Creating a better Waterloo

Consultation report and responses to issues raised
December 2017  (report updated January 2018)
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Report revised 8 January 2018 to include additional issues raised in Section 5
Executive summary

This document explains the processes, responses and outcomes of the consultation on our proposals to create a better Waterloo.

The public consultation was open from 26 Jun 2017 to 20 Aug 2017 and intended to seek the views of all people who live, work, visit, study in and pass through the Waterloo roundabout/Waterloo Road area in Lambeth.

We consulted on proposals to regenerate and transform Waterloo by pedestrianising the south-western arm of the roundabout to create a new public space, improved bus station and better environment for people using public transport, walking and cycling. Two-way traffic would be re-instated around the junction and segregated cycle lanes provided. Our proposals include widening the pavements on Waterloo Road and relocating crossings to where people want to cross.

The new road alignment proposed at consultation would result in the loss of some mature trees, the loss of some vehicle turns currently permitted and would both positively and negatively affect journey times for all modes. The aim is to create more space for pedestrians and cyclists as part of the Mayor’s Healthy Streets Approach. More information on the consultation is at tfl.gov.uk/waterloo-roundabout.

The consultation was widely publicised through 40,000 postcards handed to people travelling through the area, at public exhibitions, stakeholder briefings and meetings. It was also publicised on online and in the media.

1,629 direct responses were received in total, of which 55% said they strongly agreed or agreed with the proposals and 40% said they strongly disagreed or disagreed. An additional 957 template emails were received via the London Cycling Campaign website which offered overall support, but disagreed with the proposals for Waterloo Road and requested further measures for cycling on surrounding roads.

Summary of issues raised during consultation

Below are the three most prominent issues raised during consultation:

- Concern around journey time impacts of this scheme and the cumulative effects of other schemes in the area
- Concern surrounding the loss of the mature trees outside St Johns Church / Kings College
- Concern that the proposals do not go far enough in terms of improving cyclist, pedestrian and commuter facilities.
There was also strong resident opposition in public meetings to the proposed banned turn from Waterloo Road into Stamford Street as residents said it would cause rat-running and more pollution on residential streets.

**How we plan to proceed**

Following consultation we are reviewing the design. The main focus is re-assessing the proposed road layout to understand whether some of the mature London Plane trees outside St Johns Church/King’s College can be left in situ. We will post an update on our website and inform local stakeholders once we have finished this work and finalised the exact road alignment.

We have re-visited the proposal to ban the right turn into Stamford Street for people travelling north bound along Waterloo Road and have concluded that we are unable to provide this turn. This is due to the prohibitive cost associated with further carriageway widening which would involve cantilevering the road closer to the IMAX to facilitate a right turn pocket at the junction and adverse impact on overall scheme design. Therefore we are developing plans with Lambeth Council for local street traffic calming and enforcement measures to deter rat-running between Waterloo Road and Cornwall Road, while working to further improve the environment for pedestrians, residents and visitors which the Council will continue to engage on.

We will progress with the detailed design and continue to keep local people and stakeholders up to date. We will meet with the Business Improvement Districts (BIDs) as we did before and during consultation to ensure our plans help deliver the wider aspirations for the area and help businesses grow. Additionally, we will meet with cycling and walking groups to consider how our plans provide connectivity with existing and future walking and cycling provision.

We will also continue to work with local people and interested stakeholders on greening the new space and how to animate it, including lighting, during construction and after to create a sense of community ownership.

Construction of the changes is planned to start in 2020, continuing for a period of up to eighteen months. We are aware that there is a lot of construction occurring in the Waterloo area and these changes are likely to cause further disruption. We will coordinate our construction and access plans with other developments by working with local stakeholders in the area to coordinate works and deliveries to minimise this impact as far as possible and will keep everyone informed.
1. About the proposals

Transport for London (TfL) and Lambeth Council have been working with local stakeholders and communities on plans to improve Waterloo for more than 10 years. The plans had been through many design iterations. TfL is the highway authority for the roundabout and for the busiest roads in London and Lambeth Council is the highway authority for Waterloo Road and the planning authority responsible for regeneration so we jointly consulted on the proposals. The proposals aim to create a healthier and safer environment for people to walk and cycle and use public transport as well as support the regeneration and growth of Waterloo. These proposals aim to improve the quality of life in the area by:

- Reducing the dominance of traffic, allowing people to better enjoy the area
- Creating a healthier and safer environment
- Planting more trees which will have the potential to benefit biodiversity, landscaping and wildlife
- Creating a sense of place with the proposed new public square
- Creating a focal point for Waterloo as a cultural destination and support the regeneration and growth of Waterloo
- Keeping buses and traffic moving through the area.

The proposals form part of the Mayor of London’s plan for Healthy Streets - a long-term vision to encourage more Londoners to walk and cycle and use public transport by making London’s streets healthier, safer and more welcoming. They are also in the context of the Mayor’s other initiatives to reduce pollution such the T-Charge, ULEZ, greener taxis, electric vehicles and greener buses, more information on those can be found at:

- tfl.gov.uk/modes/driving/emissions-surcharge
- tfl.gov.uk/modes/driving/ultra-low-emission-zone
- tfl.gov.uk/modes/driving/ultra-low-emission-zone/cleaner-greener-taxis
- tfl.gov.uk/modes/driving/electric-vehicles-and-rapid-charging
- london.gov.uk/press-releases/mayoral/mayor-announces-first-clean-green-bus-routes

The key changes we consulted on were:

- Moving the existing bus stops from Tenison Way to an improved bus station on Waterloo Road, closing the south-west arm of the roundabout and
changing the remaining carriageway to two-way traffic. This will create a new public space between Waterloo Station and the IMAX

- Creating new segregated cycle lanes around the new junction making cycling around Waterloo safer
- Creating more direct walking routes through the new public space to the river. This was made possible by the proposal to install a new step and ramp arrangement to the lower level of the IMAX and removing some subways
- Widening the footways on Waterloo Road to give more space to pedestrians and waiting bus passengers by removing the bus lane and consolidating bus stops so the traffic can pass waiting busses
- Banning the right turns from Waterloo Road into Stamford Street and from Concert Hall Approach onto York Road (except for buses) to keep traffic moving through the area to reduce pollution.

The reasons why we developed the proposals and consulted on them

Lambeth Council and TfL have developed these proposals to deliver healthier streets by providing a high quality public space that will become a local destination and a focal point for Waterloo, as well as acting as a catalyst for cultural projects in the area helping to unlock the potential for new jobs and homes in the area.

The London Plan identifies Waterloo as a growth and opportunity area where 15,000 jobs and 1,900 new homes and new retail offerings are expected to be created, increasing demand for access to services in and around Waterloo. Demand and footfall in the area will also grow as a result of increasing capacity of Network Rail services at Waterloo Station. Waterloo has a unique character that reflects its history and established community. The South Bank and Waterloo is the world’s preeminent cultural quarter and Lambeth’s economic engine, drawing 20m+ visitors every year.

In the heart of central London, on the Thames, this is a place where big business, universities, innovators and independents sit side by side, creating a rich economic ecology.

The Waterloo area is poised to undergo once in a generation levels of development and major investments. The Waterloo Roundabout and Waterloo Road scheme will support this growth by providing for essential walking, cycling and public transport infrastructure.

Waterloo is also a very important transport hub with Europe’s busiest rail station, a strategic bus interchange, and large numbers of cyclists and some key cycle routes passing through it.
Our proposals were designed to improve safety for vulnerable road users by introducing dedicated facilities such as signalised pedestrian crossings, new segregated cycle lanes, separate cycle signals and wider pavements. Waterloo roundabout is one of the locations we are prioritising as part of our Safer Junctions programme.

Overall these proposals were designed to make it easier, safer and more attractive to walk, cycle and use public transport in the area, and to prepare for and stimulate further growth and regeneration.

**Walking**

We want to make walking more convenient and attractive. There are a number of places where overcrowding is common such as Tenison Way and Waterloo Road:

- The new public space would provide lots more room for pedestrians and create a key focal point in the local area with crossings relocated to where people want to cross
- Walking routes would be opened up via a step and ramp arrangement improving way finding and permeability to the river
- Wider and clearer footways would reduce overcrowding on Waterloo Road.

**Cycling**

Taken from survey data in 2013 cyclists make-up 40% of traffic around Waterloo roundabout in the AM peak.

We want to make cycling in Waterloo easier, safer and more attractive. Our proposals provide dedicated time and space for cyclists and aim to reduce road casualties by addressing the patterns of past collisions. Cycle specific measures include:

- Segregated cycle lanes around the new peninsula which will require some structural changes to the roundabout
- Separate cycle signals on traffic lights would reduce the number of conflicts with general traffic
- Existing cycle parking stands would be relocated
- The cycle hire docking station outside Kings College would be relocated
- We are working with other teams delivering projects that would provide better and safer connections to existing and planned cycle routes in the wider area.
Bus passengers
Waterloo is a strategic part of the London bus network, with some of its busiest routes serving the area, used by 20,000 passengers a day. Our proposals aim to encourage more people onto buses and keep all traffic moving:

- Bus stops would be relocated from Tenison Way to an improved bus station on Waterloo Road and a new public square would provide an enhanced interchange and waiting environment for bus passengers
- Wider footways on Waterloo Road would provide a larger and safer area for waiting bus passengers and accommodate future growth in numbers and pedestrians passing through the area
- A short section of bus lane on Waterloo Road would be removed and the northbound and southbound bus stops on Waterloo Road would be consolidated to keep traffic moving.

General traffic
We want to reduce the dominance of traffic around Waterloo by creating an environment which encourages people to walk, cycle or use public transport. As a result:

- Traffic would flow two-way around the new peninsula
- Buses would share the general traffic lane and pull-in to the relocated bus stops allowing traffic to pass
- There would be some changes to general traffic journey times (see the website tfl.gov.uk/waterloo-roundabout which has the detailed documents)
- The right turn from Waterloo Road into Stamford Street and the right turn from Concert Hall Approach onto York Road (except for buses) would not be permitted.

We do not develop proposals to introduce traffic restrictions without carefully considering the potential impacts and exploring alternative solutions.

Environment
Air pollution is one of the most significant challenges facing London, affecting the health of all Londoners. As our proposals for Waterloo would change how traffic moves around the area we expected there would be some associated and localised changes to air quality and noise levels, however these are not expected to be significant. We have carried out environmental surveys and environmental modelling to understand the impacts of our proposals and the results are below.
Air Quality: An air quality assessment has been conducted to model concentrations of nitrogen dioxide (NO2) and particulate pollutants due to road traffic emissions. Overall, the proposed scheme is anticipated to provide benefits to air quality in the area. For NO2, there is predicted to be a reduction in concentrations at the majority of receptors with the exception of some receptors to the east of the scheme where there may be small increases in concentrations. This is due to the proposed change in road layout bringing vehicles closer to the buildings and an increase in traffic volumes on Waterloo Road. Specific mitigation measures are not expected to be required, but this will be kept under review.

Noise: Noise levels are expected to remain unchanged or fall slightly at sensitive receptors in the vicinity of the scheme with the exception of some receptors just to the east of the scheme which receptors may experience some increase in noise. This is due to the proposed change in road layout bringing vehicles closer to the buildings, including vehicles which currently turn left off Waterloo Road onto York Road but would continue along Waterloo Road under the proposed scheme. The noise increases are not expected to be large and, as a noise barrier would only mitigate the impact for the first two floors of the affected buildings, mitigation may not be necessary; however this will be subject to ongoing review.

Potential effects of our proposals on journey times

We expect the proposals to result in changes, both positive and negative, to journey times for all modes once complete and more information on these potential effects are on the website at tfl.gov.uk/waterloo-roundabout.

Working with the local community

TfL has been working with Lambeth Council and engaging with local residents and businesses to develop these plans for creating a better Waterloo. A local college, Morley College, produced a photo record to capture the sense of place and character of the area that these proposals will build on. These photos were on show at the public events and can be seen on the college website at morleycollege.ac.uk/news/1168-morley-photography-and-tfl-partnership.

We will continue to work with local residents and businesses on plans for the new space including investigating further whether the poem by Sue Hubbard called “Eurydice” on the wall of one the subways we propose to remove can be relocated. The poem was written as part of the renovation of the South Bank especially for the underpass that leads from Victory Arch at Waterloo Station to the IMAX cinema.
2. About the consultation

2.1 Why we consulted

The consultation was designed to enable us to understand local and stakeholder opinion about the proposed changes. The potential outcomes of the consultation are:

- We decide the consultation raises no issues that should prevent us from proceeding with the scheme as originally planned
- We modify the scheme in response to issues raised in consultation
- We abandon the scheme as a result of issues raised in the consultation.

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 change
- 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 Consultation materials and publicity

We ensured that people living and working in areas affected by the scheme were aware of the proposals by using a range of channels. These channels are detailed below.

2.2.1 Website

A dedicated Waterloo consultation website was established which detailed information about our proposals. Explanatory text, maps, urban realm plans, computer generated images and 3d model images were displayed to help explain the proposals. The web site also included details of predicted motor traffic, bus, cyclist and pedestrian impacts.

The website provided people with the opportunity to respond to the consultation by answering our questionnaire (see Appendix B)

2.2.2 Letters

We distributed letters to 10,675 residents and businesses within a defined area coterminous with ward boundaries (see Appendix A). The letters contained a summary of the proposals and directed people to the consultation web site and invited them to respond. They were also informed about the consultation events.
2.2.3 Face to face Postcard distribution

40,000 postcards were handed out to people travelling through the area directing people to the website to have their say and encouraging their attendance of the public exhibitions. A copy of the postcard can be found in Appendix A.

2.2.4 Email to the public

We sent an email about the consultation to c.400,000 people who travel through Waterloo. The data for the distribution was extracted from all registered Oyster users.

2.2.5 Press and media activity

We issued a press release and publicised the consultation in Southwark News and in the Metro travel page. Additionally we made the consultation web page appear as the top search on Google using the word Waterloo and publicised it on twitter and TfL’s official Facebook page.

2.2.6 Meetings with Stakeholders

Before consultation started we met with the following local stakeholders:

The South Bank Forum
We Are Waterloo Business Improvement District
Southbank Business Improvement District /South Bank Employers Group
Kings College
St John’s Church
Southbank Centre
BFI
Network Rail
Union Jack Club
Southbank Place Neighborhood Co-ordination Group (Shell Centre Neighborhood Co-ordination group)
Southbank Partnership Group
Waterloo Strategic Forum
Waterloo Action Centre
Waterloo Community Development Group
2.2.7 Public Meetings and exhibitions

During the formal consultation period we held four public drop-in events. Members of the project team were available at each of the exhibitions to discuss the proposals and printed materials/3d model of the proposed scheme were available to view. We also had public events at:

- The Royal Festival Hall: Monday 10th July from 12:00-19:00
- St John’s Church: Wednesday 26th July from 12:00-19:30
- Waterloo Action Centre: Thursday 10th August from 12:00-17:30
- Palestra, 197 Blackfriars Road: Sunday 13th August from 10:00-15:00
- Additionally the project team attended the South Bank Forum Thursday 20th July from 18:00-22:00 and were available to discuss the scheme proposals.

2.3 Methods of responding

People were invited to respond to the consultation using a variety of methods.

- Online Questionnaire: Our questionnaire comprised several closed questions asking people to select an answer that matched their level of support for or opposition against elements of the scheme and a free text box (see Appendix B)
- Paper Questionnaire: submitting a paper copy of the questionnaire at the consultation events.
- Letter: They could respond via our freepost address (FREEPOST TFL CONSULTATIONS),
- Email: emailing consultations@tfl.gov.uk
3. About the respondents

This chapter provides more information of who responded to the consultation.

3.1 Number of respondents

1,629 direct responses were received in total. Of these 29 (2%) were individual responses from stakeholders who represent political entities, organisations, businesses or campaign groups. Their responses are summarised in Chapter 5.

We also received 957 template emails submitted through the London Cycling Campaign’s website. Please see section 4.1.6 for details.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public responses</td>
<td>1,600</td>
<td>98%</td>
</tr>
<tr>
<td>Stakeholder responses</td>
<td>29</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,629</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.2 How people heard about the consultation

We asked people how they heard about the consultation on the online questionnaire and a total of 1459 people responded. People said they found out about the consultation through a variety of ways as shown in the table below:

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>861</td>
<td>59</td>
</tr>
<tr>
<td>Letter</td>
<td>38</td>
<td>2</td>
</tr>
<tr>
<td>Postcard</td>
<td>52</td>
<td>3</td>
</tr>
<tr>
<td>Press</td>
<td>69</td>
<td>4</td>
</tr>
<tr>
<td>Website</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td>Public meeting</td>
<td>83</td>
<td>7</td>
</tr>
<tr>
<td>Social media</td>
<td>221</td>
<td>15</td>
</tr>
<tr>
<td>Word of mouth</td>
<td>84</td>
<td>7</td>
</tr>
</tbody>
</table>
3.3 Methods of Responding

We accepted a variety of methods to respond formally to the consultation such as via the online questionnaire, paper questionnaire, email and letters.

<table>
<thead>
<tr>
<th>Method of responding</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails</td>
<td>75</td>
<td>5%</td>
</tr>
<tr>
<td>Online questionnaire</td>
<td>1531</td>
<td>94%</td>
</tr>
<tr>
<td>Paper questionnaire</td>
<td>15</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Letters</td>
<td>5</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,629</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

3.4 Respondent postcodes

Of the 1,629 respondents 1,227 submitted their postcode. 221 were from SE1 with others from across London, Kent, Surrey, Sussex and Essex.

3.5 Relationship between respondents and scheme area

We asked respondents to describe their relationship to the scheme area using the categories below. The graph below shows a breakdown. Most individuals stated they fell into two or more of the categories shown in the table below.
4. Summary of consultation responses

1,629 responses were received in total. 75 of these were by email and didn’t answer the survey questions. We also received 957 template emails submitted through the London Cycling Campaign’s website. Please see section 4.1.6 for details.

1,554 people answered the question about their overall support for the proposals. With 55% saying they strongly agreed or agreed with our proposals and 40% saying they strongly disagreed or disagreed (see table below) The main reasons people gave for their response are later in this report.

![Graph showing response distribution]

4.1 Summary of Questionnaire responses

Below is a summary of the responses to each of the closed questions contained with the consultation questionnaire.

4.1.1 Support for the proposals to pedestrianise the south-west side of the roundabout to create a new public space and improved bus station

1,542 people answered this question with 60% saying they strongly agreed or agreed with our proposals and 34% saying they strongly disagreed or disagreed (see table below). Their reasons for disagreeing with the proposal to pedestrianise the south-west side of the roundabout to create a new public space and improved bus station are later in this report.
4.1.2 Support for the proposals to widen the pavement on Waterloo Road and consolidate the bus stops

1543 people answered this question with 56% saying they strongly agreed or agreed with our proposals and 35% saying they strongly disagreed or disagreed (see table below). Their reasons for disagreeing with the proposal to widen the pavement on Waterloo Road and consolidate the bus stops are described later in this report.
4.1.3 Support for the proposals to make cycling around Waterloo roundabout safer with mostly segregated cycle tracks and better connections with existing and future cycle routes

1542 people answered this question with 59% saying they strongly agreed or agreed with our proposals and 31% saying they strongly disagreed or disagreed (see table below). Their reasons for disagreeing with the proposal to make cycling around Waterloo roundabout safer with mostly segregated cycle tracks and better connections with existing and future cycle routes are later in this report.

4.1.5 Support for the proposals to create more direct pedestrian routes by closing some of the subways (but keep others) with a new stepped and ramped link and relocated crossings

1544 people answered this question with 59% saying they strongly agreed or agreed with our proposals and 26% saying they strongly disagreed or disagreed (see table below). Their reasons for disagreeing with the proposal to create more direct pedestrian routes by closing some of the subways (but keep others) with a new stepped and ramped link and relocated crossings are later in this report.
### 4.1.6 Campaigns

We received 957 template emails submitted through the London Cycling Campaign’s website. These emails:

- Stated support for the proposals because they give protected space for cycling on the roundabout itself and improves walking and public realm

- Asked for the roads leading to and from the roundabout to be improved; particularly Waterloo Road and Waterloo Bridge. Specific requests were:
  - Waterloo Road to be one way or bus/cycle only
  - Not forcing cyclists to cross a busy bus lane to continue onto the roundabout
  - Look at traffic movements across the area, particularly the streets east of Waterloo Road and removing through motor traffic here (along Exton Street, Alaska Street and Sandell Street etc)
  - Waterloo Bridge to be physically separated, with any counter-terrorism design modifications making cycling and walking better not worse

- Disagreed with proposals to widen the pavement on Waterloo Road and consolidate the bus stops (a wider pavement is needed, but think Waterloo Road should be one-way or bus/cycle only)

- Strongly agreed with proposals to make cycling around Waterloo roundabout safer

- Agreed with proposals to create more direct pedestrian routes by closing some of the subways (but keeping others) with a new stepped and ramped link and relocated crossings.
5. Summary of issues raised

5.1 Main concerns and suggestions

From analysing all the questionnaire and email responses, the most commonly-raised concerns and suggestions can be summarised as follows:

1. Increase journey time: 420 people stated they have concerns around journey time changes as a result of the proposals and the cumulative effect of other schemes which would add to congestion and cause more pollution

2. Mature trees outside St John’s Church/King’s College: 105 people objected to removing the mature trees outside St John’s Church/King’s College or wanted more greenery or a water feature. A local campaign raised awareness of the proposed removal of the trees and encouraged people to tell us their views and most were submitted by email about this only

3. Proposals don’t go far enough: 77 people said the proposals will not improve cyclist/pedestrian/commuter facilities

4. Prioritising cyclists is unfair for motorists: 66 people said that prioritising cyclists is unfair for motorists and mentioned the increase in their journey times

5. Banning the turn from Waterloo Road into Stamford Street: 64 people said that banning the turn into Stamford Street would cause rat-running and more congestion and pollution on local residential streets

6. Access St John’s Church and King’s College: 55 people said motor vehicle access needed to be maintained to the front of the buildings to allow servicing and events

7. More segregation for cyclists: 50 people said the proposals didn’t include enough segregation for cyclists. Most of these were about segregation out of scope of this project on the whole length of Waterloo Road and Waterloo Bridge and alternative routes for cyclists

8. Changes not needed: 47 people said the changes weren’t needed as it was working well now. Most of these also said it would cause extra congestion and pollution

9. Cyclists sharing space with buses: 23 people said they were concerned about cyclists sharing space with buses

The issues raised in the London Cycling Campaign’s email campaign are set out in section 4.1.6.
5.2 Main positive comments

1. Improvement on pedestrian / cycle / commuter facilities: 332 people said the proposals would improve conditions for people walking, cycling and using public transport through the area

2. Public space: 106 people said they thought the proposals would improve the public space

3. Safety: 52 people said they thought the proposals would improve safety

4. Air quality: 46 people said they thought the proposals would improve air quality

5. Traffic reduction: 39 people said they thought the proposals would reduce motor traffic, which in turn would improve the area

6. Access: 22 people said they thought the proposals would make the area more accessible

5.3 Other issues

The main issues are above with all the other issues raised below:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Number of times raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support prioritising cycling / walking / public transport</td>
<td>17</td>
</tr>
<tr>
<td>Cyclists do not adhere to road rules/use cycle lanes</td>
<td>16</td>
</tr>
<tr>
<td>Concerned about cyclists safety at junctions</td>
<td>16</td>
</tr>
<tr>
<td>Review access to Waterloo station</td>
<td>14</td>
</tr>
<tr>
<td>Concerned that removing the northbound bus lane on Waterloo Road will prevent buses from passing stopped buses causing congestion/bottlenecks in traffic</td>
<td>11</td>
</tr>
<tr>
<td>Concerned about cyclists and pedestrians sharing road space</td>
<td>10</td>
</tr>
<tr>
<td>Proposals will improve traffic flow at the roundabout</td>
<td>10</td>
</tr>
<tr>
<td>Concerned that not enough provisions for Taxis</td>
<td>7</td>
</tr>
<tr>
<td>Money would be better spent on roads maintenance</td>
<td>7</td>
</tr>
<tr>
<td>Have bollards to protect pedestrians</td>
<td>6</td>
</tr>
<tr>
<td>Concerned the works will cause disruption in area</td>
<td>6</td>
</tr>
<tr>
<td>Removal of underpasses not needed/improve them to encourage</td>
<td>6</td>
</tr>
<tr>
<td>Concerned that pedestrian disability access has not been included</td>
<td>6</td>
</tr>
<tr>
<td>Retain the poem in the underpass</td>
<td>5</td>
</tr>
<tr>
<td>Concerned will negatively impact emergency services</td>
<td>5</td>
</tr>
<tr>
<td>20mph speed should be enforced</td>
<td>5</td>
</tr>
<tr>
<td>Will have a negative impact on local businesses</td>
<td>4</td>
</tr>
<tr>
<td>Prioritise tackling air pollution</td>
<td>3</td>
</tr>
<tr>
<td>Schemes should focus on safety improvement</td>
<td>3</td>
</tr>
<tr>
<td>Have own design ideas</td>
<td>3</td>
</tr>
<tr>
<td>Concerned will have a negative impact on safety for all road users</td>
<td>3</td>
</tr>
<tr>
<td>Money should be used to educate cyclists</td>
<td>3</td>
</tr>
<tr>
<td>Cyclists and drivers should share road space</td>
<td>3</td>
</tr>
<tr>
<td>Implement a single phase crossing instead of two</td>
<td>3</td>
</tr>
<tr>
<td>Remove vendors at Waterloo Tube station to improve commuter traffic flow</td>
<td>3</td>
</tr>
<tr>
<td>Review northbound bus stop to improve bus route traffic flow</td>
<td>3</td>
</tr>
<tr>
<td>Motorcycles should be taken into consideration for such developments</td>
<td>3</td>
</tr>
<tr>
<td>Review where taxis queue for passengers</td>
<td>3</td>
</tr>
<tr>
<td>Increase congestion charge</td>
<td>2</td>
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<tr>
<td>Taxis should have access from Concert Hall Approach onto York Road not just buses</td>
<td>2</td>
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<tr>
<td>Interested in commercial opportunities for new space like food kiosks</td>
<td>2</td>
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<tr>
<td>Unclear how cyclists would get from Mepham Street to Waterloo Bridge/Waterloo Road</td>
<td>2</td>
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<tr>
<td>Better signage</td>
<td>2</td>
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<tr>
<td>Changes should be implemented sooner</td>
<td>2</td>
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<tr>
<td>Convert subways proposed for closure into cycle routes to improve safety</td>
<td>2</td>
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<tr>
<td>Funding should be used to clean up area instead</td>
<td>2</td>
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<tr>
<td>Suggestion</td>
<td>Votes</td>
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<tr>
<td>Improve access to Waterloo Station via Tenison Way</td>
<td>2</td>
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<tr>
<td>Make Mepham Street cyclists only</td>
<td>2</td>
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<tr>
<td>Move bus stops F and C up to the new bus station</td>
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<tr>
<td>Reduce traffic lights/banned turns to improve traffic flow</td>
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<tr>
<td>Concerned that Old Vic hub has not been included in proposal</td>
<td>2</td>
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<tr>
<td>Better signage at York Rd/Sutton Walk to improve safety</td>
<td>2</td>
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<tr>
<td>Advance Stop Lines do not look to be adequate for cyclist</td>
<td>1</td>
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<tr>
<td>Concerned recent road schemes are using sharp edged kerbstone which can be hazardous to cars/pedestrians/cyclists</td>
<td>1</td>
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<tr>
<td>Concerned the issues at Mepham Street are not addressed</td>
<td>1</td>
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<td>Concerned cycle lanes will not handle future increases in cycling</td>
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<tr>
<td>Concerned about the long term maintenance plan for new public area</td>
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<tr>
<td>Widen the footpath around the roundabout between Concert Hall Approach and Waterloo Bridge</td>
<td>1</td>
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<tr>
<td>Traffic needs to be reduced prior to proposed changes</td>
<td>1</td>
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<tr>
<td>Cycle lane should go under and around IMAX to join Waterloo Bridge</td>
<td>1</td>
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<tr>
<td>Cycle lanes should be well marked and different colour to avoid confusion</td>
<td>1</td>
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<tr>
<td>HGV traffic should be banned from Waterloo Road</td>
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<tr>
<td>Implement similar changes at Westminster Bridge</td>
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<tr>
<td>Improve the pedestrian experience under the bridge that crosses Waterloo Road</td>
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<tr>
<td>Install footbridge from Waterloo Station to Concert Hall Approach instead</td>
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<tr>
<td>Have yellow boxes at junction to improve traffic flow</td>
<td>1</td>
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<tr>
<td>Priority should be given to buses over cyclists</td>
<td>1</td>
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<tr>
<td>Reduce bus services in the area to improve traffic flow</td>
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<tr>
<td>Road space should be increased to accommodate capacity increase</td>
<td>1</td>
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<tr>
<td>Roads leading to Waterloo need to be improved</td>
<td>1</td>
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</table>
Taxis should be allowed to turn from Waterloo Road into Stamford Street 1
TfL should focus on reducing Private Hire Vehicles in London 1
There should be a cycle-only route on southwest side of the roundabout 1
Concerned changes will have on commercial traffic 1
Southbound bus stop would be further from station 1
Have a cycle bypass at Stamford Street/Waterloo Road so cyclists can avoid traffic lights 1
Provide more seating in the new public space 1
Review deliveries to private residences to reduce traffic 1

5.4 Stakeholder responses

In addition to the public comments on the proposals above we also asked for and received responses from key stakeholders in the area such as major employers, developers, those directly affected by the proposals and representatives of communities including the business community. These are summarised below.

20’s Plenty for Us

This group supports the project overall but would like the area to be less dominated by motorised traffic by reducing speeds. It wants to see the current 20mph enforced and extended significantly further south along Waterloo Road. It says there are a number of actions from the TfL 20mph toolkit that can support this including the creation of a 20mph Gateway (as on Camden Street for example) at the entrance to the scheme south from Waterloo Bridge and at the junction of Waterloo Road with Baylis Road and The Cut. Given the frequency of pedestrians crossing the road in the scheme area and public transport links it says a 10mph limit may be more appropriate on Waterloo Road between The Cut and Stamford Street. Other options from the 20mph toolkit could also include the removal of the centre white line to reduce speeds, the introduction of 3D psychological calming, the extension of the lower speed limit south to the junction with The Cut and frequent use of roundels to make the speed limit clear. There is also the potential for coloured/decorative road surfaces, extra greening and street trees to change the feel of the road and lane narrowing to minimise the feel of wide carriageway for drivers. It adds that it is really important that TfL starts to work hard to make the 20mph limits a reality especially in such a key location with enormous pedestrian and vehicle interactions, and that the work on Camden Street is exemplary but it is disappointing not to see more of this
thinking being introduced into all of the schemes that are under consultation at present.

**Alliance of British Drivers**

The Alliance of British Drivers is concerned that the proposed design will seriously affect traffic on the East-West Stamford Street to York Road route which is a major route south of the river.

**BFI – British Film Institute (lease the IMAX)**

The BFI welcomes the proposals and the emphasis on achieving a fully balanced approach to cycle, vehicle and pedestrian movements and the aspiration to create a high quality public realm experience at Waterloo.

It sees this as an emerging ‘place’ rather than solely a route to somewhere else.

It says it is not clear how all the desired pedestrian routes, especially those not coming directly from or to Waterloo station are re-provided and improved in a manner consistent with the overall quality of the scheme. It adds that connections to the east, the residential area, Kings College and beyond do not appear to be improved by this scheme. It will continue discussing access arrangements to the IMAX and pedestrian flows with TfL but hopes that it brings improvements to the way in which this important building relates to its neighbours and feels part of that improved public realm.

It says the public space or ‘square’ created by moving the bus station should feel like a place you want to spend time in, and would like paving design and siting of kiosks to keep people flowing through it and not create obstructions.

It would like to keep its continuous ‘skirt’ of green plants which forms a connection between the building and the roundabout as this is part of the iconic profile of the IMAX. It says the resulting ‘gaps’ created by both the down ramps/stairs and the cantilevered section of cycle path may make it necessary to re-think the overall viability of retaining this landscape feature as it is and so will want to be part of the process to design the planting and landscaping for the new space.

It needs crane access to the IMAX façade maintained and has concerns over climbing on the building and how this will be prevented as the scheme enables people to get much closer to it than currently.

It needs to understand the impact of the cantilevered section of cycleway on vehicle movements at the lower level as vehicular and general emergency access is essential to the IMAX operation.

It also notes that the area is used for parkour and asks that safety considerations are incorporated into the proposed stepped and ramped route down to the IMAX and under crofts.
Bourne Capital, Harmony (UK) Properties, Connect Properties Ltd and Grandseal Ltd (for properties in Waterloo Road)

Bourne Capital supports the principle of the proposals but is concerned about servicing and delivery of their properties along Waterloo Road east side.

They would like to continue discussing these requirements with TfL after the consultation if the scheme proceeds. They suggest reconsidering bus stopping arrangements and footway widening on the east side instead of the west side. Add that the current cycle parking outside the businesses on the east side is well used and should be retained in a wider footway and suggests removing other street clutter to provide more space.

Caroline Pidgeon MBE, Assembly Member

Caroline Pidgeon would like the trees outside King’s College and St John’s Church to be kept. Additionally she would like the needs of cycling on connecting roads to the roundabout, in particular on Waterloo Road further considered, and is also concerned that a hook risk for cyclists having to cross the bus lane still remains.

Confederation of Passenger Transport

The Confederation of Passenger Transport raised concerns about the reduction in road space with no indication of any significant reduction in demand, leading to the assumption that this will inevitably mean increased congestion, increased emissions, longer journey times and a less pleasurable overall experience for both travellers and visitors to in the area.

For the coach industry, the increased journey times and restrictions on certain routes will add to the congestion, increase emissions and costs in a sector which has traditionally been able to cater for customers across a broad spectrum, including those from the less affluent sectors of society.

Many coaches use the bays located on the slip road from Upper Ground to Waterloo Bridge. Currently coaches can return to the short stay bays on Belvedere Road to pick-up passengers via the IMAX roundabout and York Road but the revised layout will preclude this and necessitate a lengthy diversionary route via Waterloo Road, Baylis Rd and Westminster Bridge Road. This adds significant mileage, contributing to increased emissions and will inevitably increase congestion, Waterloo Road being particularly susceptible.

The Confederation of Passenger Transport has worked to encourage coaches parking for longer periods to use the dedicated long-stay facilities in Wandsworth which would typically be accessed via York Street after dropping passengers off at the South Bank. The new arrangement would also add additional mileage to this journey with similar consequential impact. Access to the Belvedere Road bays for incoming coaches travelling from Stamford Street to drop off will also be impacted by
the additional journey times predicted for buses using this route. It says the loss of the right turn from Waterloo Road into Stamford Street would also add significant mileage and travel time to any coach journeys along this route.

They note that the bus routes adversely affected do have the possibility of complementary measures to mitigate the impacts being put in place. Whilst coaches ordinarily have access to bus lanes etc, their routings are far less predictable and therefore the mitigations cannot be targeted in the same way.

It has concerns of the impact of the scheme on layover and stand space for the red bus network, and whether additional space may have to be sought for this and confirmation that this would not be required would be welcome by it.

They would also welcome confirmation that this scheme will have no negative impact on the existing facilities, on the Upper Ground Slip Road for instance, and if it would open-up any new opportunities for additional facilities which may go some way to replacing those lost to the Cycle Super Highway and which have still to be replaced.

The Confederation of Passenger Transport have concerns that the impact of this scheme calls into question how well these changes will support the regeneration of Waterloo and if they are to have a negative impact on the tourism and transport sectors, both of which make a massive contribution to the local area.

**Councillor for Bishop's Ward**

The councillor states that these plans fail to take the views of local residents into account, creating a public square for a commuting population which requires a significant loss of road space and as a result with have a significantly negative impact on the health and wellbeing of the residents of Waterloo. In particular the right-turn ban from Waterloo Road to Stamford Street will lead to traffic rat-running through side-streets to Cornwall Road. Adding that the lack of action by TfL to implement improvements to address the junction of Cornwall Road/Stamford Street as previously promised/consulted on through the Quietways programme means that noisy/polluting rat-running traffic will build-up along Cornwall Road outside residential premises and a school. Not only will this have a detrimental impact on air quality and noise but it runs contrary to the principles of the Quietways programme which designated Cornwall Road as the route for less confident cyclists where traffic levels should be much lower.

The Councillor is concerned that removing a lane from Waterloo Road to increase pedestrian space will increase delays for traffic and subsequently increase the levels of air pollution in the area. As a result of the plans there is an unacceptable loss of public realm at the point of the north/south pedestrian crossing on Stamford Street that squeezes pedestrians together on a dangerous corner and sees the unnecessary loss of trees.
HB Reavis UK LTD

The developers of Elizabeth House, HB Reavis, supports the proposals and would like to discuss with TfL how building works can be coordinated such as the link to the Waterloo Station Victory Arch entrance to minimise disruption to people. They also like to discuss how bus stops can be relocated from Cab Road to join-up the pedestrian benefits of its proposals with this scheme. They suggest more cycle hire docking stations are installed in the area.

Gett (the Taxi app)

Gett asks TfL to protect and enhance London’s road network while finding additional innovative solutions to reduce traffic volumes. Gett is therefore concerned that TfL’s proposals to redevelop areas for the purpose of encouraging walking and cycling and reducing the dominance of traffic could contradict TfL’s responsibility to protect London’s road network. This could have a series of unintended consequences that could damage London’s road network and further increase congestion in the future.

In this particular case, TfL’s plans to alter several of the major junctions south of the river for the benefit of cyclists & pedestrians will have a combined effect on congestion across the Southbank area. They question whether the proposed changes have the right cost-benefit impact versus the inevitable increased congestion. It is also concerned about the cumulative effects of road schemes. It suggests capping the number of Private Hire Vehicles and ending their exemption from the Congestion Charge. It concludes that it is vital that TfL takes steps to protect London’s road network which the taxi industry fully depends on.

Historic England

Historic England highlight that these works, which involve changing the layout of roads and pavements to create a larger public space between the railway viaduct and the IMAX cinema, will affect the Grade II listed 5 Whichcote Street, as well as the South Bank and Waterloo Conservation Areas. The proposals will also affect the setting of the Grade II* listed Church of St John With All Saints and associated Grade II listed tombs, wall and the recently listed war memorial.

As the Government’s advisor on the historic environment, Historic England is keen to ensure that the conservation and enhancement of the historic environment is fully taken into account when considering works to the public realm. It says that although the current proposals do not appear likely to have particular negative impacts on the heritage assets highlighted above, despite the extensive change proposed to the public realm surrounding 5 Whichcote Street and the greater proximity of the highway to the St John’s Church and associated listed structures, it encourages TfL to provide some justification showing how potential heritage impacts have been considered and responded to. It would also like to see the opportunities these works present to enhance the setting of the listed buildings and structures, and the
character and appearance of the conservation areas, which will be affected, drawing on the conservation specialists within TfL and Lambeth Council.

**John Lewis Partnership**

John Lewis Partnership states that TfL must ensure it can service the needs of customers through home delivery operations, and that need to ensure road journey times are not compromised and adequate kerbside loading facilities are available.

**King’s College**

Kings College are concerned about the loss of vehicular access on the space outside the College and St John’s Church.

**King’s College Stamford Street Residence Student Board**

The college residents love the current arrangements and say that they are very safe. Students are saying they are fine with current cycling facilities and there are already segregated lanes.

The student board says these proposals are anti-bus which is unacceptable as many students here rely on them to get to lectures every morning e.g. at Kings College Hospital. The increased congestion will cause longer journey times.

It is extremely concerned that the increased traffic congestion will worsen toxic air and that many residents with asthma will suffer.

**Lambeth Council**

The council recognises the importance of ensuring the scheme connects well with the adjoining local streets and public spaces in Waterloo. As part of the holistic approach to the wider place making improvements, it is Lambeth’s priority to invest a large proportion of its contribution to the upgrade of Waterloo Road, Mepham Street, Exton Street, Alaska Street, Sandell Street, and the IMAX tunnel underpass connecting to Belvedere Road.

It welcomes the opportunity as the scheme progresses to develop the scheme as a key partner, along with Southwark Council, especially on key design matters prior to implementation of the scheme including mitigating the banned right turn onto Stamford Street to deal with rat-running on Cornwall Road and any congestion, air and noise pollution to maintain amenities and access for residents. Southwark Council requests a mitigation strategy is explored prior to detailed design stage. Lambeth Council requests TfL undertake further work together with further engineering and/or signalling to incorporate a right-turn on Stamford Street in the future scheme to ensure it can be provided.

It welcomes TfL’s commitment to regular monitoring of traffic flow impacts in the area and requests that Lambeth’s local roads mitigation strategy must be agreed early in
the next phase of design to plan for any necessary measures, including those that might be advisable ahead of the start of construction.

It would like the junction of The Cut/Waterloo Road/Baylis Road/Station Approach included in the scheme as it is one of Lambeth’s busiest junctions for pedestrians, cyclists and vehicles presenting challenges for safety and being user-friendly. It would like it redesigned, resurfaced and upgraded to allow for sufficient landing space on traffic islands at crossing points, improved timing and signalling, new signage and road markings, and good inter-visibility between all public highway users, to reduce the potential for conflicts between pedestrians and cyclists.

In addition, Lambeth council would like to review the pedestrian proposals at the junction of Waterloo Road and Stamford Street to ensure there is sufficient landing space in the context of the predicted number of pedestrians likely to use this crossing.

The Council’s expectation is that the new public space is retained for recreational open space only and not compromised by any proposed development or small structures. For example the Council questions the need for retail kiosks and bus station facilities within the new space and considers this may compromise the space creating a cluttered environment. And it would like this new civic space to seamlessly connect and integrate with Mepham Street through the Network Rail viaduct and onward to the Victory Arch station entrance so it forms an uninterrupted pedestrian thoroughfare of high quality public realm.

It adds that the new public space should have soft and hard landscaping with use of appropriate materials that will be sustainable, attractive and resilient in their practical and intensive use over time. The proposed tree planting should be maintained in perpetuity within TfL’s maintenance budget and not become a liability for the Council. It looks forward to working with TfL on the detailed design of the new public space which presents a fantastic opportunity for local community engagement.

It also expects a high quality lighting strategy involving the Business Improvement Districts (BIDs) and work with Waterloo and the South Bank’s local communities.

The Council also urges TfL to prevent the loss of the mature trees and explore ways in which they can be preserved in the new scheme.

Lambeth Council will work with TfL to ensure that the phasing and timing of construction is well planned and adequately communicated with local residents, commuters, workers and businesses to minimise disruption during this period. It requests that air quality is assessed before, during and post construction with mitigation measures that can be implemented accordingly.
**Lambeth Cyclists (part of the London Cycling Campaign)**

Lambeth Cyclists welcomes the proposals but says there are some serious issues with the current proposals at both the northern and southern end which means the scheme will not be sufficiently child and all-abilities friendly to meet Lambeth’s Council’s 2013 Cycling Strategy or the Mayor’s 2017 Transport Strategy.

It says to be a Quietway (as signed) Waterloo Bridge needs segregated space for cycling and says it may be possible to create more space for cycling at the bridge head by building a pedestrian bridge linking the Bridge at the mouth of the southbound ramp with the pavement by Stamford Street. It notes that planning permission already exists for a bridge here to link to Coin Street’s development and this could tie into it.

It says the proposals to widen pavements and narrow traffic lanes on Waterloo Road will make conditions worse for the many cyclists who already use this link. Protected cycleways could be arranged by having one lane each direction for buses with a bi-directional central cycleway (thus avoiding conflict with pedestrians boarding buses). Other motor traffic could be required to use an unfiltered Cornwall Road instead or Westminster Bridge Road or Blackfriars Road.

Lambeth cyclists are concerned that if cyclists are intended to use Exton Street/Cornwall Road to bypass Waterloo Road this route needs to be upgraded to make it safe and convenient as at present there are many dangers and conflicts. It suggests a ‘yellow box’ to stop stationary traffic blocking cycle routes or make the Quietway junction signal controlled. And it suggests preventing rat-running on Cornwall Road, Webber Street and other streets, more green time for cyclists at the junction of Cornwall Road and Webber Street with The Cut, and addressing the danger from buses entering and leaving the bus garage on Cornwall Road.

It would also like an update on the Waterloo Cycle Hub and it to be included in the final design/plans. And it would like Upper Ground and Belvedere Road improved enough to be all ages/abilities cycle-friendly. In the absence of this it says York Road needs tracks as it becomes the cycle route people use here.

**London Cycling Campaign (LCC)**

The LCC response supports the response from Lambeth Cyclists, London Cycling Campaign’s local branch.

It supports the protected space for cycling on the roundabout itself and the improvements for walking and to public realm. However it says the connections beyond the roundabout itself are in urgent need of further improvement to enable this scheme to do more than marginally improve safety for those cycling already at this location. It says as it stands, the scheme is unlikely to widen the diversity of those cycling through this location. It highlighted Waterloo Road as of particular concern.
It says Stamford Street and York Road urgently need consideration for further schemes to link cycling journeys onwards. It adds that it is unclear how those cycling will be enabled to turn right into Stamford Street, or right out of it. And turns out of Stamford Street in either direction will risk collisions between those cycling and turning motor vehicles.

It says far clearer priority should be given to cycling provision at York Road into Mepham Street with the turn radius tightened and a raised table or other method introduced to control speed. York Road should also have more physically protected space for cycling, rather than mandatory lane markings. This includes eastbound, east of the pedestrian crossing and west of the exit from Concert Hall Approach.

It says Waterloo Bridge needs physically separated space for cycling to broaden the appeal of this scheme and cycling in this location, and it should not be designated Quietway 1 until either those cycling are physically separated from motor vehicle traffic or vehicle volumes are reduced dramatically. It suggests a cycle track on the eastern side of the bridge by installing a footbridge between the approach to the pedestrian ramp on Waterloo Bridge and the pavement outside Kings College near Stamford Street. And that cycling is considered in any counter-terrorism measures on the Bridge.

It would like further improvements to link the scheme to the South Bank, Upper Ground etc. and to Waterloo Station with Station Approach requiring urgent attention, and further work on cycle parking, cycle access etc. to the station also urgently required.

On Waterloo Road it would like a more radical approach such as making Waterloo Road one way, or bus/cycle only, or relocating bus stops. These measures would provide space for cycling without impacting negatively on pedestrians (or bus users). It says the alternative route alignments for cycling are unrealistic for those currently riding in the area. They also will not be clear or legible enough for less confident riders to see and understand. Instead of providing circuitous and low quality routing for those cycling, and says it is vital to provide for cycling on Waterloo Road.

It adds that the area east of Waterloo Road also needs consideration alongside this scheme, with a view to removing through motor traffic vehicle movements, most likely via the introduction of a “modal filter cell” including Exton Street, Alaska Street and Sandell Street.

It says forcing those cycling northbound on Waterloo Road to cross a bus lane will also eliminate all but the most confident and assertive people from cycling in this direction and says this element should be redesigned to remove or minimise the likely conflicts that will be experienced at this point.
It adds that LCC wants, as a condition of funding, all highway development designed to London Cycling Design Standards (LCDS), with a Cycling Level of Service (CLoS) rating of 70 or above, with all “Critical Fails” eliminated.

**Lambeth Estate Residents’ Association (LERA)**

The Lambeth Estate Residents’ Association represents the Roupell Street Conservation Area, encompassing Roupell Street, Whittlesey Street, Theed Street and parts of Cornwall Road, immediately to the east of Waterloo Road and the Waterloo roundabout, and south of Stamford Street.

It is seriously concerned about the likelihood of increased rat-running by the banned right-turn into Stamford Street along Cornwall Road, Whittlesey Street, Roupell Street, Exton Street and Alaska Street. The proposals do not show where such traffic might go instead, but an obvious rat-route would be for vehicles to turn right (east) up Alaska or Exton streets and then north up Cornwall Road, before turning right onto Stamford Street. There is an additional risk that some of this rat-running traffic would attempt to avoid Stamford Street by turning from Cornwall Road into Whittlesey Street then Theed Street, then left into the eastern end of Roupell Street, before finally turning left along Hatfields.

LB Lambeth successfully introduced a traffic management scheme in Cornwall Road and Roupell Street that dramatically reduced rat-running traffic. It would fiercely oppose any scheme that tempted through-traffic again to try to avoid the major roads. The latter are also hugely important pedestrian routes to and from Waterloo station, used by tens of thousands of commuters each day, while Cornwall Road is part of a designated Cycle Quietway. The objective should be to entirely eliminate through-traffic from these wholly residential streets not increase it.

It would also strongly oppose one option that might be seen as a solution which would be to close-off Exton Street and Alaska Street from Waterloo Road, or Cornwall Road from Stamford Street – or to make any of these ‘No entry’. While it opposes through-traffic residential access and exit is needed, and these entry and exit-points are essential.

It would be pleased to engage directly with the scheme’s planners to identify constructive solutions.

It is also concerned Stamford Street will become even more clogged with traffic. While there will be no benefit in this case for traffic to turn left into Cornwall Road drivers may well be tempted to do so, again adding to the risk of rat-running. Poor synchronization of traffic lights would also add to the amount of stationary traffic with idling engines, so increasing local air pollution. The area already suffers from excessive pollution. It says that any scheme must have a net air quality improvement as a central objective.
With regard to St John’s Church it is concerned that the plans do not show vehicle access to the Church for events and deliveries, etc. Such a situation would severely restrict the Church’s activities as a contributor to community life in Waterloo. It urges that there continues to be easy vehicular access to the Church, allowing short-term parking for access and deliveries.

The residents association also opposes the loss of mature trees as a result of this scheme and says that Waterloo needs its mature and resilient trees more than ever.

**Licenced Taxi Drivers Association**

The Licenced Taxi Drivers Association is concerned that taxis are excluded from turning right from Waterloo Road into Stamford Street (except buses) The alternative route is Alaska Street/Cornwall Road which are narrow residential roads. This will have a negative impact on traffic flows causing poor air quality around residential roads and will increase the waiting time to turn right from Waterloo Road into Alaska Street resulting in inflated taxi fares and journey times for taxi users. The right-turn from Concert Hall Approach should allow buses/taxis, as for taxis passengers the alternative route is not viable for setting-down passengers in York Road especially those that are less able and require assistance when unloading a wheelchair.

It is also concerned that with the increase in footfall in the area there is no mention of any taxi provision, taxi ranks. The association suggests relocating a bus stand for a taxi rank near the new square.

**London Duck Tours (LDT)**

The current proposals will prevent LDT vehicles from tuning right onto the IMAX roundabout as per the agreed route outlined by TFL’s London Service Permit. At present LDT turn right on the Waterloo Bridge up-slip before feeding onto Waterloo Road and turning right on the IMAX Roundabout. The problem could be mitigated if LDT vehicles were permitted to use Concert Hall Approach but LDT has concerns regarding congestion on this road as the current traffic lights keep busses and vehicles waiting for a considerable amount of time. LDT also asks how coaches will react to the new road layout and restrictions if Cornwall Road is the alternative route.

**London Living Streets**

London Living Streets would like more compliance with the 20mph limit and highlight a number of actions from the TfL 20mph toolkit that can support this including the creation of a 20mph Gateway in particular at the entrance to the scheme from Waterloo Bridge and at the junction of Waterloo Road with Baylis Road and The Cut.

It is disappointed that no formal pedestrian crossing is proposed at the junction of the scheme with Waterloo Bridge. This is already a significant pedestrian desire line and the presence of traffic lights throughout this junction will encourage pedestrians to make what will then become dangerous informal crossing movements and says it is
really important that a formal pedestrian crossing is created at this southern end of the bridge.

It is also disappointed that extra capacity is being created with the move from two vehicular lanes southbound to three lanes southbound from Waterloo Bridge, which could just re-emphasise the dangers of multi-traffic lane environments such as increasing vehicle speeds and intimidation of people who are walking and cycling unless real efforts are made to ensure compliance with the 20mph limit.

They feel more can be done to make the space between the IMAX area and Waterloo Station more attractive. There is an opportunity for example to make Mepham St far more attractive and the potential to create a shared space as this street is only used for bus movements. Having a 10mph speed limit there would ensure that bus speeds did not endanger pedestrians. It suggests that an additional full review of the area between the scheme consulted on and Waterloo Station should be commissioned as it should be considered as a whole. Such a further review should be undertaken without delaying the implementation of the current scheme.

They would like more greening than just a couple of trees in the new public space. More generally it proposes less expanse of paving or concrete and more greenery.

**London TravelWatch**

London TravelWatch is the statutory body representing transport users in London.

It says the proposed layout is confusing and that at the very least infrastructure should be avoided that creates more confusion about whether, and where, bicycles should be.

It would like a commitment to investigate measures to make-up any delays to bus passengers and asks if it would be possible to phase the works so that the bus lane on Waterloo Road is not removed until after the changes to the roundabout have settled down, the scale of any delays are determined and the promised other measures are realised.

It says that some cyclists will feel safer taking some of the right turns in a conventional manner and would welcome advanced stop lines to do this.

It asks how cyclists will move from the inside of the general traffic lane and into the cycle lane travelling north along Waterloo Road as some cyclists will not be expecting to make, nor motorists be expecting them to make it. It asks how irregular cyclists and drivers will know that they have to prepare for this manoeuvre. And suggests a wide (4.5m) inside lane would be a simpler and more understandable facility that would be more useful and safer for cycles travelling north from Waterloo Road. A 4.5m lane would allow cycles to pass wide vehicles and wide vehicles to pass cycles relatively safely.
**Road Haulage Association**

The Road Haulage Association strongly opposes the scheme were it reduces road capacity. It says the needs of pedestrians and cyclists should not be mixed up, and that cyclists are road users, pedestrians use the pavement with quite different needs and requirements. It doesn’t support the narrowing of the carriageway on Waterloo Road. It says that less road space would make it harder for HGVs to navigate through London which would make the roads more dangerous and that the restriction of HGVs would damage the local economy as business and shops rely on HGVs to deliver their stock. The RHA is also concerned about the lack of safe spaces for HGVs to load and unload their loads.

**St. Patrick's Montessori Nursery School**

The school says there is too much congestion to surrounding areas and that Cornwall Road will turn into a rat run and become busy. There are babies and small children entering the premises and crossing the roads. The proposal will create more conflict between buses, cars and bikes and that the air quality is already bad and this will make it worse.

**St John's Church**

St John’s Waterloo, situated in its award-winning churchyard garden, has a valuable intensively used and rare green space in the area. The Bridge at Waterloo charity helps build the local community and beyond. It has plans to build on this which by removing access from outside the Church would make unrealisable. Front access is essential to the work of St John’s and its partner resident businesses and organisations. St John’s crypt is the home of several arts organisations, notably Southbank Sinfonia. Its forecourt houses small businesses in the shape of food stalls. Front access is critical for the continuance of these activities, all of which required short distance for the carrying of musical instruments, deliveries, clearance of stagings etc. Jobs are dependent on the successful continuance of these businesses and activities. Currently there are 32 jobs. This number will increase as The Bridge at Waterloo grows. There are developed plans for a major upgrade of the building and the extension of The Bridge at Waterloo’s training and personal development offer. The first phase of the planned development commences this autumn. More rather than less front access will be required as the organisation grows in line with its projections. This growth will accelerate once the rebuilding is complete. The importance of St John’s plans for the future of Waterloo has been recognised by the award of nearly £1m from National Lottery’s ‘Reaching Communities’ fund. A sustainable financial model for St John’s and the Bridge at Waterloo depends on revenue from commercial lettings. Without front access St John’s would lose bookings that are dependent on good access.
South Bank Employers’ Group (SBEG) and South Bank Business Improvement District (one of the two local BIDs)

They highlight business concerns include the timing of the project’s implementation and how this would be coordinated and managed alongside other development projects that are likely to be underway, including works at Waterloo International Terminal, ITV, and - potentially - Elizabeth House. Other businesses expressed concerns around the impact on their business activities, deliveries, etc. whilst the works are being carried-out.

They believes the current proposals don’t meet the aspirations of previous plans and is not convinced that the impact of the additional 30m annual passengers journeys into Waterloo have been factored into the project’s design and the resulting proposals for the new area of public realm.

Given the planned investment in new public realm it is concerned it has not seen any predicted growth modelling data. It is also concerned about the future management and maintenance of the public realm.

It would like to see more detail on the public realm aspects of the project and clear focus on how investment in the public realm can bring the different parts of South Bank and Waterloo together, addressing pedestrian movement/connections, and how the project can support the world class “cultural quarter at the Riverside” and use it as “a motor for regeneration”. It expects to be involved in the next stage of the project’s development to ensure that the project delivers benefits and outcomes that address the area’s needs including detail on the pedestrian experience from Waterloo Station, and the project’s relationship to key neighbouring developments, including Southbank Place, Waterloo International Terminal, ITV, and Elizabeth House.

It requests TfL commit time and resource to ensure that all aspects of the project are fully integrated with other schemes and developments. This extends to the broader consideration of investment in the area’s public realm. Whilst investment in the Waterloo roundabout project is important and will no doubt address a number of transport infrastructure, public realm, and place-making issues, it says it is well established that there are other parts of the South Bank and Waterloo neighbourhood where investment is needed such as Belvedere Road and Upper Ground. It would like clarity on where Lambeth Council’s contribution to the scheme will be directed.

It is concerned as a fundamental point of principle that any income/revenues from the use of the proposed kiosks on the new space will be retained by TfL and not ring-fenced to support the management and maintenance costs associated with the new public square. This must be addressed as a priority.
Sustrans

Sustrans are concerned the proposals seem to represent a general reduction in cycle permeability in the area which is not satisfactorily ameliorated by the plans outlined in the Cycling Connections map. The proposals do not meet the need for connections from Waterloo Road to the South Bank. The proposal for a cycle lane circumnavigating the IMAX to connect Waterloo Road with York Road and the South Bank is not a good solution as it would make what is potentially a short and flat connection into something that is too indirect and involves a significant incline followed by a decline. Without a good alternative there is a risk that cyclists will just cycle through the public realm area anyway. It says that access to the South Bank could be via Mepham Street - which should be made two-way for cycles - and Sutton Way or Concert Hall Approach. Concert Hall Approach should be made two-way for cycles on its entire length and facilities introduced to create cycle access between Mepham Street and Concert Hall Approach.

It adds that East-West cycle connections are very limited in the proposals. In addition to making Mepham Street two-way, a crossing should be introduced across Waterloo Road to connect with either Exton Street or Alaska Street. This would open-up access from the North-South Cycle Superhighway, and the area around Southwark Station and The Cut to the western part of the South Bank and link further to Westminster Bridge via Belvedere Road. A small section of Roupell Street would need to be made two-way for cycles.

It says the proposed banned right-turn from Waterloo Road to Stamford Street would affect Cornwall Road which is a residential street with a school and small businesses as well as being part of Quietway1 and a Central London Cycle Grid route. It is also possible that Cornwall Road would receive more motor traffic if Waterloo Road were to become more congested as part of these proposals. It has concerns that the banned right-turn would increase motor traffic using Alaska Street and Exton Street via Cornwall Road to access Stamford Street.

Sustrans are also concerned that there is a significant left-hook risk for cyclists travelling north from the peninsula on to Waterloo Bridge because of the apparent proposed phasing of the signals which would place cycles in direct conflict with vehicles travelling north and wishing to access Belvedere Road via the access ramp on the west of Waterloo Bridge. There is a further risk of collision for buses travelling north along Waterloo Road (past bus stop “1”), coming into conflict with cyclists also continuing north into the segregated cycle lane and crossing the path of buses. Appropriate signals are needed to ensure conflict is removed.

It has concerns that with the proposed road narrowing conditions for cyclists on the section of Waterloo Road between Exton Street and Baylis Road/The Cut will be even worse than at present. It suggests removing road markings to make it visually a shared use area and restricting motor traffic on Waterloo Road, for example to buses
and cycles only. This would also require consideration of the surrounding area to ensure, for example, traffic is not routed through roads such as Cornwall Road. It also suggests making this section of Waterloo Road one-way, thus freeing-up space for segregated cycle facilities. A two-way track in the centre of the carriageway may be most appropriate due to the high level of kerbside activity.

It would like Cornwall Road improved for cycling so that it can provide an alternative route for people on bikes.

It also says that the segregated cycle lane outside St John’s Church may be impacted by a loading bay there. It would hold strong reservations about the placement of a loading bay here and removal of the proposed segregated cycle lane as this would create a collision risk between loading vehicles and cyclists, as well as cyclists having to merge with the main carriageway to avoid any parked vehicles.

It encourages TfL to future-proof the design so that it can be integrated into future proposals for Waterloo Bridge. Waterloo Bridge is on Quietway 1 so requires segregated cycle facilities. Lambeth Council developed three options for segregated cycle lanes on Waterloo Bridge in 2015 as part of the Quietway and Grid remit. It urges TfL to refer to these designs.

**Waterloo Action Centre**

Waterloo Action Centre state there should be a period of analysis of the problems at the Elephant and Castle scheme and Blackfriars Road (CS6) scheme before proceeding with major works on Waterloo Road, and that as TfL proposes to press ahead there is no point engaging with TfL consultations.

It is concerned by the proposal to remove the bus lane on Waterloo Road and that slower traffic on Waterloo Road seems likely to create even more pollution. There is considerable concern that this makes it worse.

Many of WAC’s users come by bus and there is concern that people sitting longer in strings of slow moving buses approaching the main bridges are having to breathe-in polluted air.

It says ambulances are increasingly seen stuck in traffic as a result of TfL’s road narrowing schemes and there is a major ambulance station on Waterloo Road.

It is against the proposal to stop traffic from Waterloo Road turning down Stamford Street. The only obvious alternative routes are all small streets and already extremely busy with commuters at rush hour periods as well as local cars and since Cornwall Road has become a TfL designated Quietway for cyclists, those too. Near misses frequently occur already between the congestion of users.

It adds that St John’s Church needs to retain parking space for funerals etc. and that the mature trees need to be kept. It says that the church side should be enhanced
with the new greening and new space as it has its own park already which must benefit in air quality and general environment by the new public space being on the current side rather than the other side of Waterloo Road as planned.

**WeAreWaterloo Business Improvement District (one of the two local BIDs)**

WeAreWaterloo supports the aspirations of the scheme and the modal shift from cars to sustainable modes of transport. They have concerns surrounding the impact of the peninsularised street layout on pedestrian and cyclist safety citing Elephant and Castle and a perceived increase in the number of accidents there since the completion of that scheme. They urge TfL to consider any learnings from Elephant and Castle and apply them to this scheme. The BID is concerned the focus is on pedestrian movement from Waterloo Station to the north and east rather than encourage footfall to the commercial (but less prosperous) centre of Waterloo at The Cut and Lower Marsh. Therefore the BID does not believe that the scheme entirely meets its stated aim of supporting the regeneration and growth of Waterloo. Equally, the ‘creation of a focal point for Waterloo’ in this location does little to encourage southerly movement and bring the benefits of regeneration to the areas of the neighbourhood away from the river, where it is most needed. It says that TfL and Lambeth Council should develop supplementary proposals for Sandell Street, Waterloo Road (south of The Cut), Emma Cons Gardens and Baylis Road, capitalising on the scheme to unlock footfall and encourage the economic development of the wider Waterloo neighbourhood. And that Network Rail should consider public realm improvements which link Waterloo Station to the TFL scheme, and in particular Mepham Street and Victory Arch.

It would like key place-making elements of animation, street furniture, lighting, public art and green infrastructure incorporated into the design now, as in the Mayor’s Draft Transport Strategy. Instead of it being solely a transport-led design process, it would like local stakeholders – residents businesses, commuters and others who must live with the scheme – to have a significant input into a further design overlay which introduces human life into the design.

It would like all options to retain the mature trees considered. Along with a further process of design to identify opportunities for planting, rain gardens and other forms of green infrastructure throughout the scheme.

It questions the encouragement of cyclists onto the Quietway on Cornwall Road (as opposed to Waterloo Road) in exacerbating the modal conflict between cyclists and pedestrians at the Sandell Street junction. Waterloo Road to Roupell Street via Sandell Street and Cornwall Road are vital local walking routes and should be improved and protected for pedestrians.

It is concerned that the construction period is likely to be at the same time as other major schemes in the immediate area and so there is a need to consider carefully how this will be coordinated with plans drawn up now, even where not all the details...
are known, to avoid disruption to local residents and businesses on The Cut and Lower Marsh and maintaining access to the shops on Waterloo Road.

It would like projections on the impact of the scheme on local environmental quality, particularly air quality and noise clearly set out, including the impact of the displacement of traffic to adjacent streets such as Westminster Bridge Road.

And it would like agencies to work together to set in place an achievable maintenance plan for the scheme in the face of declining budgets.

**Wheels for Wellbeing**

Wheels for Wellbeing feel the proposals do not go far enough to be fully inclusive. Widths and overall layout look like they should be inclusive for the fullest range of cycles provided the lack of any special mention on widths is because LCDS guidance is being adhered to.

It is concerned about the methods of access for the proposed segregated cycle facilities on the roundabout at Waterloo. With no cycle facilities proposed on Waterloo Road and indeed some narrowing of the carriageway Cornwall Road with Quietway 1 on it would be the alternative route. It is therefore surprising that no signalised or segregated linkage is provided from either using Stamford Street or Exton Street. Indeed, it appears the lights in the vicinity of Exton Street are to be moved which means those using this already popular route to reach cycle lanes would do so without any assistance from nearby signals, let alone anything actually catering to them. It says the scheme feels incomplete if the cycle tracks on the roundabout don't have a proper linkage with Exton Street at least.

It is also disappointed that Waterloo Bridge itself has no detailed proposals for change.

It adds that access to cycle parking is one particular concern, as it appears existing easily accessible parking along Waterloo Road is not in the proposed plans. Existing cycle parking for Waterloo Station is around the front of the station on an elevated ramp and uses double-decker parking which is not fully inclusive. It would like an update on the major hub for cycle parking at the Station. It says that it is important for inclusivity that cycle parking continues to be available in easy reach of key cycle routes and destinations with racks that are inclusive or a wide range of cycles.

**Wildstone Planning for Grandseal Ltd (own properties in Waterloo Road)**

Harmony (UK) Properties, Connect Properties Ltd and Grandseal Ltd express their fullest support to efforts to improve the Waterloo area it is concerned about the location of the southbound bus on the visibility of the retail parade and any removal of servicing bays. It suggests given the support within Lambeth Council to improve this retail parade that the pavement widening could be concentrated on the east side of the road rather than the west. It is keen to work with TfL to find a solution to these
issues so that the efforts to regenerate the retail environment are supported and not undermined.

5.5 **Summary of comments from events**

We held four drop in sessions and attended public meetings (See Section 2.2.7). The main themes which emerged from these events and meetings are:

- Understanding of the details of the scheme, with attendees requesting clarification on some element of the proposals and reasoning behind the proposed changes
- Opposition to the proposed removal of the mature trees outside St Johns Church / Kings College
- Opposition to the proposed banned turn when travelling north bound along Waterloo Road and turning right into Stamford Street
- Clarification and concern surrounding how traffic will keep moving with the removal of the north bound bus lane on Waterloo Road
- Understanding of access arrangements for St Johns Church.
6. Comments on the consultation

We asked respondents what they thought of the consultation so we can improve future consultations and 1480 people said:

People gave us some ideas to make future improvements. A copy of the consultation material is shown in Appendix A.
7. Next steps

We are continuing to work closely with Lambeth Council and local stakeholders to review the design in light of the feedback from the formal consultation. The main areas of focus being:

- Loss of the mature trees outside St Johns Church / Kings College: We are currently re-assessing the proposed road layout to understand whether some of the mature London Plane trees outside St Johns Church/King’s College can be left in situ. We will post an update on our website and inform local stakeholders once we have finished this work and finalised the exact road alignment.

- Right turn into Stamford Street: We have re-visited this manoeuvre and concluded that we are unable to provide the right turn into Stamford Street for people travelling north bound along Waterloo Road. This is due to the prohibitive cost associated with further carriageway widening, which would involve cantilevering the road closer to the IMAX to facilitate a right turn pocket at the junction and have an adverse impact on overall scheme design. Therefore we are developing plans with Lambeth Council on local street traffic calming and enforcement measures to deter rat-running, and further improve the area and environment for pedestrians, residents and visitors which the Council will continue to engage on.

We will progress with work to add further detail to the design already proposed and will continue to keep local people and stakeholders up to date. We will meet with the BIDs as we did before and during consultation to ensure our plans help deliver the wider aspirations for the area and help businesses grow.

Additionally we will meet with cycling and walking groups to consider how our plans co-ordinate with existing and future walking and cycling infrastructure.

Subject to our internal approvals process and those of the local highways authorities, we would aim to start construction in 2020, continuing for a period of up to 18 months.

We are aware that there is a lot of construction either occurring or planned to occur in the Waterloo area and these changes are likely to cause further disruption. We will coordinate our construction and access plans with other developments by working with local stakeholders in the area to coordinate works and deliveries to minimise this impact as far as possible and will keep everyone informed.
Appendix A – Postcard, email and letter and letter distribution area

Transforming Waterloo roundabout and Waterloo Road

We are proposing to create a larger, greener and more accessible public space for local communities, pedestrians, bus passengers and cyclists.

To find out more, see details of our public drop in sessions and to have your say:

Visit: tfl.gov.uk/waterloo-roundabout
Email: consultations@tfl.gov.uk
Write: FREEPOST TFL CONSULTATIONS
Call: 0343 222 1155*

To request a paper consultation form, or a copy of this consultation in Braille, large-text, or another language please contact us using the details above.

Please submit your views by 20 August 2017.

*Service and network charges apply. Visit tfl.gov.uk/terms for details.
Dear Internal TfL recipient,

We would like your views on a number of proposed changes to Waterloo roundabout and Waterloo Road.

**For full details, and to share your views, please visit tfl.gov.uk/waterloo-roundabout**

The proposals include creating a larger, greener and more accessible public space for local communities, pedestrians, bus users and cyclists.

This consultation will run until Sunday 20 August.

Yours sincerely,

Nigel Hardy
Head of Project Sponsorship

To find out more about consultations running in your area, please visit tfl.gov.uk/consultations

These are our customer service updates about consultations. To unsubscribe, please [click here](#)
Creating a better Waterloo
10 July 2017

We want your views on our proposals to create a better Waterloo

We want your views on our proposals to create a better Waterloo and improve the quality of life by improving walking and cycling, creating a new greener public space and upgrading the bus station by removing Waterloo roundabout. We are proposing:

- A new public space at Waterloo, created by removing the roundabout, to reduce the dominance of traffic and allow people to better enjoy the area
- A sense of place created by a tree-filled public square
- A new focal point for Waterloo, helping build on it as a cultural destination and support regeneration and growth
- Segregated cycle lanes, widened footways on Waterloo Road and more direct accessible crossings for a healthier and safer environment for people to walk and cycle more
- To keep buses and traffic moving through the area by moving bus stops on Waterloo Road and banning the right turns from Waterloo Road into Stamford Street and from Concert Hall Approach (except for buses).

The proposals form part of the Mayor of London’s plan for Healthy Streets - a long-term vision to encourage more Londoners to walk and cycle and use public transport by making London’s streets healthier, safer and more welcoming.

We expect the proposals would result in changes, both positive and negative, to journey times for motorists, bus passengers and cyclists once complete. Please see our website or visit an event for more information.

As our proposals for Waterloo would change how traffic moves around the area, we expect there would be some associated and localised changes to air quality and noise levels. We will be carrying-out environmental surveys and environmental modelling to help our evaluation of the proposals. The initial assessment is on the website and will be at the events. Unfortunately up to five mature trees will be lost as part of the scheme, we are trying to keep these to a minimum and will be planting many more and working with the local community on other greening ideas.
We’ve developed these proposals over the past 10 years by working with local stakeholders and the community. You can see our plans and have your say on the website or at one of these events:

- Wednesday 26 July from 12noon to 7.30pm St John’s Church, Waterloo Road, opposite the IMAX (with the exhibition in the Church for that week)
- Thursday 10 August from 12pm to 5.30pm Waterloo Action Centre, 14 Baylis Road, near Lower Marsh market
- Sunday 13 August 10am to 3pm Palestra, 197 Blackfriars Road, opposite Southwark tube (with the exhibition in the reception area for the following week)

Subject to the outcome of this consultation, should we proceed with these proposals, we would look to start construction in late 2019 for a period of up to 18 months. We are aware that there is a lot of construction in the Waterloo area and these changes are likely to cause further disruption. We would work with the local community, Lambeth Council, SBEG, WeAreWaterloo and surrounding developers to coordinate works and deliveries to minimise this impact as far as possible.

How to have your say: go online at tfl.gov.uk/waterloo-roundabout or attend an event. To request a paper consultation form, or a copy of this consultation in Braille, large-text, or another language please contact us using the details above. Please submit your views by Sunday 20 August 2017.

Yours faithfully

Simon Mouncey
TfL Consultations
Appendix B - Questionnaire

Do you support our overall proposals for Waterloo?

1. Please give us your views and tell us why below
   (Required) □ Strongly Agree □ Agree □ Neither Agree or Disagree □ Disagree
   □ Strongly Disagree

The proposals in detail

2. Do you support the proposals to pedestrianise the south-west side of the roundabout to create a new public space and improved bus station?
   □ Strongly Agree □ Agree □ Neither Agree or Disagree □ Disagree
   □ Strongly Disagree

3. Do you support the proposals to widen the pavement on Waterloo Road and consolidate the bus stops?
   □ Strongly Agree □ Agree □ Neither Agree or Disagree □ Disagree
   □ Strongly Disagree

4. Do you support the proposals to make cycling around Waterloo roundabout safer with mostly segregated cycle tracks and better connections with existing and future cycle routes?
   □ Strongly Agree □ Agree □ Neither Agree or Disagree □ Disagree
   □ Strongly Disagree

5. Do you support the proposals to create more direct pedestrian routes by closing some of the subways (but keep others) with a new stepped and ramped link and relocated crossings?
   □ Strongly Agree □ Agree □ Neither Agree or Disagree □ Disagree
   □ Strongly Disagree

We also asked about the respondent to understand who was responding and what they thought of the consultation and the opportunity to have their say
Appendix C - Computer Generated Images (CGI) of the proposed scheme

Artist’s impressions of what the new space would look like (more and larger images at tfi.gov.uk/waterloo-roundabout and the exhibitions)

The view from York Road

The view from Waterloo Road
Appendix D - Consultation drawing showing the proposed changes to the area

The proposed changes (larger maps at tfl.gov.uk/waterloo-roundabout and the exhibitions)
Appendix E – Responses to issues raised

We have considered all of the points made in response to the consultation and we have used the information they contained to help refine and improve our proposals.

The main themes to arise from responses have been summarised below and arranged in themes, along with an explanation of how we intend to use them or why we do not intend to act upon them.

Comments on current situation

‘Changes not needed'

The London Plan identifies Waterloo as a growth and opportunity area, expected to create 15,000 jobs, 1,900 new homes and new retail offerings. This includes the consented developments of Elizabeth House and The Shell Centre as well as the planned return of ITV Studio's in the early 2020's which will further increase demand for access to services in and around Waterloo. This demand will also grow as a result of increasing capacity of Network Rail services at Waterloo Station.

This scheme will cater for the expected growth of pedestrian trips in the area; increasing footway capacity to reduce pedestrian crowding and providing clearer and more direct routes for walking between transport services. The scheme creates new public space that will enhance the sense of place by creating places for people to sit and providing greenery. The re-aligned road layout aims to reduce casualties as patterns of past cyclist and pedestrian collisions are designed out. The new bus station will improve capacity and comfort for waiting bus passengers as they have more space, seating and protection from the weather.

Cycling

‘Concerned about cycle lane connection from Stamford Street to Waterloo Bridge’

The junction of Stamford Street / Waterloo road is currently a location which experiences high numbers of collisions involving cyclists, which is something we have been acutely aware of when developing the new designs for this area. In order to design out these collisions we propose to signalise this junction, enabling cyclists travelling from Stamford Street to enter the segregated cycle lane to travel around the north-west side of the roundabout and then continuing on to Waterloo Bridge.

Please come up with a design that doesn’t force those cycling to cross a busy bus lane to continue onto the roundabout

In order to reduce the potential conflict point at the entry to the bus lane, we will look to extend the cycle lane further back south along Waterloo Road and will place additional cycle logos on the carriageway as an added reminder to bus drivers that
cyclists will be crossing here. Bus drivers will make this movement daily and will be very aware of cyclists crossing the entrance to the bus station. As we progress into concept design, we will work with cycling groups to assess any other measures which could be considered at this location.

‘Concerned about cyclists and pedestrians sharing road space’

The proposals do not contain any shared cycle/pedestrian space. Where cycle lanes cross formal pedestrian crossing points, cyclists will be required to adhere to the highway code as per all road traffic. Cycling will not be permitted in the new public space (see below)

‘There should be a cycle-only route on the southwest side of the roundabout’

Allowing cyclists through the new public square to the south-west would compromise both pedestrian and cycle movements. This is due to the number of conflicts on desire lines that this would create. Waterloo is London’s busiest rail station and it is going to increase its capacity. Therefore we are expecting a large number of people to pass through and use the new public space (in particular at peak times). A new segregated cycle lane is proposed to accommodate cycling between the station and the wider area.

Concerned about the removal of cycle lanes from Waterloo Bridge’ / request for further cycling provision on the bridge

No cycle lanes are planned to be removed from Waterloo Bridge as part of this scheme. Waterloo Bridge is outside the scope of this project, but we may consider cycle facilities over the bridge at some point in the future.

‘Cycle lanes aren’t segregated / wide enough / adequate’. ‘Suggestion – segregated cycle lane on Waterloo Road’

Cycle lanes at the northern end of the scheme are segregated from traffic and the width is in line with the London Cycle Design Standards.

The footways on the southern section of Waterloo Road have been widened to give more space to pedestrians and waiting bus passengers by narrowing the carriageway through removing a section of bus lane.

The priority for the additional space created on this stretch has been given to pedestrians due to the busy and dangerously congested pavements in this area, with the Waterloo Station exit a particular pinch point.

Please consider a more radical approach like making Waterloo Rd one way, or bus/cycle only.

The changes we are planning will transform Waterloo, with significant space reallocated from motor traffic to walking and cycling. This includes reallocating a
significant amount of space from motor traffic to pedestrians on Waterloo Road. However, it is still a key strategic route for motor traffic, and making Waterloo Road one way or removing general traffic entirely would most likely lead to an increase in cars, taxis, vans, commercial vehicles and HGVs using smaller, less suitable side roads as well as other bridges with popular cycle routes.

‘Concerned whether proposed cycle lanes will handle increased capacity in future’

We want to make cycling in Waterloo easier, safer and more attractive encouraging more people to cycle. However we do need to balance all road users and ensure traffic lanes are wide enough to accommodate busses and larger vehicles for example. Consequently with dedicated cycle facilities being proposed at this location, we feel the right balance is being struck, however we will continually review and amend designs and facilities to ensure this delicate equilibrium is maintained,

‘Cycle lanes should be well marked and coloured different colour to avoid confusion’

Where segregated cycle lanes are provided they are not demarked in a separate colour, but will be made clear though road lines and signs.

‘Cyclists and drivers should share road space’

We will be encouraging people to use the new and improved cycle infrastructure for easier and safer journeys – for this reason we will not be providing additional facilities on carriageway.

Connections to other existing and planned local cycle routes

We will continue to consider how our plans co-ordinate with existing and future walking and cycling infrastructure and will meet with cycling and walking groups to discuss this.

Motor traffic

‘Proposals will increase traffic congestion / journey time’

Under the proposed arrangement some journey times will increase and some will get shorter. Significant changes to how traffic moves through Waterloo will be necessary to facilitate the new public square, two-way working and enhanced access to the riverside and areas of interest.

The changes being proposed are likely to mean that journey times for general traffic can be expected to increase at certain times of day, whilst there will also be expected journey time savings. In the morning peak, assuming predicted flow reductions, journey times will increase on most of the key movements except
Waterloo Road northbound. In the evening peak journey times are expected to increase on Waterloo Road northbound and York Road eastbound.

‘Concern regarding the banned turn from Waterloo Road to Stamford Street increasing congestion’ / ‘Traffic will increase in surrounding area on the smaller roads’ / review traffic in surrounding roads

We have re-visited this manoeuvre subsequent to feedback received throughout the consultation process and concluded that we are unable to provide the right turn into Stamford Street due to the cost of the engineering solution required to facilitate this turn. Additionally the adverse impact on scheme design and transport movement is considered to outweigh the modest existing benefit for a relative small number of users during peak time hours. A TfL survey count measured in the AM peak 3 hrs 85 ‘vehicles’ turn right into Stamford street, 2769 passed along Waterloo Bridge road north bound and 183 turn into York Road (destination of traffic travelling North along Waterloo road). This equates to just 3% of all movements.

We are developing plans with Lambeth Council on local street traffic calming measures to deter rat-running and further improve the area and environment for pedestrians, residents and visitors which the Council will consult on.

‘Traffic impact assessment does not reflect reality’

Traffic reassignment: It is important to note that our traffic reassignment modelling is only ever indicative; it is intended to give an idea of where the impacts of changes in journey choice are most likely to be felt. It assumes that drivers have perfect knowledge of the network and will always choose the quickest route available. The reassignment is a picture of what the network may look like once the on-street proposals and associated driver behaviour has had a chance to bed in.

We would actively monitor and manage traffic conditions on the roads following the delivery of the scheme, and would aim to mitigate and manage traffic reassignment following implementation.

Impact of other schemes: Incorporating other transformational schemes in the wider network and their associated signal strategies as well as this scheme’s proposed layout changes, our modelling indicates a reduction in future flow through the local network. The traffic is reassigning onto the wider area as a result of all of these changes. In the morning peak we predict reductions on Waterloo Road, Waterloo Bridge and Stamford Street. The level of reassignment is expected to be less in the evening peak period but there are still reductions on key routes through the Waterloo scheme.

Journey time predictions: TfL has used traffic modelling techniques to calculate the expected journey time changes through the area at the busiest hour in both the morning and evening peak.
‘Road space should be increased to accommodate capacity increase’ / ‘Proposals will reduce road space’

The vision of the Mayors Transport Strategy (MTS), a statutory document which sets out policies and proposal for transport within London, is to reduce car usage and increase walking and cycling in the capital. The proposals for Waterloo support the MTS making sustainable forms of transport more attractive. More details can be found here https://www.london.gov.uk/what-we-do/transport/our-vision-transport/draft-mayors-transport-strategy-2017

Compliance with 20mph speed limit

TfL has implemented a 20mph speed limit on the Waterloo (IMAX) roundabout and the approach roads. The 20mph limit is part of a package of safety improvements at the roundabout, including new cycle lanes and Advanced Stop Lines, changed lane markings and build-out kerbs to reduce speeds at the roundabout.

We will continue to work with our partners in Lambeth, Southwark and the Met Police to make Waterloo as safe as possible.

Access

‘Concerned about lack of vehicle access at St John’s Church’

The intention is to provide essential access to the front of the buildings at this location. There are a number of design solutions which could be implemented and discussions are ongoing with St John’s Church and Kings College as to how this can be best provided. As these elements are still evolving, only the intent to provide access was shown on the consultation plans as designs, however we are continuing to work with St Johns Church and Kings College to work up more detailed plans to meet their needs.

Environment

‘Opposed to the removal of trees’

Following feedback received throughout the consultation process we are currently re-assessing of the proposed road layout to understand whether some of the mature plain trees outside St Johns Church/King’s College can be left in situ. An important element if this work is for us to fully understand what wider implications of a revised highway re-alignment in this area would have on other elements of the scheme.

‘Proposal will cause an increase in air pollution’

We have undertaken air (nitrogen dioxide <NO2> and particulate pollutants due to road traffic emissions) and noise modelling.
Air: Early indications showed that overall, the proposed scheme is expected to provide benefits to air quality in the area. It’s predicted that NO\textsubscript{2} will reduce in concentrations, with the exception of some buildings to the east of the scheme, where there may be small increases in concentrations. This is due to the proposed change in road layout bringing vehicles closer to the buildings and an increase in traffic volumes on Waterloo Road.

Specific mitigation measures are not expected to be required, but this will be kept under review.

Noise: In terms of noise, it is expected that noise levels are expected to remain unchanged or fall slightly, with the exception of some buildings just to the east of the scheme. Noise levels are calculated from annual average weekday traffic and reflect an eighteen hour period between 6am and midnight, based upon annual average weekday traffic. The buildings towards the east may experience some increase in noise due to the proposed change in road layout bringing vehicles closer to the buildings. The noise increases are not expected to be large and mitigation may not be necessary. However this will be subject to ongoing review.

‘Prioritise tackling air pollution’/‘Does not address pollution caused by buses’

‘Concerned about removing the northbound bus lane on Waterloo Road’

Buses

‘Narrowed bus lanes will limit buses from overtaking causing congestion/bottlenecks in traffic’

The northbound and southbound bus stops on Waterloo Road are being merged and relocated in order to keep the traffic moving. The existing bus stops face each other but if the bus stops are staggered we can use the space more efficiently.
'Concerned proposals will have a negative impact on bus traffic'

There are 34 bus routes (17 in each direction) which run through the area in both the morning and evening peak periods. Across both peak periods, five of these routes are expected to experience an increase of more than 30 seconds in journey time, as below. We predict the most impacted route will be the 381 westbound from Stamford Street, with forecast increases of 1-2 minutes.

'Southbound bus stops at Waterloo Station are located further from station'

The northbound and southbound bus stops on Waterloo Road are being merged and relocated in order to keep the traffic moving. The existing bus stops face each other but if the bus stops are staggered we can use the space more efficiently.

'Move bus stops F and C up to the new bus station'

The bus station is designed to cope with the current service demands and by adding to this will result in buses being unable to get into their stops and impede progression for other buses. Increasing the provision of the bus station is not possible due to site limitations.

'Reduce bus services in area to improve traffic flow'

The vision of the Mayors Transport Strategy (MTS), a statutory document which sets out policies and proposal for transport within London, is to reduce car usage and increase sustainable forms of transport in the capital. The intention is to maintain bus services as per the existing provision for the Waterloo area, a principal which supports the MTS. More details can be found here https://www.london.gov.uk/what-we-do/transport/our-vision-transport/draft-mayors-transport-strategy-2017

Walking

'Commuter traffic will be negatively affected due to the station entrance closure'

There will be no station entrance closures as a part of these proposals.

'Pedestrian disability access has not been included' / 'Negative impact on people with disabilities'

An Equality Impact Assessment has been carried out for the scheme looking at impacts on individual groups, including disability groups, this will be updated throughout the development of the scheme.

The urban realm and highway layout have been designed taking into account all relevant accessibility guidance – for example, the ramp has been designed to be Disability Discrimination Act (DDA) compliant and bus stops have been tracked to ensure they comply with the Bus Stop Accessibility Guidance.
‘Removal of underpass will negatively affect pedestrians’

Two subways will be closed as part of this scheme. This is due to the realignment of the highway and to the introduction of new direct surface connections which will make the subways redundant. Subways, by their nature are discriminatory, favouring the young and the fit, they are unpopular with disabled people, older people, the vulnerable. Many people find them intimidating after dark. The lift at Victory Arch has been beleaguered with problems since its installation in the early 1990s. The Waterloo project provides the opportunity to replace two subways, with stepped/ramped landscaped space providing the same pedestrian routes.

Request for more pedestrian crossings

The new pedestrian crossings consulted on as part of this scheme are wider than the existing ones and are on key desire lines. Additional pedestrian crossings would cause delays for other road users, including cyclists and bus passengers.

Taxis

‘Not enough provisions for taxis’

The current taxi rank will not be affected by the proposed changes. As detailed design progresses the designs will be reviewed, however the project area is very constrained due to the number of competing interests at this busy central London hub.

‘Taxis should be allowed to turn from Waterloo Rd to Stamford Street’

Due to the cost of the engineering solution required to install the physical measures required facilitate this turn and low numbers of vehicles currently undertaking this manoeuvre it is not feasible to provide this turn.

Urban realm

‘No need for new public area’

The new public space will play a number of roles for the area of Waterloo:

- A new Station Square where people meet and greet, a place of orientation and arrival in the city;

- A link to the South Bank centre and contribution to the creation of a significant new cultural space in London;

- A resource for residents and workers in the area.

The new public square will be a tree-filled space with seating areas available to all. As with most public squares, over time it will develop its own rhythm of formal and informal events organised by stakeholders and local communities.
More greenery/bike facilities/seating on southwest side of the roundabout’ / ‘Plant more trees/greener/water feature’

The details of how the new public space on the southwest side of the roundabout will look and feel is still being developed. It is intended that it will be a tree-filled space with seating areas available to all and we will look to develop this further over the coming months in line with the Healthy Streets Agenda.

As with most public squares, over time it will develop its own rhythm of formal and informal events organised by stakeholders and local communities.

‘What is the long term maintenance plan for the new public area’

Work to date has centred around establishing what the new public area will look like, what it will contain and what its function is. The next steps will be to develop the long term maintenance for the area.

‘Convert subways proposed for closure into concerted cycle routes to improve safety’

The level changes in this area would mean make it difficult to use the subways for cycle routes. Additionally pedestrian / cycle conflicts in very busy pedestrian areas would be created on the exit/entrance to the subways.

‘Retain the Eurydice poem’

There is a public art poem by the poet Sue Hubbard called “Eurydice” on the wall of one the subways we propose to remove. The poem was written as part of the renovation of the South Bank especially for the underpass that leads from Victory Arch at Waterloo Station to the IMAX cinema. We will work with local stakeholders to investigate how we can include the poem in the new public space.

Freight

‘HGV traffic should be banned from Waterloo Road’

HGVs perform a vital role in sustaining London’s economy, building homes and offices and keeping local supermarkets, restaurants and pubs stocked. Restricting them on key routes such as Waterloo Road would lead to unintended consequences such as increases in vans and smaller commercial vehicles, and diverting HGVs to smaller, less suitable roads.

One of the Mayor’s key priorities is to reduce the impact HGVs have on road danger and the local environment. Following the principles of Vision Zero, we want to reduce risk across all parts of the HGV’s operation. We are currently consulting on proposals for delivering a HGV Safety Permit Scheme based on a ‘safe system’ approach to reducing road risk. The Mayor has already announced that the Ultra Low Emission Zone (ULEZ) will start to be introduced in central London in April
2019, replacing the T-Charge with an even tighter emission standard. We are now consulting on extending the ULEZ tighter emission standards to the whole of London from October 2020 for heavy vehicles (buses, coaches, lorries and other specialist vehicles).

**Residents / local area**

‘**Project will negatively impact local residents**’

With any change there will be negative as well as positive effects. It is our view that the overall scheme will have a number of benefits for local residents and will provide for the increased number of people predicted to use the area in future years.

The new public square will be a tree-filled space with seating areas available to all. As with most public squares, over time it will develop its own rhythm of formal and informal events organised by stakeholders and local communities.

Wider pavements on Waterloo road will make it safer for pedestrians and more pleasant and waiting bus passengers. The improved bus station will provide a more pleasant waiting environment for all.

Two subways will be closed as part of this scheme. This is due to the realignment of the highway and to the introduction of new direct surface connections which will make the subways redundant. Subways, by their nature are discriminatory, favouring the young and the fit, they are unpopular with disabled people, older people, the vulnerable. Many people find them intimidating after dark, especially women of all ages. The Waterloo project provides the opportunity to replace 2 subways with stepped/ramped landscaped space.

‘**Will have a negative impact on local businesses**’

It is expected that the scheme will provide for the predicted increase of people passing using the area. By encouraging this increase in demand to walk, cycle and use sustainable modes of transport, footfall passing business frontages will increase. By implementing the ‘Healthy Streets’ approach to design, this proposal will contribute to supporting and enabling further growth in the Waterloo area.

**Safety**

‘**Negative impact on safety**’ / ‘**Schemes should focus on safety improvement**’ / ‘**Generally opposed to cycle lanes being implemented**’

Safety is always of paramount importance to any work we propose. A review of accidents has been undertaken and the majority of accidents over the past three years in this area have involved cyclists.
We want to make cycling in Waterloo easier, safer and more attractive encouraging more people to cycle. Our proposals provide dedicated time and space for cyclists and aim to reduce road casualties by addressing the patterns of past collisions.

In order to remove conflicts with left turning vehicles at signalised junctions cyclists will be run with ahead traffic which has had slight impact on cycle journey times.

‘Bollards should be implemented to protect pedestrians’

The project team are working with the Met police and counter terrorism measures will be considered during detailed stage of the project.

**Mepham Street**

‘The issues on Mepham Street not addressed’

Mepham Street is currently outside the scope of the TfL scheme. Mepham Street is a LB Lambeth road. We will continue to work closely with Lambeth, Network Rail and developers in the area to create a seamless scheme. Lambeth Council have recently commission a Public Realm strategy for Waterloo and South Bank and will include Mepham street within its scope.

‘Changes will negatively impact route 521 on Mepham Street’

There are no expected adverse impacts to Route 521. The design expects the 521 to stand on Waterloo Road facing north.

‘Mepham Street should be made bus and cycle only, and a northbound contraflow cycle lane’

Although this route may appear attractive and more direct for cyclists, it is currently one-way south bound and with loading and bus stands located along its length. We have investigated this and do not feel there is not enough space to safely provide a contraflow cycle lane. Lambeth council will continue to explore future highway design and investment in Mepham street as part of the public realm strategy for the area.

**General**

‘Concerned the works will cause unnecessary disruption in the area’

We are aware that there is a lot of construction occurring in the Waterloo area and these changes are likely to cause further disruption. We will coordinate our construction and access plans with other developments by working with local stakeholders in the area to coordinate works and deliveries to minimise this impact as far as possible and will keep everyone informed.
‘Too much emphasis on cyclists over pedestrians’

With a busy and constrained area, finding the right balance of provision for each mode is one of the challenges we face. We feel that due to the current overcrowding on the pavements on Waterloo Road for example, the pedestrian requirement is great and thus have proposed to widen the pavements rather than provide cycle provision at this location. Conversely, due to the location and type of accidents seen over the past three years, it is felt that the need for segregated cycle facilities around the new junction is required here to help reduce the casualty numbers.

‘Prioritising cyclists & pedestrians is unfair for motorists’ / Busses Sceptical of TfL’s agenda regarding changes’

The vision of the Mayors Transport Strategy (MTS), a statutory document which sets out policies and proposal for transport within London, is to reduce car usage and increase walking and cycling in the capital. The proposals for Waterloo support the MTS making sustainable forms of transport more attractive. More details can be found here [https://www.london.gov.uk/what-we-do/transport/our-vision-transport/draft-mayors-transport-strategy-2017](https://www.london.gov.uk/what-we-do/transport/our-vision-transport/draft-mayors-transport-strategy-2017)

‘Scheme will have similar negative outcome as Elephant & Castle/Blackfriars Rd/Aldgate’

As with most schemes of this nature it takes time for motorists to become accustomed with two-way working which cause operational delays which over time disappear. This was in fact the case with E&C and after an initial period of bedding in, traffic signals were actively monitored and managed to optimise flow through the area. The area is now operating within the parameters of the modelled predictions.

‘Waste of public funds’

The scheme is expected to cost £25 million. This cost is for the whole lifecycle of the scheme, from inception, feasibility, various design stages, construction and project close. It also covers the costs for various subject matter experts’ input, which is critical to the development of the scheme. We continuously review opportunities to make savings against budgets and implement these savings where practicable.

‘Changes should be implemented sooner’

Further design work is required to add further detail to the elements being proposed. In order to ensure due diligence and gain all approvals required for the scheme the earliest we will be able to start on site is 2020, completing 18 months later. Lambeth may explore some early delivery of local highways adjoining the main scheme in advance of the main works.
‘Funding should be used to clean up area instead’

Funding from TfL and LB Lambeth is set aside for maintenance, however these proposals recently consulted on will also provide for the increase in demand the area is expected to see generated from the multitude of new developments in the area and Network Rail platform upgrade.

‘Funding should be used to educate cyclists’

TfL do providing separate funding streams for complementary measures to educate cyclists and other transport users. This funding is available to boroughs for cycle training for example in addition to the provision of HGV/Cyclist awareness campaigns and enforcement at junctions.

‘Inclusion of The Cut junction in the scheme scope’

The junction of Waterloo Road with The Cut is not incorporated in the current scheme. Lambeth council will explore measures that can improve the junctions usability for pedestrians and cyclists in conjunction with upgrades to Emma Conns Gardens and aim to coordinate the delivery of these improvements with the Waterloo scheme timescales.
Appendix F – Cycling around Waterloo consultation map