



Grennell Road, Elgin Road & Benhill Wood Road, Sutton

Community Engagement Report
October 2017



About Sustrans

Sustrans makes smarter travel choices possible, desirable and inevitable. We're a leading UK charity enabling people to travel by foot, bike or public transport for more of the journeys we make every day. We work with families, communities, policy-makers and partner organisations so that people are able to choose healthier, cleaner and cheaper journeys, with better places and spaces to move through and live in.

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1. Executive Summary

1. Executive Summary

The Colliers Wood to Sutton cycle Quietway follows the Grennell Road, Elgin Road and Benhill Wood Road corridor for a 1.3km stretch. The area is heavily used as a through route, with up to 70% of vehicles using the area as a short cut to other destinations.

The high number of vehicles using it daily in both directions, combined with issues around parking, pinchpoints and school traffic, mean that cycling can feel uncomfortable. The Quietway would not attract new cyclists or pupils travelling to Greenshaw High School in its current condition. In order to improve the level of safety and comfort for cyclists and pedestrians it is necessary to address traffic issues across the local area.

Quietways deliver neighbourhood improvements as part of the Mayor of London's Healthy Streets approach to reducing congestion and improving air quality. The Colliers Wood to Sutton Quietway presents an opportunity to improve the area for all, creating a healthier, safer, more pleasant environment where people choose to walk and cycle, and where the most vulnerable road users are considered.

Transport for London (TfL) and London Borough of Sutton commissioned Sustrans to carry out a period of engagement with residents, the local schools and key stakeholders. This study sought to better understand the issues facing the community and how these could be addressed as part of the Quietway delivery and within the Healthy Streets context.

248 individuals responded to an in depth survey, and 3 key stakeholders submitted formal responses. 3 public exhibitions and 5 school engagement events took place between June and September 2017.

65% of respondents think there is too much traffic in the area, and that traffic is too fast. Any proposals for the Quietway must address these views, ensuring that improvements help to create an environment in which traffic is both reduced and slowed, and in which air quality is improved.

Survey responses indicate that there is a general appetite for reducing the amount of through traffic in the area. Many residents would welcome traffic calming measures, and would like to see speed limits and parking restrictions properly enforced.

There is a clear sense that the borough should be doing more to encourage walking and cycling to school, and that the borough should be doing more to address air quality in the area.

- 45% of respondents usually walk around the area, 38% usually drive, 8% cycle and 9% use public transport.
- 70% of respondents think the borough should be doing more to address air quality.
- 87% of respondents think the borough should be doing more to encourage walking and cycling to school.
- 65% of respondents think there is too much traffic in the area, and that traffic is too fast.
- 65% of respondents think it is difficult for vulnerable road users to move around the area comfortably.
- 56% of respondents think that the mini roundabouts at All Saints Road and Oakhill Road feel unsafe to cycle through.
- 78% of respondents think that Greenshaw High traffic is high at drop off and pick up times.
- 15% of comments suggested extending the parking restrictions in the area or implementing a CPZ.
- 14% of comments suggested including the area in a 20mph zone.
- 12% of comments suggested increasing traffic calming in the area.
- 10% of comments suggested increasing enforcement of speed, parking and idling restrictions.
- 9% of comments expressed support for the Healthy Streets approach and investment in walking and cycling.
- 6% of comments suggested implementing road closures.
- 2% of comments expressed concerns that improvements to the area may displace traffic elsewhere.

2. Introduction

2 Introduction

The Colliers Wood to Sutton cycle Quietway follows the Grennell Road, Elgin Road and Benhill Wood Road corridor for a 1.3km stretch.

Quietways are continuous routes following quieter streets, parks and waterways across inner and outer London. Together with the Healthy Streets approach, they provide the opportunity to make streets healthier and create safer and more pleasant neighbourhoods for everyone, by reducing the speed and dominance of motor traffic, improving local air quality and investing in a better, more accessible, urban realm.

Grennell Road, Elgin Road and Benhill Wood Road form a parallel spine north to south of Sutton, east of Sutton High Street and dissecting the area between Wrythe Lane and the A217. There is parking on both sides of the road for large stretches. It appears to be regularly used as a cut-through by drivers avoiding congested sections of the High Street, compounded by increasing traffic volumes as a result of the recent school expansion at Greenshaw High School.

The Quietway is on an incline northbound and decline southbound, which adds to the challenges faced by cyclists.

The high number of vehicles using the route daily in both directions exceeds 5000 on some stretches. The narrow width of the road particularly at the southern end due to parking and pinch points, mean that cycling is often uncomfortable for experienced cyclists, and would not attract new cyclists or pupils travelling to Greenshaw High School. There is insufficient space for vehicles to pass cyclists comfortably, especially when travelling towards Morden, when cyclists will experience increased pressure due to the noticeable incline. This can result in driver impatience, leading to drivers overtaking cyclists dangerously where the road widens further north. In order to improve the level of safety and comfort for cyclists and pedestrians it is necessary to address traffic issues in the local area overall.

Transport for London (TfL) and London Borough of Sutton commissioned Sustrans to carry out a period of engagement with residents, the local schools and key stakeholders. This engagement was designed to better understand the issues facing the community and how these could be addressed as part of the Quietway delivery and within the Healthy Streets context.



Healthy Streets Indicators - Lucy Saunders

3. The engagement process

3. The engagement process

In June 2017, Sustrans wrote to 4967 residents in the area, on behalf of TfL and London Borough of Sutton.

The letter (see Appendix) outlined the proposed Quietway scheme and the opportunity for improvement that TfL's Healthy Streets investment presented. The letter also included key data from the traffic survey analysis (see section 4) in order to convey a clear picture of the traffic movements in the area. Surveys suggest that 70% of the 5000 daily vehicles come from outside the area, which has a particular impact on children, those with impaired mobility and people walking and cycling.

In the letter, residents were invited to share their views of the area, particularly around travel, road traffic and the quality of local streets, via an online survey. The feedback received through this survey will influence the development of design proposals, which will then be subject to a formal public consultation by London Borough of Sutton.

The letter also publicised the dates for three public exhibitions held at the Salvation Army. At these events, residents could view detailed maps and data on local traffic speeds, volumes and movements, and complete a survey with a member of staff.

The public exhibitions were held over two weeks in June, and residents were given six weeks to submit their surveys online. In July and September, four surveying sessions were held with parents, pupils and staff at Greenshaw High School and All Saints Primary School.

Formal responses to the proposed Quietway and aspirations for the area were also obtained from Sutton Cycling Campaign, Living Streets and Sutton Vision (see section 6).

A total of 248 members of the community responded to the survey, either online or in person at one of the public exhibitions or at a school engagement session.

Grennell Road, Elgin Road and Benhill Wood Road area

We know that there is a lot of traffic in these streets, and this can be a barrier to a Healthy Street. Pollution, noise and road safety concerns can make the area unpleasant.



Around 70% of the 5000 vehicles using these streets daily come from outside of the area. People use your streets to take short-cuts and avoid the main roads, which are designed to take heavier traffic volumes.

This has an impact on everyone, but particularly on children, those with impaired mobility and people walking and cycling.

In partnership with Transport for London (TfL), we would like to invest in local improvements so that you can enjoy a cleaner, healthier environment.

Your views are essential to us so that we can develop proposals that represent local aspirations. We will share the feedback we received from people in your area, and discuss the findings with the Local Committee members before agreeing next steps.

Once proposals have been developed, you will then be able to provide comments as part of a public consultation.

How to give us your views

Please tell us how you feel about the local area by filling in the survey online before Friday 19th July, 2017.

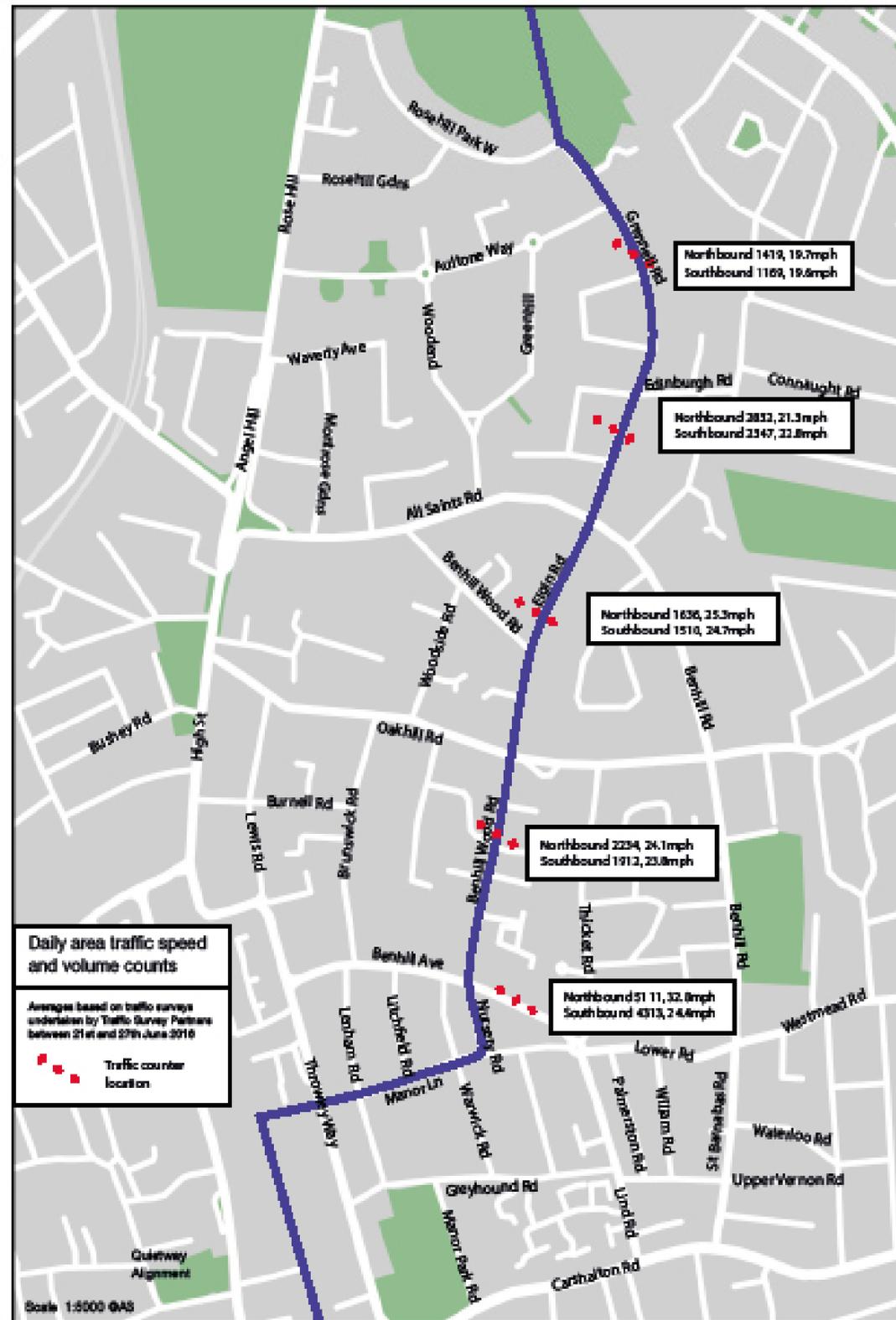


www.sutton.gov.uk/quietways



4. Traffic survey analysis

4. Traffic survey analysis



Origin and Destination survey analysis indicates that up to 80% of the traffic using the area consists of non-residential through traffic, and that the main through routes being used through the area to avoid Angel Hill are along All Saints Road and Benhill Wood Road.

Volume counts indicate that the majority of the proposed Quietway experiences traffic levels above 3000 vehicles a day, with sections of Grennell Road experiencing levels in excess of 5000. Benhill Avenue, which the Quietway intersects, experiences daily volumes in excess of 9000.

Speed data indicates that although the Quietway is in a 30mph speed limit zone, speeds average between 19 and 25 mph. Benhill Avenue, which the Quietway intersects and which is in a 20mph zone, experiences average speeds between 24 and 32 mph.

5. Summary of Findings

5 Summary of Findings

Data collection

Two versions of the survey were created. The first, used online and at the public exhibitions, was longer and included:

- questions around how the area met Healthy Streets indicators
- questions about the respondents' travel habits
- attitudes towards specific traffic related issues in the area
- equalities monitoring.

The second version was created to be completed in a shorter period of time, appropriate for use at the school events when parents and pupils were likely to have less time to complete the survey. The majority of the questions were the same as the longer version, but:

- excluded the Healthy Streets section
- excluded questions on the respondents' travel habits
- included attitudes towards specific traffic related issues in the area
- equalities monitoring was excluded

Analysis methodology

The survey contained a majority of multiple choice questions, asking for respondents to select the extent to which they agreed, or disagreed with an answer. These questions have been analysed in terms of percentages of respondents.

The final section was a free entry question, in which respondents were given the opportunity to provide their own solutions to a range of traffic-related issues that were presented. The 248 responses elicited 380 individual free entry comments, or suggestions for improvements to be made. Some respondents made several suggestions, and some respondents made none. These individual comments were coded into common themes and then quantified. The analysis of the free entry questions should be interpreted as percentages of total suggestions received, rather than a percentage of respondents.

The key findings from both sets of responses are presented in this section, and the full set of raw data broken down by question and response group is shown in the separate Data Summary report

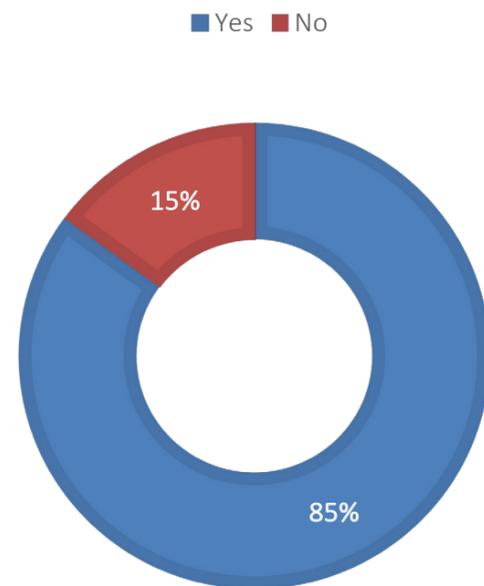
Response

163 residents responded to some or all of the survey online or at a public exhibition. 86 parents and pupils responded to some or all of the survey during face to face sessions at school.

5 Summary of Findings

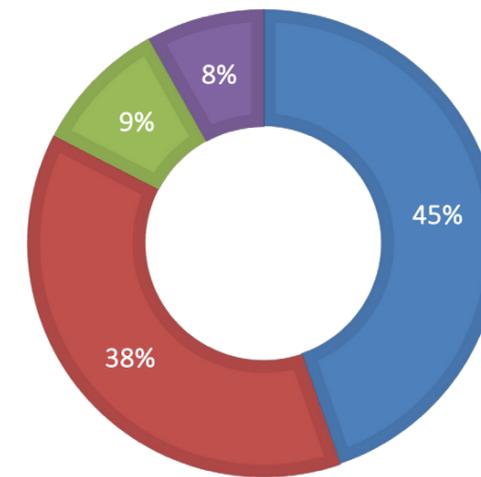
Residents responded to questions on travel habits and attitudes towards Healthy Streets indicators in the area. This set of questions was omitted from the shorter survey conducted face to face with the school communities. Analysis based on 161 responses.

Do you own a car, or have regular access to a private vehicle?



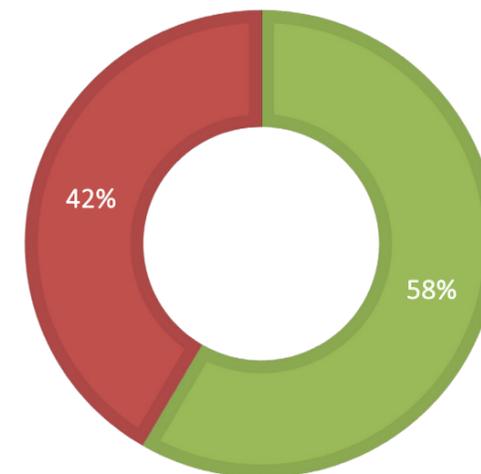
How do you usually travel around the area?

■ Walking ■ Driving ■ Public transport ■ Cycling



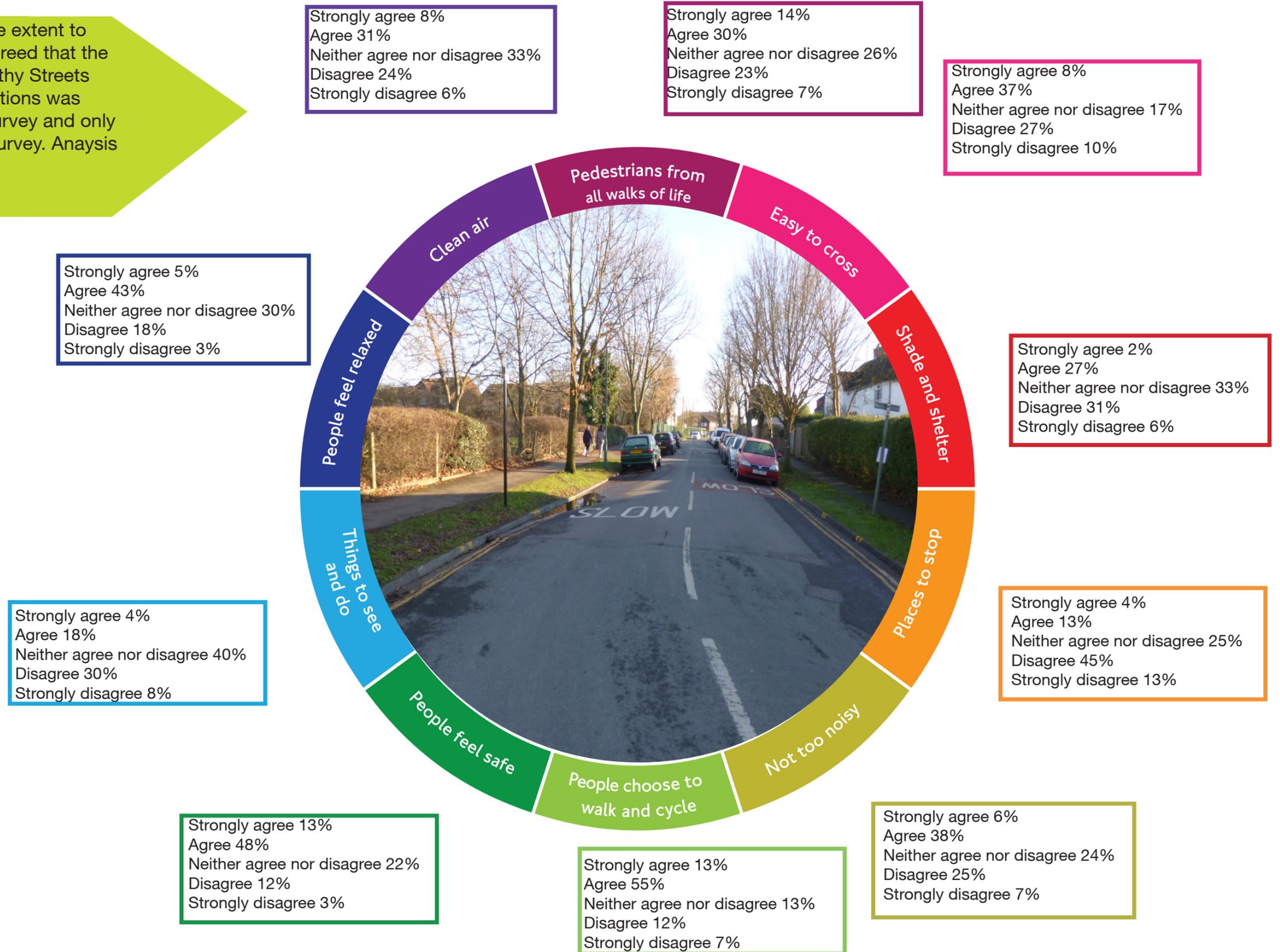
Do you own a cycle or have regular access to a cycle?

■ Yes ■ No



5 Summary of Findings

Residents responded to the extent to which they agreed or disagreed that the local area met the ten Healthy Streets indicators. This set of questions was omitted from the shorter survey and only included in the full online survey. Analysis based on 161 responses.

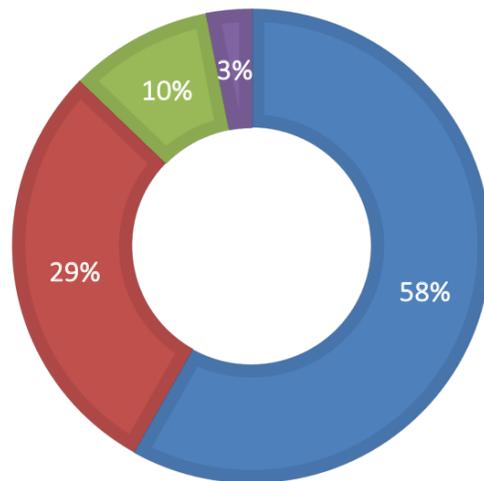


5 Summary of Findings

The following questions were included in both versions of the survey and were answered online by residents and during face to face interviews with the school communities. Respondents answered the extent to which they agreed with each statement. Analysis based on 248 respondents.

The borough should be doing more to encourage walking and cycling to school.

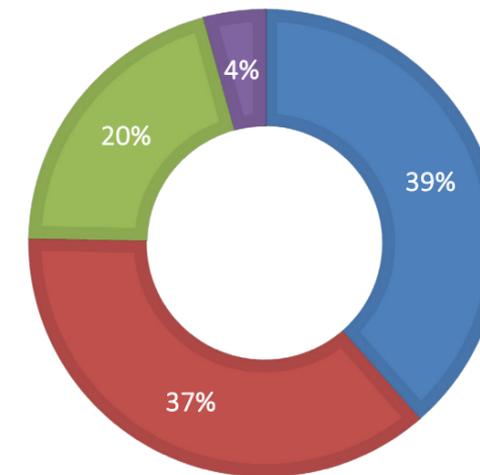
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree



87% of respondents strongly agree or agree that the borough should be doing more to encourage walking and cycling to school.

The borough should be doing more to address air quality.

■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree

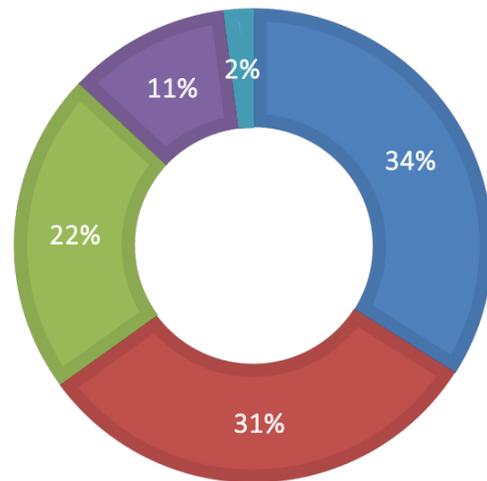


76% of respondents strongly agree or agree that the borough should be doing more to address air quality.

5 Summary of Findings

There is too much traffic in the area.

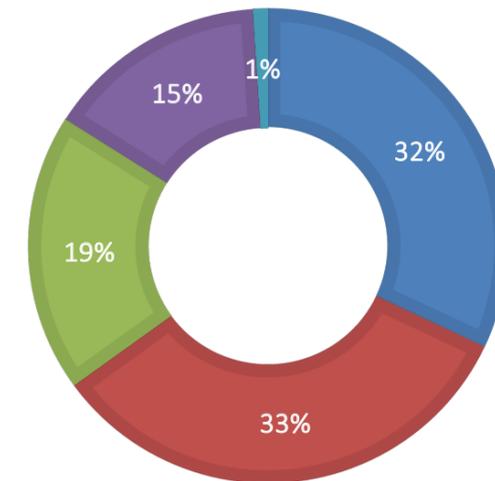
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



65% of respondents strongly agree or agree that there is too much traffic in the area.

Traffic is too fast in the area.

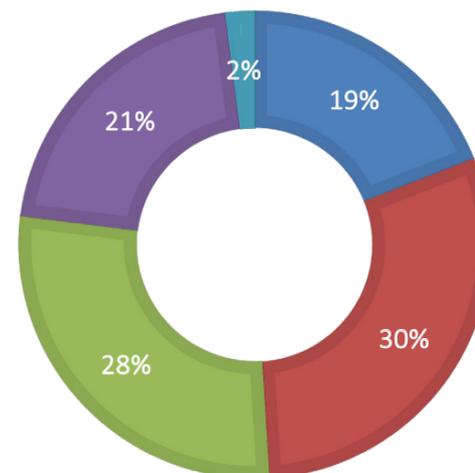
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



65% of respondents strongly agree or agree that traffic is too fast in the area.

The speed and volume of traffic makes it difficult to walk around the area comfortably.

■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree

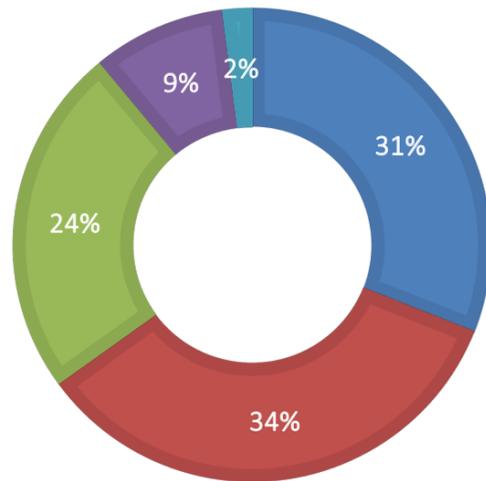


40% of respondents strongly agree or agree that speeds and volumes of traffic make it difficult to walk around the area comfortably.

5 Summary of Findings

It is difficult for vulnerable road users, including children the elderly and mobility aid users, to move around the area comfortably.

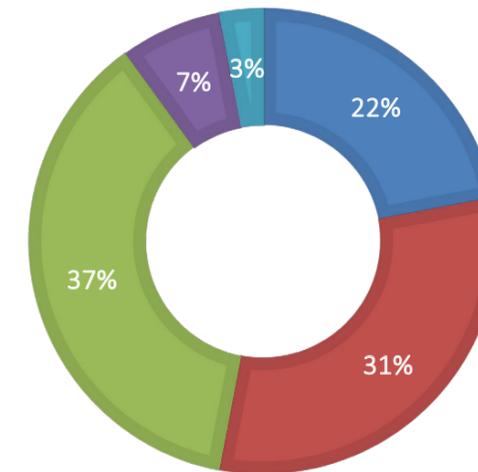
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



65% of respondents strongly agree or agree that it is difficult for vulnerable road users to move around the area comfortably.

The speed and volume of traffic makes is difficult to cycle around the area comfortably.

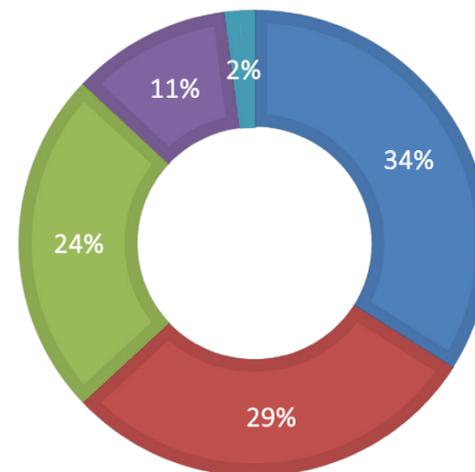
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



53% of respondents strongly agree or agree that traffic speeds and volumes make it difficult to cycle around the area comfortably.

Parked cars can make cycling around the area feel unsafe.

■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree

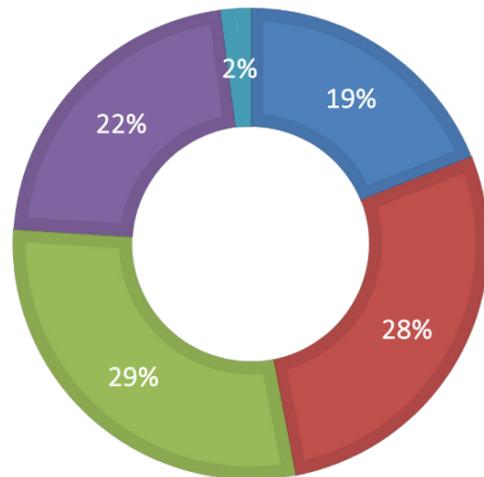


63% of respondents strongly agree or agree that parked cars can make cycling around the area feel unsafe.

5 Summary of Findings

All Saints Road feels too busy to cross safely on foot.

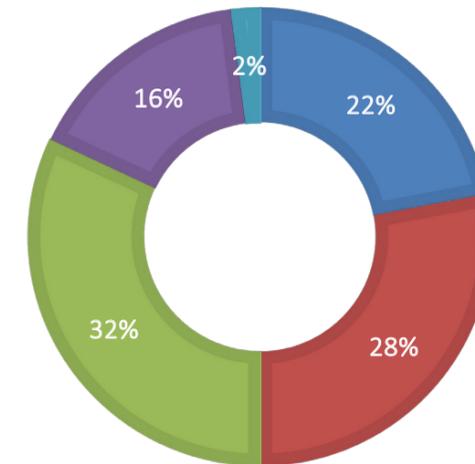
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



47% of respondents strongly agree or agree that All Saints Road feels too busy to cross safely on foot.

Oakhill Road feels too busy to cross safely on foot.

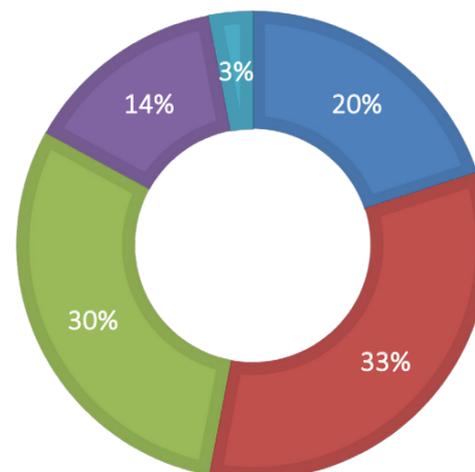
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



50% of respondents strongly agree or agree that Oakhill Road feels too busy to cross safely on foot.

The width of the Benhill Wood Road and Elgin Road junction makes it difficult to cross.

■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree

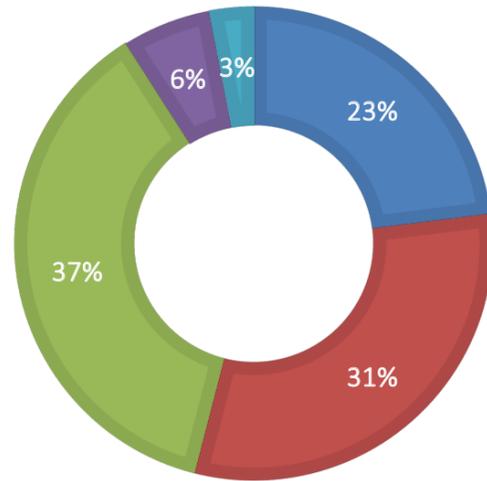


53% of respondents strongly agree or agree that the width of Benhill Wood Road and Elgin Road junction makes it difficult to cross.

5 Summary of Findings

Pinchpoints on Benhill Wood Road can make cycling feel unsafe.

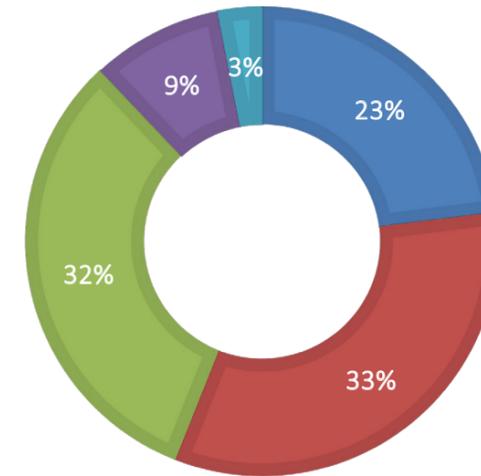
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



53% of respondents strongly agree or agree that pinch points on Benhill Wood Road can make cycling feel unsafe.

The mini roundabouts at the junctions of Grennell Road/All Saints Road, and Benhill Wood Road/Oakhill Road feel unsafe to cycle through.

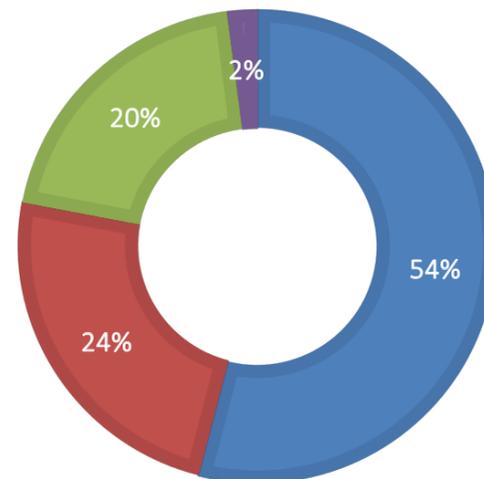
■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree



56% of respondents strongly agree or agree that the mini roundabouts at the junctions of Grennell Road/All Saints Road, and Benhill Wood Road/Oakhill Road feel unsafe to cycle through.

Traffic around Greenshaw High School is heavy at drop off and pick up times.

■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree



78% of respondents strongly agree or agree that traffic around Greenshaw High School is heavy at drop off and pick up times.

5 Summary of Findings

Respondents were asked to provide solutions to address the issues raised in the previous questions. The 248 responses elicited 380 individual free entry comments, or suggestions for improvements to be made. These individual comments were coded into common themes and quantified. The analysis of the free entry questions should be interpreted as percentages of total suggestions received, rather than a percentage of respondents.

19% of comments consisted of individual suggestions, each representing less than 2% of the total comments received. See Data Summary for full list.

15% of comments related to concerns over the volume of parking in the area. Residents asked us to extend parking restrictions or implement a CPZ in the area, to consider slalom parking, or to allow parking on one side of the road only.

14% of comments requested the area be included in a 20mph zone.

13% of comments related to making the area less attractive for through traffic, by increasing the number of speed humps and other traffic calming measures.

10% of comments related to a desire for increased policing, and enforcement of parking, speed and idling restrictions, and the issuing of fines.

9% of comments voiced support for investment in walking and cycling.

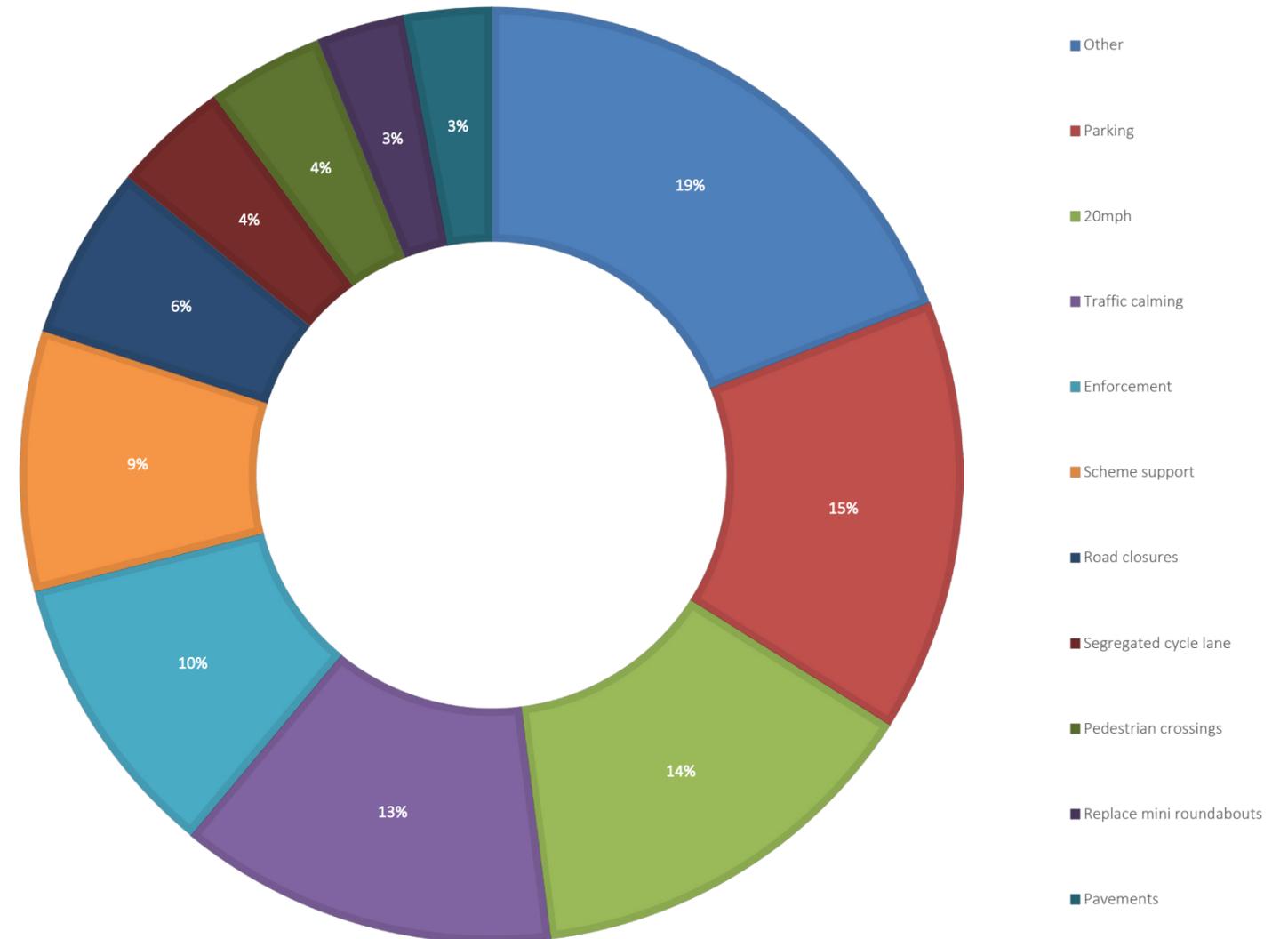
9% of comments asked us to restrict access to the area through point closures.

4% of comments suggested a segregated cycle lane.

4% of comments requested more pedestrian crossing points.

3% of comments suggested that mini roundabouts should be replaced with pedestrian crossing points.

3% of comments related to improving the condition of the pavements, which some residents feel are unsuitable for vulnerable road users and those with mobility issues, due to their uneven surfaces, poor kerb lines and narrow width.



6. Stakeholder responses

6 Stakeholder responses

Formal responses were sought from local stakeholder groups, including Sutton Living Streets, Get Sutton Cycling (London Cycling Campaign in Sutton), and Sutton Vision.



Sutton Living Streets

“We feel that it is good that engagement on the Healthy Streets approach is being taken forward, with the emphasis on people’s wellbeing. There is a great opportunity for improvements to transform how people see their streets and wider neighbourhood.”

Hopefully residents, people who have business in the area including students and staff of Greenshaw High School, will engage with the process and make useful suggestions.

Anything that reduces the dominance of through motor traffic and makes walking and cycling a more enjoyable and attractive option, the better.

It is understood that funding for the Quietway from TfL will only be made available if certain criteria are met. This is welcome, as this should avoid proposals that are diluted.”

11 July 2017



Sutton Cyclists (LCC)

“We are excited about the prospect of the Quietway progressing, and are pleased that an engagement process with people residing in and around the neighbourhood of the proposed alignment has begun prior to any formal consultation on specific plans. This approach essentially gives residents the opportunity, at the outset, to provide their views on their current travel choices, on road traffic and on the quality of their streets. Consequentially, this will help engender a feeling of involvement should plans to improve the area be subsequently developed as a result of the feedback received. It is also gratifying to note that the discussion is being set in the context of ‘Healthy Streets’, indicating that any improvements will potentially benefit everyone. With the prospect of funding from Transport for London, a unique opportunity is certainly being provided.

In July 2016, Get Sutton Cycling outlined some essential prerequisites for the successful delivery of the Quietway¹. These prerequisites, along with the associated recommendations that related to specific issues, form the basis of our response to the Quietways Highways Survey. One of the essential prerequisites detailed in that review was that it was imperative for there to be engagement with residents, schools and businesses over a wide neighbourhood area. This condition has clearly been met (at least, to our knowledge, with residents). That’s a great start, and we would like to thank everyone involved with the process.

Another condition was that residents’ support for traffic reduction measures would need to be realised prior to the project receiving any significant funding from Transport for London. None of the questions in the survey specifically mentioned traffic reduction (so people were not led on this). Consequentially, it will be interesting to see, once the survey results have been collated, whether respondents have requested traffic reduction measures. Nevertheless, we stand by the condition that a reduction in the volume of traffic on many of the roads along the proposed route is essential for the success of this Quietway. Furthermore, if this is not achieved, consideration given to funding other projects (possibly Liveable Neighbourhoods) instead. A watered-down Quietway is unlikely to deliver a wide range of benefits.

Given the publication, on 21 June 2017, of the Mayor of London’s Transport Strategy (draft for consultation), these essential conditions are arguably all the more important now than they were twelve months ago. The mayor’s ambitious strategy (with its twenty-five year timeline) puts people’s health and quality of life at the very heart of planning the city’s transport. The Healthy Streets Approach means that the transport strategy will create streets that will appeal to people because the streets will not be dominated by cars. An outer London vision is to reduce car dependency by improving walking and cycling environments and providing better bus and rail services. In essence, this is all about Healthy Streets and healthy people.

They may not know it, but the residents of Grennell Road, Elgin Road and Benhill Wood Road, could be the pioneers, in terms of this transport strategy. This project really could be the start of something big”.

¹ Sutton’s proposed first Quietway: what is required to make it a success?, Get Sutton Cycling, July 2016
<https://getsuttoncycling.org.uk/2016/07/10/suttons-proposed-first-quietway-what-is-required-to-make-it-a-success>

Sutton Cyclists (LCC)

Thinking about the stretch of road spanning Grennell Road, Elgin Road and Benhill Wood Road, to what extent do you agree with the following indicators of a “Healthy Street”?



Streets are easy to cross: Disagree

There is shade and shelter: Neither agree or disagree

There are places to stop and rest: Strongly disagree

The area is not too noisy: Strongly disagree (time of day dependent, but at the busiest times ‘quiet’ would not be the adjective to describe many parts of the area)

Walking and cycling are viable options: Strongly disagree (cycling, in particular, is not a viable option for most people aged 8 to 80)

I feel safe walking around the area: Neither agree or disagree (feels safe walking most of the time, but can feel stressful)

I feel safe cycling around the area: Strongly disagree (high volume, and speed, of motor traffic is not conducive to a feeling of safe and comfortable cycling, regardless of the riders ability. Making a right turn from Grennell Road (northbound) into Edinburgh Road can be unsettling even for experienced riders)

There are things to see and do: Disagree

I feel relaxed getting around the area: Strongly disagree (particularly during periods when traffic levels are high (disproportionally high, given the residential nature of the roads concerned), but also at other times too due to the occasional fast moving vehicles mean)

The air is clean: Disagree (almost accept the fact that the air quality is not as good as it could be, but frequently reminded that this is not the case by breathing the fumes generated by high volumes of traffic)

The area can be used by people of all walks of life (i.e. children, the elderly and those with disabilities): Strongly disagree (the layout, and design, of the streets focuses more on movement (and, as noted in the consultation letter sent to residents, 70% of the traffic movement comes from outside the area) rather than a place to dwell, or the extension to a home, or the gateway of a school. Although probably accepted by many people as simply being how things are, the urban realm does not have to be like this. When the streetscape is designed for the young, the elderly and for those with disabilities, everyone benefits)



Sutton Cyclists (LCC)

The council should do more to address air quality in the borough: Strongly agree

The council should do more to encourage walking and cycling to school: Strongly agree

All Saints Road is too busy to cross safely on foot: Agree

Oakhill Road is too busy to cross safely on foot: Agree

The width of the Benhill Wood Road and Elgin Road junction make it difficult to cross: Neither Agree or Disagree

The mini roundabouts at the junctions of Grennell Road/All Saints Road, and Benhill Wood Road/Oakhill Road feel unsafe to cycle through: Agree

Pinchpoints on Benhill Wood Road can make cycling feel unsafe: Agree

Traffic around Greenshaw High School is heavy at drop off and pick up times: Strongly agree

There is too much traffic using the area: Strongly agree (Idea for solution: use of modal filters to prevent through movement of motor traffic. Will require discussion with residents, schools and businesses over a wide area. Recognise the challenge imposed by many of the streets used by bus service (particularly Edinburgh Road. Technological solutions could be sought)

Traffic is too fast in the area: Strongly agree (Idea for solution: introduce a 20mph maximum speed limit throughout the area; redesign the streetscape to facilitate compliance)

The speed and volumes of traffic make it difficult to walk around the area comfortably: Strongly agree

The speed and volumes of traffic make it difficult to cycle around the area comfortably: Strongly agree

It is difficult for vulnerable road users, including children the elderly and mobility aid users, to move around the area comfortably: Strongly agree

Parked cars can make cycling feel unsafe: Strongly agree (consider limiting parking to one side of the road at any given location; explore options for off-street parking; use the borough's parking strategy)



Sutton Vision

Sustrans staff met with a representative from Sutton Vision, a local group representing the interests of those with visual impairment and reduced mobility. They recorded the following feedback on improvements and the general design specification the group would welcome in the area:

- The group favour 20mph zones and narrowing junctions, as the single biggest issue for them is large crossing distances.
- They favour the removal of mini roundabouts at junctions, as another major issue is differentiating where traffic is coming from by sound alone. Junctions can represent up to eight lanes of traffic which is hugely disorienting, so the group favours zebras crossings emoved from the junction, so that individual directions of traffic can be heard in isolation.

Segregated shared-use paths

Recommend the use of a rumble strip rather than, or as well as a white line

Benches

- Very welcome, but like them to be visually contrasting (ie. not green in a green space, as they will be very difficult to make out for a partially sighted to use, and could be an obstacle for a cane user.) Ideal material is timber, surrounded by an area of buff paving so that they stand out from the pavement or green space. Stainless steel or other metal surfaces are very disorienting, as they appear white on snowy days, grey in overcast weather and reflective on sunny days, which is disorienting. Partially sighted people need to be able to recognise markers in their environment to safely get around, so materials which change appearance are not helpful.
- Always prefer benches with backs and arm rests as these make a huge difference to people with mobility issues.

Cycle parking

- Easy to get cane caught in toast racks so prefer black, not stainless steel, for same reasons as above re. light reflection and better visibility.

Bollards

- Black, as above, ideally with white strip at top to aid partially sighted seeing them in dark. Prefer hexagonal or round shape, instead of square because if somebody does bump into them, it will hurt less.

Planting

- Metal mesh at base of trees that is designed for drainage is major trip obstacle as canes get caught in them. Prefer permeable surfaces that doesn't require use of metal mesh. Preference for dark colours where possible, as above – ie. dark timber planters with buff area around, to visually differentiate from pavement.

7. Conclusions

7. Conclusions

The engagement process captured the views of a wide section of the community through a survey, events at Greenshaw High School and All Saints Primary School, and three public exhibitions.

65% of respondents think there is too much traffic in the area, and that traffic is too fast. Any proposals for the Quietway must address these views, ensuring that improvements help to create an environment in which traffic is both reduced and slowed, and in which air quality is improved.

Survey responses indicate that there is a general appetite for reducing the amount of through traffic in the area. Many residents would welcome traffic calming measures, and would like to see measures to ensure that speed restrictions and parking restrictions are properly enforced.

There is a clear sense that the borough should be doing more to encourage walking and cycling to school, and that the borough should be doing more to address air quality in the area.

The community would like to see:

- parking addressed as a priority (the most commonly raised suggestion was that the borough should extend parking restrictions in the area or implement a CPZ)
- the area included in a 20mph zone
- traffic calming increased in the area in order to make it less attractive as a through route
- more done to enforce restrictions

Many respondents expressed their support for measures to improve walking and cycling, and for the restriction of through traffic. A minority expressed concerns over the impact of the scheme on their routes or journey times.

Any proposals for the Quietway must make improvements to the mini roundabouts at All Saints Road and Oakhill Road, improve the junction of Benhill Wood Road and Elgin Road, and ensure that each of these junctions can be crossed comfortably by all vulnerable road users. The Quietway must also address traffic around Greenshaw High School.

With the support of ward Councillors, Cabinet Members, borough officers and Transport for London, Sustrans will develop proposals that address the issues raised through this process. These proposals will then be subject to a public consultation by London Borough of Sutton.

8. Recommendations

8. Recommendations

Option 1

Six month trial of a series of traffic filters (complemented by junction improvements if made permanent) in order to restrict through traffic through the area and greatly improve road safety for people walking and cycling, especially around the two schools. Filters would be located at the junction of Benhill Avenue and Benhill Wood Road, the junction of Oakhill Road and Elgin Road, the junction of Grennell Road and Edinburgh Road and the junction of Benhill Road and Benhill Wood Road.

It is necessary to include all four closures as there is a risk of alternative through routes being created if only one or some of these closures are implemented. The design shown mitigates the creation of alternative through routes, while ensuring that the whole area remains accessible to residents.

We will work closely with local stakeholders including the emergency services and schools throughout the design process, to ensure that the proposals reflect the needs of the community.

Option 2

Six month trial of a single traffic filter, one way streets and junction improvements in order to reduce through traffic in the area and improve road safety for people walking and cycling, especially around Greenshaw High School. The filter would be located at the junction of Grennell Road and Edinburgh Road.

Elgin Road and Benhill Wood Road would become one way southbound. Brunswick Road, which is currently one way southbound, would become one way northbound along the southern section.

This extensive network of one way streets (with exceptions for cyclists) is necessary to ensure that through traffic is not simply diverted onto parallel streets. The closure is required to address the numerous concerns of traffic volumes around Greenshaw High School, and will help to reduce southbound traffic along Benhill Wood Road.

We will work closely with local stakeholders including the emergency services and schools throughout the design process, to ensure that the proposals reflect the needs of

Complementary engagement and trial

Alongside any trial of either Option 1 or Option 2, Sustrans recommends engaging the community through a letterdrop sharing the findings of the survey, explaining the rationale for the trial, ways to comment and clear next steps in terms of monitoring the impact and how this information is shared with the community. This will help mitigate concerns around the trial and reassure residents that they are being actively listened to throughout.

Sustrans also recommends marshalling the early days of the trial to provide face to face information on the process, impact and next steps. This has proved highly effective in engaging the community on other schemes Sustrans has delivered. Pop up surveying sessions to capture local response six months in to the trial are also recommended. Air quality, traffic volumes and traffic speeds should also be monitored before, during and after the trial, and these findings shared with the community.

At the end of the six month trial, we will assess the monitoring data and assess all feedback received throughout the trial, and a decision on whether to make any scheme permanent will be made by the Environment and Neighbourhood Committee.

8. Recommendations

Rationale and complementary measures

Option 1 and Option 2

Closure on Grennell Road between Edinburgh Road and Aultone Way

- Over 5000 vehicles a day on Grennell Road
- Proposed closure is located just south of Greenshaw High School, where locals have complained of high traffic volumes and difficulty crossing the street
- Properties to the south of the closure are accessible from Edinburgh Road, Benhill Road and Woodend/Greenhill Roads
- Properties to the north of the closure are accessible via Rosehill Park West and Aultone Way

Option 1 only

Closure on All Saints Road, west of the junction with Benhill Wood Road:

- 3000 vehicles per day travel along this road
- One third of these vehicles turning to/from Benhill Wood Rd
- Closure would restrict motor vehicle access from Angel Hill to Benhill Wood Rd
- All properties will be accessible from either Angel Hill west of the closure, or from Benhill Avenue east of the closure
- No driveway accesses affected by proposed closure site

Closure on Benhill Wood Road, just north of junction with Oakhill Road:

- Junction has high traffic volumes, up to 4000 vehicles per day
- Turning movements on all arms, and difficult for pedestrians to cross
- Properties accessible from north via Elgin Road, Benhill Wood Road, via Benhill Road and All Saints Road
- Local access via Benhill Road (to east), Elgin Road, Benhill Wood Road (to west)

Closure on Benhill Wood Road, just north of junction with Benhill Avenue:

- Junction has high traffic volumes, combined vehicles per day exceed 9000
- Large turning movement from Benhill Road to Benhill Ave (east or west to north, or vice versa). Up to 2500 vehicles per day
- Nursery Road remains open, however treated to manage vehicle movements.
- Pedestrians and cycles to cross Benhill Ave using parallel crossing, note the volume on this road is too high for an uncontrolled crossing (LCDS¹ Fig 5.4)
- Existing zebra crossing re-aligned close to Quietway alignment
- All properties are accessible from the junction of Oakhill Road to the north
- Local access will be via Thicket Road to the east and Brunswick Road to the west
- Brunswick Road is southbound only at junction with Benhill Avenue
- No driveway accesses affected by proposed closure site

Option 2 only

One way southbound working on Benhill Wood Road / Elgin Road:

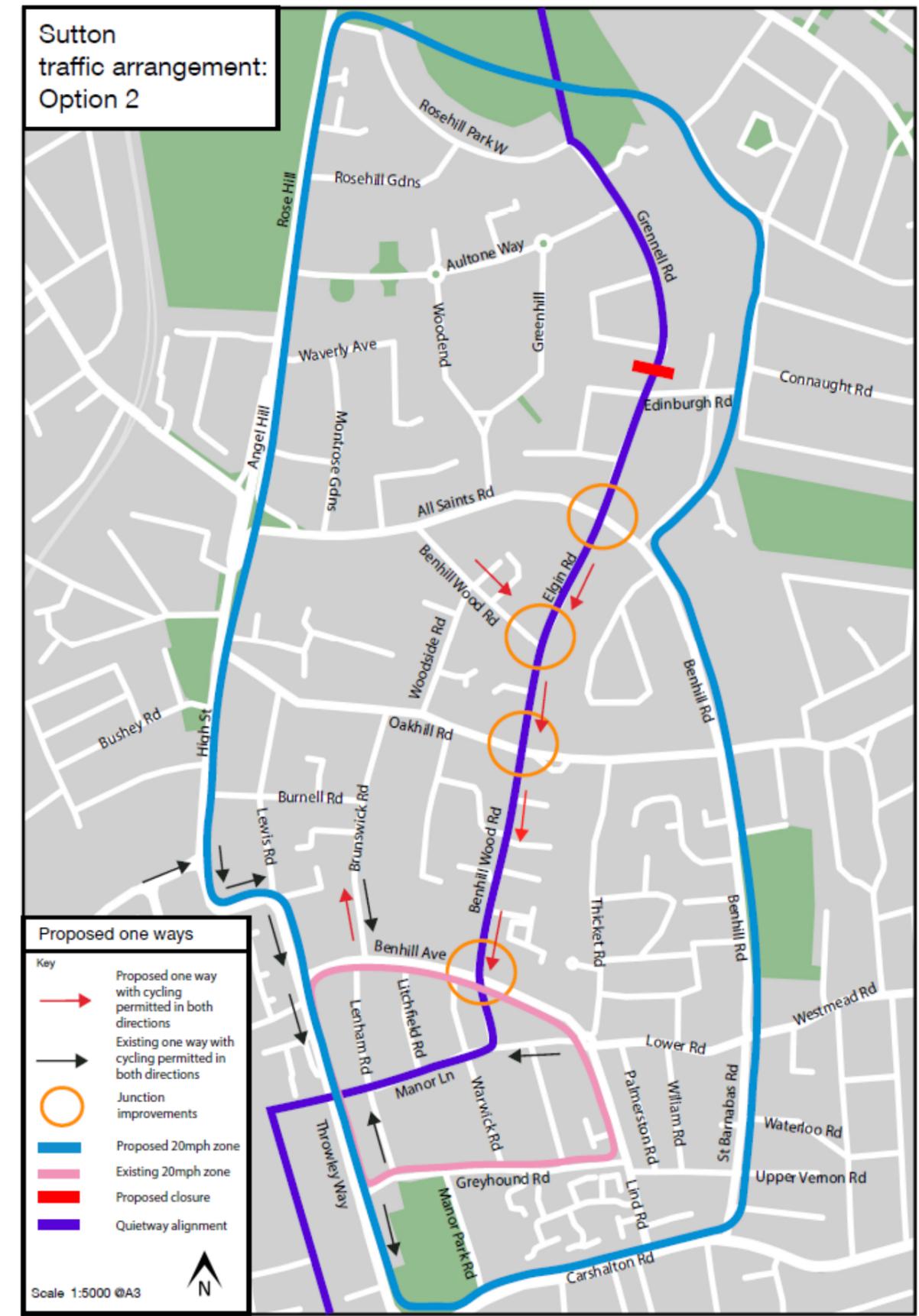
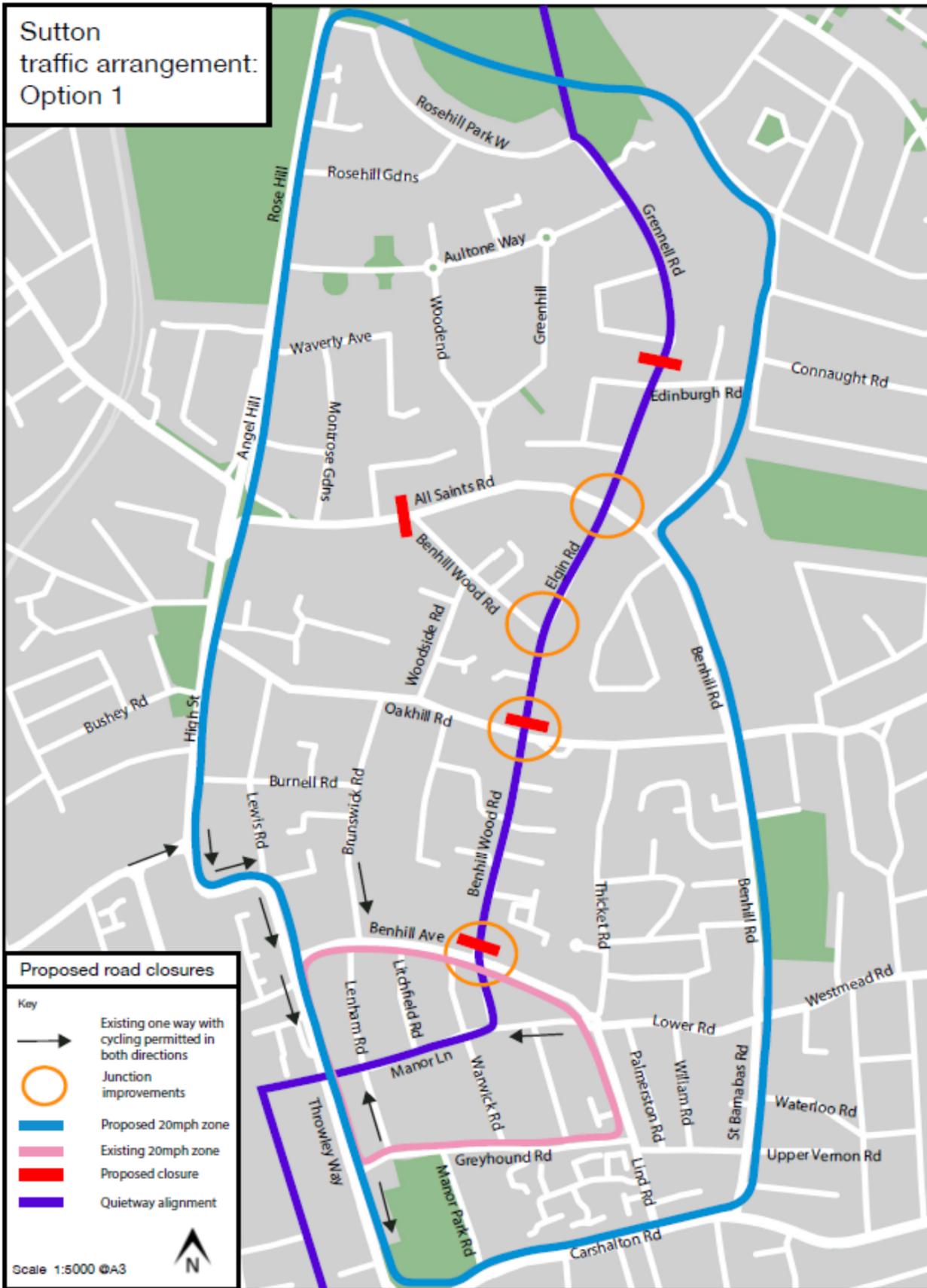
- 3000 vehicles per day travel along this road, with more than half travelling northbound
- Road is narrowed by parked vehicles on both sides, and is on a gradient
- Properties on Benhill Wood Rd are accessible from All Saints Rd, Benhill Rd and Oakhill Rd
- Contraflow cycle lane would be needed for northbound cyclists along the length of this road
- Cul-de-sacs accessed off Benhill Wood Rd will remain two way, as will Millford Grove

One way on Brunswick Road changed to northbound:

- One way changed from current southbound only to northbound only between Benhill Ave and Benhill Grounds estate to provide alternate route to Benhill Wood Rd for northbound traffic (in addition to Thicket Rd and Benhill Rd)
- Northern stretch of Brunswick Rd will remain two way
- Properties can be accessed from Benhill Avenue, Oakhill Road or Burnell Road depending on location in relation to one way working

¹ London Cycling Design Standards, Transport for London 2014

8. Recommendations



8. Recommendations



An artist's impression how a closure on Renneil Road between Edinburgh Road and Aultone Way could look, proposed in both options

8. Recommendations

Impact analysis

	Option 1: Area wide traffic filters	Option 2: One ways and single traffic filter
Speed reduction		
Through traffic reduction		
Cycle safety (conflict/collisions)		
Cycle safety (perception/ comfort)		
Opportunity for greening		
Need for wider area measures		
Air quality improvements		

Recommendation

Sustrans recommends the implementation of Option 1, as this is the most effective option in terms of traffic and reduction, pedestrian and cycle safety and improvements to local air quality.

Option 1 also best addresses the greatest number of issues raised through the engagement process. The majority of respondents stated that they would like to see the speed and volume of traffic through this area reduced, and this option addresses both these issues more effectively than option 2. This is because a series of road closures will prevent through traffic (“rat running”) in the area, meaning that any motor vehicles using these streets will most likely be local residents or visitors, who will be just starting or ending their journey. Reducing through traffic will dramatically reduce the volume of traffic on the roads (as they will just be used for access), and therefore lead to an improvement in local air quality.

Additionally, option 1 best addresses the 76% of respondents who felt the council should do more to address air quality in the area.

Option 2 will reduce the traffic volumes in the area to an extent but comes with a risk of increasing traffic speeds in the area through the implementation of one way streets.

Recommended next steps

Sustrans recommends carrying out further engagement as detailed above in February 2018, before the pre-election period begins.

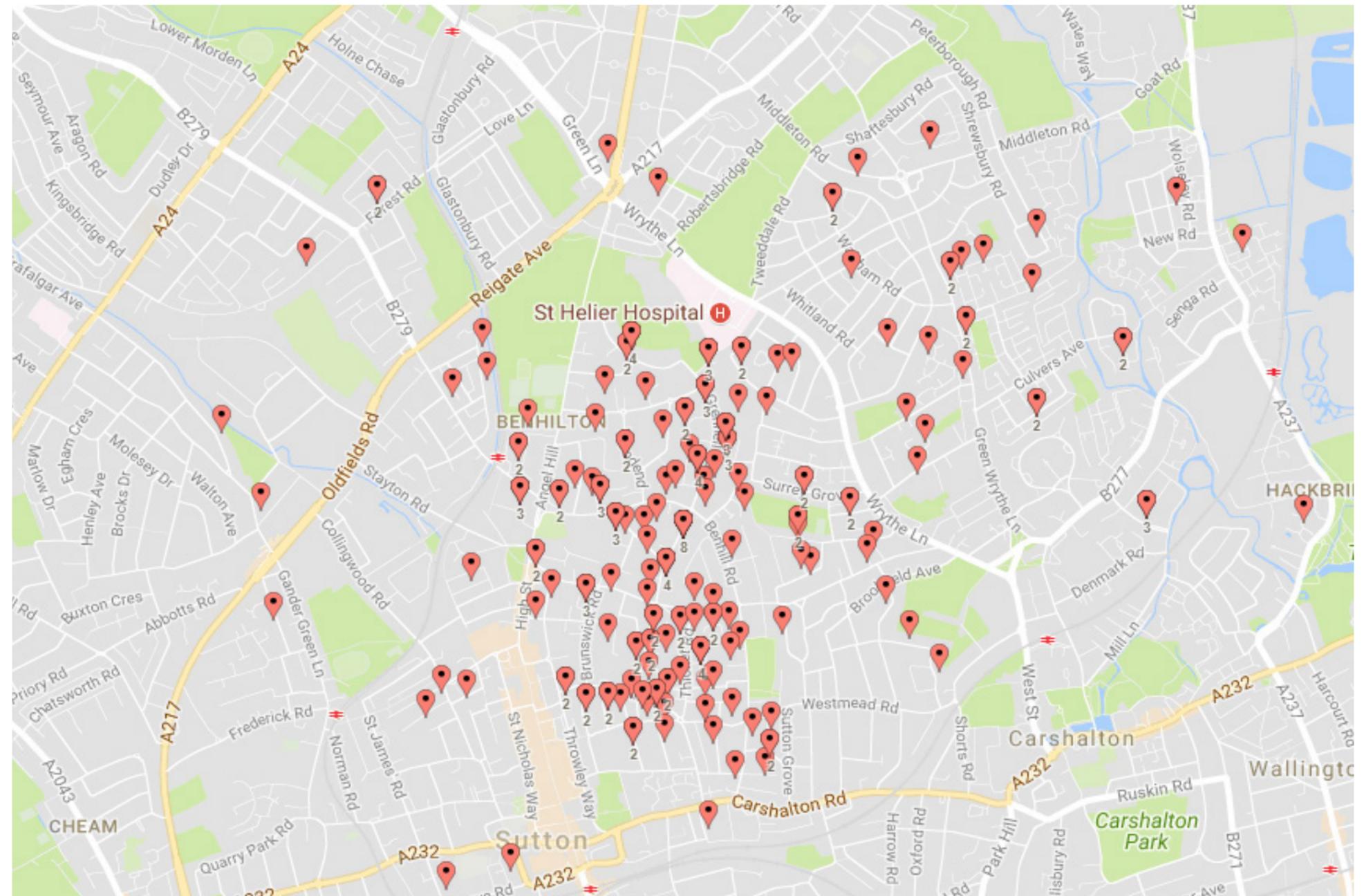
Public consultation to implement an experimental scheme, along with public consultation on all other Quietway improvement schemes in the borough, should then be carried out from June to July 2018. The trial should then be implemented between October 2018 and March 2019.

Detailed design on the route is currently programmed to be completed by July 2019, and construction due to be completed in November 2019.

9. Appendix

9. Appendix

The following pages show the distribution of responses received by postcode, and the letter sent to 4967 residents in the area of engagement area in June 2017.



9. Appendix

Kingston & Sutton Shared Environment Service Highways & Transport

Your Ref
My Ref: LR/T30116

Tel: 0208 770 6455
Date: 12/06/17



Residents
Grennell Road / Elgin Road /
Benhill Wood Road Area

Please ask for Mira Lynn Robinson

Dear Residents,

I am writing to let you know about a unique opportunity for you and others in your area to benefit from Transport for London (TfL) funding to improve the Grennell Road, Elgin Road and Benhill Wood Road area. In partnership with TfL, we would like to invest in local improvements so that you can enjoy a cleaner and healthier environment.

Your views are essential to us so that we can develop proposals that represent local aspirations. We would like you to tell us how you feel about where you live, especially regarding your travel choices, road traffic and the quality of local streets. Details of how to provide feedback are given on the next page under 'How to give us your views'.

We will contact you again to share the feedback we received from people in your area, and discuss the findings with the Local Committee members before agreeing the next steps. Once proposals have been developed, you will then be able to provide comments on the proposals as part of a public consultation.

TfL Healthy Streets funding

The Mayor and TfL are investing across London to create a healthier, cleaner and more inclusive city. The Healthy Streets approach prioritises people's wellbeing, making streets more pleasant places to spend time and making it easier to walk and cycle safely. Many people are already benefitting from Healthy Streets across the capital.

As part of these Healthy Streets improvements, we will be proposing to connect residents to the London-wide cycle network of Quietways. These are quiet routes that follow back streets, parks and waterways that will safely connect you to shops, stations, workplaces and other destinations. They are different from Cycle Superhighways, being much more low-key in nature, and appeal to people of all ages and cycling experience.

The proposed route in this area would provide links towards Colliers Wood and Morden to the north, and Sutton town centre to the south. Any improvements that are made should also

Please reply to:
Kingston & Sutton
Shared Environment
Service
Highways & Transport
24 Denmark Road
CARSHALTON
Surrey SM5 2JG

improve conditions for walking, and the views of all residents and street users will be taken in to account as proposals are developed.

Grennell Road, Elgin Road and Benhill Wood Road

High levels of traffic can be a barrier to Healthy Streets. Pollution, noise and road safety risks can make them unpleasant places to live. We know that there is a lot of traffic using these streets - around two in three (70%) of the 5000 daily vehicles come from outside of the area because people use your streets to take short-cuts*. This has an impact on everyone, but particularly on children, those with impaired mobility and people walking and cycling.



Quietways mostly use backstreets, parks and waterways to provide a safe and attractive environment for walking and cycling

How to give us your views

Please tell us how you feel about the local area by filling in the survey online at www.sutton.gov.uk/quietways. The online survey will be open for submissions until Friday 19th July, 2017.

We encourage individual submissions from all members of your household, including children.

Alternatively, you may attend any of the public drop in sessions listed below and fill in a survey in person with a member of staff. Please drop in at any time between 5pm and 8pm - refreshments will be provided.

Monday 19th June 19, 2017
Friday 23rd June, 2017
Monday 26th June, 2017

All drop in sessions will take place at the Salvation Army, 45 Benhill Avenue, Sutton SM1 4DD.

Yours sincerely,

Lynn Robinson

Highways and Transport
Kingston & Sutton Shared Environment Service

*Traffic surveys carried out by Traffic Survey Partners between 21st June and 27th June 2016 and on 14th July 2016.

