

Bishopsgate walking and cycling changes

Consultation Report
July 2023

MAYOR OF LONDON

TfL RESTRICTED



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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Summary

Between 25 January and 10 October 2022, we consulted on experimental changes we made to the A10 Bishopsgate 'corridor' between the north end of London Bridge and the southern end of Shoreditch High Street.

We received 2,158 responses to our consultation in total, including 47 from stakeholders. We found that:

- 36 per cent (669) told us that they were now cycling more
- 43 per cent (818) felt it was safer to walk or cycle
- 36 per cent (678) felt that their neighbourhood was a more pleasant place to be
- 35 per cent (661) felt that traffic noise had reduced
- 30 per cent (566) felt that traffic congestion had reduced
- 35 per cent (661) felt that it was easier to get around with the scheme in place
- 44 per cent (831) felt that the scheme had had a positive effect in overall terms

Chapters 4 and 5 includes the full list of results.

An associated document called "TfL Healthy Streets: Bishopsgate 'responses to issues raised' report" sets out specific responses to comments raised during the consultation.

Next steps

We have reviewed the findings from the consultation closely, along with our monitoring data for the scheme, to help us determine the best way forward for this scheme. We have decided to retain the scheme on a permanent basis.

The decision to make the changes permanent will be followed by short-term upgrades to the temporary materials. Further improvements to the Bishopsgate corridor may be proposed in future years. We will share these longer-term plans through further engagement and consultation in the future.

2 About the proposals

2.1 Introduction

In July 2020 we made some temporary changes to the A10 Bishopsgate ‘corridor’ between the north end of London Bridge and the southern end of Shoreditch High Street in order to make it easier for people to cycle, walk and use the bus. These changes were delivered as part of our Streetspace for London programme. The Streetspace for London programme was TfL’s emergency response to the coronavirus pandemic and involved introducing temporary schemes to aid safe social distancing, or to encourage and support people to walk or cycle.

The temporary changes created additional space for pedestrians to allow safe social distancing to take place, improved conditions for cyclists and they led to faster bus journeys as TfL worked to ensure safer conditions for travel at the onset of the pandemic. Access to most addresses on the corridor through side streets was maintained during restricted hours.

In January 2022 we introduced a new ‘experimental’ scheme to build on the temporary improvements we had made in July 2020. These changes built on the temporary changes we delivered in July 2020 as part of our Streetspace for London programme.

The experimental changes we made were intended to test whether traffic restrictions on the A10 Bishopsgate corridor could deliver improvements for pedestrians, cyclists and bus passengers (sustainable or ‘Healthy Streets’ modes) and to assess the extent of the disadvantages to the scheme and any mitigations required. At the time the experiment was introduced, London was beginning to emerge from the pandemic and it was not certain if the benefits identified during the initial scheme would result as demand on the network changed as people returned to the area. For this reason, the changes were made on an experimental basis.

The experimental changes we made to the A10 Bishopsgate ‘corridor’ between the northern end of London Bridge and the southern end of Shoreditch High Street included:

- Introducing ‘bus and cycle gates’ to restrict through traffic during operational hours, and reallocating the road space for walking, cycling and bus passengers. ‘Bus and cycle only’ gates were installed to prevent access by vehicles (except buses and cycles) and these operate from Monday to Friday, between 07:00 - 19:00. This is in line with other closures introduced by the City of London on other roads nearby. The specific locations of bus gates are:
 - South of the junction of Bishopsgate with Middlesex Street (southbound only)
 - North of the junction of Bishopsgate with Liverpool Street (northbound only)

- South of the junction of Bishopsgate with Threadneedle Street (southbound only)
- North of the junction of Bishopsgate with Leadenhall Street (northbound only)
- North of the junction of Gracechurch Street with Lombard Street (northbound only)
- North of the junction of Gracechurch Street with Eastcheap (both northbound and southbound)
- Introducing several banned turns to encourage traffic away from the corridor. The banned turns were in place 24 hours a day, and permitted movements for all vehicles included:
 - Worship Street (left turn only except buses and cycles)
 - Primrose Street (left turn and ahead only, except cycles)
 - Artillery Lane (left turn only in)
 - Middlesex Street (left turn only in)
 - Liverpool Street (right turn only out)
 - Cornhill (ahead and left turn only, except cycles)
 - Fenchurch Street (left turn only, except cycles)
 - Gracechurch Street at Fenchurch Street (in a northbound direction, ahead only, except for buses and cycles who may turn right and cycles who may turn left)
- Widening footways to provide more space for pedestrians. Some of these changes were made using physical barriers, rather than kerbs.
- The measures were intended to maintain access for servicing, freight, taxis and private hire, and private vehicles for most of the route. The only locations where no motor vehicles were permitted from 07:00 - 19:00 Monday to Friday were Middlesex Street to Liverpool Street, and Threadneedle Street to Leadenhall Street. Access for these locations was from either end of the closed section.

We monitored the experimental scheme extensively and held a 38-week consultation, starting from the point the changes were implemented. This gave local people and other stakeholders the opportunity to share their experiences of how these changes impacted on their use of the area. This approach to post construction consultation differs from how we consulted on road schemes before the pandemic. For more information on this approach please see Appendix A.

3 About the consultation

3.1 Purpose

The objectives of the consultation were to:

- Provide stakeholders and the public with sufficient high-quality information about the scheme to allow them to give informed responses and suggestions
- Consult with representatives and members of protected characteristic groups that may be impacted by proposals
- Understand the reasons behind any concerns or objections
- Identify new issues we might not have already thought of
- Allow stakeholders and the public to influence our final decision about the scheme and impact on the local area
- Provide adequate time for people to respond
- Ensure all public and stakeholders affected by the proposals were aware of the consultation
- Consider all responses fairly and equally when a decision is made

3.2 Who we consulted

The consultation was open to anyone who had a view about our proposals, and we put particular emphasis into reaching out to disabled people, and other people with 'protected characteristics'. Our publicity was focussed on stakeholders in the City of London, the London Borough of Hackney, the London Borough of Islington, the London Borough of Southwark, the London Borough of Tower Hamlets, residents or businesses in the vicinity of the scheme, or visitors to the area. A list of the stakeholders we contacted is included in Appendix B.

3.3 Dates and duration

The consultation took place between 25 January 2022 and 10 October 2022, a period of almost nine-months

The consultation was originally planned to run for a six-month period, similar to other 'experimental' schemes we had held public consultations for. The consultation period was extended twice, because:

- i. About two months into the consultation period, we were made aware of certain details about the scheme that were not made explicit and clear in our consultation maps and written summary of the scheme.

We updated these materials and contacted everyone who had so far taken part in the consultation, as well as everyone we had engaged with at the onset of the consultation to ensure people were made aware and encouraged to provide further feedback if they wished to.

To ensure nobody was unduly inconvenienced by our updated consultation materials, we also extended the consultation period by two months – which was equal to the length of time the consultation had been open for at that point in time.

- ii. Towards the planned end of the consultation, there was a period of National Mourning announced due to the death of Her Majesty The Queen.

To ensure nobody was unduly inconvenienced and to make sure people had sufficient time to complete the consultation questionnaire, we decided to extend the consultation period by a further two weeks until 10 October 2023.

We again contacted everyone who had so far taken part in the consultation, as well as everyone we had engaged with at the onset of the consultation to ensure people were made aware of the extended consultation period and encouraged to provide their feedback.

3.4 What we asked

Our website for the consultation (<https://haveyoursay.tfl.gov.uk/bishopsgate>) included a questionnaire for respondents to complete.

We asked respondents how the experimental scheme was affecting their travel habits, their perception of road safety, traffic levels, the environment, and local business's ability to trade. We also asked if respondents thought that the experiment was a positive improvement in overall terms, or if they needed more time to make that judgment, or if they felt it should be changed in some way.

We asked people to tell us about any changes they thought we should make, and we also made it possible for people to tell us about any specific impacts they felt we should address.

Respondents were also asked to give their name, email address and postcode, along with information about their travel habits, and certain demographic information, although all these questions were voluntary.

We encouraged respondents to respond to the consultation as many times as they felt they had useful feedback to share with us.

Our consultation questionnaire is included in Appendix C.

3.5 Methods of responding

People were able to respond to the consultation by:

- completing the online questionnaire on our consultation website: <https://haveyoursay.tfl.gov.uk/bishopsgate>
- emailing us at haveyoursay@tfl.gov.uk
- sending in a Freepost letter to ‘**TfL Have your Say**’
- telephoning us on **020 3054 6037**

To help support conversations with London’s diverse communities, our [Have Your Say website](#) is also able to translate our consultation materials into many different languages.

A summary of the consultation information was made available in:

- An easy-read format,
- An audio description and
- A British Sign Language (BSL) video of our proposals was also posted on our website.

We also published an easy read version of our consultation questionnaire and explained in the BSL video that we would offer support (for example, through making available a BSL interpreter) to anyone who might require it.

3.6 Pre-consultation engagement

Prior to the launch of the consultation, we reached out to local people and other stakeholders to make them aware of the changes we would be making to the local road network.

We also explained how and when our consultation would take place and the purpose of it. We asked certain stakeholders for help in promoting the consultation.

3.6.1 Early notice of intentions

On 3 December 2021, we sent an email to identified stakeholders local to the scheme area. The email explained our intentions to hold a public consultation on the scheme, set out key performance information we’d observed since the temporary scheme was

introduced, what changes we were planning to make and why they were necessary. We offered to provide a briefing to any stakeholders who so wished.

A copy of the email we sent is included in Appendix D.

3.6.2 Confirmation of intentions

On 11 January 2022, we again wrote to identified stakeholders local to the scheme area. The email gave notice of our intention to launch the public consultation on 25 January 2022. We explained that local residents and businesses to the scheme area would receive a letter delivered to all properties within 250 metres of the routeway setting out the consultation launch and how people could provide their feedback.

A copy of the email we sent is included in Appendix E.

3.7 Consultation materials and publicity

3.7.1 Website

Our website <https://haveyoursay.tfl.gov.uk/bishopsgate> provided information about the consultation. This information included:

- Maps of the changes we had made
- A written summary of the changes
- Supporting documents including information about the purpose of our consultation and what our monitoring strategy for the experiment would be.

We published an Easy Read version of these documents, as well as a British Sign Language (BSL) video which incorporated an audio track.

Since we were testing the effects of the scheme as part of an experiment, we felt that the right thing to do would be to keep local people and other stakeholders informed with the emerging outcomes of the experiment. For this reason, we also published a report on our website on 29 September 2022 which set out information about the effects of the scheme up to that point on cycling rates, bus journey times, traffic journey times and safety. The report also highlighted the outcomes from the consultation to date. We publicised the report by sending an email to those people who had responded to the consultation up to that point, and to those stakeholders we thought would have an interest. A copy of our email, which includes a link to the report itself, is included in Appendix F.

3.7.2 Letters

At the start of the consultation on 25 January 2022, and again on 12 October 2022, we sent a letter to people living within a 250-metre radius of the extents of the scheme.

Both letters explained how respondents could have their say on the changes and when they needed to respond by. Each letter was delivered to 2,811 addresses (residential and business).

The letters were hand delivered and if our letter distribution partner could not gain access to a property to deliver a letter, then the letter was posted first class the next day to the address. Copies of both letters are included in Appendix G. The distribution area for both letters is included in Appendix H.

3.7.3 Emails to people and other stakeholders

On the first day of the consultation on 25 January 2022, and again on 12 August 2022, we sent an email about the consultation to 200,000 people who use public transport or cycle in the area, and who had registered to receive email updates from us. We also sent an email to 884 stakeholders and those who had previously engaged with us about the scheme who we judged were likely to have an interest in the proposals.

Both emails are included in Appendix I.

3.7.4 Face-to-face activity

We handed out 2,400 postcards promoting the consultation to people walking in the vicinity of the changes we had made; additionally, we placed 580 postcards in suitable public locations. The postcard explained that the consultation was taking place and it included information about how to respond. The table below shows the dates and locations where we handed out the postcards.

Table 1: Face-to-face engagement

Date postcards handed out	Location
Friday 17 June 2022	Bishopsgate, Bell Lane, Artizan St, Fenchurch St, Threadneedle St. Leadenhall St, Post Office, local Newsagents, Artizan Library & Community Centre, Sainsburys Local, Tesco Express
Saturday 18 June 2022	Shoreditch High Street, Boxpark, Bishopsgate, Monument Station, Liverpool Street Station, Leadenhall Market.
Monday 11 July 2022	Bishopsgate towards Shoreditch High Street. The Edge Bar, The Lighthouse Restaurant, Bacchus Newsagents, Goose Island Brewery, Leyland Decorating Centre,
Saturday 16 July 2022	Bishopsgate towards Monument. Fitness First Gym. Tesco Express. Pan Pacific Hotel reception. Specsavers. Boots Optician.

Friday 26 August 2022	Bishopsgate towards Fenchurch Street. Leadenhall Market, Club Quarters Hotel Reception (Bishopsgate)
Monday 26 September 2022	Bishopsgate towards Shoreditch High Street. TP ICAP Headquarters Reception, Amazon UK Entrance/Reception Desk (Worship St) Weekday Shop.

A copy of the postcard is included in Appendix J.

3.7.5 Posters in local shops and buildings

In the run up to the launch of the consultation we contacted a large range of local businesses and other places which people visit routinely, to ask them if they would display a poster to promote our consultation. A number of local businesses and community buildings kindly agreed to put up posters during the consultation. The posters included information about how people could respond.

In total 12 posters were displayed at the following locations:

- Monument Station, King William St, London EC4R 9AA
- Liverpool Street Station, Liverpool St, EC2M 7PY
- Bank Station, Princes St, EC3V 3LA
- Tesco Express, 6 Eastcheap, EC3M 1AE
- Vagabond Monument, 51 Gracechurch St, EC3V 0EH
- Marks & Spencer, 168 Fenchurch Street, EC3M 6DE
- The Swan Tavern, Gracechurch St, EC3V 1LY
- Leadenhall Market, Gracechurch St, EC3V 1LT
- Tesco Express, 158-164 Bishopsgate, EC2M 4LN
- Fitness First Gym, St Benet's Place, EC3
- Chapters Deli, 50 Bishopsgate, EC2N 4AJ
- B.K. Newsagent, 42-44 Bishopsgate, EC2N 4AH

A copy of the poster is included in Appendix K.

3.8 How we considered equalities in the consultation

In deciding who to consult with and how our consultation should be conducted, we ensured that the materials were written in plain English, and available on request in different formats (for example, large print). Our website also included an auto-translate function, enabling people for whom English is not their first language to understand our proposals. There was also an easy-read version of the consultation materials, together with a British Sign Language video.

Prior to launching the public consultation, we conducted an Equalities Impact Assessment (EqIA) which highlighted the positive and negative impacts our proposals could have on people with protected characteristics.

We used the information from the EqIA to develop our stakeholder register for this consultation.

We contacted representative groups of people with protected characteristics before the consultation launch and during the consultation period to encourage them to make their views on the proposals known, and to promote the consultation to the people they represented.

4 About the respondents

This section provides information about the consultation respondents, including how they heard about the consultation and how they responded.

4.1 Number of respondents

Respondents were asked if they were a stakeholder or a member of the public.

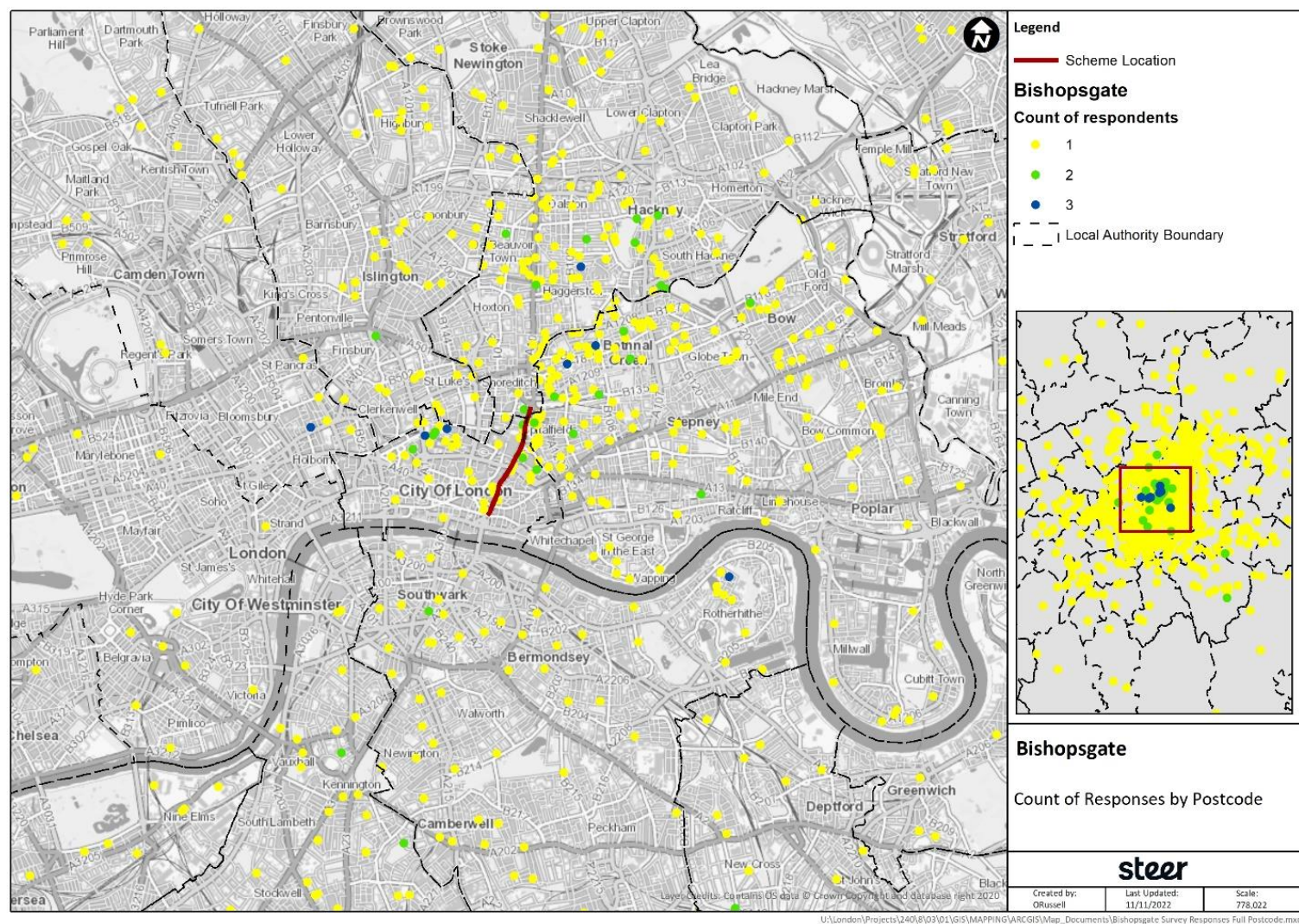
Table 2: Respondent types

Respondents	Total
Public responses	2,111
Stakeholder responses	47
Total	2,158

4.2 Location of respondents

We asked respondents to the consultation to tell us their home postcodes. Where a respondent gave us a valid postcode, we have plotted it on the map below. We have also indicated the scheme route way by a red line.

Figure 1: Map of respondent postcodes



4.3 List of responding stakeholders

We identified as a 'stakeholder' all those respondents who we judged to be notable and well known amongst the public. This could include London's local authorities, major transport groups, local neighbourhood or residents' associations, major charities, businesses and business groups and industry associations.

The stakeholders who responded to this consultation are listed below.

- Avison Young
- Beaumont Clements
- Brewery Logistics Group
- Buro Happold Ltd
- CIS Security
- City of London Corporation
- City of London Police
- Corporate Approved Inspectors Ltd
- Director of United Trade Action Group
- Dominic West Streetscene London Borough of Hackney
- ETC Venues
- Freedom for Drivers Foundation
- GH CITYPRINT
- GMS Estates Limited (*5 responses*)
- Guide Dogs for the Blind Association
- Heron International
- Ian Wilson Events Ltd
- Infinity Capital Markets
- Licensed Taxi Drivers Association (LTDA)
- London Borough of Hackney Councillor
- London Cycling Campaign
- London Travel Watch
- Londoners against bus traffic
- Merchant Taylors' Company
- NLA New London Architecture
- Outdoor People
- PNB J I Limited
- Polo Bar - Caf 
- Salter Demolition Ltd
- Spiked Media
- St Bartholomew's Hospital (Bart's Health NHS Trust)
- St Helen Bishopsgate
- Tapestry Building Residents Association (*2 responses*)
- Taxi driver
- TfL Youth Panel
- The Belgravia Centre
- The Eastern City Business Improvement District (EC BID)
- The Guide Dogs for the Blind Association

- The Motorcycle Action Group
- The Royal National Institute of Blind People (RNIB)
- United Cabbies Group
- V+V Interni Ltd.

42 stakeholders responded and a number of these stakeholders responded more than once. As a result, there were 47 stakeholder responses overall.

We have included in Appendix L, a summary of each of the responses we received from these organisations.

4.4 Demographics

We asked respondents a series of demographic questions; specifically, about their gender, ethnicity, age, sexual orientation, faith and whether or not the respondent felt that their day-to-day activities were affected by a health problem or disability.

The headlines are:

- Three quarters of respondents who responded to this question stated that they are a man (76%), and 22% that they are a woman. The remaining 2% defined their gender in another way.
- The majority (86%) of respondents stated they are White. The next largest segment of respondents are Asian (7%).
- The 46-55 age bracket had the most responses (25%), followed closely by 36-45 (24%), 26-35 (21%) and 56-65 (20%). Together these groups make up over 90% of respondents, with only very small shared aged under 26 or over 65.
- The largest share of respondents by faith are Christian (32%), however the share who have no religion is the same size (33%), while atheists represent a further 25%. Other religions are represented by 9% of respondents.
- Seven percent of respondents stated that they are disabled, while the remaining 93% are not. The majority of respondents stated that they are heterosexual (82%).

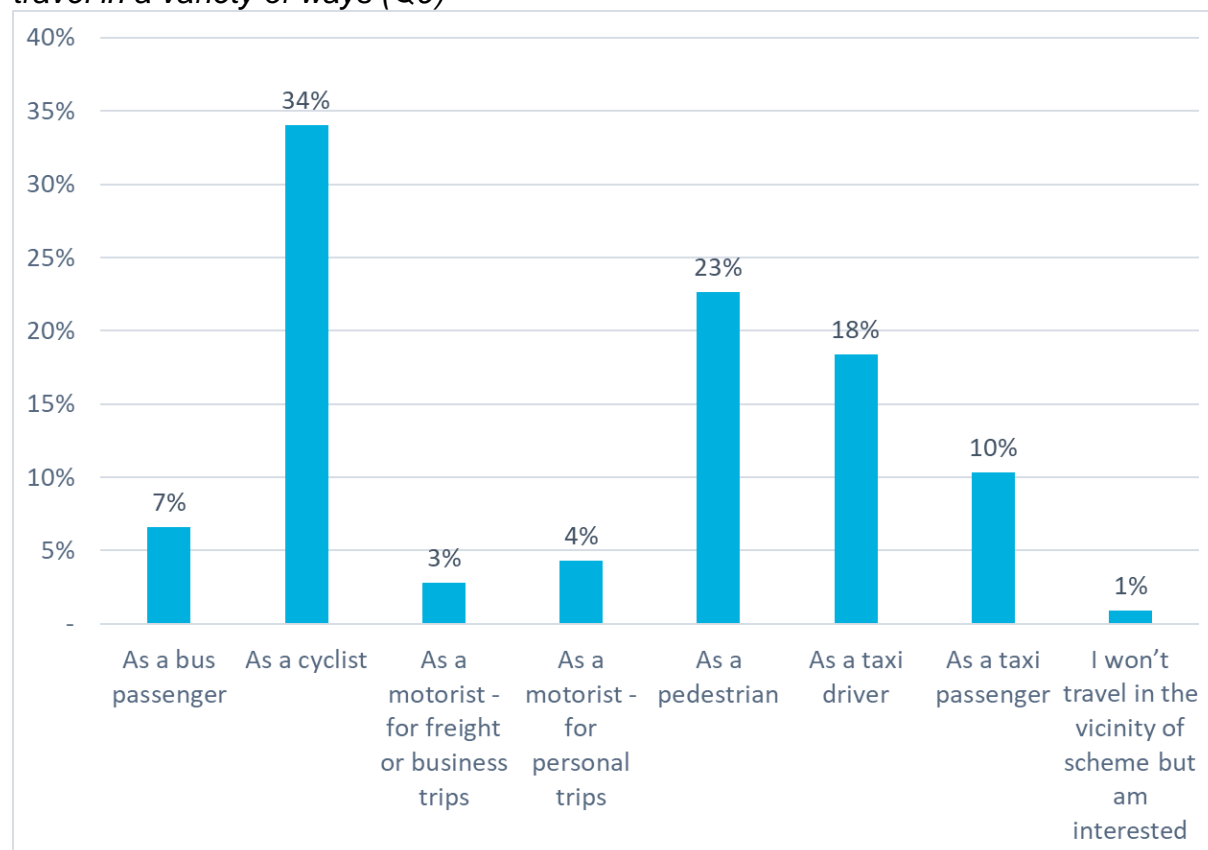
4.5 Main mode of travel

Respondents were asked to state the main way that they travel within the vicinity of the scheme.

The largest share of respondents were cyclists (34%), pedestrians were the next largest group at almost a quarter (23%). Taxi drivers and taxi passengers (28%) are represented to a greater extent than bus passengers (7%), motorists (3%) or those

who do not travel in the area (1%). Taxi drivers (18%) made up almost a fifth of responses.

Figure 2: Please select one option from the list below that describes the main way you will travel in the vicinity of our new scheme. We appreciate that many people will likely travel in a variety of ways (Q9)



As a bus passenger	As a cyclist	As a motorist - for freight or business trips	As a motorist - for personal trips	As a pedestrian	As a taxi driver	As a taxi passenger	I won't travel in the vicinity of scheme but am interested	Total
129	664	55	84	442	358	201	17	1,950
7%	34%	3%	4%	23%	18%	10%	1%	100%

5 Summary of consultation responses

This chapter summarises the outcomes of the consultation, including what issues were raised by respondents in their written comments.

All answers to the questions were analysed and reviewed independently of TfL. All comments and suggestions received, whether by email, letter or through our online questionnaire were reviewed to identify the issues raised by respondents.

We developed a 'code frame' for each of the open questions we included in our online questionnaire. A code frame is a list of the issues raised during the consultation; together with the frequency each issue was raised.

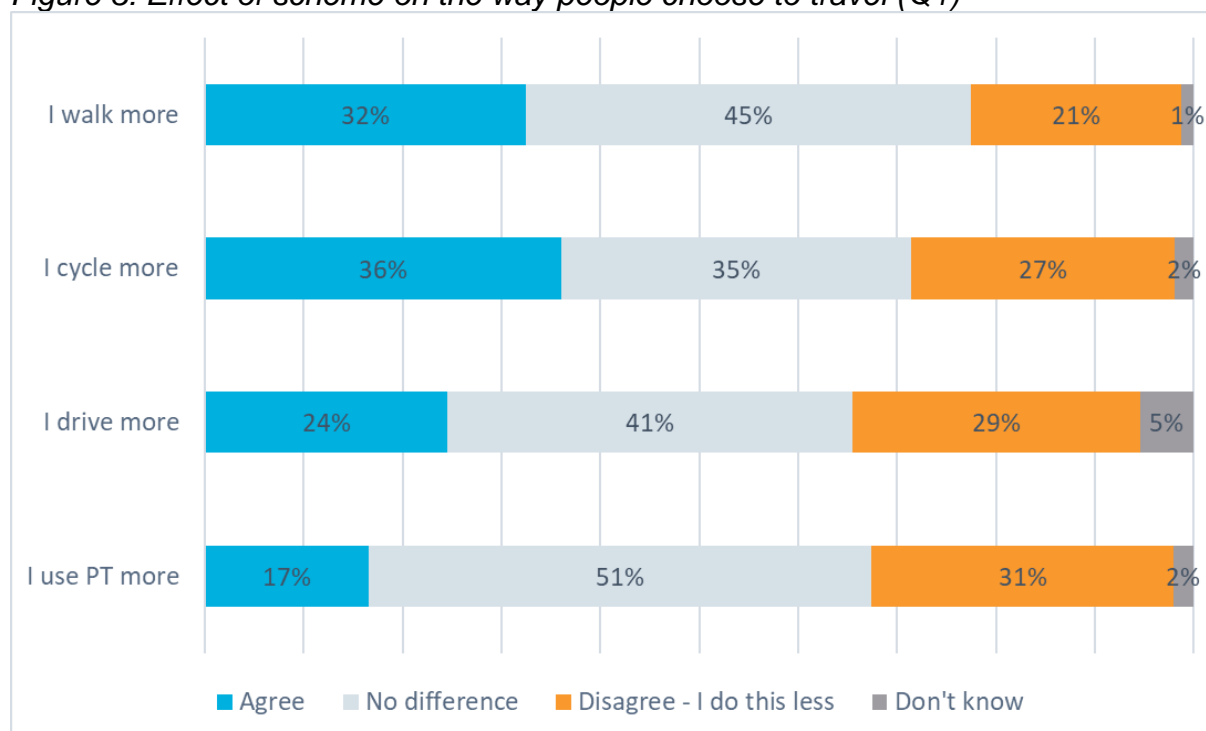
5.1 Effect of the scheme on the way people choose to travel

Respondents were asked what effect they felt the scheme had had on their travel habits since it was implemented. The chart shows how travel habits have changed since the scheme was introduced.

Figure 3 *Figure 3* shows how respondents told us that the scheme had impacted on their travel. It shows that over a third of respondents told us that the scheme had encouraged them to cycle more (36%), and a slightly smaller share are encouraged to walk more (32%).

Almost twice as many respondents told us that they are using public transport less than have increased their use (31% vs 17%). A slightly larger share say they have decreased use of car (29%), compared to driving more (24%).

Figure 3: Effect of scheme on the way people choose to travel (Q1)



	Base	Agree	No difference	Disagree - I do this less	Don't know
I walk more	1,854	32%	45%	21%	1%
I cycle more	1,857	36%	35%	27%	2%
I drive more	1,831	24%	41%	29%	5%
I use public transport more	1,845	17%	51%	31%	2%

5.2 Effect of the scheme on safety while travelling

Respondents were asked whether they felt a number of aspects of personal safety had been impacted upon by the scheme, as shown in A third of respondents disagreed with the statement that they felt safer when driving compared to 11% who agreed.

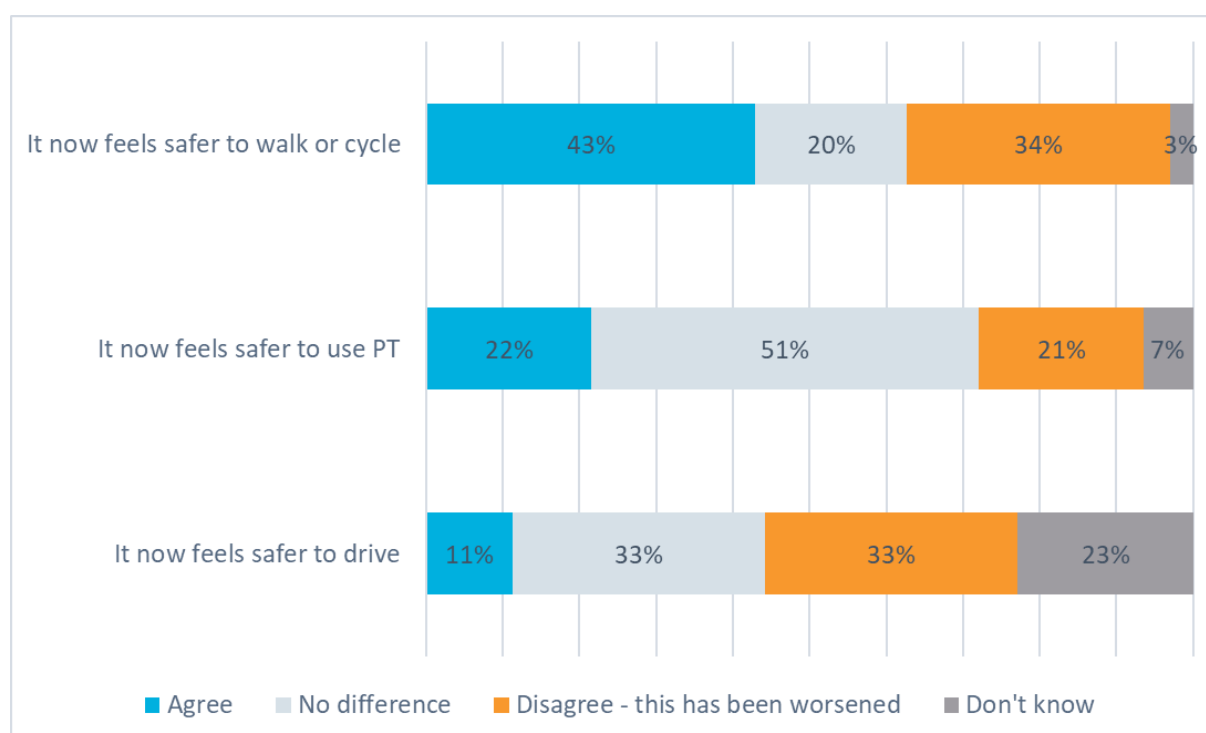
Figure 4.

Over two fifths of respondents (43%) said they agree that they now feel safer walking or cycling, however a third (34%) said they disagree with this statement.

Very similar proportions said they agree or disagree with feeling safer using public transport (22% and 21% respectively), though half said this had not changed.

A third of respondents disagreed with the statement that they felt safer when driving compared to 11% who agreed.

Figure 4: Impact on safety since scheme introduced (Q2)



	Base	Agree	No difference	Disagree - this has been worsened	Don't know
It now feels safer to walk or cycle	1,902	43%	20%	34%	3%
It now feels safer to use public transport	1,869	22%	51%	21%	7%
It now feels safer to drive	1,857	11%	33%	33%	23%

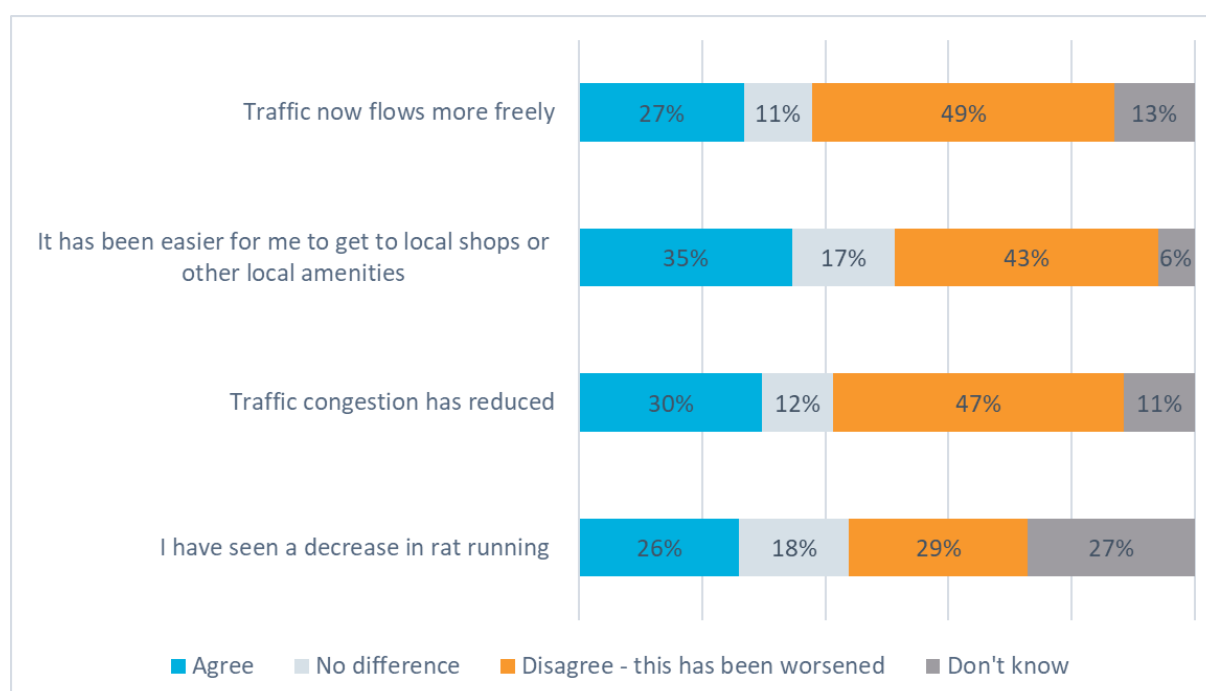
5.3 Effect of the scheme on local traffic

The chart below presents the thoughts of respondents on local traffic since the scheme was introduced.

The highest level of disagreement is with the statement 'Traffic now flows more freely', with half (49%) disagreeing.

The most balanced responses are for the statement 'I have seen a decrease in rat running' where the shares agreeing and disagreeing are only three percentage points different (26% vs 29%).

Figure 5: Impact on local traffic since scheme introduced (Q3)



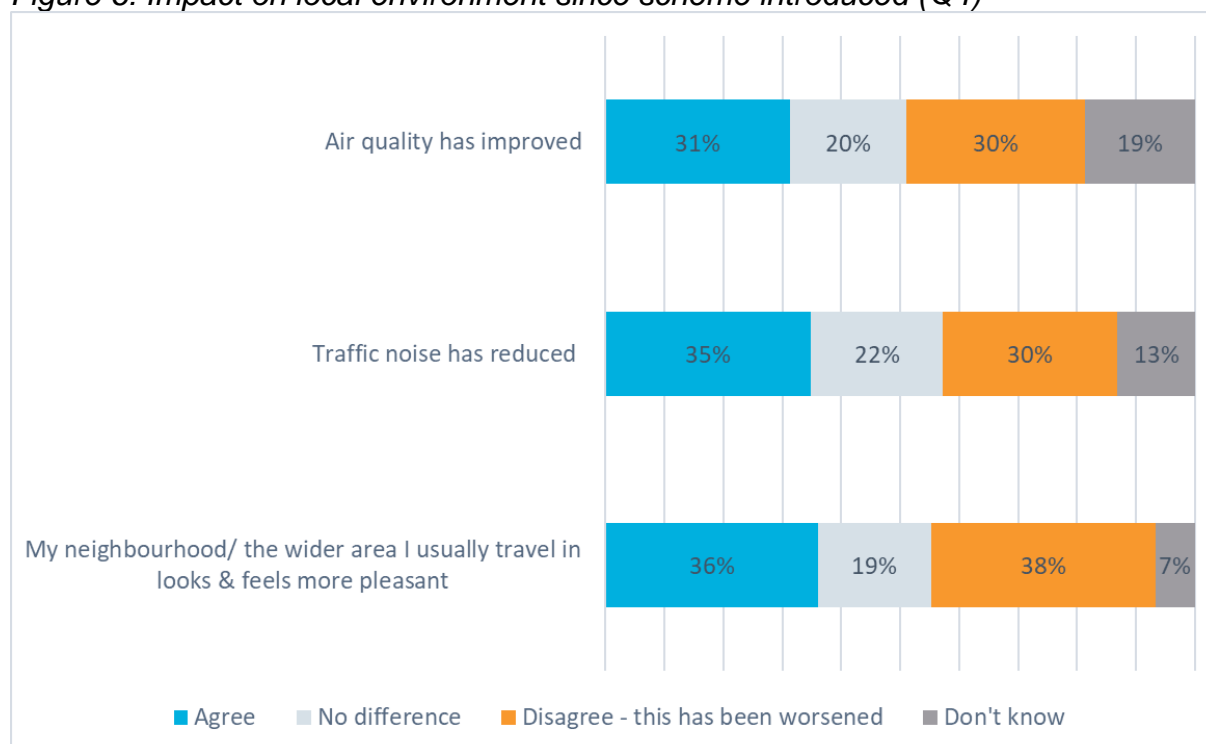
	Base	Agree	No difference	Disagree - this has been worsened	Don't know
Traffic now flows more freely	1,898	27%	11%	49%	13%
It has been easier for me to get to local shops or other local amenities	1,889	35%	17%	43%	6%
Traffic congestion has reduced	1,886	30%	12%	47%	11%
I have seen a decrease in rat running	1,869	26%	18%	29%	27%

5.4 Effect of the scheme on the local environment

Respondents were asked to provide their thoughts on three aspects of the local environment since the scheme was introduced. The chart below shows what respondents told us.

Responses are closely balanced between 'agree' and 'disagree', with at most five percentage points between the responses.

Figure 6: Impact on local environment since scheme introduced (Q4)



	Base	Agree	No difference	Disagree - this has been worsened	Don't know
Air quality has improved	1,903	31%	20%	30%	19%
Traffic noise has reduced	1,888	35%	22%	30%	13%
My neighbourhood/ the wider area I usually travel in looks & feels more pleasant	1,883	36%	19%	38%	7%

5.5 Opinions of the scheme

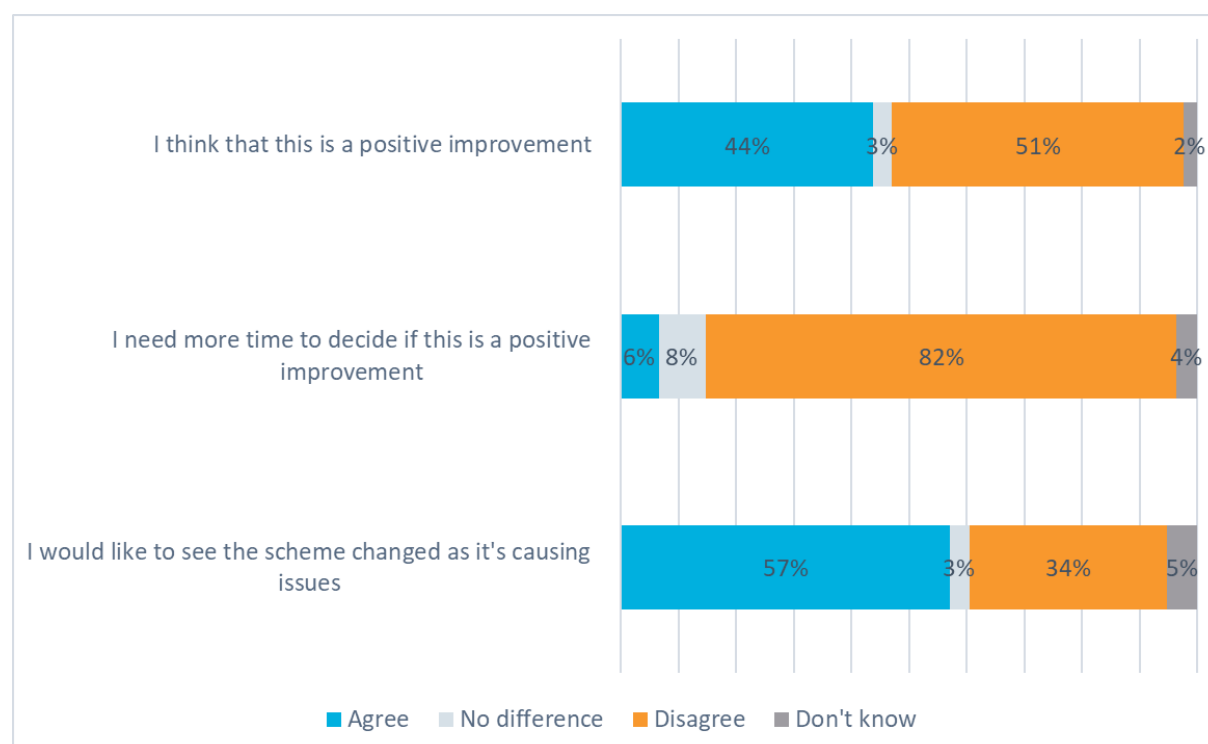
Respondents were asked whether they agreed or disagreed with the scheme having had a positive impact, whether it needed changing or if they needed more time to decide.

Responses to the statement 'I think that this is a positive improvement' are the most closely balanced of the three statements, with 44% of respondents agreeing and 51% disagreeing with this statement.

The level of disagreement with the statement 'I need more time to decide if this is a positive improvement' is very high at 82%, suggesting respondents were sure about their views on the scheme and did not need more time to decide if the scheme was a positive improvement.

A larger share agreed with the statement 'I would like to see the scheme changed as it's causing issues' than disagree (57% vs 34%).

Figure 7: Opinions on the scheme (Q7)



	Base	Agree	No difference	Disagree	Don't know
I think that this is a positive improvement	1,888	44%	3%	51%	2%
I need more time to decide if this is a positive improvement	1,785	6%	8%	82%	4%
I would like to see the scheme changed as it's causing issues	1,826	57%	3%	34%	5%

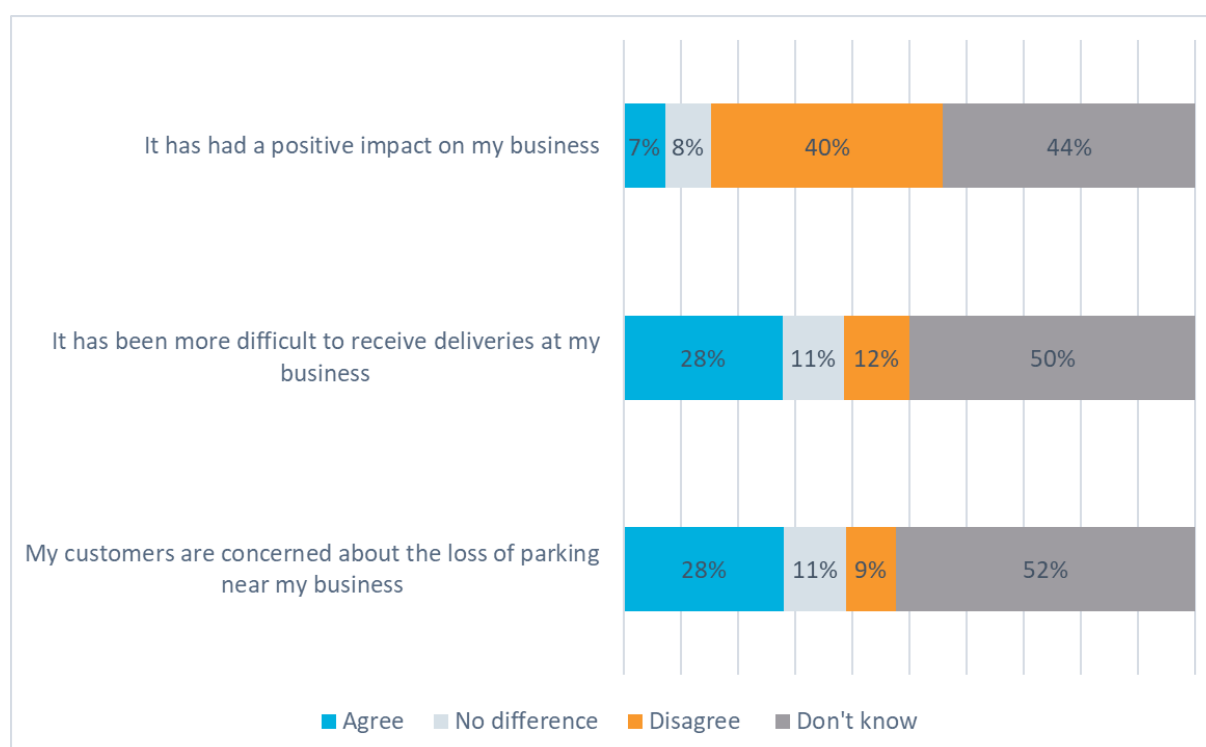
5.6 Local business since scheme was introduced

Respondents were asked for their views about the impact of the scheme on local businesses. Figure 1 shows the responses for the three statements.

Relatively large shares of respondents did not answer these questions, leading to 'don't know' shares of 44% or more.

There is a high level of disagreement with the statement 'it has had a positive impact on my business', with 40% of responses disagreeing, compared to only 7% who agreed.

Figure 1: Impact on local business since scheme introduced (Q5)



	Base	Agree	No difference	Disagree	Don't know
It has had a positive impact on my business	1,743	7%	8%	40%	44%
It has been more difficult to receive deliveries at my business	1,694	28%	11%	12%	50%
My customers are concerned about the loss of parking near my business	1,623	28%	11%	9%	52%

5.7 Open questions: Effect and impact of proposals as a whole

Respondents were asked to provide their thoughts about the impacts the experimental scheme was having and we asked that they tell us whether anything could be changed to improve the scheme. The full questions are provided below.

If you would like to explain more about the impact (good or bad) of the experimental scheme, please use the space below. If you think there has been a particularly good or bad impact in a particular area or on a particular street, please include details below.

If you think this experimental scheme should be changed, please tell us what we should change and how we should do this. If you think that we should make a change to a particular area, or a particular street, please give us the details.

Respondents raised very similar issues when answering each question. For this reason, we developed a single ‘code frame’ which described the issues raised in response to both questions. The table below sets out the top 10 most frequently raised issues. The full code frame is included in Appendix M.

Table 2: Top 10 issues raised

Theme	Code	Number	Percentage
Removal Requests	Suggest that the scheme is removed	250	18%
Taxis	Suggestion for scheme to include taxi access e.g. allow access through bus gate	248	17%
Equality	Concern that the scheme is discriminatory against protected characteristic groups (e.g. elderly, disabled, pregnant, young children, ethnic minorities, women)	232	16%
Traffic	Concern that the scheme has negative impact on traffic congestion	207	15%
General	Support scheme	163	11%
Accessibility	Opposition to restricted access for certain vehicles (e.g. taxis, freight, buses, private motor vehicles)	158	11%
Pollution	Concern that the scheme reduces air quality / causes excess pollution	152	11%
Cyclists	Suggest additional and/or amendments to cycling infrastructure including wider cycle lanes, protected/ segregated cycle lanes, extended cycle lanes	119	8%
Cyclists	Concern that scheme reduces designated cyclist space on roads, bringing them in conflict with other vehicles	110	8%
Traffic	Concern that the scheme is displacing traffic elsewhere, not reducing traffic, including rat running on local roads	98	7%

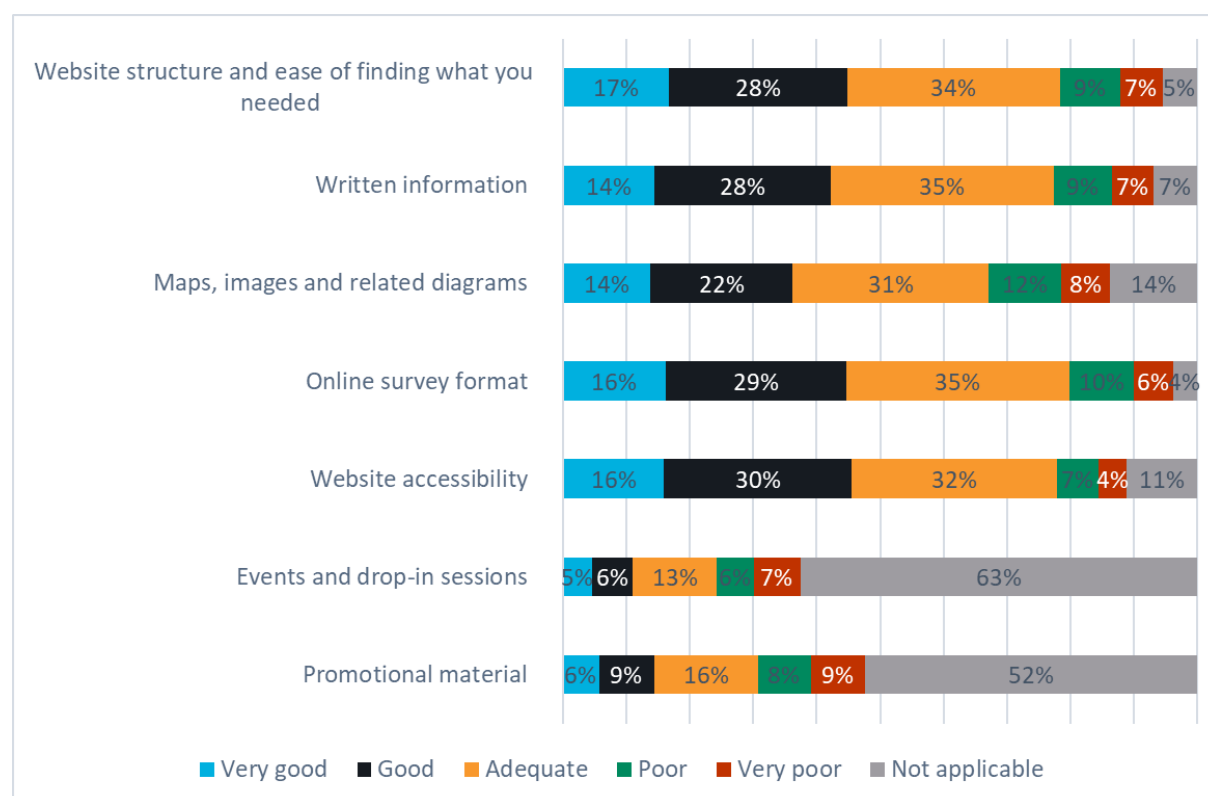
5.8 Quality of Consultation

Respondents were asked to provide their opinion on different aspects of the consultation, with a rating from very good to very poor. Figure 9 shows that ratings are very similar across website structure, written information, maps, images and diagrams, online survey, and website accessibility. For these elements, between 36% and around 46% rated them very good or good.

Of these elements, ‘Maps, images and related diagrams’ received the lowest share saying very good or good, though this was still 36%, and has the largest ‘don’t know’ share across these five statements. Overall, the positive ratings outweighed the poor and very poor responses across these five elements.

The other elements were rated by fewer respondents, with over three fifths (63%) saying events, and half (52%) saying promotional materials were not applicable. Among those who did rate them, slightly more gave negative ratings than positive.

Figure 9: What do you think about the quality of this engagement? (Q14)



	Very good	Good	Adequate	Poor	Very poor	No response	Not applicable	Total
Website structure and ease of finding what you needed	303	513	612	173	124	97	1,822	303
Written information	258	501	630	165	117	124	1,795	258
Maps, images & related diagrams	247	404	555	207	138	246	1,797	247
Online survey format	290	513	634	182	114	66	1,799	290
Website accessibility	285	530	582	117	80	198	1,792	285
Events and drop-in sessions	81	114	233	105	130	1,110	1,773	81
Promotional material	99	154	288	149	151	922	1,763	99

Respondents were also asked where they had heard about the consultation. As shown in Table 3, the majority of respondents received an email from TfL (72%). Social media was next most mentioned at 16%.

Table 3: How did you hear about this consultation? (Q13)

Received an email from TfL	Received a letter from TfL	Read about it in the press	Social media	Saw it on the TfL website	Other (please specify)	Total
1372	19	59	306	69	84	1,909
72%	1%	3%	16%	4%	4%	100%