses:

“Felt safer to cycle and walk in village”

“Safer for pedestrians and cyclists, allows people to cycle who have been terrified (like me)”

“Safer cycling - safer for children to play”

Question 3

The last part of the exercise asked residents what the opportunities are after the trial if a scheme were to go ahead. There were 257 opportunities highlighted across four workshops. These were categorised into the following:

- **Improved traffic and safety measures** – largely on traffic and speed reductions,
- **Improved community and environment** – including sense of community, amenities, greening, public transport and pedestrianisation,
- **Consultation, planning and engagement,**
- **Improved cycling measures** – around safety and provision.

The breakdown is shown in the following figure:

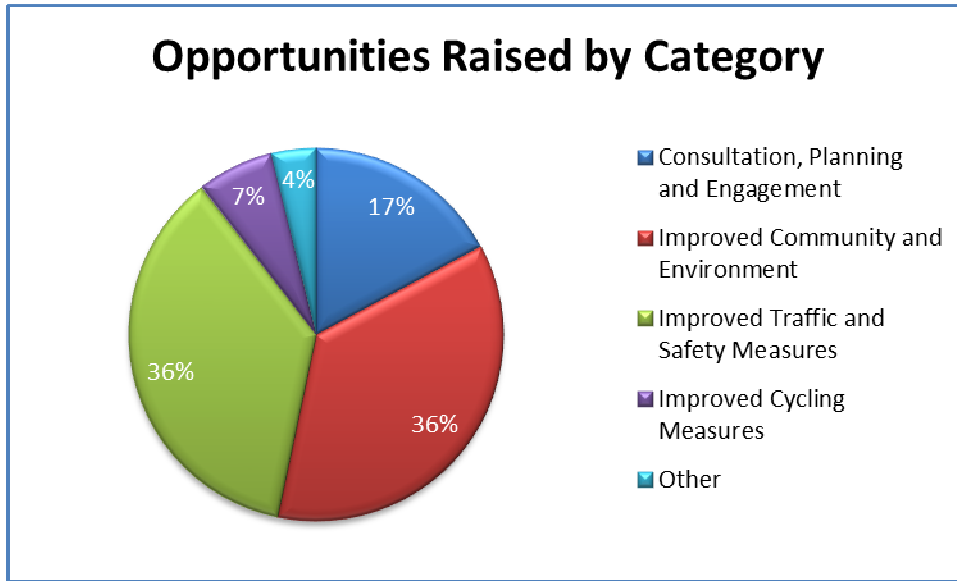


Figure 7: Breakdown of opportunities

Improved traffic and safety measures

There were 93 opportunities listed for improvements to this area. These largely demonstrated the desire for speed reductions and traffic calming measures.

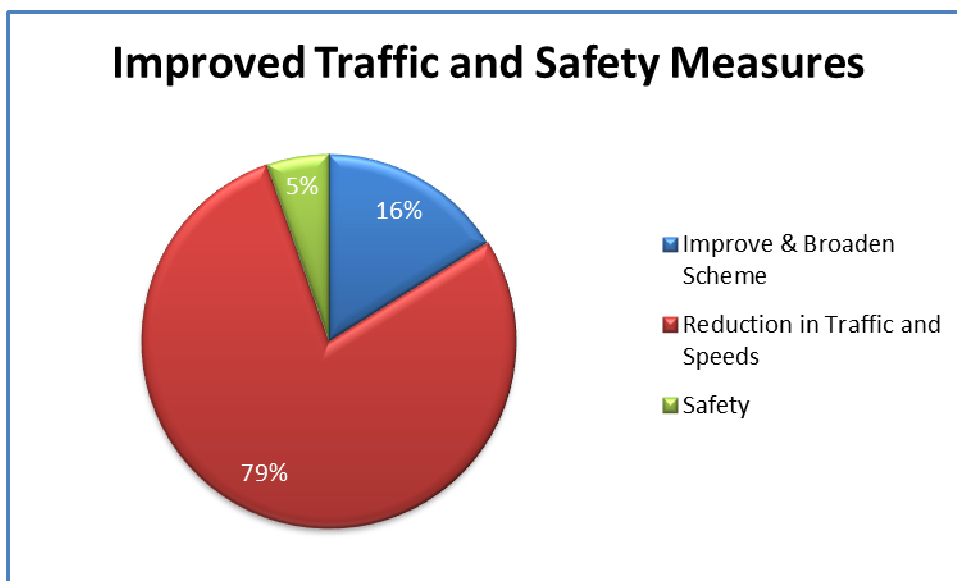


Figure 10: Improved traffic and safety measures

- *Reduction in traffic and speeds:* A large number of residents recorded that the scheme can be used to reduce the amount of through traffic using residential roads in the Village. As well, the chance to reduce the speed with which traffic travels through the area was a key opportunity voiced by residents.



- *Improve and broaden scheme:* Residents thought that other areas of the borough could also benefit from the scheme and should be extended to other areas with rat running issues.
- *Safety:* The project can be used to help improve safety in the area. This includes traffic reduction and calming measures as well making improvements to pavements, potholes and street lighting.

Sample quotes from responses:

“Adjustments to stop new rat runs, e.g. road closures and traffic calming”

“To reduce speed of vehicles in village”

“Make roads safer for kids and pedestrians by cutting speed”

Improved community and environment

There were 93 opportunities listed for improvements to this area. There is a desire to see greater pedestrianisation, more green space, better footpaths and pavements and more amenities.

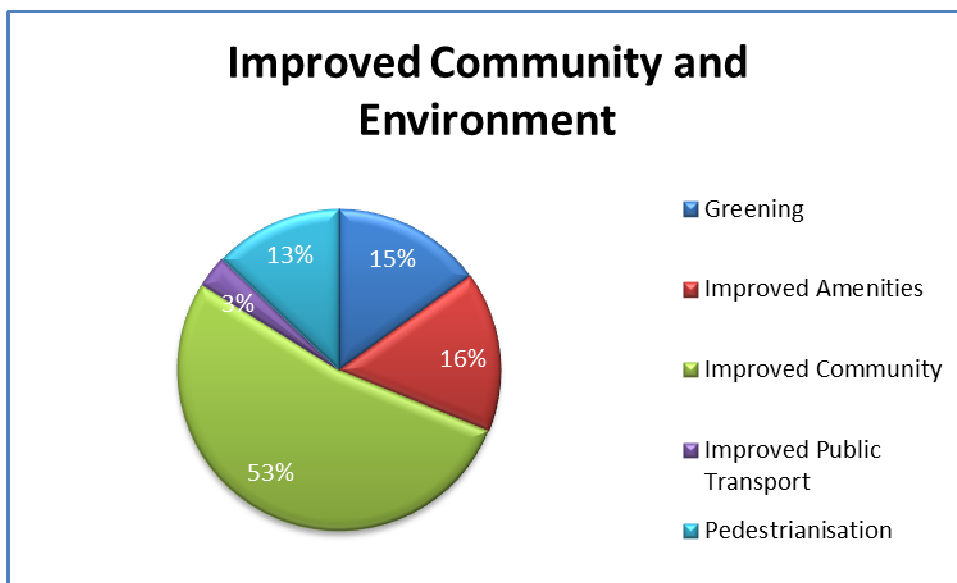


Figure 8: Improved community and environment

- *Improved community:* There was a belief that the scheme can be used to emphasise a healthy, safe and friendly neighbourhood. Residents want to create ‘village-like’ atmosphere to the area and enhance the historic feel creating a unique identity.
- *Improved amenities:* More greening was put forward by a number of residents, including more trees, seating and pocket parks.



- *Pedestrianisation*: Residents stated that making some areas of the Village pedestrianised would create more spaces for the community to enjoy.

Sample quotes from responses:

“Smoother pavements, remove potholes, blended crossings”

“More trees, seating, pocket parks, cycle parking”

“Improve shopping area at Grove Road, make it place for pedestrians, increase footfall for traders”

Consultation, planning and engagement

There were 44 opportunities listed for improvements to the area. There is a desire for more engagement and communication with the community, but also many suggestions to use this opportunity to engage with the community about the benefits of a greener environment, and a better place to live.

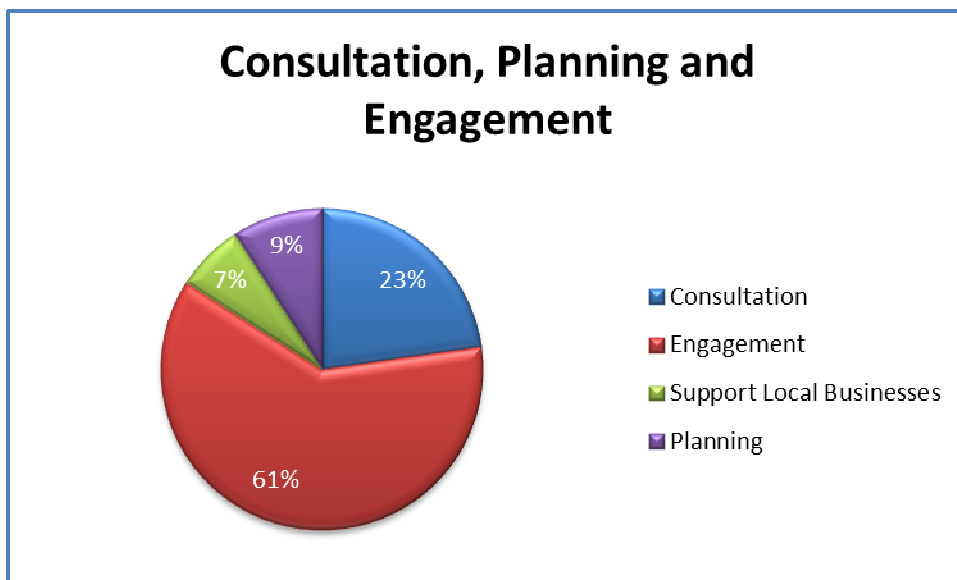


Figure 12: Consultation, planning and engagement

- *Engagement and consultation*: A number of proposals were made to support the idea that the scheme can foster community spirit. It is also an opportunity for local people to help develop a scheme with the Council that will benefit the whole community.



Sample quotes from responses:

“Educational opportunity to teach more people about the impact of driving (environment) and alternative transport and exercise”

“Engage community, electric buses, eco transport”

“Raise profile of Walthamstow village in WF and London wide. Area seen for embracing new thinking about car use and investing in a better place for kids”

Improved cycling measures

There were also 17 opportunities listed for improvements to this area. These opportunities included the creation of, and better managed cycle lanes, and increased facilities for cyclists.

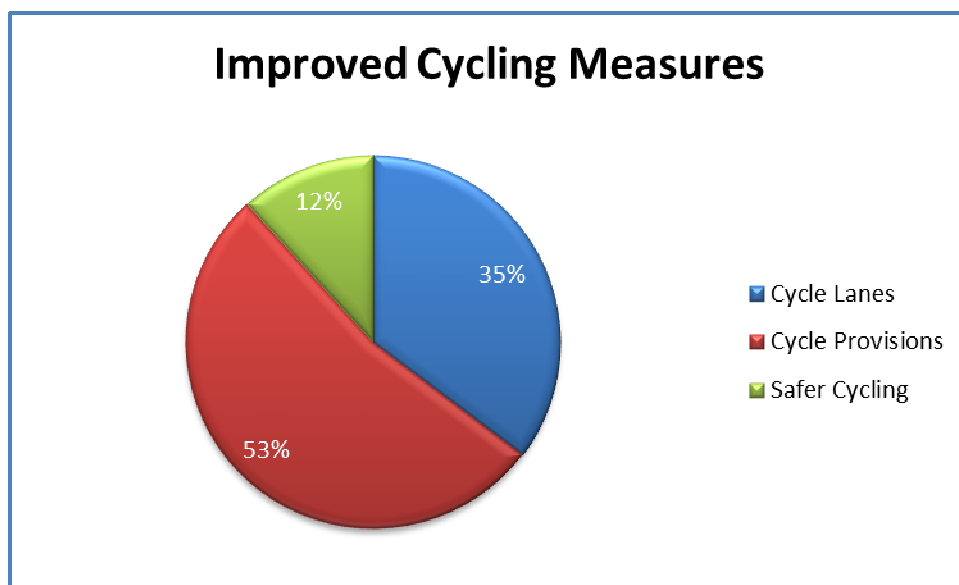


Figure 9: Improved cycling measures

- *Cycling measures:* Residents recommended that the project can help improve the safety of cyclists by developing better cycle lanes and resurfacing roads. The scheme can also be used to encourage a genuine cycling culture.

Sample quotes from responses:

“Improve cycle lanes which are unsafe”

“Boris bikes”

Exercise 2

Exercise 2 of the workshop asked people to consider and record what they would like to see on their roads and in their area. For this street-redesign exercise residents were given a blank map of the area and asked to draw on any features that appealed to them, such as road closures, one way systems and public realm improvements.



The following roads were featured in a number of street re-design maps. Please note, this documents aims to provide a summary of some of the main points raised at the workshops. Due to the number and very differing ideas put forward this document is not able to give a summary of each map submitted.

- *Orford Road* - A number of maps focussed on this area. A wide range of designs were suggested such as creating a shared space or timed closure. Effective traffic calming measures on the road were a common theme, as well as greening and measures to enhance the unique feel of the road, such as introducing new stone paving. It was also clear that residents were keen to ensure businesses are still able to receive deliveries.
- *Grove Road* – A significant number of designs showed that residents would like to have a road closure in Grove Road. Residents wanted to ensure that the space was utilised in an attractive way with suggestions of a parklet and a water feature. The widening of footpaths outside the shops on Grove Road creating a shared space was also noted. To address concerns regarding anti-social behaviour around the betting shop residents recommended CCTV in the area. Again traffic calming measures were drawn across a number of plans along Grove Road. Several maps were in favour of closing Grove Road at Shernhall Street.
- *Second and Third Avenue* - There were suggestions of making Second and Third Avenue alternate one-way streets, with Second Avenue going towards Hoe Street and Third Avenue towards West Avenue.
- *East and West Avenue* - Common recommendations included maintaining the road closures and segregated cycle lanes. Improving the visibility at junctions was also raised for these roads.
- *Roads south of Grove Road including Copeland Road, Clarendon Road and Fraser Road* – Ideas for these roads included closures or traffic filters half way down the road, a one-way system or banned right turns to control the large volumes of traffic in this area.
- *Lea Bridge Road into Hoe Street* - There was a strong feeling that the current banned right turn from Lea Bridge Road into Hoe Street should be removed.

Other recommendations included the following:

- A one-way system across the area with designs including Barclay Road, Maynard Road, Shernhall Street and Butterfields within this,
- More effective traffic calming/speed reduction measures across Walthamstow Village,



- Pedestrian crossings,
- Wider pavements,
- Improving the accessibility of pavements,
- Improved pedestrian routes,
- Better street lighting,
- Road and pavement resurfacing,
- Improved drainage,
- Better storage and signage for cyclists,
- Additional tree planting,
- Community garden planting areas,
- More playgrounds,
- Adult gyms,
- Greater seating.

Outcomes from all four design workshops will be used along with hard data collected from the trial to inform the proposals.

Next steps

The information gained from the traffic monitoring data, surveys, emails, meetings with businesses and resident design workshops will all feed into developing a scheme which will be put forward by the Council for consultation.

The Council is currently in the process of collating all this information to design a scheme for Walthamstow Village. The plans for the scheme will be delivered to all residents in the form of a leaflet on 28 November, and placed on the Council's website. The proposed scheme will go through a consultation process between 28 November and 19 December 2014. Drop in sessions will be held to enable residents and businesses to ask questions about the proposals and give your views during this time. Residents will be able to give their feedback on the proposal via a questionnaire and by emailing us.

The period of implementation will begin in January 2015 through to July 2015. This does not mean all work will start in January. Anything that requires further consultation or requires more significant structural change will be initiated later in the implementation period.

Summary

The Council would like to thank all those that have provided feedback on the trial and the Walthamstow Village scheme to date. All opinions and suggestions are hugely valuable in helping to inform and advise in the development of a scheme in Walthamstow Village.



The Walthamstow Village trial generated a huge amount of interest. We hope to utilise the passion demonstrated and local knowledge to work together to create a scheme which benefits the whole community.

The Council will continue to engage with residents and businesses throughout the process and ensure members of the community are fully aware of any developments and every opportunity available to provide feedback and suggestions

Frequently Asked Questions

During the resident workshops on 6 November residents were asked to complete comment cards if they had particular questions. Any questions not picked up in the document above should be addressed within this Frequently Asked Questions section. If you have any further queries please do not hesitate to email us at miniholland@walthamforest.gov.uk.

Why was Walthamstow Village chosen for a Mini Holland scheme and not another part of the borough?

The Mini Holland programme aims to make significant improvements to the whole borough, not just Walthamstow Village. The Council regularly receives complaints (letters and emails) about rat-running through the area that compromises residents' general road safety and quality of life. When the Council successfully bid for Mini Holland funding, the Council saw it as an opportunity to make a positive contribution to the community whilst also helping to enable an increase in sustainable modes of transport.

The Mini Holland programme comprises the following four key areas:

1- Walthamstow town centre and villages

The main town centre will consist of a joined up network of cycle and pedestrian friendly zones with greener streets and new public spaces.

2- Lea Bridge Road superhighway

The road will have segregated cycle tracks, new and improved pedestrian crossing facilities and high quality street improvements with a new cycle friendly junction at Whipps Cross.

3- Other town centres and network of cycle routes

Schemes will be implemented in the town centres of Leyton, Leytonstone, Highams Park and Chingford, with each of these connected to the main Walthamstow scheme by two spine cycle routes: Chingford to Leyton and Blackhorse Road to Leyton.

4- Complementary measures



There will be more cycle parking in residential areas, stations and shopping areas. Residents will be encouraged to try cycling and take part in activities to increase their confidence when cycling.

What is wrong with rat-running traffic?

The definition of rat-running traffic is the practice of driving through residential streets to avoid other, more main roads.

By reducing the volume of traffic and the speed at which it is travelling in a residential area, such as Walthamstow Village we aim to create a safer and more enjoyable space for pedestrians, vehicles and cyclists to travel and live. Reducing rat-running traffic will also reduce emissions, improving air quality and creating a more pleasant environment for the community. With safer roads we hope that people will feel more confident to cycle and walk, in turn improving the health and fitness of residents.

Those travelling by car will still be able to access Walthamstow Village and the businesses located there, both on Orford Road and Grove Road. Indeed, any scheme put forward will look to attract visitors to the area and enhance footfall and trade to the commercial hubs.

Is the scheme only benefitting cyclists?

The Mini Holland programme, including the scheme in Walthamstow Village is for everyone who lives, works, and spends time in the borough. By making changes to the infrastructure in the borough we are able to make improvements to the borough as a whole. A key element of the Walthamstow Village scheme is the reduction in the amount of traffic using residential streets and improving the look, feel and safety of residential areas for all road users. Improvements to local public spaces will make the borough a more enjoyable place to live and instil a sense of pride in the community.

Why were the trial road closures needed?

The trial enabled the Council to utilise the latest traffic monitoring techniques to identify rat running levels before, during and after the trial. The trial also enabled residents, businesses and passers-by to experience exactly what their area could be like if some changes were made. Running a two week trial, we hope, meant that residents are truly informed and aware of the programme and its implications instead of being asked to make a decision based on designs on a leaflet.

Why did I not receive information about the trial road closures?

Information leaflets should have been delivered to all homes and businesses within the trial area ahead of the trial. We are aware that some residents did not receive this information and we apologise for this. Due to this concern, the Walthamstow Village post-trial workshop



leaflets were delivered by council officers directly. Going forward we will continue to operate in this way to ensure everyone in the community is fully aware of developments.

Wasn't the rat-running simply deflected onto other roads during the trial?

It was difficult to introduce a closure to certain roads due to other restrictions currently in place. Although the traffic monitoring data showed an overall decrease in traffic of 22 per cent in the area, the data also showed that traffic increased on certain roads. We are aware that the trial road closures in some cases created new rat runs through the area. These will be addresses in the formal proposal that will be put forward for consultation.

I wasn't able to contribute to the survey during the trial.

During the trial the Council knocked on approximately 4,000 homes and businesses in the trial area asking people to complete the survey. The survey was also made available online. We do understand that not everyone was aware of the survey or had capacity to complete it. As stated above the Council will not use the survey as the sole source of feedback to develop a scheme. Instead, all information received will feed into the design process. Residents and businesses will have further opportunities to feedback and provide suggestions during the consultation process.

How will people who live outside the area be able to give their feedback?

Up until now people who live outside Walthamstow Village have been able to email the Council their observations and suggestions and complete the online survey. Once the proposal is made available people outside the consultation area will be able to feedback their views via email. Please note also that we have revised the consultation area to take into consideration those directly affected.

Are the emergency services involved in the engagement process?

The Council spoke to the emergency services and refuse collection teams ahead of the trial to ensure they were fully aware of the temporary roads closures that were being implemented. During the trial, the emergency services and collection teams had full access to the area at all times. Once the new proposal is published by the Council all stakeholders, including the emergency services and refuse companies will be consulted. We have requested that each of the emergency services select a champion to be our key point of contact in regards to the scheme. During the consultation period the role of the Council is to inform each emergency services liaison of the proposed changes. They will then disseminate the information and engage with the appropriate departments and locations and provide any feedback to us. Ensuring the safety and security of all members of the borough is of upmost importance to the Council.



How has the Council engaged with Dial-a-Ride?

The Council recognises the important service Dial-a-Ride provides to residents in Walthamstow Village. They are one of our key stakeholders and were consulted ahead of the trial road closures. We will certainly consult with Dial-a-Ride in the same way as the emergency services once the proposals are published. The Dial-a-Ride service is delivered by Transport for London (TfL), the same organisation which has provided the Borough of Waltham Forest with the Mini Holland funding. Therefore, we will ensure that the Walthamstow Village scheme fits within the guidelines set by TfL.

How has the Council engaged with businesses and addressed their concerns?

The Council recognises the importance and unique nature of businesses in Walthamstow Village. We understand these businesses are the heart of the thriving community. Their views on the development of a scheme in Walthamstow Village are of paramount importance. Prior to the resident workshops, in the week commencing 27 October businesses were invited to attend one of three meetings which were held solely for businesses in the area. 18 businesses attended these meetings. Their feedback was invaluable and we were able to discuss with them their particular concerns and how they can be addressed, for example around deliveries and ensuring the unique look and feel remains and is enhanced. The aim of any scheme will be to attract visitors to the area and therefore boost trade.

What is a parklet?

A parklet is a small space serving as an extension of the footpath to provide amenities and green space for people using the street. It is typically the size of several parking spaces. Parklets can offer various things, such as a place to sit, greenery, art or cycle parking.

How will the Council ensure residents and businesses are adequately communicated with?

We aim to make all residents and businesses in the scheme areas aware of the proposed improvements. To ensure this Council staff will conduct the following; hand deliver consultation leaflets to the consultation area, be present during the consultation period and provide drop in sessions for people to ask questions. Information will be present on the Council website and be included in Waltham Forest News. We will visit a number of community hubs to ensure all members of the community are aware and able to input.

How can residents and businesses get involved and have their say?

The Council greatly values the views of local people. There is a dedicated email address miniholland@walthamforest.gov.uk. Information about the scheme will continue to be updated online at www.walthamforest.gov.uk/miniholland.