



# Hounslow to Brentford walking and cycling changes

Consultation Report  
March 2023

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# **1. Executive Summary**

Between 5 January and 16 February 2022, we consulted on proposed changes to Brentford High Street, Hounslow High Street and London Road between Hounslow and Brentford, to encourage walking and cycling.

There were 1103 responses to the consultation, 1086 from members of the public and 17 from stakeholders.

We asked what effects respondents thought our proposals would have on future trips on foot, by bike or by public or private transport. Fifty-six per cent of respondents thought that the scheme will encourage more people to walk, while almost 72 per cent felt that more people may cycle. For both personal and business journeys, 12 per cent and 11 per cent respectively thought the scheme will encourage more travel using motor vehicles. Forty-seven per cent thought the scheme will discourage motor vehicle use for personal journeys and 26 per cent for business trips.

We also asked respondents to tell us if they had any suggestions for changes to our proposals, or any concerns that we should consider. The most frequently raised issues were:

- Concern that the scheme has negative impact on traffic congestion/air quality
- Concern that the scheme will be under used/does not represent value for money
- Concern that the scheme is unsafe for pedestrians (for example due of a lack of crossing points and because it brings them into conflict with cyclists)
- Support for the proposals
- Concern that the scheme reduces accessibility (for example, for residents, visitors, emergency vehicles, tradespeople, and to homes, schools, health care facilities)

We have considered all of the responses to the consultation to help us decide how to move forward.

## **1.1 Next Steps**

This was the first of two consultations we are holding on our proposals. We will use the feedback from this first consultation to help us refine our proposals, and we plan to hold a second consultation later in 2023. In our second consultation we will also publish more detailed information about the effects that we expect the proposals would have on traffic flow.

## **2. About the consultation**

Our proposals included new cycle lanes, fully protected from traffic, on Brentford High Street, Hounslow High Street and London Road between Hounslow and Brentford town centres, extending the existing Cycleway 9 route. In addition, we proposed introducing improved pedestrian crossings and other improvements to make the area look and feel more pleasant.

### **2.1 Purpose**

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposals
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

### **2.2 Potential outcomes**

This was the first of two consultations we are holding on our proposals. We plan to hold a second consultation in 2023 with more detailed proposals, and more information about the effects the proposals would have on traffic flow. The feedback we receive from this consultation will help us to refine our proposals.

### **2.3 Who we consulted**

The consultation was intended to seek the views of people living, working and travelling through the Brentford High Street and London Road area and was open to anyone with an interest in the area. Other key stakeholders we consulted included the local Council, Members of Parliament, Assembly Member, emergency services and local interest groups.

A full list of the stakeholders we consulted is shown in Appendix D.

### **2.4 Dates and duration**

The consultation was open for six weeks from 5 January to 16 February 2022.

## **2.5 What we asked**

Our website for the consultation ([haveyoursay.tfl.gov.uk/hounslow-brentford-walking-and-cycling-changes](https://haveyoursay.tfl.gov.uk/hounslow-brentford-walking-and-cycling-changes)) included a questionnaire for respondents to complete.

We asked one closed question seeking opinions on the effect that respondents thought the proposals would have on the way people choose to travel. We then asked an open question inviting respondents to suggest changes, identify any possible future adverse impacts of the proposals, or share any other comments they had about the proposals with us.

## **2.6 Methods of responding**

We created a consultation webpage (at [haveyoursay.tfl.gov.uk/hounslow-brentford-walking-and-cycling-changes](https://haveyoursay.tfl.gov.uk/hounslow-brentford-walking-and-cycling-changes)) which outlined the proposals and invited respondents to complete a short online survey to provide their views. Respondents could also let us have their comments by post or email.

## **2.7 Consultation materials and publicity**

We sent emails to key stakeholders and 40,249 people on the TfL database who are known to cycle, drive or use public transport through the local area. We also sent letters to 23,611 local residents and businesses.

A list of the stakeholders we consulted is in Appendix D. Copies of the letter and emails can be found in Appendix B.

## **2.8 Stakeholder engagement**

### **2.8.1 Purpose**

Ahead of the public consultation we carried out a programme of pre-consultation engagement with key local stakeholders. This involved meeting with stakeholders to explain our proposals, answer any questions and raise awareness of the upcoming consultation. We also continued to discuss the scheme with local groups once the consultation had concluded.

### **2.8.2 Who we engaged with**

The table below outlines the stakeholders we met – in chronological order – to explain our proposals and answer any questions.

We used feedback from the meetings to help us understand how local people and other stakeholders might respond to the proposals, and to ensure we could identify any significant concerns at an early stage.

When	Stakeholders	Summary
16 January 2020  Hounslow House, Members Area	<ul style="list-style-type: none"> <li>• Cllr Mel Collins - LB Hounslow representative on the London Road Safety Council</li> <li>• Cllr Guy Lambert - Lead Member for Environment and Highways</li> </ul>	The councillors provided invaluable local knowledge to the project team. Maintaining journey times for buses/motorists was a key priority as well as segregation at junctions to improve cyclist safety. The councillors encouraged us to engage with local disability groups to gather their feedback on the scheme and specifically bus stop bypasses.
30 January 2020  Hounslow House, Members Area	<ul style="list-style-type: none"> <li>• Cllr Hanif Khan - Cabinet Member for Transport</li> <li>• Cllr Ajmer Grewal - Hounslow Central ward</li> <li>• Cllr Pritam Grewal - Hounslow Central Ward &amp; Cabinet Member for Customer Services and Corporate Performance</li> <li>• Cllr Katherine Dunne - Syon Ward &amp; Cabinet Member for Communities and Climate Emergency</li> </ul>	Councillors noted the high number of collisions highlighted around local schools and encouraged us to share the data as part of the consultation. It was highlighted that improvements to pedestrian facilities should also be prioritised due to the high footfall along the route particularly on Hounslow High Street and around Isleworth College. The councillors stated that parking provisions should be maintained where possible in the vicinity of local businesses for elderly/disabled residents and deliveries.
3 February 2020  Hounslow House, Members Area	<ul style="list-style-type: none"> <li>• Cllr Richard Eason - Osterley &amp; Spring Grove ward</li> <li>• Cllr Unsa Chaudri - Osterley &amp; Spring Grove ward</li> </ul>	The councillors wanted to see improvements to pedestrian safety through the installation of signalised pedestrian crossings at Busch Corner and the junction of London Road / St John's Road. Information was requested about how cyclist safety would be prioritised and side roads along the route. Concerns were raised over construction disruption.
<b>Pause due to COVID-19 (March 2020 to Autumn 2021)</b>		
November 15 2021  MS Teams presentation	<ul style="list-style-type: none"> <li>• London Cycling Campaign Hounslow</li> <li>• Speak Out In Hounslow</li> <li>• St. John's Residents' Association</li> <li>• Osterley and Wyke Green Residents' Association</li> <li>• Air Quality Brentford</li> </ul>	Stakeholders were supportive of measures to tackle pedestrian/cyclist danger at Bush Corner as well as the retention of parking/loading bays for shops on Spring Grove Road & Isleworth Station. Concerns were raised about pedestrians crossing bus stop bypasses and the removal of Bridge Road 24-hour bus lane. Some attendees expressed concern about loss of parking spaces, whilst others thought that the

	<ul style="list-style-type: none"> <li>• West Trans</li> <li>• Syon Park</li> <li>• Brentford Voice</li> </ul>	provision of car parking spaces went against the principles of the scheme.
19 January 2022  MS Teams briefing	Head of School Green School for Boys	Overall, the headmaster expressed support for the scheme, commenting that it will make pupils safer and healthier. Support was expressed for pedestrian countdown signals on Busch Corner. Concern was raised about the impacts of the proposed cycle track on traffic flow at Busch Corner.
20 January 2022  MS Teams briefing	Hounslow Youth Council	Members expressed support for cycle lanes and encouraging more young people to use them. The scheme would encourage active travel for shorter journeys. There was a suggestion to hold workshops in schools on how to use cycleways.
20 January 2022  MS Teams briefing	Heston Fire Station Commander	Overall, the commander expressed support for the scheme commenting that it would enhance the safety of cyclists and pedestrians and would not negatively impact the station. Supportive of proposal to have the cycle track on the southern side of London Road by the fire station. Concerned about potential build-up of traffic blocking the junction as a result of relocating the pedestrian crossing closer to Spring Grove Road junction.
26 January 2022  Walk from Hounslow East Bus Station to London Road/Spur Road Junction	Age UK Hounslow	Generally understanding of rationale for the cycleway. Supportive of proposed pedestrian improvements including on Kingsley Road and Bridge Road Junction. Concerns expressed over the use of two-way cycleways, as they can present access issues for elderly pedestrians, especially around bus stops. Suggestion of pedestrian crossing before Spring Grove Junction to access shops on the other side of London Road.
<b>First consultation closed (16 February 2022)</b>		
23 March 2022  MS Teams briefing	Middlesex Association for the Blind	Broad support for the measures proposed. There was some discussion about the operation of bus stop bypasses, but no concerns raised.
13 April 2022  In-person briefing	Hounslow Borough Respiratory Support Group	Supportive of improved pedestrian crossings. Concerns about bus bypasses, crossing a two-way cycle track seen as unsafe and cyclist behaviour. Comment that some members were not aware of the first

		consultation and request to be informed of the second consultation
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## 2.9 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 Have Your Say website also included an auto translate function, enabling people for whom English is not their first language to understand our proposals. We contacted local groups for which English is not their first languages to explain how they could use this translation functionality.

## 2.10 Analysis of consultation responses

We commissioned Steer to analyse responses to the consultation on our behalf.

Responses to the closed questions were reviewed, and the results tabulated and reported.

All open question responses, where respondents provided comments on the overall scheme or parts of it, were read and analysed in detail. A code frame was developed to identify the most common issues raised so that these could be responded to. Each individual comment was attributed with one or more codes according to the issues raised. This information was also analysed.

The full code frame can be found in Appendix E.

To ensure consistency, the analysis was conducted by a small team of experienced coders. Quality checks were undertaken by Steer early in the coding process, and at regular intervals throughout.



### 3. About the respondents

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

#### 3.1 Number of respondents

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

**Table 1: Breakdown of respondent type**

Respondents	Total	%
Public responses	1086	98%
Stakeholder responses	17	2%
Total	1103	100%

#### 3.2 Who responded

Respondents were asked to state their connection to the area covered by the scheme. Our intention was that respondents could select as many options as they felt best described them from a pre-populated list. There was an error in the online questionnaire however, and the first 636 respondents to the consultation were only able to select one option. The survey was subsequently changed to allow the selection of more than one option. It should be noted that only 42 per cent of respondents (467) were shown this question correctly.

The table below shows that 54 per cent of respondents were residents living close to the proposed route. Twenty-two per cent are public transport users, and 17 per cent use private transport around the area. Thirty-four per cent are cyclists.

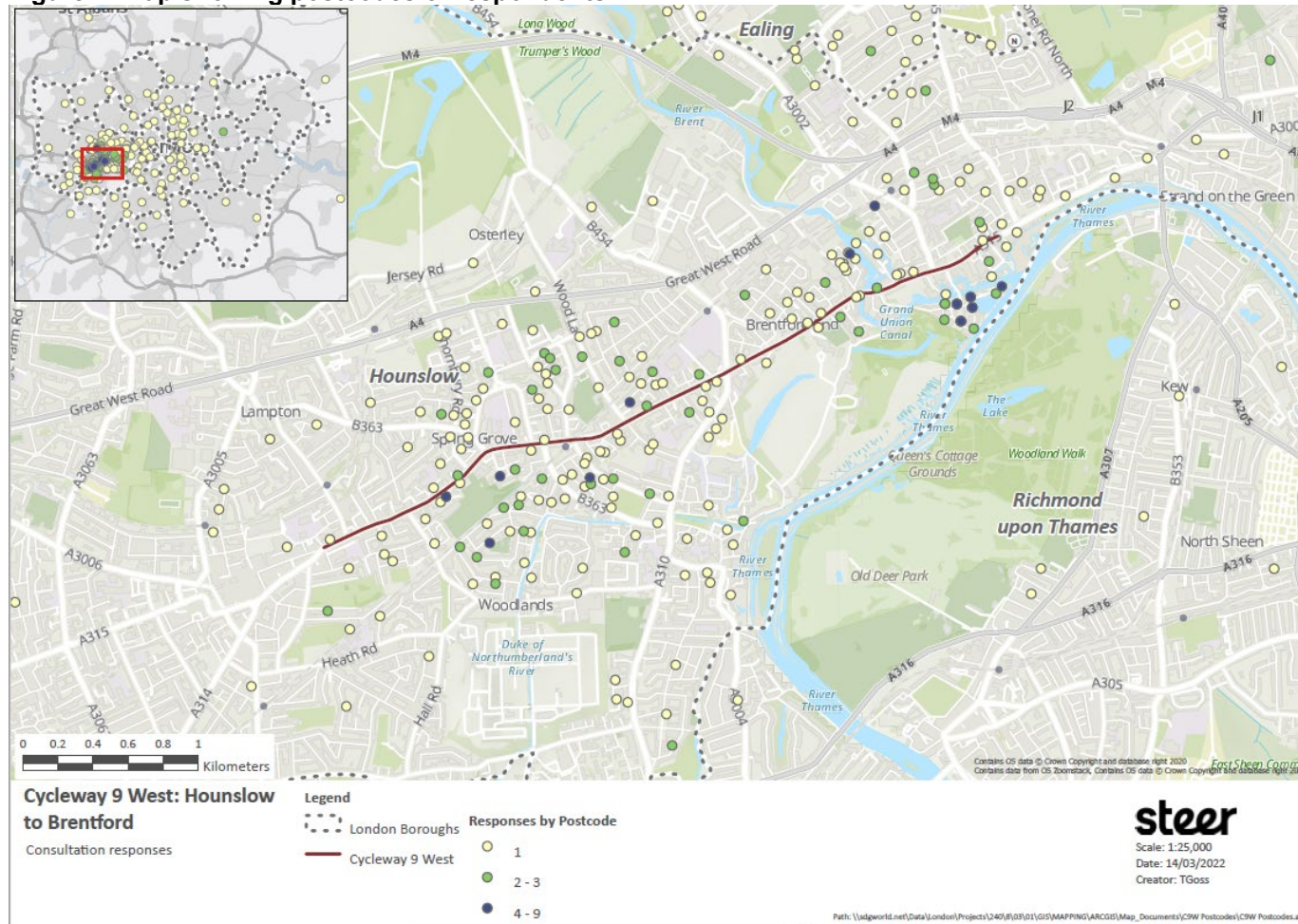
**Table 2: How respondents identified themselves**

Respondent type	Total	%
A resident living close to the proposed route	591	54%
A cyclist who might cycle in the area, or who cycles in the area currently	377	34%
A business located close to the proposed route	25	2%
Someone who uses public transport in the area around the proposed route	241	22%
Someone who uses private transport in the area around the proposed route	192	17%
Not local, but interested in the proposals	53	5%
Total respondents	1103	100%

### 3.4 Location of respondents

Respondents were asked to provide their home postcode. Of the 1103 respondents, 575 respondents provided valid postcodes which have been mapped below.

Figure 1: Map showing postcodes of respondents



### 3.5 List of responding stakeholders

We identified as a 'stakeholder' those respondents who we judged are notable or reasonably 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.

- Age UK Hounslow
- Brentford Dock Ltd
- Canal & River Trust
- Freedom for Drivers Foundation
- Heston Action Group
- Hounslow Borough Friends of the Earth
- Hounslow Borough Respiratory Support Group
- Hounslow Cycling Campaign
- Labour Party Councillors for Osterley and Spring Grove Ward
- London Borough of Hounslow
- London Living Streets
- Primrose Place Residents
- RATP Dev London, London United & London Sovereign
- St. John's Residents Association
- Speak Out in Hounslow
- TfL Youth Panel
- The Isleworth Society

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

## 4. Summary of all consultation responses

This section summarises the responses to the consultation survey from both stakeholders and members of the public, including the issues that were raised by respondents in their written comments. Again, these questions were optional, and the number who provided a response varies between questions.

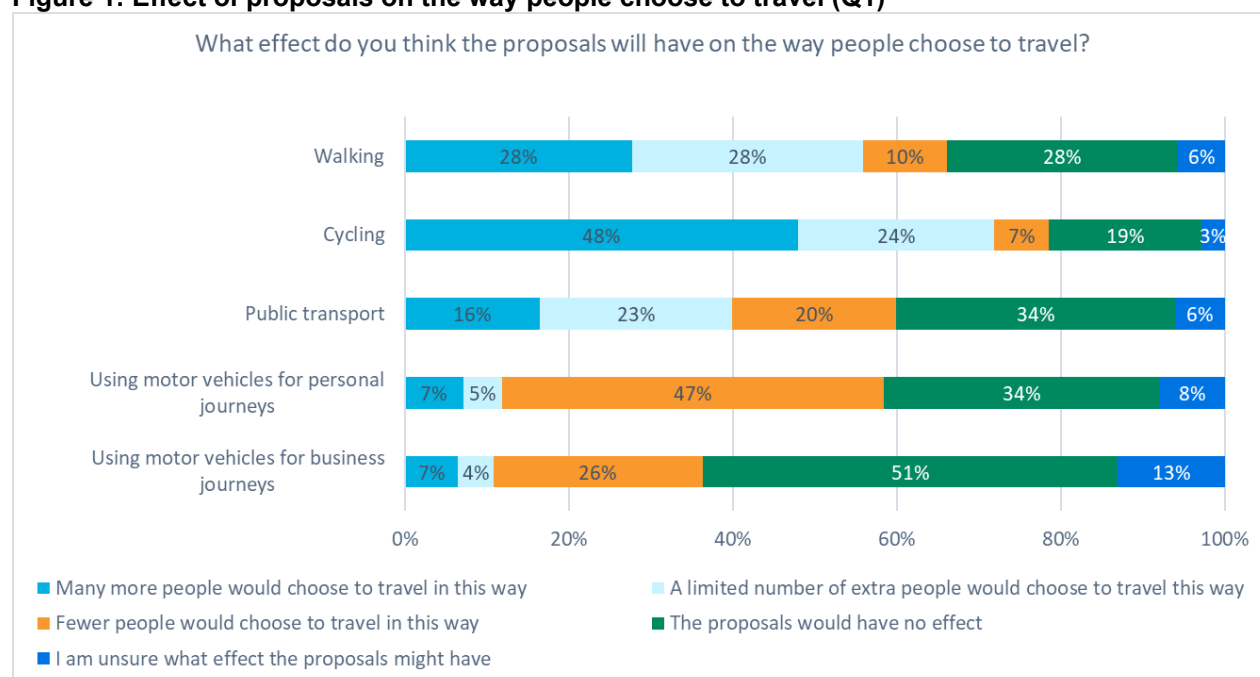
### 4.1 Summary of responses to Question 1

Respondents were asked what effect they felt the scheme could have on the way people choose to travel in future.

The chart below shows how respondents perceive the proposals might impact on future travel in the area. It shows that 56 per cent think that the scheme will encourage many or some ('a limited number') more people to walk, while 72 per cent believe that many or some more people may cycle.

For both personal and business journeys, 12 per cent and 11 per cent of respondents respectively think the scheme will encourage many or some more to travel using motor vehicles. Forty-seven per cent think the scheme will discourage use of motor vehicles for personal journeys and 26 per cent for business.

**Figure 1: Effect of proposals on the way people choose to travel (Q1)**



### 4.2 Summary of responses to Question 2

Question 2 asked respondents to provide their thoughts about any changes they might want to see to the scheme, and also any issues or negative impacts they felt the proposals might cause.

Table 3 presents the top-10 most frequently raised issues, based on the views of those 709 respondents (including both individuals and stakeholders) who responded to question 2. The full code frame is presented in Appendix E.

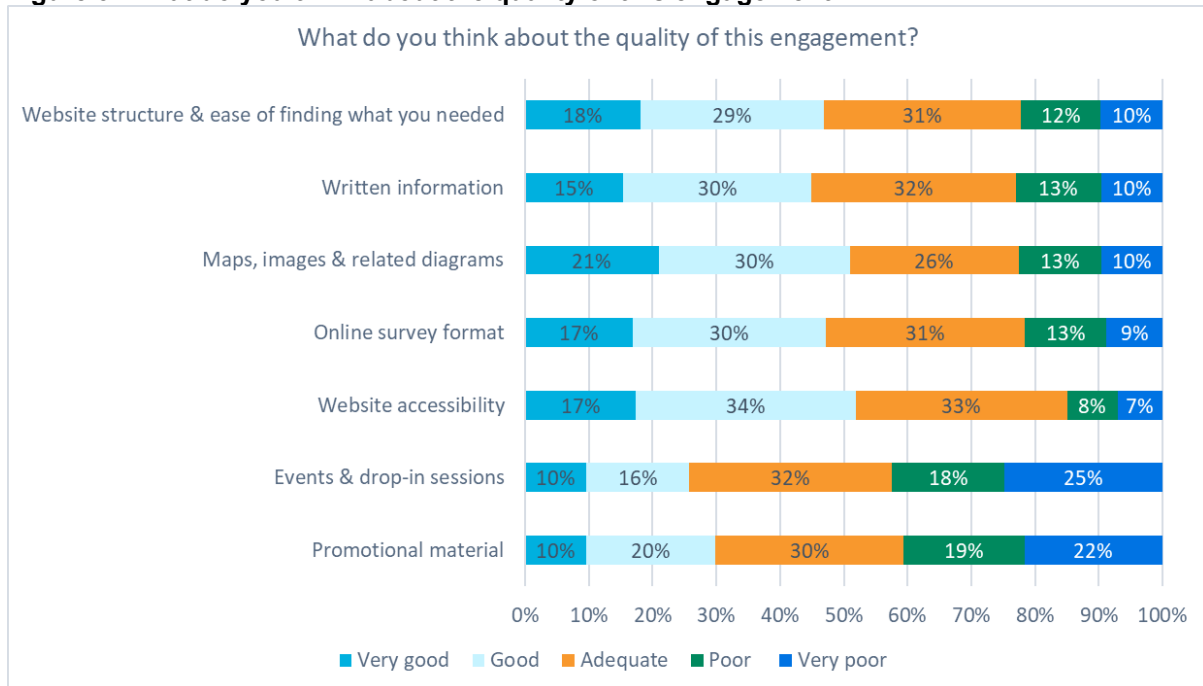
**Table 3: Top 10 codes**

Theme	Code	Number	Percentage
Traffic	Concern that the scheme has negative impact on traffic congestion	175	25%
General	Concern that the scheme is expensive/not value for money/waste of money	88	12%
Pollution	Concern that the scheme reduces air quality / causes excess pollution	78	11%
Cyclists	Concern that the new infrastructure will not be utilised/cycling rates will drop in winter	71	10%
General	Support scheme	69	10%
Accessibility	Concern that the scheme reduces accessibility (e.g. for residents, visitors, emergency vehicles, tradespeople, and to homes, schools, health care facilities)	55	8%
Safety	Concern that the scheme is unsafe for pedestrians including children, elderly and disabled people, e.g. lack of crossing points, cyclists prioritised over pedestrians	54	8%
Environment	Concern about loss of trees and a need for more planting	52	7%
Buses	Concern that the relocated bus stops are no longer convenient / require longer walk	51	7%
Safety	Concern that the scheme increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, the shared use area at Hanworth Road, bidirectional cycle lanes)	50	7%

### 4.3 Quality of consultation

We asked respondents to rate several aspects of the consultation, with a rating from very good to very poor. The chart below shows how respondents answered.

**Figure 3: What do you think about the quality of this engagement?**



## Appendix A: Our response to the issues raised

Below are our responses to the issues raised by respondents to the consultation.

Theme	Code	Response
General	Concern that the scheme is expensive/not value for money/waste of money	This is a TfL funded project that has been developed in partnership with LB Hounslow, and is a key part of delivering the Mayor's Transport Strategy. Cycling schemes help improve transport in the city and bring a range of benefits including to safety and health. We are working to minimise the costs at each stage of the project, and believe the scheme is good value for money to the public.
	Concern that the scheme is poorly thought out / not responding to the area's problems / does not adequately address unspecified local needs	As part of the Mayor's Transport Strategy (MTS), an increase in active travel is being targeted in order to make London a healthier, safer and greener city. A key aim of the MTS is to increase the proportion of journeys made by sustainable modes of transport – such as walking, cycling and public transport – to 80 per cent by 2041, up from 64 per cent today.
	Concern that the scheme is unnecessary (e.g. disruptive/ no added benefit / doesn't solve congestion issues)	Investment in cycling and walking forms a key part of this objective and will work hand in hand with public transport improvements to develop an extensive sustainable transport network across the capital. Together, this forms the Healthy Streets Approach which aims to help reduce the reliance on private vehicles and make walking, cycling and public transport the most appealing and practical choices.
	Concern that scheme enforces rather than encourages modal shift	We want to make it easier for people in west London to use sustainable travel and lead active lifestyles. We also want to make the streets along the route healthier, safer and more welcoming places for everyone. The proposals form part of the Mayor of London's plan for Healthy Streets a long-term vision to encourage more Londoners to walk and cycle by making London's streets healthier, safer and more welcoming.
	Suggest that road space reduction is stopped / restored	
	Suggest proper research should be carried out prior to	



	implementation (unspecified prior research)	Our proposals would bring a high-quality cycle facility to west London, linking town centres in Brentford and Hounslow and providing a further connection to Chiswick and Hammersmith. Data from existing segregated cycle routes suggest the new route would also draw cyclists away from other routes, maximising the benefit of providing high quality facilities on what is a major road and linking town centre destinations.
	Suggest that the measure is removed - and cycle lane placed on alternative (side)roads	
	Concern about time of implementation during the pandemic (e.g. added stress, people have had enough disruption)	We are currently developing initial proposals for further public consultation later this year. Hounslow Council would need to consider the outcome of the public consultation as part of their decision making on this project.
	Concern about the cumulative impact of other schemes (e.g. LTNs, Borough schemes, bridge closures)	We are working closely with our borough partners and developers along the route to ensure that our traffic assessments and modelling take into account the impact of expected future growth and nearby proposed schemes from all stakeholders, including ourselves, Borough schemes and those linked with developments.
	Concern about the impact of construction (e.g. noise/access)	We would plan construction carefully to minimise disruption to those who live, work and travel through the areas. We will carry out extensive communications and engagement with local residents, cyclist groups, businesses and other stakeholders to ensure they have the information they need to plan ahead and adapt their travel arrangements where necessary, reducing any impact on their journeys and operations during the construction period. We also routinely provide road traffic information to help people better plan their journeys and make informed choices about how, where and when they travel.
	Concern about maintenance of the scheme's infrastructure	Local authorities have a responsibility for maintaining and cleansing the highway.  Over recent years TfL, together with London's boroughs, has invested heavily in projects intended to promote cycling as a healthier and more environmentally friendly form of transport as well as to improve the safety of cyclist while they are on the road.



		LB Hounslow is the highway authority along the route and they will be responsible for cleaning and maintaining the scheme once delivered. We will work closely with the Borough to ensure issues of maintenance are given full consideration during the detailed design process, to ensure that any scheme implemented can be easily maintained.
Amendment Requests	Suggest retaining two motor vehicle lanes at Augustus Close junction	The Augustus Close junction already has a single lane in each direction and our proposals would not change that. Our proposals provide more footway space, reduce the crossing distance and reduce vehicle turning speeds at the junction.
	Suggest that the segregated cycle lanes are extended / made permanent (including links to other (segregated) cycle routes, cycle lanes on more roads or filling gaps in segregated lanes) e.g. Boston Manor Road, to Brentford station, King Street, into the Royal Borough of Kensington and Chelsea, the A4, 'all the way to Central London', Kew Bridge, Syon Lane, Heathrow, Brentford High Street	Our proposals include permanent segregated cycle tracks along A315 between Brentford and Hounslow town centre. Our proposals take into account other cycling schemes in the area and provide links to improve connectivity of these cycling schemes.  We are working closely with London Borough of Hounslow to improve and introduce new cycling routes across borough including the schemes towards Heathrow.
	Suggest improving signage or road markings or materials to improve clarity for users	Wayfinding across the route will be consistent with the rest of Cycleway 9. The route along with all future TfL cycle schemes will be part of the wider cycle network which includes consistent wayfinding and branding with road signs, road markings and online wayfinding tools. Signage and wayfinding form a key part of any cycle scheme, providing cyclists with clear and accessible information at key decision making points and for reassurance along the route. In addition, connections to other cycling routes will be marked and signed along the route. We will take into

		account opportunities to use existing infrastructure to reduce clutter and we will be mindful of sightlines and conservation areas.
	Suggest that the cycle lanes should be in the same direction as traffic flow/ not bidirectional	<p>Both bi-directional and with-flow cycle facilities have been implemented extensively across London and both are considered appropriate depending on the context and street environment in which they are implemented. This approach is supported by TfL's London Cycle Design Standards and the Department for Transport's Cycle Infrastructure Design (LTN 1/20) guidance.</p> <p>At the heart of the design process is ensuring that cycle facilities provided meet design standards and guidance. The type of facility introduced is based on a number of factors, including space available and striking a balance between the needs of all road users, which is why the proposed cycle improvements differ depending on the section of the route in question, with bi-directional track is proposed between School Road and Spring Grove Road, and 'with-flow' tracks are proposed between Spring Grove Road and Alexandra Road, where the route will connect to previously consulted-upon proposals for Cycleway 9.</p>
	Suggest that cycle paths need segregation e.g. walls, raised surfaces, kerbs, grass verges	<p>This scheme is designed to ensure a high level of service for cyclists, in line with the London Cycling Design Standard (LCDS), TfL's Cycling Quality Criteria and DfT's Cycling Infrastructure design (LTN 1/20) guidance.</p> <p>To this end, the cycle facilities provided will be segregated from motor traffic with either an island or a kerb and the boundary between cycle facilities and footways will be clearly delineated through a combination of contrasting materials, road markings, delineator kerbs (sections of flush kerb with a ridge finish to allow for detection by visually impaired persons) and/or level differences.</p> <p>The specific type of segregation will vary throughout the route will be given further consideration at the next stage of the project.</p>
	Suggest making sure that the vehicle exit from	Vehicle turning analysis has been undertaken on the proposed designs to ensure large vehicles can be accommodated.

	Augustus Close is not compromised	
	Suggest that more public transport options should be offered to encourage mode shift from private car	Our proposals aim to work directly alongside public transport services to create a more comprehensive network in London and reduce the reliance on private vehicles. The scheme enhances links to existing public transport networks such as tube and rail stations and proposes to minimise negative impacts on public transport – particularly on the bus network.
	Suggest that there should be more ambitious scheme to reduce car usage / encourage cycling / walking	
	Suggest that signal timings are reviewed to aid traffic flow	<p>Further consideration of signal timings at junctions will form part of the next phase of the project.</p> <p>Following this initial consultation, and development of any design changes arising, detailed traffic modelling will be undertaken, allowing for a full assessment of impact of the scheme on motor traffic including buses. These impacts will be considered, and a commentary and summary of the results will be presented as part of a second consultation on the scheme, indicatively scheduled for late 2023</p> <p>At junctions, we have needed to carefully balance the signal timings for pedestrians, cyclists and general traffic and as a result this will mean that for some users there may be longer waiting times at some junctions.</p> <p>We would actively monitor and manage traffic conditions on the roads following the delivery of the scheme and would aim to mitigate any unacceptable delays.</p>
	Suggest that signal timings are reviewed to enable early release for cyclists	
	Suggest that cyclists should be made to use new cycle lanes, not general traffic lanes	

	Suggest accompanying behavioural change initiatives (e.g. Signage at schools to show how to get from C9 to school (with children); awareness campaign for bus right of way when indicating to re-join carriageway; local walking/ cycling education campaigns e.g. on how bi-direction routes work; Educate drivers on driving with cyclists on the road)	<p>TfL funds Bikeability and Cycle Skills through the boroughs' Local Implementation Plan (LIP) and other funding streams. The majority of Bikeability is delivered at schools, however many boroughs also offer holiday courses and family training. Cycle Skills sessions are offered free by all London boroughs to anyone who lives, works or studies in London, and include four different sessions to suit cyclists' needs. We also offer training for motorists, including a Safe Urban Driving (SUD) course for commercial freight drivers, which equips them with the knowledge and skills needed to share the road safely with vulnerable road users, and Van Smart (VS), which aims to reduce work-related road risks. TfL supports boroughs to run these courses along our cycle network.</p> <p>With the launch of any new cycle route, we undertake a range of engagement and enforcement activity for all road users including cyclists. This includes:</p> <ul style="list-style-type: none"> <li>• Representatives from the Metropolitan Police present on site to provide support and assistance to the public. They educate people how to use the new road layout and advise on appropriate behaviour for all road users</li> <li>• TfL Travel Ambassadors provide assistance and advice to road users and hand out leaflets informing road users about changes to road layouts and the new innovative features</li> </ul>
	Suggest widening cycle lanes e.g.by 50cm, enough for cyclists to overtake	All proposed cycle tracks along the route are designed to TfL and national standards, including the proposed width. We have endeavoured to provide tracks that are wide enough to overtake where possible. In bi-directional tracks, overtaking may often be easier as cyclists can move into the opposing lane to overtake when it is safe to do so.
	Suggest that there should be additional pedestrian crossing (e.g. Half Acre Lane needs traffic island, London Road immediately to the West of the junction with Commerce Road should	Half Acre – There is insufficient space to provide pedestrian refuge islands in the centre of the crossings without removing a traffic lane from one of the approaches or reducing footway space. The crossings are designed according to national standards so users will have sufficient time to cross safely in a single movement after they receive a green person signal.

	have a Green Man facility, Isleworth Station Rennel's Way stop C, Spur Road/London road junction	<p>Commerce Road – Our proposal includes providing a signalised crossing over the western side of junction: this will help pedestrians to cross here as suggested.</p> <p>Rennel's Way stop C – This bus stop is on St John's Road and is outside of our project area. Our proposals include signalising the currently 'uncontrolled' (ie. not signalised) crossing at the junction of St John's Road and London Road, approximately 40 metres to the north of the stop.</p> <p>Busch Corner – pedestrian crossing facilities will be simplified across the junction by providing wider 'straight across' pedestrian crossings and more space for pedestrians.</p>
	Suggest that there should be additional traffic schemes (e.g. speed limit reduction) (e.g. traffic calming measures, additional speed cameras, dropping the speed limit to 20mph)	<p>The Mayor's Transport Strategy sets out the goal that, by 2041, all deaths and serious injuries will be eliminated from London's transport network, and it identifies specific areas to focus on as part of the <u>Vision Zero Action Plan</u>. This includes widespread introduction of new lower speed limits. Large sections of 20 mph speed limits are already in place across sections in Hounslow, with 20mph in place across all residential roads and A315 within town centre areas and/or near schools.</p> <p>The scheme includes a number of measures to control vehicle speeds, such as tighter junction radii and raised entry treatments and/or continuous footway at all non-signalised junctions.</p> <p>The scheme is entirely on roads managed by the London borough of Hounslow and any changes to speed limits or requests for further traffic calming measures would be for them to consider. We will raise this suggestion with them.</p>
	Suggest not altering Tallow Road traffic lights	Changes at this location are proposed as part of the Ballymore development works and are due to be implemented before CYCLEWAY 9 is built. Our proposals take into account the proposed new layout at this junction.
	Suggest that traffic calming measures should be used instead of traffic removal measures (no locations specified)	On the main road (A315) we will work with LB Hounslow to review possible traffic calming measures or 20 mph limits. At side roads, we are proposing to introduce entry treatments, contrasting surfacing and tighter junctions which are designed to slow turning vehicles as they approach the junction, and improve their awareness and visibility of oncoming cyclists.

	Suggest signage and/or bollards should be used to slow vehicles/ cyclists down, where vehicles cross cycle lanes	Signs and line markings will be introduced where the cycle track crosses side road junctions to provide additional warning to turning vehicles of the presence of oncoming cyclists. This is designed to complement the proposed layouts at side road junctions, which aim to give cyclists priority through the junction over turning motor vehicles.
	Suggest further infrastructure/measures to prevent parking in cycle lanes	The proposed cycle lanes would include a physical barrier to help prevent parking obstructing cycling, as well as a buffer strip of at least 0.5m to create clearance between cyclists and the open doors of cars. In order to accommodate a segregated cycle track, our proposals would involve removing some parking bays and converting some single yellow lines (waiting allowed during certain times of the day) to double yellow lines (no waiting at any time). Where we have proposed to remove parking, we have tried to ensure that this will have minimal impact on local residents and businesses by assessing local activity and demand. We are working closely with the London Borough of Hounslow to ensure parking spaces for residents are not adversely affected by our proposals.
	Suggest improving cycling access to Syon Park	We are working closely with London Borough of Hounslow to identify how best to improve cycle access to Syon Park.
	Suggest introducing further measures for pedestrians in general/ create more space for pedestrians	The scheme proposes a number of improvements for pedestrians, including new and improved crossings and, where possible, more space to walk. Throughout the route, we have endeavoured to ensure that pavement space is suitable for pedestrian flows and in many locations we are increasing pavement space, particularly around junctions and crossings.
	Ensure space for cyclists and pedestrians is prioritised across London	The proposals provide dedicated space for cycling and better facilities for pedestrians including new and improved crossings. These changes will help to prioritise walking and cycling for local journeys.
	Suggest improving/ signalising junction at Brentford Dock	The junction of Commerce Road/London Road/Brentford High Street is currently signalised. The junction of Brentford High Street and The Ham will be signalised as part of the Ballymore development and it will remain signalised under CYCLEWAY

		9 proposals. As part of our proposals, all traffic signals will be optimised to ensure traffic flows as smoothly as possible through the area.
	Provide a new bus stop at the redevelopment of Charlton & Albany House	This location is outside of the scope of our proposals.
	Suggest that cycle hire scheme is extended to encourage mode shift to bike	There are no current plans to extend TfL's Cycle Hire scheme to Hounslow. However, there are now a variety of dock-less hire bikes available in the borough to help facilitate more cycling.
	Suggest removing parking spaces opposite Jenny's café	Our proposals include maintaining four parking bays on the northern side outside no 207-209 Brentford High Street (adjacent to the café) in order to provide parking for shops and business in the area.
	Suggest alternative design of bus bypasses	<p>Bus Stop Bypasses (BSBs) are proposed along the scheme to facilitate continuous protected cycle lanes. The purpose of bus stop bypasses is to prevent cyclists from having to interact with buses at bus stops, where they can come into conflict with alighting and stationary buses, and are also at risk of 'side swipe' style collisions from oncoming traffic. This is of particular importance on bi-directional cycle tracks, where cyclists in one direction would directly face oncoming traffic if required to re-join the carriageway at bus stops. Cyclists are therefore directed around the back of a bus stop "island", which provides a dedicated boarding and alighting area for passengers and enables cyclists to avoid motor traffic. This island is designed to be a wide enough to allow for a ramp to be deployed when buses alight at the stop, ensuring such facilities remain accessible to all users.</p> <p>While it is acknowledged that such layouts have the potential to introduce 'conflict' between pedestrians and cyclists, numerous measures which follow TfL and national design guidance are implemented as standard at BSBs to effectively and safely manage this conflict and reduce risk. Such measures enable pedestrians to cross the cycle track in the exact same way as they would a regular carriageway.</p> <p>These include the provision of dedicated crossing points over the cycle track to emphasise pedestrian priority and direct cyclists to give way. At all crossings, zebra</p>
	Suggest that the bus stop bypasses are removed	

		<p>markings and tactile paving are implemented, and the crossing itself is raised to footway level. These measures are designed to both assist pedestrians with crossing the cycle track and slow cyclists on approach, in the same manner as a conventional raised zebra crossing over the carriageway where a pedestrian and motor vehicle conflict may occur.</p>
Cyclists	<p>Concern that the new infrastructure will not be utilised/cycling rates will drop in winter</p>	<p>A lack of segregated cycle routes is often identified as a key barrier to cycling of which is being addressed by this scheme. Data from segregated cycle routes that have recently opened shows that uptake from cyclists is high in terms of the numbers of the cyclists using routes and the proportion of traffic they make up. Where segregated facilities are provided, we have also observed very high proportions of cyclists using these compared with those remaining in the road. Whilst cycle flows are highest in dry and warmer months, cycling remains very popular in London throughout the year including in colder and wetter months.</p> <p>Overall, this has led to a cycling increase of over 150 per cent in the capital since 2000 with new cycling infrastructure playing a key role in this transport mode change. To build on this cycling growth further, it is clear that dedicated facilities are a key factor.</p>
	<p>Suggest additional and/or amendments to cycling infrastructure, including cycle secure parking/ storage, tools (fixed cycle pumps), cleaning/ surfacing of cycle lanes (e.g. Wood Lane to Darcy Road), lighting (e.g. Watermans Park/ Syon Park)</p>	<p>TfL provides funding to boroughs for secure cycle parking in residential streets and at key destinations. We will work with Hounslow to ensure that cycle parking, improved lighting and other cycling interventions on adjacent streets is considered.</p> <p>The proposed cycle lanes between D'arcy Road and Wood Lane will be surfaced to a high standard, providing good facilities for cycling. At Waterman's Park, lighting has been introduced since the consultation, and the Borough are currently looking at options to improve lighting in Syon Park, though options are somewhat limited by the fact that the park is not in the Borough's ownership.</p>
	<p>Concern that the scheme places too much emphasis on cyclists over other road users</p>	<p>As part of the Mayor's Transport Strategy (MTS), an increase in active travel is being targeted in order to make London a healthier, safer and greener city. A key aim of the MTS is to increase the proportion of journeys made by sustainable modes of transport – such as walking, cycling and public transport.</p>



		<p>Investment in cycling and walking forms a key part of this objective and will work hand in hand with public transport improvements to develop an extensive sustainable transport network across the capital. We want to make it easier and safer for people in west London to use sustainable travel and lead active lifestyles.</p> <p>Our proposals would bring a high-quality safer cycle facility to west London, linking town centres in Brentford and Hounslow but also seek to balance these aspirations with the needs of other road users, particularly pedestrians and bus passengers. We want to make the streets along the route healthier, safer and more welcoming places for everyone.</p>
	<p>Concern about anti-social cycling (and e-scooter) behaviour e.g. cycling on pavements, ignoring red lights/ pedestrian crossings</p>	<p>We promote the message that the Highway Code must be adhered to by all road users, and we are strongly in favour of responsible cycling and mutual respect between cyclists and other road users. This means working to eliminate offences such as jumping red lights, cycling on the pavement and cycling at night without adequate lighting.</p> <p>Statistics on road traffic collisions in Greater London show the number of injuries and fatalities for pedestrians in collisions involving cyclists are far lower than those involving motor vehicles. Nonetheless, cyclists are expected to follow the same rules in the Highway Code as other road users as per the Road Traffic Act 1991. Enforcement activity is conducted in a balanced way. Enforcement is targeted most of all at those causing a danger. More drivers are reported for offences than cyclists, and for a wider range of offences, such as speeding, driving without due care, using a mobile phone or disobeying traffic signals.</p> <p>With the launch of any new cycle route, we undertake a range of engagement and enforcement activity for all road users including cyclists. This includes:</p> <ul style="list-style-type: none"> <li>• Representatives from the Metropolitan Police present on site to provide support and assistance to the public. They educate people how to use the new road layout and advise on appropriate behaviour for all road users</li> </ul>

		<ul style="list-style-type: none"> <li>TfL Travel Ambassadors provide assistance and advice to road users and hand out leaflets informing road users about changes to road layouts and the new innovative features</li> </ul> <p>We recognise that some pavement cyclists break the law to avoid the dangers of motor traffic. However, we anticipate that providing dedicated and safe space for cyclists will discourage people from riding on pavements. Providing dedicated space for cyclists can also help other road users by letting them know where to expect cyclists to be.</p>
	Concern that the scheme provides less straightforward cycle lanes, including difficulties leaving/ joining, crossing side roads	Cyclist connectivity throughout the area has been considered in detail to ensure that local access to residential areas and amenities is provided. This includes providing cycle crossings to improve connectivity with quieter back street routes.
	Concern that intervention does not provide seamless southbound cycle access - connections between Thames crossings and quiet routes are lacking	
Traffic	<p>Concern that the scheme has negative impact on traffic congestion</p> <p>Concern about impact on traffic, including speed of traffic</p> <p>Concern that the scheme is displacing traffic elsewhere, not reducing traffic</p>	<p>Prior to the pandemic, we modelled what effects our proposals would have on traffic flow. This indicated that the proposals could cause a range of effects: in some sections; traffic flow would improve, and in other sections there may be some small increases in journey times. For the most part, this is because our proposals involve reallocating 'green time' at junctions from traffic to people, such as pedestrians and cyclists.</p> <p>Since the pandemic, traffic flows in London have yet to stabilise as people continue to change how they travel.</p>

	<p>Concern that the scheme is causing rat running on nearby roads</p> <p>Concern about removal of bus lanes including that it will impact on reliability/speed</p>	<p>Following this initial consultation, and development of any design changes arising, detailed traffic modelling will be undertaken, allowing for a full assessment of impact of the scheme on motor traffic, including buses. These impacts will be considered, and a commentary and summary of the results will be presented as part of a second consultation on the scheme, indicatively scheduled for late 2023.</p>
	<p>Concern that the signage is unclear/inconsistent/lacking</p>	<p>All future cycle schemes will be part of the wider cycle network which includes consistent wayfinding and branding with road signs, road markings and online wayfinding tools. Signage and wayfinding form a key part of any cycle scheme, providing cyclists with clear and accessible information at key decision-making points and for reassurance along the route. In addition, connections to other cycling routes will be marked along the route. We will take into account opportunities to use existing infrastructure to reduce clutter and we will be mindful of sightlines and conservation areas. Detailed signage schedule will be produced at the next stage of the project.</p>
Safety	<p>Concern that the scheme is unsafe for pedestrians including children, elderly and disabled people, e.g. lack of crossing points, cyclists prioritised over pedestrians</p>	<p>The scheme aims to improve safety for all road users through a number of interventions including protected cycle lanes and improved pedestrian crossings. Collision data has been assessed and the proposals focus on addressing known safety issues along the route for pedestrians and cyclists. Ongoing assessment of pedestrian comfort levels according to TfL guidance is also undertaken as part of the design process. As with all schemes, we will monitor the completed route to ensure it is operating as expected, and to understand whether any further changes may be required.</p> <p>All schemes are also subject to a thorough Road Safety Audit (RSA) process at each stage of the design, and post implementation. An RSA is an independent check which considers the road safety implications of all measures proposed, their safety impact on the network under all anticipated operating conditions, and their</p>
	<p>Concern that the scheme increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, the shared use</p>	

	area at Hanworth Road, bidirectional cycle lanes)	<p>road safety implications on all types of road user. Fundamental to the principle of an RSA is ensuring that due consideration is given to the effects on any scheme on all road users including pedestrians and vulnerable user groups. This is a continual process throughout the design and construction process.</p> <p>When we launch new cycle routes, officers from the Metropolitan Police along with TfL Ambassadors promote adherence to the Highway Code by all road users and encourage responsible cycling and driving.</p> <p>We promote the message that the Highway Code must be adhered to by all road users, and we are strongly in favour of promoting the ethos of responsible cycling and mutual respect between cyclists and other users. This means working to eliminate offences such as jumping red lights, cycling on the pavement and cycling at night without adequate lighting. By providing a segregated cycle track for cyclists, we hope to encourage a wider demographic of people to take up cycling including those who currently do not feel comfortable cycling on the road doing so illegally on the pavements.</p> <p>The proposed designs for the highway layout and cycle facilities follow both TfL and national design standards and guidance. We have designed the cycle track to be visually different from the footway so that space for pedestrians and cyclists is clearly defined.</p> <p>To this end, the cycle facilities provided will be segregated from motor traffic with either an island or a kerb and the boundary between cycle facilities and footways will be clearly delineated through a combination of contrasting materials, road markings, delineator kerbs (sections of flush kerb with a ridge finish to allow for detection by visually impaired persons) and/or level differences.</p> <p>Where a level difference is provided, the cycle track would be below the level of the existing footway. Tactile paving will be used at crossing points.</p>
	Concern that the scheme is unsafe for cyclists e.g. cycle lanes too narrow, roads too narrow to include cycle lanes, cyclists not given sufficient priority at junctions, drivers turning across cycle lane, speed of traffic, bi-directional lanes are confusing for cyclists/ pedestrians, tree obstructing visibility for cyclists seeing pedestrians (location not mentioned)	
	Concern that the scheme is unsafe for motor vehicles (including private vehicles, buses, motorcycles) e.g. ASLs hinder visibility, road not wide enough for cycle lanes, difficult for drivers to know where cyclists are plus cyclist behaviour (jumping red lights), entry and exit from side roads more challenging, doesn't consider	

	needs of motorcyclists, it's a lot for drivers to get used to	<p>Where bi-directional cycle tracks are proposed, they will be clearly marked to indicate two-way movements where there are pedestrian crossings.</p> <p>Pavements that are shared between pedestrians and cyclists will be delineated with appropriate tactile paving, surfacing and signage.</p> <p>Shared use facilities are proposed on some sections of the route in order to improve links between the Cycleway 9 proposals and other cycle routes in the area. Where shared use facilities are provided, signage, tactile paving and surface treatments will be introduced to highlight that cyclists and pedestrians are using the space, providing sufficient guidance for all road users. Side road junctions are designed to emphasise cycle priority and reduce the risks presented by turning vehicles by reducing speeds and improving visibility. At signalised junctions, traffic signals are designed to maximise the visibility for approaching vehicles. Cyclists are also separated from the traffic movements in space and time.</p>
	Concern that the scheme reduces safety/ is dangerous - non specific	
	Concern that the quieter streets feel less safe to use/crime is increasing e.g. people hanging around at bus stops (Isleworth), having to walk further late at night in poorly lit locations (Turnpike way bus stop), Hounslow (unspecific concern)	Our consultation has not highlighted any patterns of customer safety concerns relating to any of the quieter sections of this route. Our scheme was not intended to make neighbourhoods quieter: it was intended to help people be more active by walking and cycling more. Nevertheless, this is an important issue and any concerns about crime should be reported to the Police.
	Concern that the scheme is creating driver frustration/aggressive driving/road rage	We have not observed any new patterns of customer safety concerns or injuries resulting from dangerous driving. Regardless of road conditions, every motorist must drive with due care and attention at all times.
	Concern that the volume of street furniture is distracting and confusing for drivers	As part of our proposals we would look to reduce street clutter as much as possible by removing redundant street furniture and combining remaining signs and posts where possible. Where we are introducing new street furniture such as trees or benches, we would position these in such a way to not impede clear space for

		walking along footways. This will often involve aligning street furniture within existing street furniture zones, such as between existing tree lines..
Buses	Concern that the relocated bus stops are no longer convenient / require longer walk	<p>We are proposing to make some changes to the road layout which changes the location of some bus stops. This includes moving or consolidating some stops and introducing bus stop bypasses. The new locations for stops have had to give due consideration to ensuring that they are located in places where sufficient space can be provided to cater for pedestrian and cycle use of the stop.</p> <p>Every effort was made to retain the bus stops in appropriate locations. In locations where we are proposing changes, we have considered the impacts carefully and are satisfied that minimum spacing between stops and access to local services would be maintained.</p> <p>Keeping buses moving reliably is crucial. Our proposals seek to maintain bus priority at key locations including at junctions. Detailed traffic modelling will be undertaken to understand any impacts on buses that need to be addressed. These impacts will be considered, and a commentary and summary of the results will be presented as part of a second consultation on the scheme, indicatively scheduled for late 2023.</p>
	Concern that scheme is negatively impacting on bus journey times	
	Concern about the bus stop bypasses (e.g. exposure to fumes/lack of seating/shelter/sufficient island width)	Bus shelters would be provided at all Bus Stop Bypasses. Island widths are standardised and are designed to be wide enough for buses/taxis to deploy ramps when alighting at the kerb. Passenger boarding/alighting numbers would be carefully considered in the design of islands. Passengers using bus stop bypasses would be no more or less exposed to emissions from vehicles than they would have been without our proposals.
	Concern that road is not wide enough for buses to pass	Where possible, bus stops are offset from the traffic lane to allow traffic to flow when buses are stopping. However, due to limited widths of the road it is not always possible to achieve and bus stops are proposed to be located within traffic lane at such locations. Where buses are proposed to stop out of traffic, the

		proposed traffic lane widths past the bus stop are wide enough to allow buses to pass each other.
	Opposition to 24-hour bus lanes as not required (non-location specific)	The scheme proposals do not include any new bus lanes.
Pollution	Concern that the scheme reduces air quality / causes excess pollution	Although not a traffic generating scheme, our proposals would change how traffic moves around the area, which may result in some associated and localised changes to air quality and noise levels. We will be undertaking independently assessed environmental evaluations of the impacts of our schemes including Traffic Modelling and Noise and Air Quality Assessments at the next stage of the project and the results of these assessments will be available to see during the next public consultation.
	Concern that the scheme causes excess noise pollution	
Accessibility	Concern that the scheme reduces accessibility (e.g. for residents, visitors, emergency vehicles, tradespeople, and to homes, schools, health care facilities)	<p>TfL keeps in mind all road users, and in particular works closely with the emergency services to ensure their views are understood. Cycle tracks are designed with regular breaks so that other vehicles are able to pull in to allow emergency service vehicles to pass.</p> <p>Emergency services operating under blue lights will find the safest and fastest way possible to arrive at a major incident. This could include safely using any section of the highway, including where necessary segregated cycle tracks, which will be clear of motor traffic.</p> <p>Our long-term aim is to improve conditions for walking and cycling, and in turn to help relieve congestion on public transport and the roads. This will benefit all public transport and road users, including vulnerable people who travel using those modes.</p> <p>Cycle routes such as this scheme aim to attract a diverse range of users. Segregated facilities provide a safe and accessible option for cyclists who are less confident in their ability, and for those who wish to increase their confidence when riding. Our tracks also adhere to the London Cycling Design Standards (LCDS) as</p>

		closely as possible to provide smooth road surfaces and sufficient space for various types of non-standard cycles, including bikes with trailers for children, tandems, wheelchair-friendly tricycles and hand cycles. This allows people with different needs and requirements to use our tracks.
	Concern that some journeys can not be made by foot/bike (i.e. a car is necessary for some trips)	The proposals do not prevent people from driving in the area. The proposals do however seek to make the streets safer and more attractive for walking and cycling. Encouraging more people to walk, cycle and use public transport provides more space for essential motor vehicle journeys.
	Opposition to restricted access for certain vehicles (e.g. taxis, freight, buses, private motor vehicles)	The proposals do not restrict access to motor vehicles.
Equality	Concern that the scheme is negatively impacting older people/young families and/or those with mobility issues who rely on the use of car/taxi	In developing this scheme, we have complied with the public sector equality duty set out in section 149 of the Equality Act 2010, to ensure that impacts on groups of people with protected characteristics are identified, considered and mitigated as appropriate. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
	Concern that the scheme is discriminatory against protected characteristic groups (e.g. elderly, disabled, pregnant, young children, ethnic minorities, women)	When considering the design of our streets, we closely consider the needs of all users throughout the design process, in particular to ensure we have accounted for the needs of those with mobility issues. As part of our design and decision-making process, we have undertaken an Equality Impact Assessment (EqIA) which seeks to take into account potential impacts on those with protected characteristics and the need to ensure that their interests are taken into account. This is a continuing duty and as such we will keep any impacts on protected groups under review as the scheme progresses. In addition, we comply with established national guidance which includes detailed requirements for disabled people.



		<p>The consultation also provided an opportunity for those with protected characteristics to give feedback on our proposals and included targeted engagement with specific users such as</p> <ul style="list-style-type: none"> <li>• London Cycling Campaign Hounslow</li> <li>• Speak Out In Hounslow</li> <li>• St. John's Residents' Association</li> <li>• Osterley and Wyke Green Residents' Association</li> <li>• Air Quality Brentford</li> <li>• West Trans</li> <li>• Brentford Voice</li> <li>• Green School for Boys</li> <li>• Hounslow Youth Council</li> <li>• Heston Fire Station</li> <li>• Age UK Hounslow</li> <li>• Middlesex Association for the Blind</li> <li>• Hounslow Borough Respiratory Support Group</li> </ul> <p>The EQIA completed for this scheme shows positive impacts for black and ethnic minority groups, females, disabled cyclists, and cyclists under 25 and over 65 years of age. Positive impacts have also been identified for disabled pedestrians, as the scheme proposes a number of improvements to pedestrian facilities including enhanced crossing facilities, increased footway widths and new pedestrian crossings.</p> <p>Some negative impacts have been identified where footways are proposed to be cut back or shared use footway is proposed, however footway widths have been assessed to ensure that they are appropriate for pedestrian flows in the area and that they allow two wheelchair users to pass safely. Areas of shared use footway are provided where there is sufficient space for pedestrian and cycle flows to be catered for. Some negative impacts have also been identified where we are proposing to install bus stop bypasses. These crossings would have tactile paving and would be raised to footway level to create a flush surface.</p>
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Environment	Concern about loss of trees and a need for more planting	<p>We do not take the removal of trees lightly and have made every effort to retain trees along the route. We are aiming to plant more new trees than the number being removed along the route and are not proposing to remove any existing planters. We aim to provide an overall net gain in green infrastructure and will continue to work with LB Hounslow to identify opportunities for green infrastructure improvements.</p> <p>The planting of new trees is subject to site investigations and conditions, and we will be undertaking assessments to determine where this is possible as there are often utilities beneath the footway and carriageway which can prevent this. We have attempted to reduce the need for removing trees, but this has been necessary in some locations to facilitate the cycle track, maintain appropriate footway and carriageway space and minimise the impact on bus journey times.</p> <p>As part of the development of the project we will carry out ecological surveys to determine where local green infrastructure and habitats are and use these to inform our construction methodologies and practices.</p>
	Suggestion to replace trees removed/plant more greenery in general	
Consultation	Concern about quality/lack of information provided	We published a wide range of information through our consultation, and we also made it possible for people to contact us if they had questions they wished to discuss.
	Concern about lack of consultation / undemocratic method for consultation / implementation of schemes / illegal	This was the first of two consultations we are holding on our proposals to help people to walk and cycle between Hounslow and Brentford. This first consultation was intended to give local people and other stakeholders opportunity to tell us their initial thoughts, so that we could use this feedback to help us develop our proposals. We will hold a second consultation in 2023 in which we will ask for thoughts about our detailed proposals.
	Request for publication of EqIA, demand studies, robust assessments (e.g. modelling and monitoring information)	We will hold a second consultation on our proposals later in 2023. By then we will have developed more detailed proposals and will have a greater understanding of the effects of the changes. At this point, traffic modelling data and other information will be available, allowing for a full EQIA and assessment of impact of the scheme on motor traffic

Removal Requests	Suggest that the banned turns/road closures are removed	The current proposals do not include any new banned turns beyond what is already in place along the scheme extents. The scheme proposes to close the junction of London Road and Epworth Road to general traffic (access to Epworth Road will be retained via the junction of London Road and Syon Lane) - no other road closures are proposed beyond what is already in place.
	Suggest that the footway widening measure is removed	The footway widening proposed aims to making vehicle turning movements safer for cyclists and will enable direct pedestrian crossing movements.
	Suggest all traffic islands removed (except on zebra crossings)	The proposed traffic islands are required for traffic signals and to separate the cycle track and traffic lane, as well as providing a refuge for pedestrians at crossings.
Business	Concern that the scheme is disruptive to businesses e.g. loading/deliveries more difficult, access for customers is more difficult (impacting on trade)	<p>Our proposals would help connect town centres including Hounslow and Brentford, linking important amenities and facilities in the heart of these town centres, and making them more pleasant places to live, work, shop and spend time in. People who cycle, walk or use public transport to access their local high streets are likely to visit more often, resulting in higher spend per month.<sup>1</sup> Streets which are easier to cross, less noisy and have cleaner air draw shoppers to spend more time there and cycling improvements can also bring more people visiting or travelling through an area, which means a supply of new potential customers and opportunities for businesses. For more information about the economic benefits of investment in walking and cycling, including reports, studies and evidence packs see <a href="#">here</a>.</p> <p>To make it easier to cross roads and high streets, we have improved pedestrian crossings and installed some new crossings. As well as enabling more Londoners to walk and cycle more often, these proposals would help to create more welcoming and inclusive streets.</p> <p>Pavement café licences are granted to food premises such as cafes, restaurants or bars to allow them to place tables and chairs on the public footpath to sell refreshments. In developing our designs, we have reviewed locations along the</p>

<sup>1</sup> <http://www.cyclinguk.org/campaigning/views-and-briefings/cycling-and-economy>

		<p>route where outdoor seating is provided. At the majority of these locations along the route there would not be any changes. Where we have proposed to cut back footways, we have ensured that this does not impact outdoor seating space currently used or the ability for people to walk along the adjacent footways. Overall, we hope that by converting more of the highway to non-polluting transport modes, our proposals will make dining outside at these restaurants more attractive than it currently is, helping to stimulate business.</p> <p>Where businesses need access to the main road to unload goods, we have ensured that loading facilities are provided in close proximity in accordance with distances set out in TfL's Kerbside Loading Guidance. In some cases, businesses told us that they use nearby side roads or have their own loading area and do not need to load from the main road and we have taken this into account. We do not expect the changes we have proposed to impact the ability for businesses and retailers throughout the route to receive deliveries and therefore would not expect this to impact local trade.</p>
Pedestrians	Suggest additional and/or amendments to pedestrian infrastructure e.g. street lighting, surfacing, making pedestrian crossings straighter/ signalised, widen pavements/ not taking space from pedestrians	The proposals include significant improvement for pedestrians including new crossings, and wider pavements. If the proposals are progressed, we will explore further improvements such as new lighting, additional crossings and wider pavements.
Parking	Concern about removal of parking or loading bays e.g. Near Amhurst Gardens, shops between Thornbury Road and Isleworth railway bridge, Busch Corner Isleworth, London Road	<p>We are working with LB Hounslow to establish the need for the existing loading bays on the Red Route section of the corridor.</p> <p>Thornbury Road shops – the proposals retain 67m of parking and 6m loading on the north side of this location</p> <p>Isleworth railway bridge to St John's Road – 35m of parking and 16m loading will be retained on the southern side of the street, adjacent to the shops</p>

	(between Isleworth Station and St Johns Road)	Busch Corner – A dedicated 10m loading bay will be provided on the northern side. The residential parking bays to the east of the junction will also be retained
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# Appendix B: Consultation letter/leaflet

## Stakeholder email

FileMessageHelpAcrobatTell me what you want to do

IgnoreDeleteArchive

ReplyReply AllForwardMore

SensitivitySensitivity

MoveOneNoteActions

Mark UnreadCategorizeFollow Up

TranslateFindRelatedSelect

Read AloudZoom

Zoom

DeleteRespondSensitivityMoveTagsEditingSpeechZoom

Walking and cycling changes between Hounslow and Brentford

TH

TfL Have Your Say  
To TfL Have Your Say

Reply

Reply All

Forward

...

Wed 05/01/2022 16:42

Good afternoon

I am writing because we have today launched a consultation on proposals to help people to walk and cycle on Brentford High Street and London Road, between Hounslow and Brentford town centres. We'd like to know your thoughts on our proposals and we are holding a six-week consultation on them. This email explains how you can find out more and reply to the consultation.

How do I respond to the consultation?

You can read more about our proposals and respond to the consultation on our website [tfl.gov.uk/hounslow-brentford](https://tfl.gov.uk/hounslow-brentford). You will need to register your email address with us before you can submit a response through our website. We will keep your information secure and, once we have made a decision on how to proceed, we will use your email address to let you know the outcomes of the consultation. If you would prefer not to submit a response online you can send us your thoughts in writing:

- By email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- By post to **FREEPOST TFL HAVE YOUR SAY**
- You can also call us on **020 3054 6037** and leave a message.

We have written to local people and businesses in the vicinity of the scheme to explain that the consultation has launched and how they can reply. The consultation will be open for six weeks: the closing date for comments is **Wednesday 16 February**.

If you have any questions about the consultation please contact us at [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk), or leave us a message on 020 3054 6037.

Kind regards

Fraser Macdonald

Fraser Macdonald

Strategic Consultations Lead

Transport for London

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# Transport for London



Dear

We are holding a six-week consultation on changes to help people walk and cycle between Hounslow and Brentford.

The proposed changes involve providing cycle lanes, improved pedestrian crossings, planting new trees and other improvements to make the area look and feel more pleasant.

For further information and to have your say, [visit our website](#).

The closing date for comments is 16 February 2022.

Yours sincerely,

Fraser MacDonald  
Strategic Consultations Lead



**MAYOR OF LONDON**



## Transport for London

5 January 2022

This letter explains how you can respond to a consultation on changes to help people walk and cycle between Hounslow and Brentford.

Our website can translate our consultation into many different languages but if you need any specific help responding to the consultation please contact us at [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk) or 020 3054 6037.



**Transport for London**  
Local Communities and  
Partnerships

5 Endeavour Square  
London  
E20 1JN

### Healthy Streets – walking and cycling changes between Hounslow and Brentford

I am writing because we have today launched a consultation on proposals to help people to walk and cycle on Brentford High Street and London Road, between Hounslow and Brentford town centres. We'd like to know your thoughts on our proposals and we are holding a six-week consultation on them. This letter explains how you can find out more and reply to the consultation.

#### How do I respond to the consultation?

You can read more about our proposals and respond to the consultation on our website [tfl.gov.uk/Hounslow-Brentford](https://tfl.gov.uk/Hounslow-Brentford). You will need to register your email address with us before you can submit a response through our website. We will keep your information secure and, once we have made a decision on how to proceed, we will use your email address to let you know the outcomes of the consultation. If you do not have an internet connection or you would prefer not to submit a response online you can send us your thoughts in writing:

- By email to [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk)
- By Freepost to 'TfL Have your Say'
- You can also call us on 020 3054 6037 and leave a message. Please call us if you do not have an internet connection and would like to receive information about the consultation through the post.

The consultation will be open for six weeks: the closing date for comments is **Wednesday 16 February**.

If you have any questions about the consultation please contact us at [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk), or leave us a message at 020 3054 6037.

Kind regards

A handwritten signature in black ink that reads "Fraser Macdonald".

**Fraser Macdonald**  
Strategic Consultations Lead

**MAYOR OF LONDON**



VAT number 756 2769 90



## **Appendix C: Summary of Stakeholder replies**

This section provides brief summaries of the feedback we received from stakeholders. However, the full stakeholder responses are always used for analysis purposes.

### **TfL Youth Panel**

They strongly support the proposal and recognises that direct, segregated cycle routes are essential to encourage young people to take up active travel. They also support straighter, shorter road crossing which make pedestrian journeys faster. They welcomed the contrasting blue surface at junctions but suggested that this be used at all junctions.

They welcomed the widening of pavements for pedestrian journeys and to create a buffer between cyclists and the road but noted that in some places the new cycleway will mean a loss of foliage. They encouraged TfL to have additional planting where possible.

### **Canal & River Trust**

They were generally supportive of the scheme which supports their ambition to provide an improved walking and cycling link along the Grand Union Canal towpath to connect Cycleway 9 to the Paddington to West Drayton cycleway.

They had two specific points of interest:

1. Tallow Road junction: They wanted clarification as to whether the junction would remain signalised as the information in the overview map and changes document were contradictory. They also wanted to see the more detailed modelling used to inform proposed alterations to the junction and wanted to know how the proposed build out and narrowing of Tallow Road would affect Tallow Road.
2. Commerce Road junction giving access to the canalside and Brentford locks: They welcomed the improved junction and connection to the canal towpath but wanted more details about the configuration of the junction for cyclists and the timing and alignment of toucan crossings; in particular for westbound cyclists turning right into Commerce Road to access the canalside space.

They would also welcome the Cycleway route signage to highlight cycling connections to the towpath and onward connections at Commerce Road.

### **Tony Louki, Unsa Chaudri, Richard Eason, Labour Party Councillors for Osterley and Spring Grove Ward, London Borough of Hounslow**

They did not have any 'whole scheme' objections and were supportive of improvements for safe cycling. However, they outlined some observations about various aspects of the scheme, with a focus on the parts of the A315 London Road that fall within Osterley and Spring Grove Ward:

**Pedestrian safety:** They commented that the lack of a full pedestrian phase crossing at St John's Road was a concern for residents and felt that the proposed changes would not be sufficient to address this. The crossing was very often busy at school closing time and should be examined with a view to offering an alternative design.

They mentioned that a new cycle route from London Road to St John's Road via Isleworth station car park is about to be implemented which would represent a safe substitute to the proposals between these two locations, as well as removing the need to relocate the current Isleworth station bus stop.

**Bus routes efficiency:** They said that removing bus lanes would limit the ability of the five bus routes to catch up on delays caused elsewhere and would impact those who rely on them. They want the next consultation to quantify the journey time impacts of bus lane removals as well as justify any lack of an alternative to keeping them.

**Trees:** They commented that it was not clear how many mature trees were proposed to be removed and wanted to see this information in detail in the next consultation or earlier. They felt that removal should be avoided where possible and any replacement trees should be as large as possible.

**Shopper parking:** They appreciated the parking bays that had been retained on London Road and suggested that alternative shopper parking bays be installed on College Road, Avenue Road and Thornbury Road to compensate for those that may be removed elsewhere on the A315.

They are happy to facilitate discussion with residents and businesses when designing the next phase of Cycleway 9.

## **London Borough of Hounslow**

The Council welcomed the proposals to provide high quality cycling facilities and significant pedestrian improvements at key junctions along the A315. They stated that their full response will be made in future Decision Reports on the scheme, and is also pending the outcome of modelling on key junctions and on the impact of removal of sections of bus lane on bus journey times - as well as the future consultation on those results, so they have only commented on technical matters in this response:

**Bus stop by-pass fronting Nos. 59 – 73 High Street, Hounslow –** consideration should be given to narrowing track to maximise footway space at this busy part of the High Street.

**Loading Bay at Nos. 787 to 791 London Road –** they requested that this bay operate in off-peak periods only.

**North Drive –** they are considering signalising this crossing and will advise on the outcome of surveys and our recommendations. They also requested that an entry treatment be added at North Drive.

**Bridge Road junction –** development is proposed at No. 719 – 747 London Road and there may be opportunities to amend the proposed design to avoid removal of the mature tree fronting this site.

Footpath leading to Worton Way – this footpath provides a route for cyclists to the Spring Grove area and consideration should be given to options to allow movements between this and CYCLEWAY 9 .

Thornbury Road – they welcomed conversion of the zebra crossing at this junction to a parallel, providing a link for cyclists to/from Thornbury Park. An Entry Treatment should be installed at the junction to add movements to/from the crossing, and for pedestrians using the shopping parade also.

Spring Grove Road junction – A site visit with Age UK during the consultation raised the issue of pedestrian crossings in the vicinity of the shopping parade between Thornbury Road and Spring Grove. There is a parallel crossing at Thornbury Road, but no other crossing points. Consideration should be given to converting the proposed cycle crossing island to the west of Spring Grove Road to allow for pedestrian movements also.

Thornbury to Spring Grove shopping parade – the proposals including planting up to four trees here. They commented that there is an abundance of street furniture in the footway, and that careful consideration of the impact of additional trees on effective footway width is required.

St. John's Road, eastbound approach lanes – they suggested that the nearside lane be wider than the outer lane to minimise risk of waiting right turners obstructing straight ahead movements.

They noted the need to include red route restrictions on London Road, introduced last year, between Amhurst Gardens/Wood Lane and Busch Corner in the proposals.

Busch Corner – they were concerned over the likely impact on the operation of the junction on the re-positioning of the eastbound bus stop at Busch Corner. While there are good reasons to relocate the stop, careful consideration of the impact of this will need to be done as part of modelling.

Footway parking bays, east of Busch Corner to Epworth Road – They did not support the removal of existing bays as they provide space for residents and commented that the volume of movements is such that there need not be concerns regards conflict with cyclists.

Syon Lane – they felt that the proposed radius here appeared very tight and asked that this is reviewed.

Loading Bay at Northumberland Arms, High Street, Brentford – they stated that this loading bay must be retained, to provide suitable facilities for the pub.

Half Acre/High Street Brentford junction – they noted that TfL are giving further consideration to the layout at this junction at present, following concerns over the overlap between west and eastbound alignments. They commented that any amendments will need to retain the existing two-lane approaches on each approach.

## **The Isleworth Society**

They commented that the proposals placed more emphasis on accommodating cyclists than pedestrians or public transport users and felt that mitigation was needed to prevent delays to buses. They added that there was no evidence of modelling data to show the effects on the bus network by the removal of bus stops and lanes and the relocation bus stops, and suggested that without an EqlA, consultation was premature.

They were concerned about the removal of mature trees and suggested that this should only be considered in exceptional circumstances with an assurance of like for like replacement.

They were also concerned about the removal of bus stops close to schools and residential areas.

They suggested that there was a long-established need for a controlled pedestrian crossing at the St John's Road junction.

## **St John's Residents Association**

They had no objection to the scheme in principle but raised some issues that they felt need to be addressed before the scheme could be supported.

They appreciated that their comments at the pre-consultation stakeholder meeting about the need to keep parking at the Odeon and Isleworth Station parades.

They were concerned about the removal of bus lanes with no measures to ensure the reliability of bus services which they felt would increase journey times. They also felt that the lack of an EqlA to highlight the impact of the changes on groups that rely on buses was a serious omission.

They also commented that the consultation material claims that the proposals will 'improve reliability for bus services' yet a response from TfL stated that 'as strategic modelling is to be carried out....the exact impact of the proposals in terms of network and bus performance are not available' and also that 'the technology is not currently in place along the Hounslow to Brentford section of the A315...' to give buses priority to buses at junctions.

They felt that the relocation and removal of bus stops would have a large impact on users. For example, the relocation of the westbound Isleworth station stop would place it outside one of the busiest shops on the parade and near a post box, bike racks and bins, and directly opposite the junction with Avenue Road.

They commented on the trees proposed to be removed and were concerned that any replacements would not make up for the loss of well-established trees. They further stated that the wholesale removal of trees would be against LB Hounslow's policy.

They were concerned about the impact on pedestrians of cycle lanes on busy shopping parades with high footfalls. They asked if the cycle route being introduced through the station car park to link up with St John's Road could this be considered as an alternative westbound route.

Given that there are existing traffic queues along the Isleworth station parade, they suggested that the proposed changes at the junction with St John's Road would cause further traffic tailbacks and increase pollution. They also noted that no pedestrian crossing facility had been proposed on St John's Road.

## **Hounslow Cycling**

They strongly supported the proposed continuation of Cycleway 9 along the London Road from Hounslow to Brentford. They commented that this was a dangerous road for cyclists and walkers and that the proposed changes would make it much safer, welcoming TfL's commitment to reducing vehicle speeds on turning at junctions and attention to improving road crossings for pedestrians

They stated that the proposals will underpin other TfL and Borough measures to encourage active and greener travel and hoped that the proposed changes would encourage more people to cycle short journeys.

They felt that the proposed improvements had the potential to make London Road a more attractive place to eat and shop. Other benefits of the scheme that they mentioned were cleaner air, healthier children, and lower carbon emissions in the borough.

They welcomed the ambition to make the pavements more pleasant but would have liked to see more detail on how this will be achieved and sought a commitment that new tree planting is at least sufficient to match the loss from trees removed.

They suggested that there should be a general presumption against kerbside parking along the whole of the route and that loading bays should be prioritised over general parking.

They suggested that drop kerbs and gaps in the kerb providing access between the cycle lane and vehicle lanes should be generously proportioned to allow easy access for those cyclists who wish to use the vehicle lanes at times. They also commented that while a kerbless profile uses a space efficiently, it is too easily blocked by vehicles and suggested a vertical profile aligned consistently to either the footway or the main carriageway.

## **Age UK Hounslow**

They provided feedback based on a 'walkabout' with officers from TfL and LB Hounslow, study of detailed documentation for the whole route, and discussions with representatives of the older and disabled community across the borough.

They welcomed the proposed signal-controlled crossings near the Fire Station, near the junction with St John's Road, and at Busch Road.

They liked the increased area of the traffic island at Kingsley Road/London Road.

They asked if there was a way of physically separating pedestrians from cyclists on the proposed new crossing near the Fire Station.

It wasn't clear to them how eastbound cyclists would access Spur Road from London Road.

More generally, they expressed concerns about bus stop bypasses and commented that there must be signage warning bus passengers to look both ways. They felt the bus stop islands were not always big enough, in particular the one at bus stop L outside West Thames College and asked if it was possible to combine the cycleway and bus stop area rather than have an island in some cases. They also commented that some of the two-way cycle lanes were narrow.

Regarding the removal of trees, they suggested that this was often unnecessary and asked if it were possible for the cycle lanes to weave around trees. They suggested that display material from shops could be removed to make more space on the pavement.

From experience, they expressed concern that pedestrian phases at signal-controlled crossings was too short.

They wanted an assurance that the materials used for cycle lanes would be long lasting as previous surfacing on the A315 has degraded, giving a rough ride.

They asked if creating segregated cycle lanes down the centre of the road had been explored and suggested some sections of the cycleway could be replaced or supplemented by parallel alternative routes via smaller streets.

### **Brentford Dock Limited**

They commented that map 16 in the consultation pack incorrectly showed the boundary of the Ballymore development extending over Brentford Dock Ltd land to Augustus Close which it does not.

They supported the installation of traffic lights on The Ham, extending the footway on the east side of Augustus Close and removing the central island to make the cycle lane more user-friendly. However, they commented that extending the footway significantly around the corner towards the south serves no useful purpose as there is no footpath there, neither is one needed.

They commented that Augustus Road is the only vehicular access route onto Brentford Dock and were concerned that extending the footway on the west side of Augustus Close will restrict the road to one exit lane, which could be blocked by vehicles waiting to turn left. They suggested that enough space was needed to enable a separate right-hand turn lane, and that this would only work if the current 'KEEP CLEAR' road markings are retained as they are not shown on the consultation map.

### **Speak Out in Hounslow**

They commented that the cycle lane and positioning of bus stops are not accessible for wheelchair and pushchair users, and that it is dangerous crossing the cycle lane – made even more difficult during rush hours and busy periods.

### **Heston Action Group**

They broadly supported the proposals but expressed concerns about the number of trees that are proposed to be removed. They commented that some of the consultation maps did not accurately portray the number of trees due to be removed and felt there was not enough detail provided about the suggested replacement trees.

### **Hounslow Borough Respiratory Support Group**

They were generally in favour, with reservations, of improving cycling provision, but were unsure about the safety of those with sensory and/or physical disabilities. They suggested that more direct consultation with residents was necessary to ensure their requirements are met and that other health inequalities won't result once the scheme is implemented.

### **London Living Streets**

They stated that the speed limit should be reduced to 20mph, and crossings raised to footway level to improve compliance with the speed limit should be implemented throughout the length of this scheme.

They suggested that pedestrian safety could be improved by reducing the width of the splay at Spring Grove Road and expressed concern about the potential narrowing of footways around the Ballymore development.

They felt there should be a more general programme of tree planting across the length of the scheme.

They strongly supported the conversion of staggered crossings to straight across crossings, in particular at the Spur Road junction, and also supported the removal of the north bound filter lane into Spur Road from the west.

### **Hounslow Borough Friends of the Earth**

They wanted to see more measures to protect pedestrians and felt that walking and public transport were impaired by the removal of bus stops/lanes and narrowing vehicle space.

They felt that shared use paths should be minimised as they are threatening to pedestrians; if they are necessary cyclist behaviour needs to be monitored. They asked for the expected impact on pollution from a) anticipated travel mode change b) removal of mature trees c) addition of new trees d) construction and materials.

They wanted confirmation on the provision of the proposed new trees and suggested that alternative cycling routes away from main roads be considered.

### **Freedom for Drivers Foundation**

They commented that road space is being reduced in favour of cycle lanes and wider pavements, and that the impact on traffic speeds should be mentioned.

### **RATP Dev London, London United & London Sovereign**

They felt that the removal of the westbound bus lane on London Road would delay bus services and reduce passenger numbers.

### **Primrose Place Residents**

They commented that the proposals would lead to increased traffic congestion, as the high volume of cars would remain unchanged and the access restrictions onto roads surrounding schools is ineffective. They suggested that this would cause problems for emergency vehicles travelling along London Road to Middlesex Hospital.

They also said that access in/out of Primrose Place/Lanadron Close would be affected, and the change near Isleworth station would have an impact to the local businesses.



## Appendix D: List of stakeholders consulted with

London Borough of Hounslow
Seema Malhotra MP
Ruth Cadbury MP
Nick Rogers AM
Hounslow Central ward councillors*
Osterley & Spring Grove ward councillors*
Syon ward councillors*
Brentford ward councillors*
Action West London
Afghanistan & Central Asian Association (ACAA)
Federation of Poles in Great Britain
Tamil Community Centre
West London Ghanaian Association
Centre for Armenian Information and Advice
Philippine Centre
Biking Belles (Women, BAME cyclists)
Christian Community Church Hounslow
Hounslow Friends of Faith
Brentford & Isleworth Quakers
Brentford Free Church (Baptist and URC)
St Michael & St Martin Church
Hounslow Multi-Cultural Centre
Hounslow Muslim Center
The Parish of Brentford
Hounslow Friend of Faith
Age UK
Hounslow Pensioners Forum
Brentford Chamber of Commerce
Brentford Chamber of Commerce
Hounslow Chamber of Commerce
Brentford Community Council
Alliance Arts
Alluminae (Watermans Arts Centre)
Hounslow Arts Centre
Brentford Football Club (Community Relations Director)
Sky
GSK
Holiday Inn Brentford Lock

Ballymore - The Brentford Project
Fairview New Homes - Montgomery's Wharf
Watermans Arts Centre
London Museum of Water & Steam
UK Asian Business Council
Syon Park
Musical Museum
Disability Network Hounslow
Speak Out in Hounslow
Disability Sports Coach - Club Hounslow
Hounslow PHAB
Hounslow Deaf Club
Adult Autism Hounslow
Social Action
Hounslow Disability Forum
Middlesex Association for the Blind
Wheels for Wellbeing
Hounslow's Promise
Urban Youth Network
Hounslow Youth Council
Riana Development Network
Green Corridor
Let's Go Outside and Learn
HAAYA
Foundation Wellbeing Trust
The VOICE Youth Project
Safer London
SHEWISE
Trinjan (Women's Social & Community Group)
Sunshine of Hounslow
Ruth Mayorcás
Goldy Goldy Women's group
Abundance London (Karen Liebrich)
West London Breeze: bikes rides for women
Hounslow LCC
Hounslow Cycling Campaign
Living Streets
West London Alliance
Transport for All
WestTrans
South West London Environment Network

Air Quality Brentford
Hounslow Herald
Holland Gardens Residents Association
Kew Bridge News
Kew Bridge News
Brentford Community Council
St John's Residents' Association
Osterley and Wyke Green Residents' Association
The Spring Grove Residents' Association
The Isleworth society
Brentford Voice
Hounslow Chinese School
Brentford School for Girls
Isleworth & Syon School
Hounslow Town Primary School
Spring Grove Primary School
West Thames College
The Smallberry Green Primary School
The Green School for Boys
The Green School for Girls
Bolder Academy
Marlborough Primary School
Kingsley Academy
West Middlesex University Hospital (NHS)
Hounslow Clinical Care Group (NHS)
Hounslow Recovery Team East (NHS)
Heston & Isleworth Fire Station (Station Commander)
LFB Hounslow Borough Commander
Mums for Lungs
Canal & River Trust

\*In May 2022 Hounslow's ward boundaries changed and the wards impacted by the scheme are now:

- Hounslow Central
- Hounslow East
- Osterley & Spring Grove
- Syon & Brentford Lock
- Brentford East
- Brentford West

## Appendix E: Consultation code frame

Theme	Code	Number of responses	Total responses in theme	Percentage of total respondents to consultation (n=1103)	Percentage of total respondents to open question (n=709)
Other	No response	394	405	35%	-
	Comment unclear	6		1%	1%
	Out of scope of Healthy Streets Programme	3		0%	0%
	Duplicate response	1		0%	0%
	Personal data removed from response	1		0%	0%
General	Concern that the scheme is expensive/not value for money/waste of money	88	264	8%	12%
	Support scheme	69		6%	10%
	Oppose scheme	45		4%	6%
	Concern that the scheme is poorly thought out / not responding to the area's problems / does not adequately address unspecified local needs	19		2%	3%

	Support objectives (i.e. reducing car use, encouraging sustainable transports, improving air quality)	17		1%	2%
	Concern that the scheme is unnecessary (e.g. disruptive/ no added benefit / doesn't solve congestion issues)	6		1%	1%
	Suggest proper research should be carried out prior to implementation (unspecified prior research)	6		1%	1%
	Concern that scheme enforces rather than encourages modal shift	6		1%	1%
	Concern about time of implementation during the pandemic (e.g. added stress, people have had enough disruption)	4		0%	1%
	Concern about the cumulative impact of other schemes (e.g. LTNs, Borough schemes, bridge closures)	2		0%	0%
	Concern about the impact of construction (e.g. noise/access)	1		0%	0%
	Concern about maintenance of the scheme's infrastructure	1		0%	0%
Amendment Requests	Suggest retaining two motor vehicle lanes at Augustus Close junction	30	252	3%	4%
	Suggest that the segregated cycle lanes are extended / made permanent (including links to other (segregated) cycle routes, cycle lanes on more roads or filling gaps in segregated lanes) e.g. Boston Manor Road, to Brentford station, King Street, into RBKC, the A4, 'all the way to Central London', Kew Bridge, Syon Lane, Heathrow, Brentford High Street	27		2%	4%
	Suggest improving signage or road markings or materials to improve clarity for users	24		2%	3%

Suggest that the cycle lanes should be in the same direction as traffic flow/ not bidirectional	21		2%	3%
Suggestion to replace trees removed/plant more greenery in general	18		1%	3%
Suggest that cycle paths need segregation e.g. wands, raised surfaces, kerbs, grass verges	16		1%	2%
Suggest to make sure that the vehicle exit from Augustus Close is not compromised	15		1%	2%
Suggest that more public transport options should be offered to encourage mode shift from private car	11		1%	2%
Suggest alternative amendments	9		1%	1%
Suggest that there should be more ambitious scheme to reduce car usage / encourage cycling / walking	8		1%	1%
Suggest that signal timings are reviewed to enable early release for cyclists	7		1%	1%
Suggest that signal timings are reviewed to aid traffic flow	6		1%	1%
Suggest that cyclists should be made to use new cycle lanes, not general traffic lanes	6		1%	1%
Suggest accompanying behavioural change initiatives (e.g. Signage at schools to show how to get from C9 to school (with children); awareness campaign for bus right of way when indicating to re-join carriageway; local walking/cycling education campaigns e.g. on how bi-direction routes work; Educate drivers on driving with cyclists on the road)	6		1%	1%

Suggest widening cycle lanes e.g.by 50cm, enough for cyclists to overtake	5		0%	1%
Suggest that there should be additional pedestrian crossing (e.g. Half Acre Lane needs traffic island, London Road immediately to the West of the junction with Commerce Road should have a Green Man facility, Isleworth Station Renne's Way stop C, Spur Road/London road junction	5		0%	1%
Suggest that there should be additional traffic schemes (e.g. speed limit reduction) (e.g. traffic calming measures, additional speed cameras, dropping the speed limit to 20mph)	5		0%	1%
Suggest not altering Tallow Road traffic lights	4		0%	1%
Suggest that traffic calming measures should be used instead of traffic removal measures (no locations specified)	3		0%	0%
Suggest signage and/or bollards should be used to slow vehicles/ cyclists down, where vehicles cross cycle lanes	4		0%	1%
Suggest that there should be additional pedestrian crossing points - no location provided	3		0%	0%
Suggest further infrastructure/measures to prevent parking in cycle lanes	3		0%	0%
Suggest improving cycling access to Syon Park	3		0%	0%
Suggest introducing further measures for pedestrians in general/ create more space for pedestrians	3		0%	0%

	Ensure space for cyclists and pedestrians is prioritised across London	3		0%	0%
	Suggest improving/ signalising junction at Brentford Dock	2		0%	0%
	Provide a new bus stop at the redevelopment of Charlton & Albany House	2		0%	0%
	Suggest that cycle hire scheme is extended to encourage mode shift to bike	1		0%	0%
	Suggest removing parking spaces opposite Jenny's café	1		0%	0%
	Suggest alternative design of bus bypasses	1		0%	0%
Cyclists	Concern that the new infrastructure will not be utilised/cycling rates will drop in winter	71	210	6%	10%
	Suggest additional and/or amendments to cycling infrastructure, including cycle secure parking/storage, tools (fixed cycle pumps), cleaning/surfacing of cycle lanes (e.g. Wood Lane to Darcy road), lighting (e.g. Watermans park/Syon park)	41		4%	6%
	Concern that the scheme places too much emphasis on cyclists over other road users	33		3%	5%
	Concern about anti-social cycling (and e-scooter) behaviour e.g. cycling on pavements, ignoring red lights/ pedestrian crossings	33		3%	3%
	Concern that the scheme provides less straightforward cycle lanes, including difficulties leaving/ joining, crossing side roads	26		2%	4%



	Concern that intervention does not provide seamless southbound cycle access - connections between Thames crossings and quiet routes are lacking	6		1%	1%
Traffic	Concern that the scheme has negative impact on traffic congestion	175	193	15%	25%
	Concern that the signage is unclear/inconsistent/lacking	9		1%	1%
	Concern that the scheme is displacing traffic elsewhere, not reducing traffic	5		0%	1%
	Concern about impact on traffic, including speed of traffic	3		0%	0%
	Concern that the scheme is causing rat running on nearby roads	1		0%	0%
Safety	Concern that the scheme is unsafe for pedestrians including children, elderly and disabled people, e.g. lack of crossing points, cyclists prioritised over pedestrians	54	168	5%	8%
	Concern that the scheme increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, the shared use area at Hanworth Road, bidirectional cycle lanes)	50		4%	7%
	Concern that the scheme is unsafe for cyclists e.g. cycle lanes too narrow, roads too narrow to include cycle lanes, cyclists not given sufficient priority at junctions, drivers turning across cycle lane, speed of traffic, bi-directional lanes are confusing for cyclists/pedestrians, tree obstructing visibility for cyclists seeing pedestrians (location not mentioned)	39		3%	6%
	Concern that the scheme is unsafe for motor vehicles (including private vehicles, buses, motorcycles) e.g. AS Ls hinder visibility, road not wide enough for cycle lanes, difficult for drivers to know where cyclists are plus cyclist behaviour (jumping red lights), entry and exit	13		1%	2%

	from side roads more challenging, doesn't consider needs of motorcyclists, it's a lot for drivers to get used to				
	Concern that the scheme reduces safety/is dangerous - non specific	4		0%	1%
	Concern that the quieter streets feel less safe to use/crime is increasing e.g. people hanging around at bus stops (Isleworth), having to walk further late at night in poorly lit locations (Turnpike way bus stop), Hounslow (unspecific concern)	4		0%	1%
	Concern that the scheme is creating driver frustration/aggressive driving/road rage	3		0%	0%
	Concern that the volume of street furniture is distracting and confusing for drivers	1		0%	0%
Buses	Concern that the relocated bus stops are no longer convenient / require longer walk	51	148	4%	7%
	Concern that scheme is negatively impacting on bus journey times	45		4%	6%
	Concern about removal of bus lanes including that it will impact on reliability/speed	26		2%	4%
	Concern about the bus stop bypasses (e.g. exposure to fumes/lack of seating/shelter/sufficient island width)	18		1%	3%
	Concern that road is not wide enough for buses to pass	6		1%	1%
	Opposition to 24-hour bus lanes as not required (non-location specific)	2		0%	0%

Pollution	Concern that the scheme reduces air quality / causes excess pollution	78	81	7%	11%
	Concern that the scheme causes excess noise pollution	3		0%	0%
Accessibility	Concern that the scheme reduces accessibility (e.g. for residents, visitors, emergency vehicles, tradespeople, and to homes, schools, health care facilities)	55	80	5%	8%
	Concern that some journeys can not be made by foot/bike (i.e. a car is necessary for some trips)	21		2%	3%
	Concern about parking/loading - other	3		0%	0%
	Opposition to restricted access for certain vehicles (e.g. taxis, freight, buses, private motor vehicles)	1		0%	0%
Equality	Concern that the scheme is negatively impacting older people/young families and/or those with mobility issues who rely on the use of car/taxi	43	70	4%	6%
	Concern that the scheme is discriminatory against protected characteristic groups (e.g. elderly, disabled, pregnant, young children, ethnic minorities, women)	27		2%	4%
Environment	Concern about loss of trees and a need for more planting	52	52	4%	7%
Consultation	Concern about quality/lack of information provided	24	53	2%	3%
	Concern about lack of consultation / undemocratic method for consultation / implementation of schemes / illegal	23		2%	3%

	Request for publication of E qIA, demand studies, robust assessments (e.g. modelling and monitoring information)	6		0%	1%
Removal Requests	Suggest that road space reduction is stopped / restored	8	20	1%	1%
	Suggest that the bus stop bypasses are removed	4		0%	1%
	Suggest that the banned turns/road closures are removed	2		0%	0%
	Suggest that the footway widening measure is removed	2		0%	0%
	Suggest all traffic islands removed (except on zebra crossings)	2		0%	0%
	Suggest that the measure is removed - and cycle lane placed on alternative (side)roads	2		0%	0%
Business	Concern that the scheme is disruptive to businesses e.g. loading/deliveries more difficult, access for customers is more difficult (impacting on trade)	20	20	2%	3%
Pedestrians	Suggest additional and/or amendments to pedestrian infrastructure e.g. street lighting, surfacing, making pedestrian crossings straighter/ signalised, widen pavements/ not taking space from pedestrians	18	18	1%	3%
Parking	Concern about removal of parking or loading bays e.g. Near Amhurst Gardens, shops between Thornbury Road and Isleworth railway bridge, Busch Corner Isleworth, London Road (between Isleworth Station and St Johns Road)	6	6	0%	1%