

Crystal Palace Parade

Healthy Streets Survey 2018 – Summary Report

September 2018

Introduction

This report has been produced by the London Borough of Southwark Highways team to provide a summary of the Healthy Streets survey carried out in summer 2018 at Crystal Palace Parade.

After extensive consultations, work to implement a 'double-dutch' roundabout system on Crystal Palace Parade, at the junctions with Sydenham Hill and Fountain Drive, was completed in spring 2018.

As part of the assessment of the completed scheme, the decision was taken by the Highways team to trial a new form of Healthy Streets survey, based on questions developed by TfL.

Healthy Streets Process

We developed an online and hard copy survey, which was promoted by direct mail to addresses close to the roundabouts, email to stakeholders, flyers distributed at the Dulwich Community Council meeting, and social media. Highways staff also spent an afternoon at the Parade interviewing pedestrians on the street.

In all questions, respondents were encouraged to provide answers based on their current/most recent visit to the Parade.

The core of the survey included a set of questions that can be mapped to the TfL Healthy Streets indicators:-

- Pedestrians from all walks of life
- People choose to walk, cycle and use public transport
- Easy to cross
- Shade and shelter
- Places to stop
- Not too noisy
- People feel safe
- Things to see and do
- People feel relaxed
- Clean air

These are designed to produce simple numerical responses, from which average figures can be extracted and plotted on a chart – as well as allowing for simple comparison between different roads/schemes and before/after comparisons.

In addition, we asked questions about people's reasons for being on Crystal Palace Parade and their mode of transport. In the interests of fuller engagement and more nuanced response, we also invited free text comments.

This anecdotal evidence is summarised later in the report.

The survey was run between 4th July 2018 and 15th August. Interviews on the street were conducted on the afternoon of 1st August.

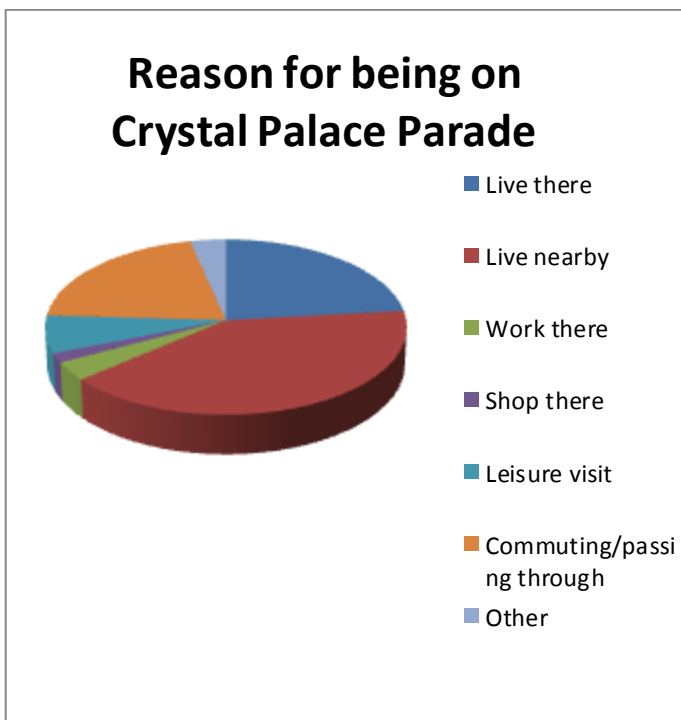
A total of 116 responses were received.

Summary of Survey Results

Reasons for being on Crystal Palace Parade

Question 1: On your most recent visit, what was your main reason for being on Crystal Palace Parade?

	No. of respondents
Live there	27
Live nearby	47
Work there	4
Shop there	2
Leisure visit	8
Commuting/passing through	24
Other	4



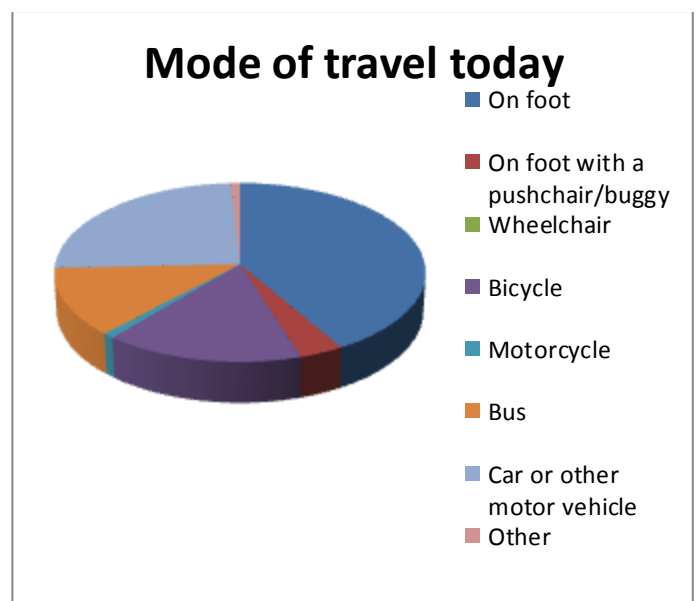
Mode of transport

Question 4: On the most recent occasion when you visited Crystal Palace Parade, how did you travel?

Mode	Number
On foot	47
On foot with a	4

pushchair/buggy

Wheelchair	0
Bicycle	18
Motorcycle	1
Bus	14
Car or other motor vehicle	28
Other	1

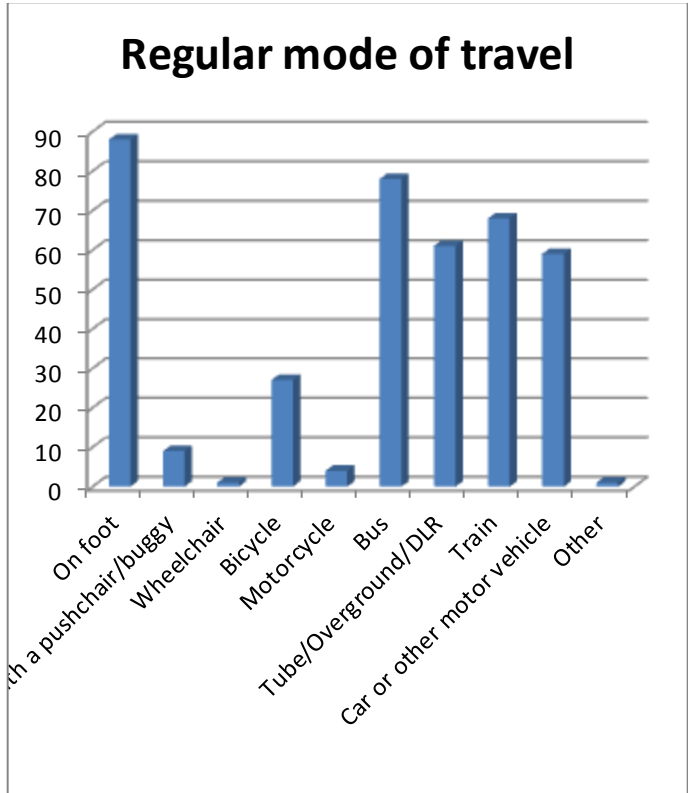


The high number of pedestrians may in part reflect the face-to-face interviews conducted – clearly most of these had arrived on foot. Cyclists may also be somewhat over-represented as the survey was publicised by Southwark Cyclists.

Question 6: Which of these modes of transport do you regularly use to get around London? (respondents could select multiple answers)

Mode	Number
On foot	88
On foot with a pushchair/buggy	9
Wheelchair	1
Bicycle	27
Motorcycle	4

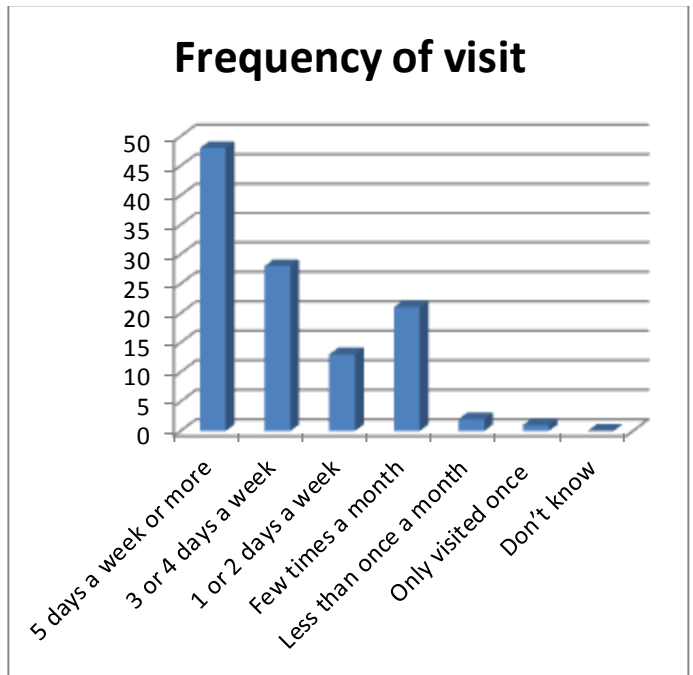
Bus	78
Tube/Overground/DLR	61
Train	68
Car or other motor vehicle	59
Other	1



Frequency on Crystal Palace Parade

Question 5: How often do you visit Crystal Palace Parade?

Frequency	Number
5 days a week or more	48
3 or 4 days a week	28
1 or 2 days a week	13
Few times a month	21
Less than once a month	2
Only visited once	1
Don't know	0



Healthy Streets questions

Respondents were asked to rate Crystal Palace Parade on the following criteria, on a scale from 0 to 10 (with 0 always the most negative response, 10 always very positive). Blank responses and 'don't know' responses have not been counted when calculating the mean figure.

Question	Mean
Overall how satisfied were you with the street (was it a good place to be?)	5.05
How attractive did you find the street?	5.02
How clean did you think the air on the street was?	4.14
How noisy did you find the street?	3.82
How enjoyable did you find being on the street?	4.22
How easy do you think it would be to cross the street?	5.2
How easy would it be for you to find somewhere to stop, sit or rest if you needed to?	2.98
How easy would it be for you to find shelter, for example if it was very sunny or raining?	3.2
How safe from crime or anti-social behaviour did you feel on the street?	5.58
How intimidated did you feel by the traffic on the street?	4.52
How clean and free from litter, dog mess and other rubbish did you find the street?	4.96

How would you rate the trees, plants and green spaces on the street?

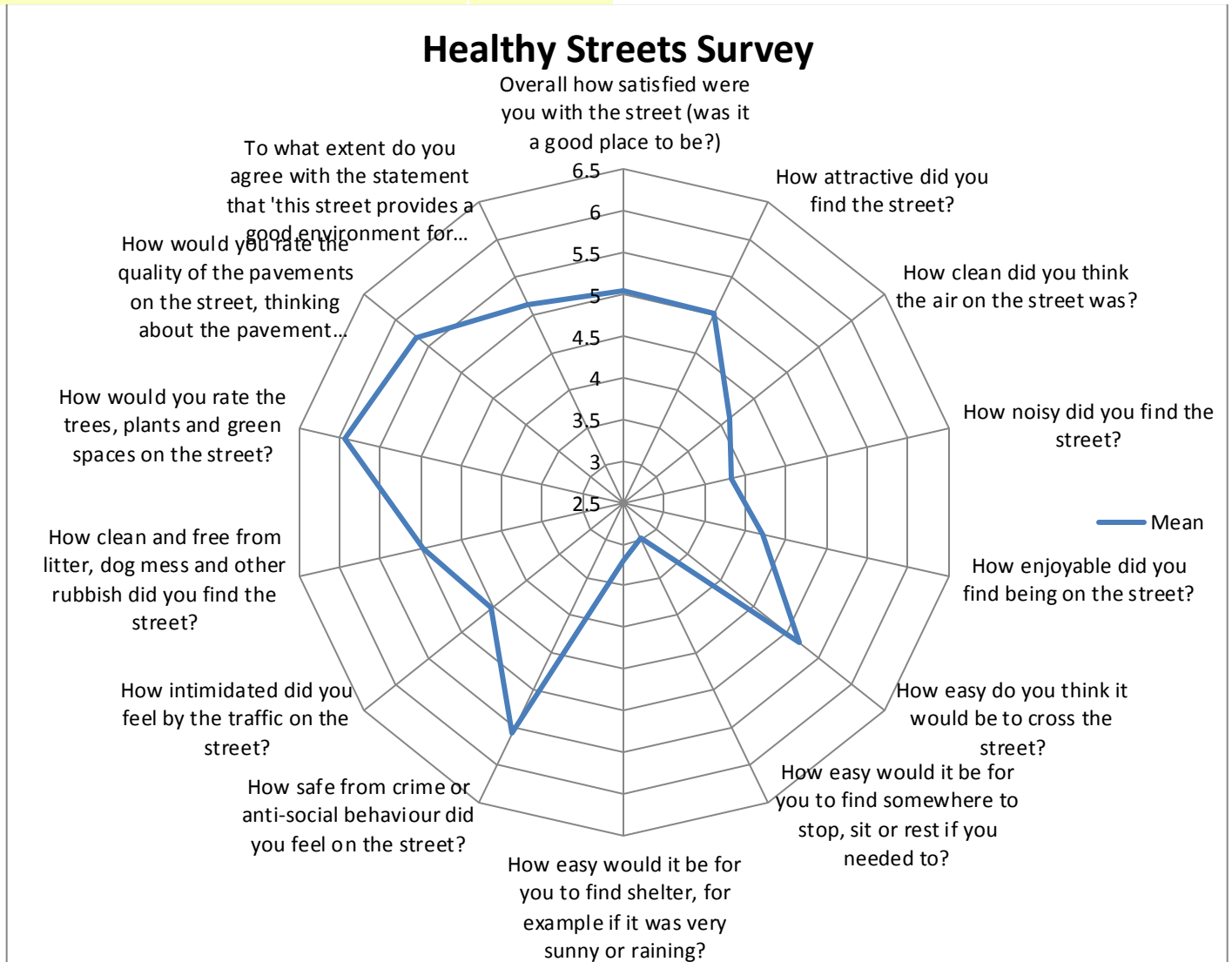
5.93

To what extent do you agree with the statement that 'this street provides a good environment for people to walk in'?

5.14

How would you rate the quality of the pavements on the street, thinking about the pavement width, pavement surface and obstructions?

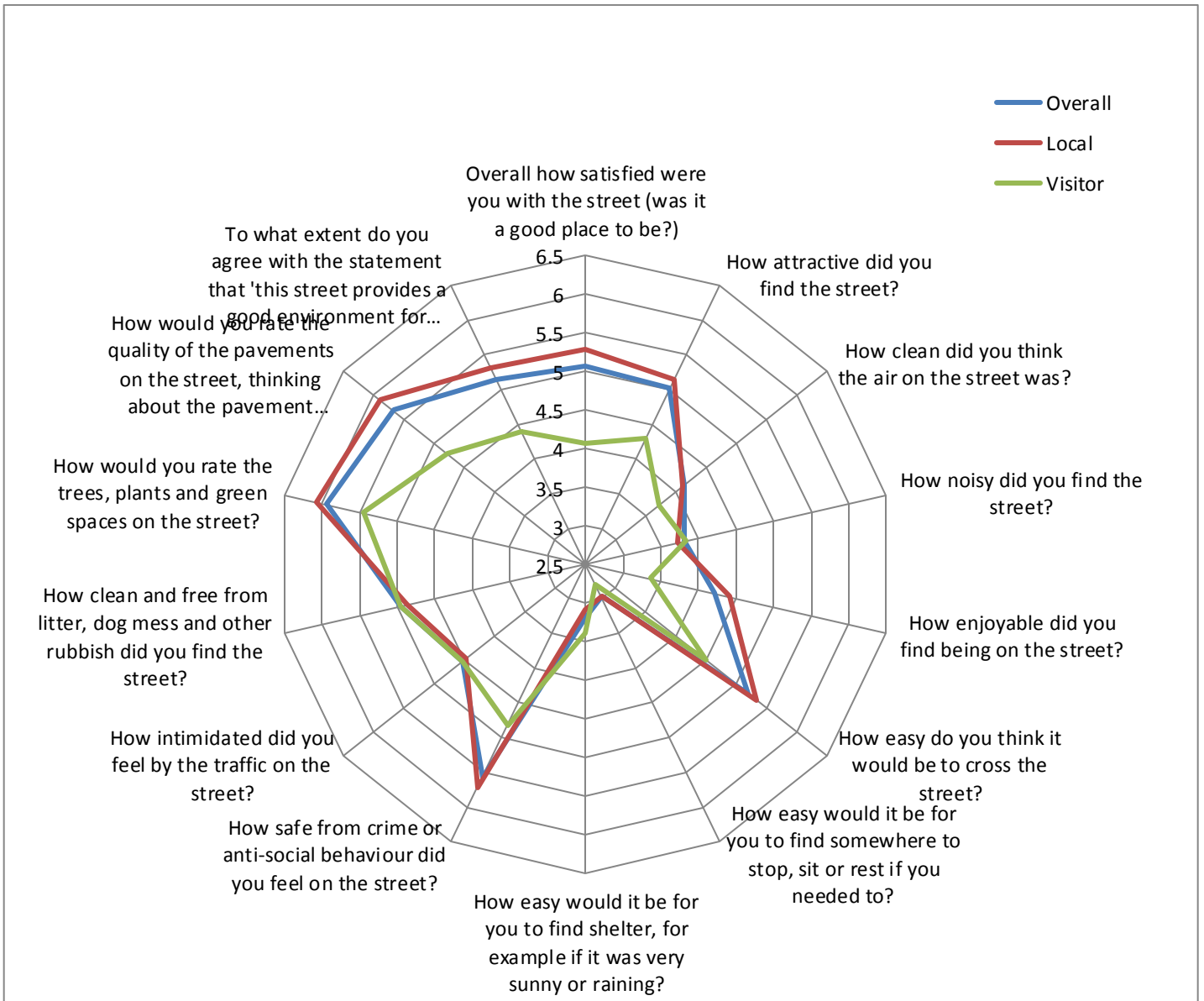
5.68



As the table and chart above indicate, most responses are in line with what we might expect for a street like Crystal Palace Parade. As a major traffic thoroughfare, it is not surprising that people find the street noisy and polluted to some extent. The location next to a large park also accounts for the high score for trees, plants and green spaces.

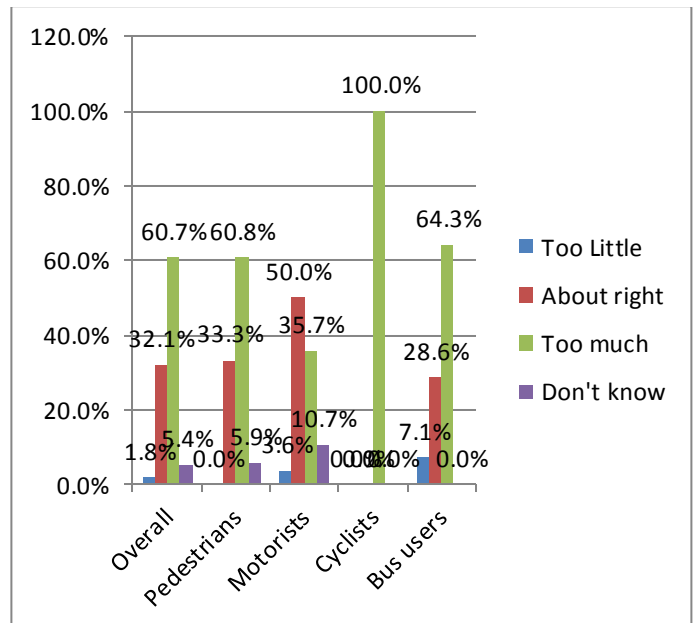
It is likely that the relatively high score for ease of crossing reflects the new zebra crossings that have been implemented as part of the 'double-dutch' roundabout project. Unfortunately, as there was no Healthy Streets survey prior to the works, we do not have a baseline for comparison.

The chart below breaks down these figures into two groups – locals (defined as those who live there or nearby, or who work there) and visitors (those commuting or on leisure or shopping visits). As can be clearly seen, in the majority of cases local people expressed greater satisfaction with the state of Crystal Palace Parade, whereas visitors were more ready to identify concerns. There is a striking discrepancy in their rating of overall satisfaction, attractiveness and enjoyableness.



Question 3: As a pedestrian on Crystal Palace Parade, would you feel the level of motor vehicle traffic is about right, too much or too little?

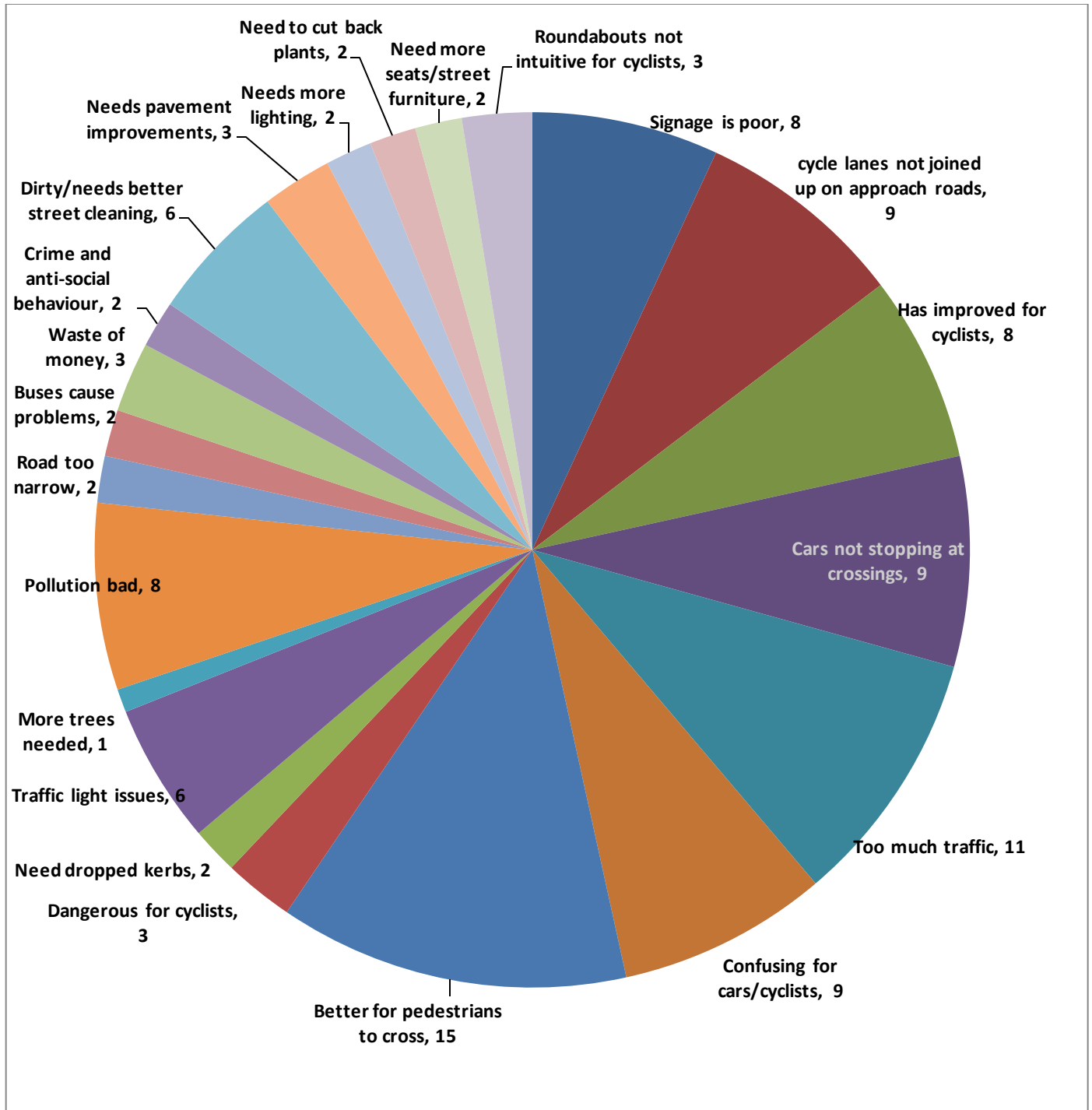
Options	Overall	Pedestrians	Motorists	Cyclists	Bus users
Too Little	1.79%	0.00%	3.57%	0.00%	7.14%
About right	32.14%	33.33%	50.00%	0.00%	28.57%
Too much	60.71%	60.78%	35.71%	100.00%	64.29%
Don't know	5.36%	5.88%	10.71%	0.00%	0.00%



Respondents' Comments

The questionnaire invited free text comments to one question: Is there anything else you would like to tell us about your experience of Crystal Palace Parade?

80 respondents provided free text comments. Below is a summary of the comments received, organised by themes.



Summary of comments including major themes

Theme	Highways comment
<p>New layout is better for pedestrians to cross</p> <ul style="list-style-type: none"> • It's great to see zebra crossings for pedestrians here - that there were none before on a road/junction like this was appalling. • I think the new roundabouts at the north end are a great improvement, both for cycling and walking. • it has had a dramatic impact in how safe I feel crossing the road and how easily I can do this. Previously I had to walk at best a long way out of my way and for some intersections just dash at a convenient point. I am exceedingly happy with the improvements made. Thank you for this. • The improvements to pedestrian crossing at the 2 mini roundabouts have been excellent. • The zebra crossings have made it a lot easier and safer to cross. We have a dog, so regularly cross to get to the park and it feels much easier and quicker to do so. • We live on Sydenham Hill and are really happy with the new zebra crossings! We have children and a dog and it's made a huge difference to our safety. My daughter hated trying to cross those roads before and stood there for 15 minutes once trying to cross! So well done for finally getting something done. • I really welcome the zebra crossings that have been put in place. It used to be a real nightmare as a pedestrian to try and cross the roads. • In my opinion, the new crossings have had a positive impact - i use them every night and has been a much better and safer crossing the roads around this area • Compared to how it was before the recent improvements, the junctions with Fountain Drive & Sydenham Hill are now much better for pedestrians and cyclists, particularly pedestrians thanks to the provision of pedestrian crossings. 	<p>Improving pedestrian safety and convenience was the no.1 priority in developing the new road layout. This being the most frequent comment suggests the scheme has achieved this objective.</p>
<p>There is too much traffic on Crystal Palace Parade</p> <ul style="list-style-type: none"> • First priority should be motor traffic reduction. There is far too much motor traffic encouraged to make use of this space by wide roads with junctions which prioritise motor traffic transit time (primarily for those on longer journeys crossing the area) at a cost to everyone else wanting to move around the area (those who live there, shop there, work there, or are visiting the park). • It's crazy that such an unpleasant and busy road is allowed right next to such a lovely park. There's no need for it – reduce the width, provide wider pavements and segregated bike lanes, and introduce speed humps • Far too much space for motor vehicles; Busy and Congested a lot of the time • While being a major south east junction and important to accessibility, the increased traffic is turning the area dirty and 	<p>Crystal Palace Parade is a major thoroughfare, and there is no way that new road scheme in itself was going to change this. However, in combination with other street improvements across Southwark, our intention is to encourage active travel by making walking and cycling safer and more pleasant for the majority of road users who do not use cars.</p>

Theme	Highways comment
<p>unpleasant which is quite unfortunate, also the lack of bus lanes makes the journey worse since there are many buses passing by that area.</p> <ul style="list-style-type: none"> the new double Dutch junction is a great improvement but it is only a tiny part of the parade. The remainder is the same filthy, noisy, dangerous traffic-ridden mess that it always was. The current way it is engineered is all about accommodating excessive numbers of motor vehicles, it is a deeply unpleasant, inconvenient and intimidating environment for walking, cycling, wheelchair use etc. 	
<p>Cars often don't stop at the crossings</p> <ul style="list-style-type: none"> The trouble with the zebras are that drivers often do not look properly, and therefore do not stop for either cyclists or pedestrians. roundabout geometry is not nearly tight enough so motor speeds remain high and vehicles often fail to stop at crossings or give way to cyclists using the road Zebra crossings too close to junctions. Unsure as to whether motorists are expected to stop at the cyclist area in front of zebra crossing on fountain drive Pedestrian crossing at the end of Sydenham Hill very poorly observed by cars, cyclists - and pedestrians. The new pedestrian crossings are a great idea, but the drivers just DO NOT stop at them! They come off the roundabouts at such a speed; it is INCREDIBLY dangerous. It is also mostly easier to cross being a pedestrian as well with the new look zebra crossings. However these have to be navigated with caution due to the road being in split in two/three and careless drivers not approaching with due consideration 	<p>We will shortly be undertaking 'snagging' on the new layout, and this will include looking at the signage and making sure that the new crossings are safe.</p>
<p>The junction is confusing to use for motorists and cyclists</p> <ul style="list-style-type: none"> The new cycle crossing is confusing but works well once you know how to use it. The key of concern is the lack of clarity for cyclists. Having used the junction as a pedestrian, car driver and cyclist I found it most difficult as a cyclist. The instruction 'Look Right' should be 'Give Way' and more needs to be done to inform cyclists that they need to cross each side of the carriageway separately. At the moment there are no markings to suggest priority and 'Look Right' is not a mandatory instruction. As a driver, it can get a bit confusing with the two roundabouts side by side at the bottom of Sydenham Hill. The lanes aren't very clear near the roundabout by Fountain drive if you head south towards Crystal Palace triangle the new roundabout is very poor. I've seen so many more near misses where drivers don't seem to be as aware of the roundabout - perhaps it's that it's not as obvious as it used to be or due to the signage being poor but I think it's had a negative effect on drivers. I also think that it's causing traffic confusion - coming 	<p>We will shortly be undertaking 'snagging' on the new layout, and this will include looking at the signage. We will assess whether there are ways to make the junction clearer to navigate.</p>

Theme	Highways comment
<p>towards Crystal Palace from Sydenham, drivers seem to tend to stay in the left hand lane and then, for those turning down College Road, they need to force thier way across.</p> <ul style="list-style-type: none"> • traffic does not flow as well as it did before. It is unclear to drivers which lane to proceed in (heading towards Crystal Palace on the second roundabout). Many drivers sit in the left hand lane, not using the right hand lane at all, causing considerable congestion at already very busy times of the day. • when driving I have seen some confusion with drivers not giving way on the roundabout coming away from Crystal Palace at the left turn to Fountain Drive maybe again from obstruction to their view from the other lane which is particularly dangerous when drivers are on the roundabout turning into Fountain Drive. • drivers seem to be a bit perplexed by the mini roundabout - the one filtering off to fountain drive if you are coming from crystal palace - to the point where I have been in near collisions with people as they are not obeying the rules of the roundabout. 	
<p>Cycle lanes don't join up with the approach roads</p> <ul style="list-style-type: none"> • Scheme is isolated, not planned coherently to join up with surrounding area, where conditions remain hostile, meaning it's of limited use to enable behaviour change • The fact that you are just dumped into effectively 3 lanes of traffic at the junction with Church Road and Westow Hill means it really is only for experienced cyclists • there are no off road cycleways on any of the approach roads so transition at junction approaches, and how off road sections rejoin the road, needs to be carefully detailed. In nearly all cases they haven't been, requiring sharp turns.. • Why can't you make a segregated bike bath along CPP? • The protected junction should be continued as a track along the road and the entrances to the park also need to be improved as finding a step free route is very challenging. • Fully segregated cycle lanes require for whole of crystal palace park parade. Southwark council need to work with Lewisham, Lambeth and Bromley councils to provide joined up infrastructure across borough boundaries. • Problem of cyclists coming up Fountain Drive who want to turn left to go to Beckenham. They cannot use the useful cycle lane filter to Sydenham Hill. SO it is just as dangerous as it was before - cars are turning left to Sydenham Hill, while bicycles are going straight on. 	<p>Changes to approach roads are beyond the scope of this scheme and will require coordination with neighbouring boroughs and TfL. However we will keep these comments under consideration as we are constantly looking for measures to encourage and support active travel.</p>
<p>New layout has improved the junction for cyclists</p> <ul style="list-style-type: none"> • The cycle lanes for going left on the roundabouts are useful and I use them. • Great improvement for cyclists without affecting car journey times. Thank you • The Dutch roundabout has improved cycling to an extent. 	<p>We are constantly looking for ways to encourage and support active travel. We are pleased that the new road layout has enabled some cyclists to travel safely on Crystal Palace Parade.</p>
<p>There are problems with the signage</p>	<p>We will review signage as part of the</p>

Theme	Highways comment
<ul style="list-style-type: none"> • Poor direction signage, unclear how to use new crossings if cycling. • not enough signage on approach to roundabouts detailing how to navigate them by bike. • The instruction 'Look Right' should be 'Give Way' and more needs to be done to inform cyclists that they need to cross each side of the carriageway separately. At the moment there are no markings to suggest priority and 'Look Right' is not a mandatory instruction. • Needed is a lit yield sign at the CPP entrance to the Sydenham Hill roundabout coming EAST. Eastbound traffic invariably acknowledges the 1st roundabout, but does not respect this 2nd roundabout which is an accident waiting to happen. Before the recent changes Southwark council (at my request) painted yield signs in all the requisite lanes. These have DISAPPEARED. Please restore them. • the road markings seem excessive and possibly confusing for both pedestrians and drivers 	<p>forthcoming 'snagging' process.</p>
<p>The pollution is bad</p> <ul style="list-style-type: none"> • I struggle with the traffic and pollution around Crystal Palace Triangle. I am convinced my son's cough is due to the pollution. • traffic now more liable to be held up thus giving off more fumes. • The pollution levels are a concern but we do have quite a lot of trees. It's not quite the 'Fresh air suburb' it was..... • The pollution particularly from buses is a worry especially when walking with my new baby. • if one of the aims was to try and improve the air quality around the area then I believe this hasn't happened. Traffic is still very dense (perhaps more so than previously), through this parade throughout the day, a lot of it stationary and billowing out smoke. 	<p>Crystal Palace Parade is a major thoroughfare, and there is no way that new road scheme in itself was going to change this. However, in combination with other street improvements across Southwark, our intention is to encourage active travel by making walking and cycling safer and more pleasant for the majority of road users who do not use cars.</p>
<p>There are issues with the traffic lights at the junction</p> <ul style="list-style-type: none"> • The traffic lights take too long • There's an issue with the traffic lights at the top of College Road - cars don't see the left green arrow, so always queueing + use of horns • Traffic light phasing causing unnecessary pollution by bunching traffic at college road lights. • Ridiculous short green light phases on the parade at college road is causing traffic to rush through lights on yellow / red to avoid being caught by the red light. Always Giving priority to buses is causing uncertainty to drivers who should be able to rely on a reasonable time to go through lights at green Pedestrian green man should only operate at college road lights when button pressed by pedestrian not continuously Very often no one is waiting to cross • Please regularly monitor the correct functioning of traffic lights. Those at the Westow Hill end of CPP are frequently out of order causing congestion; likewise those at College Rd and CPP. • The main problem for me is the junction with College Road - the light system seems incredibly inefficient (especially for 	<p>We will review traffic light operation and phasing as part of the forthcoming 'snagging' process.</p>

Theme	Highways comment
<p>pedestrians).</p> <ul style="list-style-type: none"> When crossing the road at the junction the traffic lights for pedestrians can be too long of a wait. 	
<p>Crystal Palace Parade is very dirty</p> <ul style="list-style-type: none"> It's a very busy, dirty polluted street with little public realm and poor paving. More could be done to improve the ambience of the whole area - not enough street cleaning and litter picking. The parade is often dirty with huge amount of rubbish strewn along it, particularly on the park side on a Monday after the weekend. Not enough bins, hence the unacceptable amount of rubbish dumped on the streets I would really like the rubbish all along the street and behind the fences along the top of the parade on both sides to be regularly cleaned. I walk past the bus stops and along the edge of the road on both sides and it is extremely littered and unpleasant. 	<p>This is beyond the scope of the present scheme. However, we will pass these concerns to relevant departments and neighbouring local authorities.</p>

Recommendations

As both the Healthy Streets responses and the anecdotal free text responses indicate, the new street layout at Crystal Palace Parade has had a beneficial impact for pedestrians, making it much easier to cross the road. Cyclists on the other hand appear to have significant reservations about whether the new layout is beneficial to cycling, though this primarily reflects a focus on the unimproved remainder of the Parade. They were positive about the changes at the 'double-dutch' roundabouts.

Recommendation 1: Highways should consider street signage, road markings and traffic light phasing as part of the snagging process, bearing in mind the comments above. There may be opportunities to improve the operation of the new 'double-dutch' roundabouts at relatively low cost and ensure they meet the needs of all road users.

Recommendation 2: Highways should take note of the concerns raised above about the failure of the new road layout to join up well with various approach roads. We should consider whether there are opportunities to further enhance Crystal Palace Parade and adjacent roads to reduce the burden of motorised traffic and make them more attractive for cyclists and pedestrians.

APPENDIX A: Letter sent to residents

Tom Robison
Programme Manager
Highways
highways@southwark.gov.uk
Tel: 020 7525 3752

Name
1st line address
2nd line address
Postcode

Date: 12 July 2018

Dear Resident,

Crystal Palace Parade Healthy Streets Survey

Recent works on Crystal Palace Parade have introduced improved walking and cycling routes through this busy junction.

We are conducting a survey to find how people who live on the street or visit it regularly feel about it as a place to visit, stop, shop or travel through. The questions are based on TfL's Healthy Streets approach, and your answers will help us compare this street with similar streets across London, so that we can plan future improvements for all our residents.

The survey can be found online at <http://southwark.gov.uk/crystalpalacesurvey> and will run until 15 August. When answering the questions, please think about the most recent occasion when you were on this street. The questions should take no more than five minutes to answer.

We would be very grateful if, as well as completing the survey, you would share these details with your friends and neighbours.

For a reminder of the changes on the Parade, please see the photo overleaf.

If you have any queries, please contact me at:

e-mail: highways@southwark.gov.uk
telephone: 020 7525 3752

Yours Faithfully,

Tom Robison
Programme Manager