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**Low Traffic Neighbourhoods -  
Mount Pleasant Lane and  
Southwold Road  
Feedback Report**

**November 2021**

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# Project details

<b>Title</b>	Low Traffic Neighbourhoods – Mount Pleasant Lane and Southwold Road Report
<b>Client</b>	Hackney Council
<b>Project number</b>	21075
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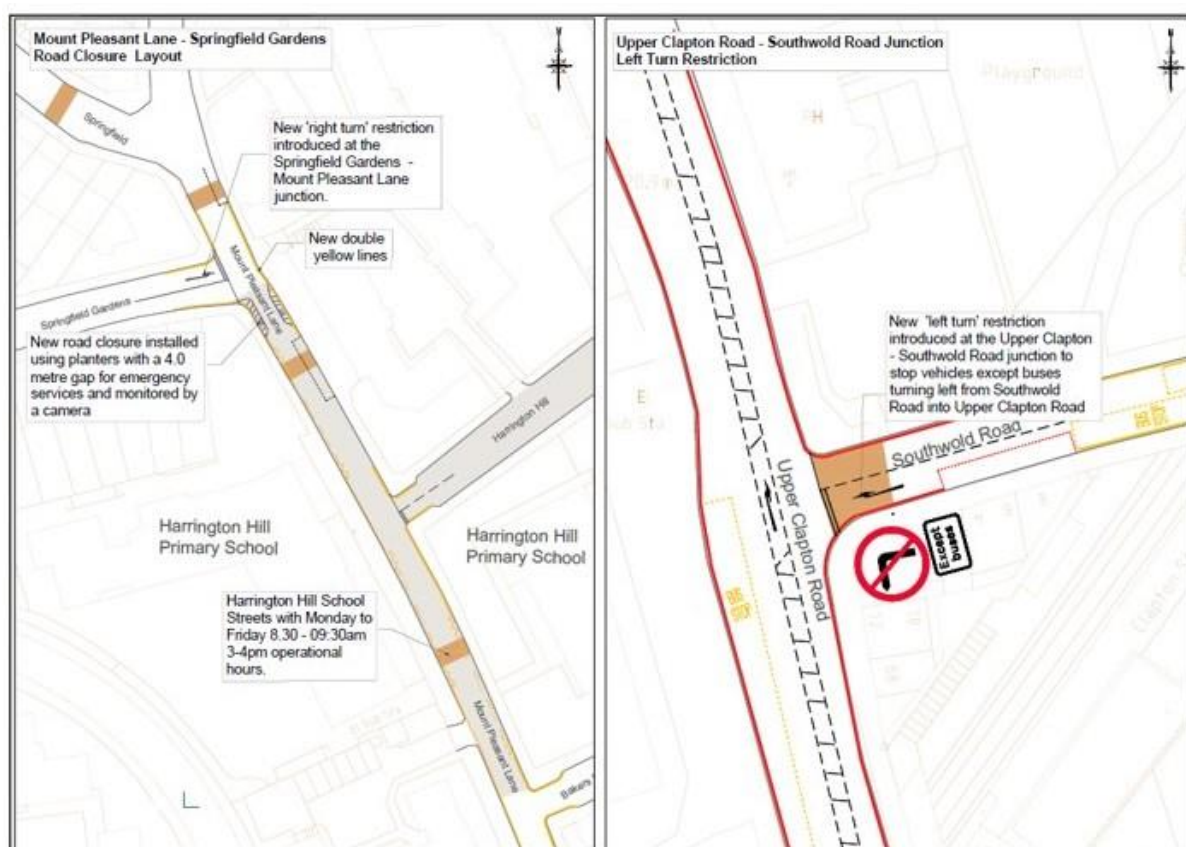


# Engagement approach and response

## Introduction

In 2020, Hackney Council introduced new low traffic neighbourhoods and School Streets under its Rebuilding a Greener Hackney emergency transport plan. The aim of the plan was to improve Hackney for walking and cycling, encourage people to spend time in the local area, create quieter, greener and more pleasant neighbourhoods and prevent a car-led recovery from the pandemic. The measures, which are aligned with Hackney's Transport Strategy, were rolled out during the coronavirus pandemic, in line with guidance from the Department for Transport, to help residents maintain social distancing, encourage active forms of travel and enable a green recovery from the pandemic.

A traffic filter (planters or bollards on the road, which prevent motor vehicles from passing through) has been implemented on Mount Pleasant Lane. A left turn restriction from Southwold Road to Upper Clapton Road was planned, but not implemented. The decision not to proceed with the Southwold Road measures was taken after the engagement period started.



The Mount Pleasant Lane measures were implemented from the 9 November 2020, through an experimental traffic order for a maximum of 18 months, with residents able to have their say until 24<sup>th</sup> September 2021.

It should be noted that additional traffic measures were introduced in November 2020 in relation Harrington Hill Primary School. School Street schemes operate by closing the road outside of a school to the majority of vehicles during school opening and closing hours. As part of this initiative, the following measures were implemented:

- Mount Pleasant Lane, from its junction with Bakers Hill to the road closure at Springfield Gardens, including Harrington Hill, became a School Street. Vehicles approaching from the direction of Bakers Hill are not able to enter the zone between 8:30-9:30am and 3:00-4:00pm, Monday to Friday, unless they have been granted an exemption for this School Street. The Pedestrian and Cycle zone does not operate on weekends or during school holidays.

A separate feedback site on Commonplace was made available to collect feedback on the School Street. Links were placed on the Mount Pleasant Lane and Southwold Road scheme site on Commonplace to redirect residents to this if required. However, some overlap in feedback on the two measures is likely given their geographical proximity.

## Communications & Engagement Approach

Hackney Council used the interactive online engagement platform, Commonplace, to gather insight from local residents and interested stakeholders. Those without online access were given the opportunity to provide their feedback offline through writing to 'Freepost Streetscene'. Residents were also able to write to [streetscene.consultations@hackney.gov.uk](mailto:streetscene.consultations@hackney.gov.uk).

Feedback on the schemes was promoted by:

- Distribution of letters and drawings to residents in the surrounding area prior to implementation;
- Articles in Hackney Today;
- Signposting residents to the feedback channels via Council social media channels and relevant e-newsletters, including through targeted, area-based social media ads;
- Nextdoor, a neighbourhood hub which enables hyper local engagement.

## Data Collection Methodology

The primary method of collecting data was through the online platform, Commonplace (<https://rebuildingagreenerhackney.commonplace.is/>). There are two main ways participants have contributed to the platform. The first is to complete a survey. For a completed survey to appear publicly on the site, the participant has to verify that they made the comment via a confirmation email. The second is to add an agreement to an existing comment on the platform. Respondents can add one agreement to any comment other than their own. Unless a person is already logged in, they are asked to provide an email address. If the person chooses not to provide their email address, they are treated as anonymous and their comments are collected in the database but not displayed publicly. All comments, whether they were connected to an email address or posted anonymously, have been analysed in this report. Throughout the report, those who have added comments have been recorded as participants or respondents.

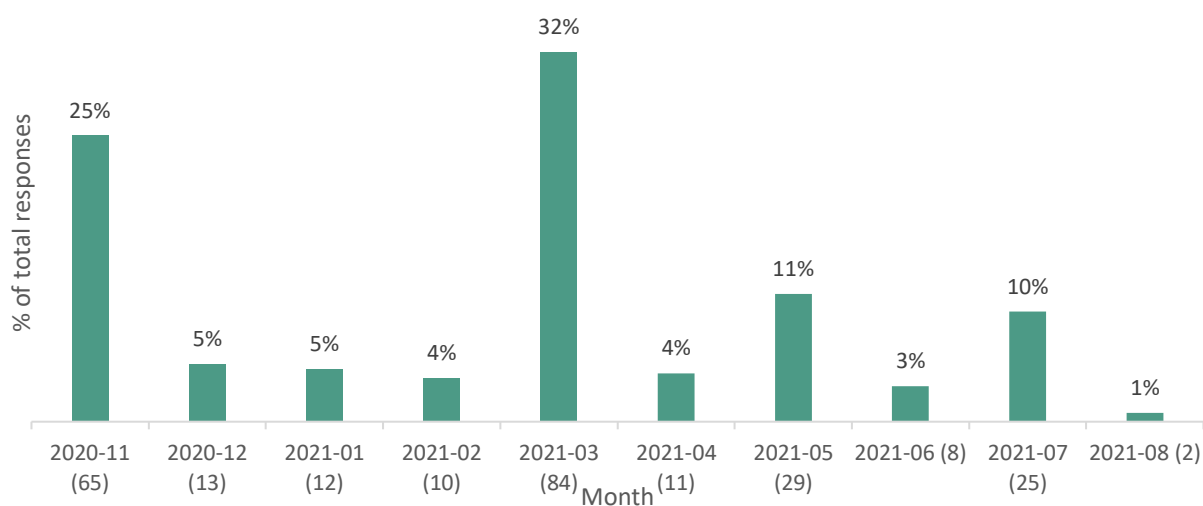
The full list of questions can be viewed in the appendix at the end of the report.

## Respondents

A total of 259 responses were received on Commonplace by the closure of the feedback period at the end of September 2021. These comments came from 249 unique<sup>1</sup> respondents.

The distribution of the responses by month is shown in the figure below. This shows that a quarter of responses (25%) were provided within the first month of the feedback period, with the peak of responses being in March 2021 (32%). No responses were received in September 2021.

**Figure 1: Response volumes by month**



Sample base: 259

<sup>1</sup> Unique or blank user ID

# Executive summary



## Key messages from the Mount Pleasant Lane and Southwold Road scheme engagement

259 responses were collected during the feedback period of the Mount Pleasant Lane and Southwold Road scheme. This data comprised both text comments and responses to tick box questions. Analysis of these responses has provided the following key messages.

### Rebuilding a Greener Hackney



33%



63%

Among those who provided feedback on the Mount Pleasant Lane and Southwold Road scheme more respondents disagree rather than agree with the ambition to rebuild a greener Hackney.

### Feelings towards the Mount Pleasant Lane and Southwold Road scheme



27%



73%

There is a negative balance of opinion, with 27% respondents feeling positive about the traffic measures compared to 73% who feel negative. Just 1% gave a neutral response.

### Most common likes:



67% reduced air pollution



64% reduced traffic



62% area now more pleasant

Base: All respondents (95)

### Most common dislikes:



82% increased traffic



72% increased air pollution



60% decreased road safety

Base: All respondents (179)

### Preferred course of action



30%

say the measures **should** be made permanent (26% all of them, 4% some of them)



69%

say the measures should **not** be made permanent



Among those who live in the E5 postcode **29%** say some or all of the measures **should** be made permanent. **71%** say they **should not**.

Among non-motorists **64%** say some or all of the measures **should** be made permanent, while **34%** say they **should not**. 1% said don't know.



Among motorists **15%** say some or all of the measures **should** be made permanent. **85%** of motor vehicle users said they **should not**.

Base: All respondents (126)



# The profile of responses

## The spatial composition of responses

Providing a postcode was an optional part of the demographics section of the survey. Analysis of the postcodes provided allows us to monitor where respondents live and what relationships exist between issues and those who live in different postcode areas. A total of 182 respondents included a postcode.

The maps below plot the postcodes provided. Please note that in many instances respondents provided an incomplete postcode. When this is the case, the mapping software places a pin in the best fit location, e.g. the centre of the postcode district.

Figure 2 shows that the majority of respondents were within the central London area, with a small number further afield. There is a single outlier in the East.

**Figure 2: Map of all respondents**





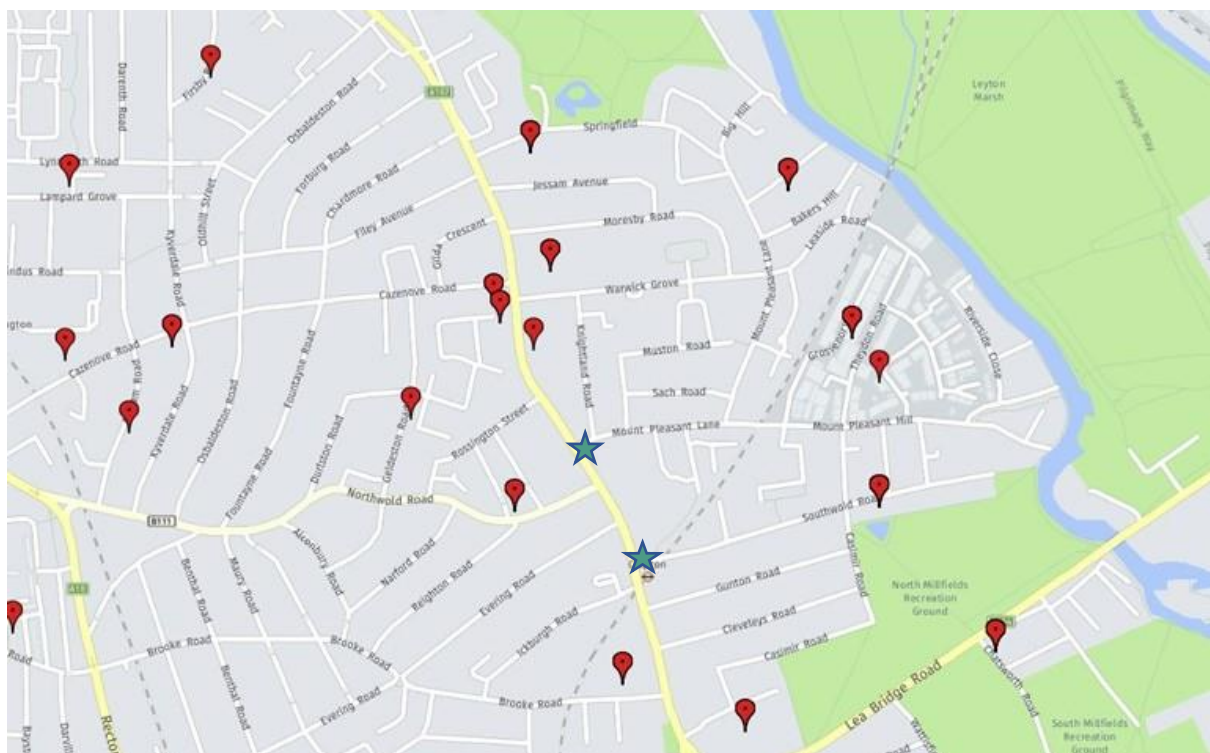
This map in Figure 3 shows the postcode areas for the majority of respondents, which is zoomed in from the map above.

**Figure 3: Map of responses at borough level**



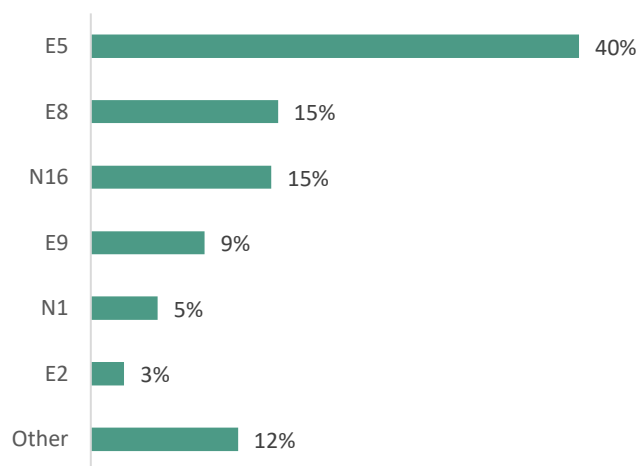
The third map below shows the spatial distribution of the responses in the immediate vicinity of Mount Pleasant Lane and Southwold Road, which are identified by the star icons below.

**Figure 4: Map of responses in scheme locality**



A count of responses per postcode district is shown in the figure below. Postcodes from below this threshold have been grouped together in the 'other postcode' category. Responses from the E5 postcode district are most prevalent (40%). This is the postcode location closest to the Mount Pleasant Lane and Southwold Road scheme.

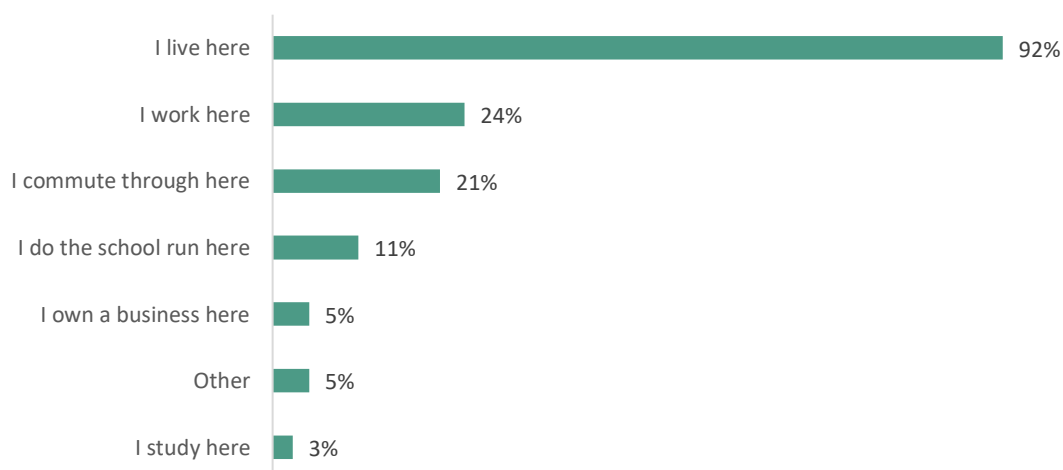
**Figure 5: Responses received per postcode**



Sample base: 182

Reflecting this postcode distribution, when asked to describe their connection to Hackney, 92% of respondents stated that they “live here”. The views reported in this document, therefore, are primarily from Hackney residents. Across the total sample, 24% work here and 21% describe themselves as commuters through the area. This provides an indication of the prevalence of groups for whom LTNs are likely to have a day to day impact. Please note that more than one response was possible at this question.

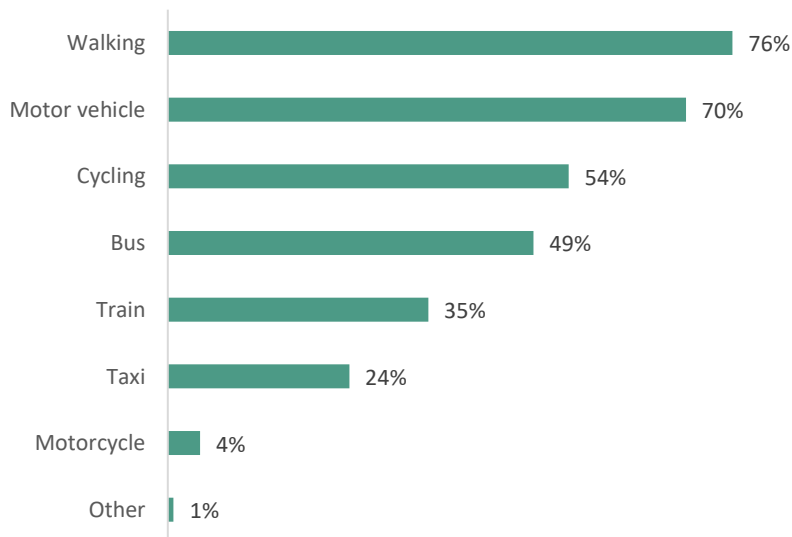
**Figure 6: The connection of respondents to Hackney**



Sample base: 195

Seven in ten (70%) households in Hackney do not own a car. However, based on the figure below it appears that a disproportionate number of vehicle users provided feedback on the Mount Pleasant Lane and Southwold Road scheme. Whilst the most common response from respondents is that they walk to move around Hackney (76%), seven in ten (70%) indicate that they use a motor vehicle within the borough. Around half of respondents are cyclists (54%) and bus users (49%) within Hackney.

**Figure 7: Please select which modes of transport you use to move around in Hackney**



Sample base: 254

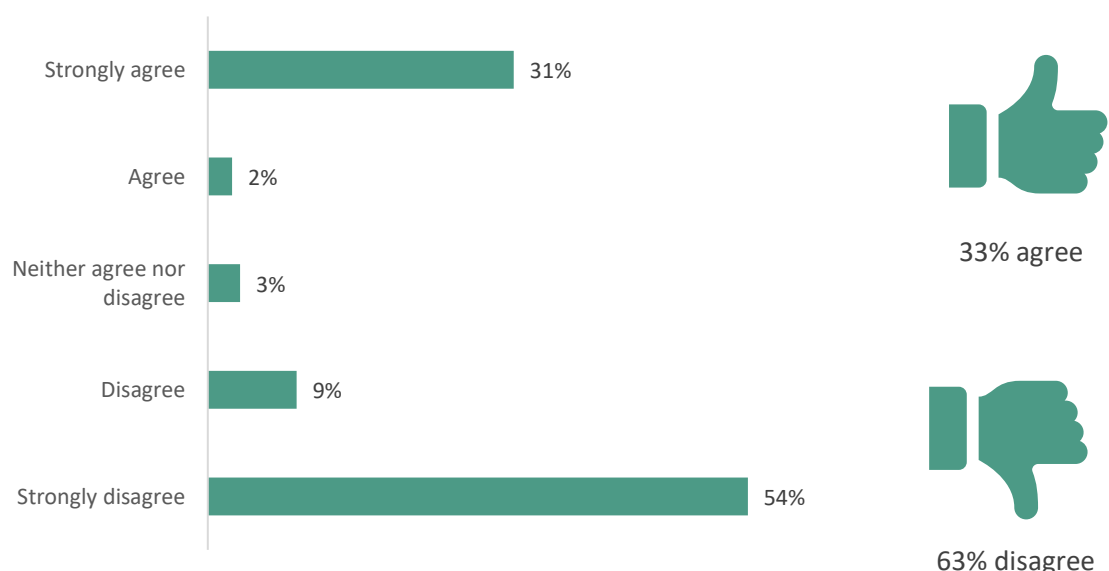
# Findings

## Support for Rebuilding a Greener Hackney

All those who provided feedback on the Mount Pleasant Lane and Southwold Road scheme were informed that public transport capacity post-lockdown remains much lower than before the pandemic and 70% of households in Hackney do not own a car. In this context, respondents were asked to what extent they agree or disagree with Hackney Council's aspiration to rebuild a greener Hackney by encouraging more walking and cycling and preventing car-use returning to pre-lockdown levels or above. This question provides an indication of the overall sentiment held regarding these interventions, prior to the exploration of the specifics of the Mount Pleasant Lane and Southwold Road scheme.

As shown below, support for rebuilding a greener Hackney is somewhat polarised with the majority of respondents answering at the extreme ends of the response scale. Overall, while 33% of respondents agree with the Council's ambitions, 63% disagree with the approach of rebuilding a greener Hackney<sup>2</sup>.

**Figure 8: Overall support for rebuilding a greener Hackney**

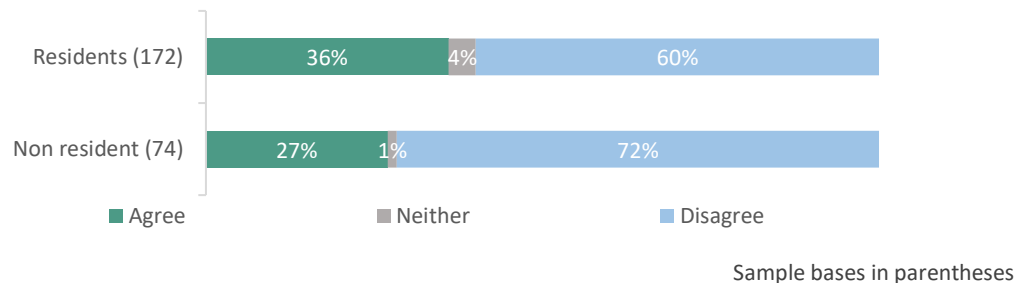


Sample base: 246

<sup>2</sup> Owing to the rounding of numbers, percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used for accuracy.

Drilling down to look at the views of Hackney residents shows that 36% of those who provided feedback on the Mount Pleasant Lane and Southwold Road scheme agree with the rebuilding a greener Hackney aspiration. The proportion of residents who disagree is 24-percentage points higher at 60%. However, it must be recognised that these responses are being drawn from a self-selecting sample i.e. individuals who are motivated enough about the issue to engage with the feedback channels the Council has provided.

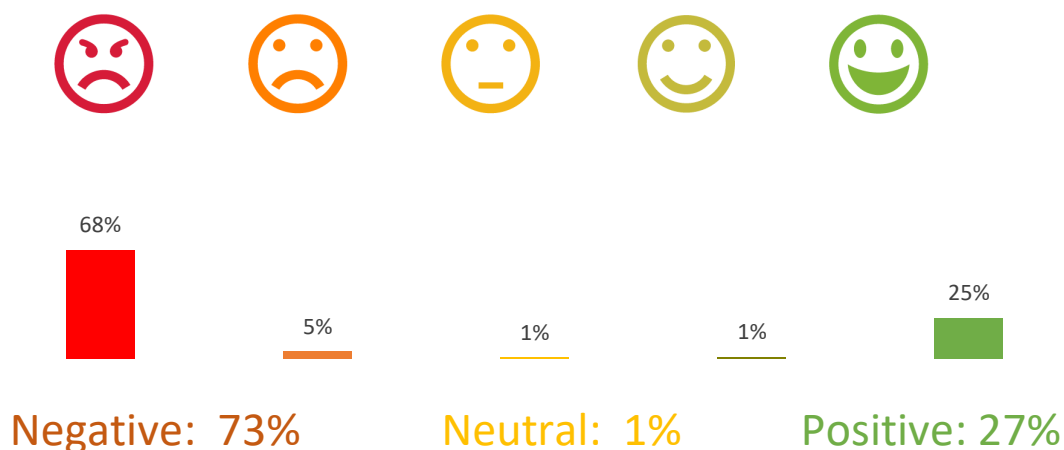
**Figure 9: Overall support for Rebuilding a Greener Hackney by connection to the borough**



## Overall support for the Mount Pleasant Lane and Southwold Road scheme

The overall balance of opinion among respondents regarding the Mount Pleasant Lane and Southwold Road scheme was captured using a visual five-point scale which is replicated below. Overall, more respondents feel negatively about the scheme (73%) than positively (27%). Just 1% gave a neutral response by selecting the midpoint on the scale, illustrating that these traffic measures have been an emotive issue. The most commonly selected single response on the scale was the red coloured face, i.e. the most negative response possible, which was chosen by 68% of respondents

**Figure 10: How do you feel about the traffic measures in Mount Pleasant Lane and Southwold Road, as described above?**



Sample base: 259

Examining the interaction between support for rebuilding a greener Hackney and feelings about the Mount Pleasant Lane and Southwold Road scheme shows that these are intrinsically linked. Among those who agree with the Council’s overarching strategy, 82% are positive about the traffic measures in Mount Pleasant Lane and Southwold Road and 18% are negative. Where there is disagreement with the rebuilding a greener Hackney approach, results show the opposite, with negativity universal at 100%.

Individual respondents were able to provide multiple comments on the basis that their views might alter throughout the duration of the feedback period. This shift in support could be in a positive direction or indeed a negative one based on their experiences and understanding of the practical impacts/outcomes. However, in reviewing the data we have identified where high numbers of responses have been received from an individual user. As a check on the data we have rerun this overall support metric based on where single comments have been given and where 2, 3, 4 or more responses have been given. This is shown in the table below. Looking at single response data in isolation, given that these comments make up a dominant proportion of the responses received, the balance of feeling with these single comment respondents (27% positive, 72% negative) aligns with that seen within all responses (27% positive, 73% negative). Beyond this it is evident that multiple responders (2 or more comments provided) also most commonly have negative feelings towards the Mount Pleasant Lane and Southwold Road scheme

**Table 1: Feelings toward the Mount Pleasant Lane and Southwold Road scheme based on volume of comments provided per individual**

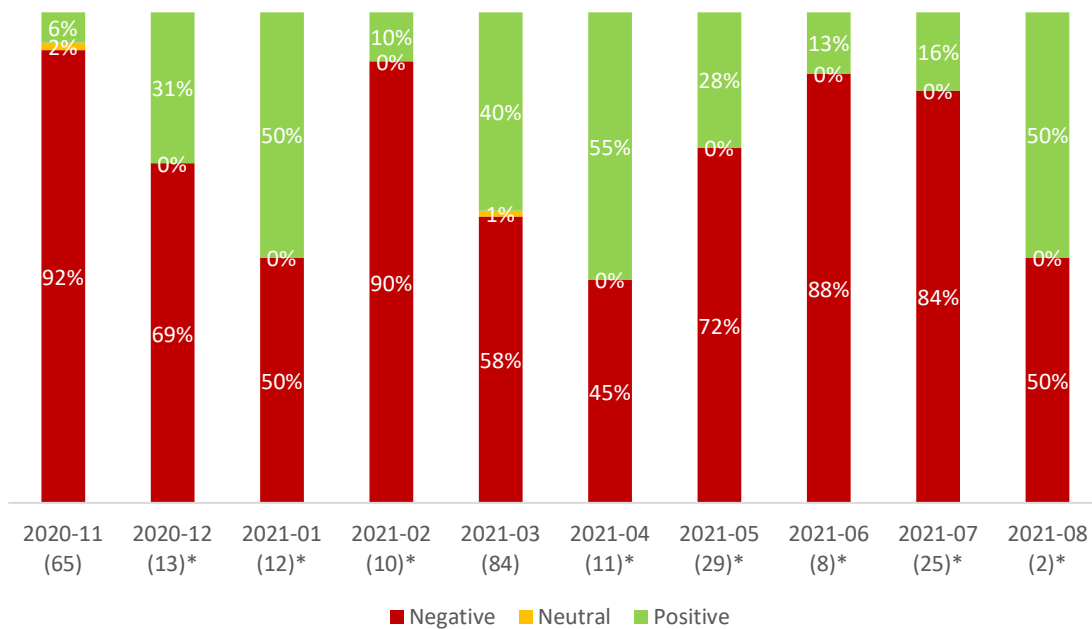
	Single comment (240)	2 comments (16)	3 comments (3)
Positive	27%	25%	-
Neutral	1%	-	-
Negative	72%	75%	100%

Among respondents who have a ‘confirmed’ response status (see earlier detail) 27% are positive about the Mount Pleasant Lane and Southwold Road scheme and 72% are negative.

## The balance of opinion over the feedback period

The figure below breaks down the balance of opinion towards the Mount Pleasant Lane and Southwold Road traffic measures per month of the feedback period. This provides an indication of whether or not there have been shifts in sentiment as the measures have become an established part of community life. The sample base of responses per month is shown in parentheses on the horizontal axis.

**Figure 11: Feeling about the Mount Pleasant Lane and Southwold Road traffic measures per month of the feedback period**



Sample bases in parentheses

\* note low sample bases

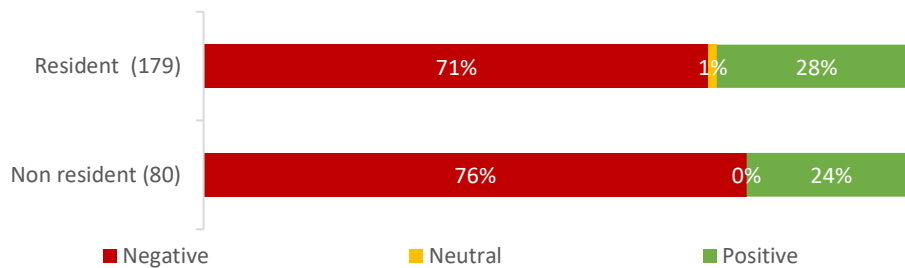
Responses were more commonly negative than positive for most of the months in the feedback period, with the highest negativity being recorded in the first month (92%). As already mentioned, March 2021 in particular produced the greatest volume of responses; during this month, 58% of responses were negative and 40% were positive. It should be noted that many of the months have a relatively small sample base (< 30) and should therefore be viewed with caution.



## Variations in support and opposition

Looking specifically at residents in the borough, the proportion who have a negative view of the scheme (71%) is significantly higher than the proportion who are positive (28%). Among those who are non-residents, negativity is higher at 76%.

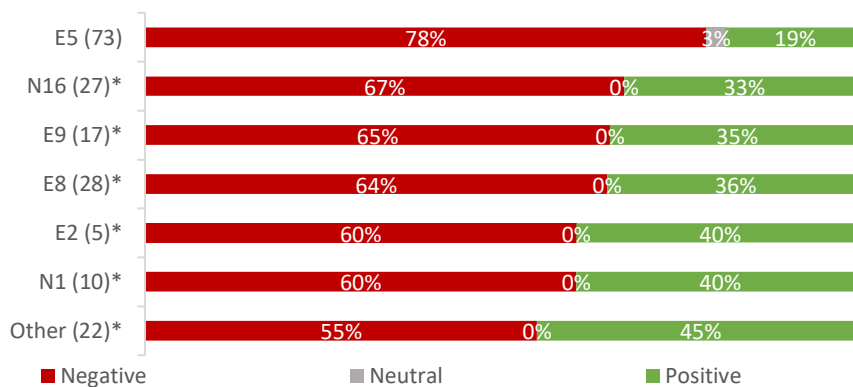
**Figure 12: Feeling about the Mount Pleasant Lane and Southwold Road traffic measures by connection to the area**



Sample bases in parentheses

Drilling down to postcode level, within the E5 postcode district from which the greatest number of responses was received, the balance of opinion is 78% negative and 19% positive, with 3% giving a neutral response.

**Figure 13: Feeling about the Mount Pleasant and Southwold Road traffic measures by postcode**

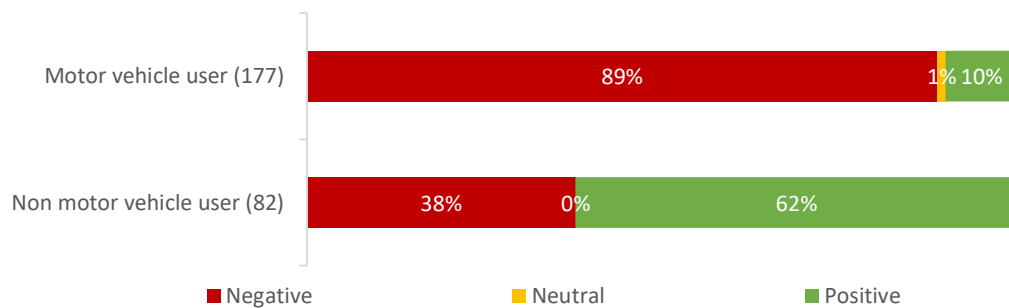


Sample bases in parentheses

\* note low sample bases

Further analysis also shows that among those who use a motor vehicle to travel around Hackney 89% feel negative about the Mount Pleasant Lane and Southwold Road scheme. This is over twice the level of negativity found among non-vehicle users (38%).

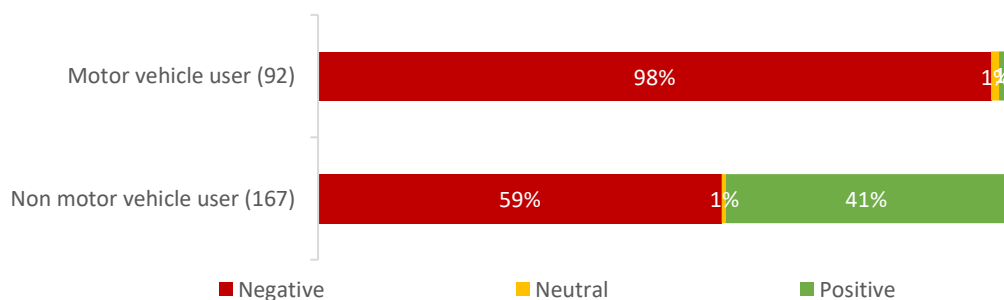
**Figure 14: Feeling about Mount Pleasant Lane and Southwold Road traffic measures by mode of transport (travelling around Hackney)**



Sample bases in parentheses

Among those who use a vehicle to travel to work, 98% feel negative towards the Mount Pleasant Lane and Southwold Road scheme compared to 59% who indicate that they do not travel to work in this way.

**Figure 15: Feeling about Mount Pleasant Lane and Southwold Road traffic measures by mode of transport (travelling to work)**



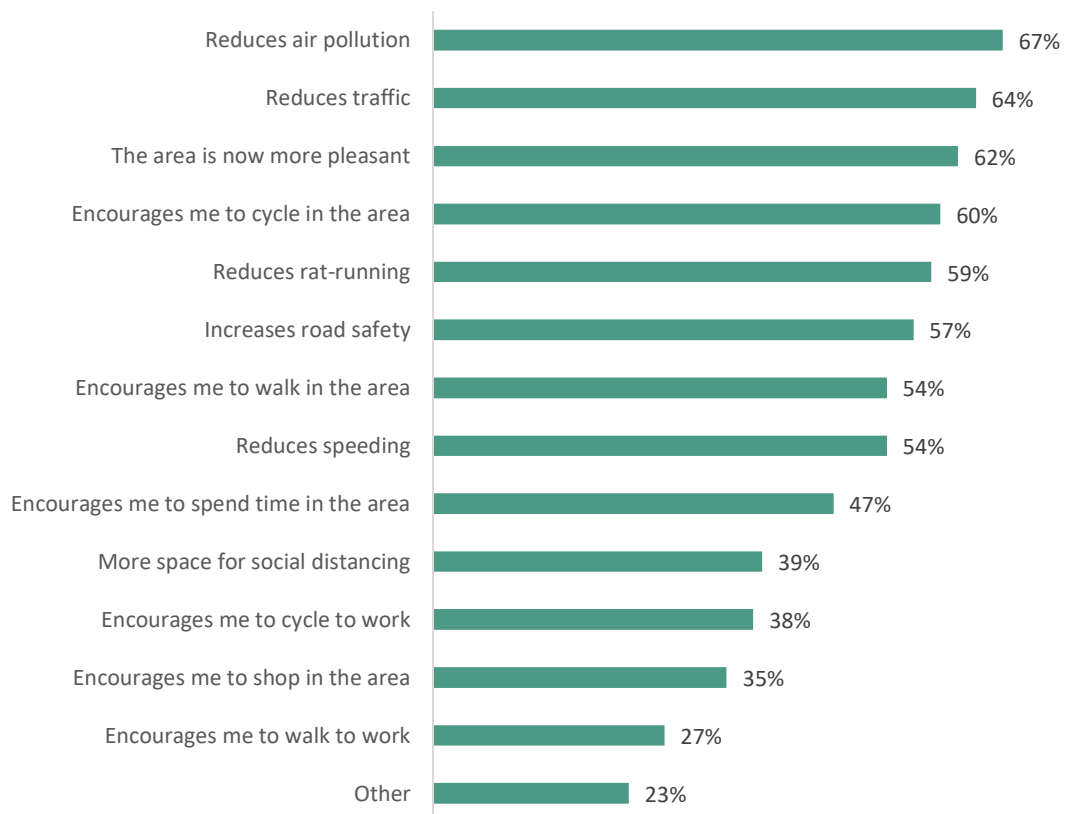
Sample bases in parentheses

## The positive responses to the Mount Pleasant Lane and Southwold Road scheme

All respondents were given the opportunity to record the aspects of the Mount Pleasant Lane and Southwold Road scheme that they like. A number of scheme aspects and impacts were presented on screen for the respondent to select from, or alternatively they could select an 'other' option and then provide their own description of what they like about the scheme. More than one 'liked' aspect could be selected per respondent. Please note that the statistical base (95) for the analysis below is the number of respondents who have responded to this question (some respondents left this question blank), not the cumulative number of likes/themes mentioned.

The positive aspects of the Mount Pleasant Lane and Southwold Road scheme that are most commonly identified are reduced air pollution (67%), reduced traffic (64%) and increased pleasantness of the area (62%).

**Figure 16: Overall, what do you LIKE, if anything, about the above traffic measures in Mount Pleasant Lane and Southwold Road?**



Sample base: 95

The 22 'other' comments provided at this question have been reviewed and where possible allocated into themes. The 'other' comments often provided responses covering more than one theme/issue. In interpreting this data it should be noted that this question was the first in which respondents had the opportunity to give their own text-based responses. Consequently, even with this question being structured around LIKES, many negative responses were provided at this question rather than in the DISLIKE question that followed. The most commonly identified positive theme identified in the other comments is the impact of the scheme on making the area safe for children to play and walk freely. But this benefit was identified in just 5% of the other responses given.

**Table 2: Themes within the other comments given in the LIKES question**

Theme	%
Nothing / None of above / rejects scheme	50%
Negative comments re: traffic measures	23%
Safe for children to play and walk freely	5%
General positive comments	5%
Other	18%
<b>Sample base</b>	<b>22</b>

**Comments relating to being safer for children to play and walk freely plus wider neighbourhood benefits:**

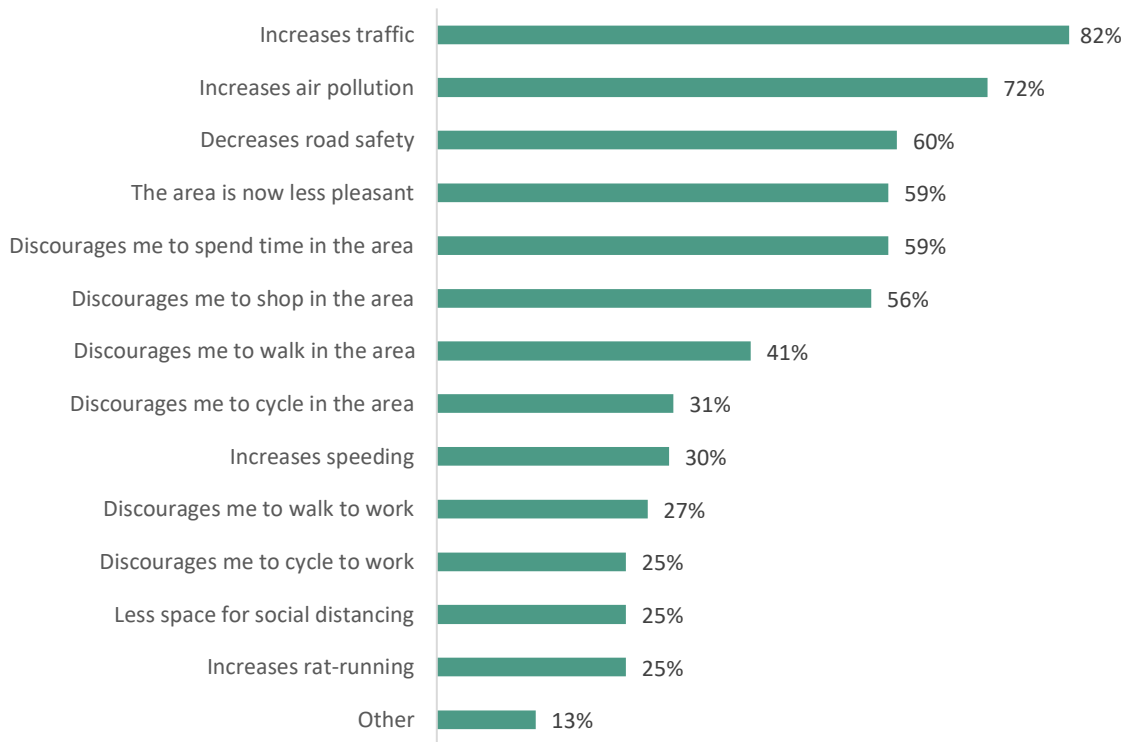
*"I can take my children out for exercise and explorations without being in constant fear."*

*"A far more pleasant place to live."*

## The negative responses to the Mount Pleasant Lane and Southwold Road scheme

Disliked aspects of the Mount Pleasant Lane and Southwold Road scheme were collected in the same way as the liked aspects, i.e. through a pre-prepared list of issues/impacts and through respondents providing their own 'other' comments. Please note that the statistical base (179) for the analysis below is the number of respondents who have responded to this question (some respondents left this question blank). The dominant responses evident at this question are that the traffic measures have increased traffic (82%) and that they increase air pollution (72%). Six in ten respondents suggest that these measures decrease road safety (60%), make the area less pleasant (59%) and discourages them from spending time in the area (59%).

**Figure 17: Overall, what do you DISLIKE, if anything, about the above traffic measures in Mount Pleasant Lane and Southwold Road?**



Sample base: 179

Within the 23 'other' responses at this 'dislike' question, further mentions or descriptions of increased traffic/congestion were most common (22%). Increased journey time and travel distance (13%) and more safety concerns (13%) were also identified.

**Table 3: Themes within the other comments given in the DISLIKES question**

Theme	%
Increased traffic/congestion	22%
More time in traffic/increased journey time/adds to travel distance	13%
More danger/safety issues/put lives in danger/can lead to accidents	13%
Increase pollution	9%
Personal stress/depression/frustration/pressure/confusion	9%
Nuisance/making lives harder/inconvenience	9%
Emergency Service access concerns	4%
Increase in equality issues highlighted e.g. disability/mobility	4%
Increase in noise	4%
More traffic on main roads	4%
Not enforced/drivers ignore/drive through	4%
Difficult to access/leave my street/property	4%
Other	22%
<b>Sample base</b>	<b>23</b>

**Illustrative increased traffic/congestion related comments are provided below:**

*"Makes me late for work, lots of traffic on Mount Pleasant Lane."*

*"You have increased traffic in other areas pollution."*

*"It doesn't offer alternative routes and makes journeys longer and increases congestion in surrounding roads."*

*"Traffic on other roads now significantly worse."*

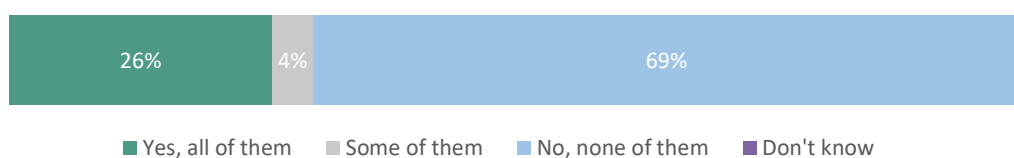
More generally, in many instances it appears that the 'other' box at this DISLIKE question was utilised to elaborate on/provide detail on the concerns respondents selected from the list presented in the survey, particularly around pollution and traffic impacts.

## Preferred course of action

When asked whether the existing traffic measures in Mount Pleasant Lane and Southwold Road should be made permanent, almost seven in ten (69%) indicated that none of them should be made permanent. One quarter (26%) said that all of the measures should be made permanent, with the remaining 4% saying some measures should be kept.

Because this specific scheme involves measures at multiple locations specific feedback was then sought on each of the locations. Within the 4% who said some, but not all of the measures should be retained, the greatest support is for the Traffic filter on Mount Pleasant Lane (87%), although it should be noted these follow up percentages are derived from just 15 responses. Within this same cohort 47% support the retention of the no left turn on Southwold Rd / Upper Clapton Rd.

**Figure 18: Do you want the above traffic measures in Mount Pleasant Lane and Southwold Road to be made permanent?**



Traffic filter on Mount Pleasant Lane: 87%

No left turn on Southwold Road / Upper Clapton Road: 47%

Sample base: 247/15

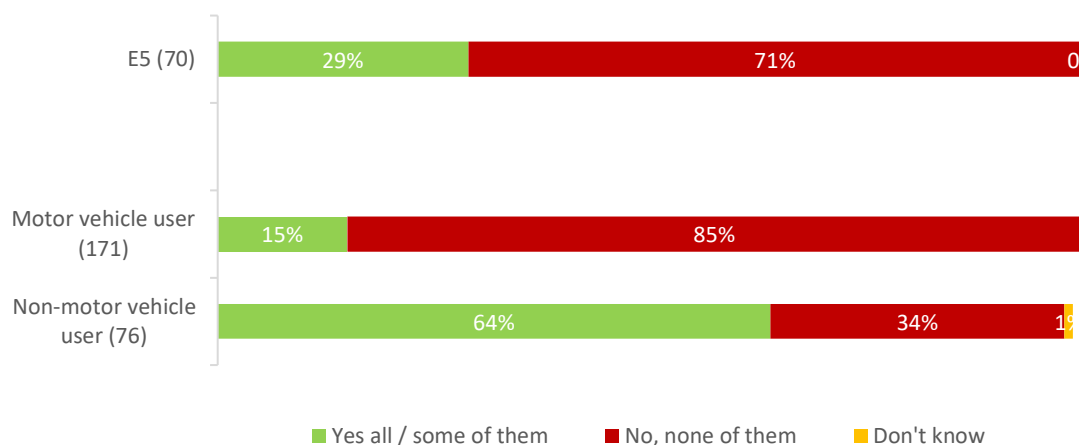
Further analysis of these results shows the following:

- Among those who are Hackney residents, the proportion who would like none of the measures to be retained is 67%. Among non-residents, the proportion that say they would not like any of these measures to be kept is higher at 74%.
- Among those who live in the E5 postcode district, the proportion who would like the Mount Pleasant Lane and Southwold Road measures to be removed is 71%, compared to 29% who would like some or all of them to be retained.
- Among those who use motor vehicles in the area, there is minority support for the Mount Pleasant Lane and Southwold Road measures to be made permanent (15%). Four in five (85%) motor vehicle users do not want these measures to be made permanent. In comparison, among non-



motorists a majority of 64% would like the measures to be made permanent, while 34% do not and 1% are unsure.

**Figure 19: Do you want the above traffic measures in Mount Pleasant Lane and Southwold Road to be made permanent?**

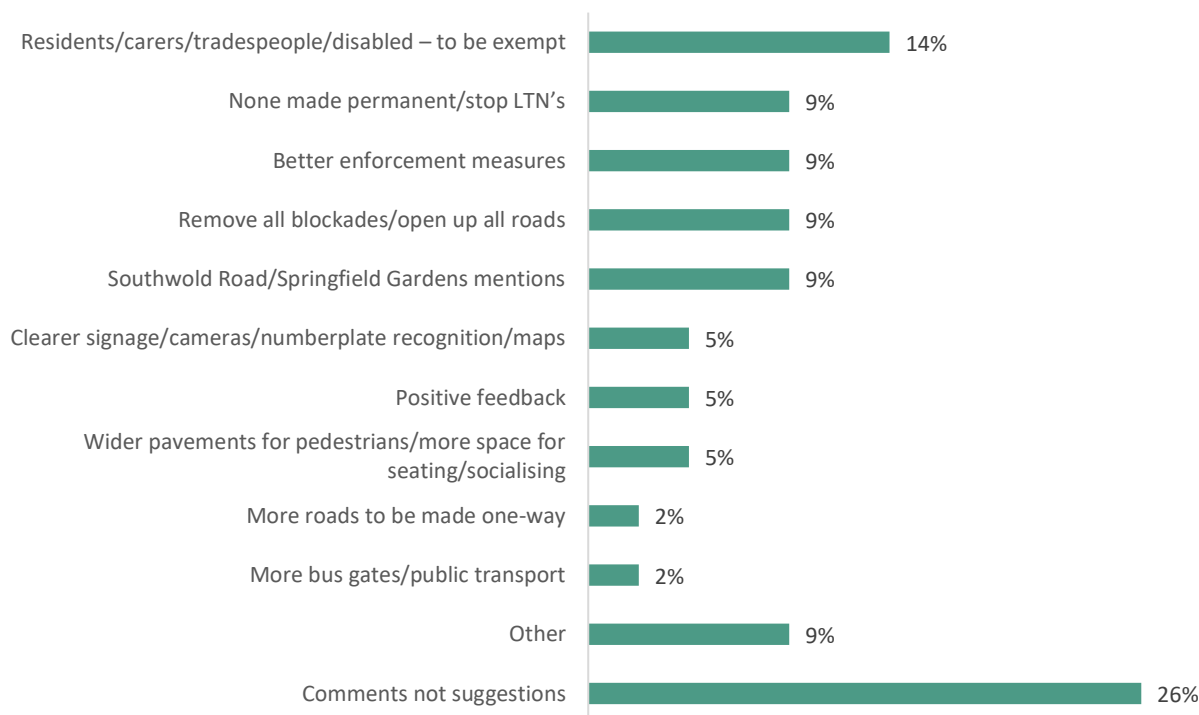


Sample base in parenthesis

## Suggested scheme improvements

Individuals who said that they want some or all of the Mount Pleasant Lane and Southwold Road scheme measures to be made permanent, were given the opportunity to state if there were any changes they would like to see made to the current measures. Among the suggestions made the key themes are provided in the figure below. These percentages are based on the number of responses to this question (43), but it should be noted that in this question 26% made comments that were not suggestions, 9% stressed resistance despite their answer at the previous question and 5% only provided general positive feedback rather than suggested improvements. Beyond this, the most common suggestions given related to making some groups exempt from the restrictions (14%). Ultimately, this data shows that there is no dominant view regarding potential scheme improvements.

**Figure 20: Suggested scheme improvements among those who would like some or all to be made permanent**



Sample base: 43

## Further comments

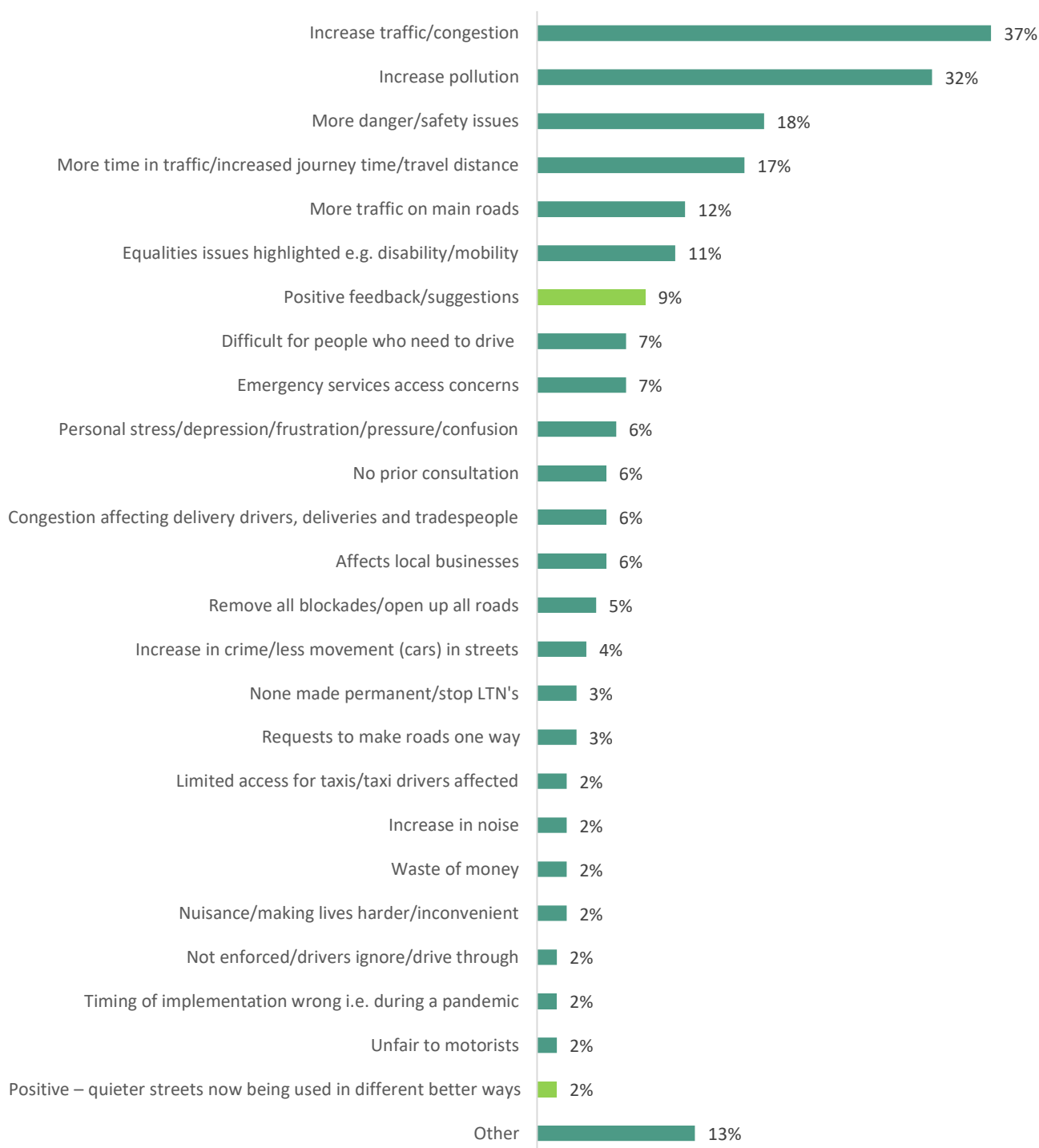


To complete their feedback, respondents were given space to add any further comments on the Mount Pleasant Lane and Southwold Road scheme. These comments have been reviewed and grouped into key themes. The themes mentioned by 2% or more of respondents are shown by the figure below. In line with the quantitative data already reported, these further comments

are largely negative in tone. The comments most commonly made suggest that the Mount Pleasant Lane and Southwold Road scheme is producing increased traffic/congestion (37%) and increased pollution (32%). Further concerns identified include more danger and safety issues (18%) and additional journey times (17%). More than one in ten responses at this question also suggested the scheme is producing more traffic on main roads (12%) and equalities issues (11%).

Within the comments at this question there is some evidence of respondents identifying the intended benefits of the scheme such as quieter streets that are being used in different ways (2%), albeit in relatively small numbers.

**Figure 21: Core themes within the further comments provided (response given by 2% or more of respondents at this question).**



Sample base: 126

Illustrative comments for the most common themes evident at this question are provided verbatim below. Many of these comments demonstrate that many respondents are simultaneously identifying interconnected traffic, pollution and safety issues.

### **Increased traffic/congestion**

*“With all these road closures, you are creating lots of traffic which has major impact on our lives.”*

*“By banning a left turn onto Upper Clapton Road you are increasing traffic everywhere else made worse by the other LTNs implemented which was introduced without consultation anyway. This change hasn’t helped to make Hackney greener in fact you have made it worse. Living during the pandemic is difficult as it is but this council seems determined to make life even more difficult. This includes making people late for work when people’s livelihood and jobs are at risk. This council seems determined to drive out families who have lived in this borough for decades.”*

*“These measures are only going to add to the congestion on surrounding streets!”*

*“Banning a left turn from Southwold to Upper Clapton Road does not make any sense. It is not a rat-run, it is a road used by residents to leave the area. Traffic on Upper and Lower Clapton Road is usually at a standstill and moving around the area (whether by public transport, car, bike or walking) is really difficult, stressful and unpleasant. Many residents of Hackney are very unhappy with these measures and are rightly concerned about their lack of ability and right to move around, in and out of the borough (again- by public transport, car, bike or walking). It is making Hackney a really difficult and stressful place to live. Please re-think these closures and banned turns.”*

*“No left turn from Southwold Road does nothing but force more traffic to queue up Mount Pleasant Lane, the top of which is a total bottleneck already, then join Upper Clapton Road and have to join what already has recently become far busier traffic just to pass Southwold Road. It already takes too long to get out of here. I’d agree with no right turn, that would make sense and encourage people to use the right roads. All you are doing is hugely increasing traffic on Upper Clapton Road, making journeys longer, increasing pollution and stress. No, I can’t stop driving as I need to get to places with no public transport options, there is a world outside of London.”*

*“The no left turn from Southwold Road will increase traffic from residents on Theydon Road and Mount Pleasant Hill will become more of a bottleneck than it already is, causing congestion, frustration and increased danger for the school children of Southwold Road. The cars waiting in what would be a perpetual traffic jam would create higher levels of pollution for those residents and children. I feel both your intention of reducing through traffic and the safety of residents could be met if residents and blue badge holders could apply for an exemption. The measures would deter people from using the Jack Watts estate as a cut through without funnelling all local residents. Turning right from Southwold*

*Road is dangerous and slow, this would create delays on the 393 bus route (even with their bus exemption), which is the only bus route that services the estate.”*

*“The blocked left turn on Southwold Road increases traffic on Mount Pleasant all the way up the hill. It is now very dangerous at school drop off and pick up times all around the school. I cycle up and down the hill with my children every day to get their nursery which is just off Mount Pleasant. Due to the heavy traffic on the hill and high number of parked cars on yellow lines it is no longer safe and I now feel we would be safer going on Upper Clapton Road! I support most LTNs but this one isn’t working. It has increased traffic, pollution and danger on an already tricky area to walk and cycle.”*

*“This is going to cause chaotic traffic on Mount Pleasant Lane and increase traffic on main Clapton high road when it is already choc a block. Silly proposals.”*

*“It just increases traffic on main roads and increases pollution and doubles journey times. It has no benefits.”*

*“Stop blocking the roads and forcing all traffic in the roads left open. It’s not encoring any greener Hackney in fact is becoming dangerous, increasing air pollution and stressful driver in the roads left open. Stop doing it and don’t ban left turn on Southwold Road.”*

*“These LTN's simply push traffic to other areas where you increase pollution and congestion on important roads where shops and cafes are.”*

*“Please do not close any roads. This is social cleansing and making it hard for working poorer, disabled and elderly residents. Labour is meant to be for the many not the few. This is for the few. Closing off roads turning them into virtual gated communities, this is not Hackney, The LTNs are counterproductive to air pollution by concentrating traffic on a few routes all that happens the traffic slows and causes congestion. The biggest concern is access for emergency services time is key and could be difference between life and death You cannot try and model London on Amsterdam totally different infrastructure, history and size. This is all clearly for revenue generating.”*

*“These LTNs are criminal. They are not about emissions they are about money and they are about appeasing the minority. The majority of people will suffer, cycle lanes are empty, traffic is monumental, the affluent areas are benefit while the people who live on or use the roads where traffic is being pushed onto are suffering huge amounts of pollution and a serious risk to health. The roads are no safer for cyclists as it stands.”*

*“These LTN measures simply force traffic and associated pollution to other areas and seem to be another way for Hackney and other Councils to fleece motorists.”*

## Increased pollution

*"The LTN are increasing pollution on the main road where many thousands of people live, work, shop and walk. The LTN are becoming dangerous as there is more crime."*

*"When a car journey was only 20min before this has now increased over 1hr so how is this reduce air pollution when I now stuck on the road for longer and using more petrol and now this route what's next. When we find try other routes you block us again...this is wrong needs to stop else we just end up stuck in a car for hours with increased air pollution because can't move!"*

*"A council study has proven that the introduction of LTN has dramatically increased pollution and it is obvious to see that it has increased congestion. For this reason the roads must be reinstated to their original forms and public spending redirected to more important things."*

*"Get rid of them all it's an injustice of our rights and has made the area awful to move around and increased noise pollution, air pollution, increased mental health issues, the list goes on!"*

*"Preventing left turning on Southwold Road will cause congestion and additional pollution. All traffic will have to use Mount Pleasant Lane to reach Upper Clapton Road. This is already a narrow congested road."*

*"LTNs increase congestion and pollution on main roads, the pollution then spreads to other areas. Congestion on the remaining open main roads caused by LTNs delay public transport buses."*

*"We are now refusing to provide our services in most areas in Hackney due to the increase in traffic, not only this, we are having to charge our customers higher rates due to the increase in our travel times which we have calculated to be 3 and sometimes 4 times longer than before these restrictions. This is not fair for our business as it incurred higher costs, reduction in productivity, low morale for staff who are travelling to customers and feel the high streets are extremely polluted."*

*"Disaster the street where the cars can drive are much more congested and higher air pollution."*

*"There is now too much air pollution because of what you've done. People want their freedom back."*

*"The air pollution is so bad now and transport is so slow it takes almost 5 times longer to get anywhere. When it rains not many people walk or cycle. Businesses can't get deliveries as efficiently, builders can't get to jobs on time and the elderly and disabled can't move around as freely."*

## More danger/safety issues

*"I have lived in this area for 8 years and have always enjoyed walking, more so in the last few years. Occasionally I drive. However, with it getting darker earlier, as a young female, I am worried about my safety if there are even less cars on the road. Having an active, vibrant environment is important and*

*seeing cars on the road, especially in the evening makes me feel a lot safer. After 11, there is no bus that drives into the back roads, meaning after a night out - I could be the only person walking and this quite frankly is just not safe, if roads are closed to through traffic. Just last week Sunday (8/11) my neighbour was mugged at knife point. This happened around 7pm. This suggests that there is already serious crime in the area and with the police station on Theydon Road now closed, this is a concern. We do have a co-operative supermarket and Tesco and it is usually very busy suggesting that people do shop in the area. I have seen quite a lot of people cycling and walking and do not feel that the traffic measures in place are necessary. They will not reduce pollution and will have an adverse effect on people that enjoy walking. I do agree with the school streets. However, LTNs outside this are not necessary and quite frankly will only serve one function- to make money from cameras.”*

*“I do not feel safe walking in the area anymore.”*

*“A lot of non-locals are using these roads and putting the children and pedestrians in risk. I hope with these changes the area gets a little bit safer.”*

*“You have made the roads worse! There is much more road rage since there is heavy traffic on the main roads and no back roads to get around this! This has made it very unsafe for cyclists using the main roads. Please reverse the changes and come up with a better way!”*

*“Upper Clapton Road is incredibly dangerous to cycle on and needs a segregated cycle path in both directions.”*

*“These measures are awful and affecting families and business in the area. I walk to work but journey has been awful as much more traffic on main roads and also feel less safe. I am also a carer for my father who lives nearby and very difficult to get to him now. The measure benefit very few and mainly new residents. It’s unfair and impacting on many areas of community life.”*

## **Equalities issues**

*“Please prioritise safety for women and children. Streets without traffic are less safe and more intimidating.”*

*“This measure is discriminatory toward all but the able bodied. Many Hackney residents, like myself, would be housebound without use of a car. These measures force more time driving, more pollution, and discriminatory exclusion from certain areas.”*

*“This is making it harder for disabled people to get around, damaging business, increasing air pollution and congestion on the main road. I am concerned about delays for emergency services. And the implementation is wholly undemocratic and an awful idea especially at a time like this. Hackney has done its residents wrong!”*



*"LTNs discriminate against elderly and disabled, many of whom who cannot ride bikes. The blocked side streets are ghost towns which encourage anti-social behaviour, are a boon to those who vandalise and steal from parked cars, and also house burglars (the police cannot chase the criminals' mopeds). LTNs create unsafe areas for women to walk unaccompanied. There are no alternate routes available when one of the few remaining open roads has to be closed due to an accident or road works."*

## Email and letter correspondence

As was mentioned in the introduction to this report, those without online access were given the opportunity to provide their feedback offline through writing to 'Freepost Streetscene'. Residents were also able to write to [streetscene.consultations@hackney.gov.uk](mailto:streetscene.consultations@hackney.gov.uk). This correspondence has been sorted by scheme/location. In total, 14 emails were received that made clear reference to the Mount Pleasant Lane and Southwold Road scheme. Within this correspondence, the key themes were access issues, as well as congestion, safety issues and signage.

### Access challenges for residents

*"I have lived here for 15 years and have always loved Hackney, I am now leaving as it has become unbearable to live in and the traffic makes us feel trapped; you can't even really get anywhere on the bus these days due to the gridlock. A lot of people are making journeys too far to walk, or are disabled and cannot cycle, or the weather is too bad to make journeys on foot."*

*"Although we understand the need to make the roads safe for children to get to and from Harrington Hill School, however the current location of the LTN at the junction with Springfield Gardens and Mount Pleasant Lane completely splits our estate in two and makes it difficult for residents who live on the estate with cars to get onto the estate car parks. We would do this by driving along Mount Pleasant Lane. With the new LTN in place, we now are forced to drive from Harrington Hill, all the way up Warwick Grove, turn right onto Upper Clapton Road, then right onto Springfield and then left onto to get to the other car parks for our estate. Both are dead ends, so only residents utilise these two roads. In addition, for residents who don't have cars but utilise Uber or transport services, the satnav takes the driver to Big Hill irrespective of when you provide Harrington Hill as the pick up or drop off point. This means the driver will have no alternative but to drive back onto Upper Clapton Road, into the heavy traffic jam to get to the right part of the estate, causing more pollution and increased costs. This is unfair for residents on our estate who have appointments at the Moorfields Eye hospital for regularly, compulsory check ups where they have no choice but to ask a relative to take them by car or to use Uber as they cannot see properly after the tests to cycle, walk or use public transport to get home."*

*"I would like to let you know that I'm extremely upset about Southwold Road closure, it will make very difficult for us local residents."*

*"The road closure on Mount Pleasant Lane where it meets Big Hill. There are several issues with this. The first is that it has effectively turned the whole of the area into a dead end containing, at a guess, around 1,000 - 2,000 residents. This has made residents feel trapped in their own areas, Harrington Hill and Bakers Street are both dead end streets by themselves but at least it was only from the top of our respective roads, this has made the trapped feeling on a dead-end street worse."*

*"Parking on Mount Pleasant Lane opposite the school. The parking here is currently suspended and I foresee that it will remain that way permanently. If I am correct, it has already made finding parking on much more congested which is the last thing I want when returning home in the evening. Furthermore, if it is not permanent and parking is allowed again in future, then the gap between the planters and the vehicle parking spaces at the road closure is 2.4m. A standard SCANIA fire engine is 2.3m wide meaning only a gap of 5cm on either side of the vehicle, assuming that the car parking space is correctly filled and the car is not straying outside of the lines for these narrow parking spaces. This is not conducive to an emergency situation and fire engines are regular visitors to Harrington Hill given the high number of residents and tower blocks present."*

### **Increased traffic/congestion**

*"The proposal to ban a left turn from Southwold Road onto Upper Clapton Road has not been thought through properly. There is little if any 'rat-running' in this area - traffic coming up Southwold Road is from the estates by the river Lea or the trading/industrial estates. This plan will simply redirect it onto Mount Pleasant Hill and Mount Pleasant Lane, which are already over-congested at times."*

*"Banning no left turn from Southwold Road is insane. There seems to be no reason for this. It will not "reduce the number of vehicles using the neighbourhood to bypass traffic lights". It makes no sense for anyone to use Southwold Road as a cut through from anywhere to bypass those traffic lights. Its only used by residents and vehicles accessing Southwold Road, Theydon Road and the estates by the canal. By blocking the left turn here you will force all those people up Mouth Pleasant Hill, making this already busy road a nightmare. The traffic on the main road will also be worse. People on Southwold Rd will now have to go in a loop to get on the main road. Traffic changes work if they spread traffic. This reduces pollution, not funnelling all the traffic into one place and making journey times longer. A much more sane option would be to remove the bollards at the bottom of Southwold Road next to Millfields park, allowing access to Casimir Road. This would then give three additional*

*roads with which to access Upper Clapton Road, spreading the traffic load from Southwold and Mouth Pleasant Hill."*

*"Traffic on Southwold Road has NEVER been a problem. I see no one using it as a thoroughfare as has been claimed in your correspondence. The 'issues' you are highlighting simply do not exist. Now people that live on Southwold Road, will have to turn right onto Upper Clapton Road, having to cross a road that is constantly gridlocked, or join the traffic further up the road to turn left and only add to the issue of traffic queuing for the roundabout"*

*"It is forcing longer journey times and increased traffic on Upper Clapton Road, a road with already significant congestion problems and two sets of notoriously slow traffic lights that all residents coming from the South or the West must now pass through."*

*"I would also like to know what estimates have made about increases in journey times for the 393 bus - if all traffic from Southwold Road has to turn right, then the traffic will back up further on Southwold Road and obstruct buses from entering Upper Clapton Road. Upper Clapton Road will also be obstructed as vehicles turning into Southwold Road will find their passage obstructed - reducing the carriageway width will in effect make the mouth of Southwold Road one-way for much of the day. This will also impact on users of the 106, 253 and 254 buses. There is nothing in this plan to reduce traffic, and there is a real danger than in redistributing it congestion will be made worse."*

### **Safety concerns**

*"It is unsafe in the position it is with it being in a pedestrian and cycle zone as it sits outside a school. This street also sits within our parking permit zone so you can park right up to both sides of the barrier but cannot drive through with this new scheme- meaning to park in this area in front of the school you would need to do a 3 point turn (at the very least as it's quite narrow) to leave the car parks in this area, in front of a school. There is no turning zone so to do so would be putting small lives at risk on a regular basis, in an attempt to encourage cyclists."*

*"Cycling has actually become more dangerous since this scheme was introduced due to the amount of angry drivers stuck in your path."*

*"Now that streets are quieter there have been more cars broken into on the streets. More robberies and mugging. Emergency services are taking long to respond which could cost people their lives. I suffer from anxiety and depression and I am also a blue badge holder it's important I can access all roads to get me and my son the emergency care we require if needed."*

## **Unclear signage**

*"Signage in the area is both inaccurate and bombarding for the driver. Travelling at 20mph day or night there is not a chance that you will catch all the signs put in place for these new restrictions including the small yellow signs 12ft in the air saying there is now no access to certain roads on Springfield Road."*

*"I had a letter from you in September or October 2020 explaining about what roads where I live will be affected from November the 9th 2020. But I have not seen any signs from the council to say this so have you changed your mind can you please confirm this?"*

## **Increased pollution**

*"There is more traffic on the main roads as a result of this causing more pollution."*

## **Lack of consultation**

*"Residents here are rightly angry at these major changes to their freedom of movement in the area within which they live. This is in breach of Common Law stating: 'The legitimate expectation [of consultation] applies: where the nature of the relationship would create unfairness if there were to be inadequate consultation.'"*

*"I wish to make a complaint about the introduction of traffic filters I am disgusted that Hackney councils have failed to consult its residents. You have failed to discuss with ambulance services, fire services and the police."*

## **Positive opinions**

*"Firstly, as a local resident who doesn't own a car and who mainly gets around by bike, I'd just like to share my enthusiastic support for these measures. I'm glad the authority is prioritising clean air and children's safety over the unreasonable whims of some of the area's car owners."*

# Sample Profile

Below is a summary of the profile of the responses received. Please note that these questions regarding the individual respondent were not compulsory. The percentages shown are based on the number of received response per question.

## Q15. What is your connection to Hackney?

I live here	179	92%
I work here	47	24%
I study here	5	3%
I own a business here	9	5%
I commute through here	41	21%
I do the school run here	21	11%
Other	9	5%
	195	

## Q16. If you are a Hackney resident, please tell us how long you have lived here

Less than a year	4	2%
1-4 years	15	8%
5-9 years	20	11%
10-14 years	26	14%
15-20 years	20	11%
20+ years	98	54%
	183	

## Q17. Which of the following best describes the ownership of your home?

Owned outright	35	19%
Being bought on a mortgage	52	28%
Shared ownership (part rent, part buy)	2	1%
Rented (from a housing association)	35	19%
Rented (from a private landlord)	35	19%
Rented (from the Council)	27	15%
	186	

## Q18. What is your age group?

Under 16	0	0%
18-24	3	2%
25-34	50	26%
35-44	67	35%
45-54	37	19%
55-64	18	9%
65-74	8	4%
75-84	1	1%
85 or over	1	1%
Prefer not to say	5	3%
	190	

**Q19. What is your gender?**

Male	100	52%
Female	70	37%
Other	3	2%
Prefer not to say	18	9%
	191	

**Q20. Are you a member of a community organisation?**

Yes	32	19%
No	135	81%
	167	

# Appendix 1: Survey Questions

How do you feel about the traffic measures in Mount Pleasant Lane and Southwold Road, as described above?



Public transport capacity post-lockdown remains much lower than before the pandemic and 70% of households in Hackney do not own a car. To what extent do you agree or disagree with our aspiration to rebuild a greener Hackney by encouraging more walking and cycling, and preventing car-use returning to pre-lockdown levels or above?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Please select which modes of transport you use to move around in Hackney. Select all that apply.

- Walking
- Cycling
- Motor vehicle
- Bus
- Train
- Motorcycle
- Taxi
- Other

If you travelled to work before lockdown, what was your main mode of transport to get to work?

- Walking
- Cycling
- Motor vehicle
- Bus
- Train
- Motorcycle
- Taxi

Overall, what do you LIKE, if anything, about the above traffic measures in Mount Pleasant Lane and Southwold Road? Select all that apply.

- Encourages me to walk in the area
- Encourages me to walk to work
- Encourages me to cycle in the area



- Encourages me to cycle to work
- The area is now more pleasant
- Encourages me to spend time in the area
- Encourages me to shop in the area
- More space for social distancing
- Reduces air pollution
- Reduces traffic
- Reduces speeding
- Reduces rat-running
- Increases road safety
- Other

**Overall, what do you DISLIKE, if anything, about the above traffic measures in Mount Pleasant Lane and Southwold Road? Select all that apply.**

- Discourages me to walk in the area
- Discourages me to walk to work
- Discourages me to cycle in the area
- Discourages me to cycle to work
- The area is now less pleasant
- Discourages me to spend time in the area
- Discourages me to shop in the area
- Less space for social distancing
- Increases air pollution
- Increases traffic
- Increases speeding
- Increases rat-running
- Decreases road safety
- Other

**Do you want the above traffic measures in Mount Pleasant Lane and Southwold Road to be made permanent?**

- Yes, all of them
- Some of them
- No, none of them
- Don't know

**If you have selected 'Some of them' in the previous question, please specify the location of the filters you want to be made permanent.**

- Traffic filter on Mount Pleasant Lane
- No left turn on Southwold Road / Upper Clapton Road

**If you have selected you want to see some or all measures made permanent, please let us know if there are any changes you would like to see (Please specify the road where appropriate)**

**Please let us know if you have any other comments.**



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