Cross Street improvements

Consultation report

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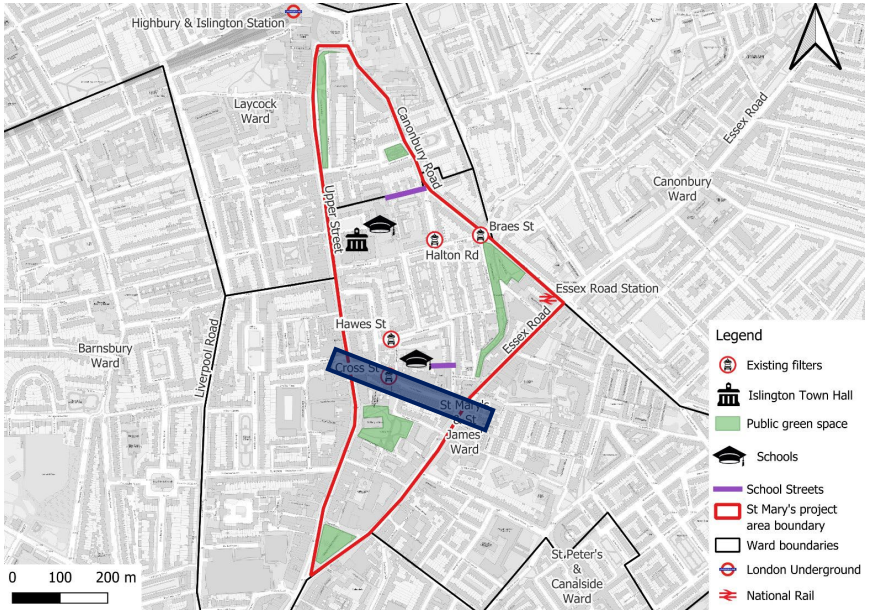
Project overview



St Mary’s Church project overview

- As part of the council’s efforts to create a greener, healthier and more child-friendly borough, Islington Council is looking to make improvements to the street environment in St Mary’s Church and specifically on Cross Street.
- The St Mary’s Church Low Traffic Neighbourhood (LTN) was introduced, first as a trial in 2022 and later made it permanent in 2023 after consultation. The LTN created cleaner, less congested and more people-friendly streets in the area.
- The Cross Street area improvements seek to enhance the existing measures, creating a greener, more welcoming, child-friendly and accessible place for everyone, as well as supporting local businesses.
- From Tuesday, 30 June to Tuesday, 28 July 2026, the council ran a public consultation on proposals for improvements to the street environment on Cross Street.
- This report presents findings from this consultation.



Early engagement results

- The council ran an early engagement exercise on Cross Street from 24 February to 24 March 2026. 85 responses were received.
- Based on this exercise, the three most popular elements selected for Cross Street were:
  - Trees
  - Planting beds
  - Pavement improvements
- Comments were also invited on parking removal.
  - 15 comments expressed support for the parking removal.
  - Two comments requested even more parking be removed and EV parking to be installed.
  - 12 comments expressed concern about parking removal.
- There was also a general comment box.
  - Comments categorised as Support expressed general support (8), support for greening (5) and support for seating (5).
  - Comments categorised as Suggestions included requests to review the road surface (2), review the traffic filter (2) and to improve crossings (2).
  - Comments categorised as Concerns included views that any changes would be a waste of money (3) and that the consultation was poor (2).

Consultation activities

The consultation ran from 30 June to 28 July 2026. As part of this exercise the council:

- Delivered 400 leaflets to residents on Cross Street
- Put up 10 posters and 5 trifolds
- Visited businesses in the area
- Held drop-in sessions for local people at Cross Street
- Monitored emails sent to inbox at StMarysChurch.Projects@islington.gov.uk
- Opened an online survey (with paper copies available at the Town Hall and South Library)



Consultation responses overview

We received:

- 44 responses to the survey
- 6 emails

In-person engagement events:

- We spoke with 17 businesses in total on Tuesday, 14 July in and around the Cross Street area. We also left letters at businesses where we were unable to speak with anyone.
- At the drop-in event on Wednesday, 15 July, we had several constructive and insightful conversations with residents, business owners and a representative from Cross Street Baptist Church.



Have your say on improvements to the environment on Cross Street

Share your feedback between Tuesday, 30 June and Tuesday, 28 July 2026

In February and March 2026, we ran an early engagement exercise where we asked you what you would most like to see on Cross Street. We have developed a proposed design from the ideas you shared. The improvements include new **in-ground planting and trees**, new **seating**, **cycle parking** and **improvements to pavements and crossings**.

Now, **we want to know what you think of the proposed improvements** to Cross Street.

To view the full early engagement report and see the results of the public consultation for improvements to the wider St Mary's Church area and the proposed design for Cross Street, scan the QR code with your phone or visit our website:
www.letstalk.islington.gov.uk/st-marys-projects

How to give us your views

Submit your response **by 11.59pm on Tuesday, 28 July 2026** when the consultation closes.
Scan the QR code with your phone to access the consultation survey or visit:

www.letstalk.islington.gov.uk/st-marys-projects

If you would like a paper copy of the survey, you can:
- Visit Islington Town Hall, Upper Street, N1 2UD
- Visit South Library, 115-117 Essex Rd, London, N1 2SL
- Write to: Environment 1 Cottage Road, N7 8TP

Or, you can email the project team your feedback at
StMarysChurch.Projects@islington.gov.uk

Islington Together for a greener future

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Survey structure



Survey structure

- Respondents were asked questions about themselves.
- Then, respondents were asked five questions about the designs for Cross Street.
- The first question invited respondents to rate five statements relating to the proposals for Cross Street.
- Respondents were able to:
  - Definitely agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Definitely disagree
- In the second question, respondents were invited to comment on the proposed parking removal.
- In the third question, respondents were given an opportunity to provide comments in an open text box.
- In the fourth question, respondents were invited to share comments on anything they felt was missing from the designs.
- In the final question, respondents were invited to select elements of street design that they would like to see. Respondents were limited to three selections.

Open text box responses analysis

- Respondents were able to add comments on the proposals in three open text boxes.
- Comments were assigned a "code" or a "tag".
- Each code or tag has been assigned a theme.
- A theme is a more abstract, overarching concept that represents a patterned meaning within the data. It is usually formed by clustering multiple related codes.
- Codes are descriptive (what is said), while themes are interpretive (what it means).
- This approach allows details to be captured while also creating broader categories that help to identify patterns.
- Example response: *"I like the design for Cross Street. But I want to see more trees and I don't like that you are removing parking bays."*

Code	Theme
Support for Cross Street proposal	General support
Request for more trees	General support
Concern about parking removal	Parking

Survey responses

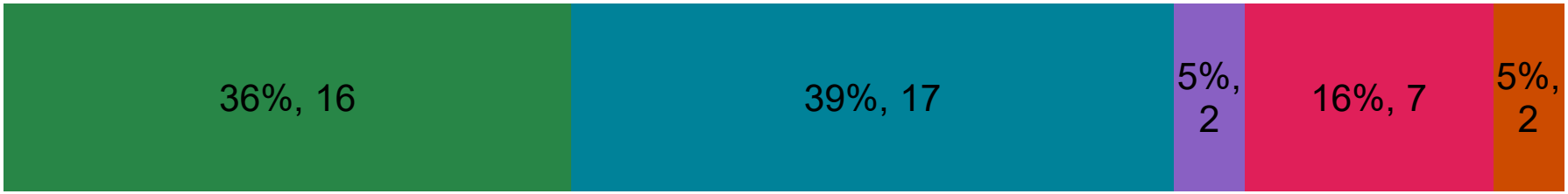


Demographic data

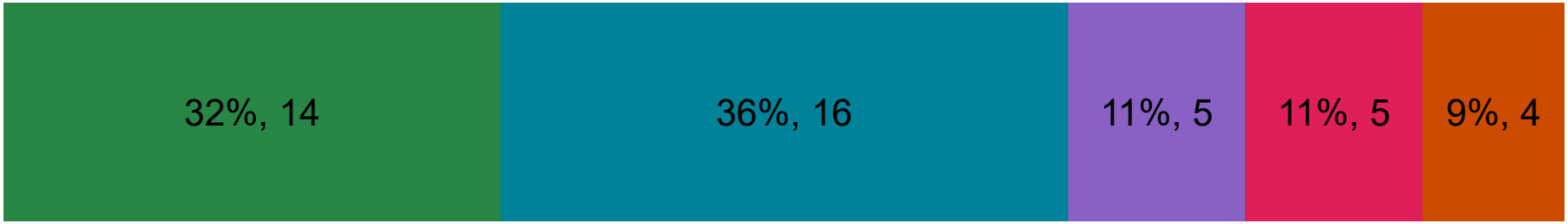
- Respondents were asked about their connection to the projects, usual mode of travel, access to a van or car and their disability status.
- Graphs showing the demographic data are in the appendix.
- Most respondents travel by walking or wheeling with a mobility aid (31, 40%).
- 48% of the respondents (21) had their own vehicle or had access to a friend or family member's vehicle. This is higher than the Islington average based on 2021 census data.
- Most responses to the survey were from residents (34, 77%).
- As there were only three survey responses from businesses, these have not been analysed separately.
- 84% of respondents (37) said they were not disabled.
- Most respondents were made aware of the consultation through a poster.

Q1: Rating question

The proposed design will create a more pleasant place for people to spend time in



The proposed design will make the space easier to walk in

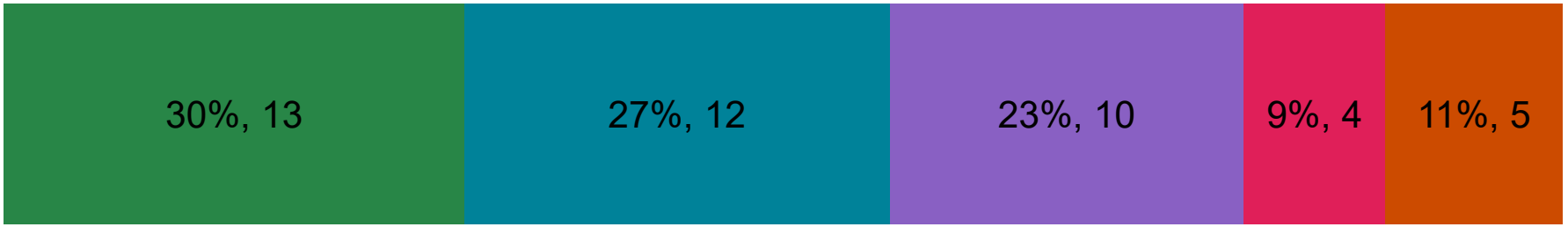


Key

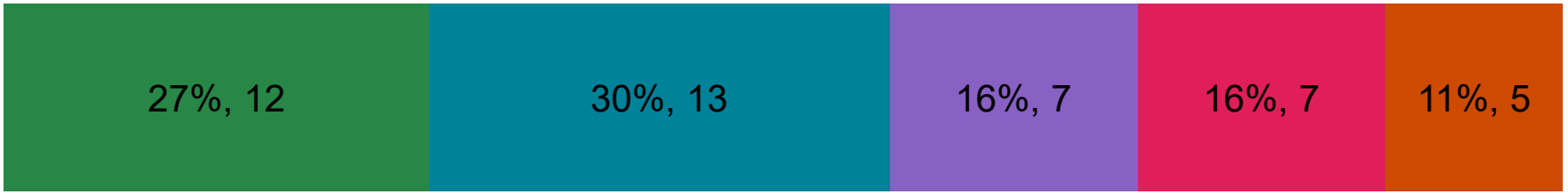
Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree

Q1: Rating question

The proposed design will make the space easier to cycle in



The proposed design will make the space safer for children to walk, wheel and cycle in

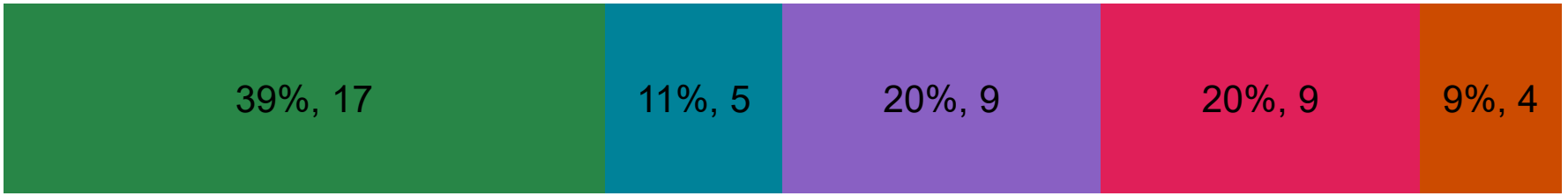


Key

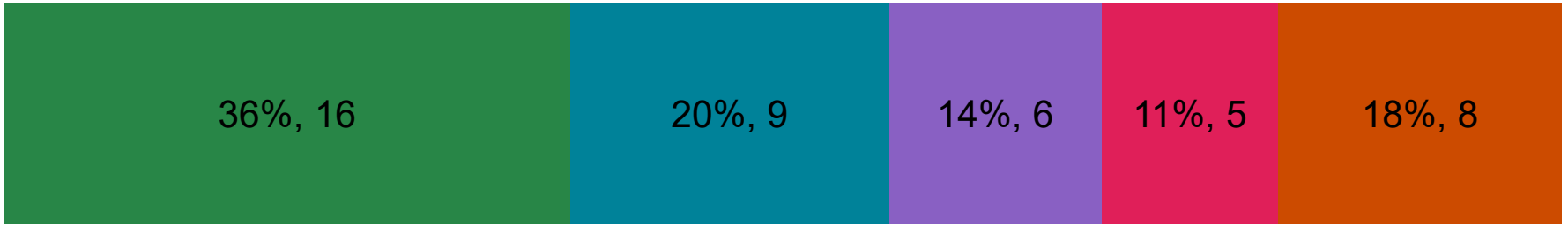
Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree

Q1: Rating question

The proposed design will encourage me to walk, wheel and cycle in the area more



The proposed design will support local businesses

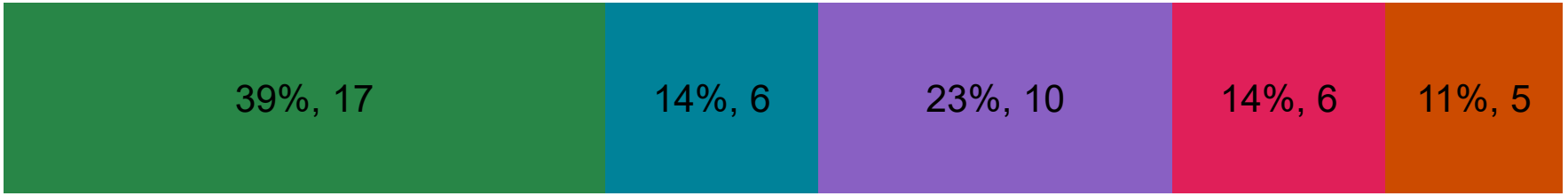


Key

Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree

Q1: Rating question

The proposed design will encourage me to spend more time in Cross Street



Key

Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree

Q1: Rating questions summary

- Across all seven statements on Cross Street, an average of
  - 59% of respondents either ‘strongly agreed’ or ‘somewhat agreed’ with the statements.
  - 16% of respondents 'neither agree nor disagree' with the statements and
  - 25% of respondents 'somewhat disagree' or 'definitely disagree’ with the statements.
- 75%, 33 respondents 'strongly agree' and 'somewhat agree' with the statement 'The proposal will create a more pleasant space for people to spend time in.’
- 30% of respondents definitely disagree (9%, 4) or somewhat disagree (20%, 9) with the statement ‘Proposals will encourage me to walk, wheel or cycle in the area more’. 30% of respondents also ‘definitely disagree’ (18%, 8) or ‘somewhat disagree’ (11%, 5) with the statement ‘Proposals will benefit local businesses’.
- The statements 'The proposal will make the space easier to cycle in’ and ‘The proposal will encourage me to spend more time on Cross Street’ had the highest number of respondents saying that they 'neither agree nor disagree' at 23%, 10 responses.

Q2: Comments on parking removal

- In the second question, respondents were invited to comment on the proposed parking removal. Comments were coded into three categories: ‘support’, ‘suggestions’ and ‘concerns’.

Support for parking removal		
Parking	Support for more parking removal	4
Parking	Support for proposed parking removal to support walking and cycling and reduce noise	11

Suggestions for parking removal		
Resident parking	Suggestion to remove resident parking instead	1
Cycling	Request for more cycle parking	1

Concerns about parking removal		
Business	Concerns about parking removal for customers	5
Parking	Concerns about parking displacement	3
Businesses	Loading and delivery concerns for businesses	3
Parking	Not enough parking in area	2
EV bays	Concern about EV removal	2
Resident parking	Concern about parking removal for residents	1
Cycling	Concerns about hire bike bay	1

Q3: General comments

- In the third question, respondents were given an opportunity to provide comments in an open text box.
- Open text box responses were categorised into:
  - Support
  - Suggestions
  - Concern
- Then, responses were given a code and a theme. Some responses have been given multiple codes and themes so the number of responses may not match the number of codes.
- The next three pages show the coded and themed responses.
- Some comments were excluded from the analysis as they were not relevant to the proposals that were being consulted on. These included:

Category	Theme	Comment detail	Number of mentions
Concern	LTN	Difficulty of driving in Islington	1
Concern	Crossing	Concern about zebra removal	1
Support	LTN	Support for LTN	1
Support	General support	Support for Barnsbury and Laycock LN	1

Q3: General comments: Support

Theme	Comment detail	Number of mentions
Greening	Support for greening	6
Seating	Support for seating	5
Pavements and crossings	Support for crossing islands and pavement improvements	4
Walking	Support for creating a better walking environment	3
General support	Support for proposal	3

Q3: General comments: Suggestions

Theme	Comment detail	Number of mentions
Trees	Request for more trees	7
Greening	Request to ensure correct maintenance is in place for greening	4
LTN	Request to keep traffic filter planter to lower speeds and ensure turning circle	4
HBB/Cycling	Request for more cycle parking	1

Q3: General comments: Concerns

Theme	Comment detail	Number of mentions
Seating	Concern about seating leading to an increase in anti-social behaviour	8
Value for money	Concern that improvements are not needed and are not providing good value or a good use of council money	5
HBB/Cycling	Concern about hire bike bays and hire bike driver behaviour	5
Parking	Concern about parking removal on businesses	4
HBB/Cycling	Concern about operators overfilling hire bike bays	3

Q4: Suggestions for Cross St design

- In the fourth question, respondents were invited to share comments on anything they felt was missing from the designs.
- Responses were given a code and a theme. Some responses have been given multiple codes and themes so the number of responses may not match the number of codes.
- The next three pages show the coded and themed responses.
- Some comments were excluded from the analysis as they were not responding to the question but were more general comments on the designs and the wider programme.
- These included:

Comment detail	Number of mentions
Concern about impacts on businesses	2
Concern about parking removal on businesses	2
Consultation concern	1
Concerns about impacts on residents	1
Changes are not needed	1
Request for a better waste solution for Devonshire House	1
Support for the Barnsbury and Laycock LN	1

Q4: Suggestions for Cross St design

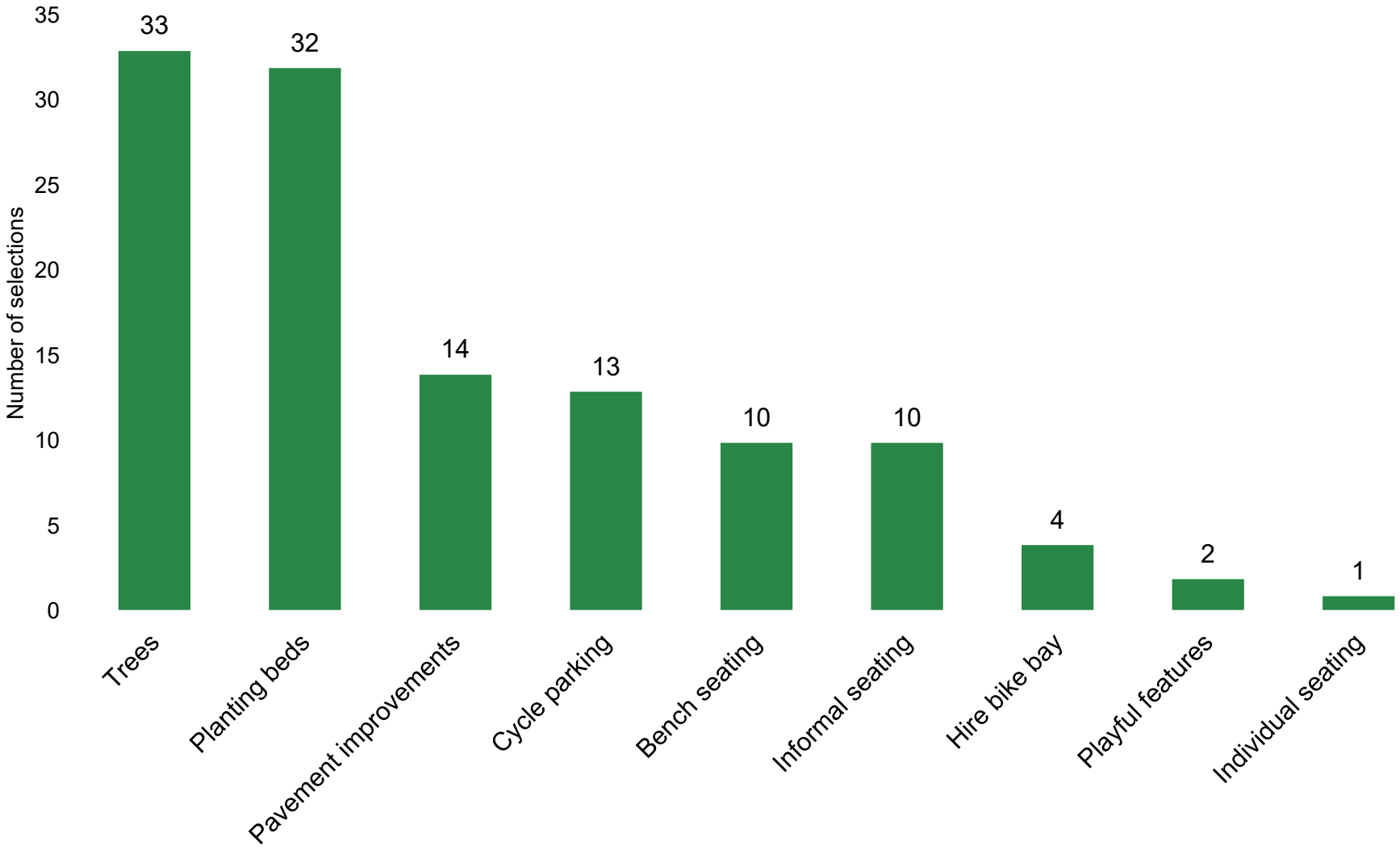
Theme	Comment detail	Number of mentions
Trees	Request for more trees	7
Greening	Support for greening and requests for more greening	4
Suggestion	Request for a more ambitious proposal for Cross Street, such as pedestrianisation	3
HBB/Cycling	Request to relocate hire bike bay elsewhere due to noise	3
Pavement	Request for pavement improvements	2
Seating	Request for more seating	1
Parking	Request for EV charging gullys	1
Driving	Request for road widening for motorised vehicles	1
Suggestion	Request for water fountains	1
Suggestion	Request for public toilets	1
HBB/Cycling	Request for an Advanced Stop Line or Cycle box at the junction with Essex Road	1
LTN	Request to keep planters at traffic filter	1

Q5: What would you most like to see?

- In the final question, respondents were invited to select elements of street design that they would like to see.
- Respondents were limited to three selections.
- The most selected elements were trees and planting beds.
- The least selected elements were individual seating and playful features.

Element	Number of times selected	Percentage
Trees	33	75%
Planting beds	32	73%
Pavement improvements	14	32%
Cycle parking	13	30%
Bench seating	10	23%
Informal seating	10	23%
Hire bike bay	4	9%
Playful features	2	5%
Individual seating	1	2%

Q5: What would you most like to see?



Consultation events



Cross Street drop-in event

- Council staff were outside the Cross Street Baptist Church on Wednesday, 15 July from 5.30pm to 6.30pm.
- Comments from residents and businesses were noted down and have been categorised by location and theme where appropriate.

- **Upper Street junction**
  - Suggestion to build out pavements rather than extending islands
  - Suggestion to tidy pavement
  - Concern about refrigerated lorries idling on Cross Street, especially near Upper Street
- **Florence Street junction**
  - Suggestion to extend greening on build out opposite Florence Steet
- **Shillingford Road junction**
  - Suggestion to not raise junction at Shillingford Road and use money for trees and buildouts instead
- **Cross Street traffic filter**
  - Suggestion to keep planter by traffic filter or install a build out on the southern side of the road by the filter

Cross Street drop-in event

- **Outside church**
  - Support for planting and greening and request for more (3x mentions)
  - Suggestion to relocate central bench away from where church toilet windows are
  - Question about space for a disabled parking bay at junction with Halton Road
  - Request for a loading bay at the single yellow line by Cross Street Studio
  - Suggestion to remove all parking outside the church
  - Suggestion to focus interventions on the high pavement side instead
  - Consultation concern as no one came to visit the business
  - Concern about a dead tree and request for council to check and/or remove
  - Concerns about parking loss for businesses near church
- **Essex Road junction**
  - Support for planting and greening (2x mentions)
  - Request for greening to be extended to the wall and for a tree to be included in the planting bed
  - Request to implement Advanced Signal Light for bicycles
  - Request to improve signalised crossing on Essex Road to reduce road danger
  - Concern about traffic congestion on Cross Street at junction with Essex Road

Cross Street drop-in event

- **Trees**
  - Request to extend tree pit by Upper Street similar to what is planned for other tree pits on Cross Street
  - Request that tree pits should be rain gardens
  - Request that trees should be prioritised towards Upper Street
  - Request for more trees
- **Seating**
  - Request for proposed seating to have trees to provide shade
  - Concern that proposed seating could narrow the pavement
- **Parking**
  - Concern about parking for businesses.
- **Other comments**
  - Food waste bin: Request for food waste bin to be hidden within planting to make it more pleasant
  - Request to fix potholes as these are an issue for emergency services and cyclists

Business responses



Responses from businesses

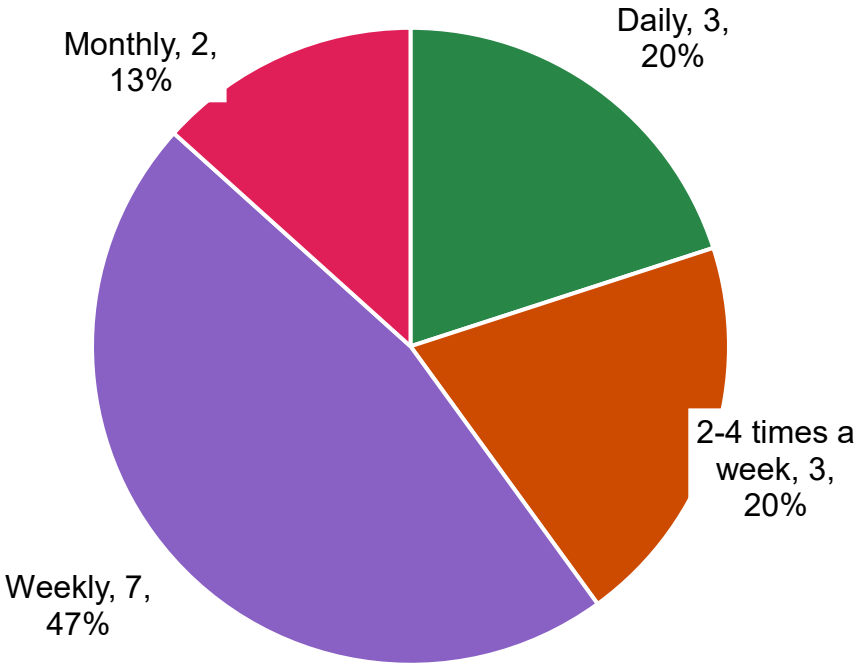
- On Wednesday 15 July 2026, 27 businesses were visited on Cross Street and Upper Street. At 17 of them, council staff were able to speak to an employee or the owner.
- Where no one was available or the business was closed, council staff left a leaflet and business letter.

Comment	Number of mentions
No comments on schemes received during visit	9
Support for greening	4
Comment on negative impacts of Cross Street filter	3
Concern about parking removal	3
Support for seating	2
Comment on negative impact of proposed hire bike bay extension	2
Comment on positive impact of Cross Street filter	1
Support for parking removal	1

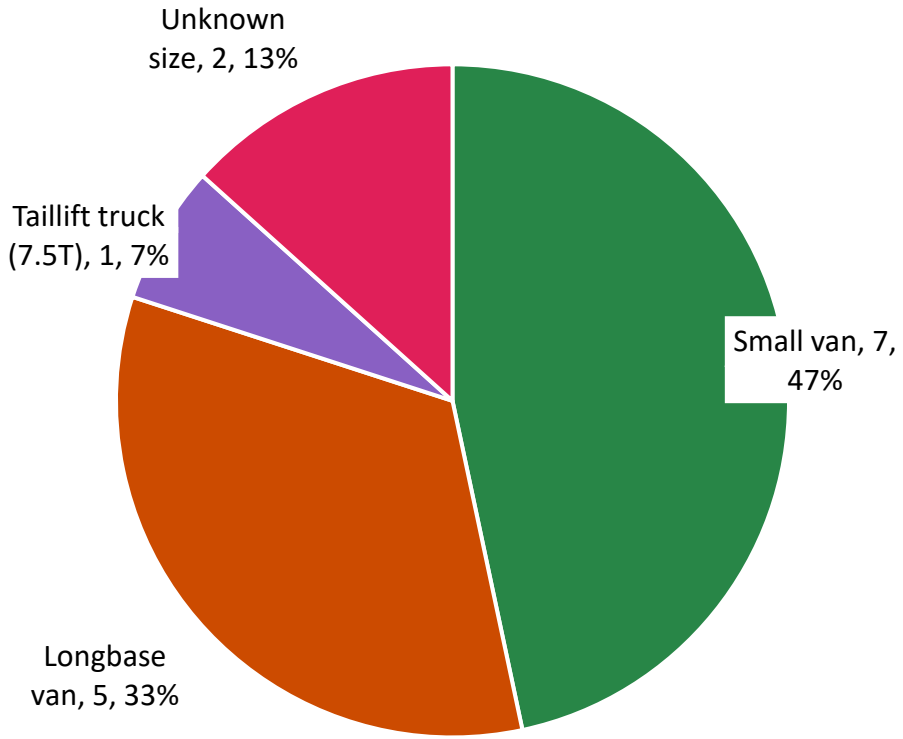
Frequency of deliveries to businesses

- As part of the business visits, council staff asked about making and receiving deliveries and the vehicle sizes used. 15 businesses shared this information when visited.
- Most businesses received deliveries at least once a week. Most deliveries received were by a small van.

How often do you receive deliveries?



Largest size of delivery vehicle



Other stakeholders

- Council staff spoke to a representative of the Cross Street Baptist Church at the drop-in session on Wednesday, 15 July as the proposed design would impact the area outside the church entrance.
- Comments noted from the conversation were:
  - Suggestion to extend parking removal and remove 6x parking bays outside church to maximise greening and seating area
  - Suggestion that bench is relocated away from church toilet windows
  - Request that the council investigate the dead tree outside the church
  - Request that the council explore options for a disabled bay on Halton Road near the junction with Cross Street
  - There may be opportunities for the church groups and council to work together on the maintenance of the proposed planting

Email feedback



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Emails on Cross Street

- Six emails were received in relation to the proposal for Cross Street.

Support		
Theme	**Comment detail**	**Number of mentions**
Greening	Support for greening and trees	3
Seating	Support for seating	1
General support	Support for changes around church	1
General support	Support for changes at Essex Road	1

Suggestions		
Theme	**Comment detail**	**Number of mentions**
Trees	Request for more trees	1
Crossings and pavements	Suggestion that buildouts are more suitable than island improvements	1
General comment	Request to do fewer, more focused interventions	1
Lighting	Request for more lighting	1

Emails on Cross Street

Concerns		
Theme	**Comment detail**	**Number of mentions**
Parking	Concern about parking removal for customers	3
Business	Concern about impacts on businesses	2
Planting	Concern about planting and tree maintenance	2
Seating	Concern about anti-social behaviour as a result of seating by shops	2
Hire bike bays	Concern about hire bike bay and associated clutter, accessibility and operational management	1
LTN	Concern about impacts of Cross Street traffic filter	1
Value for money	Proposal is not providing good value or use of council money	1

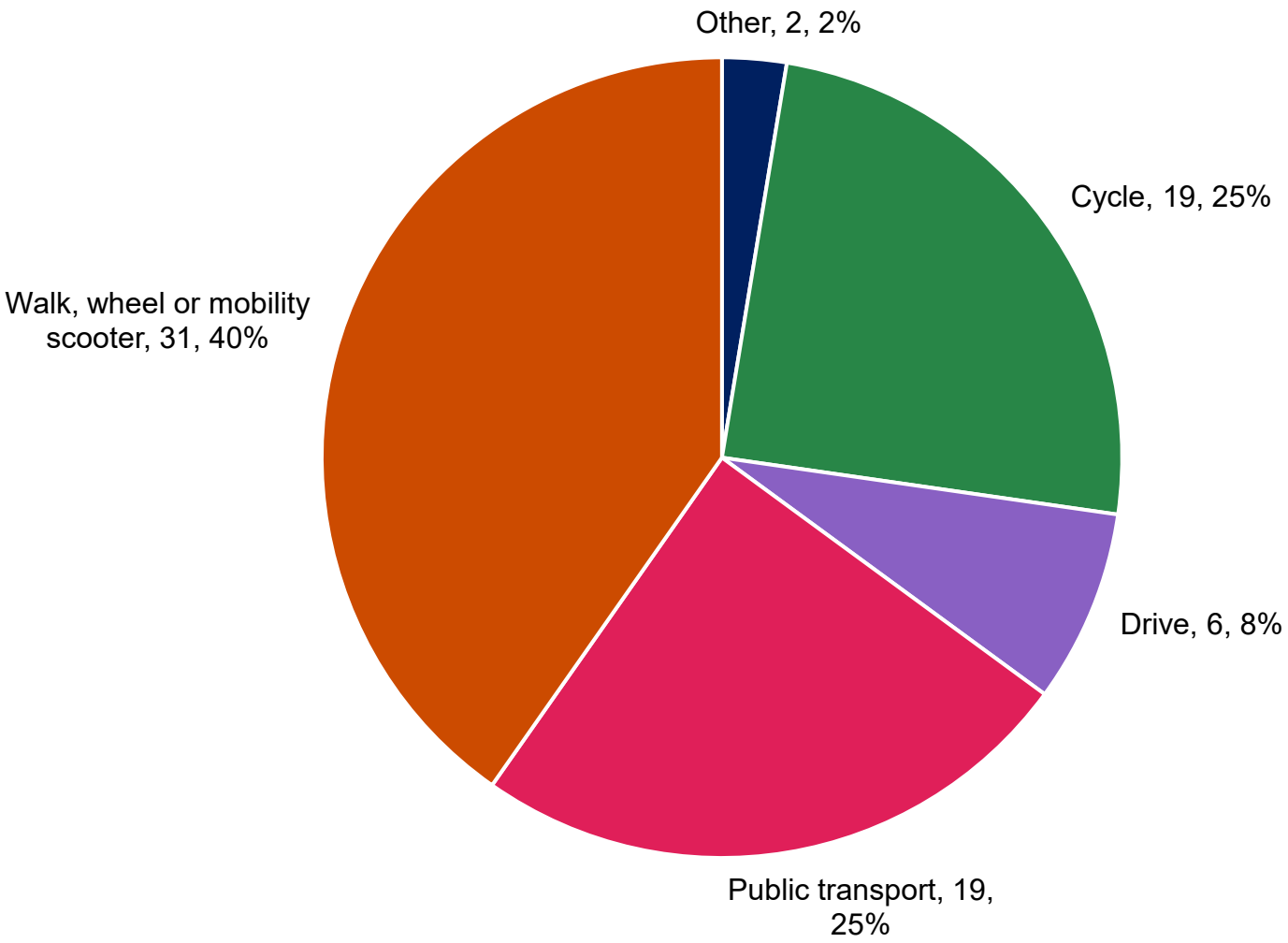
Conclusion

Conclusion

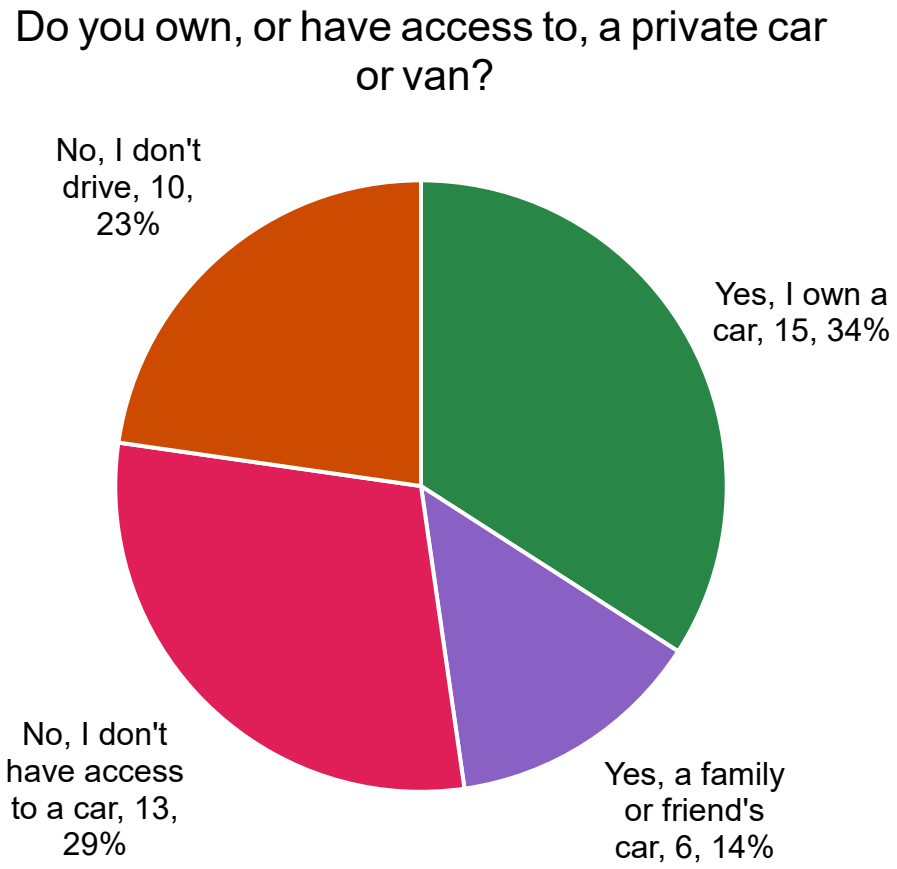
- Overall, the survey results showed that there is support for the council's proposals on Cross Street.
- Responses showed that there were concerns raised about the proposed parking removal.
- Responses showed that there was interest increasing the number of trees as part of the design.
- Respondents' suggestions and concerns have been considered for the design and changes will be made where possible.

Appendix

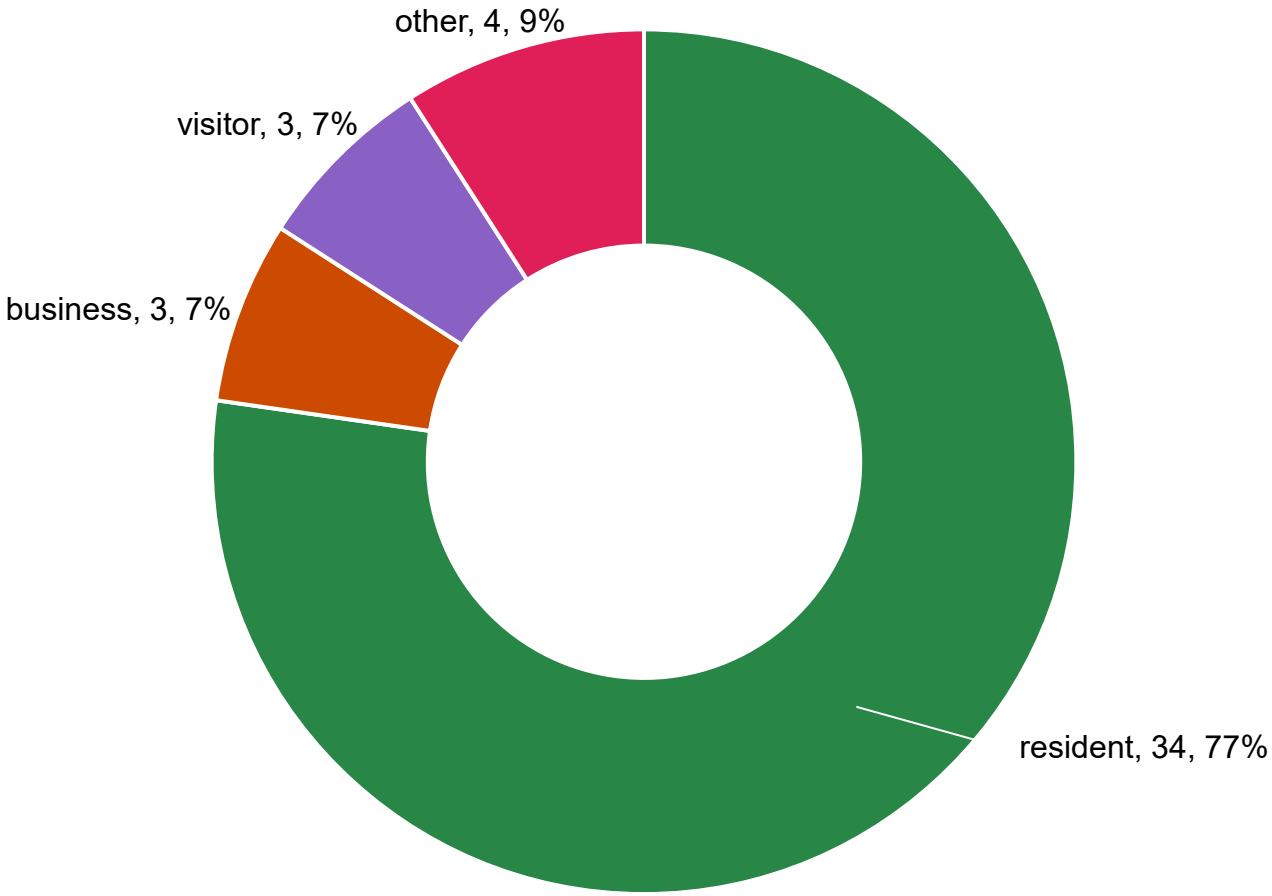
How do you usually travel in the area?



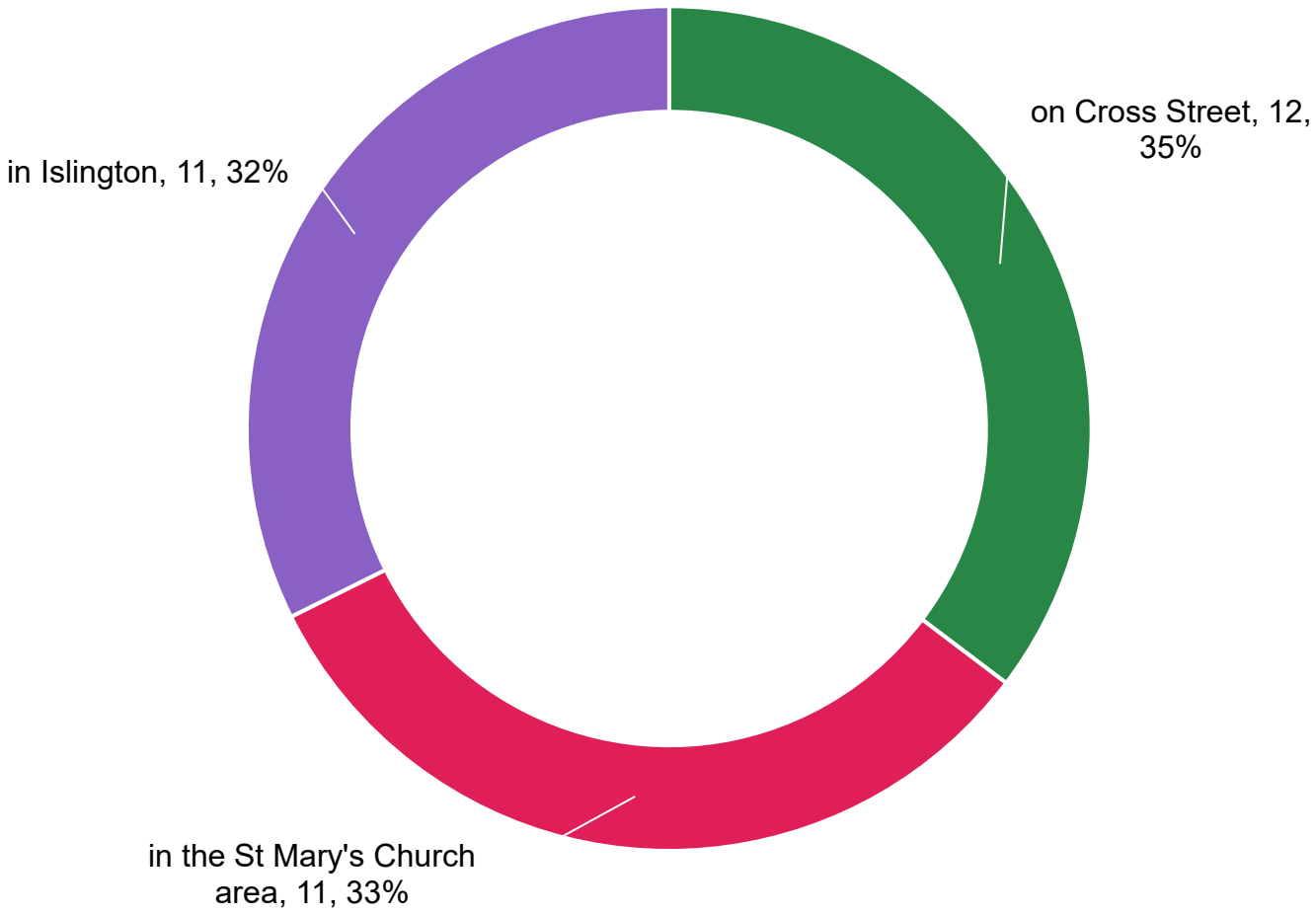
Do you own or have access to a private car or van?



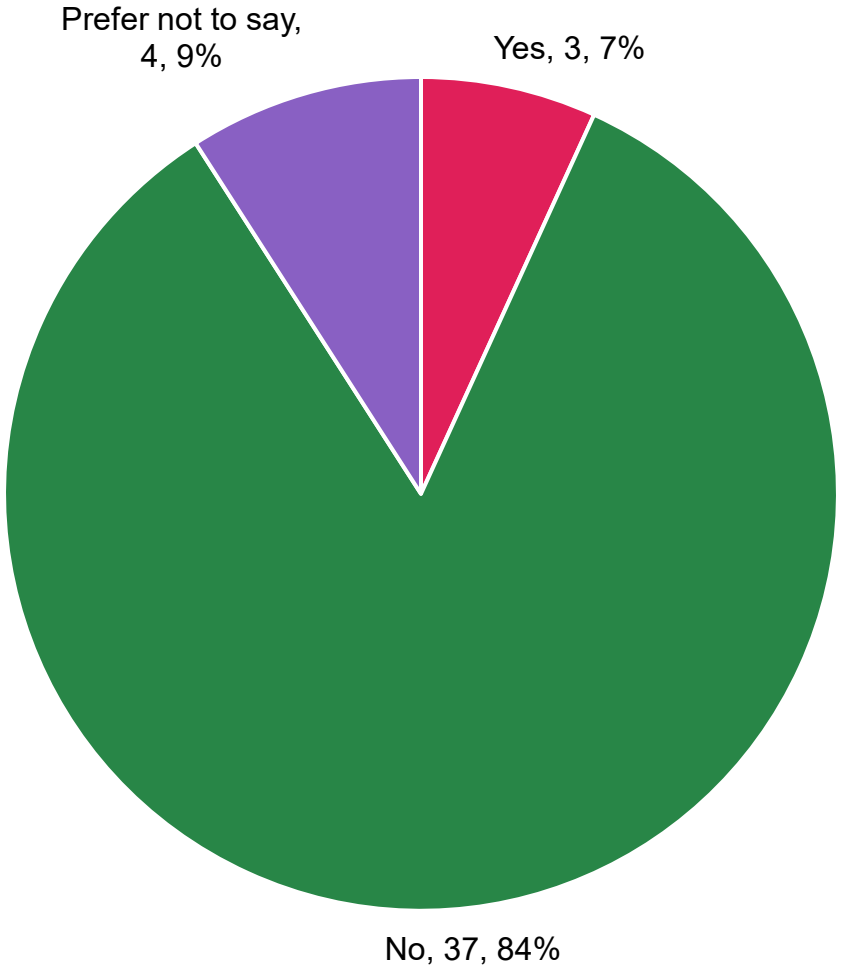
I am responding to the survey as a …



I am a resident who lives …



Do you consider yourself to have a disability?



How did you hear about this consultation?

