

Dulwich Quietway

Sustrans community engagement report

November 2015



About Sustrans

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1 Executive summary

This report details the engagement carried out by Sustrans on behalf of London Borough of Southwark (LBS) and Transport for London (TfL) for the Dulwich Quietway. It should provide a springboard for Southwark engineers to develop future designs on Quietway 7 in Dulwich, so that designs are in line with the general appetite amongst the community.

This report will:

- Explain the engagement process so far in Dulwich on Quietway 7
- Explain the community feedback outcomes received and draw together common themes
- Demonstrate transparency

This report is intended to represent a snapshot of views in the Dulwich community at a certain time; it cannot claim to be comprehensive. Any designs featured are at the ideas stage, to be modelled subject to current safety and design standards before they can be taken forward.

Background

Quietways are part of the Mayor's Vision for Cycling in London. They are a new network of direct and easy to follow cycle routes in London on quiet roads, parks and waterways. They'll make it easier for people who would like to try cycling, but would rather not cycle on main roads. Quietways provide an opportunity for communities to benefit from TfL investment that can make local streets more attractive for everyone.

Dulwich Village will be part of Quietway 7, from Elephant & Castle to Crystal Palace. In Southwark the route will run along Calton Avenue, across Dulwich Village junction and down Turney Road.

Calton Avenue, Turney Road and Dulwich Village junction experience high volumes of traffic at peak times and TfL have funds to deliver significant infrastructure improvements to Dulwich's road network as part of the Quietways project.

Sustrans role and remit

Sustrans has over thirty years' experience in delivering sustainable transport solutions and are experts in community engagement and co-design processes. Based on this and through the tender process, TfL selected us as their delivery partner for the Quietways programme in December 2014.

Sustrans provide support and capacity to TfL and the London boroughs by providing the project management role on every route. Boroughs are also able to commission us provide technical support and community engagement on Quietways, if needed.

Southwark Council are keen to involve the community at an early stage in designing improvements, so commissioned Sustrans to deliver this piece of engagement work.

The aim was to:

- Give the community a platform to discuss local issues, share views and ideas to shape the design process
- Enable the subsequent formal consultation.

The delivery of this report summarises the findings from the engagement work done and concludes the assignment. Sustrans is not the decision making body on Quietways; the final decision on each design solution lies with TfL or the relevant London borough, whichever owns the land or road in question.

Key findings

There is a wide range of views amongst the highly engaged and well informed Dulwich residents, and in many cases the issues involved provoke strong feelings. Due to the high level of engagement and interest:

- Any designs need to be carefully modelled and the information given to residents so they can make an informed decision before a design is decided upon and taken forward;
- Any designs developed need to consider school traffic and the high number of children travelling to school each day in Dulwich, as school traffic and coaches are exacerbating the normal rush hour traffic.

A significant number of people are opposed to any change and object to the alignment of the Quietway through Dulwich, and many people are nervous about the potential traffic displacement impacts of traffic management interventions. However a number of people in this community are keen to see radical changes which would reduce traffic in the area, with **65%** of people surveyed agreeing that there is too much traffic on the Quietway route in Dulwich, and **56%** believing that road safety is an issue.

If people are kept informed and engaged by Southwark Council there is potential for an exciting solution to be reached through further consultation which will deliver the Quietway standard, benefit the community and improve traffic issues.

2 Dulwich community engagement process overview

From June until mid-October 2015, Sustrans ran an engagement programme to gather information from people living, working and travelling in Dulwich, about the Quietway route and potential interventions to address traffic issues locally. Approximately 600 people were engaged. It included:

Pop-up events

Four pop-up events were held surveying residents at different locations around Dulwich Village with the local travel questionnaire (see below section 3) and providing information about the Quietway. There were approximately 30 people at each event.

Feedback boxes

Five feedback boxes were placed at different locations around Dulwich Village during for people to comment on the Quietway. Feedback from these was fed into questionnaire results data.

Local travel questionnaire and mailout

1093 households on and around the route were sent a postal questionnaire and we had 339 responses overall, including those at events. People were asked how they currently travelled locally and their opinion on the Quietway route and any issues; it was aimed at all route users. The mailout consisted of the questionnaire plus information about the Quietway and event invitations (there was an issue with this mailout- see Section 5 below for more detail).

Community Council meeting and Stakeholder meetings

Sustrans staff attended meetings of, and regularly updated, key stakeholder groups and presented information about the Quietway at Dulwich Community Council in September 2015. These included:

- The Dulwich Society
- Turney Road Tenants & Residents Association
- Calton Avenue Residents Association

- Woodwarde Road/ Dovercourt Residents Association
- Dulwich & Herne Hill Safe Routes to School
- Dulwich Young Cyclists
- Southwark Cyclists
- Friends of Dulwich Park
- Local schools

Walkabouts

An opportunity to discuss traffic issues as they happen and to walk through the route together.

Co-design workshops

A community co-design approach was used to enable communities to work together to reach a consensus on the best design for their neighbourhood. Four open workshops were held for residents and stakeholders to feed into the design process.

Table of events carried out

Event type	Date	Location
Pop up surveying/ information gathering	14/07/2015	North Dulwich station
	15/07/2015	Dulwich Village shops
	18/07/2015	Turney Road/Burbage Road junction
	23/07/2015	Calton Avenue/ Townley Road junction
Mailout with questionnaire / event invitation	31/08/2015	Sent to 1093 residents on and around the Quietway route
Walkabouts	17/09/2015	From Calton Avenue/ Townley Road junction to Turney/ Croxted junction, at 8 am, 3 pm and 5.30 pm
Co-design workshops	23/09/2015	Southwark Community Sports Trust, Turney Road
	26/09/2015	St Barnabas Parish Hall, Gilkes Crescent
Concept design workshops	03/10/2015	St Barnabas Church, Calton Avenue
	08/10/2015	St Barnabas Church, Calton Avenue

3. Findings and feedback

3.1 Questionnaire results – infographics used at workshops



People were also asked 'is there any part of the route which you find especially uncomfortable to use?'

Dulwich Village junction was by far the most common response, mentioned over 69 times. The junction of Court Lane and Calton Avenue was next, followed by the congestion and pollution caused by school coaches, seen as a major problem.



We asked people to tell us the main issues along the route:

Dulwich Village Junction, the junction of Calton Avenue and Court Lane, and school coaches, were the most common things to come up.

Calton Avenue

Standing traffic blocks pedestrian crossings, making it dangerous to cross and causing air pollution

Calton Avenue/ Court Lane junction is chaotic. Many drivers are unclear about priority and traffic is slow and congested.

Cars parked along the junction end of court lane means traffic is unable to flow in both directions

Calton ave entrance to junction is too small for three lanes

Congestion causes tail backs at peak times

School coaches cause severe congestion and are too large for the road

Crossing from Court Lane to Calton Avenue is very dangerous for adults and children

Dulwich Village Junction

Phasing of traffic lights - not synchronised properly and very slow

The junction is gridlocked and very slow to drive through at peak times

Dangerously unclear who has right of way

'The whole junction needs reworking!'

Very poor traffic management coming from Court lane to turn right into village

Conflict between southbound and northbound traffic when crossing junction

Hard to cross safely as a pedestrian or cyclist; cannot cross diagonally as a pedestrian

Cyclists use pavements at junction (and on Calton when traffic is congested) - intimidating for pedestrians

Turney Road

Parking on Turney Road under bridge makes passing difficult

Traffic islands cause pinch points/ chicane effect

Lighting under bridge is not sufficient

Congestion at peak times, used as a short cut to Herne Hill

The pavements are poorly surfaced and need repairing

Road is quite narrow in places and parked on both sides, which makes it difficult for two cars to pass and creates pinch points for cyclists

Difficult to cross at Burbage junction

Junction at Croxted fast and difficult to cross

We also asked how respondents would improve the issues they have mentioned:

Problem	Location	Solution
Too much traffic	Calton Avenue	<ul style="list-style-type: none"> • Make one way • Parking on one side only • Ban HGVs and coaches • Enforce 20mph • Reroute Quietway • Close to through traffic • Minimise school drop-off and pick up
Lack of cycle provision	Calton Avenue	Segregated cycle lanes on Calton Avenue 'essential for this road' or shared use path on pavement for children
Unclear junction	Calton Avenue/ Court Lane	<ul style="list-style-type: none"> • Right turn filter • Clearer signage
Non-compliance with 20mph	All	<ul style="list-style-type: none"> • Speed cameras • Increased traffic calming
Lack of cycle + pedestrian provision/ too much traffic	Dulwich Village Junction	<ul style="list-style-type: none"> • Diagonal crossing for pedestrians • Advanced stop lines for bikes • Early release lights for bikes • Cycle Lane across junction • Restrict parking on approaches to junction • Zebra crossing on Calton/ Court • Make junction shared space – 'do something dramatic!'
Lack of cycle provision/ too much traffic	Turney Road	<ul style="list-style-type: none"> • Segregated lane in approach to junction • Double yellows on corners • No Right turn onto Turney from Croxted
Route too busy	All	Re-route along College Road

3.2 Walkabouts feedback

Walks along the route at peak times with local residents.

Residents were accompanied by facilitators and an engineer, and their comments were recorded. Around 34 residents walked from the junction of Calton Avenue and Townley Road to the junction of Turney Road and Croxted Road, stopping at key points and discussing traffic flow issues. The events were timed to coincide with the busiest periods of the day in order to see the issues at their most complex.

Summary of observations – General:

- Residents noted that **public transport** in Dulwich is particularly poor and that there is a need for new bus routes to provide a viable alternative to driving
- **Air pollution** is a concern (lots of standing traffic in the morning peak) and worry was expressed that the 20mph limit is not enforced.
- It was suggested that congestion caused by school traffic needs **long term behaviour change** work with schools and parents

Calton Avenue

- **Congestion** blocks traffic islands
- **Coaches** and large vehicles are a major problem - cause congestion and noise on speed humps
- Parking on Calton Ave from Woodward Road down to Dulwich Village junction causes problems as cars struggle to pass each other and **cyclists are forced into incoming traffic**
- **Lorries frequently drive into bollards** at the end of Woodward Road, and **buses get caught on Calton Avenue and Woodward Road traffic islands**
- Road sign on Court Lane directs drivers up Calton Avenue and down Turney Road to Peckham and Herne Hill respectively rather than along East Dulwich Grove.

Turney Road

- Non-compliance with double yellows outside school
- Traffic islands cause pinch points and people sometimes drive the wrong way around them
- Lighting under bridge is insufficient, makes it feel isolated and intimidating
- Pavement surface broken; hazard for pedestrians
- People think there is too much street clutter
- Lorries cut over pavement corners
- Parking under bridge obstructs traffic and makes it difficult for cars to pass

Dulwich Village Junction

- There is a perception that the light phasing is longer than at most junctions
- Cyclists use pavement to avoid junction
- Cars cut over pavement at Calton Avenue/ Court Lane crossing
- Court Lane traffic backs up so that cars are waiting to exit side roads

3.3 Co-design workshops



Activities

- A 20 minute presentation and Q&A session on Quietways and the engagement process was given
- Participants were then split into groups of six to ten to explore options for three locations:

Dulwich Village Junction

Four early stage designs for the junction (appendix 5) were presented in each group. Discussion around them was facilitated by engineers, and comments were recorded.

Turney Road and Calton Avenue

Residents were invited to use traffic management tools on laminated base maps to discuss and record what interventions they would like to see on these two streets (see above photo). They recorded their suggestions on 'decision sheets' which were subsequently processed and interpreted into concept designs by engineers (see appendix 4).

3.31 Feedback on Dulwich Village junction designs (appendix 5)

- In general, people felt that the designs needed to be more ambitious in order to be effective, or voiced strong opposition to specific elements of the design.

Design elements which provoked most discussion were:

A proposed one-way on Court Lane

This intervention was extremely unpopular. Participants felt it would increase rush hour traffic on Calton Avenue and adjoining roads, cause traffic to back up at the junction, and increase speeding on Court Lane.

Merging three lanes into two on Calton Avenue to accommodate a cycle lane

There is concern that this will cause gridlock as cars wait to exit Calton Avenue at Dulwich Village junction. It was pointed out that it was considered before and rejected. However it was also acknowledged that it would make it easier for pedestrians to cross and that a segregated cycle lane was positive.

Change of priority between Court Lane & Calton Avenue:

- This was an unpopular measure raising concerns about traffic displacement and an increase in aggressive driving at Dulwich Village Junction/ Court Lane.
- Several people suggested the closure of Court Lane at Lordship Lane end as an alternative solution to through traffic, or to coincide with a one-way.
- It was suggested that traffic light signals at Court Lane/ Calton Avenue need a right turning green filter plus a cycle pocket, with more time for cars to exit the junction.

Changes to pedestrian facility:

- There is a very high level of opposition to removal of the pedestrian guard rail due to the numbers of children who use this crossing at peak times.
- People favour direct crossings over staggered, and prefer zebra to informal crossings. There is concern that informal crossings at junction entrances (raised tables) will slow traffic.
- Some suggested moving school crossing patrol to Court Lane instead of Calton Avenue, and installing a pedestrian crossing on the south end of Calton Avenue.
- Some suggested that pedestrians should be able to cross the junction diagonally in one movement.
- A few residents have suggested that pedestrian crossings should be button activated as lights currently turn red when no one is waiting to cross. They feel this would speed up traffic flow.

Kerb cut backs/ kerb build outs:

- Some people said the proposed kerb cut back at the junction of Dulwich Village and Turney Road would make the left hand turn here harder without any real benefit to pedestrians.
- Many were reluctant to lose green space.
- There is a memorial tree planted on this corner which the community don't want to lose.

Be more ambitious

Several residents wanted the junction designs to be more ambitious. They felt that the four options did not address the fundamental problem of traffic congestion but were just 'tweaking'. They suggested:

- Removing road markings across the whole junction
- Pedestrianising and greening the junction and making it into a village square - 'the inconvenience would be worth it' - it was also suggested this could be combined with banned turns or measures to prevent rat running
- Being more radical and introducing more shared space

- A couple of residents suggested that the designs for the junction should make better use of roundabouts to navigate the junction. One such scheme which was emailed to us by a Dulwich resident is attached in appendix 6.

3.32 Key themes from Calton Avenue and Turney Road discussions

Participants made a range of suggestions for Turney Road and Calton Avenue, from minimal interventions (for example improved pedestrian facility) to road closures. These were grouped into three design themes reflecting the most common suggestions –

- ‘parking’, looking at ways to give more space to road users and reduce congestion by reducing parking;
- ‘closures’, showing where roads could be closed to stop through traffic altogether;
- ‘general’ light touch options to improve traffic flow and conditions for people on foot and on bikes without any drastic changes.

These were then developed by engineers into concept designs. These are presented in full in appendix 4.

Examples of key suggestions received:

Parking:

- Introducing a controlled parking zone (CPZ) or similar parking control such as residents only bays
- Introducing timed parking restrictions and/or extending double yellow lines, to tackle commuter parking and still allow for local journeys e.g. to shops
- Moving the zipcar bay to Gilkes Crescent from Calton Avenue to free up road space
- Reducing parking on Calton Avenue - specifically on the section from Woodwarde Road to Dulwich Village junction
- Reducing parking on the Junction end of Court Lane to release more cars in rush hour and ease congestion.

Filtered permeability (traffic filter preventing motor vehicles passing through):

- Closing Turney Road by Croxted Road railway bridge to motor traffic
- Closing Court Lane at Lordship Lane end to stop through traffic and reduce traffic at junction, rather than at the Dulwich Village Junction end as proposed via one-ways in designs
- Closing Calton Avenue at the junction with Townley Road
- Closing Calton Avenue at St Barnabas Church.

General lighter touch interventions:

- Zebra crossings instead of traffic islands – these are felt to be safer and adhered to more
- Removal of the central line as an easy way to control driver speeds
- Right turning pocket at the top of Calton Avenue
- Raised informal crossings/ raised tables instead of traffic islands.

3.4 Concept design workshops

These were drop-in sessions, to allow people to comment and indicate their preferences for different design options using stickers against their first, second or third preference for each design. This was not a formal vote but a way to understand what kind of appetite there was amongst the community for different levels of intervention.

- Six designs were presented for Dulwich Village Junction - four initial designs and two further designs worked up in response to feedback from initial sessions. Participants were asked to comment and to indicate their preferred options.
- Three concept designs for Turney Road & Calton Avenue, based on co-design workshop feedback, were presented. Participants were asked to comment on each one and indicate their preferred options (see above/ appendix 1).
- At the first workshop, there was a noticeable number who indicated a preference for more radical interventions. This was potentially due to the wider demographic and the higher level of investment in the process amongst participants who attended.
- The second workshop was primarily for residents who had missed the original mailout (see section 5 for more detail) and therefore had not been involved from the beginning of the process.
- Many of attendees at the second workshop objected to the principle of the Quietway and placed their stickers on 'I don't like this option' for all of the designs (appendix 1).
- There may have been more people who would have expressed this opinion at the first workshop had they had the option (see section 5 for more detail).

Design	Suggestion/ comment from workshop attendees
Calton Avenue closures (closing Calton Avenue to through traffic at the Townley road end)	<ul style="list-style-type: none"> ● Restrict access at peak times only - ban non-local traffic during rush hour so children can get to school safely – as traffic is mainly felt to be a problem at peak times
Calton Avenue Parking (Restricting parking on Calton Avenue)	<ul style="list-style-type: none"> ● Support for the removal of parking between Woodward Road and the Junction, to remove pinch point for cyclists and allow two vehicles to pass each other ● Remove most parking but leave visitors bays ● Consider CPZ/ parking on one side of road only.
Calton Avenue 'general' (replacing traffic islands with zebra crossings, removing the central line, extending double yellows on corners)	<ul style="list-style-type: none"> ● Keep three lanes ● Use tidal flow 'cells' for cycles on Calton

Design	Suggestion/ comment from workshop attendees
Turney Road closures (closing Turney road at the railway bridge)	<ul style="list-style-type: none"> • Many people cite their experience of a previous closure of Turney Road due to bridge improvement works which they say made traffic much worse in Dulwich Village. • Some support a closure to prevent through traffic and would like a quieter street • Some suggest timed closures/ bollards at peak times.
Turney Road Parking (restricting parking on Turney Road)	<ul style="list-style-type: none"> • Views split between people who want to keep parking and those who would like some form of controls - residents only bays, timed parking restrictions to make space for cycling.
Turney Road General (replacing traffic islands with zebra crossings, removing the central line, extending double yellows on corners)	<ul style="list-style-type: none"> • There is a perception that removing Burbage junction raised table will increase speeding, • There is a resistance to installing crossings which need to have no parking around them. • Many people feel this option is doesn't address the problem of reducing through traffic.

4. Dulwich schools and Quietways



Dulwich is an area with an unusually high concentration of schools. This is something local people feel very strongly about and the message we received from them was that children need to be prioritised.

There was extremely high opposition in our co-design workshops to removing the pedestrian guardrail outside Dulwich Village Infant School. Sometimes guardrails are considered to be unhelpful to pedestrians as it means that they can only cross the road at a certain point. Cyclists are also forced into them and squeezed alongside traffic with no escape route, and they can be considered as street clutter. However in this situation there is vocal opposition to removing the guardrail as many children use this crossing at peak times, and also

throughout the day to get to and from Dulwich Village Infants which has two separate sites.

Other suggestions relating to schools from feedback across all events and workshops:

- Introduce a 'Park and stride' scheme with Foundation Coaches to reduce congestion from coaches on Calton Avenue
- Encourage schools to provide parking for teachers on site
- Encourage schools to provide lockers for children so they do not have to carry heavy items to school
- Encourage schools to take responsibility for school travel - for example by providing 'walking buses', supporting park and stride schemes, funding a 'Bike It' officer or supporting a car-sharing scheme.

4.1 Safe Quietways to School Zone

We received a proposal called 'Safe Quietways to Schools Zone Dulwich' (appendix 2) from a group of local residents, some of whom are involved in residents associations. This involves creating a 'safe zone' by restricting non-residential traffic at peak times only, to enable residents and school children to travel more safely at these times. This supports other feedback that the main problem with traffic in Dulwich is at peak times only.

4.2 Dulwich & Herne Hill Safe Routes to Schools

Dulwich & Herne Hill Safe Routes to Schools (SRS) is a volunteer-led network of schools and parents working with local residents and community groups who promote active travel and want children to be able to get to and from school safely and independently. 80% of 962 parents surveyed in Dulwich say they would switch their child to cycling to school if it could be made safer, highlighting how much of an impact could be made on congestion by increasing the facility for cycling and walking for children in Dulwich.

The SRS group have previously worked with a Sustrans officer on safer routes to schools in the Dulwich area and have produced a map of SRS routes (appendix 8) which could be incorporated in any final plan. They are interested in the Quietways proposals but would like to have more information and felt that the current designs were not accessible enough for pedestrians and children travelling to school. They would like more engagement to be done with families and young people for whom they felt not enough provision had been made to consult.

Below are some key suggestions from the group:

Accessibility:

- In the programme of engagement and consultation, include workshops and events at more accessible times and consider providing childcare - evenings and weekend mornings were not felt to be accessible for families with young children.
- Consider the possibility of direct engagement with the local schools and their communities
- Consider more options for online engagement for people who are intimidated to come to a group workshop
- Reinstate a Bike It officer for Dulwich to continue previous schools work and to demonstrate that cycling isn't just for a certain demographic.
- The number of children walking to school in Dulwich is presently greater than the number of cyclists and this should be reflected in our designs.

Transport issues in Dulwich:

SRS felt that Dulwich is used as a through route from Kent to central London and for commuter parking. They may therefore support a CPZ which reduced this. They feel that parking should be maintained for residents and the elderly who need to drive and park outside the village shops. They would also support the reduction of through traffic from outside the area, to enable children to walk and cycle safely to school. SRS are also concerned about the volume of large and heavy vehicles using Dulwich roads and feel that is important to address the transport issues in Dulwich as a whole.

Coaches

SRS supports the use of coaches to reduce the numbers of children driven to school from outside the area. SRS recognises the community's concern about coaches on residential roads and supports positive engagement between the community and the Foundation Coach Service. Key points were:

- The Foundation Coach Service's preferred route between schools uses Lordship Lane and the South Circular. However, the additional journey time, due to the lengthy wait to turn right out of Lordship Lane on to the South Circular, would necessitate an extremely early start for school children. SRS supports positive engagement with TfL to reduce that time and hence facilitate use of that route rather than residential roads. If the junction were to be reviewed, SRS noted that there is currently no safe pedestrian crossing there.
- SRS would like schools to consider making the space at the front of schools more welcoming for children arriving on foot or by bike and supports positive engagement between the schools and the coach service on this point. For example, children arriving in vehicles are already discouraged from being dropped at the gate. SRS would support schools in initiatives that enable the coaches to drop children away from the school gate. For example, DPL children are currently dropped in the Alley's Head pub car park.
- It is important for schools to continue to work with the Foundation Coach Service to ensure that drivers do not sit with their engines idling for up to 30 minutes and contribute to local air pollution.
- SRS would support the schools in efforts to encourage secondary school pupils to make journeys by public transport where appropriate.

Comments on suggested interventions so far:

- They are interested in exploring closure options further, especially in line with other measures such as a closure at the junction of Court Lane and Lordship Lane, so that lorries and larger vehicles can't come up Court Lane
- The crossing on Calton Avenue needs a yellow box to prevent cars from stopping on it- very high pedestrian flow of school children at peak times who need to be protected
- They are not supportive of staggered crossings featured in the junction designs, and would oppose any design with this in it.
- The banned right turn on Dulwich Village junction design 6 is an extremely popular movement so there may be a lot of opposition to banning it
- The general problem they see with the interventions we have proposed is that they are negative rather than positive - they are perceived to be stopping people from travelling as they currently do without offering a positive alternative; there aren't enough positive options for people to get behind and support

- They would like to see options which are braver about removing parking especially on Calton Avenue by the school field where there are no properties. They want to make it clear that this is a space for children to move around independently.

5. Constraints and challenges

Mailout issue

At the end of September we found that certain streets planned to receive the mailout had not received it due to problem with the delivery. A hand delivered apology was sent to all of those missed and an extra concept design workshop was scheduled so as to involve them; however this issue affected their understanding of the process and willingness to participate.

Indicating preferences at concept design workshop

Some people wanted to express a negative response to all of the concept designs and this was not an option at the first concept design workshop. We included it at the second in response to demand; there were people who wanted to express their dislike of a particular option at the first workshop who weren't able to.

Engagement reach

The timing and location of workshops (on Saturday morning and in the evening) may have been difficult for some people to attend, something which is supported by feedback from Dulwich Safe Routes to Schools group. It was noticeable that some workshops attracted a majority older demographic which doesn't reflect the range of ages who live in Dulwich.

Any further work should include additional engagement with schools and make it easy for people to feed in online, so that people can engage as and when they want to rather than having to fit in with set times.

The number of people engaged with is not fully representative and this should be remembered when drawing conclusions. The engagement area comprised roughly 1500 households however we were not able to accommodate all of these in the design process. The results should therefore be considered a snapshot of views.

6. Conclusion – summary of findings

Key points:

- It's acknowledged among many people that there is a problem with traffic during rush hour, and that this is particularly bad at Dulwich Village Junction (the most common answer to the question 'is there any part of the Quietway you find particularly uncomfortable to use').
- 65% of people surveyed said there was too much traffic
- 56 % of people surveyed said road safety is an issue
- Within the Junction, negotiating Court Lane/ Calton Avenue junction as a driver is particularly difficult, with conflict over who has right of way;
- Light phasing at the Junction is perceived as slow and there is a concern as to why the pedestrian phase isn't push button activated;
- School coaches cutting through Calton Avenue and the Village is a real issue which was brought up repeatedly during the engagement. They block the road, add to congestion and

reduce visibility for cyclists. If a compromise could be reached local people might feel safer using these roads and congestion might be reduced.

- Turney road is perceived as either ok for cycling already, or unsuitable for a cycle route as it is acknowledged that there isn't much space and the road is narrow with frequent traffic islands, parking on both sides and speed bumps. There is some appetite for a closure at the railway bridge.
- Calton Avenue has the same problems of congestion at rush hour making it poor for cycling – with residents wondering what can be done to improve it, or why it has been chosen as a Quietway, and a number suggesting taking out parking on one side or making it one way as a potential solution
- Schools need to be engaged with and not enough has been done to work with them. Dulwich Safe Routes to Schools hope for another schools officer to continue the work done previously and are interested in plans to improve Dulwich for cycling and walking. Currently they don't feel that the Quietway holds much for them and that more provision needs to be made for pedestrians.
- Air pollution and children being safe is a concern. People recognise there is a problem and that they are part of it, but behaviour change is needed to make a real difference.

Of the designs presented at the workshops, the option most strongly supported was a radical pedestrianisation of the Dulwich Village Junction (appendix 6). There was equally strong support for closures on Calton Avenue and Turney Road (appendix 1). However this was a relatively small sample. People who preferred these options may have made a point of attending workshops, or were residents on these roads keen to see an end to traffic cutting through.

Some of the people who are opposed to changes feel Dulwich is in a city and is fine as it is - traffic levels are not a problem. They feel the Quietway is being imposed upon them.

Some of the people who are very opposed to the concept of the Quietway might feel able to support it if presented with a broader vision benefitting the whole community.

A common concern was that residents did not feel they had enough information to make a decision. They felt they needed to see design options modelled to be able to vote for them, and might be interested but cautious until given more evidence. As mentioned in the executive summary, with continued engagement with the Dulwich community there is potential to use the Quietway programme as a springboard for the development of an ambitious design solution which improves the whole neighbourhood.

7. Appendices

Appendix 1: Concept design workshop votes

Design option	1st Preference	2nd preference	Total	I don't like this design	
Calton general	19	7	26	18	
Calton parking	10	23	33	27	
Calton closure	36	8	44	32	
Turney general	12	10	22	20	
Turney parking	7	12	19	21	
Turney closure	33	5	38	23	
Junction options	1st preference	2nd	3rd	Total	I don't like this design
Dulwich Village 1	14	2	2	18	24
Dulwich Village 2	7	6	2	15	20
Dulwich Village 3	2	2	3	4	17
Dulwich Village 4	2	1	1	4	18
Dulwich Village 5 - pedestrianised square over junction with access for cyclists	26	11	3	40	26
Dulwich Village 6 - banned right turn from Calton Avenue to Dulwich Village	12	7	2	21	28

Appendix 2: Safe Quietways to School Zone proposal

Proposal for Sustrans: 'Safe Quietway to School Zone' from a group of local residents and residents association

14 October 2015

1. Introduction

Sustrans recently organised a series of workshops for Dulwich residents. Their invitation said: *'We're improving the street environment along Calton Avenue, Dulwich Village Junction and Turney Road to make it better for all road users as part of the Quietways scheme, funded by Transport for London. We invite all residents to participate in developing the designs for the neighbourhood.'*

At the second workshop, a group of local residents told Sustrans that the options under consideration were unlikely to improve roads round Dulwich Village and deliver the Quietway programme because the fundamental issues had not been addressed. They offered to work with Sustrans to come up with further, more innovative solutions.

2. The background

2.1 Why Quietways are hard to achieve in Dulwich

Dulwich has one of the highest concentrations of schools, both state and independent, in the whole of the UK. Education is the local industry. An estimated 10,000 pupils travel to or within the area every day. If nursery and pre-schools are included, the figure is closer to 13,000 children. Numbers will increase with the new secondary school, the Charter School East Dulwich, opening in September 2016.

Local children walk or cycle. Children from farther afield arrive by bus, train, coach or by car. The independent schools Dulwich College, JAGS and Alleyn's offer the Foundation Schools Coach Service, which operates 27 coaches, and eight late coaches, transporting 1200 pupils to Dulwich from points all over London, including Bayswater and Canary Wharf.

At peak times of day, experienced adults as well as children cycle on the pavements because the roads are too congested. The assistant bursar of Alleyn's School on Townley Road (part of the Quietway) has said that many parents will not allow their children to cycle because of the volume of traffic.

For all children, whether local or not, the last mile of their journey to school is probably the most challenging because of intense activity on the roads.

Congestion peaks at precisely those times of day (7.30am to 9am, and 3pm to 5pm) when demand for the Quietway is likely to be greatest.

2.2 Options put forward so far

The options so far put forward in the Sustrans workshops do not address this fundamental challenge to delivering the Quietway on Calton Avenue and Turney Road.

Instead, the options either (i) make minor adjustments that do not address the major issue of traffic volumes at peak times, or (ii) suggest major changes (like road closures) that would have significant displacement impacts on other roads, potentially threatening the safety of pedestrians and cyclists who already use them.

The major changes are also disproportionate, as the area does not have a problem that needs a 24/7 solution.

Outside school term times, and particularly the term times of the independent schools, traffic volume in the area is greatly reduced on all the local residential roads, including Calton Avenue and Turney Road.

The key junctions of Dulwich Village/Court Lane, and Dulwich Village/East Dulwich Grove, are the exception to this, as they remain relatively busy all year round. But junctions must be considered in the context of the area's specific problems. If not, a junction may be altered in such a way that local roads – and the Quietway – become less safe.

2.3 The new option: a restricted traffic zone

In the next section, below, we offer a new option.

Our 'Safe Quietway to School Zone' – a restricted traffic zone – is not intended to operate in isolation. It can, and should, operate in conjunction with (i) improvements to local junctions and the Quietway itself (for example, new zebra crossings), and (ii) with ideas that encourage car-drivers to avoid the area round the Quietway altogether (for example, a 'park and ride' or 'park and stride' scheme).

As you will see from attached documents referring to similar restricted traffic zones in Durham, Edinburgh and East Lothian, the Safe Quietway to School Zone (SQS Zone) can be delivered in many different ways. We would like Sustrans to help us identify what would work best in the Dulwich area.

But we believe that the proposal must be on the table now, at this crucial point in discussions with TfL and Southwark, as it has emerged from the workshops specifically set up to invite residents' contributions.

We would like to stress that although many of us are chairs or members of residents' associations, we have not yet canvassed our neighbours for their views. We hope to do so very soon.

Finally, we are aware that a restricted traffic zone hasn't been used elsewhere in London to support the Quietways programme. However, given the unique traffic flow problems that Dulwich experiences during school term times, we ask that Sustrans, Southwark and TfL give the SQS Zone serious and reasoned consideration.

3. Safe Quietway to School (SQS) Zone

3.1 The background

The congestion charging zone in central London is generally believed to have achieved its objective of reducing traffic. But much smaller restricted traffic zones, covering much more tightly defined areas, have also been successful.

As you can see from the attached document on the Durham City Centre Road Charging Scheme, Durham County Council recognised that there was dangerous conflict between cars and pedestrians. In 2002, it introduced a scheme that differentiated between essential and non-essential car-users, charging £2 between 10am and 4pm to non-residents. This was enough to deter those making short trips and drop-offs and led to an 85% reduction in traffic volume.

Restricted traffic zones are common in Italian cities like Pisa, again to avoid conflict between vehicles and pedestrians.

3.2 Restricting traffic round schools at specific times

Restricted traffic zones have also been introduced in East Lothian and Edinburgh specifically to keep traffic away from schools at morning drop-off and afternoon pick-up times. Please see attached council documents.

Unlike the Durham scheme, neither of these initiatives is a charging scheme.

Edinburgh has just consulted on its Experimental Traffic Regulation Order to prohibit traffic on streets outside eleven schools in the area for up to an hour at the beginning and end of the school day. Drivers are alerted to the prohibition by the installation of large signs at all entry points which flash during the operating times.

East Lothian applied to make a similar ETRO permanent in June this year. Local police there are 100% in support, with parents and pupils strongly in favour.

3.3 Restricting traffic round the Quietway in Dulwich at peak times

Our proposal is to restrict the entry of traffic into a defined zone round the Dulwich Quietway – that is, (i) the area around Calton Avenue and (ii) the area round Turney Road – at peak times when more than 10,000 pupils are making their way to and from the area's schools.

The aim is to take traffic away from the Quietway at the limited times of peak congestion and redirect it back on to the main roads.

The peak congestion periods should be discussed in more detail, but we suggest 7.30am to 9am, and 3pm to 5pm, during school term times.

Residents would need access to their own properties, so we are imagining that residents' vehicles could be registered on a database, and that camera recognition software would allow them entry. Unregistered number plates entering the zone at prohibited times, however, would pay a charge or be subject to a fine.

There would clearly have to be exceptions. Emergency vehicles, for example, must be allowed access. The Durham City Centre Road Charging Scheme has a clear and logical policy for exemptions, which has worked well for thirteen years.

The Foundation Schools Coach Service is already, with the help of Sustrans and our local councillors, considering how to re-route the coaches away from the Quietway, so the principle behind the idea is gathering momentum in the local area.

We attach a map showing how the SQS Zone might work. As you can see, the Calton Avenue part of the zone could be defined by East Dulwich Grove, Townley Road, Eynella Road, Court Lane, and Dulwich Village, all of which could be used freely by all traffic at all times of day. But Calton Avenue and the surrounding narrow residential roads would not be open to non-resident traffic at peak times.

The Turney Road part of the zone is in an area with far fewer residential roads. Our idea is that the road itself would be restricted – either the Southwark part of the road from Croxted Road to Dulwich Village, or just from the crossroads with Burbage Road to Dulwich Village – as would Boxall, Aysgarth and Pickwick. As well as protecting the Quietway, restricting non-resident traffic on Turney Road would also make the journey to school safer for children walking or cycling to Dulwich Hamlet and Dulwich Infants.

3.4 The SQS Zone: a summary of advantages

1. It delivers the aims of the Quietway programme through Dulwich
2. More children will be encouraged by their parents to cycle to school if the Quietway and surrounding roads are less congested at peak times
3. The last mile of the school journey for more than 10,000 children attending Dulwich schools is much safer
4. The solution is proportionate to the problem (outside school term times, and school drop-off and pick-up times, traffic is vastly reduced)
5. A pilot scheme would be easy and cheap to set up

6. It works in conjunction with other traffic-calming interventions and road/junction improvements, and with possible new initiatives, like a local 'park and stride' or 'park and ride' from a designated drop-off area

7. Further zones could be considered, at the outset or over time – for example, the area round Melbourne Grove

8. It is likely to encourage other school traffic (deliveries, visiting minibuses, etc.) to avoid the area at peak traffic times

4. Next steps

Clearly, our proposal for the SQS Zone won't work without support from local residents, businesses and schools, or without support from our local councillors, Southwark Council and TfL.

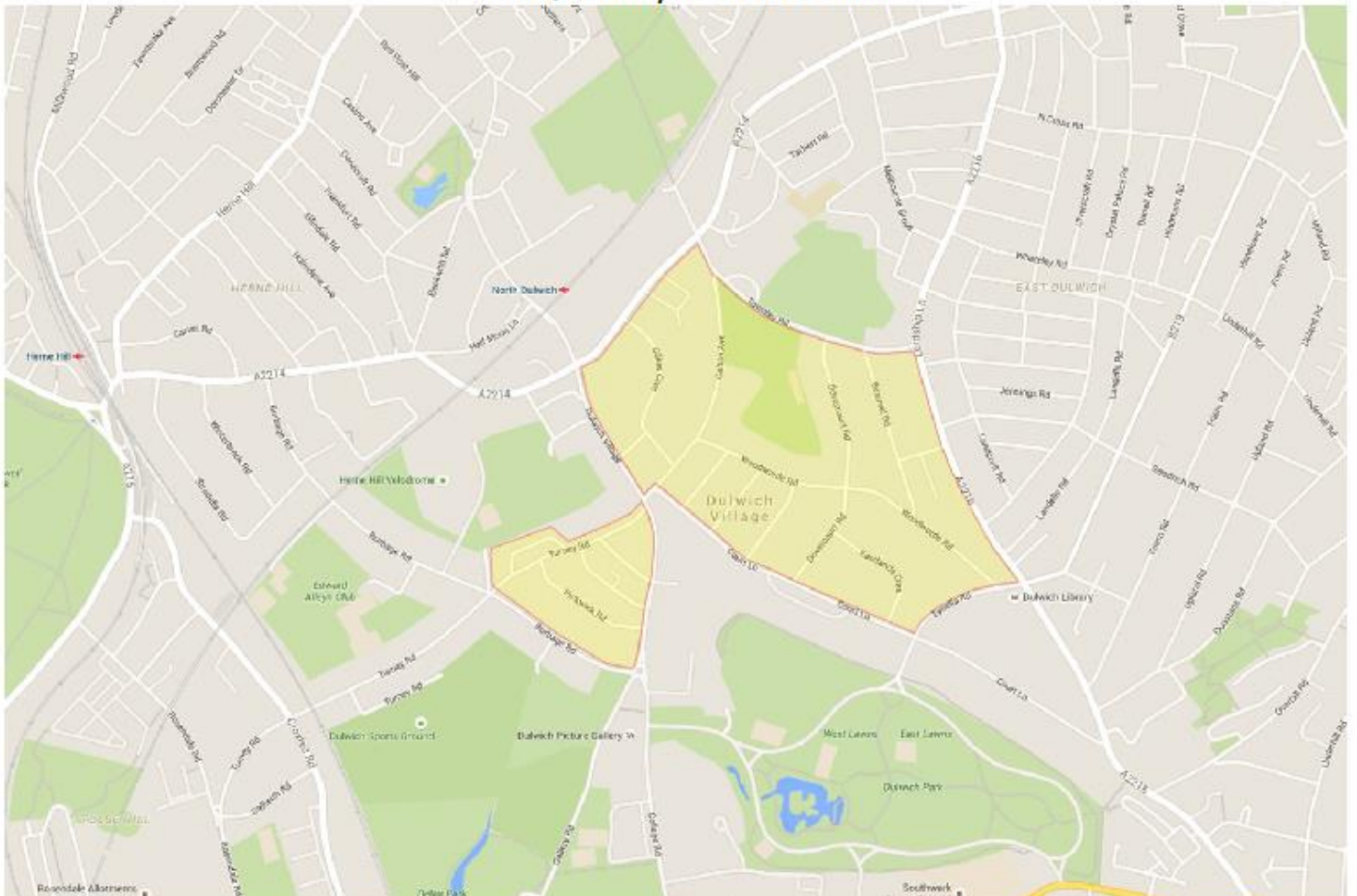
But in the first instance we would like a meeting with Sustrans to discuss the SQS Zone and to pinpoint what further research is needed.

There are obviously financial implications – not just capital expenditure but running costs. But the SQS Zone could be self-funding. Although the objective is to increase safety for pedestrians and cyclists, the revenue from charges and/or penalties could cover administrative costs (and possibly offset initial costs). Further, as the experience in Durham suggests, the revenue could enable cross-subsidy of electric/hybrid transport to support a 'park and ride' scheme.

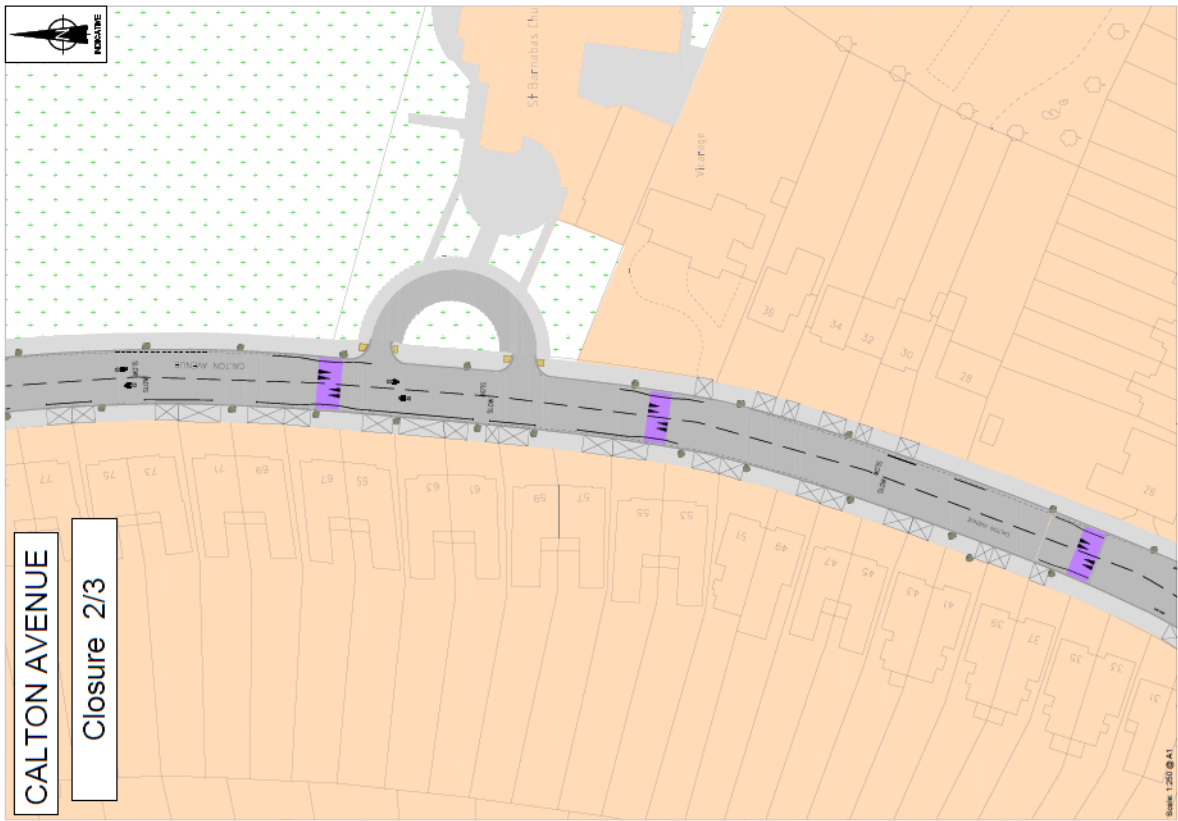
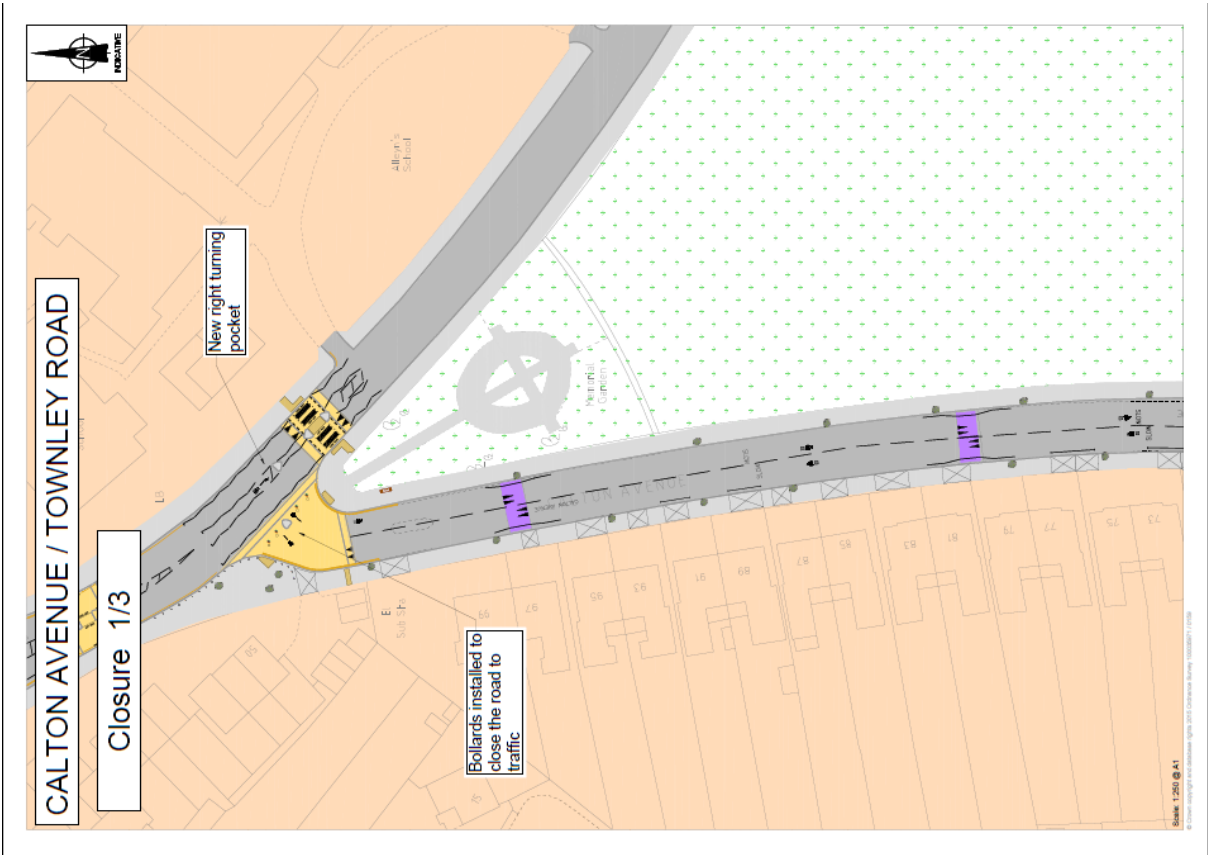
It is also vitally important to consider exactly what the impact of the SQS Zone would be on traffic flow in the wider area, how it would affect local junctions, and how it would support road improvements on the Quietway itself.

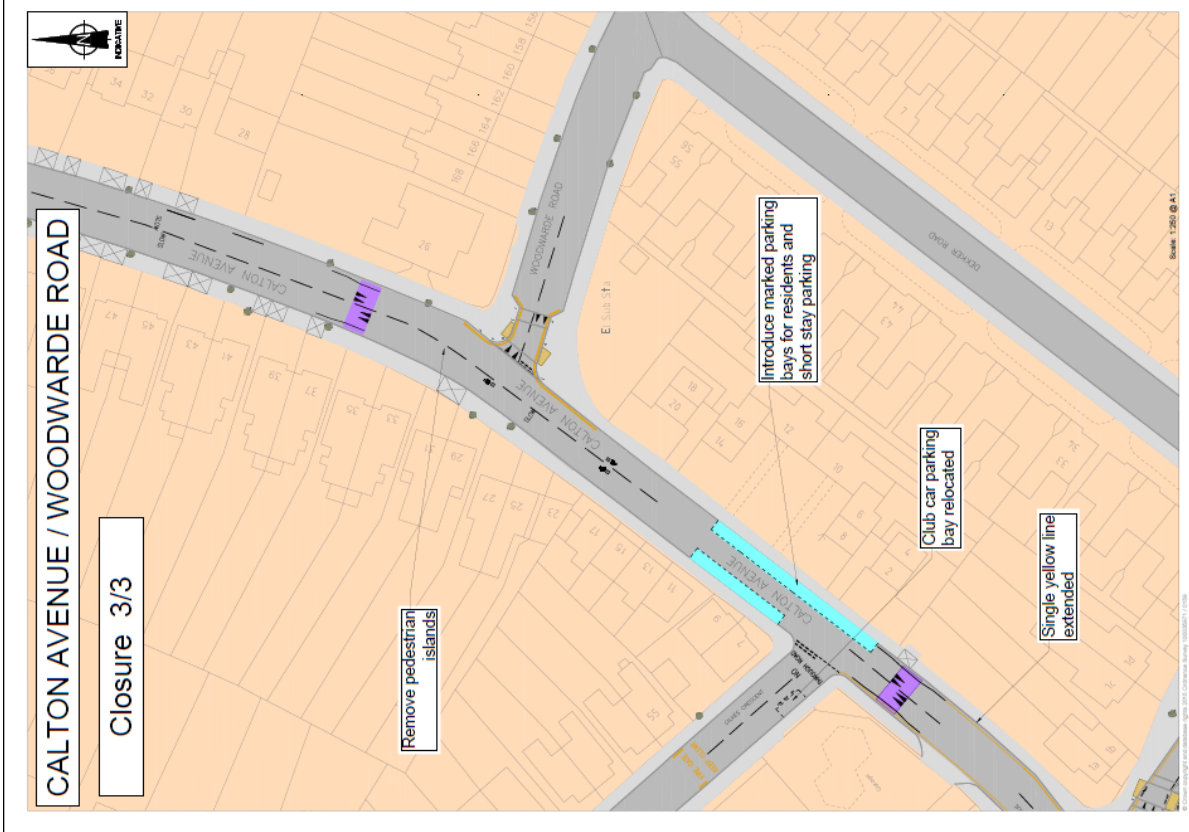
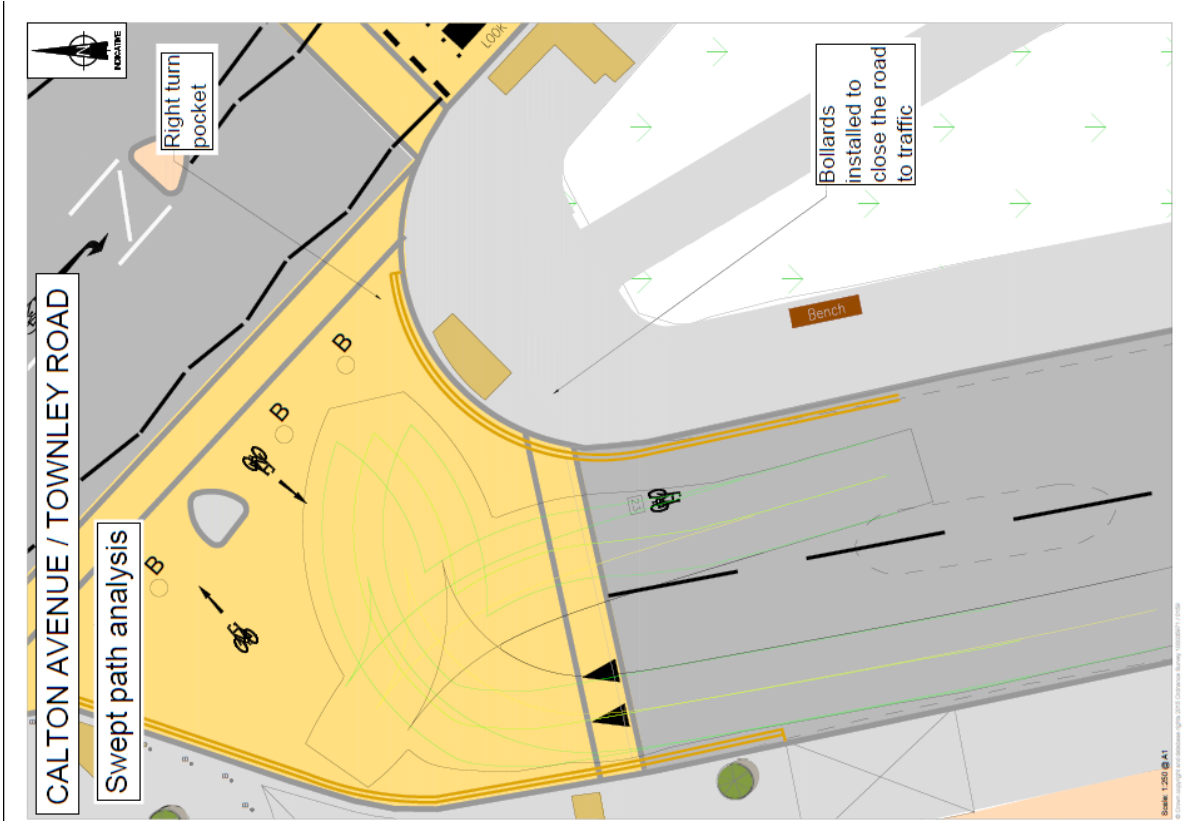
Appendix 3: Safe Quietways to School Zone map

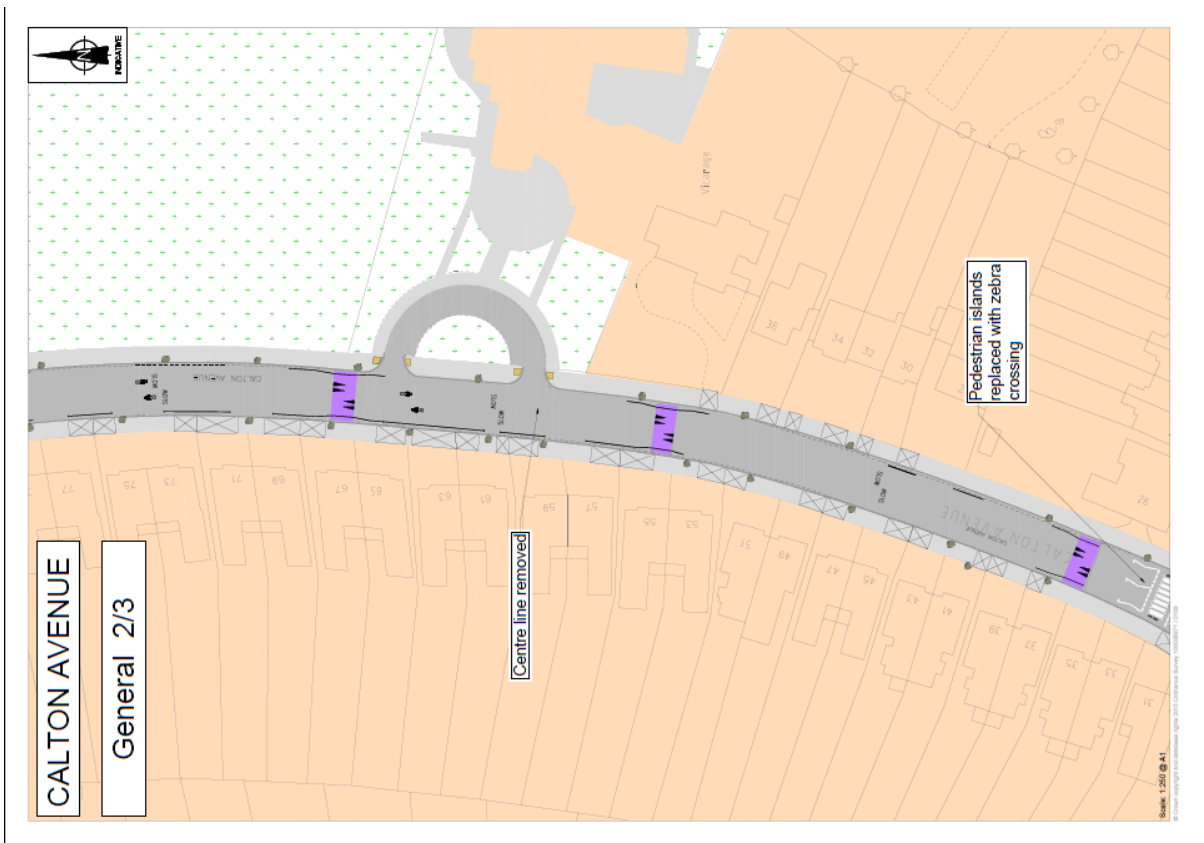
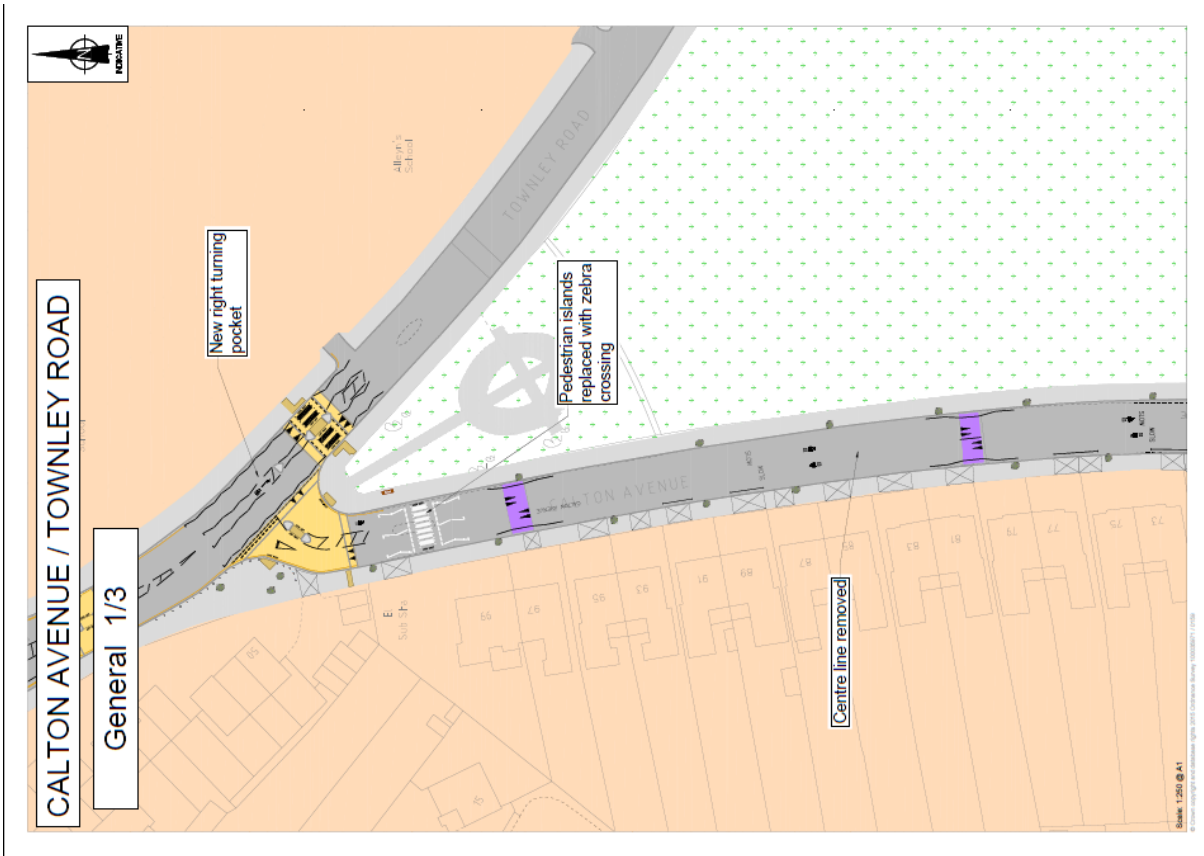
Safe Quietway to School Zone

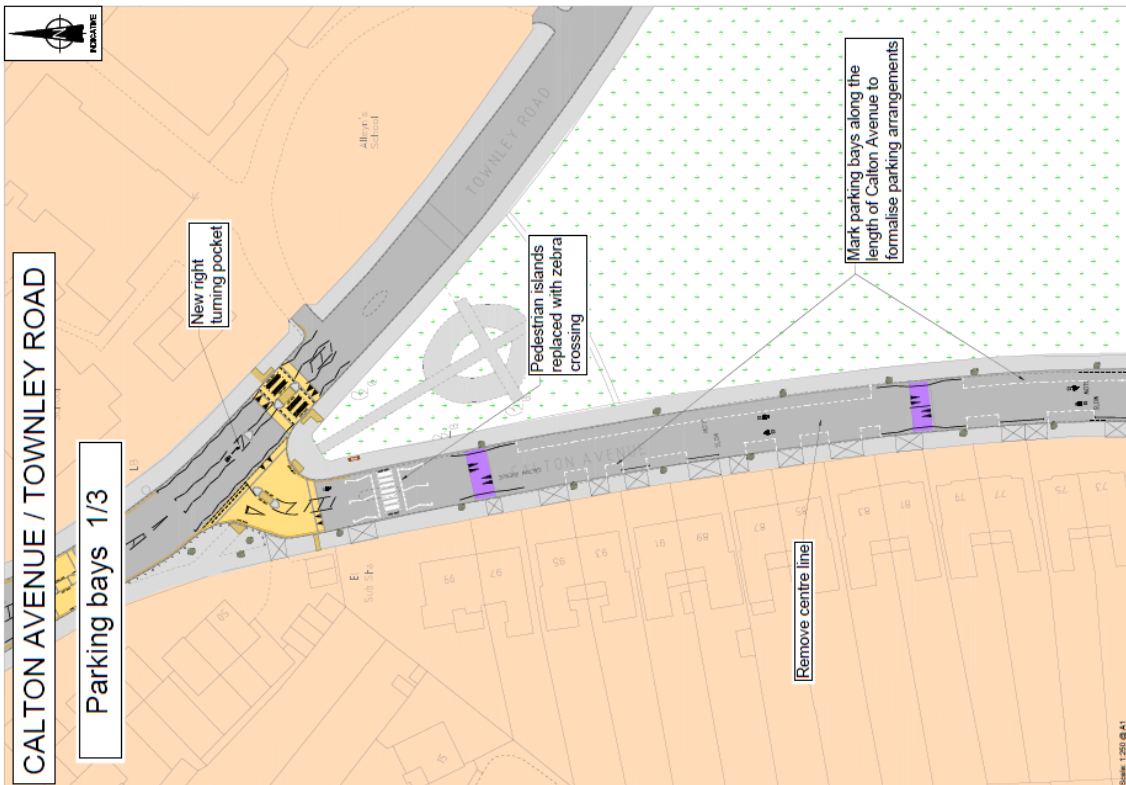
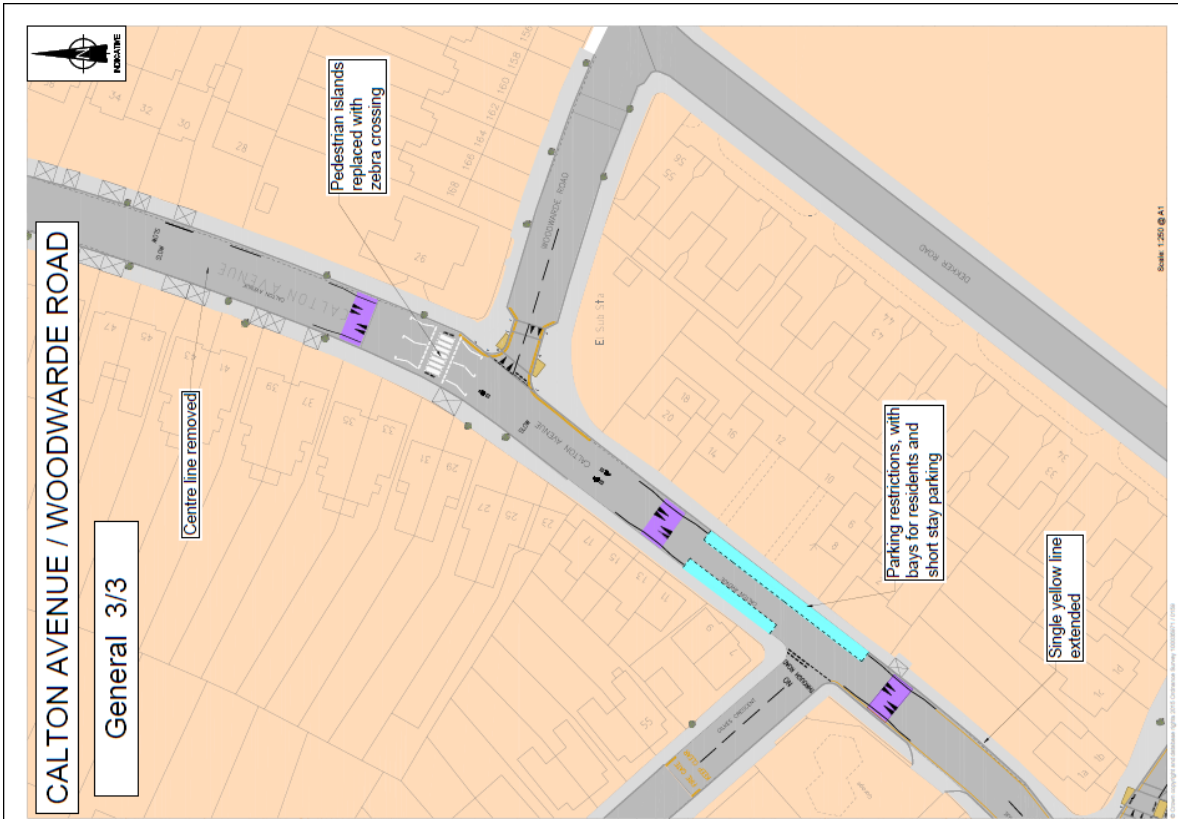


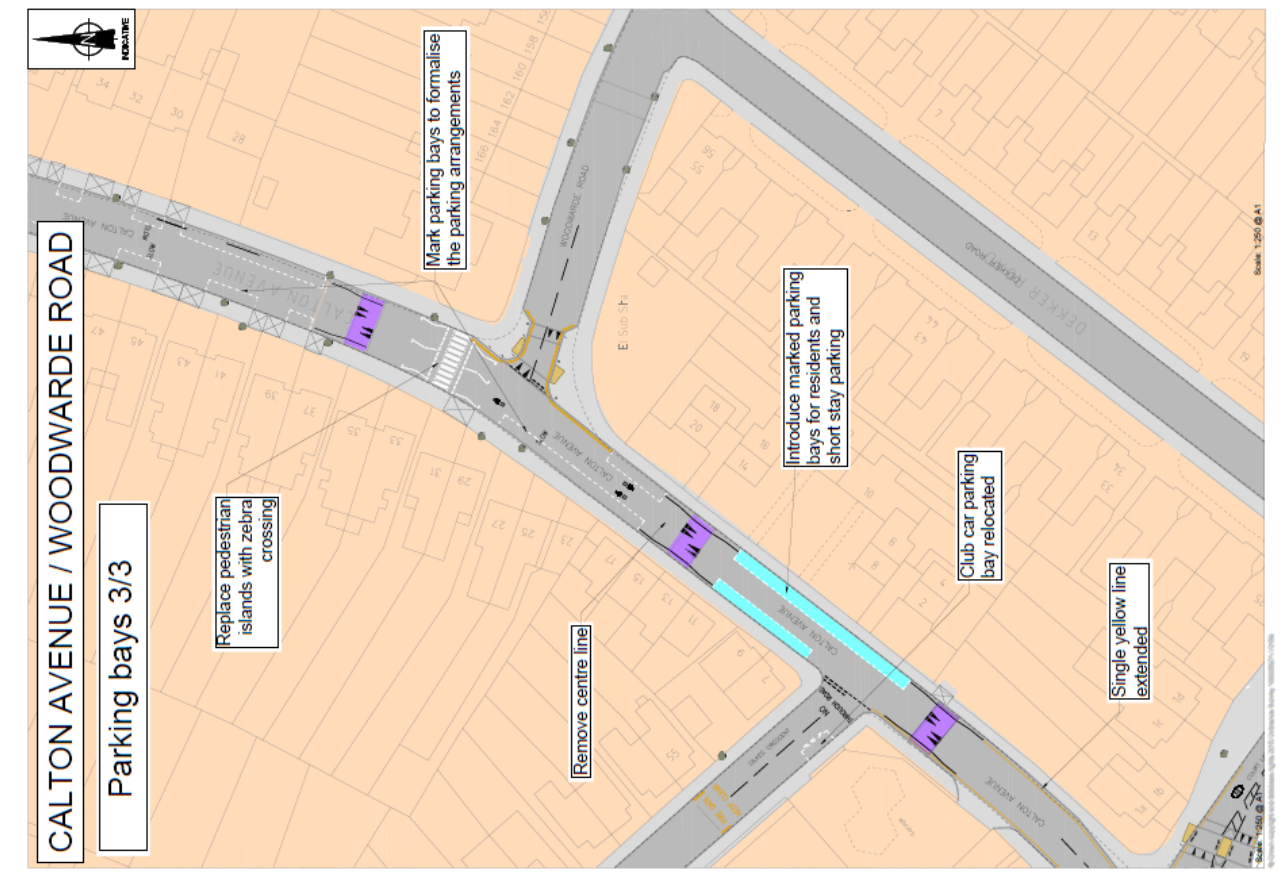
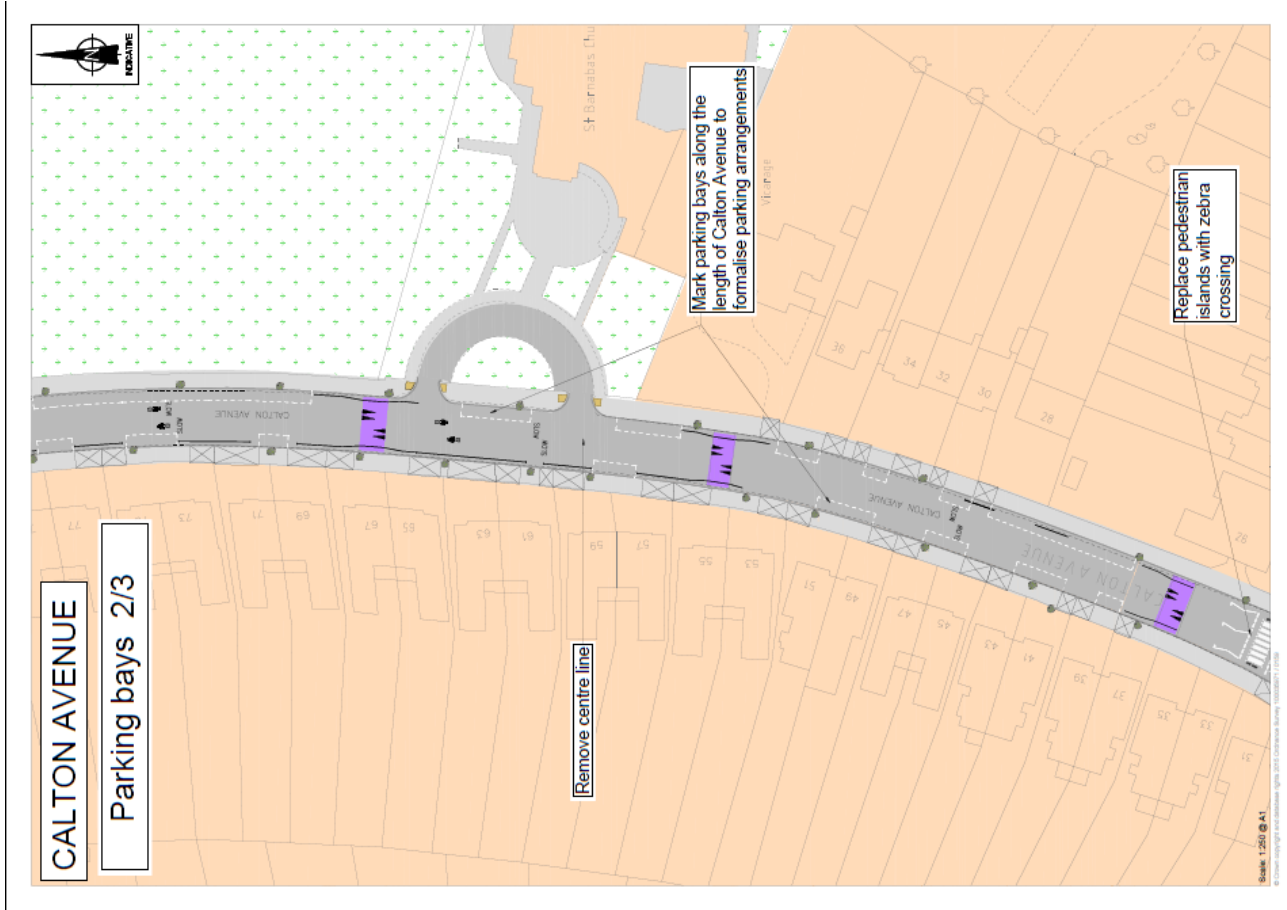
Appendix 4: Concept designs





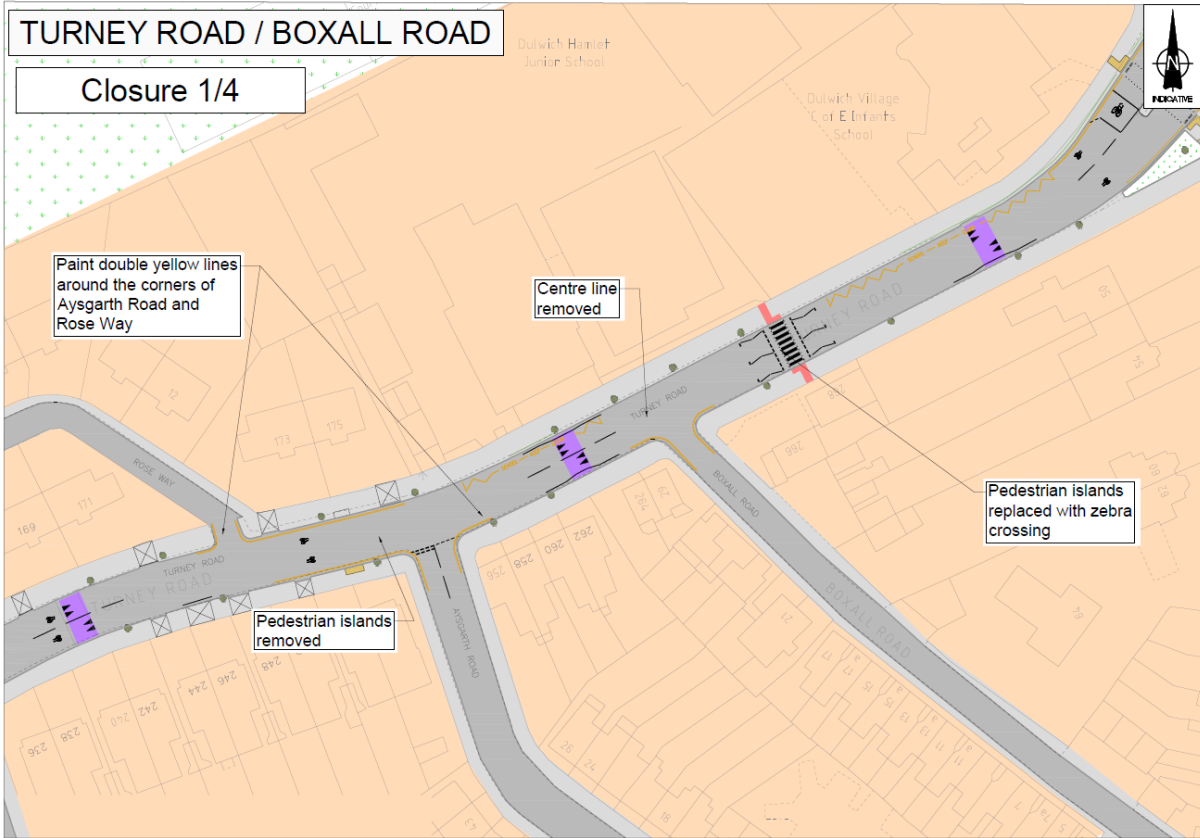






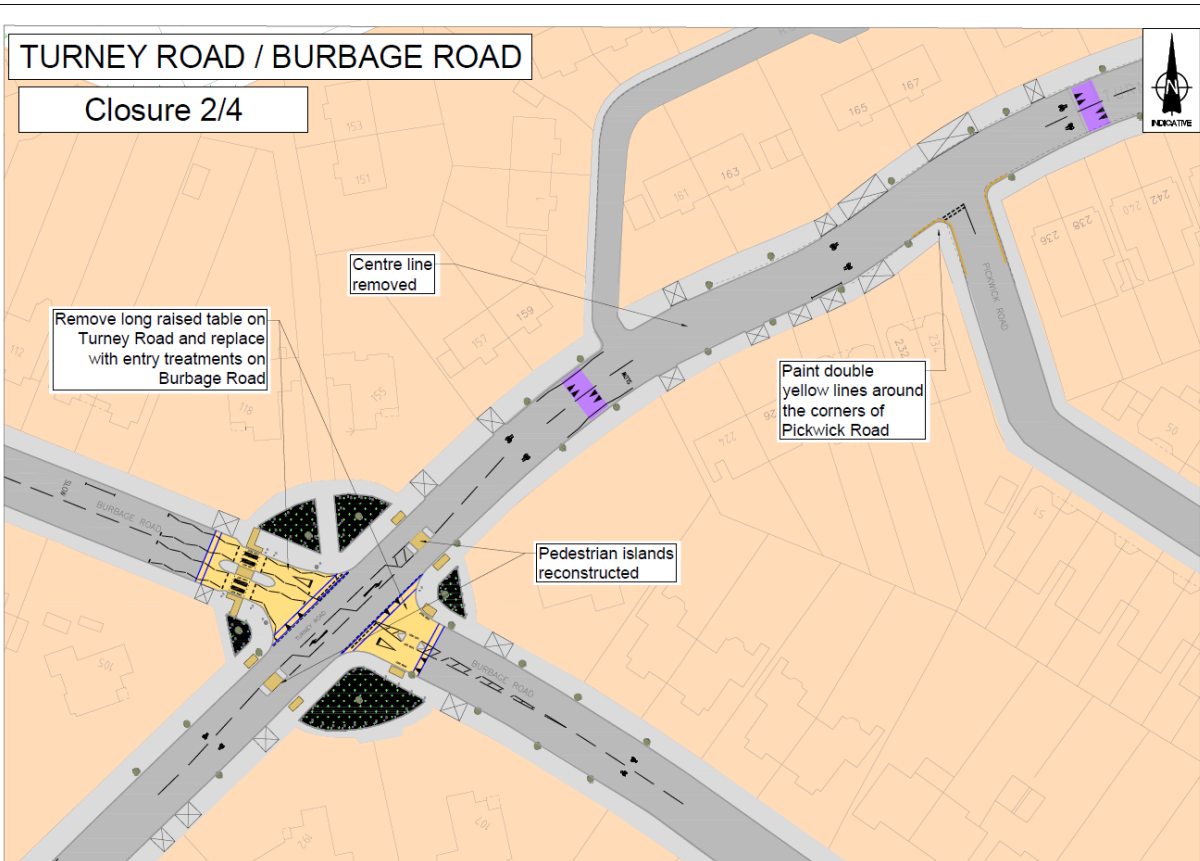
TURNEY ROAD / BOXALL ROAD

Closure 1/4



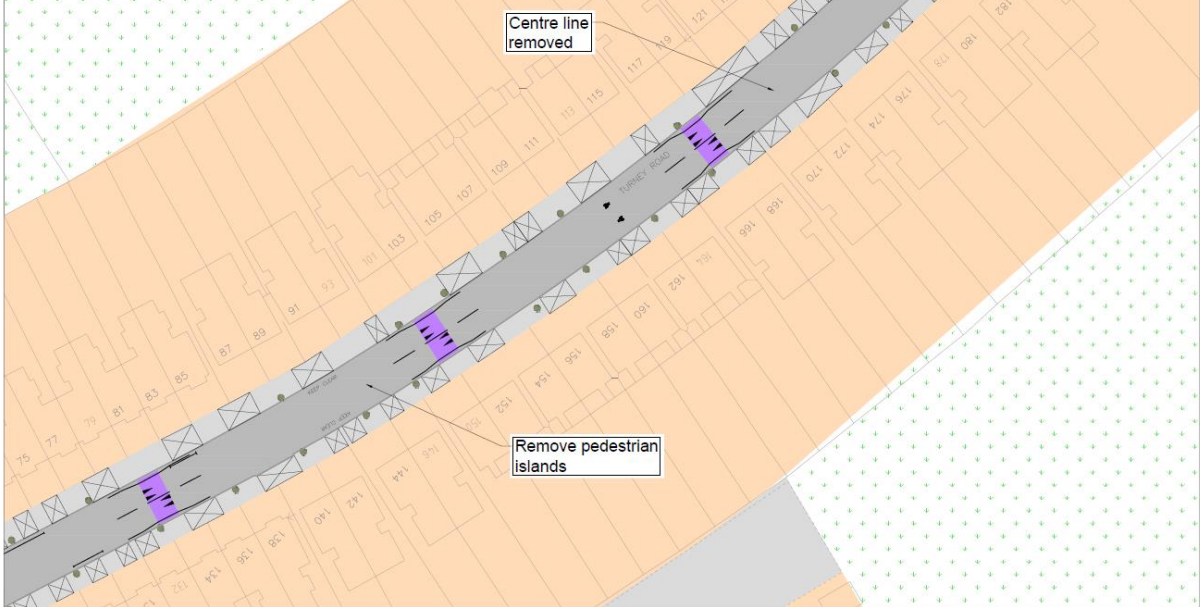
TURNEY ROAD / BURBAGE ROAD

Closure 2/4



TURNEY ROAD

Closure 3/4



Centre line removed

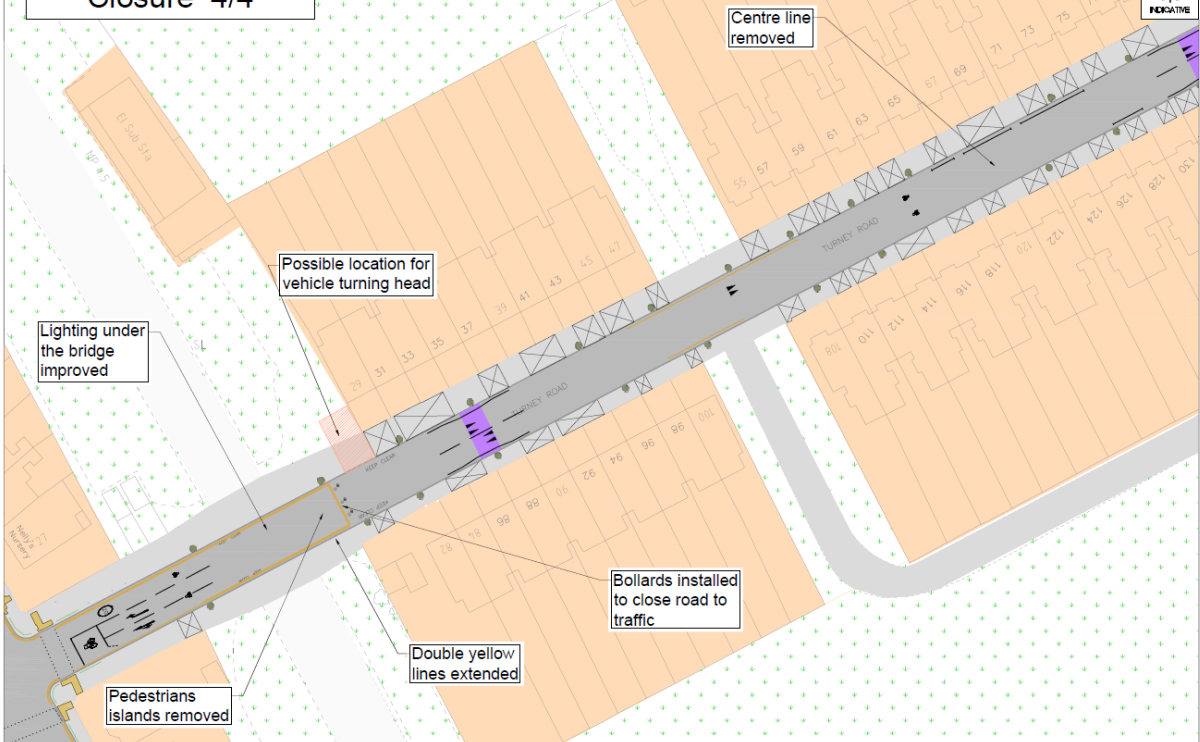
Remove pedestrian islands

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TURNEY ROAD / CROXTED ROAD

Closure 4/4



Centre line removed

Possible location for vehicle turning head

Lighting under the bridge improved

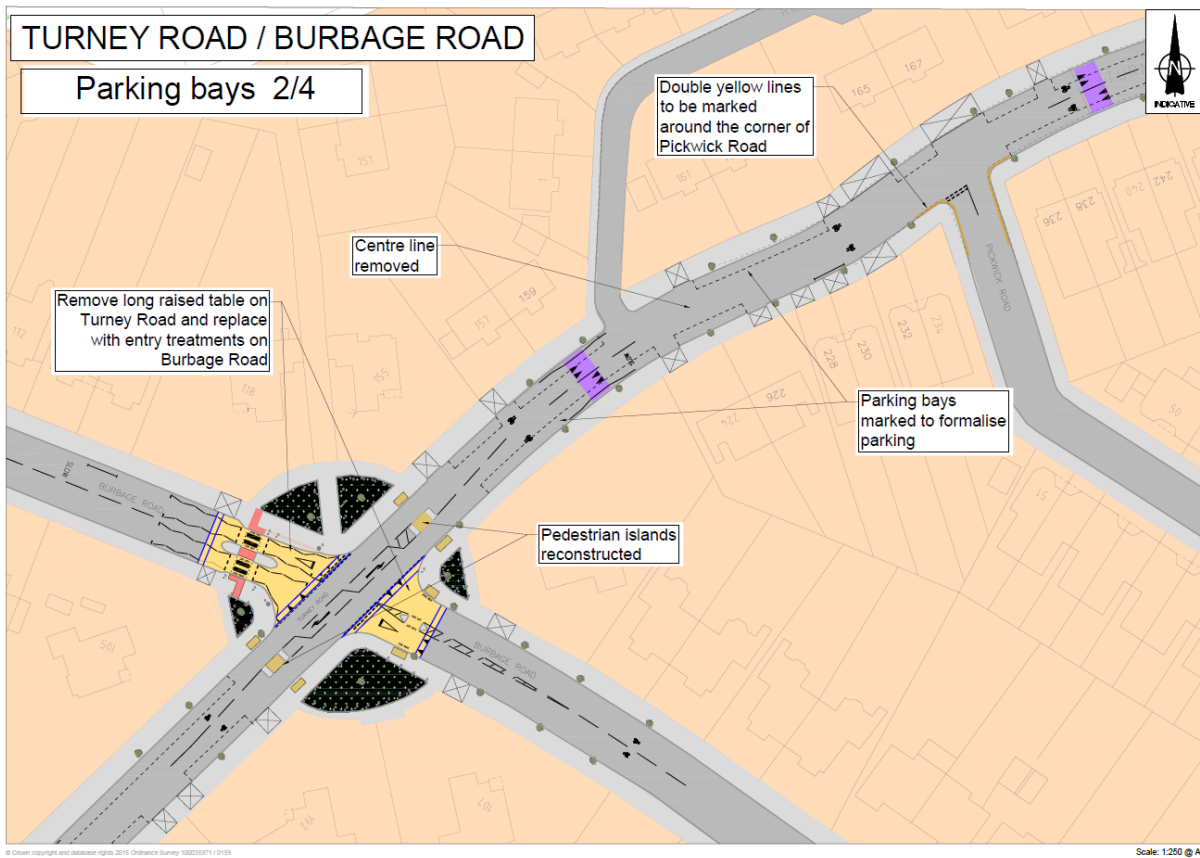
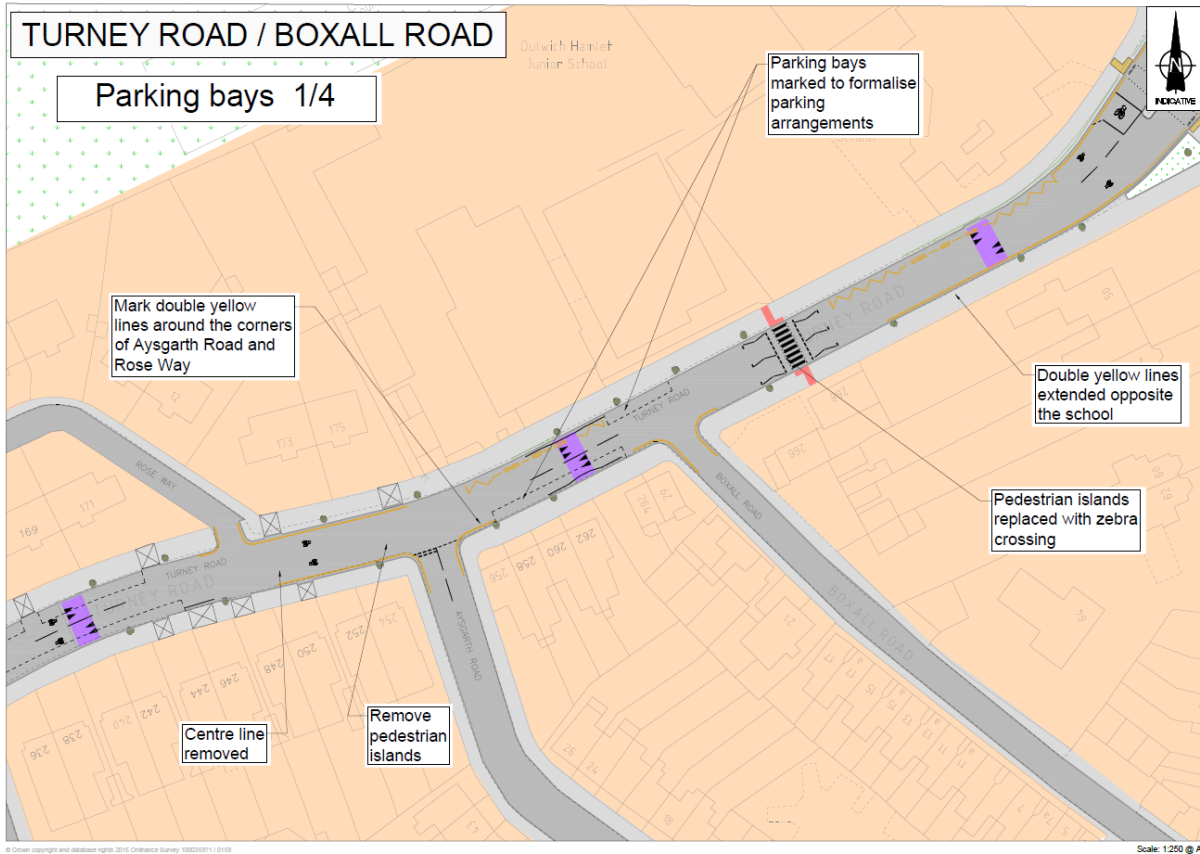
Bollards installed to close road to traffic

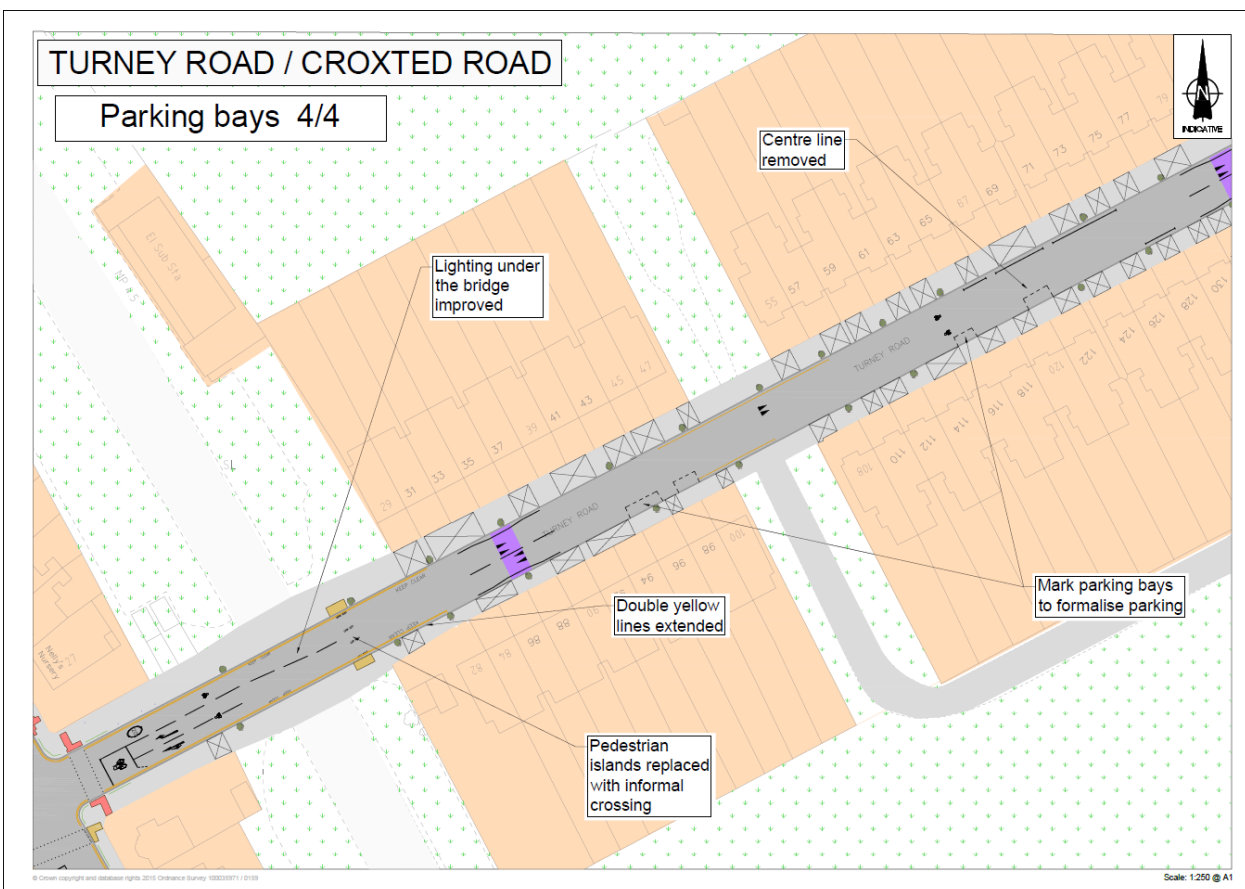
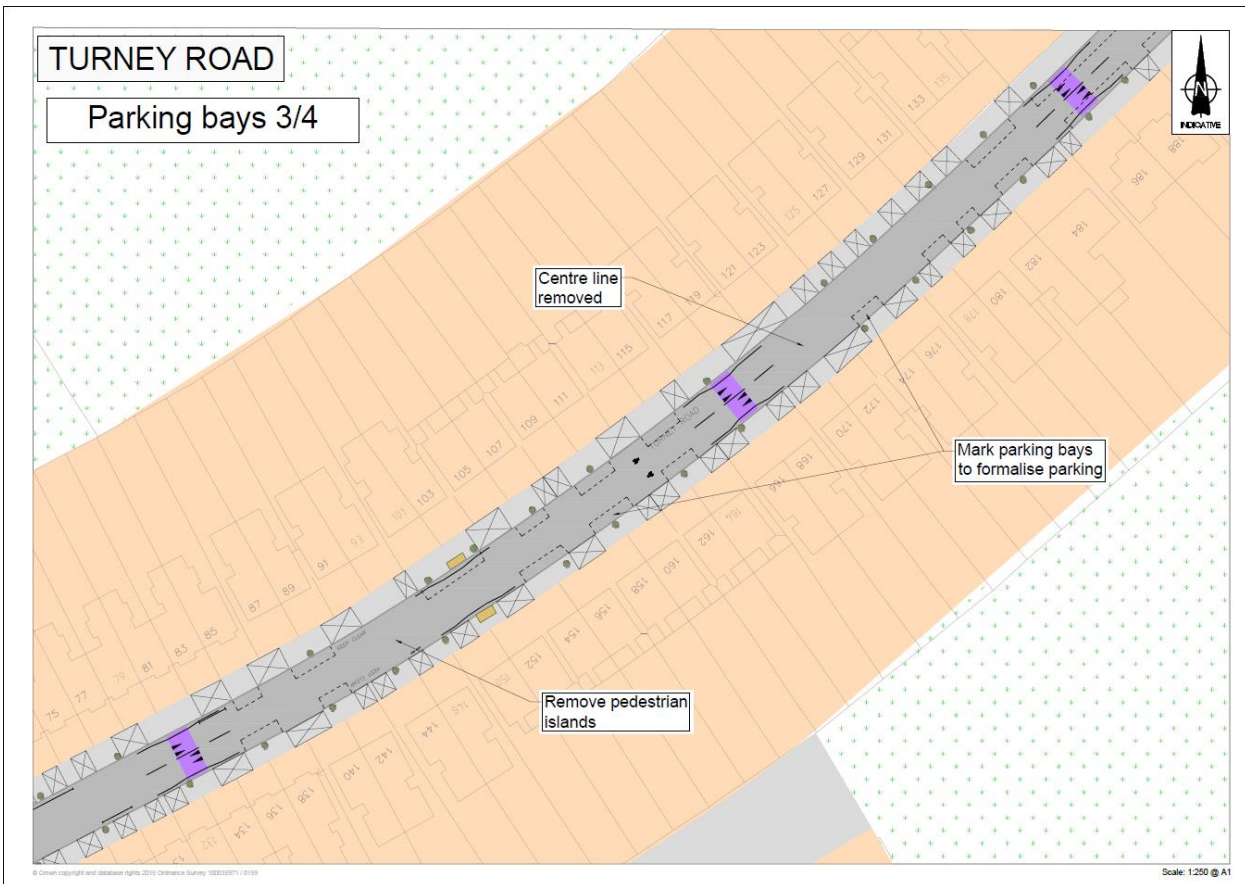
Double yellow lines extended

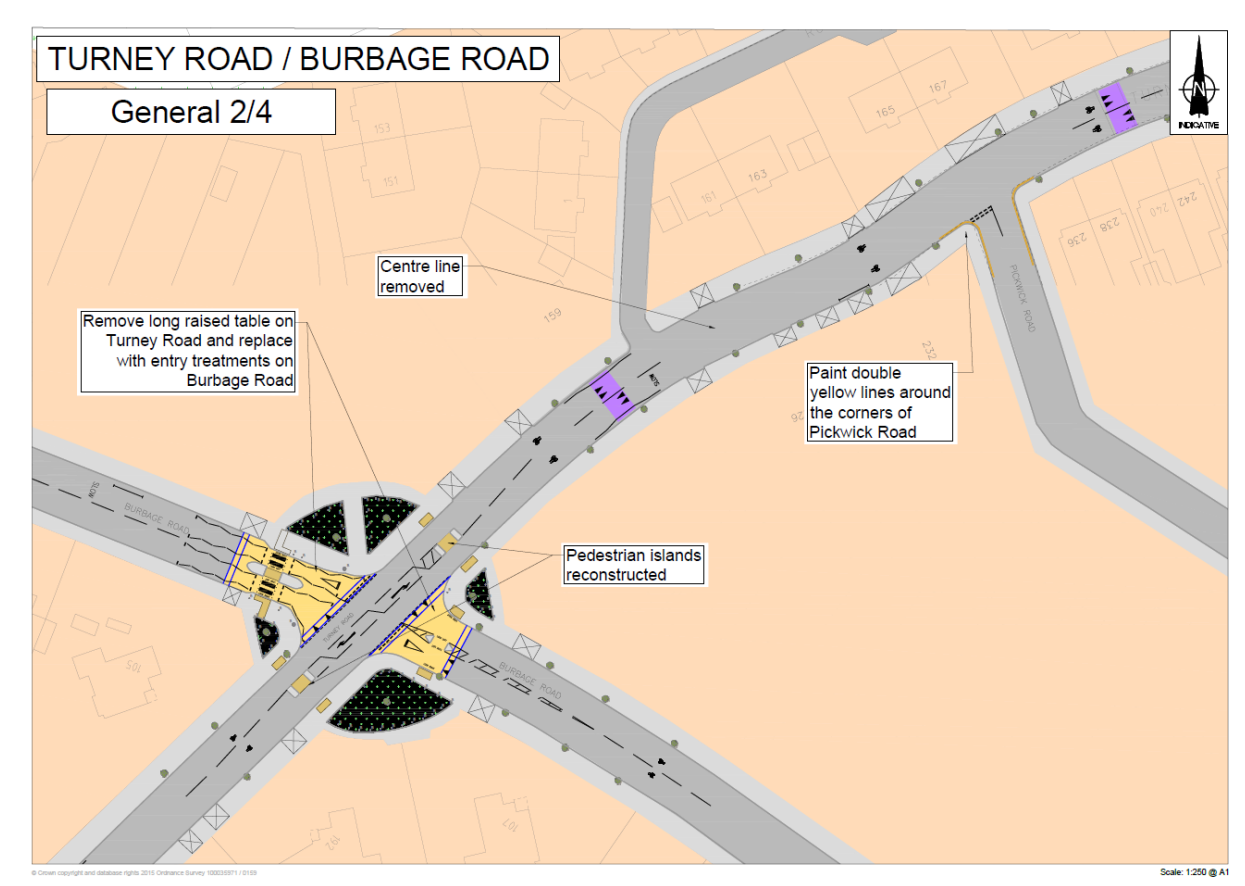
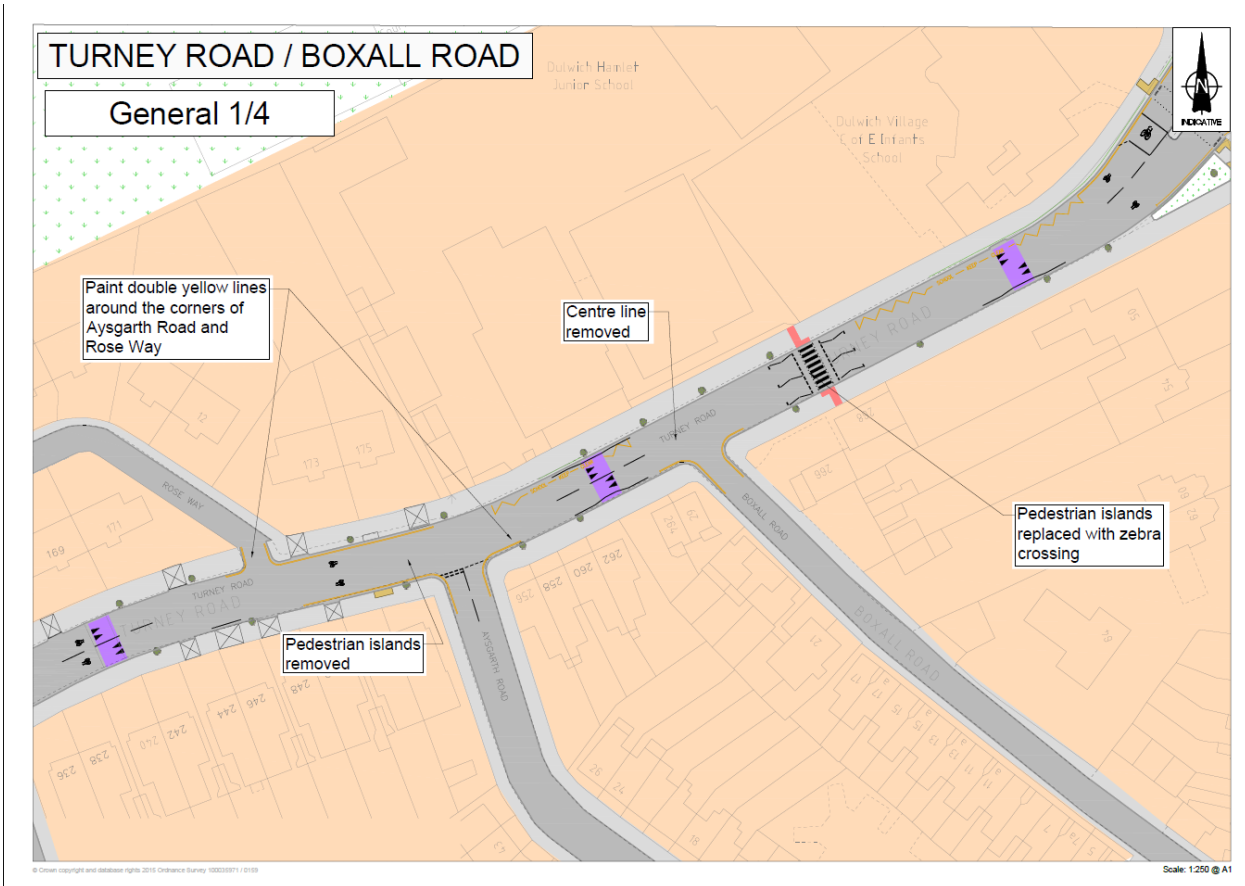
Pedestrians islands removed

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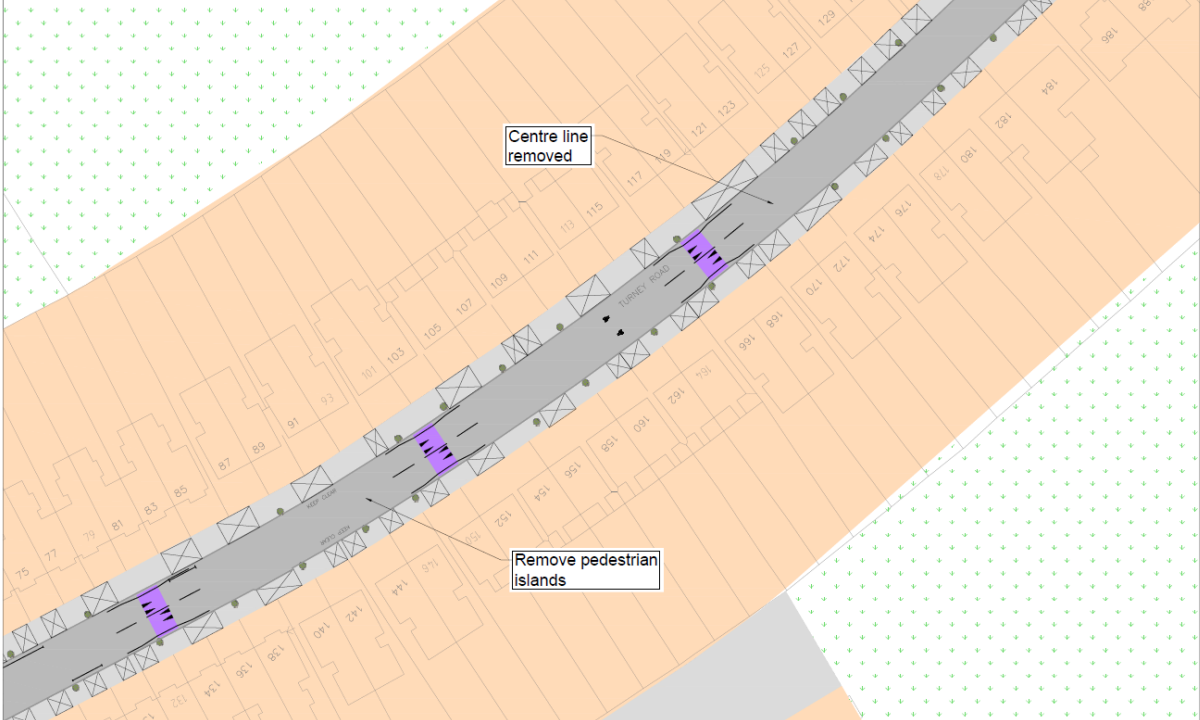






TURNEY ROAD

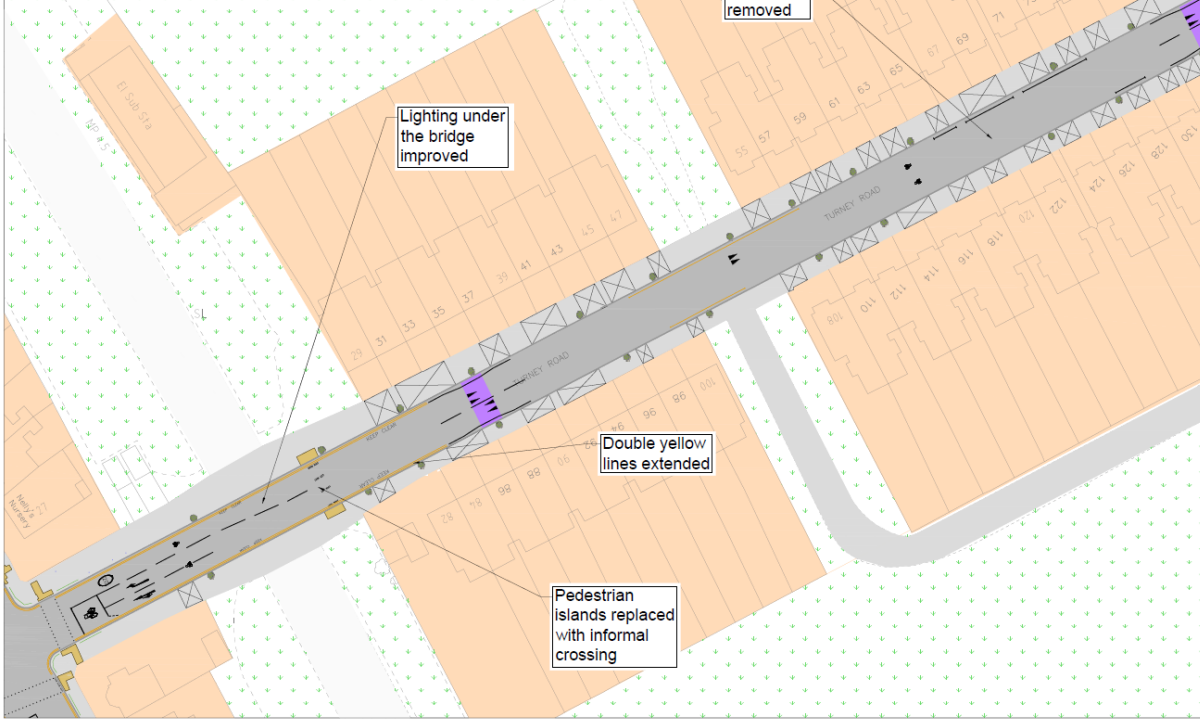
General 3/4



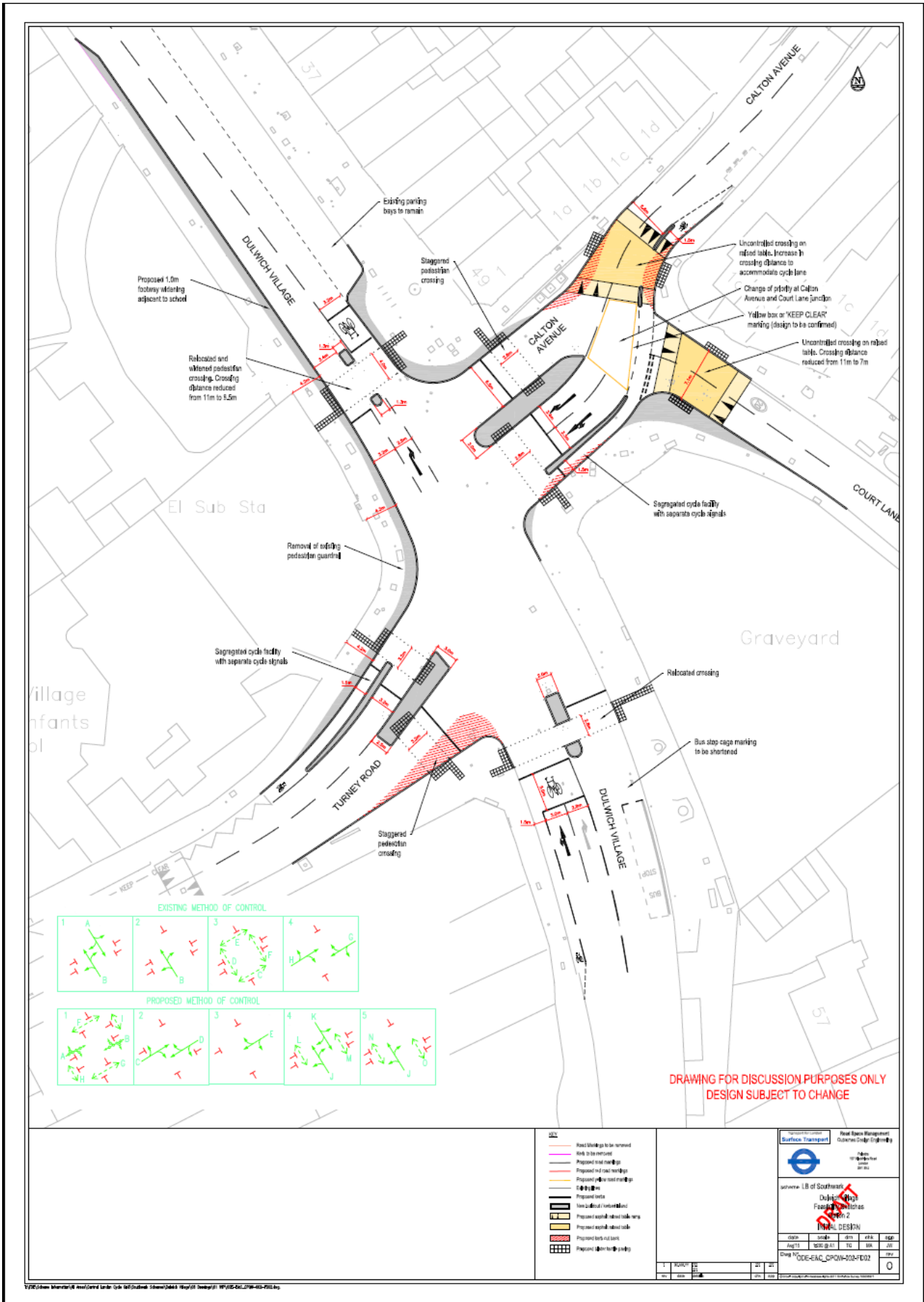
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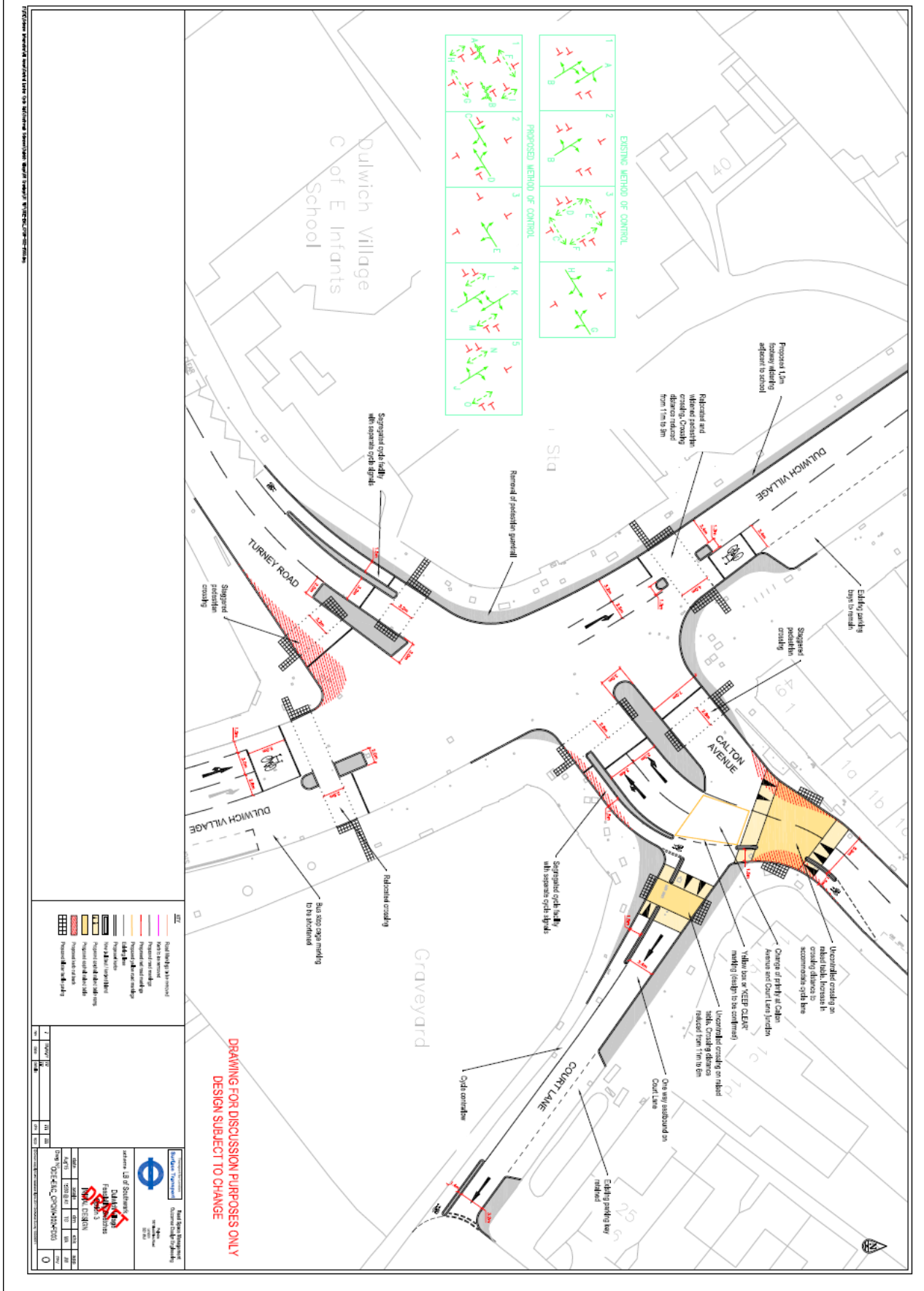
TURNEY ROAD / CROXTED ROAD

General 4/4

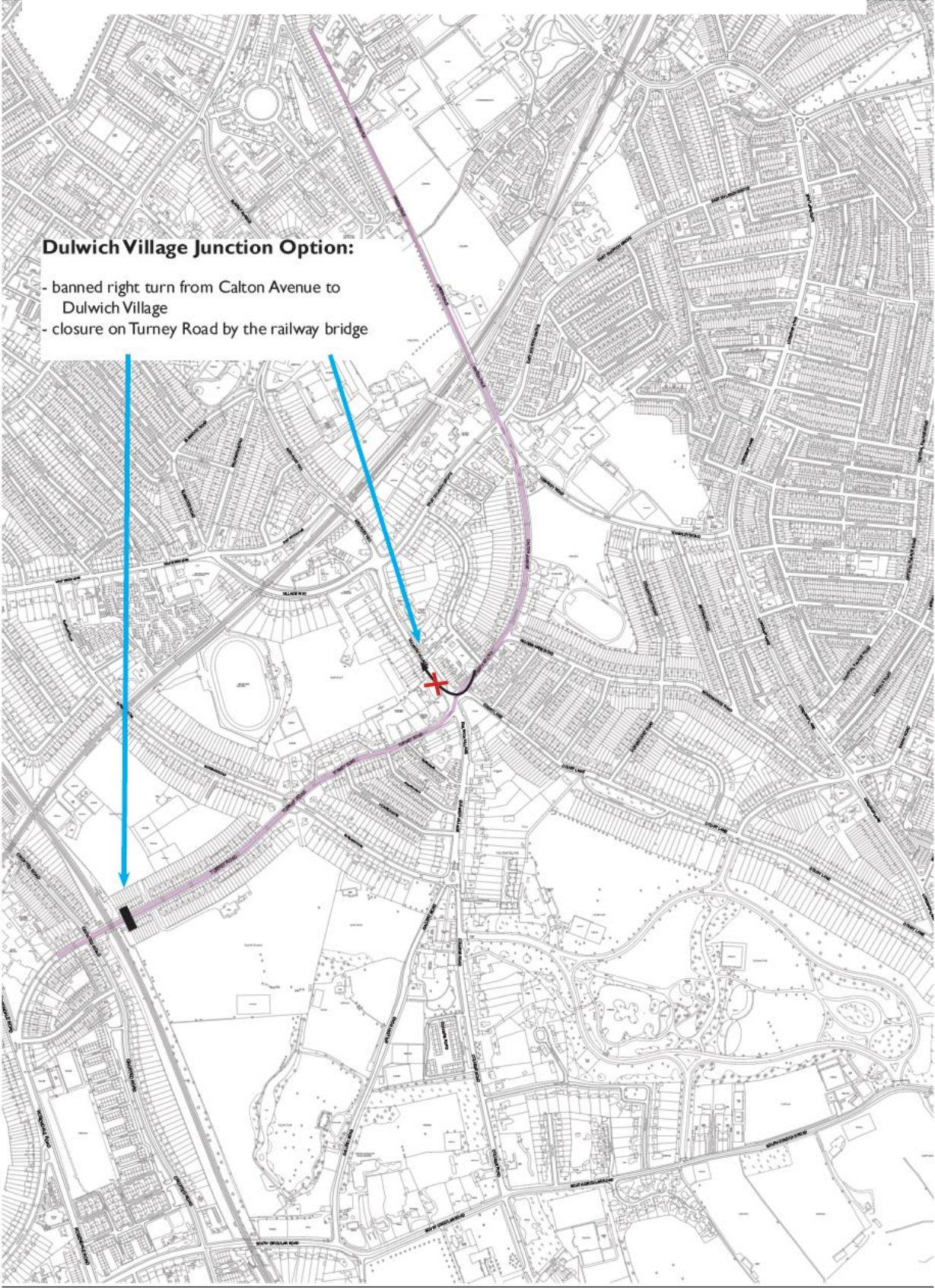


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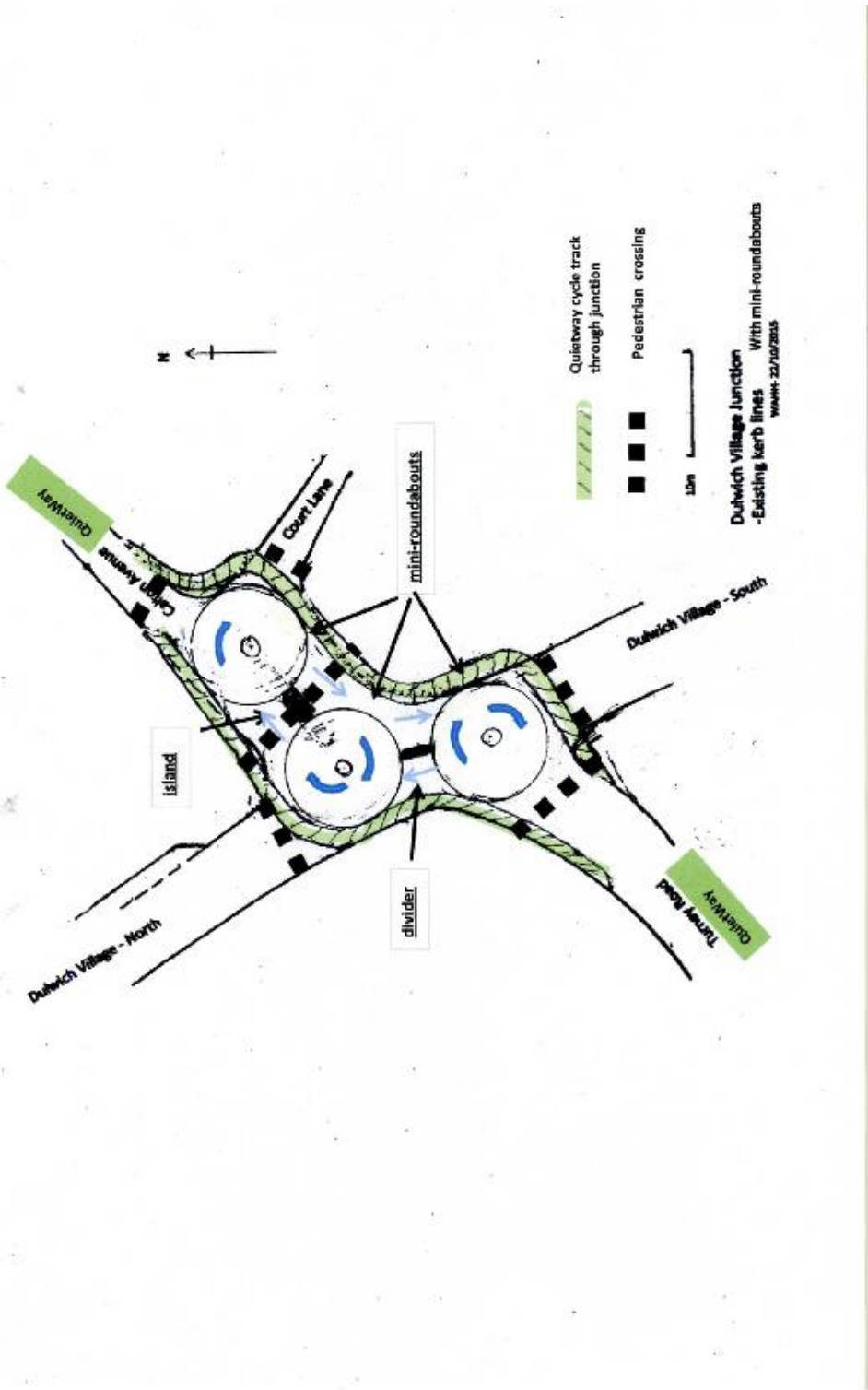
Appendix 6: Dulwich Village Junction additional designs





Appendix 7: Dulwich mini roundabout proposal

This proposal treats Dulwich Village Junction as a series of T-junctions. 3 mini-roundabouts would operate at each T, causing the traffic to self-regulate as no one stream can dominate the other. It would remove the need for traffic lights and cost less to operate.



Appendix 8: Dulwich Safe Routes to Schools map

