Bus lane and cycle/pedestrian crossing improvements in Old Kent Road between Cooper’s Road and Malt Street, including motor traffic restrictions in Mawbey Road

Consultation Report
February 2017
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Executive summary

This document explains the processes, responses and outcomes of our consultation on proposed bus lane and cycle/pedestrian crossing improvements in Old Kent Road between Cooper’s Road and Malt Street, including motor traffic restrictions in the southern section of Mawbey Road. The document also presents our responses to issues commonly raised during the consultation.

Between 15 August and 9 October 2016, we consulted on proposals for changes to Old Kent Road to benefit cyclists, bus passengers, pedestrians and motorists. The proposals fell broadly into three types of intervention, and we asked respondents to indicate their level of support for each of these parts of the proposals separately.

There were 59 responses to consultation, and the levels of support are shown below:

- Closing the southern section of Mawbey Road to motor traffic (except emergency vehicles) to improve safety for north-south cycle traffic: 51 respondents supported these interventions with 1 expressing partial support. 4 respondents said they did not support the proposals, with 1 saying they were not sure, and 2 not answering.

- Changes to benefit road safety at the junction of Ossory Road-Old Kent Road-Avondale Square and a new pedestrian crossing at the Mawbey Road-Glengall Road junction: 49 respondents supported these interventions with 4 expressing partial support. 2 respondents said they did not support the proposals, with 0 saying they were not sure, and 4 not answering.

- Changes to bus lanes, including removing two existing pedestrian refuges on Old Kent Road to accommodate wider bus lanes: 35 respondents supported these interventions with 14 expressing partial support. 2 respondents said they did not support the proposals, with 0 saying they were not sure, and 6 not answering.

Details of the levels of support for each of the three elements of the scheme are shown in Chapter 4. The most frequently raised themes raised in the comments are listed below, with detailed analysis in Appendix A.

Issues most frequently raised during consultation

- Calls for more to be done to improve conditions for cycling
- Support for the closure of Mawbey Road and safer junctions for cycling
- Calls for protected cycle lanes in Old Kent Road
- Calls to do more to benefit pedestrians
- General support for the proposals
- Calls to stop ‘rat-running’ motor traffic using Glengall Road
- Support for the proposed road safety measures that benefit pedestrians
- Calls to extend bus lanes to improve cycling safety

**Next steps**

Having considered all the responses to consultation, we have decided to go ahead with the scheme without any significant changes to the proposals we consulted on. For more information about our response to the issues raised during this consultation, please see Appendix B.

We plan to start construction in spring 2017, and we will write to affected properties before starting any works.
1. About the proposals

1.1 Introduction

This scheme brought together three of our road improvement programmes:

- Implementing London’s network of Quietway cycling routes
- Creating ‘Safe Streets for London’
- Expanding our Bus Priority Programme

By incorporating elements of all three programmes into a single scheme, we are able to save money on design, consultation and construction.

1.2 Purpose

The scheme was designed to benefit cycling, road safety and bus passengers. As outlined above, the works fell into the following London-wide programmes:

1.2.1 Quietways

The Quietways will be a network of radial and orbital cycle routes throughout London. Linking key destinations, they will follow backstreet routes, through parks, along waterways or tree-lined streets. Find out more about Quietways. Closing the southern section of Mawbey Road would improve safety for north-south cyclists using the proposed Honor Oak Park to Bermondsey Quietway.

1.2.2 Safe Streets

Improving road safety is vital to making life in London better. In 2013, we published Safe Streets for London, a comprehensive plan for making London’s roads safe. Using detailed analysis of how and why people are injured in road collisions, and which groups are affected, the programme ensures that the right measures are being taken to reduce casualties. Our analysis shows that installing a new pedestrian crossing on Old Kent Road and redesigning the junction with Ossory Road is likely to improve safety at these locations.

1.2.3 Bus priority

Buses play a vital role in our transport system, providing people with easy access to workplaces, educational establishments, healthcare providers, homes, town centres, and so on. We want to maintain a reliable bus network, so we regularly assess bus routes to see if there are opportunities to implement bus priority measures. These changes help protect and shorten journey times for passengers. This scheme forms
part of our London-wide Bus Priority Programme, reducing journey times for bus passengers along the busy A2 bus corridor.

1.2.4 Old Kent Road Area Action Plan (AAP)
In addition, in our consultation materials we highlighted the proximity of our scheme to the area being consulted on in Southwark Council’s draft Old Kent Road Area Action Plan. We noted that the benefits of our scheme aligned with the aims of the AAP, and could be implemented within the current financial year. The AAP, on the other hand, sets out a policy framework for the long-term development and regeneration of this area.

1.3 Detailed description
You can view detailed description of the proposals, including the annotated diagram of the changes at https://consultations.tfl.gov.uk/roads/old-kent-road-quietway-crossing.

1.3.1 Diagrams of proposed changes
The consultation diagrams are reproduced in Appendix C.

1.3.2 Summary of proposed changes
The following text was used to described the proposals:

*Have your say on proposed changes to Old Kent Road between Cooper’s Road and Malt Street that aim to benefit cyclists, bus passengers, pedestrians and motorists.*

*The proposals at the Mawbey Road / Glengall Road junction would form an important part of a proposed Quietway cycle route linking Honor Oak Park to the existing Quietway 1 cycle route in Bermondsey. The Quietways programme will provide a London-wide network of high-quality, well-signed cycle routes that usually follow back streets with lower motor traffic flows.*

*What are we proposing?*
Proposed changes include banning movements between Mawbey Road and Old Kent Road for non-emergency motor vehicles. All properties in Mawbey Road (e.g. Kent House and Mawbey House) would be accessible by motor vehicle via Mawbey Place and the northern section of Mawbey Road.

*Mawbey Road / Glengall Road junction*
As part of our Quietways programme, we are proposing changes to the Glengall Road / Mawbey Road junction. This north-south route across Old Kent Road is already a popular cycle route, with cycles making up nearly two-thirds of traffic on
Mawbey Road during peak times. Mawbey Road is not heavily used by motor vehicles.

- ‘Early release’ traffic lights for cyclists
  We would install low-level ‘early release’ cycle-specific traffic lights in Glengall Road and Mawbey Road. On Glengall Road we would give waiting northbound cyclists a few seconds head start over motor traffic. This would reduce the risk of turning vehicles colliding with straight-ahead cyclists and make it easier for cycles to cross Old Kent Road in both directions.

- Non-emergency motor traffic banned from southern section of Mawbey Road
  We would install lockable bollards in the southern section of Mawbey Road to prevent motor traffic (except emergency vehicles) passing between Mawbey Road and Old Kent Road. Vehicles would still be able to access all properties in Mawbey Road via Mawbey Place, but would use alternative routes to access Old Kent Road. This would provide a safer and more attractive cycle connection across Old Kent Road and accommodate the predicted increase of cyclists along this route.

- New pedestrian crossing with existing pedestrian crossings widened
  We would install a new signalised pedestrian crossing on Old Kent Road (western arm), and widen the three existing pedestrian crossings. The new signalised crossing would help people who live north of Old Kent Road access bus stop WJ on the southern side of Old Kent Road for buses heading into central London.

- New yellow box junction
  We would install a new yellow box at the junction to prevent east-west motor traffic blocking the junction for north-south traffic.

**Old Kent Road bus lanes**

As part of our London-wide Bus Priority programme, designed to reduce journey times for bus passengers, we would widen bus lanes along the section of Old Kent Road between Cooper’s Road and Malt Street:

- Wider bus lanes
  We would widen 120-metres of existing bus lane between Cooper’s Road and Malt Street. This would reduce the likelihood of buses being blocked by general traffic, improving journey times for bus passengers.

  To achieve this, we would reduce the southern footway on Old Kent Road by 0.4 metres and remove two existing pedestrian refuge islands. New and widened signalised crossings would be a short distance away at the Mawbey Road / Glengall Road junction (see description above).

- Bus stop markings moved
  We would move the on-carriageway bus stop markings 5 metres north-
westwards away from the Old Kent Road / Mawbey Road junction, which would permit more vehicles to pass through for each green traffic light phase when buses are at the stop. This would improve journey times for all vehicles, including buses.

**Ossory Road / Old Kent Road / Avondale Square junction**

This junction sees an above-average number of collisions involving vehicles, cyclists and motorcycles. Our proposed changes would improve safety for all road users:

- Footway widened and junction raised
  Figures show an above-average number of turning collisions at the Ossory Road junction. To improve safety, we would build out the southern kerb and raise the Ossory Road carriageway where it meets Old Kent Road. This raised junction would slow motor traffic turning from Old Kent Road into Ossory Road, and would make it easier for pedestrians to cross Ossory Road because the road would be the same height as the footways either side.

- Bus stop moved
  We would move the existing bus stop 4 metres eastwards so that left-turning traffic would have better visibility of the junction.

- Yellow box junction reduced in size
  We would reduce the size of the existing yellow box junction on Old Kent Road because it only needs to cover eastbound lanes to fulfil its purpose of preventing motor traffic queuing across Avondale Square.

**Road resurfacing**

We would resurface the A2 Old Kent Road between Coopers Road / Trafalgar Avenue and Malt Street. The approaches to Mawbey Road and Glengall Road would also be resurfaced.

**Old Kent Road Area draft Action Plan consultation**

Our scheme is designed to improve safety for walking and cycling, as well as increasing bus journey reliability. Subject to successful consultation, these improvements could be implemented within the current financial year. Our scheme’s objectives align with those in the draft Old Kent Road Area Action Plan (AAP), on which Southwark Council is currently consulting. The AAP will set out a policy framework for the long-term development and regeneration of the area. Find out more about the draft AAP consultation.
2. About the consultation

2.1 Purpose
The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposals
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

2.2 Potential outcomes
The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

The next steps for this scheme are set out in the Executive Summary and Chapter 5.

2.3 Who we consulted
We consulted relevant stakeholders, along with customers identified as likely to benefit or disbenefit from our scheme. These included bus passengers, cyclists and motorists using routes in this area or living in this area.

2.4 Dates and duration
The consultation took place from 15 August to 9 October 2016. The consultation lasted eight weeks because it took place partly during the school summer holidays.
2.5  What we asked
We asked three mandatory closed questions about the proposals, asking respondents to indicate their level of support or otherwise for the three main elements of the scheme. We did this because the three elements of the scheme are largely aimed at different road user groups, and we wanted to give people a clear opportunity to support some parts but not others. We also asked respondents to comment on the proposals with one single question, which they could use to comment on any aspect of the scheme.

In addition, we also gave respondents the option to answer our standard set of questions designed to give us more information about respondents such as name, postcode, stakeholder status and so on. All the survey questions are reproduced in Appendix D.

2.6  Methods of responding
We accepted responses through our standard consultation response channels:

- Via our website’s online survey
- Email to consultations@tfl.gov.uk
- Letter or paper survey sent to FREEPOST TFL CONSULTATIONS
- Telephone call to our Customer Service Team

2.7  Consultation materials and publicity

2.7.1  Website

2.7.2  Letters
Members of the public and stakeholders near the scheme were informed via a consultation notification letter sent on the first day of the consultation. The letter was sent to all 2,377 properties within 400 metres of the scheme.

2.7.3  Emails to stakeholders
We sent an email notification to 96 stakeholders identified as having a potential interest in schemes of this type in this area. The text of the email is reproduced in Appendix E.
2.8 Equalities assessment of the consultation

We took steps to ensure that all groups in the community, such as elderly, disabled or faith organisations were made aware of the consultation, the potential impacts of the scheme, and how to respond to the consultation. Measures taken included:

- Identifying and emailing relevant stakeholders including but not limited to the British Dyslexia Association, Age UK London, Guide Dogs, Royal National Institute for the Blind, Action on Hearing Loss and Inclusion London, inviting them to respond to the consultation

- Ensuring that the materials were written in plain English, and available on request in different formats (for example, Braille, large print, other languages)

We are fully aware of our obligations under the Equality Act 2010, in particular the effect of the public sector equality duty on our decision-making.

2.9 Analysis of consultation responses

Analysis of all responses was carried out in-house by the consultation specialist leading on the project. We used our standard peer-review processes to verify the coding of comments. Comment analysis can be found in Chapter 4.
3. About the respondents

This section presents information about those who responded to this consultation.

3.1 Number of respondents

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public responses</td>
<td>54</td>
</tr>
<tr>
<td>Stakeholder responses</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>

3.2 How respondents heard about the consultation

<table>
<thead>
<tr>
<th>How respondents heard</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>TfL website</td>
<td>20</td>
</tr>
<tr>
<td>Social media</td>
<td>10</td>
</tr>
<tr>
<td>Email from TfL</td>
<td>9</td>
</tr>
<tr>
<td>Read about in the press</td>
<td>7</td>
</tr>
<tr>
<td>Letter from TfL</td>
<td>6</td>
</tr>
<tr>
<td>SE1 website</td>
<td>2</td>
</tr>
<tr>
<td>Friend or relative</td>
<td>2</td>
</tr>
<tr>
<td>Not answered</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>

5 respondents put ‘Other’, with 2 indicating ‘friend or colleague’ and 2 putting the SE1 website. There was one additional ‘Other’.

3.3 Methods of responding

<table>
<thead>
<tr>
<th>Methods of responding</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>59</td>
</tr>
<tr>
<td>Email</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>
3.4 Postcodes of respondents

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SE1</td>
<td>9</td>
</tr>
<tr>
<td>SE15</td>
<td>6</td>
</tr>
<tr>
<td>SE5</td>
<td>5</td>
</tr>
<tr>
<td>SE4</td>
<td>3</td>
</tr>
<tr>
<td>SE16</td>
<td>2</td>
</tr>
<tr>
<td>SE17</td>
<td>2</td>
</tr>
<tr>
<td>Other SE</td>
<td>5</td>
</tr>
<tr>
<td>SW1</td>
<td>4</td>
</tr>
<tr>
<td>Other SW</td>
<td>4</td>
</tr>
<tr>
<td>Others</td>
<td>8</td>
</tr>
<tr>
<td>Not answered</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>

3.5 Interest in the scheme

We asked respondents to identify what interest(s) they had in the scheme. Some respondents did not answer, while others chose one or more interests.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter to the area</td>
<td>23</td>
</tr>
<tr>
<td>Local resident</td>
<td>21</td>
</tr>
<tr>
<td>Visitor to the area</td>
<td>17</td>
</tr>
<tr>
<td>Employed locally</td>
<td>12</td>
</tr>
<tr>
<td>Not local but interested in the scheme</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>79</td>
</tr>
</tbody>
</table>

Three respondents chose the ‘other’ category to answer this question, and gave an answer that corresponded closely with the ‘Commuter to the area’ category. These responses have been aggregated in the table above.
3.6 Modes of transport

We asked respondents to identify what modes of transport they used in the area affected by the scheme. Some respondents did not answer, while others chose one or more modes.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bicycle</td>
<td>45</td>
</tr>
<tr>
<td>Bus</td>
<td>36</td>
</tr>
<tr>
<td>Walking</td>
<td>30</td>
</tr>
<tr>
<td>Private car</td>
<td>17</td>
</tr>
<tr>
<td>Taxi</td>
<td>12</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>2</td>
</tr>
<tr>
<td>Coach</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>143</strong></td>
</tr>
</tbody>
</table>
4. Summary of consultation responses

4.1 Summary of support

We received 59 responses to the consultation. The levels of support for the three elements of the scheme are shown below.

4.1.1 Support for Quietway crossing

Question 1 was mandatory and asked “Please give us your views on closing the southern end of Mawbey Road to motor traffic (except emergency vehicles) to improve safety for the planned north-south Quietway cycling route?”

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>51</td>
</tr>
<tr>
<td>Partially support</td>
<td>1</td>
</tr>
<tr>
<td>Do not support</td>
<td>4</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>59</strong></td>
</tr>
</tbody>
</table>

Support for Quietway crossing

![Bar chart showing support for Quietway crossing](chart.png)
4.1.2 Support for road safety measures

Question 2 was mandatory and asked: “Please give us your views on our proposed road safety changes, including changes at the junction of Ossory Road-Old Kent Road-Avondale Square and the new pedestrian crossing at the Mawbey Road-Glengall Road junction?”

<table>
<thead>
<tr>
<th>Support</th>
<th>49</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partially support</td>
<td>4</td>
</tr>
<tr>
<td>Do not support</td>
<td>2</td>
</tr>
<tr>
<td>Not sure</td>
<td>0</td>
</tr>
<tr>
<td>No answer</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>

![Bar chart showing support for road safety measures](chart.png)
4.1.3 Support for bus priority measures

Question 3 was mandatory and asked: “Please give us your views on our proposed changes to bus lanes, including removing two existing pedestrian refuges on Old Kent Road to accommodate wider bus lanes?”

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>35</td>
</tr>
<tr>
<td>Partially support</td>
<td>14</td>
</tr>
<tr>
<td>Do not support</td>
<td>4</td>
</tr>
<tr>
<td>Not sure</td>
<td>0</td>
</tr>
<tr>
<td>No answer</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
</tr>
</tbody>
</table>

![Support for bus priority measures](image-url)
## 4.2 Issues commonly raised in comments

Of the 59 people who responded to this consultation, 43 of these also provided a comment. The issues most commonly raised in the comments are listed below:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Public</th>
<th>Stakeholder</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General calls for more to improve conditions for cycling</td>
<td>18</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Support for the closure of Mawbey Road to improve the safety of the junction for cycling</td>
<td>11</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>Calls for protected cycle lanes in Old Kent Road</td>
<td>5</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>General positive comments praising the proposals</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Calls for more measures to benefit pedestrians</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Concerns about vehicles in Glengall Road presenting danger to cycling, with calls for measures to prevent right-turning vehicles presenting risk to straight-ahead cyclists</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Support for the road safety measures in the proposals</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Calls to make bus lanes on Old Kent Road operational 24/7 to improve safety for cycling</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Support for the proposed bus priority measures</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Calls for more measures to reduce motor traffic use in this area</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Calls to extend bus lanes to improve cycling safety</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Calls for more measures to reduce bus journey times, in addition to those in the proposals</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Calls for more measures to reduce journey times for general motor traffic</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Calls for a modal filter in Glengall Road to remove through motor traffic and improve cycling safety</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Concern about poor visibility at the junction of Mawbey Place and Mawbey Road due to the high wall, with calls for measures to mitigate perceived risk</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Calls for more short traffic light phases at the junction of Mawbey Road-Glengall Road to shorten wait times for north-south traffic and pedestrians</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
4.3 Summary of stakeholder responses

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

Emergency services:

London Fire Brigade – No level of support stated
Said the proposals would not have any effect on their operations.

Metropolitan Police Service – No level of support stated
Called for a ‘gate’ to be added to the ASL to make it legal for cyclists to cross the first stop line.

Transport and road user groups:

CTC – Supported / Supported / Supported
Did not comment

London Cycling Campaign – Supported / Partially supported / No answer
The organisation supported the principle of a Quietway route linking Honor Oak Park to Quietway 1 in Bermondsey. They also supported banning non-emergency motor traffic from the southern section of Mawbey Road.

It called for measures to improve restricted sightlines caused by the high wall on the southwestern corner of Mawbey Place and Mawbey Road.

It called for segregated cycle routes on Old Kent Road, and expressed the view that this scheme should not impede and moves in that direction, particularly as part of the Old Kent Road Area Action Plan.

The organisation supported an additional modal filter to reduce rat-running in Glengall Road, suggesting a location north of Bianca Road. In the absence of this modal filter, they called for a separate cyclist phase at this junction or left-turn bans for motor vehicles to remove left-hook collision risks.

They called for more short traffic light phases so waiting times for north-south journeys are shorter.

The organisation supported the Ossory Road safety measures, but called for these to be enhanced with tighter corners and wider footways.

They called for the retention of the lead-in lane to the ASL at the junction of Old Kent Road and Malt Street.
The organisation called for all Quietway routes to meet London Cycling Design Standards (LCDS), with a Cycling Level of Service (CLoS) rating of 70 or above, with all “Critical Fails” eliminated.

**Southwark Cyclists** – *Supported / Supported / Partially supported*

The group supported the proposal to filter Mawbey Road. They suggested deferring some changes in this scheme in order to align with future changes in the Old Kent Road AAP, but called for the Mawbey Road and Ossory Road junction proposals to be implemented.

They called for a cyclist traffic light phase at Glengall Road-Mawbey Road, criticising the early release as leaving cyclists vulnerable to turning motor traffic. They also called for more frequent short traffic light phases to reduce waiting times for north-south traffic and pedestrians.

**4.4 Social media activity**

The SE1 local news website used Twitter to encourage people to respond by posting a link to the consultation: [https://twitter.com/se1/status/784689476610252800](https://twitter.com/se1/status/784689476610252800).

**4.5 Feedback on the consultation**

**4.5.1 How respondents rated the consultation**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
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**4.5.2 Comments on the consultation**

10 respondents answered the question asking for feedback on the consultation process and the materials. The main topics raised are listed below:

- 4 respondents used this space to make a further comment on the scheme
- 2 respondents commented on a transport concern outside the area affected by this scheme
• 2 respondents called for all consultation letters to include Braille, large print and foreign languages in order for them to be accessible to more people, rather than these being made available on request
• 2 respondents said the consultation needed more publicity
5. **Next steps**

Having considered all the responses to consultation, we have decided to go ahead with the scheme without any significant changes to the proposals we consulted on. For more information about our responses to the issues raised during this consultation, please see Appendix B.

We plan to start construction in spring 2017, and we will write to affected properties before starting any works.
Appendix A: Detailed analysis of comments

We received 59 responses to consultation, and 42 of these provided comments on the proposals. The main themes arising in those comments are summarised below.

General comments
4 respondents provided a general comment in support of the scheme

Impact on cycling
28 respondents commented on how the proposals might affect cycling:

- 13 respondents supported the proposals to close Mawbey Road to benefit cycling
- 10 respondents made a call to improve conditions for cycling generally
- 7 respondents called for improved cycling provision, such as protected cycle tracks, along Old Kent Road
- 4 respondents called for measures to reduce the amount of motor traffic using Glengall Road to reduce the risk to cyclists, particularly from motor traffic turning right out of Glengall Road across the path of southbound cyclists
- 3 respondents called for bus lanes on Old Kent Road to be made 24 hours to provide safer cycling journeys
- 2 respondents called for bus lanes to be extended to provide safer cycling journeys
- 2 respondents called for the bus lane to be extended as far as the ASL if the lead-in lane is removed

Impact on pedestrians
6 respondents commented on how the proposals might affect pedestrians

- 4 respondents called for more to be done to improve provision for pedestrians
- 2 respondents objected to the removal of pedestrian refuges on Old Kent Road

Impact on road safety
5 respondents commented on how the scheme might affect road safety:
• 3 respondents expressed support for the road safety changes for pedestrians such as the new crossing and the safer junction at Ossory Road

• 2 respondents expressed concern about poor visibility at the junction of Mawbey Road and Mawbey Place

**Impact on buses**

4 respondents commented on how they expected the proposals to affect bus passengers:

- 2 respondents expressed support for the bus lane changes
- 2 respondents made general comments calling for more measures to improve bus services

**Impact on motorists**

2 respondents objected to longer journey times in Old Kent Road or Mawbey Road area.
Appendix B: Responses to issues raised

Impact on cycling

Improved cycling provision
Some respondents called for more measures to improve provision for cycling in Greater London.

We are currently implementing or consulting on a wide range of schemes to improve provision for cycling across Greater London, including the Cycle Superhighways, Quietways and Mini-Holland schemes. We recognise the benefits of cycling in helping to reduce congestion on our roads and public transport, as well as improving public health and reducing air pollution and road danger. The scheme at Old Kent Road includes a more cycling-friendly crossing as part of a new cycle route from Honor Oak Park to Bermondsey, where it will connect with the recently implemented Quietway 1 cycle route linking Waterloo and Greenwich.

Protected cycle facilities on Old Kent Road
Some respondents called for protected cycling facilities along Old Kent Road to improve cycling safety.

This scheme has been designed to improve bus journey times along Old Kent Road by making relatively minor interventions, along with improvements to improve road safety and cycling journeys across Old Kent Road on the proposed new Quietway. Installing protected cycle tracks along Old Kent Road would require substantial changes to the way the available space is currently allocated between pedestrians, general traffic and buses, and is outside the scope of this scheme. Southwark Council’s draft Area Action Plan, which is currently being consulted on, presents a vision for the future of Old Kent Road that says “proposals should maximise protection for cyclists, particularly at key junctions”. There is nothing in this current scheme that is incompatible with the draft Area Action Plan.

Motor traffic in Glengall Road
Some respondents called for measures to reduce the amount of motor traffic using Glengall Road to reduce the risk to cyclists, particularly from motor traffic turning right out of Glengall Road across the path of southbound cyclists.

Southbound cyclists departing Mawbey Road will have a 4 second early start on northbound traffic, so will have covered a fair amount of the junction before vehicles have left Glengall Road. As such, it is anticipated these conflicting movements will be kept to a minimum.
Bus lanes in Old Kent Road

Some respondents called for bus lanes on Old Kent Road to be made 24 hours to provide safer cycling journeys.

We have no plans to change the operating hours of bus lanes on this section of road. The current hours give priority to buses at peak times, but also help general traffic to move more freely during off-peak times.

Extending bus lanes

Some respondents called for bus lanes to be extended in Old Kent Road to provide safer cycling journeys.

We frequently review bus routes to see if we can make changes to reduce journey times for bus passengers and provide benefits for other road users, including cyclists. The current Bus Priority Programme is a major programme to improve journey time reliability for Londoners. We are currently looking at other sections of this and other bus corridors to see if we can improve bus journey times. We will consult on any proposals before going ahead with any changes.

ASL lead-in lane

Some respondents called for the bus lane to be extended as far as the ASL where the lead-in lane is being removed.

The lead-in lane to the ASL is being removed because when there is motor traffic waiting at the traffic lights, there is not currently enough space for cyclists to use the lead-in lane to filter into the ASL. Removing the lead-in lane will encourage cyclists to queue with traffic at this location, rather than filtering into areas that might bring them into conflict with motor vehicles.

The bus lane is not being extended all the way to the junction in order to reduce the impact to general traffic flow on the A2.

Impact on pedestrians

General provision for pedestrians

Some respondents called for more to be done generally to improve conditions for pedestrians.

We are currently implementing many schemes to improve conditions for walking in Greater London, such as new crossings, wider footways, and countdown timers at signalised crossings. We recognise the public health benefits of encouraging more walking trips, which can help reduce congestion on roads and public transport, particularly at peak times.
This scheme involves the introduction of new and wider pedestrian crossings, as well as measures to slow or remove motor traffic using side roads, which will also benefit pedestrians.

**Removal of pedestrian refuges**

Some respondents objected to the removal of pedestrian refuges on Old Kent Road. The pedestrian refuges are being removed to provide wider lanes for buses, which will improve bus journey times along this busy bus corridor. This section of Old Kent Road is not very suitable for informal crossing due to the relatively high speeds and volumes of motor traffic. We have improved three crossings nearby at the junction with Mawbey Road and Glengall Road, and are providing a new crossing on the western arm of this junction. These will provide safer crossings than the existing refuge islands.

**Junction of Mawbey Road and Mawbey Place**

Some respondents expressed concern about poor visibility for traffic using the junction of Mawbey Road and Mawbey Place.

This junction is not within the scope of this scheme, but will form part of the forthcoming Quietway which will run along Mawbey Road and into Glengall Road. These comments will be forwarded to the Quietway design team at Sustrans and the London Borough of Southwark.

**Impact on bus passengers**

**Extending bus lanes**

Some respondents called for more measures to improve bus services.

We frequently review bus routes to see if we can make changes to reduce journey times for bus passengers and provide benefits for other road users, including cyclists. The current Bus Priority Programme is a major programme to improve journey time reliability for Londoners. We are currently looking at other sections of this and other bus corridors to see if we can improve bus journey times. We will consult on any proposals before going ahead with any changes.
Impact on motorists

**Longer journey times in Old Kent Road**

Some respondents expressed concern that the proposals would increase journey times for general traffic along Old Kent Road.

We do not expect these proposals to have a noticeable impact on motor traffic using Old Kent Road.

**Longer journey times in Mawbey Road area**

Some respondents expressed concern that the proposals would increase journey times for general traffic in the Mawbey Road area.

Closing the southern section of Mawbey Road will require some motorists to take different routes. We do not expect these diversions to be significant, with other routes available nearby. We consider the diversions that a small number of motorists will have to take are balanced by the benefits of increased safety to the growing number of cyclists using this route.
Appendix C: Consultation drawing
Appendix D: Survey questions

We asked respondents the following questions, with only Question 1 being mandatory:

1. Do you support our proposals to extend the southbound bus lanes in Streatham Hill?
   - Yes
   - No
   - Partially
   - Not sure
   - No opinion

2. Do you have any comments on our proposals to extend the southbound bus lanes in Streatham Hill?

3. What is your name?

4. What is your email address?

5. Please provide us with your postcode?

6. Are you (please tick all boxes that apply):
   - Local resident
   - Business Owner
   - Employed locally
   - Visitor to the area
   - Commuter to the area
   - Not local but interested in the scheme
   - Other (Please specify)

7. If responding on behalf of an organisation, business or campaign group, please provide us with the name:

8. How did you find out about this consultation?
   - Received an email from TfL
• Received a letter from TfL
• Read about in the press
• Saw it on the TfL website
• Social media
• Other (please specify)

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

• Very good
• Good
• Acceptable
• Poor
• Very poor
• Do you have any further comments?
Appendix E: Notification letter and emails

Letter distribution area

The notification letter was sent to 2,377 addresses in the area shown below:

![Map showing the letter distribution area]

Notification letter

The following notification letter below was sent to 2,377 addresses in the area shown above. It also included the consultation drawing in Appendix C.
15 August 2016

Dear Sir or Madam,

Proposed bus lane and cycle/pedestrian crossing improvements in Old Kent Road between Cooper’s Road and Malt Street, including motor traffic restrictions in the southern section of Mawbey Road

Have your say on proposed changes to Old Kent Road between Cooper’s Road and Malt Street that aim to benefit cyclists, bus passengers, pedestrians and motorists.

The proposals at the Mawbey Road / Glengall Road junction would form an important part of a proposed Quietway cycle route linking Honor Oak Park to the existing Quietway 1 cycle route in Bermondsey. The Quietways programme will provide a London-wide network of high-quality, well-signed cycle routes that usually follow back streets with lower motor traffic flows.

Proposed changes include banning movements between Mawbey Road and Old Kent Road for non-emergency motor vehicles. All properties in Mawbey Road (e.g. Kent House and Mawbey House) would be accessible by motor vehicle via Mawbey Place.

Mawbey Road / Glengall Road Junction
As part of our Quietways programme, we are proposing changes to the Glengall Road / Mawbey Road junction. This north-south route across Old Kent Road is already a popular cycle route, with cycles making up nearly two-thirds of traffic on Mawbey Road during peak times. Mawbey Road is not heavily used by motor vehicles.

- ‘Early release’ traffic lights for cyclists
  We would install low-level ‘early release’ cycle-specific traffic lights in Glengall Road and Mawbey Road. On Glengall Road we would give waiting northbound cyclists a few seconds head start over motor traffic. This would reduce the risk of turning vehicles colliding with straight-ahead cyclists and make it easier for cycles to cross Old Kent Road in both directions.

- Non-emergency motor traffic banned from southern section of Mawbey Road
  We would install lockable bollards in the southern section of Mawbey Road to prevent motor traffic (except emergency vehicles) passing between Mawbey Road
and Old Kent Road. Vehicles would still be able to access all properties in Mawbey Road via Mawbey Place, but would use alternative routes to access Old Kent Road. This would provide a safer and more attractive cycle connection across Old Kent Road and accommodate the predicted increase of cyclists along this route.

- **New pedestrian crossing with existing pedestrian crossings widened**
  We would install a new signalised pedestrian crossing on Old Kent Road (western arm), and widen the three existing pedestrian crossings. The new signalised crossing would help people who live north of Old Kent Road access bus stop WJ on the southern side of Old Kent Road for buses heading into central London.

- **New yellow box junction**
  We would install a new yellow box at the junction to prevent east-west motor traffic blocking the junction for north-south traffic.

**Old Kent Road bus lanes**
As part of our London-wide Bus Priority programme, designed to reduce journey times for bus passengers, we would widen bus lanes along the section of Old Kent Road between Cooper’s Road and Malt Street:

- **Wider bus lanes**
  We would widen 120-metres of existing bus lane between Cooper’s Road and Malt Street. This would reduce the likelihood of buses being blocked by general traffic, improving journey times for bus passengers.

  To achieve this, we would reduce the southern footway on Old Kent Road by 0.4 metres and remove two existing pedestrian refuge islands. New and widened signalised crossings would be a short distance away at the Mawbey Road / Olengall Road junction (see description above).

- **Bus stop markings moved**
  We would move the on-carriageway bus stop markings 5 metres north-westwards away from the Old Kent Road / Mawbey Road junction, which would permit more vehicles to pass through for each green traffic light phase when buses are at the stop. This would improve journey times for all vehicles, including buses.

**Ossory Road / Old Kent Road / Avondale Square junction**
This junction sees an above-average number of collisions involving vehicles, cyclists and motorbikes. Our proposed changes would improve safety for all road users:

- **Footway widened and junction raised**
  Figures show an above-average number of turning collisions at the Ossory Road junction. To improve safety, we would build out the southern kerb and raise the Ossory Road carriageway where it meets Old Kent Road. This raised junction would slow motor traffic turning from Old Kent Road into Ossory Road, and would make it easier for pedestrians to cross Ossory Road because the road would be the same height as the footways either side.
• **Bus stop moved**
  We would move the existing bus stop 4 metres eastwards so that left-turning traffic would have better visibility of the junction

• **Yellow box junction reduced in size**
  We would reduce the size of the existing yellow box junction on Old Kent Road because it only needs to cover eastbound lanes to fulfil its purpose of preventing motor traffic queuing across Avondale Square

**Road resurfacing**
We would resurface the A2 Old Kent Road between Coopers Road / Trafalgar Avenue and Malt Street. The approaches to Mawbey Road and Olengall Road would also be resurfaced.

**Have your say**
We want to know what you think about our proposals. Please visit our website at consultations.tfl.gov.uk/roads/old-kent-road-quietway-crossing to find out more about these proposals (including a larger version of the drawing overleaf) and to give us your feedback. You may also respond by emailing consultations@tfl.gov.uk or writing to us at FREEPOST TFL CONSULTATIONS. You have until **Sunday 9 October 2016** to respond.

Please contact us if you would like Braille, large print or foreign language versions of any of the consultation materials.

Yours faithfully

[Signature]

Mike Cavenett
Consultation Team
Transport for London
Stakeholder email

The following email was sent to 96 stakeholders notifying them of the consultation:

Dear Stakeholder,

We would like your views on proposed bus lane and cycle/pedestrian crossing improvements in Old Kent Road between Cooper’s Road and Malt Street, including motor traffic restrictions in Mawbey Road

The proposed changes include banning movements between Mawbey Road and Old Kent Road for non-emergency motor vehicles. We have summarised the proposals below, but please visit our website for details about all the proposed changes:

• **Mawbey Road / Glengall Road junction**
  This north-south route across Old Kent Road is already a popular cycle route, with cycles making up nearly two-thirds of traffic during peak times. As part of a new safer Quietway cycle route, we would ban non-emergency motor traffic from the southern section of Mawbey Road and install ‘early release’ traffic lights to give waiting northbound cyclists a few seconds head start over motor traffic.

  We would also install a new pedestrian crossing on the western arm of the junction and widen the existing pedestrian crossings

• **Old Kent Road bus lanes**
  As part of a London-wide programme to reduce bus journey times, we would widen bus lanes along Old Kent Road between Cooper’s Road and Malt Street. This would involve removing two existing pedestrian refuge islands, but the new and widened signalised crossings at the Mawbey Road / Glengall Road junction would be a short distance away

• **Ossory Road / Old Kent Road / Avondale Square junction**
  This junction sees an above-average number of collisions involving vehicles, cyclists and motorcycles, and we would widen the footway and raise the carriageway to slow turning traffic

• **Moving bus stops**
  We would move two bus stops approximately five metres to improve safety and traffic flow

Visit [consultations.tfl.gov.uk/roads/old-kent-road-quietway-crossing](http://consultations.tfl.gov.uk/roads/old-kent-road-quietway-crossing) to see all proposed changes, and to give us feedback. This consultation is open until **Sunday 9 October 2016**.

Yours faithfully

Mike Cavenett
Consultation Team
Transport for London
## Appendix F: List of stakeholders

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<tr>
<th>AA Motoring Trust</th>
<th>ICE-London</th>
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<tbody>
<tr>
<td>Action on Hearing Loss (formerly RNID)</td>
<td>Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)</td>
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<td>Age Concern London</td>
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<td>Association of Car Fleet Operators</td>
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