

Cycle Superhighway 3 Upgrade Horseferry Road – Road Safety Improvements

Response to Consultation
March 2015

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Executive summary

Between 30 January and 27 February 2015 Transport for London (TfL) consulted on road safety improvements to Horseferry Road as part of an upgrade to Cycle Superhighway 3. We received 57 direct responses to the consultation, 39 (or 73%) of which supported or partially supported our proposals.

After considering all responses, we plan to proceed with the scheme to:

- Reverse the direction of traffic flow on Horseferry Road, Narrow Street and Spert Street. Cyclists travelling against the flow of traffic would have the pavement to their left and vehicles to the right
- Build a new footway opposite Branch Road, to make it easier for pedestrians to cross Horseferry Road. The parking bays would also be re-aligned to ensure there is no loss of parking as a result of the footway build out
- Relocate one parking bay from the eastern corner to the western corner of Horseferry Road to allow vehicles to turn the corner safely under the new one-way system
- Improve signage and fencing on Branch Road to improve visibility for drivers and cyclists on Horseferry Road

Subject to final discussions with the London Borough of Tower Hamlets who are the highway authority responsible for the Horseferry road, we expect work to start in summer 2015. We will write to local residents and affected properties before work starts to provide a summary of this consultation, an overview of the updated proposals and an outline of the construction programme.

This document explains the processes, responses and outcomes of the recent consultation, and sets out our response to issues commonly raised.

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1 Introduction

The Mayor's [Vision for Cycling](#), launched in March 2013, contains an ambitious target to double the number of people cycling in Greater London over the next decade. To achieve this growth Transport for London (TfL) is planning a far-reaching programme of cycling provision to make the capital's streets more attractive for cycling to more people, especially those groups currently under-represented among cyclists, including women, young people and older people.

Cycle Superhighways are TfL's flagship cycling programme and aim to provide a London-wide network of direct and high-capacity cycle routes, mostly along main roads. The Superhighways provide safe, comfortable and convenient journeys for anyone on a bicycle and essential links between London's suburbs and the city centre and for shorter journeys in-between.

As part of the Vision for Cycling, TfL is planning a programme of improvements along the 4 existing Cycle Superhighway routes which have been implemented to date. We are therefore working closely with cycling, road user and community groups, the London Borough of Tower Hamlets and the Metropolitan Police, amongst others, to review and improve cycling provision on Cycle Superhighway Route 3 (CS3), first launched in 2010. As part of this work, we have developed proposals to improve safety along Horseferry Road.

We consulted on proposals to improve road safety and pedestrian facilities along Horseferry Road between 30 January 2015 and 27 February 2015. This report summarises the public consultation and responses received. It also sets out TfL's plans following consultation and its response to issues commonly raised.

1.1 Purpose of the scheme

As part of the Mayor's Vision for Cycling, TfL committed to a programme of improvements along the 4 existing Cycle Superhighway routes which have been implemented to date.

Following feedback from the public, we are proposing to make changes to Horseferry Road to provide a more intuitive road layout which in turn should hopefully make it an easier and more comfortable riding experience for cyclists.

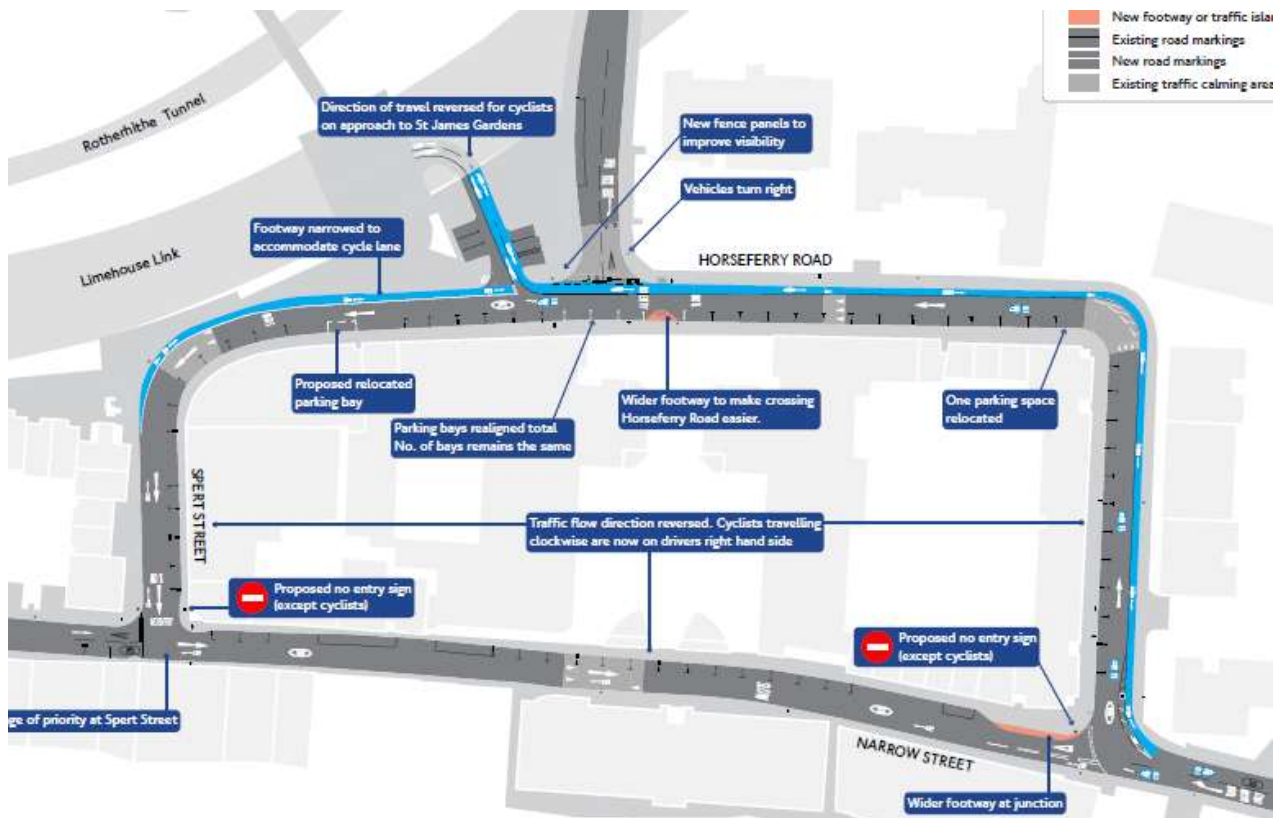
1.2 Description of the proposals

The proposals put out for consultation included:

- Reversing the direction of traffic flow on Horseferry Road, Narrow Street and Spert Street. Cyclists travelling against the flow of traffic would now have the pavement to their left and vehicles to the right
- New footway build out opposite Branch Road, to make it easier for pedestrians to cross Horseferry Road. The parking bays would also be re-aligned to ensure there is no loss of parking as a result of the footway build out

- Relocating one parking bay from the eastern corner to the western corner of Horseferry Road to allow vehicles to turn the corner safely under the new one-way system
- Improving signage and fencing on Branch Road, to improve visibility for drivers and cyclists on Horseferry Road

1.3 Overview map



2 The consultation

The consultation ran between 30 January 2015 and 27 February 2015. It was designed to help TfL understand local and stakeholder opinion about the proposals in order to make a well-informed decision.

The objectives of the consultation were:

- To understand any issues that might affect the proposals of which we were previously unaware
- To understand concerns and objections
- To allow respondents to make suggestions

2.1 Who we consulted

We wrote to a number of local people and key stakeholders including:

- Local households and businesses in the vicinity of the scheme area (see Appendix C for details of consultation letter distribution)
- Key stakeholders such as traffic police, Members of Parliament, Assembly Members, local councillors, local interest and road user groups. A list of the stakeholders consulted is shown in Appendix D. A summary of their responses is in Section 5.

2.2 Consultation material, distribution and publicity

Consultation material was available at consultations.tfl.gov.uk/roads/horseferry-road, via post and email. Materials included an overview letter and a consultation drawing which described and illustrated the proposals. We invited people to respond via an online survey on the TfL website or by email to consultations@tfl.gov.uk.

We promoted the consultation through multiple channels:

Email: We emailed 157 stakeholders. A list of these stakeholders is shown in Appendix D of this report and a copy of the email is available in Appendix E.

Letter: We distributed a consultation letter and drawing to 1,180 occupiers within the scheme area. Copies of the letter and drawing, and details of the distribution area, are shown in Appendices B and C.

3 Overview of consultation responses

3.1 Background Questions

The consultation to improve safety along Horseferry Road received 57 responses in total. 4 were from stakeholders and 53 responses were from members of the public. 92% of responses were submitted online via the TfL Consultations website and 8% by email.

Table 1: Type of responses received

Type of response		
Online questionnaire	53	93%
Email	4	7%
Total received	57	100%

We asked respondents how they heard about the consultation.

Table 2: How did you hear about the consultation?

How did you hear about the consultation?		
Received an email from TfL	5	9%
Received a letter from TfL	8	14%
Saw an advert on the TfL website	9	16%
Read about it in the press	2	3%
Through social media	7	12%
Other (please specify below)	14	25%
Not Answered	12	21%

3.2 Identification questions

3.2.1 Description of how respondents use Horseferry Road

We asked respondents how they used Horseferry Road. Respondents were able to select more than one mode of transport for this question. The majority of the responses came from cyclists.

Table 3: How respondents describe themselves

How respondents described themselves		
As a bus passenger	4	7%
As a cyclist	38	68%
As a motorist	13	23%
As a pedestrian	25	45%
Other (please specify)	1	2%

Not answered	12	21%
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3.2.2 Response by postcode

Of the 54 respondents to the online questionnaire, 50 supplied postcode information, the table below shows the consultation responses by postcode.

Table 4: Consultation responses by postcode

What is your postcode?	
E1	4
E2	2
E3	2
E5	1
E7	1
E9	1
E13	1
E14	17
E15	1
SW1	1
SW2	1
SW12	2
SW20	1
NW6	1
N1	2
N16	1
W6	2
SE1	1
SE4	1
SE5	2
SE10	1
SE13	1
SE15	1
SE23	1
G61	1
Total answered	50

4 The Horseferry Road consultation questionnaire

4.1 Analysis of the comments provided to the Horseferry Road consultation questionnaire

The online questionnaire consisted of two questions. Respondents were asked about their support for the overall proposals, and invited to comment on the road safety improvements as a whole.

The report considers the total number of respondents for each question as being the number of people who answered the closed question. The percentages relating to comments made in response to each question are therefore a proportion of the total number of respondents to that question.

4.2 The overall proposals for improvements to Horseferry Road

This section summarises responses to the question ‘Do you support our proposals to reverse the direction of all traffic?’

Table 5: Summary table of overall support for reversing the direction of travel on Horseferry Road, Narrow Street and Spert Street?

Do you support our proposals to reverse the direction of traffic on Horseferry Road, Narrow Street and Spert Street?		
Yes	33	62%
Partially	6	11%
Yes and partial	39	73%
No	8	15%
No opinion	0	0%
Don't Know	1	2%
Not answered	5	9%
Total answered	53	100%

A total of 17 residents from Horseferry Road, Narrow Street, Spert Street and Branch Road (Post code E14) responded to the consultation. Forty seven per cent supported or partially supported the proposals, 18% did not support the proposals and the remaining 35% had no opinion, did not know or did not answer the question.

Do you have any comments about our proposals?

Of the 53 respondents to the question on TfL's overall proposals, 38 left comments.

The following sections of this report analyse the responses and emerging themes in more detail for each respondent group. For this purpose, respondents in Table 1

have been arranged into two main groups: members of the public and stakeholders (section 6).

Road safety:

Thirteen respondents (23%) supported the proposals and agreed the changes would improve road safety overall. Six respondents (11%) expressed concern about the volume of traffic using streets in the area and the need to address this and avoid over-complicating junctions.

Cycle lane:

Twelve respondents (21%) commented on the width and position of both the current and proposed cycle lanes. Nine respondents (16%) made comments about the contraflow arrangement; most agreeing that changing the direction of travel would provide a more logical route for cyclists and vehicles.

Segregated cycle lane:

Six respondents (11%) said that the cycle lane should be segregated from traffic along Horseferry Road.

Remove on-street parking:

There were 5 comments (9%) that asked for the removal of on-street parking which was perceived would improve traffic flow and make better use of road space.

Other comments:

- Signage needs to be improved to alert both cyclists and vehicles to the direction in which they are travelling at the junction
- A request to remove the blue paint from the cycle lane as it can be slippery and therefore a safety hazard, although there was also a response to request that the cycle lane should be made clearer
- Consideration should be given to traffic build up when there is an incident on Commercial Street or the Limehouse Link and therefore Branch Road should have restrictions on it to prevent it from becoming a rat run
- Fencing needs to be improved on the junction of Branch Road and Horseferry Road
- Money should be spent on improving road conditions for vehicles and not cyclists
- These proposals should go further and address the CS3 bottleneck at St James Gardens where cyclists and pedestrians merge

Our response to the most common issues raised is provided in Appendix A.

5 Responses from statutory bodies and other stakeholders

Table 6: Summary of responses received by statutory bodies and stakeholders

<p>London Borough of Tower Hamlets</p>	<p>Proposals go some way to alleviate current conflicts but feel they are inadequate to cope with future growth. Would like TfL to investigate the potential of using the end of Narrow Street and the signals adjacent to the mouth of the Limehouse Link to allow cyclists to cross to Butcher Row then Cable Street.</p>
<p>JP Morgan Cycle Group</p>	<p>JPMorgan Cycle Group support the proposals and made no specific comments.</p>
<p>Canary View (Narrow Street) Management Company Limited</p>	<p>Support the changes in principle but are concerned about iron bollards on the narrow pavement that they believe force pedestrians onto the road. They would like to see road humps used to slow down the traffic and eliminate traffic noise.</p>
<p>Tower Hamlets Wheelers</p>	<p>Welcome improvements to the carriageway and hope the new design will be less confusing for pedestrians to cross. Suggest the removal of parking to find a more efficient and effective solution for all road users and removing through motor traffic to provide a safer and more attractive street environment. Would like to see this section of CS3 upgraded in future proposals.</p>

6 Conclusion

73% of respondents to the consultation said they supported or partially supported TfL's proposals to reverse the direction of travel on Horseferry Road, Narrow Street and Spert Street. Having considered the issues raised in consultation, TfL has decided to proceed with the scheme. Our response to the issues raised is provided in Appendix A.

6.1 Next steps

We intend to introduce these improvements during the summer of 2015, subject to further discussions with the London Borough of Tower Hamlets as the highway authority responsible for Horseferry Road. We will write to local residents and affected properties before work starts to provide a summary of this consultation, an overview of the updated proposals and an outline of the construction programme.

Appendix A – Response to issues raised

Signage and Visibility

As part of our proposals to reverse the direction of traffic along Horseferry Road, we will ensure all signage and road markings reflect the new road layout changes. Additional signage will be provided on the approach to the junction of Branch Road/Horseferry Road to make drivers aware of the contraflow cycle lane. Our proposals also seek to introduce new fence panels at the junction to improve visibility for cyclists.

Removing on-street parking

Whilst the removal of on-street parking may lead to better use of road space for drivers and cyclists, TfL does not think such measures would have the support of local residents and the council. We believe the proposed changes will improve road safety for all road users.

Surfacing

All surface materials used on the scheme will meet the appropriate standards for skid resistance.

Appendix B – Copy of the consultation maps and letter

Transport for London



Consultation Delivery
Surface Transport Planning
Transport for London

11th Floor, Zone G8, Palestra
197 Blackfriars Road
London SE1 8NJ

30 January 2015

Dear Occupier,

TfLConsultations@tfl.gov.uk

Have your say on road safety improvements along Horseferry Road

Transport for London (TfL) is working closely with the London Borough of Tower Hamlets to review and improve road safety on Barclays Cycle Superhighway Route 3 (CS3). As part of this work, we have developed proposals to improve road safety along Horseferry Road.

About the proposed changes

The proposed changes will improve road safety and pedestrian facilities and will include:

- Reversing the direction of traffic flow on Horseferry Road, Narrow Street and Spert Street. Cyclists travelling against the flow of traffic would now have the pavement to their left and vehicles to the right.
- New footway build out opposite Branch Road, to make it easier for pedestrians to cross Horseferry Road. The parking bays would also be re-aligned to ensure there is no loss of parking as a result of the footway build out.
- Relocating one parking bay from the eastern corner to the western corner of Horseferry Road to allow vehicles to turn the corner safely under the new one-way system.
- Improving signage and fencing on Branch Road, to improve visibility for drivers and cyclists on Horseferry Road

Please see the attached map for further information on our proposals.

We intend to introduce these improvements during the summer of 2015, subject to the outcome of the consultation and further discussions with London Borough of Tower Hamlets as the authority in charge of the highway. We would write to you nearer the time to inform you of the start and end dates for the work.

How to comment on this consultation:

Please comment online at consultations.tfl.gov.uk/roads/horseferry-road

You can also write to us at the above address or via email at TfLConsultations@tfl.gov.uk

Please let us know your views by 27th February

Yours faithfully

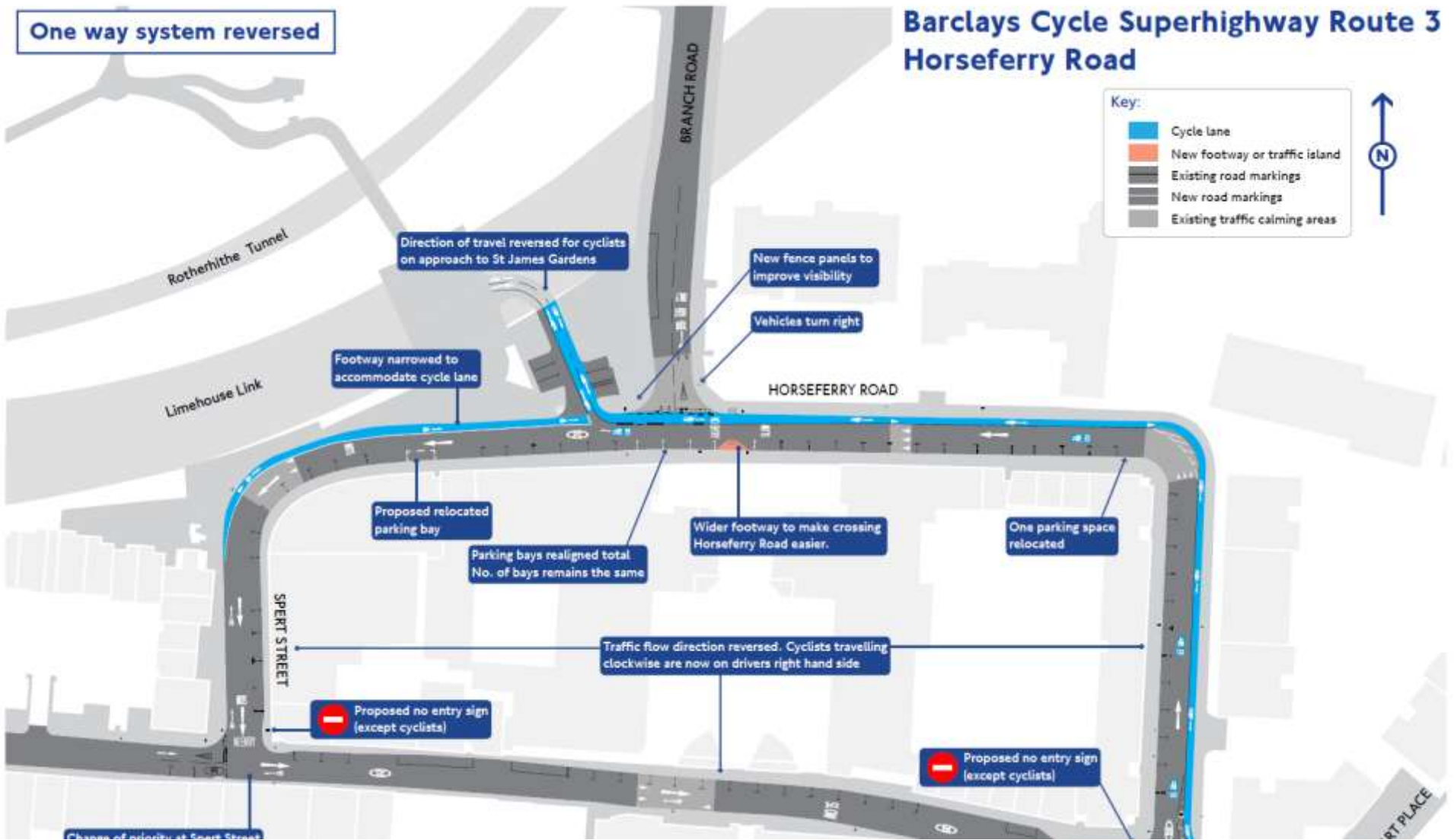
A handwritten signature in black ink, appearing to read 'K Orage'.

Kate Orage
Consultation Team

MAYOR OF LONDON

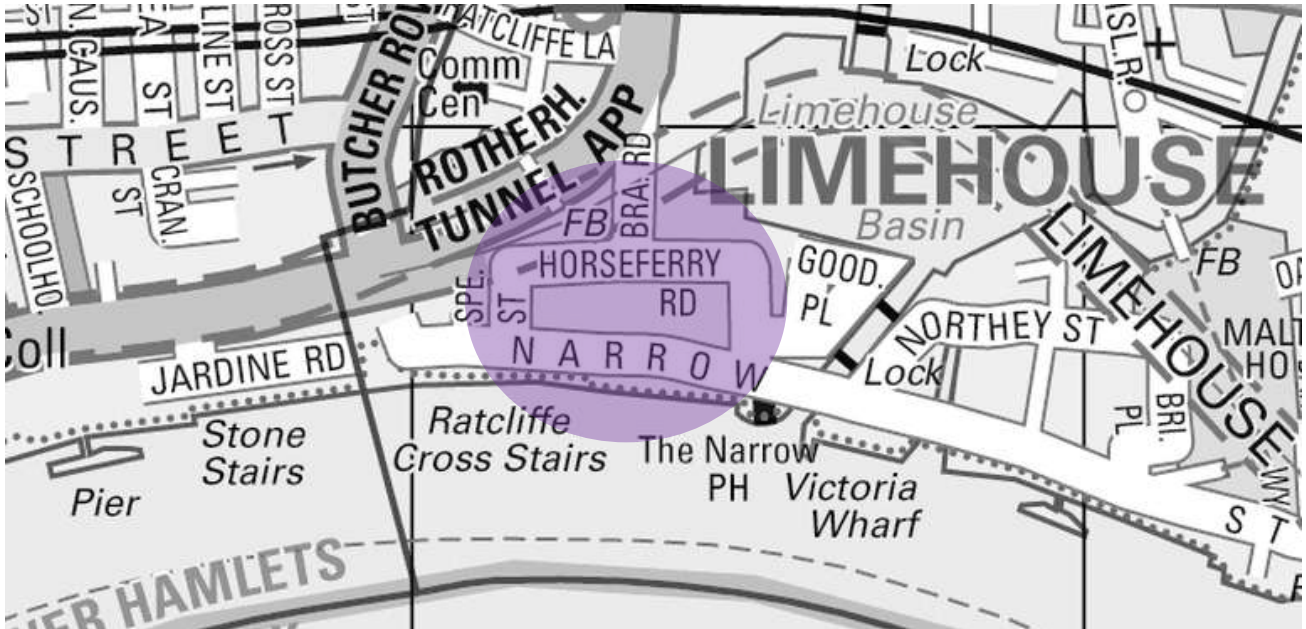
One way system reversed

Barclays Cycle Superhighway Route 3 Horseferry Road



Appendix C – Leaflet distribution area

- It was decided that it would be appropriate to send letters to all residents living in the area that is shown on the map below



Appendix D – List of stakeholders consulted

AA Motoring Trust	London Borough of Tower Hamlets
Action on Hearing Loss (formerly RNID)	London City Airport
Age Concern London	London Councils
Age UK	London Cycling Campaign (Lewisham)
Alzheimer's Society	London Cycling Campaign (Tower Hamlets)
Asian Peoples Disabilities Alliance	London Fire and Emergency Planning Authority
Association of British Drivers	London Older People's Strategy Group
Association of Car Fleet Operators	London TravelWatch
Better Transport	London Underground
British Motorcyclists Federation	Metropolitan Police
British Telecom	Metropolitan Police - Community Police
Campaign for Better Transport	MIND
Canary Wharf Management Ltd	Motorcycle Action Group
CCG NHS Central London	Motorcycle Industry Association
Confederation of British Industry (CBI)	National Children's Bureau
CTC (National Cycling Charity)	National Grid
Department for Transport	NHS Tower Hamlets CCG
Disability Alliance	Northbank BID
Disabled Persons Transport Advisory Committee	Port of London Authority
EDF Energy	RADAR London Access Forum
Enfield	RMT Union
Freight Transport Association	RNIB
Greater London Authority	Road Haulage Association
Greater London Forum for the Elderly	Royal Borough of Kingston Upon Thames
GMB	Royal Mail
Green Flag Group	Royal National Institute of Blind People
Guide Dogs for the Blind Association	Royal Parks
Hertfordshire County Council	Sense
House of Commons	Sixty Plus
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)	Stroke Association
Joint Mobility Unit	Sustrans
JPMorgan Cycle Group	Sutton Centre for the Voluntary Sector
Liberal Democrats	Taxi and Private Hire
Licensed Taxi Drivers Association	Thames Water
Limehouse Community Forum	The British Dyslexia Association
Living Streets	Tower Hamlets Safer Transport Team
London Ambulance Service	Transport for London
London Borough of Hillingdon	Unions Together
London Borough of Sutton	Unite Union

Local Ward Councillors

Rabina Khan
Harun Miah
Craig Aston

Members of Parliament

Stephen Hammond MP
Zac Goldsmith MP
Seema Malhotra MP
Jim Fitzpatrick MP

London Assembly Members

Caroline Pidgeon AM
Valerie Shawcross AM
Darren Johnson AM
Gareth Bacon AM
Murad Qureshi AM
Jenny Jones AM
Nicky Gavron AM
Richard Tracey AM

Appendix E – Email sent to stakeholders

Dear Stakeholder,

Transport for London (TfL) is working closely with cycling, road user and community groups, the London Borough of Tower Hamlets and the police, amongst others, to review and improve cycling provision on Barclays Cycle Superhighway Route 3 (CS3). As part of this work, we have developed proposals to improve junctions along Cable Street and Horseferry Road.

To have your say on one or both of these proposals please visit the links below:

Cable Street: <https://consultations.tfl.gov.uk/roads/cable-street>

Horseferry Road: <https://consultations.tfl.gov.uk/roads/horseferry-road>

Please let us know your views by **27 February 2015**.

Yours sincerely,

Claire Alleguen

Consultation Team

Transport for London