Proposed new pedestrian crossing and public space improvements – Warwick Road (Kensington Row)

Engagement report
April 2019
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Executive summary

Warwick Road is part of the Transport for London Road Network (TLRN) within the Royal Borough of Kensington & Chelsea. It is a key strategic road in West London and forms part of the wider Earl’s Court one-way. A high volume of traffic uses this road and there are challenges around traffic speeds.

The area is currently undergoing extensive residential redevelopment and includes a relatively new primary school on the west side of the road – Kensington Primary Academy. At present there are no pedestrian crossing points between Kensington High Street and Pembroke Road and there is a sense of community severance between these points. Local residents have raised concerns about the safety of the road, particularly the difficulty in crossing at this location (Kensington Row) and traffic speeds.

We are therefore proposing a new raised signalised pedestrian crossing at the Kensington Row stretch of Warwick Road (between Pembroke Road and Kensington High Street.). To complement this we are also proposing kerb extensions, footway improvements and planters to make the environment feel 'greener' and more comfortable and safer for pedestrians.

Between the 18 February and 10 March 2019, we carried out engagement with local residents and stakeholders to understand views about the proposals and to get feedback.

In total we received 29 responses to the proposals, including two from stakeholders. 22 respondents (75 per cent) provided supportive comments about the pedestrian crossing and 16 respondents (55 per cent) said they welcomed the additional public space improvements. A number of respondents did raise some concerns relating to the exact positioning of the crossing, the planters and also about the impact on residents' parking.

Based on the comments we have received we intend to proceed with the proposals subject to addressing the concerns that were raised. Construction will be planned for autumn 2019.
1. About the proposals

New signalised pedestrian crossing in Warwick Road
We are proposing a new signalised pedestrian crossing close to the entrance of Kendall House (Kensington Row) on Warwick Road between Pembroke Road and Kensington High Street. This will provide a safer option for people wishing to cross this part of Warwick Road. The crossing will have a raised table (meaning it will be level with the pavement) making it easier to cross and helping to reduce the speed of traffic. We will also make the pavement wider on the eastern side of the road, again to help slow traffic on the approach to the crossing. The crossing will have pedestrian countdown facilities and audible signals with a tactile rotating cone to help people with sight or hearing difficulties. The audible signals will be turned down overnight to avoid disturbing nearby residents.

To accommodate the crossing, a small section of the on-street parking on the eastern side of Warwick Road would need to be slightly reduced. However, this will only affect one parking space, and we do not anticipate this would have a significant impact on parking in the area.

Public space improvements
Alongside the new crossing, we are also proposing some improvements to make the area feel more pleasant and safer for local people. This includes:

- Renewing the pavement outside Kendall House with better quality ‘York’ stone, which matches the rest of the pavement along the street
- Making the kerb and footpath wider to the north of Kendall House
- Repairing the footpath at the base of the tree to the north of Kendall House (we will not remove the tree)
- Installing large box planters to add greenery and act as a screen to the traffic for this part of the road
2. About the engagement

The engagement took place between Monday 18 February and Sunday March 10, 2019. Activities included the following:

Letter and plan of the improvements (see Appendix A for a copy of the letter and plan)
- A letter describing the proposals and a plan of the proposed crossing and improvements was delivered to around 900 addresses in the Warwick Road/Warwick Gardens area. The letter also advertised the public drop-in session and outlined how people could provide feedback
- Additional copies of the letter and plans were also distributed to the Warwick Arms Public House and the New Apostolic Church
- The Kensington Primary Academy distributed the information to their parents and carers. We are grateful for their assistance

TfL consultation portal
The proposals and plan of the improvements along with a feedback form were made available on the TfL consultation portal at: https://consultations.tfl.gov.uk/roads/warwick-road/

Feedback form (see Appendix B for a copy of the feedback form)
A feedback form was made available on the TfL consultation portal and as hard copy on request. This asked the following questions:
- Please tell us what you think of our proposals for a new pedestrian crossing on Warwick Road.
- Please tell us what you think about our other proposed improvements to the street in Warwick Road.
- Further to previous discussions with residents, where several people had expressed interest in helping to maintain the proposed new planters should they be installed, the online survey also asked: Would you be interested in helping to maintain the new planters?
- People were also given the opportunity to make further comments

Public drop-in session
A public drop-in session was held on 27 February between 18:30 and 20:30 at Kensington Primary Academy. This was an opportunity for local residents to find out more about the proposals and to ask questions of TfL staff.

In total 12 local residents attended, mainly from Kendall and Gilbert Scott Houses, plus a representative from the Warwick Estate Leaseholders’ Association.

Stakeholder emails
Before we published the proposals we sent emails to a number of key stakeholders. This included:
- The Leader of the Royal Borough of Kensington & Chelsea
- Lead Member for Streets, Planning and Transport at the Royal Borough of Kensington & Chelsea
- The local MP
- The London Assembly Member for the area
- Abingdon and Holland ward councillors
3. Responses to the engagement

In total we received 29 responses, including two from stakeholders. 22 respondents (75 per cent) provided a supportive comment about the new pedestrian crossing and 16 respondents (55 per cent) said they welcomed the additional public space improvements. 10 respondents expressed an interest in assisting with the planting and maintenance of the proposed new planters. Several respondents also raised some concerns about the positioning of the crossing and planters and the impact on residents’ parking.

Key comments about the new pedestrian crossing
- Supportive – most people welcomed the proposals for the pedestrian crossing and public space improvements
- Proposed location for the crossing – a few people asked if the crossing could be located nearer to the Warwick Arms pub as it would have less impact on residents’ parking. Some stated that this could also help to reduce traffic speeds as vehicles would have already started to slow down for the lights at Kensington High Street by the time they reach the proposed location
- Eleven respondents stated the new crossing would improve safety and eight of those respondents mentioned the high numbers of children needing to cross the road
- Loss of a resident parking space – a few people suggested the parking spaces be reconfigured so that a pay and display parking space is removed instead
- Traffic noise – people were concerned about the noise heavy vehicles passing over the raised table would make, particularly at night
- Signal noise – people were concerned about the noise the audible signals would make and asked if these could be turned off at night to avoid disturbing nearby residents

Key comments about the public space improvements
- Protection from the road – people asked for more robust barriers to protect pedestrians and the building from the road
- Location of planters – it was suggested that the location of the proposed planters needs to be carefully considered to avoid blocking pavement and impeding pedestrians. It was also suggested that this could cause issues for visually impaired pedestrians
- Appearance – people said that the proposals would improve the appearance of the street
- Proposals do not go far enough – there were a number of suggestions raised to further improve facilities for cyclists and a request for the road to be made 20mph speed limit

Volunteers to tend the proposed new planters

Ten respondents stated they would be willing to volunteer to help maintain the new planters.

Appendix C provides the responses from the two key stakeholders.
4 Responses to the issues raised

Concerns about the location of crossing

The proposed location was carefully selected, taking into account where most people wish to cross the road, and other factors like existing junctions. This location is midway between Pembroke Road and Kensington High Street and also minimises impact on local parking.

Querying whether a pay and display space could be lost rather than a resident parking space

Parking in Warwick Road is managed by the Royal Borough of Kensington & Chelsea. We will discuss this possibility with the council. Comments have also been received about the importance of retaining the current location of the residents parking.

Concerns about noise caused by heavy vehicles passing over the crossing and raised table

Given the high volume of traffic on Warwick Road the background noise levels are already reasonably high and it is considered that the raising of the crossing will not generate noticeable additional noise. This opinion is based on feedback from other similar measures installed on busy roads in London.

Concern about the noise the audible signals would make at night and a request for them to be turned off at night

The audible signals are considered a useful and beneficial facility for some people. There is an option to turn this off in the late evening or to adjust the volume. This issue will be considered during the detailed design of the crossing.

Concern about the positioning of planters

The request for a screen to the road came directly from a request from residents and the proposal to have some planters has been well received. They will be positioned at the kerb edge in line with other street furniture so that footway width is maintained and no obstruction caused.

Pedestrian crossing on Warwick Gardens

We are aware of several issues that have been raised about various other locations on the Earl’s Court one-way system. Although we have considered those other locations as part of our overall planning for this proposal, we will be looking at them separately. The improvements discussed within this engagement activity are focussed specifically on the Kensington Row location.

Warwick Road to be made 20mph

One of the main aims of the Mayor’s Vision Zero action plan is to reduce speed limits overall in London. This includes making this section of Warwick Road 20mph. We have undertaken speed surveys in the area, which indicate that more work is needed to help reduce speeds and reinforce a new speed limit of 20mph. Wider 20mph plans will need to follow this proposal as local residents have made it clear that they want to see a crossing improvement as soon as possible.

Improved cycle facilities and provision

As referred to above, more work is taking place on improving the Earl’s Court one-way system including the potential to provide better cycling facilities. This will also include looking at new routes that provide an alternative to the one-way system. A key issue will be future links into other cycle schemes planned in the area including west to Olympia.
Summary and conclusion

Our proposals for the Warwick Road crossing have been largely positively received, although there are still a few concerns that need to be addressed and worked through.

We have therefore taken the decision to proceed to the next stage of implementing the scheme, with a target installation date of autumn 2019. We will keep residents and stakeholders informed of progress of the scheme and ensure that all issues raised as part of the engagement are addressed.
Appendix A – List of stakeholders
Royal Borough of Kensington & Chelsea

Leader of the Council
Councillor Elizabeth Campbell

Portfolio Holder
Councillor Will Pascall

Abingdon ward councillors
- Councillor Sarah Addenbrooke
- Councillor Anne Cyron
- Councillor James Husband

Holland Ward Councillors
- Councillor Aarien Areti
- Councillor Charles O’Connor
- Councillor Johnny Thalassites

Chief Transport Officer
Mark Chetwynd

Member of Parliament
Emma Dent Coad

London Assembly Member
Tony Devenish

Local stakeholders
- Warwick Arms public house
- New Apostolic Church
- Mohsen restaurant
- Hermitage estate agents
- St Edwards
- Kensington Primary Academy
Appendix B - Engagement materials

The text of the resident letter, plus map of the improvement, and email to stakeholders are provided here, plus a copy of the survey form which was made available online and in hard copy on request.

18 February 2019

Dear Resident

Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

I am writing to you about a new signalised pedestrian crossing and public space improvements we are proposing on the Kensington Row section of Warwick Road.

New signalised pedestrian crossing (please also see the plan attached)

We are proposing a new signalised pedestrian crossing close to the entrance of Kendall House (Kensington Row) on Warwick Road between Pembroke Road and Kensington High Street. This will provide a safe option for people wishing to cross this part of Warwick Road. The crossing will have a raised table (meaning it will be level with the pavement) making it easier to cross and helping to reduce the speed of traffic. We will also make the pavement wider on the eastern side of the road, again to help slow traffic on the approach to the crossing. The crossing will have pedestrian countdown facilities, to ensure pedestrians know how much time they have to cross safely, and audible signals with a tactile cone to help people with sight or hearing difficulties. These will be turned down overnight to avoid disturbing nearby residents.

Installing the crossing at this location does mean that a small section of the on-street parking on the eastern side of Warwick Road will need to be slightly reduced. However, this will only affect one parking space and we do not anticipate this will have a significant impact on parking in the area.

Public space improvements (please also see the plan attached)

Alongside the new crossing, we are also proposing some improvements to make the area feel more pleasant and safe for local people. This includes:

- Renewing the pavement outside Kendall House with better quality "York" stone which matches to the rest of the pavement along the street.
- Extending the kerb and footpath to the north of Kendall House
- Repairing the footpath at the base of the tree to the north of Kendall House (please note we will not be removing the tree)
- Installing large box planters to act as a barrier for this part of the road. These would contain planting to help make the area greener.

Getting involved

Local residents have already told us that they would like to get involved and help maintain the planters. If our plans go ahead we would welcome volunteers to help to do this. Please let us know through the feedback form (details below) if you would like to get involved.

Have your say

We want to hear your views and feedback on our proposals. To make a comment please visit https://consultations.tfl.gov.uk/roads/warwick-road/ If you would like to like a hard copy of our feedback form please email consultations@tfl.gov.uk or contact us on the details at the top of this letter.

Please send us your comments by Sunday 10 March.

We will also be holding a public drop in session where you can find out more about the plans and ask us questions. This is being held on Wednesday 27 February at Kensington Primary Academy, from 6.30pm to 8.30pm.

If it is agreed to go ahead with the proposals, we will aim to deliver these during the autumn of 2019.

We look forward to hearing your views.

Yours sincerely

Iain Killingbeck
Local Communities & Partnerships Lead, West London
Stakeholder email

Dear

I am writing to you, as Abingdon ward councillors about a new signalised pedestrian crossing and public space improvements we are proposing on the Kensington Row section of Warwick Road.

This is being proposed as a response to local residents concerns about the busy road, speeding traffic and in particularly safety when trying to cross the road.

The proposed crossing will be located close to the entrance of Kendall House (Kensington Row) on Warwick Road between Pembroke Road and Kensington High Street. The crossing will be raised to help slow traffic as well as making it easier for people to cross. We are also proposing a series of other improvements to make the area feel more pleasant and safe for local people including:

- Renewing the pavement outside Kendall House with better quality ‘York’ stone which matches to the rest of the pavement along the street.
- Extending the kerb and footpath to the north of Kendall House
- Repairing the footpath at the base of the tree to the north of Kendall House (please note we will not be removing the tree)
- Installing large box planters to act as a barrier for this part of the road. These would contain planting to help green and improve the feel of the area.

Before we go ahead with our plans, we are engaging the local community to make sure we get the views of everyone in the area. This will run from Monday, 18 February to Sunday, 10 March and we will be notifying all residents and stakeholders in the area. We will also hold a public drop-in session on Wednesday, 27 February from 6.30pm to 8.30pm at Kensington Primary Academy where people can come along to view the plans and ask us further questions.

Attached for your information is the letter and plans of the improvements we are sending to the local area from Monday. A copy of this information is also being sent to the Holland ward councillors and the Council Leader.

If you have any questions or need further information please do not hesitate to contact me.

Kind regards

Ami

Ami Ibitson | Engagement Officer (West)
Local Communities & Partnerships | Transport for London
Mail: Red Zone, Floor 9, Endeavour Square, Stratford, London, E20 1JN
Email: AmiIbitson@tfl.gov.uk
Phone: 020 7126 3133 – internal 63133
Copy of survey form
Available online from 18 February to 10 March 2019 and in hard copy by request

Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

Q1. Please tell us what you think of our proposal for a new pedestrian crossing on Warwick Road.

Q2. Please tell us what you think about our other proposed improvements to the street in Warwick Road.

Q3. Would you be interested in helping to maintain the new planters?
   □ - Yes
   □ - No

Q4. Do you have any other comments about our proposals?
Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

About you
Privacy notice:

TfL, its subsidiaries and service providers will use your personal information for the purpose of administering this engagement exercise and assessing the responses. If you provide your email address, TfL may send you updates about this consultation and the proposed scheme. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Responses to the consultation may be made publicly available, but any personal information will be kept confidential. You do not have to provide any personal information, but this information may help TfL to understand the range of responses. For example, responses may be analysed by postcode to help identify local issues.

PLEASE COMPLETE BELOW IN CAPITALS

Q5. Name ____________________________________________
Q6. Email _____________________________________________
Q7. Post code __________________________________________

Q8. If you are responding on behalf of an organisation, business or campaign group, please provide us with the name.

Organisation name ______________________________________

Q9. Are you a...? Please tick all boxes that apply.

☐ Local resident ☐ Business owner ☐ Employed locally
☐ Visitor to the area ☐ Commuter
☐ Other (please specify) __________________________________

Q10. How did you hear about this engagement exercise? Please tick one box - the main way by which you heard.

☐ Received an email from TfL
☐ Saw it on the TfL website
☐ Other (please specify)

☐ Received a leaflet/letter from TfL
☐ Read about it in the press
☐ Exhibition
☐ Social media

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Q11. Please tell us what you think about the quality of this engagement exercise (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.) Please tick one box.

☐ Very good  ☐ Good  ☐ Acceptable

☐ Poor  ☐ Very poor

Q12. Do you have any further comments about the quality of the engagement materials?
Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

Equality Monitoring

Please tell us a bit about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultation and engagement activities are open to all sections of the community and to improve the effectiveness of the way we communicate with our customers. **You do not have to provide any personal information if you don’t want to.**

**Gender:** Please tick one box.

- □ Male
- □ Female
- □ Trans man
- □ Gender neutral
- □ Trans woman
- □ Prefer not to say

**Ethnic Group:** Please tick one box.

- □ Asian or Asian British
  - □ Bangladeshi
  - □ Chinese
  - □ Indian
  - □ Other
- □ Asian or Asian British
  - □ Mixed – Other
  - □ Mixed – White and Asian
  - □ Mixed – White and Black African
  - □ Mixed – White and Caribbean
- □ Black or Black British
  - □ Other Ethnic Group
  - □ Other Ethnic Group – Arab
  - □ Other Ethnic Group – Arab
  - □ Other Ethnic Group – Arab
  - □ Gypsy or Irish Traveller
  - □ Other Ethnic Group – Arab

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Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

Age: Please tick one box.

- [ ] Under 15
- [ ] 16-20
- [ ] 21-25
- [ ] 26-30
- [ ] 31-35
- [ ] 36-40
- [ ] 41-45
- [ ] 46-50
- [ ] 51-55
- [ ] 56-60
- [ ] 61-65
- [ ] 66-70
- [ ] 71+
- [ ] Prefer not to say

Sexual Orientation: Please tick one box.

- [ ] Heterosexual Man
- [ ] Bisexual man
- [ ] Gay Man
- [ ] Other
- [ ] Heterosexual Woman
- [ ] Bisexual woman
- [ ] Lesbian
- [ ] Prefer not to say

Faith: Please tick one box.

- [ ] Buddhist
- [ ] Christian
- [ ] Hindu
- [ ] Muslim
- [ ] Sikh
- [ ] Jewish
- [ ] Other
- [ ] None
- [ ] Prefer not to say
Proposed new signalised pedestrian crossing and public space improvements for Warwick Road (Kensington Row)

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age) Please tick one box.

☐ Yes, limited a lot ☐ Yes, limited a little ☐ No ☐ Prefer not to say

If you answered yes to the above question, please tell us which category below best describes your disability or health problem. Please tick all that apply.

☐ Hearing ☐ Vision ☐ Mobility
☐ Other (please specify) ☐ Prefer not to say

Thank you for taking the time to complete this questionnaire
Appendix C – About the respondents

Number of respondents
In total we received 29 responses to the consultation.

How respondents heard about the consultation*
Of the 11 responses to this question:

<table>
<thead>
<tr>
<th>How respondents heard about consultation</th>
<th>Number of respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received an email from TfL</td>
<td>4</td>
<td>13.79 per cent</td>
</tr>
<tr>
<td>Received a letter from TfL</td>
<td>7</td>
<td>24.14 per cent</td>
</tr>
<tr>
<td>Read about in the press</td>
<td>0</td>
<td>0 per cent</td>
</tr>
<tr>
<td>Saw it on the TfL website</td>
<td>3</td>
<td>10.34 per cent</td>
</tr>
<tr>
<td>Social media</td>
<td>1</td>
<td>3.45 per cent</td>
</tr>
<tr>
<td>Other*</td>
<td>9</td>
<td>31.03 per cent</td>
</tr>
<tr>
<td>Not Answered</td>
<td>5</td>
<td>17.24 per cent</td>
</tr>
</tbody>
</table>

*Of those responding ‘other’ the majority had received the information from Kensington Primary Academy.

How respondents identified themselves*
The majority of respondents identified themselves as local residents.

<table>
<thead>
<tr>
<th>How respondents identified themselves</th>
<th>Number of respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Local Resident</td>
<td>23</td>
<td>79.31 per cent</td>
</tr>
<tr>
<td>A local business owner</td>
<td>0</td>
<td>0 per cent</td>
</tr>
<tr>
<td>Employed locally</td>
<td>1</td>
<td>3.45 per cent</td>
</tr>
<tr>
<td>A visitor to the area</td>
<td>3</td>
<td>10.34 per cent</td>
</tr>
<tr>
<td>A Commuter to the area</td>
<td>2</td>
<td>6.9 per cent</td>
</tr>
<tr>
<td>A taxi/private hire vehicle driver</td>
<td>1</td>
<td>3.45 per cent</td>
</tr>
<tr>
<td>Not local but interested in the scheme</td>
<td>0</td>
<td>0 per cent</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>2</td>
<td>6.9 per cent</td>
</tr>
<tr>
<td>Not Answered</td>
<td>0</td>
<td>0 per cent</td>
</tr>
</tbody>
</table>
*Respondents were able to select more than one option.
Responses from stakeholders

Councillor Anne Cyron, Abingdon ward councillor

I think it’s a great idea and something that we have been asking for.

Royal Borough of Kensington & Chelsea

We support initiatives to make it easier to walk, and recognise that at times the northern part of Warwick Road can be difficult to cross. We welcome the inclusion of Pedestrian Countdown indicators and we strongly recommend that if the scheme is implemented, there should be a Call Cancel facility to minimise unnecessary queuing at red lights when there is no longer a pedestrian waiting to cross.

In addition, we note the proposal to raise the crossing to the footway level, which will provide some speed reduction benefit as well as giving a more comfortable experience for pedestrians. We recommend that the ramp profiles be designed to minimise the risk of noise when heavy vehicles pass over them. For example, a sinusoidal profile would be likely to reduce the noise impact.

While we appreciate the desire to provide some greenery at this location, we note that the proposed planters would be likely to reduce the useable width of the western pavement. Careful consideration will be needed regarding their dimensions and exact positioning.