



Greenwich to Woolwich walking and cycling changes

Consultation Report
July 2024

MAYOR OF LONDON



**TRANSPORT
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EVERY JOURNEY MATTERS

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Summary

Between 12 June and 12 December 2023 we consulted on experimental changes we made to the A206 between Park Row in Greenwich town centre and Anchor and Hope Lane in Charlton.

We received 1,309 responses to our consultation in total, including 20 from stakeholders. We found that:

- 42 per cent of respondents said they felt safer walking and cycling
- 33 per cent of respondents said they now drive less
- 31 per cent of respondents felt the neighbourhood or wider area looked and felt more pleasant
- 62 per cent felt traffic flows have worsened since the scheme was introduced

Chapters 4 includes the full list of results.

Next steps

In partnership with the Royal Borough of Greenwich, we are now reviewing the findings from the consultation closely, along with our monitoring data for the scheme, to help us determine the best way forward for this scheme. We will then publish our Response to Issues Raised.

We will update all those who took part in the consultation when we have made a decision.

2. About the proposals

2.1 Introduction

In partnership with the Royal Borough of Greenwich (RBG), we made changes to the A206 between Park Row and Anchor and Hope Lane in order to make it easier for people to cycle, walk and use the bus. The A206 corridor has been identified as a potential strategic cycle route. Investing in high-quality cycle facilities and improving pedestrian facilities will encourage active travel, helping to make Greenwich greener and healthier.

These changes were first delivered as part of our Streetspace for London programme in December 2020. The Streetspace for London programme was our emergency response to the coronavirus pandemic and involved introducing temporary schemes to aid safe social distancing, or to encourage and support people to walk or cycle. In March 2022, a decision was made by RBG to make a series of improvements to the scheme and to retain it with a new traffic order – introduced as an ‘experimental’ scheme.

The experimental changes we made were intended to test whether the changes we made could deliver improvements for pedestrians, cyclists and bus passengers and to assess the extent of the disadvantages to the scheme and any mitigations required. The experimental changes we made to the A206 ‘corridor’ between Park Row and Anchor and Hope Lane included:

- A two-way segregated cycle track on the northern side of the A206 to help encourage people to cycle more as an alternative to public or private transport
- New toucan crossings, shared footway and a new cycle track through the centre of Angerstein roundabout to provide a direct route east-west separated from motorised traffic, to improve road safety for cyclists and encourage everyone who can do so to cycle
- Segregated with-flow cycle lanes provided between Gallions Road and Anchor and Hope Lane in both directions
- The eastbound Vanburgh Hill (stop D), Marlton Street (stop P), Kemsing Road (stop E), eastbound Rainton Road (Stop H), Woolwich Road/Victoria Way and Woolwich Road/Gallions Road bus stops now include bus stop bypasses.

We monitored the experimental scheme extensively and held a six month consultation, starting from the point the new ‘experimental’ traffic order was implemented. This gave local people and other stakeholders the opportunity to share their experiences of how these changes impacted on their use of the area. This approach to post-construction consultation differs from how we consulted on road schemes before the pandemic.

About the consultation

2.2 Purpose

The objectives of the consultation were to:

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

2.3 Who we consulted

The consultation was open to anyone who had a view about our proposals. Our publicity was focussed on stakeholders in the Royal Borough of Greenwich, residents or businesses in the vicinity of the scheme, or visitors to the area. We also reached out to groups representing disabled people, and other people with 'protected characteristics.' A list of the stakeholders we contacted is included in Appendix C.

2.4 Dates and duration

The consultation took place between 12 June and 12 December 2023, a period of six-months.

2.5 What we asked

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

We asked respondents how the experimental scheme was affecting their travel habits, their perception of road safety, traffic levels, the environment, and local business's ability to trade. We also asked if respondents thought that the experiment

was a positive improvement in overall terms, or if they needed more time to make that judgment, or if they felt it should be changed in some way.

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

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

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

2.6 Methods of responding

People were able to respond to the consultation by:

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

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

A summary of the consultation information was made available in:

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

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

2.7 Pre-consultation engagement

We began to discuss our plans for this scheme with local people as long ago as August 2020, and this activity continued until we launched our consultation. Prior to the launch of the consultation, we reached out to local people and other stakeholders to make them aware of the changes we would be making to the local road network. We also explained how and when our consultation would take place and the purpose of it. We published a document which set out the history of our engagement with local people on our website:

<https://haveyoursay.tfl.gov.uk/11358/widgets/33030/documents/42964>

2.8 Consultation materials and publicity

2.8.1 Website

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

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

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

2.8.2 Letters

At the start of the consultation on 12 June 2023, and again on 13 October 2023 and 6 December 2023, we sent a letter to people living within a 250-metre radius of the extents of the scheme.

Both letters explained how respondents could have their say on the changes and when they needed to respond by. Each letter was delivered to 9,327 addresses (residential and business).

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

2.8.3 Emails to people and other stakeholders

On the first day of the consultation on 12 June 2023, and again on 13 October 2023 and 6 December 2023, we sent an email about the consultation to **197,083** people who use public transport or cycle in the area, and who had registered to receive email updates from us. We also sent an email to 1,149 stakeholders and those who had previously engaged with us about the scheme who we judged were likely to have an interest in the proposals.

2.8.4 Face-to-face activity

We handed out 1,080 postcards promoting the consultation to people walking in the vicinity of the changes we had made; additionally, we placed 590 postcards in suitable public locations. The postcard explained that the consultation was taking place and it included information about how to respond. The table below shows the dates and locations where we handed out the postcards.

Table 1: Face-to-face engagements

Date postcards handed out	Location
Wednesday 21 June 2023	BP Retail, The Forum Community Centre, Trafalgar Road Post office, AMMA Food & Wine, Greenwich Lock & Key, Debra Charity shop, OHO Food & Wine, Fixit DIY, SKP Supermarket, Centre Point Food & Wine.
Tuesday 11 July 2023	Nisa Local, Everest Food & Wine, Beauty@123, Greenwich Convenience Store, Londis, Greenwich Launderette, Alex TLC Charity shop, Centre Point Food & Wine.
Saturday 30 September 2023	The Forum Community Centre, Trafalgar Road Post Office, AMMA Food & Wine, Greenwich OHO Food & Wine, The Greenwich & Bexley Community Hospice, Greenwich Launderette, Computer & Mobile Phone Doctor, Greenwich Dry Cleaners, Greenwich Cycle Workshop, Greenwich Library
Friday 6 October 2023	Convenience store, Londis, Nisa Local, Alex TLC charity shop, Everest Food & Wine, Trafalgar Rd Post Office, Greenwich Library, Forum Community Centre, Men & Clippers, Greenwich Lock & Key, Debra charity shop.

2.8.5 Posters in local shops and buildings

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

In total 30 posters were displayed at the following locations:

- Asda Charlton Superstore, Bugsby Way, SE7 7ST
- Centre Point Food & Wine, 76 Woolwich Rd, SE10 0LE
- Co-op Food – Greenwich, 200-206 Trafalgar Rd, SE10 9ER
- DK Greenwich Supermarket, 125-127, 125 Woolwich Rd, SE10 0RF
- GMT Café, 38 Woolwich Rd, SE10 0JU
- Greenwich Centre Library, 12 Lambard Square, SE10 9HB
- Greenwich Convenience Store, 100 Woolwich Rd, SE10 0LE
- Holloway Auto Electrical Services, 214 Woolwich Rd, SE7 7QY
- Homesense Greenwich, Unit 3, Greenwich Shopping Park, SE7 7SR
- JD Sports, Unit 4, Greenwich shopping Park, Bugsby's Way, SE7 7ST
- Kesar Punjabi Restaurant, 192 Woolwich Rd, SE7 7RA
- Kippatu Ltd, 44 Woolwich Rd, SE10 0JU
- Lidl, Bugsby's Way, New Charlton, SE7 7SR
- Londis, 194 Woolwich Rd, SE7 7QY
- Marks and Spencer, Gallions Road, Queensway 1-5, SE7 7FA
- Meridian Cycles, 249 Woolwich Rd, SE10 0RN
- Old n Precious, Woolwich Rd, SE10 0LE
- One Stop Estates, 216 Woolwich Rd, SE7 7QU
- Poundland, Unit 5, Greenwich Retail Park, Bugsby's Way, SE7 7SR
- Royal Greenwich Dry Cleaners, 277 Woolwich Rd, SE7 7RB
- Sainsbury's Local, 3-4, Fenton Parade, Woolwich Rd, SE10 0FY
- Sainsbury's, Charlton Riverside Place, 7-11 Gallions Rd, SE7 7SA
- Sports Direct, Unit 1, Greenwich Shopping Park, Bugsby's Way, SE7 7SR
- Star Nursing & Care Services Ltd, 104 Woolwich Rd, SE10 0LE
- T & G Barbers, 40 Woolwich Rd, SE10 0JU
- Taylor's Westcombe, 102 Woolwich Rd, SE10 0LE
- The Angerstein Hotel, 108 Woolwich Rd, SE10 0LE
- TK Maxx, Unit 2&3, Greenwich shopping Park, Bugsby's Way, SE7 7ST
- Vicks Hair and Beauty, 34 Woolwich Rd, SE10 0JU

- Victory At Law Solicitors, 74a Woolwich Rd, SE10 0JU

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 website also included an auto-translate function, enabling people for whom English is not their first language to understand our proposals. There was also an easy-read version of the consultation materials, together with a British Sign Language video.

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

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

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

3 About the respondents

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

3.1 Number of respondents

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

Table 2: Respondent types

Respondents	Total
Public responses	1,289
Stakeholder responses	20
Total	1,309

3.2 Location of respondents

We asked respondents to the consultation to tell us their home postcodes. Where a respondent gave us a valid postcode, we have plotted it on the map below.

Of the 1,309 responses, 931 included a valid postcode which has been mapped in Figure 1 below.

Figure 1: Map of respondent postcodes



3.3 List of responding stakeholders

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

The stakeholders who responded to this consultation are listed below.

- Blind in Greenwich
- Brewery Logistics Group
- Charlton Neighbourhood Forum
- East Greenwich Residents Association
- Greenwich Councillor for Peninsula Ward
- Greenwich Cyclists
- Greenwich Solicitors
- Greenwich Transport Forum
- Lecturer, Goldsmiths University, London
- London Cycling Campaign
- London and Kent Electrical
- More2Nurseries
- Our Ladye Star of the Sea Church
- Quay Office Group
- Residents of Falconwood and Welling Ward
- RS Consultancy
- The Flight Centre Greenwich
- The Westcombe Society
- United Cabbies Group – Chair Person
- Zyychi Enterprise Limited

There were 20 stakeholder responses overall.

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

3.4 Demographics

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

The headlines are:

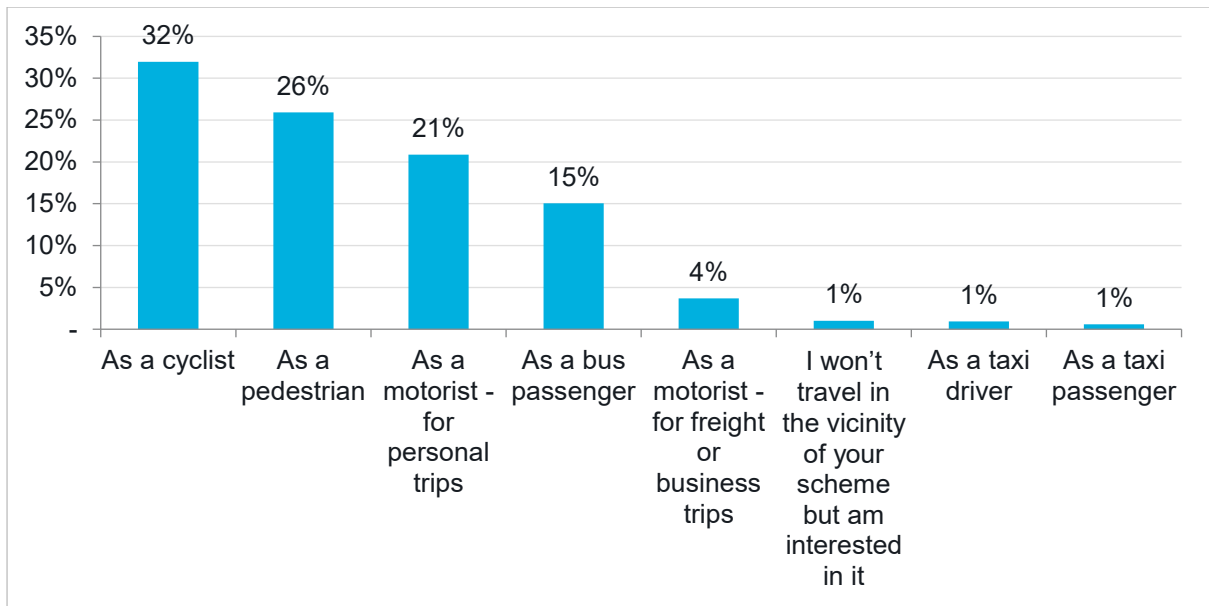
- Gender: The majority of respondents (64%) stated that they are a man, followed by 28% who said they are a woman. The remaining 2% defined their gender in another way, while 6% of respondents chose 'prefer not to say.'
- Race and ethnicity: Most respondents stated that they are White (78%). Those who said 'prefer not to say' make up 10% of respondents, followed by those from Asian or Asian British backgrounds (5%). Those who are mixed/dual heritage and Black or Black British make up 3% and 2% respectively, while those from 'other ethnic groups' make up 1%. The smallest group are those from Gypsy, Roma or Irish- Traveller backgrounds (<1%).
- Age: The 36-40 age group represented the largest share of respondents (22%), followed by those aged 41-45 (10%) and 46-50 (10%). The other age groups represented smaller shares (under 9% each). 7% of respondents chose 'prefer not to say.'
- Religion: A large proportion of respondents described themselves as Christian (44%), while 21% stated they had no religion, followed by those who described themselves as Atheist (18%). 12% of respondents selected 'prefer not to say', while 3% selected 'other'.
- Disability: The majority share of respondents (83%) did not describe themselves as disabled, while 8% did. A further 9% selected 'prefer not to say'.
- Sexual orientation: Three quarters of respondents (75%) stated that they are heterosexual, followed by 15% who said the 'prefer not to say'. The remaining share is made up of 6% who stated they are gay/lesbian, 3% who stated they are bisexual and 1% who stated they are asexual.

3.5 Main mode of travel

Respondents were asked to select the method of travel they use most frequently. A total of 1,189 respondents answered this question.

Figure 8 shows that most respondents were cyclists (32%), followed by pedestrians (26%) and motorists for personal trips (21%). The next largest share of respondents were bus passengers (15%) and motorists for freight or business trips (4%). The remaining 3% selected other modes.

Figure 8: Please select one option from the list below that describes the main way you will travel in the vicinity of our new scheme. We appreciate that many people will likely travel in a variety of ways. Please select the one option that best describes the way you travel most frequently (Q9).



As a cyclist	As a pedestrian	As a motorist – for personal trips	As a bus passenger	As a motorist – for freight or business trips	I won't travel in the vicinity of your scheme but am interested in it	As a taxi driver	As a taxi passenger	Total
380	308	248	179	44	12	11	7	1,189
32%	26%	21%	15%	4%	1%	1%	1%	100%

4 Summary of consultation responses

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

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

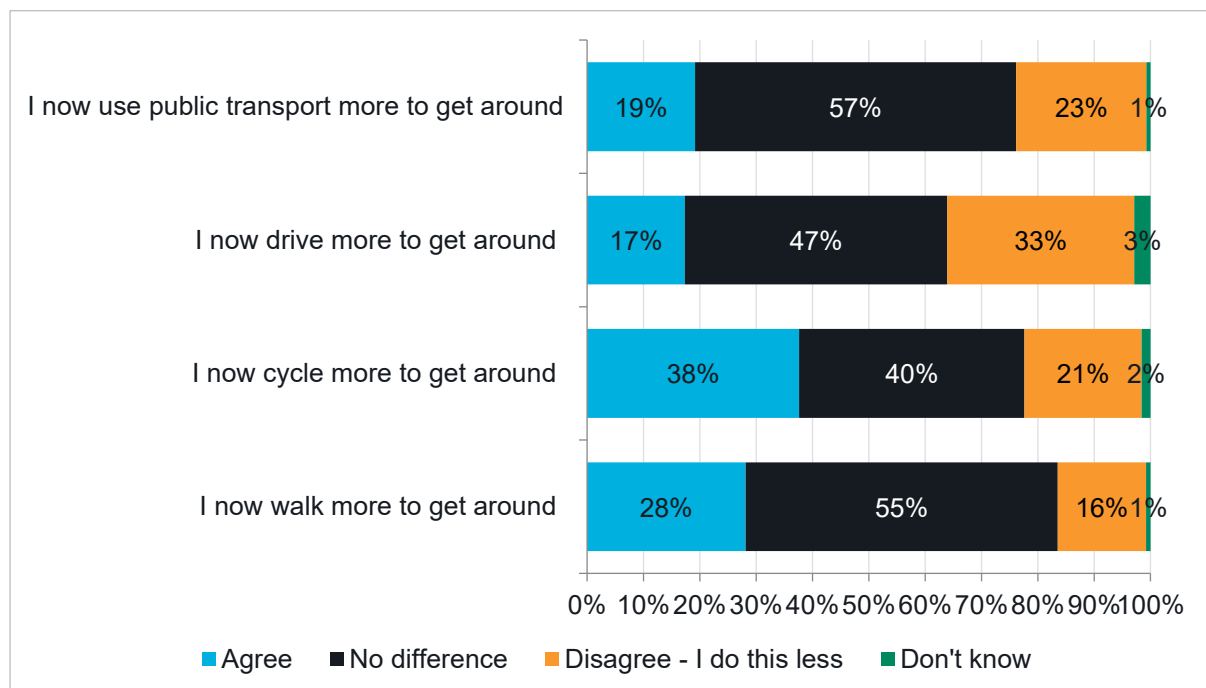
We developed a 'code frame' for each of the open questions we included in our online questionnaire. A code frame is a list of the issues raised during the consultation; together with the frequency each issue was raised.

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

Respondents were asked about their travel habits since the experimental scheme was introduced.

Figure 2 shows that since the introduction of the scheme, cycling has seen the highest share of respondents using the mode more (38%), followed by walking (28%). Only 17% of respondents suggested they drive more since the introduction of the experimental scheme. On the other hand, respondents who said they now drive less made up the biggest share of all modes (33%), followed by those who said they use public transport less (23%). Overall, the travel habits of consultees has shifted towards active travel modes and away from driving and using public transport.

Figure 2: Travel habits since the experimental scheme was introduced (Q1).



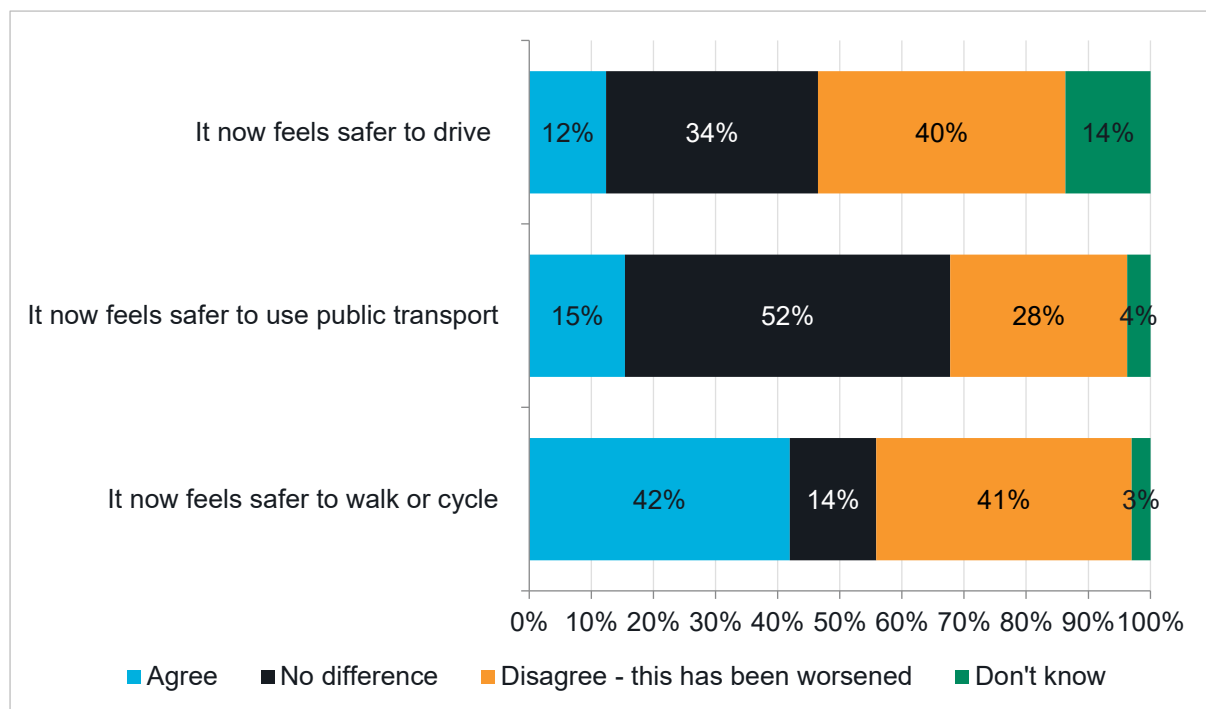
	Agree	No difference	Disagree – I do this less	Don't know	Total
I now use public transport more to get around	19%	57%	23%	1%	1,155
I now drive more to get around	17%	47%	33%	3%	1,146
I now cycle more to get around	38%	40%	21%	2%	1,155
I now walk more to get around	28%	55%	16%	1%	1,159

4.2 Effect of the scheme on safety while travelling

Respondents were also asked about safety since the scheme was introduced.

Figure 3 shows that since the scheme was introduced, benefits to safety are felt most by consultees who walk and cycle (42%), and notably less for those that use public transport (15%) and those who drive (12%). Responses from consultees that use public transport predominantly suggest that the changes made no difference (52%) to their experience of safety. Of those commenting on the experience of safety for drivers, the largest share (40%) suggest that driving has become less safe, while 34% suggest that there has been no difference.

Figure 3: Safety since the experimental scheme was introduced (Q2)



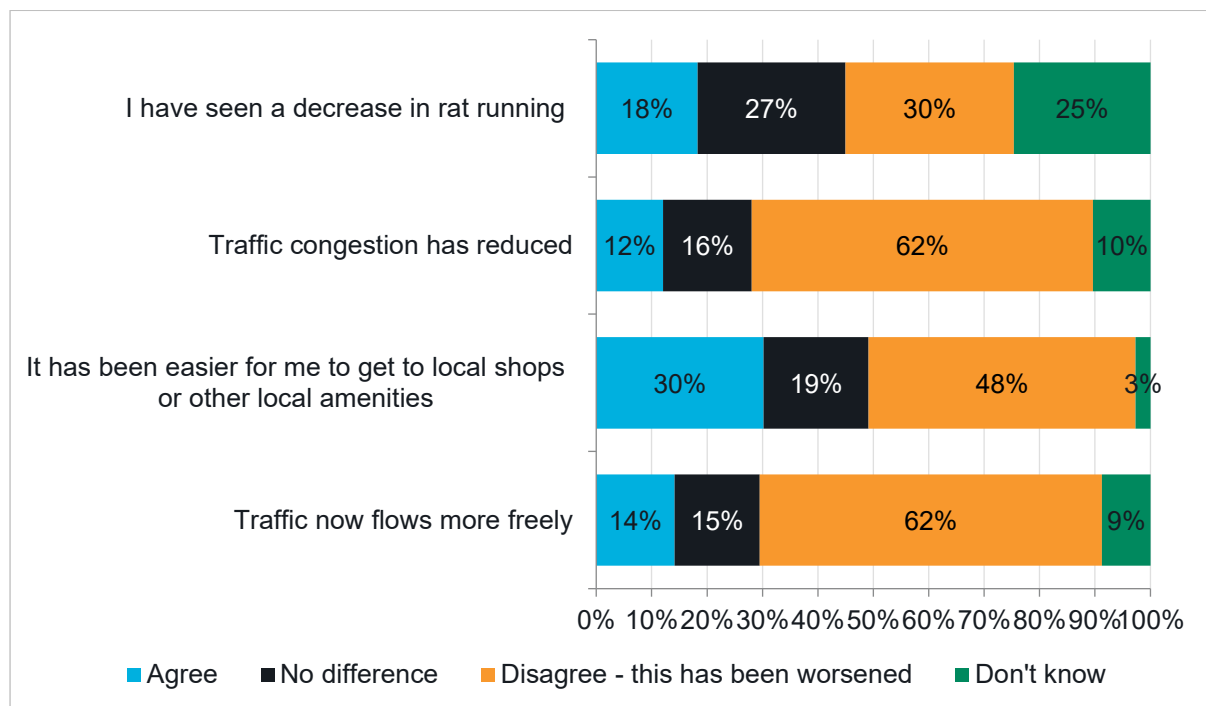
	Agree	No difference	Disagree- this has been worsened	Don't know	Total
It now feels safer to drive	12%	34%	40%	14%	1,162
It now feels safer to use public transport	15%	52%	28%	4%	1,173
It now feels safer to walk or cycle	42%	14%	41%	3%	1,185

4.3 Effect of the scheme on local traffic

Respondents were asked about changes to local traffic since the experimental scheme was introduced.

Figure 4 shows that since the scheme was introduced, a higher proportion of respondents feel rat running has worsened (30%) compared to those who feel it has improved (18%). A significantly higher share of respondents feel traffic congestion has worsened (62%) compared to those who think it has improved (12%). 30% of respondents believe the scheme has made it easier to access shops and amenities, while 48% feel access has worsened. The majority of respondents feel traffic flow has been worsened (62%), compared to 14% who feel traffic now flows more freely and 15% who believe the scheme has made no difference.

Figure 4: Local traffic since the experimental scheme was introduced (Q3)



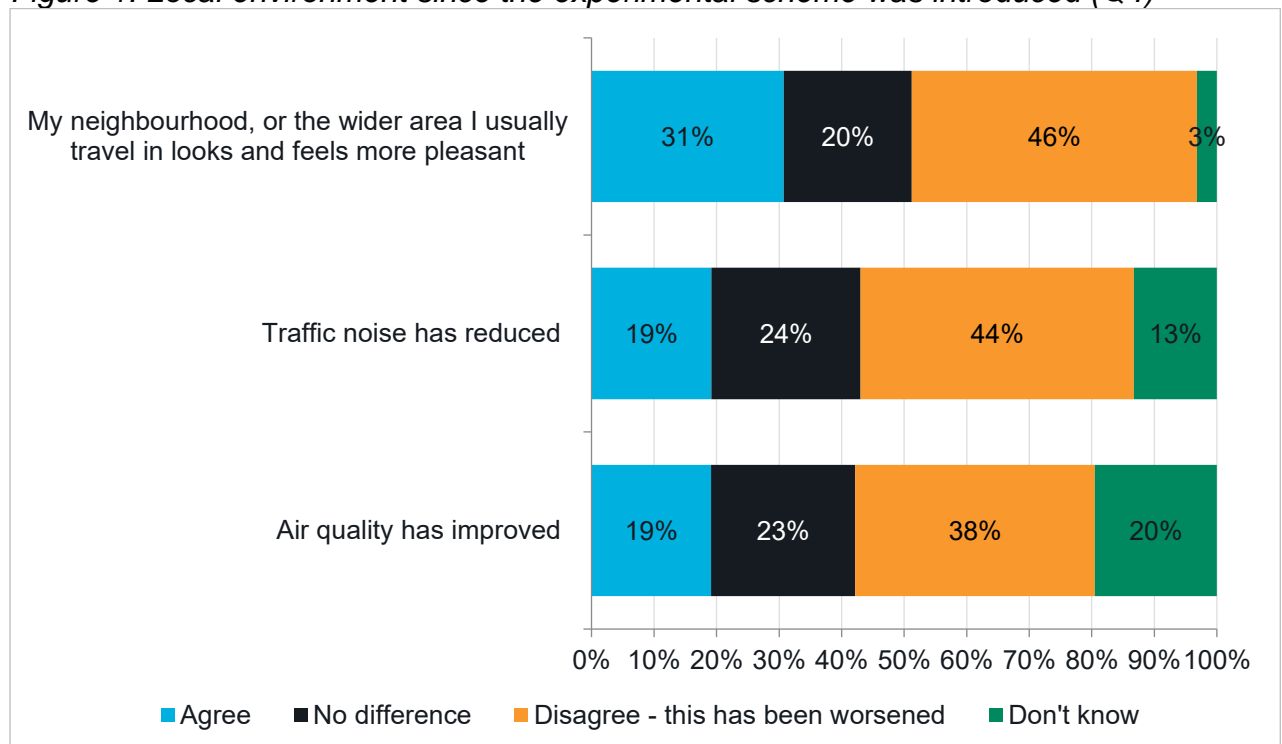
	Agree	No difference	Disagree- this has been worsened	Don't know	Total
I have seen a decrease in rat running	18%	27%	30%	25%	1,181
Traffic congestion has reduced	12%	16%	62%	10%	1,179
It has been easier for me to get to local shops or other local amenities	30%	19%	48%	3%	1,192
Traffic now flows more freely	14%	15%	62%	9%	1,189

4.4 Effect of the scheme on the local environment

Respondents were asked about the local environment since the experimental scheme was introduced.

Figure 1 shows that since the introduction of the scheme 31% of respondents feel the neighbourhood or wider area looks and feels more pleasant, compared to 46% who disagree. 19% of respondents feel traffic noise has reduced, while a notably higher proportion disagree (44%). In terms of air quality, 19% feel it has been improved, while twice the number of respondents feel it has been worsened (38%).

Figure 1: Local environment since the experimental scheme was introduced (Q4)



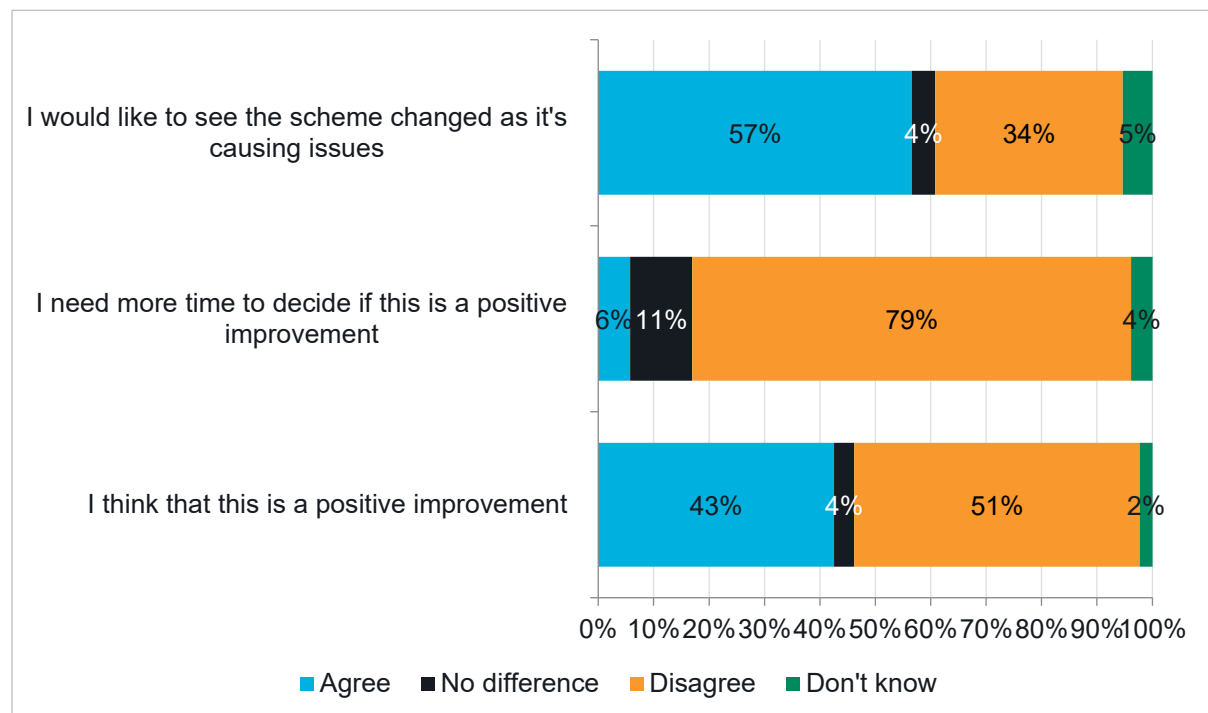
	Agree	No difference	Disagree- this has been worsened	Don't know	Total
My neighbourhood, or the wider area I usually travel in looks and feels more pleasant	31%	20%	46%	3%	1,191
Traffic noise has reduced	19%	24%	44%	13%	1,190
Air quality has improved	19%	23%	38%	20%	1,193

4.5 Opinions of the scheme

Respondents were asked about their thoughts on the scheme since the experimental scheme has been introduced.

Figure 7 shows that more than half the respondents would like to see the scheme changed (57%), while 34% disagree and 4% feel it would make no difference. A significant share of respondents feel they do not need more time to decide if this is a positive improvement (79%), while 6% agree that they would need more time and 11% feel it would make no difference. Over half (51%) of respondents do not think that the scheme is a positive improvement, while 43% think that it is.

Figure 7: We would like to know more about your thoughts on the scheme now that the experimental scheme has been introduced. (Q7)



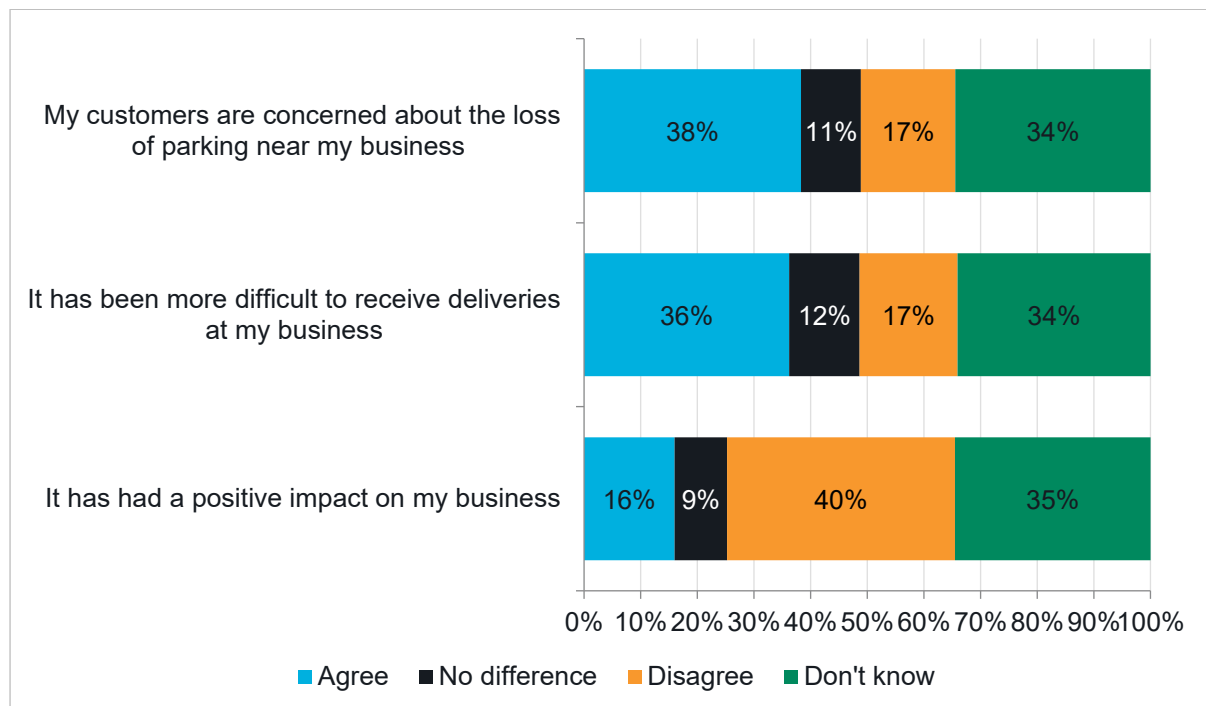
	Agree	No difference	Disagree	Don't know	Total
I would like to see the scheme changed as it's causing issues	57%	4%	34%	5%	1,143
I need more time to decide if this is a positive improvement	6%	11%	79%	4%	1,113
I think that this is a positive improvement	43%	4%	51%	2%	1,177

4.6 Local business since scheme was introduced

Respondents who are business owners were asked to consider impacts on their local business since the experimental scheme was introduced.

Figure 6 shows that, since the introduction of the experimental scheme, more respondents agree that customers are concerned about loss of parking near their business (38%) compared to those who disagree (17%). Likewise, more respondents agree that it has been more difficult to receive deliveries to their business (36%) compared to those who disagree (17%). Significantly more respondents do not think the scheme has had a positive impact on their business (40%) than agree (16%). It is worth noting that over a third of respondents answered 'Don't know' to each of these statements.

Figure 6: Local business since the experimental scheme was introduced (Q5)



	Agree	No difference	Disagree	Don't know	Total
My customers are concerned about the loss of parking near my business	38%	11%	17%	34%	180
It has been more difficult to receive deliveries at my business	36%	12%	17%	34%	185
It has had a positive impact on my business	16%	9%	40%	35%	194

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

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

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

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

We developed a single 'code frame' which described the issues raised in response to both questions. The table below sets out the top 10 most frequently raised issues. The full code frame is included in Appendix D.

Respondents were asked to provide their thoughts about the experimental scheme, any associated issues or impacts, and changes that they would like to see to the scheme proposals. Questions 6 and 8 were analysed using the same codeframe. The full questions are provided below:

- Question 6: If you would like to explain more about the impact (good or bad) of the experimental scheme, please use the space below. If you think there has been a particularly good or bad impact in a particular area or on a particular street, please include details below.
- Question 8: If you think this experimental scheme should be changed, please tell us: a) what we should change; and b) how we should do this. If you think that we should make a change to a particular area, or a particular street, please give us the details in the space below.

Table 2 presents the most frequent comments from the responses (top 10 codes) based on the views of 979 respondents (including both individuals and stakeholders) who provided answers to either question 6, question 8 or both questions. The full code frame is presented in Appendix D.

Table 2: Top 10 issues raised

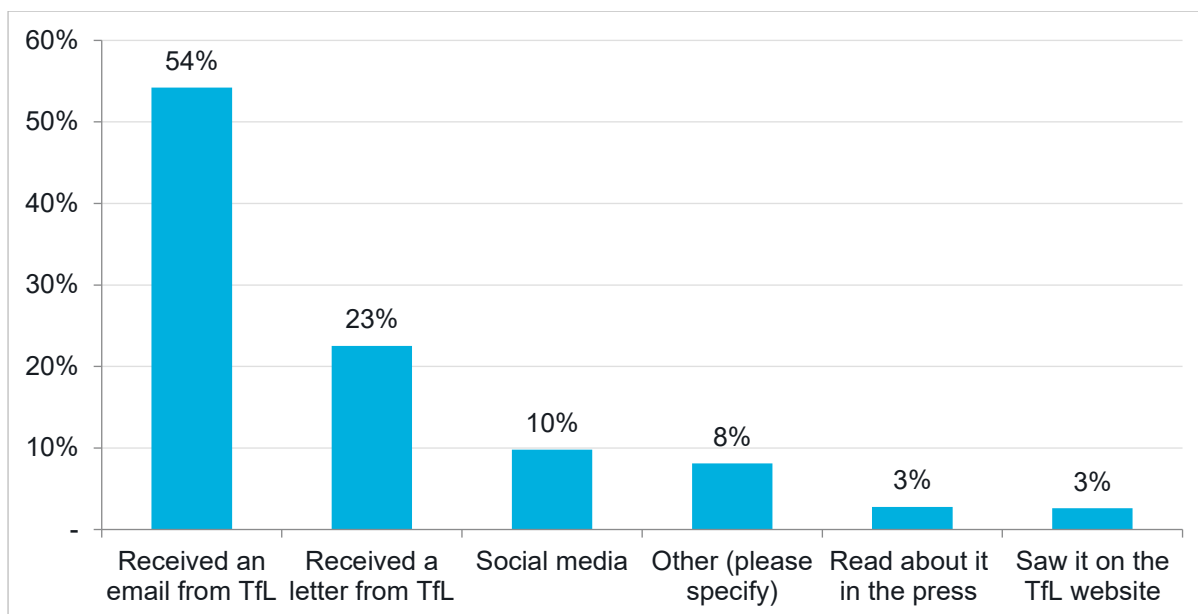
Theme	Code	Number	Percentage
Concern - Travel	Concern about increased traffic congestion (no specific location mentioned, on the A206 in general, between Greenwich and Vanbrugh)	407	42%
Concern - Environment	Concern about general increase in noise and air pollution	262	27%
Concern - Travel	Concern cycle lanes are underused	205	21%
Concern - Wellbeing	Concern single lanes will have an adverse impact on emergency vehicles	140	14%
Concern - Safety	Concern about hazardous cyclist behaviour	128	13%
General	Suggestion to revert back to original layout	121	12%
Concern - Design	Concern single lanes will have an adverse impact on buses	112	11%
Concern - Safety	Concern bus stops between the road and cycle lane are unsafe	105	11%
Concern – Travel	Concern about longer journey times	101	10%
Support	Support for more, safer cycle lanes	92	9%

As Table 2 highlights, the top code directly related to the scheme was raised by 407 respondents and highlights concern about increased traffic congestion as a result of proposed changes (42%). Respondents were also concerned about general increases in noise and air pollution (27%) and that the cycle lanes would be underused (21%). There were further concerns that the move to single lanes would have an adverse impact on emergency vehicles (14%) and that there would be hazardous cyclist behaviour (13%). The most common suggestion was to revert back to the original layout (12%). The most common code in support of the scheme was related to the increase of safer cycle lanes (9%).

4.8 Quality of Consultation

Respondents were asked where they heard about the consultation. As shown in Figure 10, out of 1,186 respondents, the most common channels for respondents were receiving an email from TfL (54%), receiving a letter from TfL (23%) and social media (10%). 8% of respondents heard about the consultation via means other than those listed, while 3% read about it in the press and 3% saw it on the TfL website.

Figure 10: How did you hear about this consultation? Please select the main way by which you heard. (Q13)

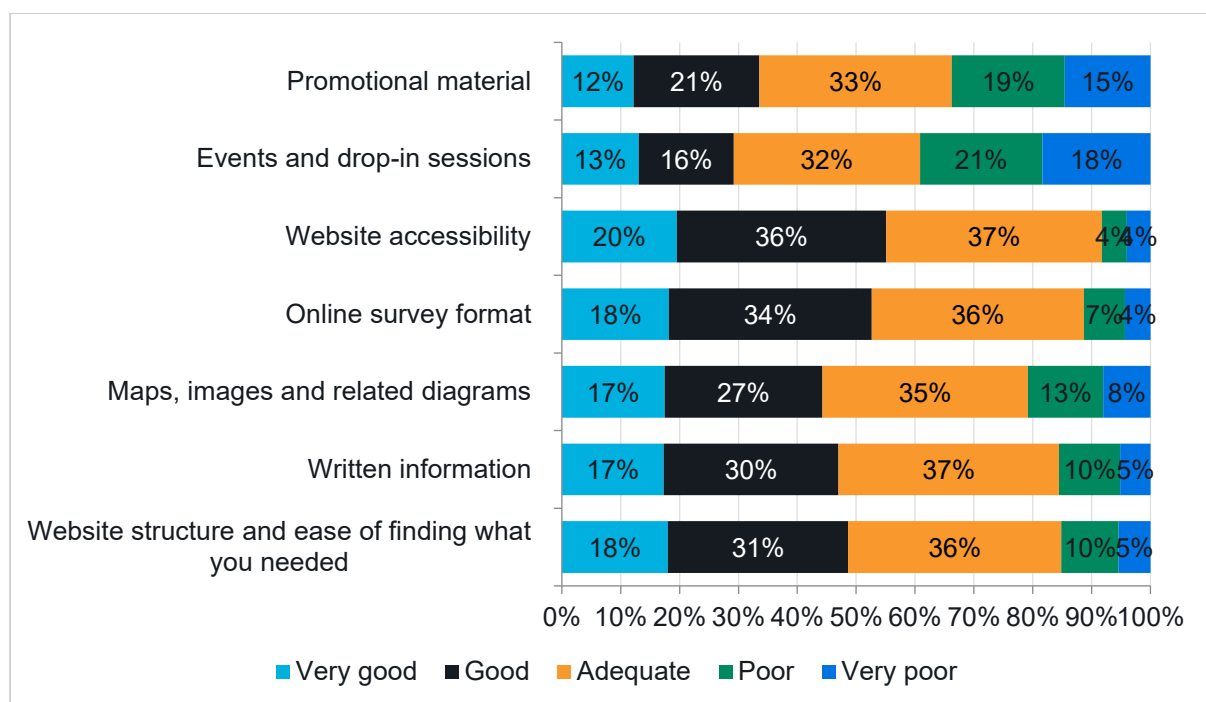


Received an email from TfL	Received a letter from TfL	Social media	Other (please specify)	Read about it in the press	Saw it on the TfL website	Total respondents
643	267	116	96	33	31	1,186
54%	23%	10%	8%	3%	3%	100%

Respondents were asked about their thoughts on the quality of the consultation material. A total of 179 respondents provided a valid answer to this question.

Figure 11 shows that the positive ratings outweighed negative weightings on average. 'Website accessibility' received the greatest share of 'very good' and 'good' responses (20% and 36% respectively), while 'Events and drop-in sessions' received the greatest share of 'poor' and 'very poor' responses (21% and 18% respectively).

Figure 11: What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)? (Q14)



	Total	Very good	Good	Adequate	Poor	Very poor
Promotional material	590	12%	21%	33%	19%	15%
Events and drop-in sessions	452	13%	16%	32%	21%	18%
Website accessibility	1,018	20%	36%	37%	4%	4%
Online survey format	1,090	18%	34%	36%	7%	4%
Maps, images and related diagrams	946	17%	27%	35%	13%	8%
Written information	1,051	17%	30%	37%	10%	5%
Website structure and ease of finding what you needed	1,071	18%	31%	36%	10%	5%

Appendix A: Consultation materials

A copy of our consultation letter, stakeholder email, tobleron, poster and leaflet can be found on the following pages.

Copy of the letter sent to residents and stakeholders

Transport for London



12 June 2023

This letter explains how you can respond to a consultation on the cycling and walking changes between Greenwich and Woolwich. The consultation information is available in **easy-read**, **audio** or a **British Sign Language video** on our website haveyoursay.tfl.gov.uk/greenwich-woolwich.

Our website haveyoursay.tfl.gov.uk/greenwich-woolwich can also translate our consultation into many different languages.

Transport for London
Local Communities and
Partnerships

5 Endeavour Square
London
E20 1JN

0343 222 1234*
tfl.gov.uk/contact

Healthy Streets – Greenwich to Woolwich walking and cycling changes

I am writing because we have today launched a public consultation on changes we made, in partnership with the Royal Borough of Greenwich, to the A206 between **Greenwich and Woolwich** to help people to walk, cycle and use the bus.

This email explains how you can find out more and reply to the consultation. We have introduced the changes between Greenwich and Woolwich in a new way, and this consultation is different to those we ordinarily hold.

The consultation will close on **12 December 2023**.

How do I respond to the consultation?

You can read more about the changes we have made and respond to the consultation on our website, which can be found at: haveyoursay.tfl.gov.uk/greenwich-woolwich.

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, if you agree, we will send you updates about the changes between Greenwich and Woolwich periodically. 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
- By Freepost to 'TfL Have your Say'

The consultation will be open for six months so you can tell [us](#) your thoughts at any time up to 12 December 2023. Your views may change over time, so please feel free to respond as many times as you wish.

If you do not have an internet connection and would like to receive information about our consultation through the post, please call us on 020 3054 6037.

MAYOR OF LONDON



VAT number 756 2769 90

What is the purpose of the consultation?

We have introduced changes between Greenwich and Woolwich as an experiment, so that we can monitor what effects the changes have as London continues to recover from the coronavirus. Our consultation is a key part of our monitoring of the scheme.

We are not consulting about whether, or, not the experimental scheme should have been introduced. However, we will need to decide, based on the outcome of the experiment, our monitoring and taking into account all the feedback we receive, what any future of the scheme should be beyond that time. We are holding this public consultation because we would like to know from you:

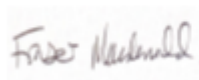
- What effects you think the experimental scheme is having on specific matters such as cycling, walking, traffic flow and the environment
- What effect you think the experimental scheme is having in overall terms, and whether you think it should remain in place permanently or with changes, or be removed at the end of the experiment
- Whether we should make any changes to the experimental scheme, and if so what they should be
- Any other matters about the experiment you would like us to be aware of

We will use your responses to help us decide whether:

- It is necessary for us to make any changes to the scheme during the experiment
- The scheme should be removed or retained (with or without any changes) at the end of the experiment

If you have any questions about the consultation please contact us at haveyoursay@tfl.gov.uk, or via TfL Customer Services at 020 3054 6037.

Yours sincerely



Fraser MacDonald
Strategic Consultations Lead

*Service and network charges may apply. See tfl.gov.uk/terms for details

For information about travel in London please see our website tfl.gov.uk/restart

Copy of the email sent to residents and stakeholders

Good morning

I am writing because we have today launched a public consultation on changes we made, in partnership with the Royal Borough of Greenwich, to the A206 between Greenwich and Woolwich to help people to walk, cycle and use the bus.

This email explains how you can find out more and reply to the consultation. We have introduced the changes between Greenwich and Woolwich in a new way, and this consultation is different to those we ordinarily hold. The consultation will close on **12 December 2023**.

How do I respond to the consultation?

You can read more about the changes we have made and respond to the consultation on our website, which can be found at: <https://haveyoursay.tfl.gov.uk/greenwich-woolwich>.

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, if you agree, we will send you updates about the changes between Greenwich and Woolwich periodically. 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
- By Freepost to TFL HAVE YOUR SAY

The consultation will be open for six months so you can tell us your thoughts at any time up to 12 December 2023. Your views may change over time, so please feel free to respond as many times as you wish. If you do not have an internet connection and would like to receive information about our consultation through the post, please call us on 020 3054 6037.

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- What effects you think the experimental scheme is having on specific matters such as cycling, walking, traffic flow and the environment
- What effect you think the experimental scheme is having in overall terms, and whether you think it should remain in place permanently or with changes, or be removed at the end of the experiment
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We will use your responses to help us decide whether:

- It is necessary for us to make any changes to the scheme during the experiment
- The scheme should be removed or retained (with or without any changes) at the end of the experiment

If you have any questions about the consultation please contact us at haveyoursay@tfl.gov.uk, or via TFL Customer Services at 020 3054 6037.

Kind regards

Fraser MacDonald
Strategic Consultations Lead
Transport for London

To subscribe to communications on engagement and consultation projects:

- For notification of new projects please register on our digital engagement platform <https://www.tfl.gov.uk/haveyoursay>
- For updates on specific projects, please visit the project page on <https://www.tfl.gov.uk/haveyoursay> and subscribe to 'Stay informed'

Toblerones which were displayed on lamp posts

**Your walk.
Your cycle.
Your say.**

Greenwich to Woolwich
walking and cycling changes.

Have your say

For more information and to have your say, please scan the QR code or visit haveyoursay.tfl.gov.uk/greenwich-woolwich

The closing date for comments is **12 December 2023**.

MAYOR OF LONDON ROYAL GREENWICH TRANSPORT FOR LONDON

Your walk. Your cycle. Your say.

Greenwich to Woolwich
walking and cycling changes



Have
your
say

We would like to know what you think about some changes we have made in partnership with the Royal Borough of Greenwich to help people to walk and cycle between Greenwich and Woolwich.

Our changes improve safety for pedestrians and cyclists who travel along the A206 between Greenwich town centre and Anchor and Hope Lane.

For more information and to have your say, please scan the QR code or visit haveyoursay.tfl.gov.uk/greenwich-woolwich

Alternatively, email haveyoursay@tfl.gov.uk. If you do not have internet access, please call **020 3054 6037** and leave a message, or write to us at **Freepost TfL Have Your Say (Greenwich)**.

The consultation closing date is **12 December 2023**.

MAYOR OF LONDON

 **ROYAL** borough of
GREENWICH

 **TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

A5 leaflet which was handed out locally and available to take away from drop in sessions

**Your walk. Your cycle.
Your say.**

**Greenwich to Woolwich
walking and cycling changes**

Have your say

MAYOR OF LONDON

ROYAL *borough of*
GREENWICH

TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

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The consultation closing date is
12 December 2023.



Have
your
say

Appendix B: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

- Blind in Greenwich

The Blind in Greenwich group's response reflects the views expressed by visually impaired (VI) members of the Greenwich Transport Forum (facilitated by London Sight Loss Councils and Thomas Pocklington Trust) and Blind in Greenwich.

The group noted that they have corresponded with TfL, along with having site meetings and sharing the experiences of visually impaired people. They also note that their response is a partial summary of their key concerns but is not comprehensive or exhaustive. It also aligns with the concerns of National Federation of the Blind and other visual impairment organisations in relation to this scheme and others like it.

The group say that the current design and implementation of the two-way segregated cycle track presents significant risk of injury or death to VI pedestrians, creating fear and social exclusion. They feel it limits independence and mobility and access to shopping and services in the areas where the scheme has been built.

They say that the scheme, particularly the footway, roadway, segregated two way cycle track and bus stop bypasses, introduce complexity, which many VI people cannot understand, and the majority cannot do so to a level of detail which would facilitate safe navigation on foot.

Blind in Greenwich are concerned the scheme is inconsistent as consistency is essential for Visually Impaired people and it makes the scheme difficult to navigate. An example is the inconsistency regarding presence or absence of a kerb, or use of another tactile delineator, to mark the edge of the cycleway and in some places the cycleway is lowered to carriageway level and so a kerb is present, in other places it is raised to be flush with the footway. They also feel that the trapezoidal strip is insufficient as a reliable tactile delineator as it is virtually impossible for a blind person to locate and follow reliably, in real world conditions, either using a long cane or a guide dog. They are concerned that VI pedestrians could stray into the cycle track without being aware of it and that in some places the strip is even missing for short sections, for no good reason.

The group are concerned about the use of zebra crossings across the segregated two-way cycle track as there have been a number of near misses.

Blind in Greenwich reiterated their concerns about the scheme being complex and too uncertain for those with visual impairments. They feel the use of bus islands or bus bypasses is highly problematic. They are concerned that visually impaired

pedestrians find it difficult to locate a bus stop in order to board a bus where the bus stop is not on the footway. They explain that this is usually done by walking along the pavement and either physically finding the bus stop by tapping it with a long cane, or by listening to the acoustic changes that can be heard when walking under the bus shelter. They are concerned this isn't possible under the new scheme and there are additional difficulties as it involves locating a small square of tactile paving in an open space, in order to cross at the designated zebra and making two changes in direction which is almost impossible to execute without eyesight. They say Guide Dogs would also struggle with this situation.

Blind in Greenwich feel that the design of the scheme is a fundamentally sighted concept that has been designed, implemented and understood, by sighted people, for sighted people and is flawed.

They have further concerns about the bus islands as the size and extent of the safe space is unknown if it cannot be seen and VI pedestrians are put between moving cyclists on one side and moving motor traffic on the other. Getting off a bus onto a bus island presents further dangers as people must navigate safely to the designated zebra and to cross safely to the footway.

Blind in Greenwich note that if a VI person can obtain mobility or orientation training from a friend, or professional, that more training is required on this complex scheme, but this may never be sufficient.

The group say that consideration of the practicality and safety of VI pedestrians navigating around areas where this scheme has been introduced has not been taken into account and there is a negative impact of further cognitive loading from these factors as staying safe in these environments takes a lot of effort. Conditions such as traffic noise, heavy rain, wind, unfavourable lighting or reflections, roadworks, other people and obstacles, fear and uncertainty all affect this. They feel that this scheme is too complex and inconsistent for it to be safe.

The group feel that VI people visiting the area, or VI people who may have other impairments, or who may have acquired sight loss in later life, are disadvantaged by the complexity and inconsistency of this scheme. They are concerned people may be taken by surprise or be unaware of it. They also note that even if people are aware, they may not have had the opportunity to receive training on its layout and particular features and inconsistencies and that training is not widely available. They note that those with sight loss acquired in later life means that a VI person may never be able to obtain the competencies to travel safely in the areas where this scheme has been built.

The group note that visually impaired people are marginalised with small numbers and that accident figures may not always reflect accurately.

Blind in Greenwich are concerned that the segregated cycleway has created fear and social exclusion as VI people who are members and non-members of their groups now avoid using Trafalgar and Woolwich Roads, due to the presence of this scheme. This includes blind people who have been blind from birth and are amongst the most competent VI travellers. Other individuals have stopped using the Greenwich Centre including the gym and pool impacting their general wellbeing and

excluding them from activities, with others reporting no longer being able to use shops in the area, and difficulties getting to the GP surgery and the pharmacy to collect prescriptions.

The group also note that the removal of metal guard rails around some crossing islands, failure to extend tactile tiles right across the footway to the inner shoreline have also caused concern.

They feel that this scheme and other similar cycle-way schemes are dangerous and from their perspective, the scheme should be removed. They feel the street scape should be simplified and put back to a conventional arrangement involving a spacious central carriageway for vehicles and cyclists, with a footway to either side, with no segregated cycleway, no bus islands and no bus bypasses, or any of their associated features and infrastructure. They would like to see the kerbs restored, except where they are dropped and marked with tactile at designated formal and informal crossing points.

- BTPW – Planning and Design Firm

The BTPW say that some of the junctions are not good and are confusing for car drivers. They feel that cyclists cut across red lights and are concerned this may cause accidents as cars are crossing correctly.

They also think there needs to be a lot less street clutter as it makes it more difficult for car drivers, cyclists and pedestrians to be clear what they are looking at.

- Brewery Logistics Group

The group feels that the scheme has caused their business to use more vehicles and trips and has also reduced productivity as more vehicles, trips and reduced and safe access to the kerbside as well as increased dwell time at the kerb is not good for anyone and the extra cost of doing business in the area is passed on to local people.

They say that loading and unloading needs to be considered as part of the scheme for local businesses.

- Charlton Neighbourhood Forum

The group support better pedestrian and cycle priority at the junction of Woolwich Road/ Charlton Church Lane/ Anchor and Hope Lane.

- East Greenwich Residents Association

The association say that using the Old Royal Naval College rather than providing a dedicated cycle route on Romney Road means cyclists need to use the uncontrolled Romney Road when the Naval College is closed.

They feel the junctions need to be the same blue colour scheme as others on Cycleway 4 and this comprises cyclist and pedestrian safety.

They also say the crossing control buttons especially at the Angerstein roundabout are not accessible to cyclists as they are on the wrong side of the crossing. They have asked for control buttons on both sides or that they be changed to the correct side.

No dropped curbs to provide cycle access to shopping precincts in Charlton (retail park and Sainsburys/M&S. Requires cyclists to use the pedestrian crossing and cycle on the pavement.

- David Gardner - Greenwich Councillor for Peninsula Ward

The Councillor supports the cycleway. He would like to see the traffic wands replaced with more permanent separators. He feels the temporary cycleway has made a big difference to cyclists, and that residents, pedestrians and bus users have now adjusted.

The Councillor has made some suggestions for additions to the scheme:

He suggests that the Angerstein roundabout is removed and replaced with a restricted limited entry junction as per the January 2020 consultation by TfL and supported by Greenwich Council.

Councillor Gardner also suggests remodelling the Antigallican junction to reduce the width of the westbound entry and make it clear that through traffic should turn right coming from Woolwich towards Greenwich down Bugsby's Way with a clear routing away from Woolwich Road which should be downgraded.

He would also like to allow bikes to turn right from the eastbound cycleway up Victoria Way as this is very difficult at the moment as well as ensuring there are zebra crossings not just to bus stops over the cycle path for the three bus stops but also across to the south side of the Woolwich Road for those crossing the road to catch/alight from the bus.

He requests some greenery along the cycle path to green the route and make it more attractive, but also to provide shade and canopy cover in the increasingly hot weather.

- Greenwich Cyclists

Greenwich Cyclists responded regarding the section from Greenwich to the Anchor and Hope Lane junction and the temporary section from Anchor and Hope Lane junction to Woolwich Ferry Roundabout.

Regarding the Greenwich to Anchor and Hope Lane section, Greenwich Cyclists supports the walking and cycling improvements being made permanent, with the cycle infrastructure from Greenwich to Anchor and Hope Lane junction. They feel the cycleway makes local trips and commuting trips to central London safer and easier for a greater range of cycle users. They would like some improvements including changes to motor traffic movement around the junction of the A206 with Denham Street. They recommend further monitoring of the through motor traffic route on roads via Denham Street to the Blackwall Tunnel as they feel it is creating a hazard at this junction for cycle users, perhaps with a filter.

The group also recommend a non-slip, bright coloured surface, specifically bright blue, be used for the cycle lane where it approaches and runs over side road junctions. They say that coloured lane treatment is standard in many places across London at junctions and elsewhere to reduce collision risk.

Greenwich Cyclists also note that a significant number of motor users have been seen to disregard the 'no U turn' that follows 'left turn only' at the foot of Combedale Road. They would like further measures to enforce this movement restriction.

At Anchor and Hope Lane to Woolwich, Greenwich Cyclists oppose the proposed changes to the new bus lane from Anchor and Hope Lane to Woolwich to reduce hours of operation from 24/7 to 7am-7pm. They feel this will make the route much more dangerous for cycle users traveling outside of these hours.

The group look forward to the next stage of the scheme with fully designed cycle infrastructure from Charlton to Woolwich, and onwards to Plumstead, and urge TfL to retain a safer bus lane arrangement until a protected cycle lane has been installed. They would like to keep and improve the cycle lane as a safer route for people to ride to enable active travel.

- Greenwich Solicitors

The Greenwich Solicitors say that their clients are unhappy to travel to Greenwich because of the wide cycle lanes which they feel are usually empty. They feel more thought should be given to dealing with vehicle breakdowns or emergency stops.

They feel that in London, given its size, the weather and cost of living that cycling is not a feasible alternative and other options should be considered, including electric cars.

- Greenwich Transport Forum

This was the same response as the Blind in Greenwich group as above.

- Lecturer, Goldsmiths University, London

There was no response to the open question.

- London Cycling Campaign

The London Cycling Campaign fully support the response submitted by their borough group, Greenwich Cyclists.

London Cycling Campaign supports the C4 Greenwich to Woolwich walking and cycling improvements being made permanent from Greenwich to Anchor and Hope Lane junction as it presents an improvement on a key corridor in part of the city where there are very few options for cycling.

They would like to see further improvements to the scheme with management of traffic movements around a number of side road junctions as they feel this is too high and creates additional hazards for people using the cycle lane. They recommend that TfL works with boroughs to reduce traffic movement around unsignalled junctions as part of cycleway works.

London Cycling Campaign recommend that a bright blue surface is used for the cycle lane where it approaches and runs over side road junctions to alert drivers to look out for cycle users, and is an established visual cue.

The group note that faster, more confident, longer-distance commuters may not use the route through the Royal Naval College and are more likely to stay on Trafalgar Road and ride through Greenwich gyratory. They suggest clearer signage to minimise any conflict with pedestrians.

The group urge TfL and the RB Greenwich to work on closing the gap between Norway Street and College Way so that it is direct.

London Cycling Campaign oppose the proposed changes to the bus lane from Anchor and Hope Lane to Woolwich that reduce the hours of operation from 24/7 to 7am-7pm. They feel this will make the route more dangerous for cycle users traveling outside of these hours, including students and hospitality staff working in Greenwich town centre and travelling home later in the evening.

The group look forward to the next stage of Cycleway 4 with fully designed cycle infrastructure from Charlton to Woolwich and Plumstead.

- London and Kent Electrical

London and Kent Electrical are concerned that customers have now stopped coming to their business due to traffic and parking issues.

They feel that the cycle lanes are a hazard and that Emergency Services are unable to get through as buses are causing a stand still.

They say that cycle lanes being used by motorised bikes and scooters and are speeding and that cyclists have been ignoring the traffic lights.

- More2Nurseries

The Nursery say that the bike lane and the proposed changes have made the area an awful place to live and work.

They are concerned that emergency services will often get stuck.

They would like to see the scheme removed as there is now too much traffic with no where to park for residents and their visitors.

- Our Ladye Star of the Sea Church

The Church say that the Cycle lanes along the A206 have caused more congestion as traffic has been funnelled into smaller area. They feel that not many cyclists are using the scheme.

They say that the removal of the left/right turn lane onto Blackwall Lane has caused causing more gridlock on surrounding roads.

They would like to see the removal of the bus stop islands as they say these are extremely dangerous for residents that alight from buses into oncoming bikes in the bicycle lane. They also think that traffic could flow better by putting back the left/right turn lane approaching Blackwall Lane.

- Quay Office Group

The Quay Office Group feel that traffic has increased since the cycle path has been introduced traffic has increased and that buses and deliveries are causing stoppages.

They also say that the pedestrian crossings are now more dangerous with members of the public crossing the cycle lane before the road and then crossing in between vehicles which are waiting in traffic and stepping out onto the highway and that oncoming vehicles do not see them until the last minute. They are concerned about near misses, particularly close to the M&S and Sainsburys crossing.

They feel the scheme should be removed on safety grounds and to reduce pollution as soon as possible.

- Residents of Falconwood and Welling Ward

The group made some out of scope comments about the Ultra Low Emission Zone.

- RS Consultancy

There was no response to the open question.

- The Flight Centre Greenwich

The Flight Centre shares that their experience and those of their clients is positive, with some issues.

They have some concerns about the section along Old Woolwich Road which is not segregated and suggests improved maintenance and surface cycle signage and post signage.

They are concerned about the road surface with dangers from glass, loose gravel and street debris, as well as potholes and cycle painted signs on the road surface.

They note that Motor Scooter delivery riders also travel on this section at speed and use the street width restrictions by Hoskins Street which are designed and signed purely for pedestrians and cyclists with no enforcement of these rules. They feel that this compromises cyclist safety.

The Flight Centre also notes that the junction where Old Woolwich joins the two way system at Trafalgar Road is complicated, with numerous users attempting to gain priority. They say that cyclists don't use the correct pathway and cut across the wrong side of the tree, endangering pedestrians. They feel it is dangerous for pedestrians, with cyclists from 4 directions on the pavement and a dangerous crossing point to south side of Trafalgar without lights control. They also feel that there insufficient warning signage as to who takes priority across the top of Christchurch way. They are concerned that motor vehicles often do not give way to either pedestrians or cyclists crossing even though the surface is raised and coloured differently and a lot of the elderly, children and mothers with young children cross here for shopping.

- The Westcombe Society

The Westcombe Society supports the vision in the Royal Borough of Greenwich Traffic Strategy and recognises that the Greenwich to Woolwich cycleway provides a safer cycling environment on a road that was, too dangerous for many cyclists.

However, despite the benefit to cyclists, they have some concerns about the effect of the cycle lane on other road users and the safety of pedestrians and cyclists

They say that the A206 is a relatively narrow main road that is very busy and is also a shopping and residential road with multiple residential streets as well as large shopping areas leading off it. They feel that the loss of the dedicated bus lane and the introduction of the cycle lane has caused increased congestion. They also say it has led to increased timing for bus journeys, making bus travel less attractive and slower for bus users.

They are concerned about holdups for emergency vehicles because there is nowhere for traffic to move out of the way to allow them to pass.

They also have concerns about the likelihood of increased air pollution due to slow moving traffic.

The Westcombe Society feel that the section of cycle-lane that is two-way is dangerous and confusing for pedestrians and drivers of vehicles because they have to look both ways when crossing the cycle lane. This also affects bus passengers when they cross the cycle-lane. They think this is particularly dangerous for those who are less mobile or have small children with them. The recorded advice on board buses warning passengers to take care when alighting does not go far enough.

They are concerned that drivers turning in and out of side roads need to remember to look both ways on the cycle lane as well as both ways on the road and cyclists need to be very careful of pedestrians, all the time, and of drivers, when crossing side-roads in case drivers don't see them.

The group feel that it is difficult for cyclists to turn into and out of side roads on the other side of the main road especially where the pavement on the cycle lane is raised and/or there is a raised surface between the cycle lane and the road, for example on Kemsing Road where there is no way for cyclists to join or leave the cycle lane other than by walking to the crossing. They say that consideration needs to be given to how cyclists can access the cycle lane from all side roads without having to dismount.

The group say that the Angerstein roundabout is an eyesore and a slow and dangerous crossing for both pedestrians and cyclists which can result in some cycling/walking on unsafe routes.

They would also like to see evidence of studies into alternative cycling routes that might replace the route along the A206 and why two cycle lanes on either side of the road were not considered west of Gallions Road.

They say that if the cycleway is to remain that they would like to see some improvements including to junctions with side roads, perhaps with humps or raised pavement to slow both cyclists and drivers of vehicles, along with clear signage warning drivers/cyclists about the junction.

This also includes improvements to bus bypasses, with regard to space, signage and location of crossings in line with the desire lines of pedestrians and with regard to slowing cyclists so they give way to pedestrians wishing to access or leave bus stops. They hope TfL will take note of any conclusions drawn in the study on bus bypasses by Living Streets.

They also request a means for cycles to access and leave the cycle way from and to side-roads on the other side of the road without dismounting. This might include marked cycle routes from side-roads to crossings as well as colour marking of the cycle lane to make it more obvious to both pedestrians and drivers.

The Westcombe Society would like to see more space to allow traffic to move aside for emergency vehicles and improvements to both the timing of lights and pedestrian/cycle crossings at the Angerstein roundabout.

They would also like to see policies to reduce traffic on the A206, although not necessarily the implementation of proposed LTNs which they feel will force more traffic onto the A206 and risk increasing, rather than reducing, traffic levels. They say policies to discourage through traffic should be introduced before the Silvertown Tunnel opens to discourage traffic diverting to other river crossings via the A206.

- United Cabbies Group – Chair Person

There was no response to the open question.

- Zyychi Enterprise Limited

Zyychi Enterprise Limited say that the scheme has meant more people cycling and walking and there is a reduction in emissions as a result.

Appendix C: List of stakeholders consulted with

Access For All
Age UK
Alzheimers' Society
Disability Rights UK
Guide Dogs
Community Groups
Living Streets
London Ambulance Service
London Assembly - London-wide Members
London Assembly - Member for Greenwich
London Councils
London Cycling Campaign
London Fire Brigade
London Taxi Drivers Association
London Travel Watch
MPs for Greenwich
Metropolitan Police
Mumsnet
National Childbirth Trust
Princes Trust
Parkinsons UK
Residents Associations
RNIB
Royal Brough of Greenwich – Leader's Office
Royal Brough of Greenwich – Local Ward councillors
Royal Brough of Greenwich – Lead Member for Transport
Royal Brough of Greenwich – Transport officers
Schools
Sustrans
Suzy Lamplugh Trust
Transport for All
Wheels for Wellbeing
Whizz Kids

Appendix D: Full code frame from the open question

Subject	Code	Count
Concern - Travel	Concern about increased traffic congestion (no specific location mentioned, on the A206 in general, between Greenwich and Vanbrugh)	407
Concern - Environment	Concern about general increase in noise/air pollution	262
Concern - Environment	Concern about volume of street furniture / rubbish on streets	16
Concern - Design	Concern single lanes will have an adverse impact on buses	112
Concern - Design	Concern cyclists are prioritised over other road users	49
Concern - Design	Concern that scheme layout is confusing	33
Concern - Design	Concern about impact on customer access to businesses (including deliveries)	19
Concern - Design	Concern about scheme impact on access to Sainsbury's/M&S junction	13
Concern - Design	Concern about bollards in cycle lane	11
Concern - Design	Concern about pedestrian infrastructure (e.g. crossings, traffic lights)	11
Concern - Design	Concern about lack of adequate parking	2
Concern - Design	Opposition to removal of bus lanes	1
Concern - Environment	Concern that cycle lanes are not well maintained	15
Concern - Environment	Concern about removal of greening	2
Concern - Safety	Concern about hazardous cyclist behaviour	128
Concern - Safety	Concern bus stops between the road and cycle lane are unsafe	105
Concern - Safety	Concern cycle lanes are dangerous (inc. due to other road users)	85
Concern - Safety	Concern about road-rage/illegal manoeuvres by motor vehicles/parking	48
Concern - Safety	Concern narrow traffic lanes bring danger to pedestrians	45
Concern - Safety	Concern two way cycle lane is dangerous	32
Concern - Safety	Concern cycle lanes bring danger to pedestrians	20
Concern - Safety	Concern that cyclists have to cross at busy junctions	4
Concern - Travel	Concern cycle lanes are underused	205

Concern - Travel	Concern there is too much rat running	36
Concern - Travel	Concern about too many large vehicles on the road	11
Concern - Wellbeing	Concern single lanes will have an adverse impact on emergency vehicles	140
Concern - Travel	Concern about longer journey times	101
Concern - Wellbeing	Concern scheme has led to a general decrease in quality of life for residents	36
Equalities	Concern that scheme causes accessibility issues for people with disabilities	38
Equalities	Concern that scheme creates disproportionate negative impacts for older people	22
Equalities	Concern that increased route congestion could disproportionately negatively impact disabled groups	6
Equalities	Concern that scheme creates disproportionately negative impacts for young people/children	5
General	Suggestion to revert back to original layout	121
General	Concern about price of scheme and question whether it is a 'waste of money'	54
General	General support of scheme (no details)	42
General	Concern about lack of consultation/undemocratic method of consultation	40
General	General opposition to scheme (no details)	21
General	Concern that the scheme is unnecessary	16
General	Concern about quality/lack of information provided	5
General	Concern that the scheme is overshadowed by vocal opposition	2
Locations	Concern about safety/congestion at Trafalgar Road	80
Locations	Concern that Woolwich Road is significantly affected by congestion	52
Locations	Concern about/suggestion to improve Blackwall crossing junction	31
Locations	Concern about Vanburgh Hill junction	26
Locations	Concern about Angerstein Roundabout (congestion, dangerous, poorly maintained)	20
Locations	Concern about congestion - Maze Hill	16
Locations	Concern about scheme layout at Anchor and Hope Lane	9
Locations	Concern about design of A102 roundabout	8
Locations	Suggestion to extent the scheme east of Woolwich	6
Locations	Concern about Gallions Road	5
Locations	Concern that buses do not have enough priority on Woolwich Road	4

Locations	Concern about safety - Rainton Road	4
Locations	Concern about layout of cycle lane on Denham Street	4
Locations	Concern about Charlton Church Lane	4
Locations	Concern that flyover junction is dangerous	3
Locations	Suggestion to improve cycle lanes from Christchurch Way to the Royal Naval college	3
Locations	East Greenwich badly affected by cycle lane	2
Locations	Support that Walnut Tree Road should not be a 'no entry' road	2
Locations	Concern about congestion on Tunnel Avenue	2
Locations	Concern there is a lack of safe cycle options beyond Woolwich Ferry	2
Locations	Suggestion to improve layout at Ramac Way	2
Locations	Concern about safety around Woolwich Road	2
Locations	Exiting Rathmore Road is dangerous for cyclists	1
Locations	Suggestion to move bus stops off the main road	1
Locations	Concern about congestion on Coleraine Road	1
Locations	Suggestion to remove planter on Pelton Road	1
Locations	Concern about safety on Blackheath Road/Hill	1
Locations	Concern about Westmoor Street	1
Other	Comment out of scope	12
Other	Abusive comment - to be escalated to TfL and excluded from analysis	3
Other	Duplicate response	2
Other	Comment requests information	2
Other	Personal data removed from response	1
Other	Comment unclear	1
Suggestions	Suggestion to remove cycling lane	74
Suggestions	Suggestion to reintroduce bus lanes	73
Suggestions	Suggestion to route cyclists off the main road instead	62
Suggestions	Suggestion to extend segregated cycle lanes	62
Suggestions	Suggestion to make cycle lane narrower	33
Suggestions	Suggestion for making cycle lanes clearer to road users (e.g. using bright colours on the roads)	32
Suggestions	Suggestion for more traffic calming measures	32
Suggestions	Suggestion for single-lane cycle lanes	29
Suggestions	Suggestion to reinstate two lanes for traffic	22
Suggestions	Suggestion to better enforce cyclist behaviour on the roads	22

Suggestions	Suggestion for better signage	20
Suggestions	Suggestion for improved aesthetic (e.g. more greening, lighting)	19
Suggestions	Suggestion for improved pedestrian infrastructure	17
Suggestions	Suggestion to remove traffic calming measures	17
Suggestions	Suggestion to remove bus lanes/bus islands	15
Suggestions	Suggestion to increase speed to 30mph	14
Suggestions	Suggestion for additional research/review into traffic timings, emergency vehicle times, cycle lane use	12
Suggestions	Suggestion to reduce impact of road disruption (e.g. roadworks)	10
Suggestions	Suggestion for greater maintenance of cycle routes	8
Suggestions	Suggestion to improve the surface of cycle lanes	7
Suggestions	Suggestion to improve safety of exiting segregated cycle lanes	6
Suggestions	Suggestion for improved infrastructure for motor vehicles (e.g. improve roads, parking)	6
Suggestions	Suggestion for focus on improved public transport (general)	6
Suggestions	Suggestion to replace bollards with a raised kerb	5
Suggestions	Suggestion for a congestion charge	4
Suggestions	Suggestion for more safe bike storage	4
Suggestions	Suggestion to simplify cycle routes	4
Suggestions	Suggestion to remove bollards in cycling lane	3
Suggestions	Suggestion to create cycling underpass	1
Suggestions	Suggestion to remove parking	1
Support	Support for more, safer cycle lanes	92
Support	Support the objectives of the scheme (design to support active travel/promote road safety/give priority to bus services)	69
Support	Support for more people cycling	31
Support	Support better journey times using non-car modes	3