



Bowes Primary  
Quieter Neighbourhood  
Consultation Analysis

Final Report

December 2021



# Bowes Primary Quieter Neighbourhood Consultation Analysis Final Report

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## Appendices

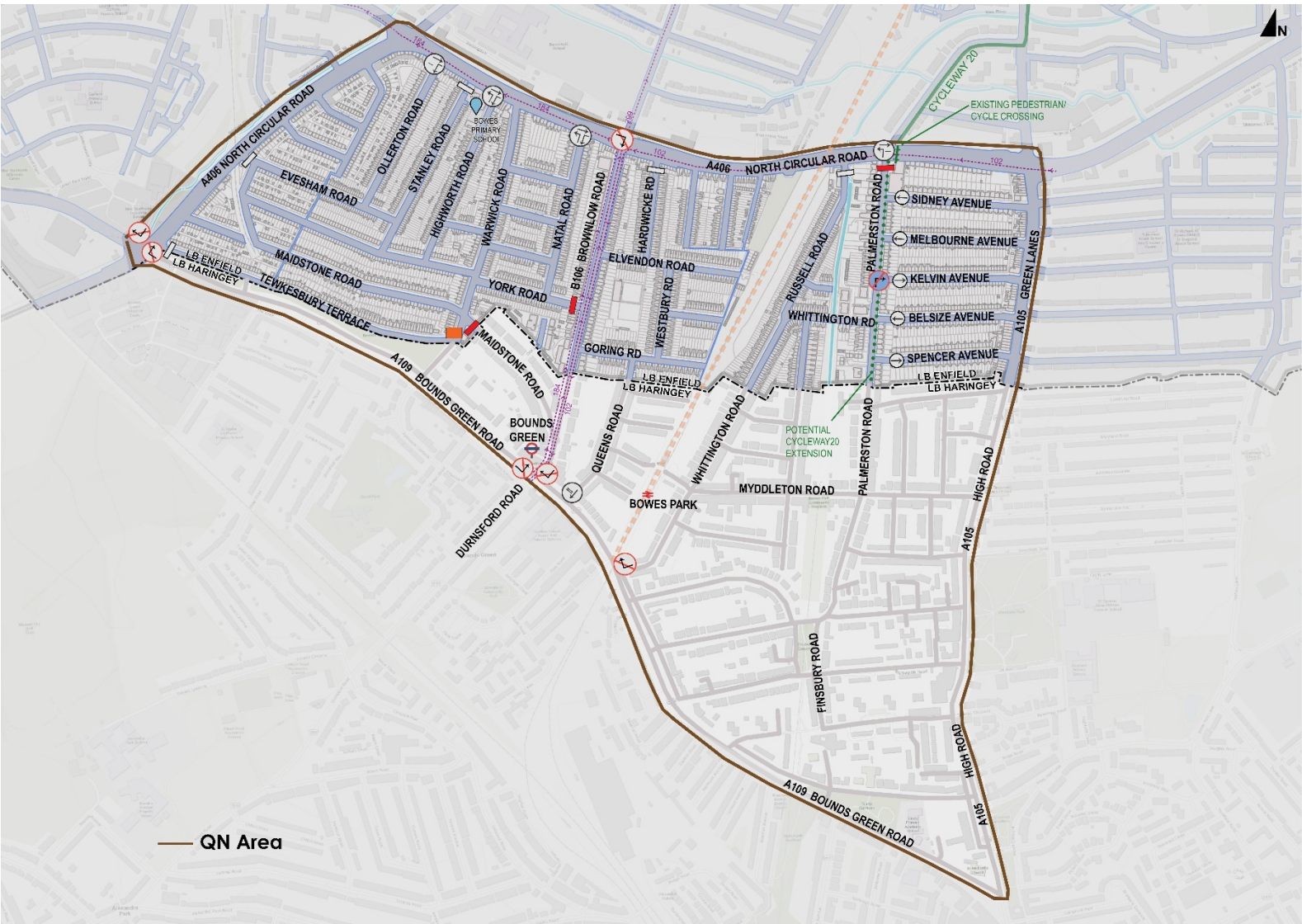
Appendix A	Consultation survey form
Appendix B	Longlist of themes identified in the online consultation survey in fewer than 2% of responses



## 1. Introduction

- 1.1 In 2019, the London Borough of Enfield engaged with residents in the Bowes Primary & Surrounding Streets Quieter Neighbourhood area through a Perception Survey to better understand the issues that they were experiencing. The most common responses to this survey were problems relating to traffic volumes and speeds, and non-residential traffic cutting through the area.
- 1.2 Informed by this and following the outbreak of the COVID-19 pandemic, Enfield Council used Experimental Traffic Orders (ETO) to implement a range of measures in the area using funding from TfL's Streetspace programme – creating a Quieter Neighbourhood (QN). It should be noted that the QN covers the boundary between Enfield and Haringey, with Haringey planning to implement their own measures in the QN to complement Enfield's measures. However, Haringey's measures had not been implemented at the time of writing of this report.
- 1.3 The creation of the QN has involved installation of road closures to motor vehicles at the following locations:
  - Maidstone Road at its junction with Warwick Road
  - York Road at its junction with Brownlow Road
  - Palmerston Road northbound at its junction with the A406 North Circular Road
  - Existing width restriction on Warwick Road, near its junction with Maidstone Road, replaced with point closure for all vehicles except for emergency vehicles and service vehicles
- 1.4 The QN also involved the introduction of a traffic island on Palmerston Road at Kelvin Avenue, restricting vehicles from turning right into Kelvin Avenue from Palmerston Road.
- 1.5 The full scope of the QN is shown in Figure 1-1.

Figure 1-1: Map of the Bowes Primary and Surrounding Streets Quieter Neighbourhood



- 1.6 The ETO allows members of the public to provide feedback on the QN via an online survey, which received 1,756 responses from 1,301 respondents, and a paper survey, which received 24 responses. In addition, members of the public were able to submit email feedback regarding the QN, which was in the process of being reviewed by Enfield Council at the time of writing of this report. This report combines the responses to the online and paper surveys, as they were identical in nature, as well as providing an overview of the 924 emails sent from 604 unique email addresses.
- 1.7 Responses to the online survey, as well as emails providing feedback on the QN, could be made by any members of the public, whether they were inside or outside of the QN, shown in Figure 1-1.

## About ITP

- 1.8 ITP is an award-winning UK transport planning and research consultancy. We have provided consultation analysis support for various UK and London local authorities, as well as for TfL on multiple projects. In this context, we analyse consultation responses in an independent, unbiased way to ensure that all residents' views are heard and represented. We work with the Council to provide feedback that can inform alterations to each QN in line with the views of the local community, as well as providing reporting that can re-assure local residents that their voices are considered. This report presents the findings of our analysis without comment or recommendation in order for the Council to make an independently informed decision going forward.

## Structure of this report

- 1.9 This report covers the analysis of all information submitted on the QN regarding both closed and open questions of the consultation survey. The structure of the report is as follows:
- **Section 2: Methodology** – covers the approach we took to quantitative analysis of closed questions and thematic analysis of open questions.
  - **Section 3: Sample characteristics** – covers an overview of the sample of people who submitted responses to the survey.
  - **Section 4: Equalities Impact Assessment** – covers responses to the closed question regarding the impacts of the QN from an equalities perspective, and the first open question regarding whether respondents had further considerations to add to the Council's Equalities Impact Assessment (EqIA).

- **Section 5: Importance of access, time, and aspirations for the area** – covers responses to the closed question regarding the importance of access to various areas of the QN, travel times and aspirations for the area.
- **Section 6: Effectiveness of measures** – covers responses to the closed question regarding the effectiveness of the measures so far.
- **Section 7: Suggestions** – covers responses to the second open question regarding specific suggestions for the QN.
- **Section 8: Phase 2 & parking permit QN** – covers responses to the third open question regarding implementation of the second phase of the QN, and responses to the closed question regarding the implementation of a parking permit QN in the future.
- **Section 9: Communications** – covers responses to the closed question regarding the usefulness of communications relating to the QN, and the fourth open question regarding other comments on communication on the QN.
- **Section 10: Emails** – covers an overview of the comments provided by emails sent to the Council in relation to the QN.
- **Section 11: Conclusion** – covers a summary of the report and next steps.

## 2. Methodology

- 2.1 By including a combination of closed and open questions the Council have gathered a mixture of quantitative data and qualitative data which allows respondents to express their thoughts in more detail.
- 2.2 These two types of data need to be analysed appropriately, and in completely different ways. It should be noted that our analysis has been conducted on a monthly rolling basis. Our methodology for each type of response – closed and open questions via the online and paper surveys – is set out below.

### Analysing responses

#### Closed questions

- 2.3 The consultation survey asked a range of closed questions. The first 'group' of these questions covered sample characteristics, including various personal and protected characteristics, home location, and car ownership. The other 'group' of closed questions related to respondent's perceptions of the QN, including the importance they assigned to various access points in the QN, and the effectiveness of the trial measures. The consultation survey form is included in Appendix A.
- 2.4 Responses to closed questions were analysed in MS Excel, allowing frequency counts and percentages of each response to be calculated. Responses to the second 'group' of questions was cross tabulated with the sample characteristics responses, to give an insight into 'who' said 'what'.

#### *Protected characteristics*

- 2.5 Under the Equality Act 2010, it is against the law to discriminate against someone because of the following protected characteristics:
  - Age
  - Disability
  - Gender reassignment
  - Marriage and civil partnership
  - Pregnancy and maternity
  - Race
  - Religion or belief

- Sex
- Sexual orientation

2.6 The closed and open questions that investigated these protected characteristics in relation to the Bowes Primary and Surrounding Streets QN are reported and analysed in the following two sections, although an in-depth analysis of each was not possible, given the small sample sizes of responses regarding some of the protected characteristics. Throughout the report, where a breakdown of a question means that there are no more than five respondents in one group, that group is not reported on in this analysis, in order to not risk making a respondent's answers identifiable.

### *Census data*

2.7 Where there was relevant data available, 2011 Census data for the QN at the output area level (the finest level of detailed offered by Census data) was obtained for comparison with the closed question responses. Whilst the Census data is the most reliable demographic dataset available (as it records every person's demographics rather than a sample), there are some limitations which mean comparisons must be approached with caution. These include:

- The most recent Census data is a decade old now;
- The boundaries of the output areas do not exactly match the boundary of the QN; and,
- Even where similar Census data has been collected, it is not always directly comparable with the data collected by this survey (e.g., car ownership data is collected at the household level in the Census, but at the individual level in this survey).

### *Open questions*

2.8 The consultation also asked four open questions, which allowed respondents to further elaborate on their responses to closed questions or allowed free-form responses more generally. These four questions are shown in Appendix A. Not every person who responded to the survey provided answers to the open questions. The first response given by a respondent to each open question has been read and coded by an experienced analyst.

2.9 The responses to these questions were subject to *thematic analysis*. Thematic analysis involves creating a list of common themes from a small sample of responses, and then using this list to 'code' responses. The list of common responses is referred to as a



'coding frame'. The sample used in this case was 10% of the first month's responses. This approach allowed us to categorise and group responses that mention the same or similar themes, giving overall proportions of people who agree with that sentiment. Any codes referenced by less than 2% of the overall sample have not been included in the main body of this report to ensure a focus on key themes, although a list of all remaining themes can be found in Appendix B. Not all respondents answered the open questions directly; regardless, responses not referring directly to the questions have been considered and coded. This means that some themes have occurred across multiple questions, despite the questions having separate focusses.

- 2.10 Codes were arranged in three categories – Support, Oppose and Suggest. 'Support' codes relate to responses which make positive or supportive comments about aspects of the QN. 'Oppose' codes related to responses which raised concerns or opposed the QN for a variety of reasons. 'Suggest' codes related to responses which gave specific suggestions for how to improve the QN. Responses were not always wholly supportive or opposing – all individual elements of the responses were coded separately. Over 50 codes were used for each open question, providing a huge amount of extremely detailed data.
- 2.11 There is an amount of subjectivity with response-coding, as an analyst is reading and coding each response. However, to minimise the impact of this, the majority of the response coding was performed by one analyst, with assistance from three other analysts. The coding undertaken by the other three analysts was quality-controlled by the main analyst, who also developed all the coding frames and carried out the analysis presented in this report. This prevented variation in how responses were coded across the questions and over the duration of the survey.

## Emails

- 2.12 The emails sent to the Council in relation to the QN were thematically analysed, using combination of the coding frames developed for the open questions as a basis for its coding frame, although this was adjusted to reflect themes unique to the emails. Again, only two analysts coded the emails to minimise differences between interpretations, with both analysts' work being quality controlled by the main analyst. Therefore, the approaches taken to coding the open questions and emails were largely similar.
- 2.13 However, as emails could cover such a broad range of issues, due to a lack of scope that would ordinarily be provided by a question, the Council requested for the numbers of emails mentioning each comment not to be included, as it was deemed to be unrepresentative. As a result, there was no minimum cut-off for the email reporting,

so every theme that was identified is included in Section 10, meaning there are no themes relating to emails in Appendix B.

## Stakeholder responses

2.14 There were a small number of responses from people representing community groups with their response. In response to the survey:

- One respondent was associated with Broomfield Homeowners & Residents' Association (BHORA)
- Two respondents were associated with Bounds and Bowes Voice
- Two respondents were associated with Friends of Brownlow Road
- One respondent was associated with Enfield Learning Trust (specifically from Bowes Primary School)

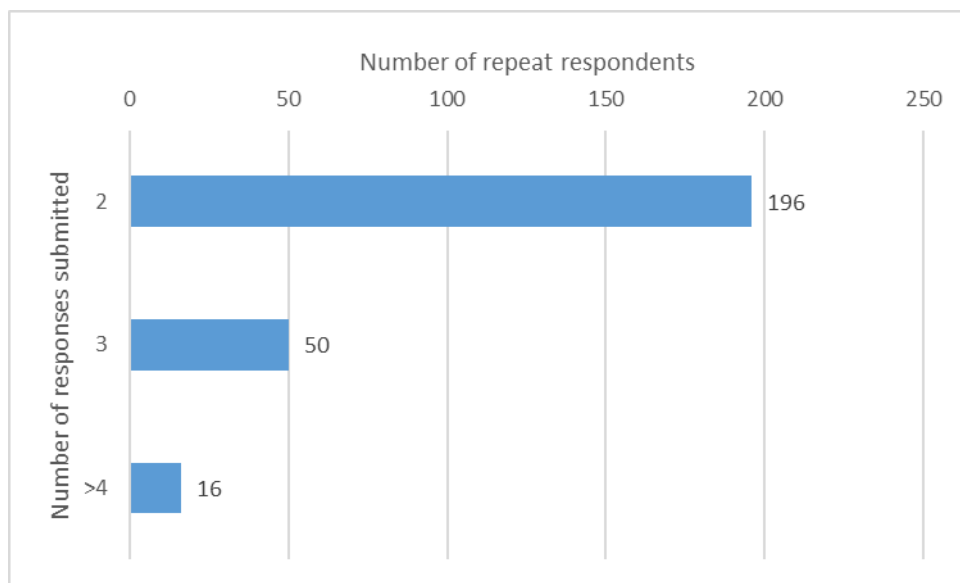
## Repeat responses

2.15 Respondents were able to send multiple responses to the consultation survey if they wished, to allow respondents to register changes in views over time or provide additional information to their first response. It should be noted, however, that only the respondents' first survey responses have been read and coded by ITP in this analysis, to avoid the analysis being skewed by respondents repeating the same views on multiple occasions. Enfield Council have read and considered all repeat responses separately.

2.16 The total number of respondents who responded more than once to the survey was 281, and the number of times each of these people responded is shown in Figure 2-1. This amounted to 453 repeat responses.

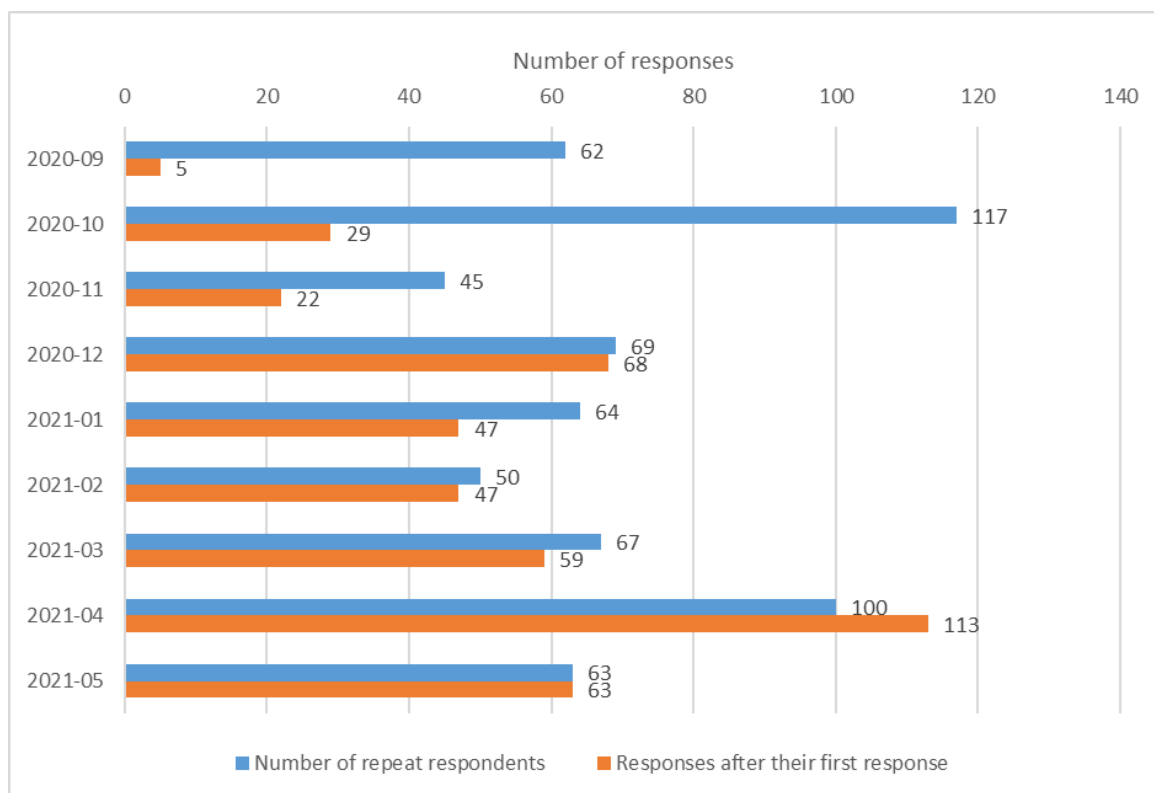


Figure 2-1: Number of survey responses from repeat respondents



2.17 There were a higher number of repeat respondents towards the start (October) and end (April) of the consultation period, as shown in Figure 2-2. This figure also shows that the greatest number of repeat responses received per month were submitted in April 2021.

Figure 2-2: Number of responses from people who responded more than once



## Repeat emails

- 2.18 As with repeat responses to the online survey, emails sent from those who had already sent an email in relation to the scheme were not included in ITP's analysis. However, all emails have been read by the Council.

### 3. Sample characteristics

- 3.1 This section provides an analysis of the demographics of respondents to the survey. This is important because it allows the Council to assess how representative the sample of respondents to the consultation was in comparison to the people who live in the Quieter Neighbourhood area. Many people did not respond to some or all of the demographic questions. Where equivalent Census data did not allow respondents to leave the question blank, the proportions of respondents who answered the question is also provided alongside the proportions of all respondents.

#### Location

- 3.2 Using street names provided by respondents, more than half of all respondents (940 – 71%) were from within the QN. A further 353 respondents (27%) were from outside of the QN, and 38 respondents (3%) did not provide their street name. When excluding those who had not provided their address, 73% lived within the QN and 27% lived outside the QN. Figure 3-1 shows the spatial distribution of respondents on a map of the broader area around the QN, whilst Figure 3-2 shows the spatial distribution of respondents of the QN itself. The darker-coloured points represent postcodes where more responses came from. Figure 3-2 shows that there was a slight concentration of respondents towards the north-west of the QN, particularly around Warwick Road. This is supported by the data in Table 3-1.
- 3.3 The 2011 Census recorded 25,256 residents within the QN, suggesting that this consultation received responses from approximately 4% of the population living within the QN.

Figure 3-1: A map of respondents based on their home postcodes, showing the neighbouring areas of the QN

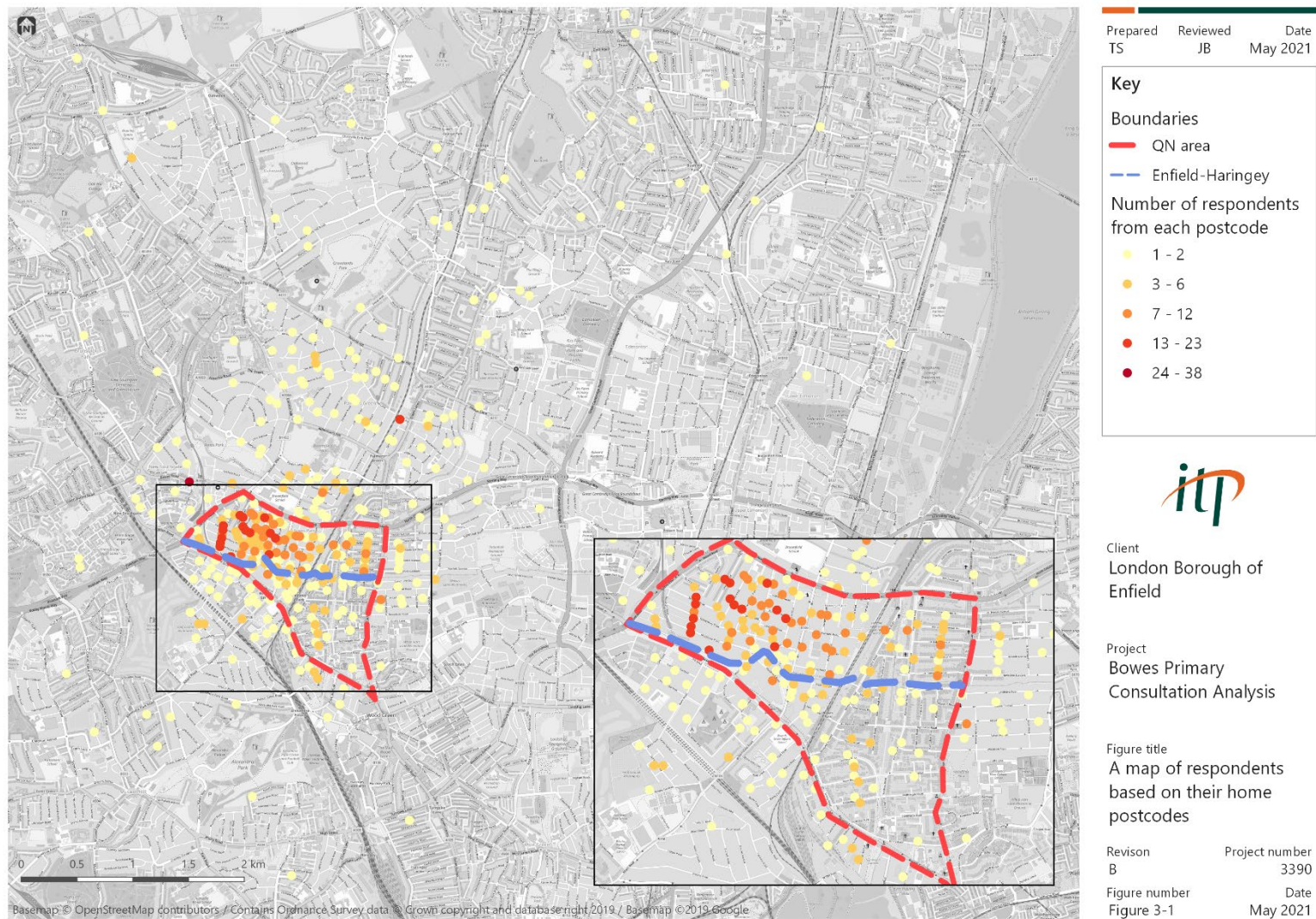
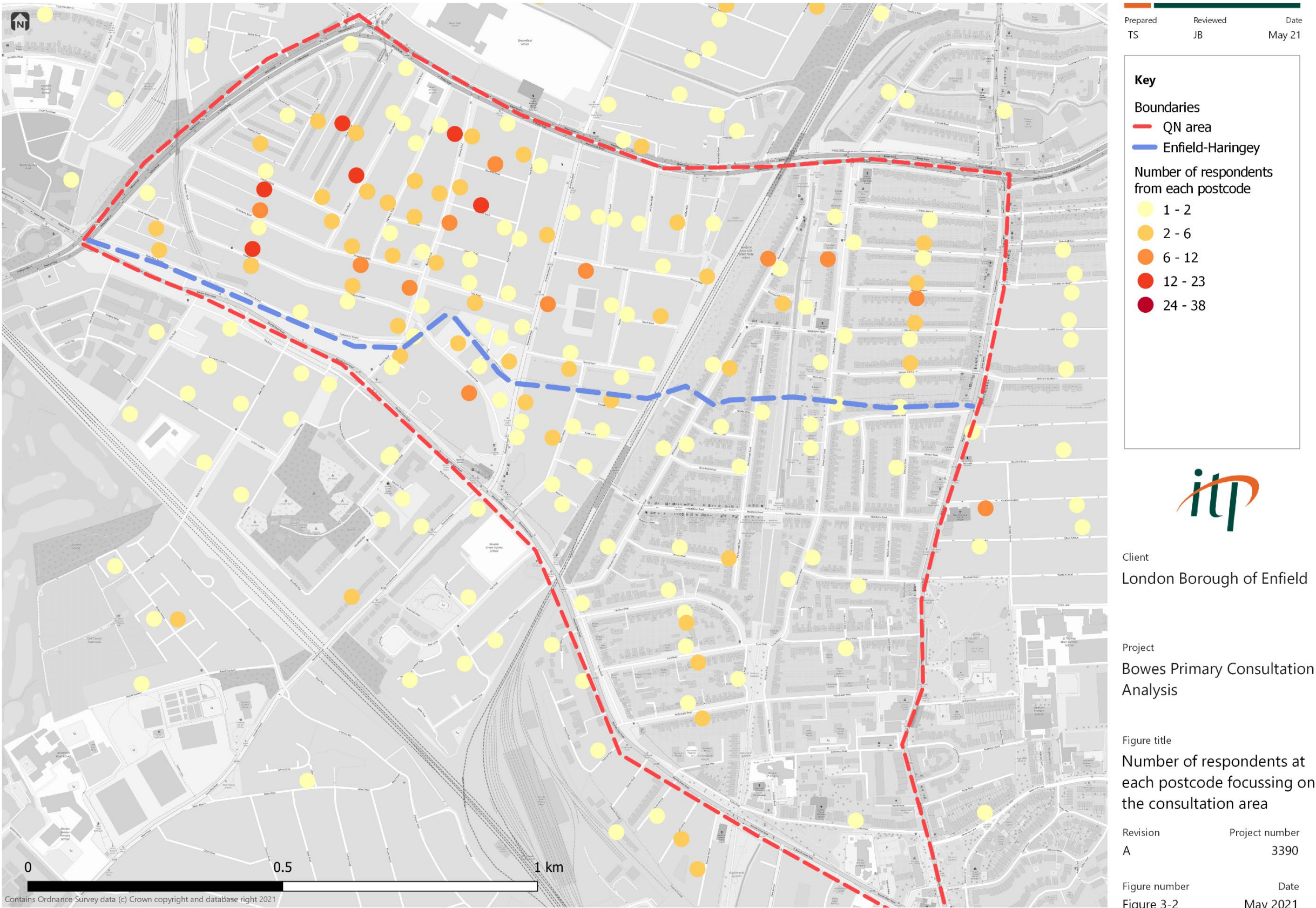




Figure 3-2: A map of respondents based on their home postcodes, focussing on the QN



- 3.4 Table 3-1 provides a breakdown of the number of respondents to the survey by street (for streets within the QN where at least 2% of all respondents lived). Whilst the distribution of respondents was quite even across the streets included in Table 3-1, Warwick Road was the home address with the most respondents in one street, with 21 more respondents than any other street and 7% of all respondents to the survey. Stanley Road was the next most popular street with 73 respondents (6% of all respondents to the survey), closely followed by Maidstone Road, with 70 respondents (5% of all respondents). There were 15 streets in total which were home to at least 2% of survey respondents living within the QN.

**Table 3-1: Numbers and proportions of respondents within the QN by their street name**

Street name	Number of respondents	% of all respondents (n=940)
Warwick Road	94	7%
Stanley Road	73	6%
Maidstone Road	70	5%
Shrewsbury Road	66	5%
Highworth Road	52	4%
Evesham Road	46	3%
Ollerton Road	44	3%
Brownlow Road	43	3%
Natal Road	36	3%
York Road	33	2%
Palmerston Road	31	2%
Tewkesbury Terrace	25	2%
Westbury Road	24	2%
Elvendon Road	22	2%
Goring Road	20	2%



## Car ownership

- 3.5 The survey collected information on whether respondents owned a car, and, if so, how many cars they owned. Overall, 1,123 respondents (84%) reported owning a car, 184 respondents (14%) reported that they did not own a car, and 24 respondents (2%) did not answer the question. When excluding those who did not answer the question, 86% of respondents reported that they were car owners and 14% reported that they did not own a car.
- 3.6 The proportion of households within the QN reporting that they owned at least one car in the 2011 Census was 52%, whilst the proportion of households reporting ownership of a car across Enfield was 68%. As noted in the Methodology, the Census only collects car ownership data at the household level, which is not directly comparable to the respondent level, as multiple respondents could be from the same household. Census data is also a decade old now, so should be considered with caution.

**Table 3-2: Car ownership comparison between survey and Census data**

Car ownership	Number of respondents	% of respondents who reported their car ownership (n=1,307)	% of households owning a car in the QN (2011 Census)	% of households owning a car in Enfield (2011 Census)
Car owner	1,123	86%	52%	68%
No car	184	14%	48%	32%

## Disability

- 3.7 The survey asked whether respondents considered themselves to have a disability. 100 respondents (8%) reported that they did have a disability, 803 respondents (60%) said they did not, 44 (3%) said they preferred not to say, and 384 (29%) did not answer the question. When considering only those who responded with a "yes" or a "no" to the question, 11% of respondents considered themselves to have a disability and 89% did not. The 2011 Census data shows that around 14% of residents in the area have a disability, meaning the sample of responses shows a slightly lower proportion of people considering themselves to have a disability than might be expected.

- 3.8 Of the 100 respondents who considered themselves to have a disability, 94 specified the type of disability they have. These are shown in Table 3-3. Please note that the number of respondents in Table 3-3 adds up to more than 94, and the percentages total more than 100%, due to respondents being able to select more than one type of disability each.

**Table 3-3: Types of disability described by survey respondents**

Disability type	Number of respondents	% of respondents who specified their disability (n=94)
Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches	45	48%
Visual impairment, such as being blind or having a serious visual impairment	7	7%
Hearing impairment, such as being deaf or having a serious hearing impairment	11	12%
Mental health condition, such as depression or schizophrenia	8	9%
Learning disability/difficulty, such as Down's syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder	32	34%
Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	18	19%

## Marriage

- 3.9 The survey asked respondents if they were married or in a civil partnership. Overall, 576 respondents (43%) indicated that they were, and 317 respondents (24%) indicated that they were not. 56 respondents (4%) preferred not to say, and 379 respondents (28%) did not answer the question. The 2011 Census data shows that around 29% of people



in the area are married or in a civil partnership, with 54% being recorded as single<sup>1</sup> and 17% who did not report their marital status.

**Table 3-4: Marital status of survey respondents compared to 2011 Census data**

Marital status	Number of respondents	% of all respondents (n=1,331)	% of the QN (2011 Census)
Married or in a civil partnership	576	43%	29%
Single <sup>1</sup>	317	24%	54%
Preferred not to say/did not answer	438	33%	17%

## Sexual orientation

3.10 The survey asked about the respondents' sexual orientation. 795 (60%) respondents reported that they were heterosexual. There were 23 (2%) responses from gay men, 12 (1%) responses from gay women/lesbians and 13 (1%) responses from people who said they were bisexual. There were 376 (28%) respondents who left this question blank and 107 (8%) respondents who said they preferred not to say. There is no comparable data at this level from the 2011 Census for the relevant geography.

## Gender and gender reassignment

3.11 The survey asked about respondents' genders. For the online surveys, there were two opportunities for respondents to select their gender – one during the sign-up phase of using the website, and one while responding to the survey. These two sources have been combined to give a gender for as many respondents as possible. The options available were:

- Male
- Female
- Transgender

<sup>1</sup> Married includes Married, In a registered same-sex civil partnership; Single includes Single, Separated (but still legally married or still legally in a same-sex civil partnership), Divorced or formerly in a same-sex civil partnership which is now legally dissolved, Widowed or surviving partner from a same-sex civil partnership

- Non-binary
- Prefer not to say
- Other.

3.12 There were slightly more female respondents (576 – 43%) than male respondents (473 – 36%), although a further 253 respondents (19%) left the question blank in both instances, and 27 (3%) preferred not to say.<sup>2</sup> The 2011 Census recorded only male and female categories, which represented 50% each of the local population.

## Maternity and young children

3.13 Respondents were asked if they were or had recently been pregnant or had young children. For all responses, 379 answered yes (23%) and 614 answered no (44%), with 37 preferring not to answer the question (3%) and 379 leaving the question blank (28%). For responses from female respondents, 171 answered yes (30%) and 338 answered no (59%), with 13 preferring not to answer the question (2%) and 54 leaving the question blank (9%). There is no comparable data at this level from the 2011 Census for the relevant geography.

## Religion

3.14 Respondents were asked about their religion. The largest segment of the sample was from respondents who said they had no religion (511 – 38%), followed by respondents who left the question blank (396 – 30%). The largest religious group was Christian with 295 respondents (22%). A small number of respondents belonged to other religious groups, including Buddhist (8 respondents), Hindu (12 respondents), Jewish (23 respondents), Muslim (23 respondents) and Sikh (9 respondents). A further 54 respondents were from people who preferred not to answer the question. Table 3-5 below displays this in comparison to the data from the 2011 Census below. This shows that the proportion of people without a religion, and the proportion of those not answering the question, is much higher in the survey responses than in the Census. The proportion of responses from Christians, Hindus and Muslims are all lower than would be expected when compared with the 2011 Census data for the QN.

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<sup>2</sup> "Other" and "Transgender" have not been reported upon due to their low sample sizes.

**Table 3-5: Comparison of prevalence of religions in survey data and 2011 Census data from the QN**

Religion	Number of respondents	% of all respondents (n=1,331)	2011 Census
Blank	396	30%	1%
No religion	511	38%	22%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	295	22%	49%
Buddhist	8	1%	1%
Hindu	12	1%	6%
Jewish	23	2%	1%
Muslim	23	2%	13%
Sikh	9	1%	0%
Prefer not to say	54	4%	7%

## Ethnicity

- 3.15 There were 35 potential options provided for ethnicity. For the online surveys, there were two opportunities for respondents to select their ethnicity – one during the sign-up phase of using the website, and one while responding to the survey. These two sources have been combined to give an ethnic group for as many respondents as possible.
- 3.16 Given the small sample sizes in many of the 35 options, they have been categorised into five main groups, shown in Table 3-6. When compared to the figures for the 2011 Census, the proportions of respondents who were White was comparable, while the proportions of respondents from Mixed, Asian, and Black backgrounds were lower than might be expected from the Census, with the most under-represented ethnic group being Black respondents.

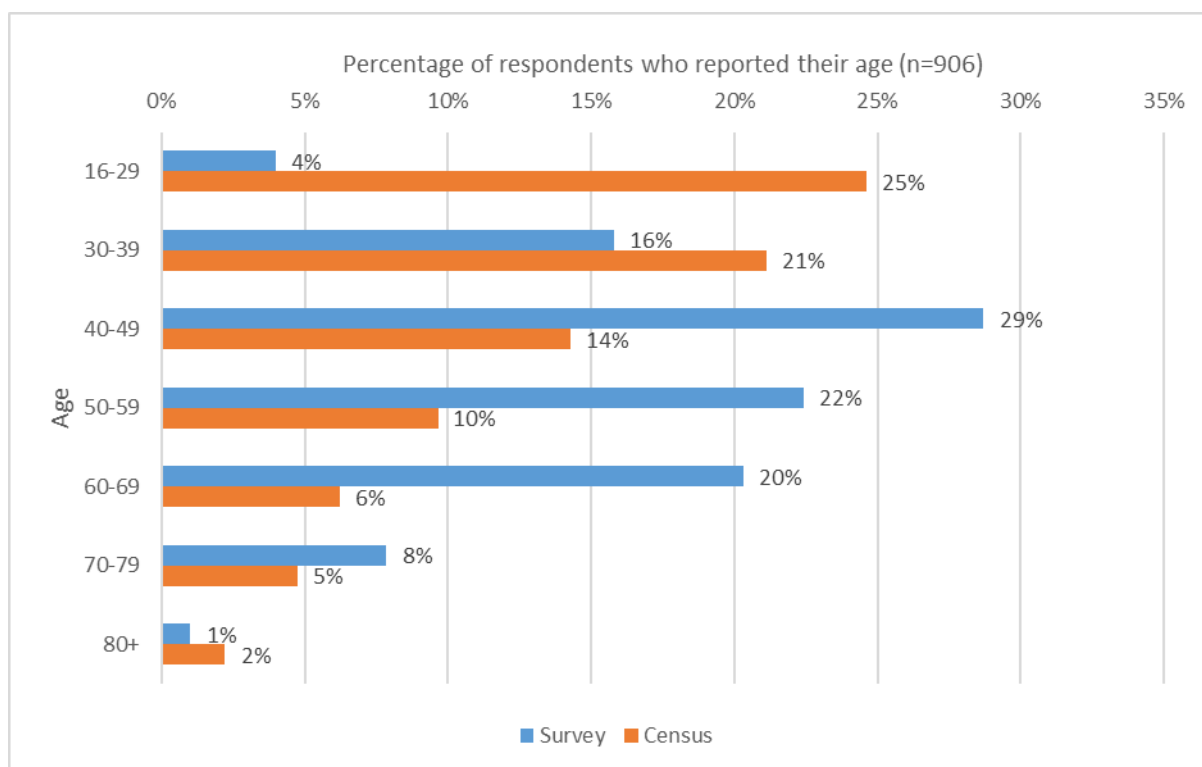
Table 3-6: Comparison of ethnic groups in survey sample (n=1,331) and 2011 Census data for the QN

Ethnicity group	Survey responses (n=1,331)		2011 Census
White	847	64%	62%
Mixed	46	3%	6%
Asian	69	5%	14%
Black	17	1%	14%
Arab	12	1%	No data
Prefer not to say	18	1%	No data
Blank	322	24%	4%

## Age

- 3.17 For the online surveys, there were two opportunities for respondents to give their year of birth – one during the sign-up phase of using the website, and one while responding to the survey. These two sources have been combined to give an age for as many respondents as possible. However, 304 respondents still had no age attributed to them (23%). The age distribution of respondents who did give their age is shown in.
- 3.18 Figure 3-3 below.
- 3.19 This is shown in comparison to the proportions of each age group in the area according to 2011 Census data, which didn't include any blank responses, hence why these have been removed from the survey data in Figure 3-3. In general, the age profile of the survey sample was considerably older than the average age structure for the area.

Figure 3-3: Proportion of respondents in each age category (of those who provided their age)

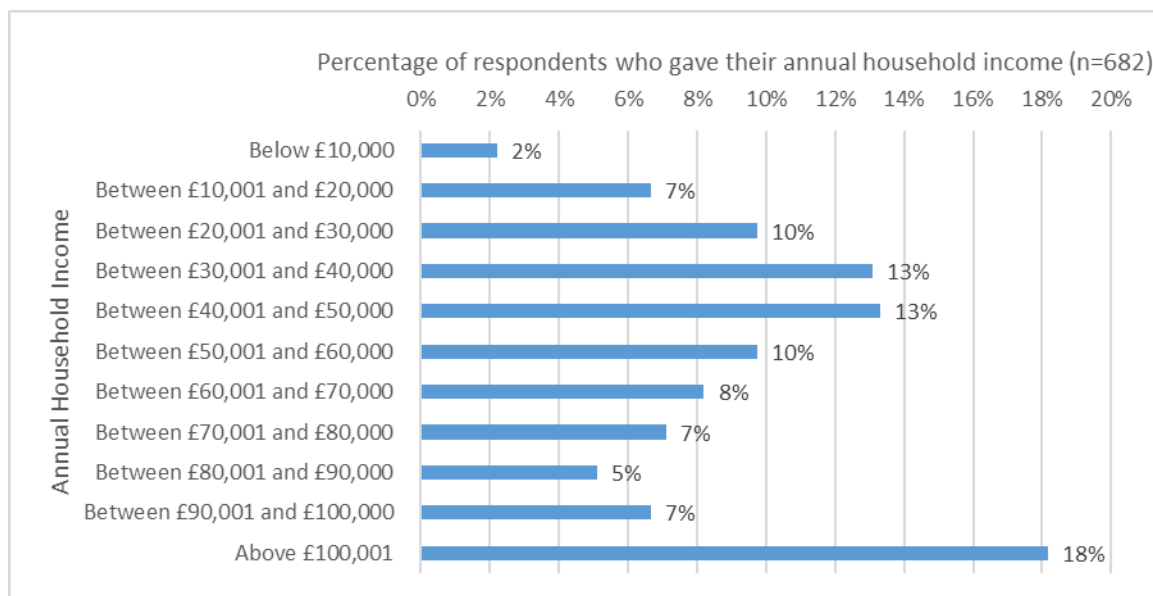


- 3.20 Of those who gave their age, the highest proportion of respondents were in the 40-49 years category with 260 respondents (29%), followed by the 50-59 years category with 203 respondents (22%) and the 60-69 years category with 184 respondents (20%). The next most represented were aged 30-39 with 143 respondents (4%), 70-79 with 71 respondents (8%) and 16-29 with 36 responses (4%). Only 9 respondents were aged over 80 (1%).

## Household income

- 3.21 Although socio-economic status is not a protected characteristic, it is important to consider in the context of making changes to the transport network, so that lower income households are not disproportionately impacted.
- 3.22 Just under half (649 - 49%) of respondents did not provide an answer to the question on combined household income, with 377 leaving the response blank (28%) and 203 selecting 'prefer not to say' (20%). For those that gave an answer, the distribution of responses from each income bracket is shown in Figure 3-4 below. There is no comparable data at this level from the 2011 Census for the relevant geography.

Figure 3-4: Distribution of income brackets by number of responses



## Care recipients and carers

- 3.23 Of all respondents, 23 (2%) said that they received care assistance in their home, and 117 (9%) said that they were a carer for someone else (either an elderly or disabled person). There is no comparable data at this level from the 2011 Census for the relevant geography.

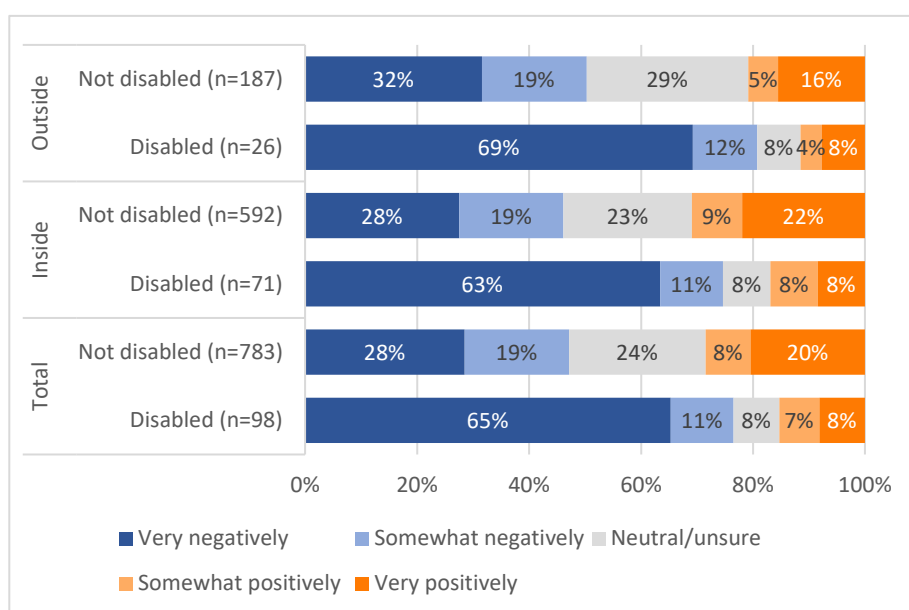
## 4. Equalities Impact Assessment

- 4.1 The Council have a duty under the Equality Act 2010 to:
- Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the Act;
  - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
  - Foster good relations between people who share a protected characteristic and people who do not share it.
- 4.2 The Equality Act refers to several protected characteristics. Survey respondents were asked to complete demographic questions on each of the protected characteristics to help the Council understand the ways that the changes as part of the QN may have impacted certain people. Other characteristics beyond the Equality Act protected characteristics were collected as they have particular relevance in this context, including car ownership and income.
- 4.3 Respondents were asked whether they felt, from an equalities' perspective, that the QN had impacted them:
- Very positively;
  - Somewhat positively;
  - Neutral/unsure;
  - Somewhat negatively; or
  - Very negatively.
- 4.4 Overall, 491 (52%) respondents felt that the QN had impacted them 'very negatively' or 'somewhat negatively', while 246 (26%) felt that the QN had impacted them 'very positively' or 'somewhat positively'. This information is given for each characteristic in the figures below. While this analysis shows some interesting patterns, it should be remembered that there is not necessarily a causal link between the characteristic and the rating of the QN's perceived impacts, particularly as most people are part of more than one group (for example both male and disabled, or both bisexual and Black).
- 4.5 All of the proportions quoted in this section are of the total respondents that answered the question on the perceived impact on them from an equalities' perspective (i.e., excluding blanks).

## Disability

- 4.6 Of the respondents who said they had a disability, 75 respondents (77%<sup>3</sup>) perceived that the trial had had a 'very negative' or 'somewhat negative' impact on them, whilst 15 respondents (15%) perceived that they had experienced a 'very positive' or 'somewhat positive' impact. On the whole, respondents with disabilities appear to perceive the QN more negatively than the other survey respondents, although both respondents with and without disabilities inside the QN perceive its impacts more positively than their counterparts outside the QN.

Figure 4-1: Perceived impacts of the QN by disability<sup>4</sup>



## Marriage/civil partnership

- 4.7 The ratings of the trial in terms of positive/negative impacts were very similar between married and unmarried respondents, with 50% of both married and unmarried (284 and 155) respondents perceiving they had experienced negative impacts from the QN. For positive impacts, these figures were 27% and 25% (155 and 78 respondents) respectively.
- 4.8 Both married and unmarried respondents inside the QN perceived the QN slightly more positively than their counterparts outside the QN, with a majority of unmarried

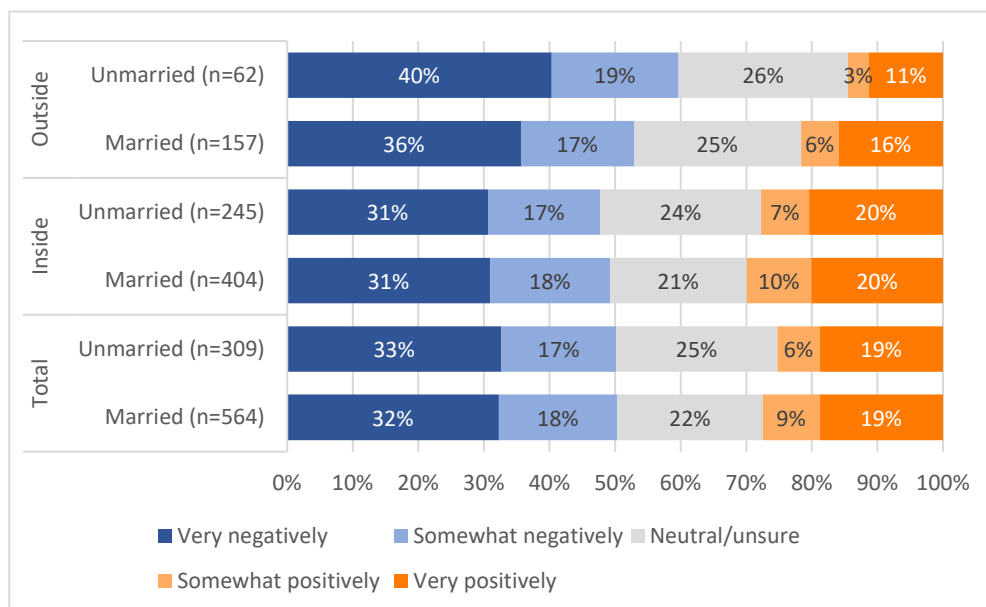
<sup>3</sup> Percentages in text where categories have been summed together may not be the equivalent of summing the corresponding percentage labels in figures due to rounding.

<sup>4</sup> Percentages in figures where blanks have been removed and no categories are missing may not sum to 100% due to rounding.



and married respondents outside the QN perceiving the QN to have had a negative impact, at 60% and 53% (37 and 83 respondents) respectively.

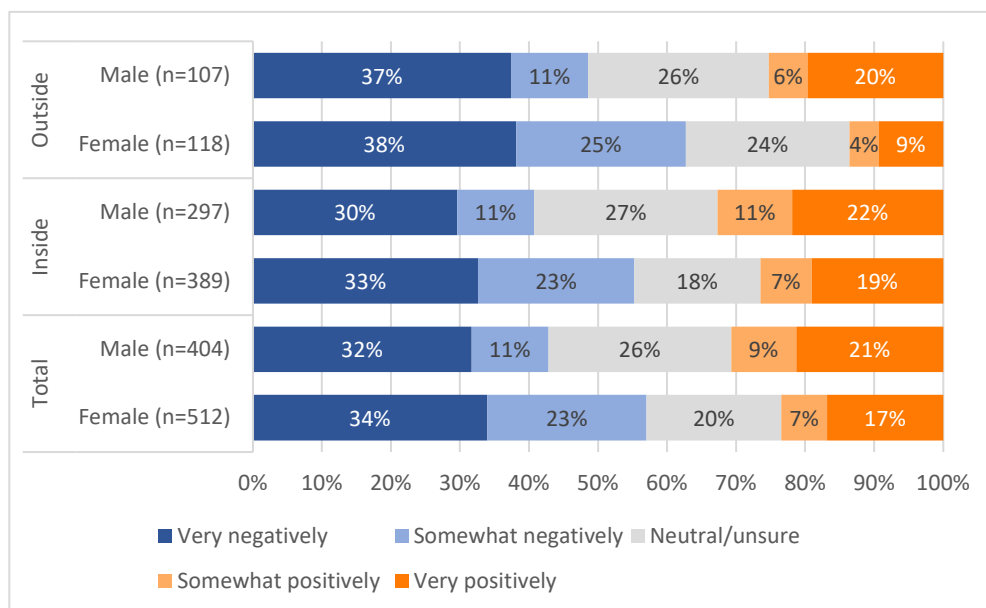
Figure 4-2: Perceived impacts of the QN by marital status



## Gender

- 4.9 A greater proportion of females perceived the trial to have had either a 'very negative' or 'somewhat negative' impact (292 respondents – 57%) on them than responses from male respondents (173 responses – 43%). In terms of 'somewhat positive' or 'very positive' impacts, 120 females (23%) perceived this to have been their experience, compared to 124 males (31%).
- 4.10 Again, responses for both males and females were more positive for respondents living inside than outside the QN. The group with the most positive perception of the QN were males inside the QN, with 33% (97 respondents) reporting that the QN had had a positive impact, whilst the group with the most negative perception of the QN were females outside the QN, with 63% (74) reporting a negative impact.

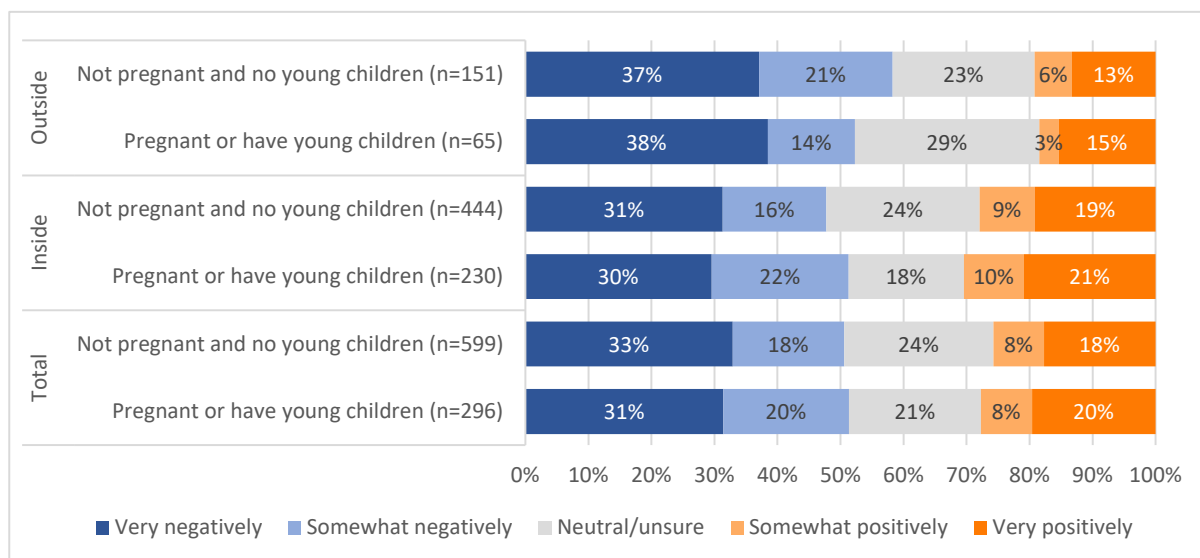
Figure 4-3: Perceived impacts of the QN by gender



## Pregnancy and maternity

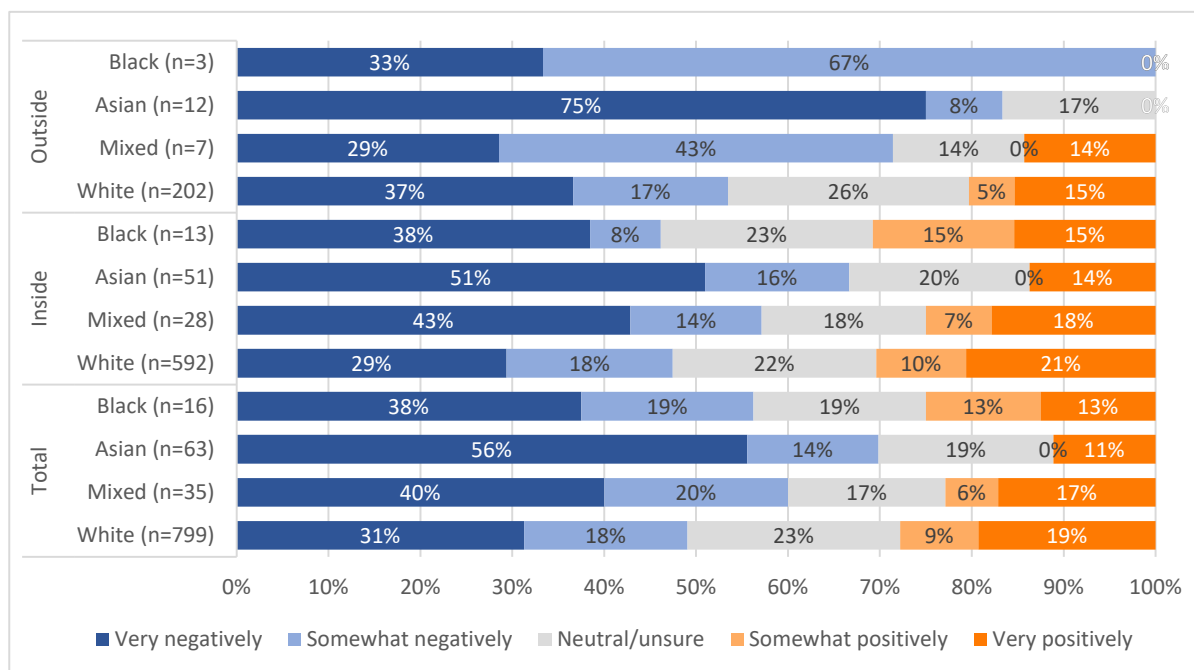
- 4.11 Across all genders, the proportions of responses from people who were pregnant or had young children perceiving they had experienced a 'somewhat negative' or 'very negative' impact were very similar to those who were not pregnant or did not have young children. Of the respondents who were pregnant or had young children, 152 (51%) stated they had experienced a 'somewhat negative' or 'very negative' impact, while 82 (28%) said they had experienced a 'somewhat positive' or 'very positive' impact. For responses from people who were not pregnant and/or did not have young children, these figures were 303 (51%) and 154 (26%) respectively.
- 4.12 Whilst perceptions were more negative than positive for both groups both inside and outside the QN, there was a slight difference in the relative proportions between those who were pregnant or had young children and those who were not pregnant or had young children when comparing between inside and outside the QN. For respondents inside the QN, those who were pregnant or had young children appeared to have stronger views (either positively or negatively) towards the QN than those who were not pregnant or had young children, with 18% (42 respondents) reporting they were neutral towards the QN compared to 24% (108 respondents), respectively. The opposite was true of those outside the QN, with 29% (19 respondents) of those who were pregnant or had young children and 23% (34 respondents) of those who weren't pregnant or had young children reporting they were neutral towards the QN.

Figure 4-4: Perceived impacts of the QN by pregnancy and maternity



## Ethnicity

- 4.13 There were some differences in how responses from people of different ethnic backgrounds thought the QN had impacted them. For example, a higher proportion of responses from people from Asian backgrounds felt that the QN had 'very negatively' or 'somewhat negatively' impacted them (44 responses - 70%) than average (52%). This compares to 7 responses (11%) from people from Asian backgrounds who felt that said the QN had impacted them 'very positively' or 'somewhat positively', compared to 26% as an average across the whole dataset.
- 4.14 The White ethnic group showed the highest level of positive impacts, with 222 respondents (28%) perceiving that the QN had impacted them 'very positively' or 'somewhat positively', and 392 responses (49%) from people who felt that the QN had impacted them 'very negatively' or 'somewhat negatively'.
- 4.15 The small sample sizes of the Black, Asian, and Mixed ethnic groups both inside and outside the QN mean comparisons between these individual ethnicity groups should be treated with caution. However, when comparing White respondents from inside and outside the QN, the proportions perceiving the QN to be positive or negative were similar, although those inside the QN had a slightly more positive perception of the QN.

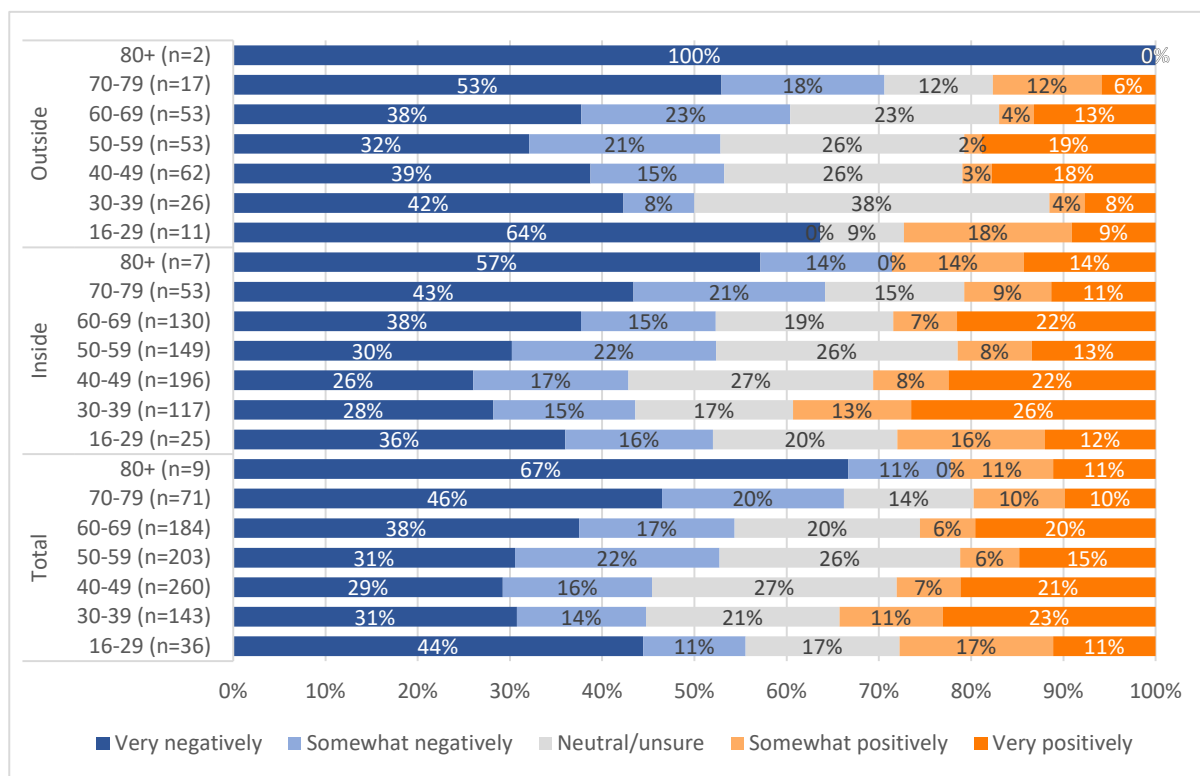
Figure 4-5: Perceived impacts of the QN by ethnicity<sup>5</sup>

## Age

- 4.16 The proportions of respondents in each age group reporting either perceived positive or negative impacts of the QN were generally very similar across the bandings (with around 50% of respondents reporting perceived negative impacts), except for the 80 years and over age group, which consisted of 7 negative responses (78%). However, this outlier must be treated with caution, given this group's very low sample size of nine. The lower age groups (20 up to 49 years of age) showed higher proportions of responses from respondents that reported perceived positive impacts from the QN.
- 4.17 As Figure 4-6 shows, these variations between age groups were small for both respondents inside and outside the QN, although perceptions were slightly more positive for those inside the QN across all of the age groups. The relative proportions of positive and negative perceptions for each age group were broadly similar across those inside and outside the QN, although the small sample sizes for the age groups outside the QN mean comparisons must be treated with caution.

<sup>5</sup> Respondents from an Arabic background have been excluded from the analysis of this question as the number of people in this ethnic group that gave a response to this question did not meet the minimum threshold of 5 respondents.

Figure 4-6: Perceived impacts of the QN by age group



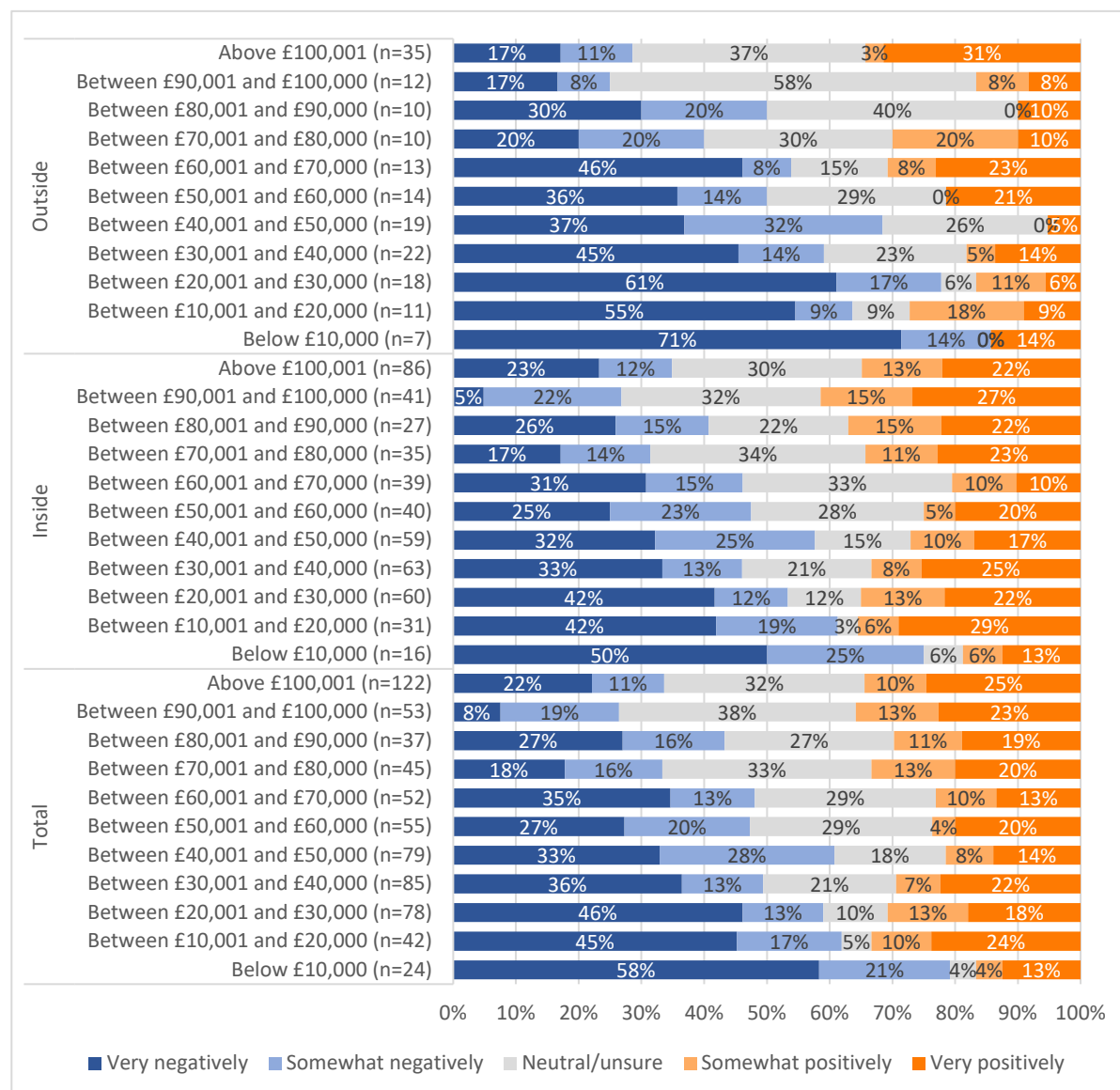
## Non-equalities characteristics

- 4.18 There are some demographic characteristics that were collected that are not classed as protected characteristics under the Equality Act (2010) but are important to consider in the context of this consultation.

### Income

- 4.19 In general, there was no particularly strong pattern of positive/negative perceived impacts of the QN, although lower income groups showed slightly higher proportions of negative perceptions, and the groups at the lower and higher ends of the income scale showed the highest proportions of respondents reporting positive perceived impacts.
- 4.20 As shown in Figure 4-7, this was true of both respondents inside and outside the QN, with slightly more positive perceptions being reported by those inside the QN. Again, these comparisons must be treated with caution due to the low sample sizes in each age group.

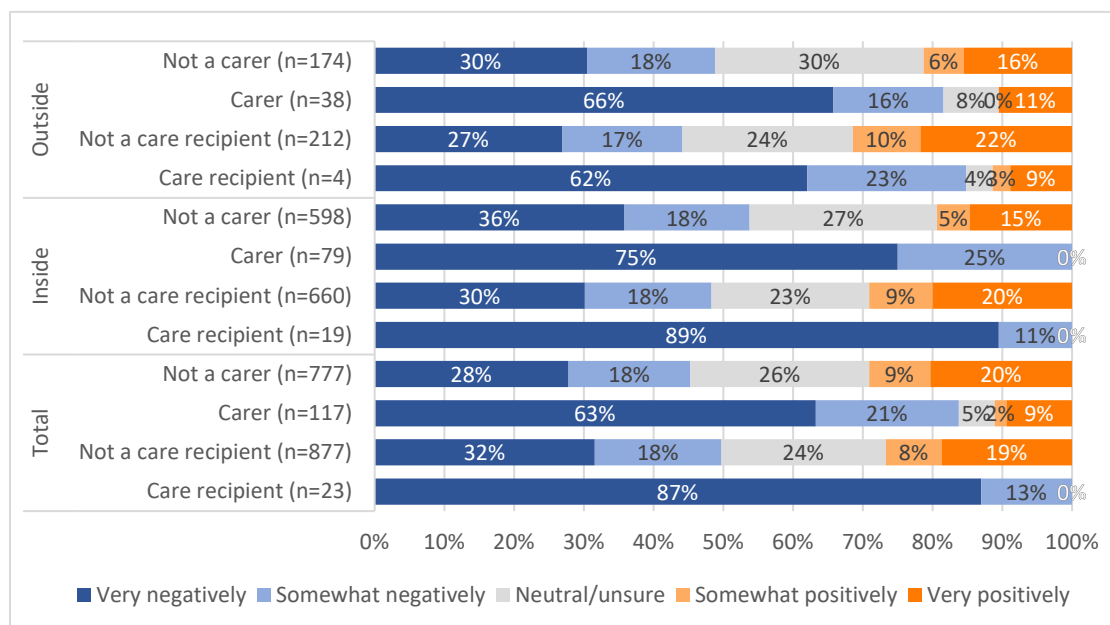
Figure 4-7: Perceived impacts of the QN by income bracket



### Care recipients and carers

- 4.21 Of respondents who received care assistance in their home, all 23 (100%) perceived that the QN had impacted them 'very negatively' or 'somewhat negatively'. Of respondents who were carers themselves, this figure was 98 responses (84%).
- 4.22 The proportions of positive and negative perceptions reported by each group were very similar when comparing between inside and outside the QN, although caution must be taken when comparing carers and care recipients, due to their low sample sizes.

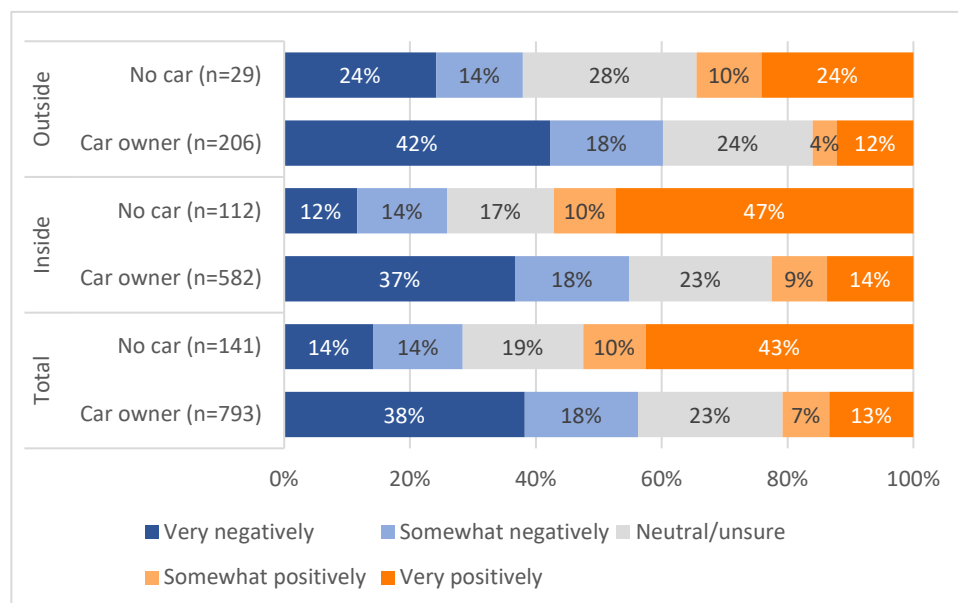
Figure 4-8: Perceived impacts of the QN by those receiving care and by carers



### Car owners

- 4.23 Of respondents who did not own a car, 60 (43%) perceived that the trial had had a 'very positive' impact on them from an equalities' perspective, with a further 14 (10%) perceiving it had had a 'somewhat positive' impact on them. Of this same group, 40 (28%) felt that the trial had had a 'very negative' or 'somewhat negative' impact on them.
- 4.24 Of respondents who owned at least one car, 446 responses (56%) perceived that the trial had had a 'very negative' or 'somewhat negative' impact on them, while 165 responses (21%) felt they had experienced a 'somewhat positive' or 'very positive' impact.
- 4.25 Respondents who lived inside the QN and did not own a car reported a much greater proportion of positive perceptions of the QN than those without a car outside the QN, with 57% (64 respondents) perceiving the QN either somewhat positively or very positively inside the QN compared with 34% (10 respondents) outside the QN.

Figure 4-9: Perceived impacts of the QN by car ownership



## Open question

- 4.26 Respondents were asked to 'provide any more information that can help inform our Equalities Impact Assessment' as an open response answer. There were 447 responses to this question, and the average word count was 82 words. The 2% cut-off minimum for this question was nine responses (i.e., only codes with nine responses or more are included in this section, but codes mentioned less frequently can be found in Appendix B). It should be noted that not all respondents answered this question directly; regardless, responses not referring directly to equalities issues have been considered and coded within this section.
- 4.27 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question, as responses may have more than one code allocated to them. For responses that refer to a specific demographic or protected characteristic, the proportion of responses from people in that group has been provided (where available). This is important to distinguish between people raising concerns on behalf of others, compared to concerns regarding their own experience.

## Protected characteristics mentioned

- 4.28 If a response mentioned any of the protected characteristics in direct relation to the respondent or someone the respondent cares for, this was recorded (shown in Figure 4-10). Indeed, responses were only coded for this particular question if they did mention a protected characteristic in direct relation to themselves or a dependant. This



approach was taken to ensure answers were informed by experiences of respondents themselves rather than theoretical impacts on protected characteristic groups.

- 4.29 The table below shows that age and disability were the most common characteristics mentioned in response to this question.

Figure 4-10: Number of responses mentioning each protected characteristic

Protected characteristic	Number of responses	% of relevant responses (n=224)
Age	149	67%
Disability	93	42%
Gender reassignment	0	0%
Marriage and civil partnership	3	1%
Pregnancy and maternity	40	18%
Race	3	1%
Religion or belief	1	0%
Sex	29	13%
Sexual orientation	0	0%

## Support

- 4.30 There were six supportive themes that were mentioned in at least 2% of all responses to this question:

- 27 respondents referred to streets feeling **safer or easier for pedestrian/cycle movement**; 100% of these comments came from respondents inside the QN
- 15 respondents referred to a perceived **reduction in noise pollution**, 75% of these comments came from respondents inside the QN
- 14 respondents referred to a perceived **reduction in air pollution**; 100% of these comments came from respondents inside the QN

- 10 respondents referred to a perceived **improvement in traffic in the QN**; 100% of these comments came from respondents inside the QN
- 9 respondents referred to the QN having **encouraged a mode-shift** in their travel patterns; 100% of these comments came from respondents inside the QN
- 9 respondents **offered general comments** of support (such as simply stating that they were in favour of the QN); 100% of these comments came from respondents inside the QN

## Oppose

4.31 Some of the opposition to the QN related to the impacts of the QN on mobility and alternatives to private car use:

- 44 respondents referred to a perception that public transport or active travel are not **suitable alternatives due to disability or age** (of these, 30% were disabled people, 36% were aged over 60 and 50% were inside the QN)
- 32 respondents referred to a perceived **reduction in mobility for disabled people** (of these, 50% were disabled people themselves and 84% were inside the QN)
- 20 respondents referred to a perception that public transport or active travel are not **suitable alternatives due to COVID-19**; 85% of these comments came from respondents inside the QN
- 12 respondents referred to a perceived **reduction in mobility for older people** (of these, 92% were aged over 60 and 50% were inside the QN)
- 12 respondents referred to a perception that public transport or active travel are not **suitable alternatives** in general (with comments such as, "there is no easy public transport route"); 73% of these comments came from respondents inside the QN
- 11 respondents referred to a perception that public transport or active travel are not **suitable alternatives due to family commitments** (such as doing a big weekly shop whilst looking after small children); 75% of these comments came from respondents inside the QN
- 9 respondents referred to a perceived **reduction in mobility for the general population**; 67% of these comments came from respondents inside the QN

4.32 Further opposition to the QN related to access to the area:

- 34 respondents referred to it being **harder to access childcare/school** and associated time pressures for working parents due to a perceived increase in journey times as a result of the QN; 50% of these comments came from respondents inside the QN
- 27 respondents mentioned **feeling unable or finding it much harder to visit friends/family** or to welcome visitors; 73% of these comments came from respondents inside the QN
- 15 respondents mentioned **feeling 'trapped' or isolated**, or not being able to leave the local area; 69% of these comments came from respondents inside the QN
- 15 respondents perceived the QN to be having a **negative impact on work** (such as not being able to work as many hours due to a perceived increase in journey times caused by the QN); 76% of these comments came from respondents inside the QN
- 12 respondents referred to a perception that **tradesmen/deliveries/taxis are now struggling to get to properties** as a result of the QN; 92% of these comments came from respondents inside the QN

4.33 The most common oppositions to the QN related to the travel impacts of the QN:

- 96 respondents referred to a perceived **increase in journey times**; 48% of these comments came from respondents inside the QN
- 64 respondents referred to a perceived **increase in traffic**; 81% of these comments came from respondents inside the QN
- 49 respondents referred to a perceived **increase in air pollution in the area**; 100% of these comments came from respondents inside the QN
- 41 respondents referred to **unwillingness to use the A406** (perceptions of it being dangerous and polluted); 90% of these comments came from respondents inside the QN
- 22 respondents perceived **traffic to be being displaced** (within Bounds Green or to Haringey); 100% of these comments came from respondents inside the QN
- 13 respondents perceived there to be **not enough local amenities to sustain a QN**; 73% of these comments came from respondents inside the QN

4.34 Other opposition related to health and/or safety:

- 53 respondents felt it was **harder to access healthcare, or for carers to gain access to patients** (of these, 11% received care in their home, 60% were carers themselves and 67% were inside the QN)
- 43 respondents referred to perceptions that the QN was **damaging their own or other's mental health** (of these, 26% were disabled, 28% were aged over 60, 70% were female and 73% were inside the QN)
- 25 respondents referred to a perceived **lack of safety** for women, the elderly or otherwise vulnerable **due to crime** (of these, 12% were disabled, 28% were aged over 60, and 100% were female and inside the QN)
- 25 respondents referred to a perceived **reduction in health for children** (100% of these comments came from respondents inside the QN); and a further 11 referred to a **lack of safety for children due to traffic** (81% of these comments came from respondents inside the QN)
- 21 respondents referred to a perceived **lack of safety** for the general population **due to traffic or cyclists** (e.g., cycling on pavements); 60% of these comments came from respondents inside the QN
- 15 respondents felt the QN was **damaging their own or other's physical health** (of these, 20% were disabled, 47% were aged over 60, 67% were female and 68% were inside the QN), such as by aggravating breathing conditions due to a perceived increase in pollution
- 12 responses suggested that **emergency vehicle access** had been or might be hampered; 100% of these comments came from respondents inside the QN

4.35 Finally, some respondents questioned how the QN had been administered:

- 9 respondents suggested that the **Council's Equalities Duty had not been fully considered** (of these, 22% were disabled people, 44% were aged over 60 and 72% were inside the QN)

## Suggest

4.36 There were 19 **general suggestions** provided for this question (74% of these comments came from respondents inside the QN), including providing residents-only access to the area and moving the access restrictions from the south of the area to the north. These have all been reviewed by Enfield Council.

## 5. Importance of access, time, and aspirations for the area

- 5.1 Respondents were asked about how important they regarded different aspects of the QN to be. In total there were ten questions to this part of the survey, with the first four referring to specific access within the area, two referring to journey times and the latter four referring to more general aspirations for the neighbourhood. Percentages in the table and figure below are given as a proportion of those who responded to each question, although the response rate to these questions was high, with no more than 2% of respondents leaving these questions blank.

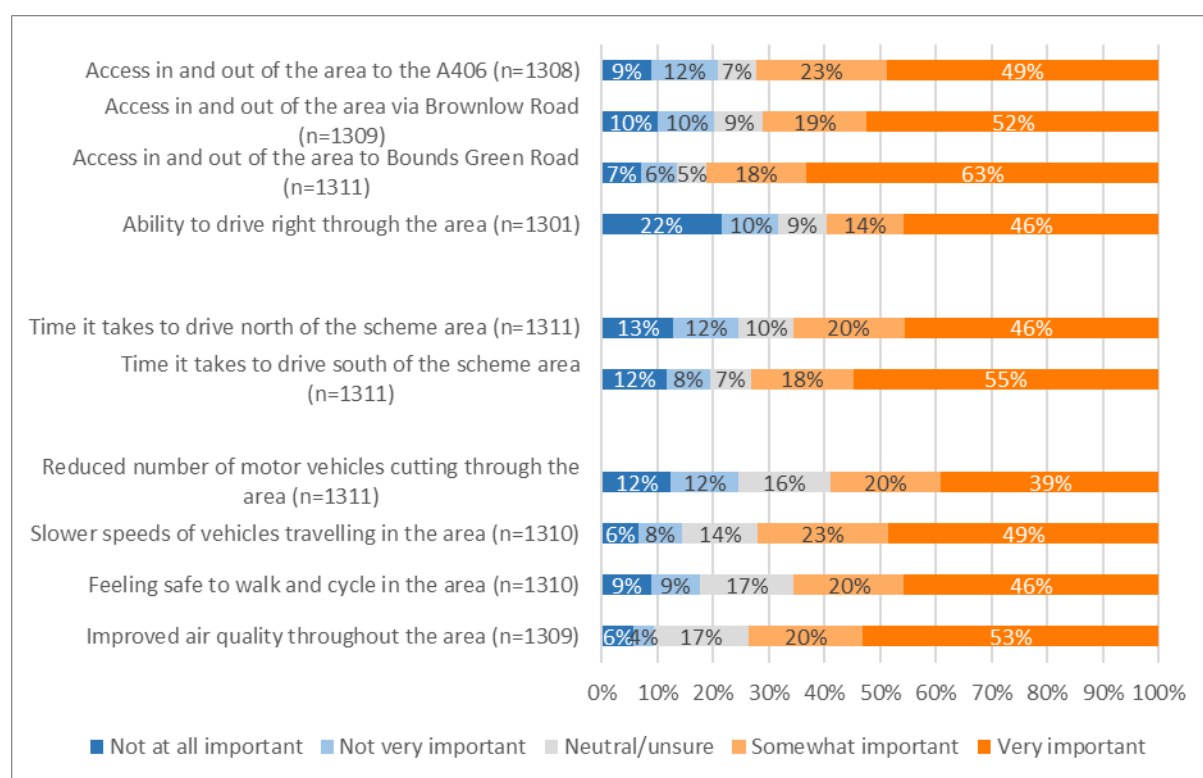
**Table 5-1: Summary of responses to questions on importance of access, time, and aspirations**

How important are the following to you?	Not at all important	Not very important	Neutral/ unsure	Somewhat important	Very important	Total
<b>Access</b>						
Access in and out of the area to the A406	115	156	93	305	639	1308
	9%	12%	7%	23%	49%	
Access in and out of the area via Brownlow Road	132	133	113	245	686	1309
	10%	10%	9%	19%	52%	
Access in and out of the area to Bounds Green Road	93	85	68	234	831	1311
	7%	6%	5%	18%	63%	
	280	133	111	182	595	1301

How important are the following to you?	Not at all important	Not very important	Neutral/ unsure	Somewhat important	Very important	Total
Ability to drive right through the area	22%	10%	9%	14%	46%	
<b>Time</b>						
Time it takes to drive north of the QN	168	153	129	262	599	1311
	13%	12%	10%	20%	46%	
Time it takes to drive south of the QN	151	103	97	241	719	1311
	12%	8%	7%	18%	55%	
<b>Aspirations</b>						
Reduced number of motor vehicles cutting through the QN	162	160	215	262	512	1311
	12%	12%	16%	20%	39%	
Slower speeds of vehicles travelling in the QN	85	102	180	306	637	1310
	6%	8%	14%	23%	49%	
Feeling safe to walk and cycle in the QN	116	115	221	259	599	1310
	9%	9%	17%	20%	46%	
	73	50	222	268	696	1309

How important are the following to you?	Not at all important	Not very important	Neutral/unsure	Somewhat important	Very important	Total
Improved air quality throughout the QN	6%	4%	17%	20%	53%	

Figure 5-1: Responses to importance of access, time, and aspirations questions



5.2 This shows that for access, Bounds Green Road was considered the most important by the highest proportion of respondents, with 831 responses (63%) feeling that access to it was 'very important', compared to 686 (52%) and 639 (49%) for Brownlow Road and the A406 respectively. It also shows that generally, journey times to the south of the QN were considered more important than those to the north, with 719 respondents (55%) stating that journey times to the south were 'very important' compared to 599 (46%) for the north.

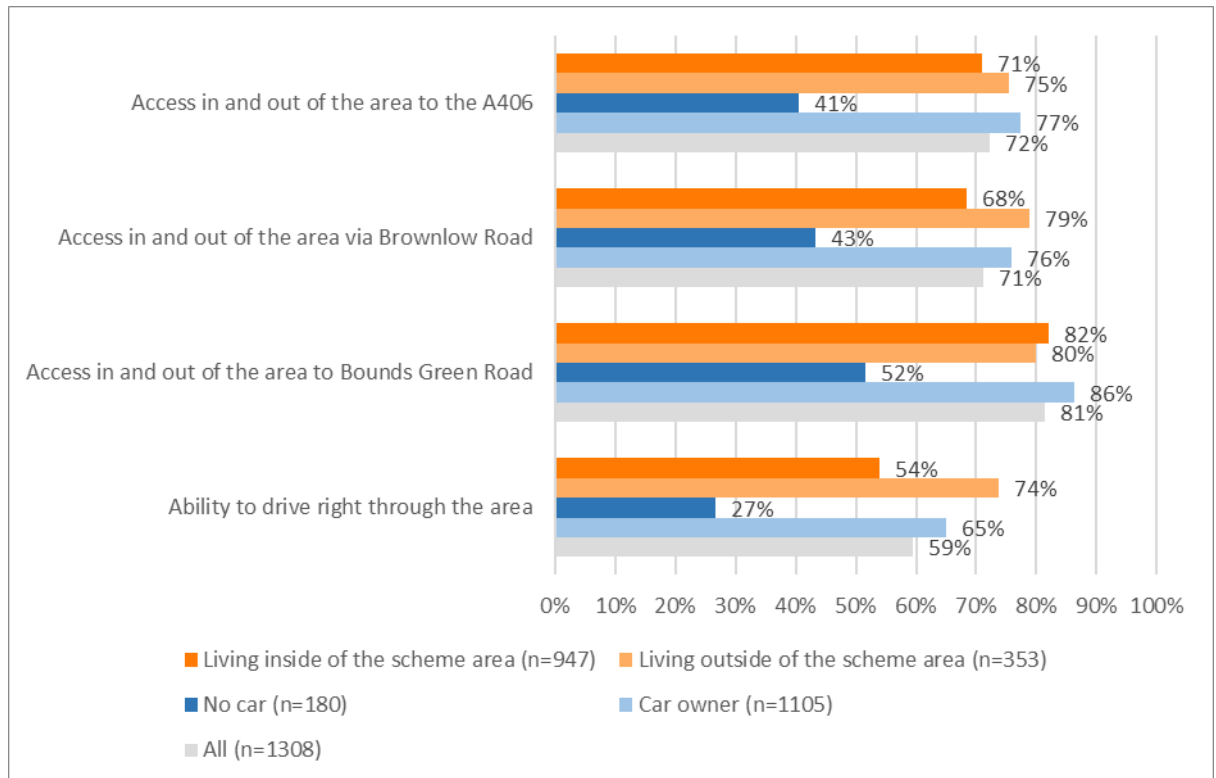
5.3 Although it is possible to cross-tabulate these results with the demographic characteristics covered in Section 3, this provides too much detail to present in this

context. There are, however, some noticeable relationships between respondents' home location (i.e., within or outside the QN), and car ownership within this set of questions.

- 5.4 The proportion of respondents who considered the 'access' questions to be important was generally higher for those who live outside the QN than those who live within the QN. For example, 68% (647 respondents) living within the QN considered access in and out of the area via Brownlow Road to be 'somewhat' or 'very important', but this figure rose to 79% (278 respondents) for people living outside the QN.
- 5.5 For these same questions, a greater proportion of respondents who own one or more cars stated that access to these roads was 'somewhat important' or 'very important'. For access to the A406, 77% (854) of respondents who own at least one car, compared to 41% (73) of those who do not own a car said this was 'somewhat important' or 'very important'. For access to Brownlow Road these figures were 76% (839) of those who own a car, compared to 43% (78) of those who do not own a car. These figures are 86% (954 respondents) and 52% (93 respondents) respectively for access to Bounds Green Road.
- 5.6 A breakdown of the proportion of respondents that considered access options 'somewhat important' or 'very important' by car ownership and area of residence (inside/outside the QN) is shown in Figure 5-2. This shows that the smallest proportions of respondents who thought these aspects of access to the area were 'somewhat important' or 'very important' were those who do not own a car.

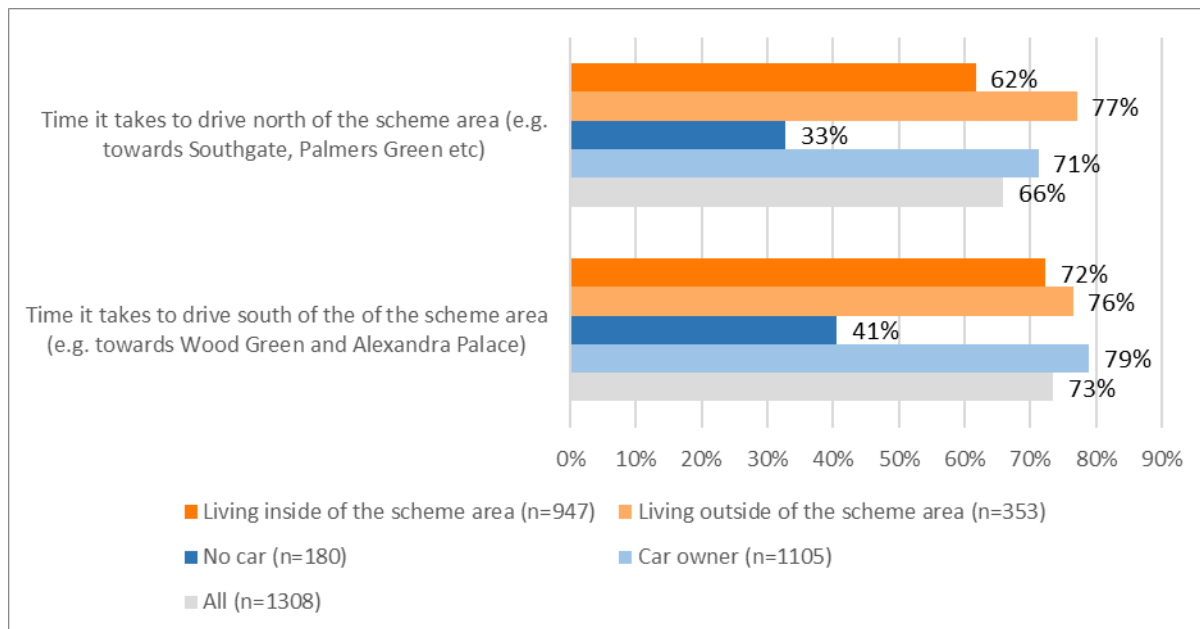


Figure 5-2: Percentage of respondents who considered access options 'somewhat important' or 'very important' by car ownership and residence inside/outside the QN



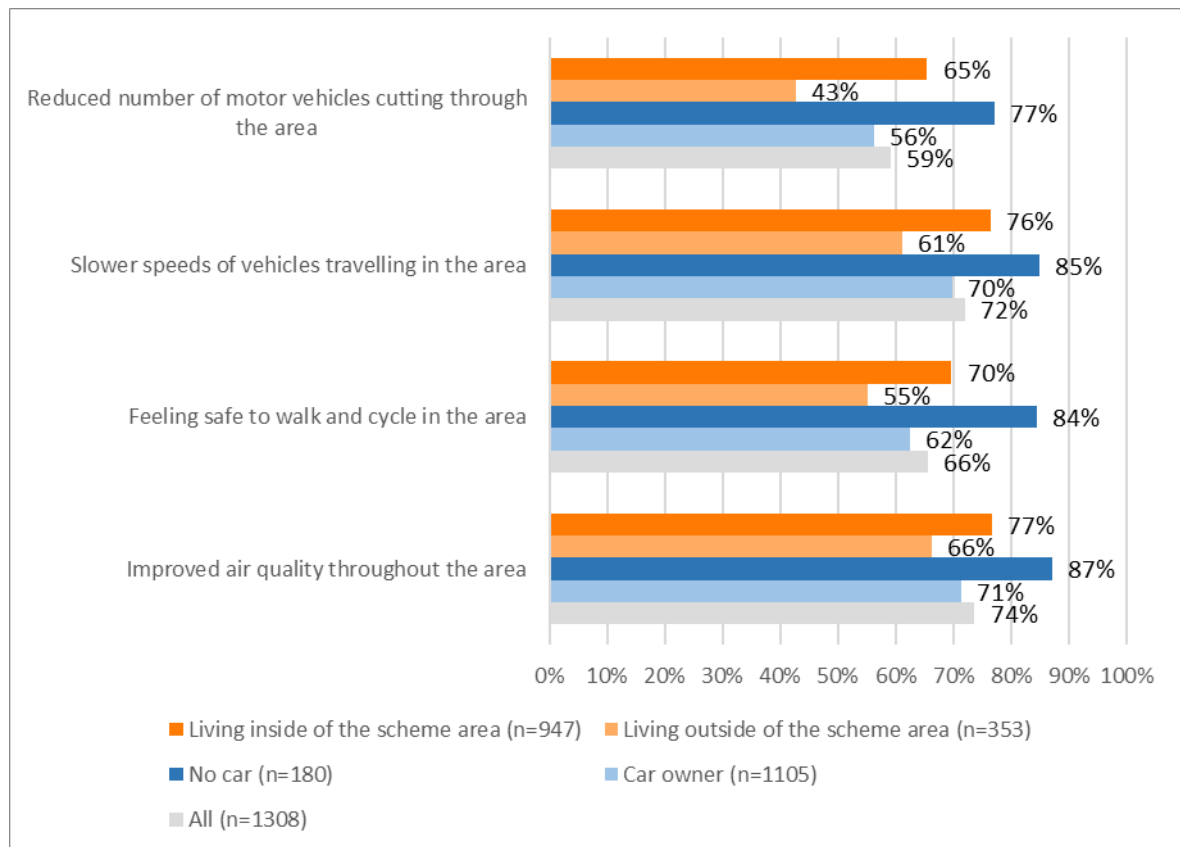
- 5.7 A similar pattern was shown in relation to the questions on journey time. For 'time it takes to drive north from the QN', 77% of respondents (272 respondents) from outside the QN considered this to be 'somewhat' or 'very important' compared to 62% (584 respondents) of respondents residing within the QN. For access to the south, however, these proportions were more evenly matched, at 76% (270 respondents from outside the QN) and 72% (685 respondents from within the QN) respectively.
- 5.8 The difference in the views of car owners and non-car owners was more significant for both drive-times to the north and south of the QN, with 71% of respondents who own one or more cars (787 respondents) saying that journey times to the north were 'somewhat important' or 'very important', compared to 33% (23 respondents) of those without cars. Similarly, 79% of respondents (872 people) with at least one car considered journey times to the south to be 'somewhat important' or 'very important', compared to 41% of respondents (73 people) without a car. This is shown in Figure 5-3.

Figure 5-3: Percentage of respondents who considered journey times to the north and south of the area 'somewhat important' or 'very important' by car ownership and residence inside/outside the QN



- 5.9 For the questions relating to aspirations for the area relating to traffic volumes, speeds, comfort of walking and cycling, and air quality, these patterns were reversed. A higher proportion of respondents who live within the QN rated all four aspirations for the area as 'somewhat' or 'very important' than those who lived outside the area. Of respondents living within the QN, 65% (620 respondents) stated that reducing the number of vehicles cutting through the area was 'somewhat' or 'very important', 76% (724 respondents) stated that slower speeds were 'somewhat' or 'very important', 70% (660 respondents) stated that feeling safe to walk and cycle was 'somewhat' or 'very important', and 77% (727 respondents) stated that improving air quality was 'somewhat' or 'very important'. This compares to 43% (151 respondents), 61% (216 respondents), 55% (195 respondents) and 66% (234 respondents) respectively for residents outside the QN.
- 5.10 People who do not own a car rated each of these aspects as being of higher importance overall, with 77% (139 respondents), 85% (153 respondents), 84% (152 respondents) and 87% (157 respondents) of respondents without a car stating these four aspects of the neighbourhood were 'somewhat' or 'very important', respectively. For respondents who owned at least one car, these figures were 56% (621 responses), 70% (771 responses), 62% (690 responses) and 71% (789 responses).

Figure 5-4: Percentage of responses that considered aspirations for the area 'somewhat' or 'very important' by car ownership and residence inside/outside the QN



## 6. Effectiveness of measures

- 6.1 The next part of the consultation survey asked respondents about how effective they felt the QN had been in a variety of different ways. Responses to these questions are summarised in Table 6-1.

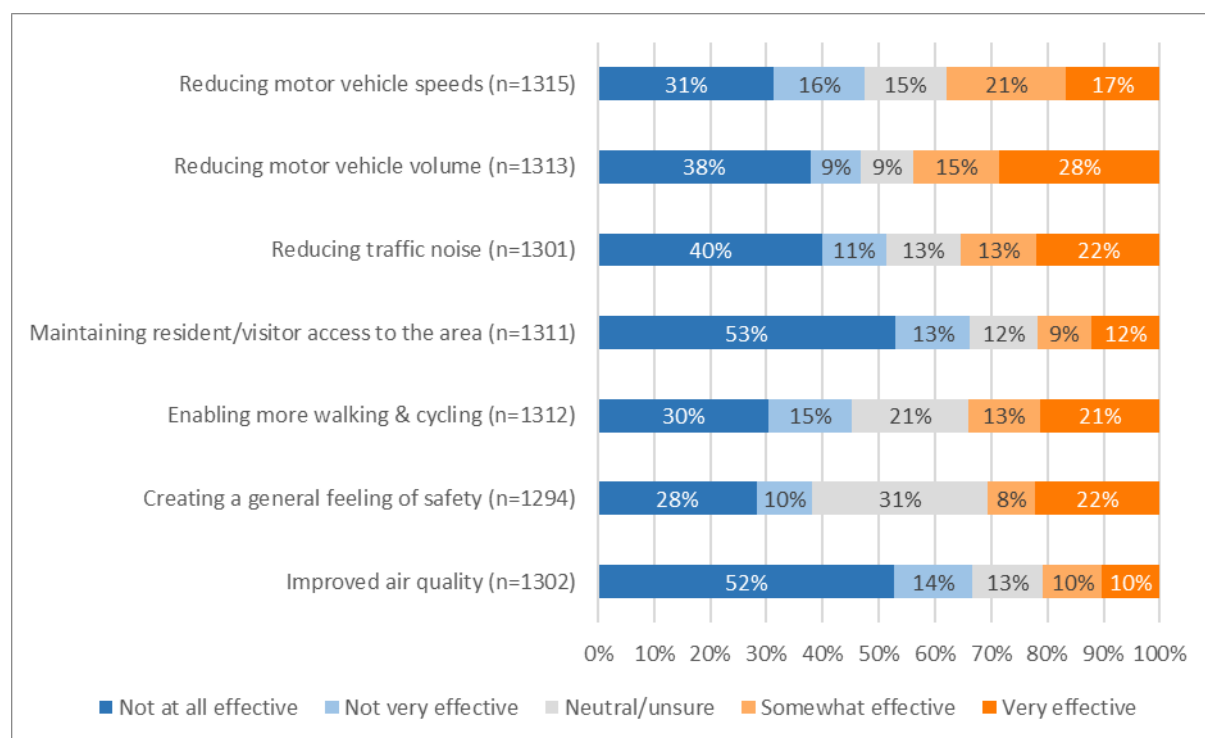
**Table 6-1: Summary of responses regarding effectiveness of the measures**

How effective do you think the QN has been on the following?	Not at all effective	Not very effective	Neutral/ unsure	Somewhat effective	Very effective	Total
Reducing motor vehicle speeds	412	213	191	278	221	1315
	31%	16%	15%	21%	17%	
Reducing motor vehicle volumes	498	116	124	201	374	1313
	38%	9%	9%	15%	28%	
Reducing traffic noise	520	147	172	177	285	1301
	40%	11%	13%	13%	22%	
Maintaining resident/visitor access to the area	695	173	159	123	161	1311
	53%	13%	12%	9%	12%	
Enabling more walking & cycling	399	193	273	167	280	1312
	30%	15%	21%	13%	21%	
Creating a general feeling of safety	367	127	403	111	286	1294
	28%	10%	31%	8%	22%	
Improved air quality	686	180	166	136	134	1302
	52%	14%	13%	10%	10%	

- 6.2 This shows that for every aspect in the table above, with the exception of 'creating a general feeling of safety', the largest proportion of respondents felt that the QN had been 'not at all effective'. However, it should be noted that in contrast, for some of these aspects, the second largest respondent group rated the QN as 'very effective' as in the case of 'reducing motor vehicle volumes' and 'reducing traffic noise'.

- 6.3 The aspect of the QN with the greatest consensus response was 'maintaining resident/visitor access to the area', for which 53% (695 responses) of all respondents felt the QN had been 'not at all effective'. This was followed by 'improved air quality', for which 52% (686 respondents) of those who responded to the question were people who felt the QN had been 'not at all effective'. The aspect of the QN deemed to be most effective was 'reducing motor vehicle volumes', for which 28% (374 respondents) of all respondents felt the QN had been 'very effective'. This is shown in Figure 6-1.

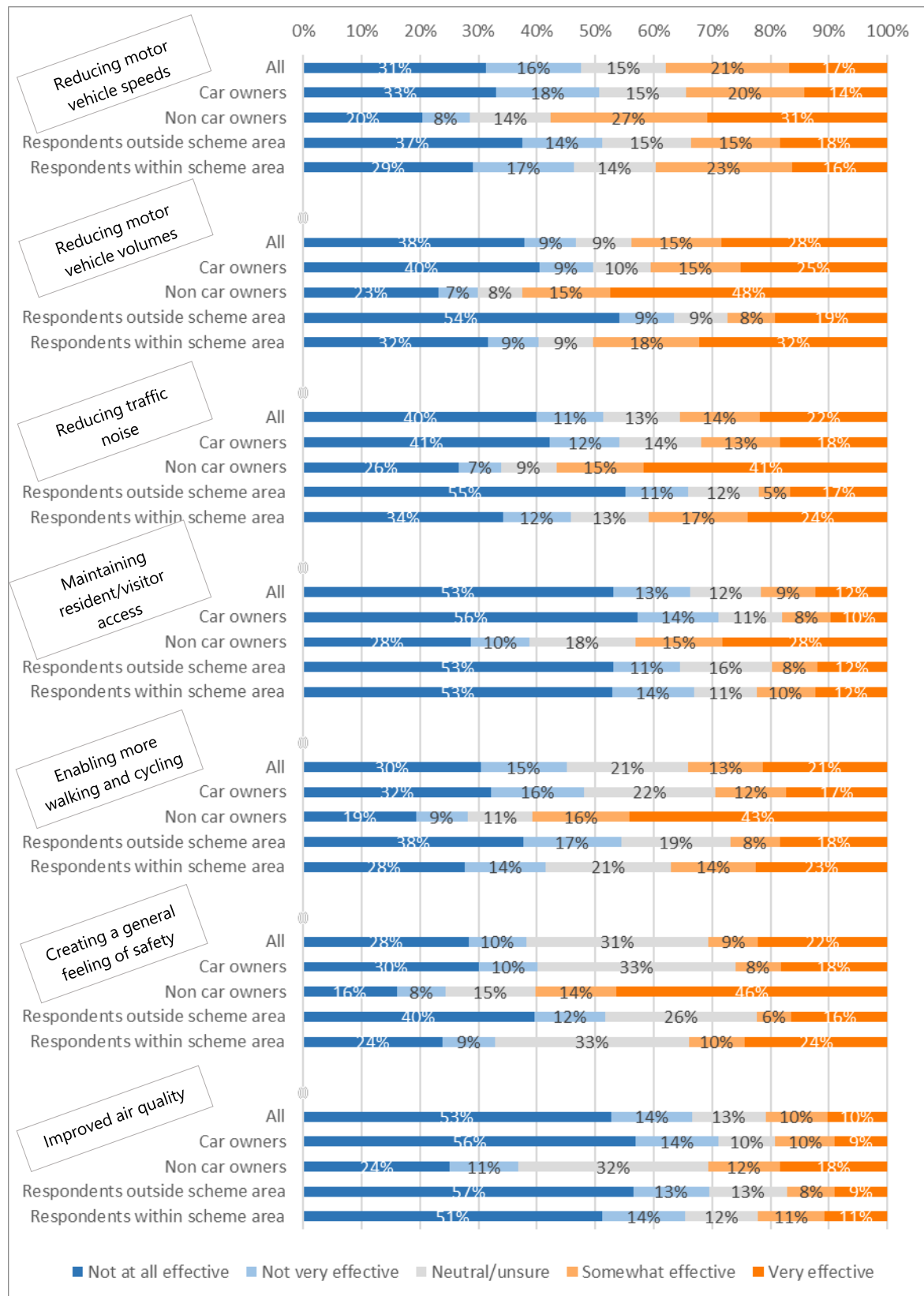
Figure 6-1: Responses to effectiveness of measures questions



- 6.4 Generally, more people that live within the QN thought that the QN had been effective for each aspect (i.e., lower proportions of 'not at all effective' and higher proportions of 'very effective') than those who lived outside the area. For example, 32% of respondents (304 people) living within the QN felt the QN had been 'very effective' at reducing motor vehicle volumes, compared to 19% of respondents (69 people) living outside the QN. Similarly, 54% (194 respondents) of those living outside the QN felt the QN had been 'not at all effective' at reducing motor vehicle volumes, compared to 32% (299 respondents) of those who live within the area. The same pattern is true (to varying degrees) for all elements of this question, except for the aspect of "maintaining resident/visitor access to the area", to which 53% of both those inside (500 respondents) and outside (190 respondents) the area said that the QN had been 'very ineffective'.

- 6.5 Figure 6-2 shows that a similar pattern occurred when analysing the response to this question by car ownership. For all aspects by which the QN was rated, a higher proportion of respondents who do not own a car felt that the QN had been effective than those who own at least one car.
- 6.6 For several aspects by which the QN was rated, a greater proportion of respondents without a car felt that the QN had been 'very effective' than 'not at all effective', in contrast to the trend in the overall dataset. This was the case for 'reducing motor vehicle speeds', 'reducing motor vehicle volume', 'reducing traffic noise', 'enabling more walking and cycling' and 'creating a general feeling of safety'.

Figure 6-2 Perceived effectiveness of the QN by car ownership and residence inside/outside the QN



## 7. Suggestions

- 7.1 Respondents were asked to 'describe your suggestions and be as specific as possible' as an open response answer. There were 1,191 responses to this question, and the average word count was 113 words. The 2% cut-off minimum for this question was 24 responses (i.e., only codes with 24 responses or more are included in this section, but codes mentioned less frequently can be found in Appendix B). It should be noted that not all respondents answered this question directly; regardless, responses not referring directly to suggestions have been considered and coded within this section.
- 7.2 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question. This is because most answers reference more than one of the codes.

### Support

- 108 respondents **offered general comments** of support (such as simply stating that they were in favour of the QN); 85% of these comments came from respondents inside the QN
- 64 respondents **provided a caveat** to an oppose comment (e.g., they supported the goals of the QN, but not the QN as it currently is); 78% of these comments came from respondents inside the QN
- 38 respondents referred to a perceived **reduction in traffic volumes**; 92% of these comments came from respondents inside the QN
- 34 respondents said that the **streets felt safer** as a result of the QN; 91% of these comments came from respondents inside the QN
- 29 respondents said that the area felt **quieter** as a result of the QN, 93% of these comments came from respondents inside the QN

### Oppose

- 7.3 Many respondents referred to the transport or environmental impacts of the QN:
- 432 respondents referred to a perception of **traffic being displaced or worsened**; 66% of these comments came from respondents inside the QN
  - 301 respondents referred to a perceived **increase in air pollution**; 67% of these comments came from respondents inside the QN



- 52 respondents referred to the perceived **obstruction of emergency services**; 73% of these comments came from respondents inside the QN
- 36 respondents referred to a perception of the QN **having little/no impact on traffic/pollution**; 69% of these comments came from respondents inside the QN
- 35 respondents referred to a perceived **increase in noise pollution**; 63% of these comments came from respondents inside the QN

7.4 A number of respondents commented about the person-related impacts of the QN:

- 221 respondents referred to a perceived **increase in journey times**; 76% of these comments came from respondents inside the QN
- 159 respondents commented on **feeling unsafe** due to traffic; 84% of these comments came from respondents inside the QN
- 125 respondents referred to feeling **unwilling or reluctant to use the A406**; 88% of these comments came from respondents inside the QN
- 105 respondents referred to a perceived **reduction in mobility or feeling 'trapped' by the QN**; 84% of these comments came from respondents inside the QN
- 65 respondents referred to a **negative impact on their own or other's mental health**; 68% of these comments came from respondents inside the QN
- 53 respondents felt that there had been a negative impact on **children's health and safety**; 74% of these comments came from respondents inside the QN
- 52 respondents perceived the QN to be causing an **obstruction to emergency services**; 73% of these comments came from respondents inside the QN
- 35 respondents referred to a perceived **negative impact on work/local businesses or deliveries**; 66% of these comments came from respondents inside the QN
- 34 respondents referred to **healthcare workers being obstructed or difficulties accessing healthcare**; 68% of these comments came from respondents inside the QN
- 33 respondents commented about **feeling unsafe** as a result of a perceived increase in crime or a perceived increase in the risk of crime; 70% of these comments came from respondents inside the QN
- 28 respondents felt the QN was **damaging their own or other's physical health**, such as by aggravating breathing conditions due to a perceived increase in pollution; 71% of these comments came from respondents inside the QN

- 26 respondents commented about **perceived increasing petrol usage/fuel bills or higher taxi fares**, 85% of these comments came from respondents inside the QN
- 7.5 Some respondents referred to the availability of alternative transport options:
- 38 respondents said that **public transport/active travel was not a suitable alternative** in general, 78% of these comments came from respondents inside the QN
- 7.6 Some respondents commented about specific points about the QN or the reasons the QN was being pursued:
- 84 respondents felt that the QN had been **unfair on residents**; 58% of these comments came from respondents inside the QN
  - 69 respondents were **against the Brownlow Road bus gate/closure**; 64% of these comments came from respondents inside the QN
  - 47 respondents felt there had been a lack of/poor **engagement with the community**; 72% of these comments came from respondents inside the QN
  - 29 respondents thought that **non-residential traffic cutting through the area had increased/not been stopped by the QN**; 76% of these comments came from respondents inside the QN
  - 26 respondents said that **traffic in the area wasn't a problem** before the QN; 69% of these comments came from respondents inside the QN
  - 26 respondents raised concerns about **drivers ignoring the Palmerston/Kelvin no-right-turn**; 96% of these comments came from respondents inside the QN
  - 25 respondents felt that the QN had **divided the community**; 72% of these comments came from respondents inside the QN

## Suggest

- 7.7 The focus of this question was suggestions – and there were 62 coded common suggestions in total. These codes are very detailed in order to capture all of the suggestions made by respondents, for them to be considered in future versions of the QN. All coded suggestions over the 2% threshold are set out here.
- 7.8 Some respondents gave fairly general suggestions on the QN:
- 171 respondents suggested **stopping/reversing the QN**; 55% of these comments came from respondents inside the QN

- 135 respondents suggested generally **leaving roads open**, including those who suggested that all roads be left open, and those who said specific roads should be left open, but there were too few responses to warrant making an individual code for them. 61% of these comments came from respondents inside the QN
- 69 respondents suggested that **access to/from the south of the QN was preferable to access to the A406**; 94% of these comments came from respondents inside the QN
- 36 respondents suggested **continuing with the current QN**; 78% of these comments came from respondents inside the QN

7.9 Some respondents made suggestions about traffic control measures and road layouts:

- 69 respondents suggested **changes to the road layout**; 74% of these comments came from respondents inside the QN
- 64 respondents suggested a **one-way system**; 78% of these comments came from respondents inside the QN
- 62 respondents generally suggested introducing **traffic calming measures** (without specifying what type of traffic calming QN they would like to be introduced); 69% of these comments came from respondents inside the QN
- 37 respondents suggested a **20mph zone**; 65% of these comments came from respondents inside the QN
- 27 respondents specifically suggested that **speed bumps** should be introduced; 74% of these comments came from respondents inside the QN

7.10 Some respondents made suggestions referring to specific roads or closure points:

- 199 respondents suggested **re-opening the Maidstone Road and/or Warwick Road closures**; 93% of these comments came from respondents inside the QN
- 78 respondents suggested **blocking all or some specific northern entrances/exits to the A406** (this was often said in conjunction with preferring access to the south of the QN, but not always); 94% of these comments came from respondents inside the QN
- 71 respondents suggested **re-opening the York Rd closure**; 94% of these comments came from respondents inside the QN
- 60 respondents suggested **altering the Warwick Rd-A406 junction** (e.g., by introducing a no-right turn); 93% of these comments came from respondents inside the QN

- 57 respondents suggested **removing the A109 Bounds Green/A406 no right-turn**; 88% of these comments came from respondents inside the QN
- 38 respondents suggested **changing the position of filters to the middle of the roads**; 87% of these comments came from respondents inside the QN
- 37 respondents suggested **re-opening Palmerston Road to the A406**; 84% of these comments came from respondents inside the QN
- 37 respondents suggested **not introducing a bus gate on Brownlow Rd**; 65% of these comments came from respondents inside the QN
- 36 respondents suggested **removing the no left-turn from A109 Bounds Green onto Brownlow Rd**, 86% of these comments came from respondents inside the QN

7.11 Some respondents made suggestions on the details of restrictions:

- 251 respondents suggested **residents-only access (e.g., ANPR)**; 96% of these comments came from respondents inside the QN
- 42 respondents suggested **other access restrictions** (e.g., width/weight restrictions, emergency vehicles only); 86% of these comments came from respondents inside the QN
- 38 respondents suggested introducing **on-street car parking restrictions**; 92% of these comments came from respondents inside the QN
- 35 respondents suggested **enforcing access restrictions more strictly**; 65% of these comments came from respondents inside the QN

7.12 Some respondents made suggestions about how the QN is represented and communicated:

- 52 respondents suggested **better signage**; 92% of these comments came from respondents inside the QN
- 47 respondents suggested conducting a **full consultation with residents**; 79% of these comments came from respondents inside the QN
- 34 respondents suggested **co-ordination with neighbouring boroughs**; 82% of these comments came from respondents inside the QN

7.13 Some respondents made suggestions relating to greener infrastructure:

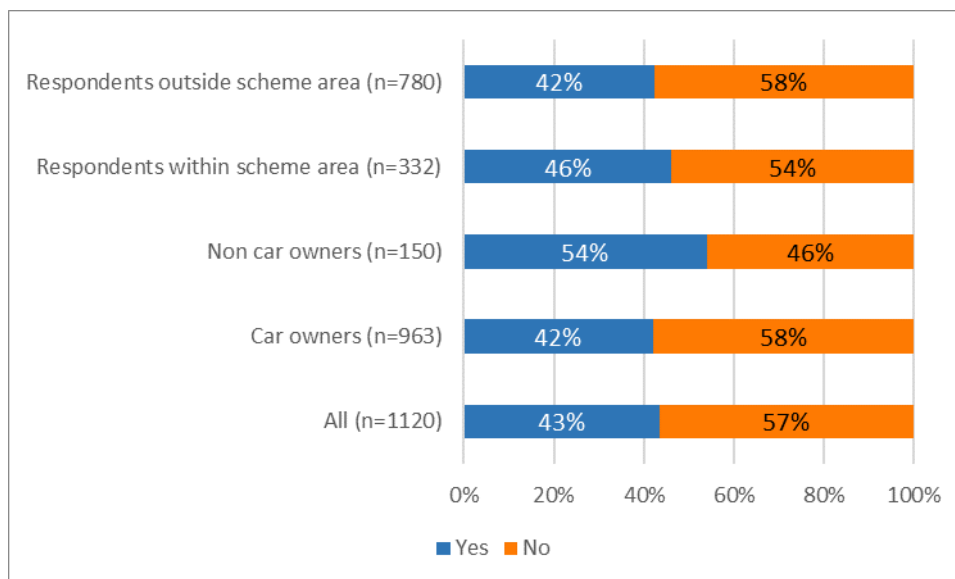
- 85 respondents suggested **improving cycling/pedestrian infrastructure**; 80% of these comments came from respondents inside the QN

- 31 respondents suggested **electric charge points/encouraging greener vehicles**; 48% of these comments came from respondents inside the QN
- 29 respondents suggested **improving public transport provision**; 38% of these comments came from respondents inside the QN

## 8. Phase 2 & Permit parking scheme

- 8.1 A closed question was included which asked, 'Further consultation would need to take place if a parking permit scheme were to be taken forward but, in principle, do you think this is a good idea?'. Overall, 486 respondents (37%) said 'yes', while 634 (48%) said 'no'. A further 211 (16%) did not respond to the question.
- 8.2 In contrast to most of the questions in the survey, there was only a small amount of difference between responses from people within/outside the QN, and people who did or did not own a car. Of those who answered the question, 42% of respondents (330 people) who lived within the QN thought a permit parking scheme was a good idea, compared to 58% of respondents (450 people) outside the QN. In terms of car ownership, 42% of respondents (404 people) who did own a car said that a permit parking scheme was a good idea, compared to 54% of respondents (81 people) who did not own a car. This information is shown in Figure 8-1 below.

Figure 8-1: Proportion of responses to 'In principle, do you think a permit parking scheme is a good idea?' by car ownership and residence inside/outside the QN.



### Open question

- 8.3 Respondents were asked to 'provide any other feedback you would like to share on the proposal to create one area wide QN, by delivering further measures in Phase 2', as an open response answer. There were 1,039 responses to this question, and the average

word count was 74 words. The 2% cut-off minimum for this question was 21 responses (i.e., only codes with 21 responses or more are included in this section, but codes mentioned less frequently can be found in Appendix B). It should be noted that not all respondents answered this question directly; regardless, responses not referring directly to suggestions have been considered and coded within this section.

- 8.4 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question. This is because most answers reference more than one of the codes.

## Support

- 8.5 There were 76 respondents who provided general support in responses to this question (84% of these comments came from respondents inside the QN). Additionally, 56 respondents **supported the Brownlow Road restrictions**, stating that they were necessary (75% of these comments came from respondents inside the QN).

## Oppose

- 8.6 A number of respondents raised points relating to Phase 1:
- 112 respondents referred to a perceived **increase or displacement of traffic** during Phase 1; 76% of these comments came from respondents inside the QN
  - 63 respondents were **against Phase 1** in general; 73% of these comments came from respondents inside the QN
  - 43 respondents referred to **increased/not improved air pollution**; 84% of these comments came from respondents inside the QN
  - 43 respondents referred to **increased journey times** under Phase 1; 84% of these comments came from respondents inside the QN
  - 33 respondents felt that **access had been reduced**; 85% of these comments came from respondents inside the QN
  - 27 respondents felt that **safety had worsened** (in relation to traffic) during Phase 1; 85% of these comments came from respondents inside the QN
  - 17 respondents referred to **negative impacts on mental health** for residents during Phase 1; 76% of these comments came from respondents inside the QN
- 8.7 Some respondents raised points relating to Phase 2:

- 378 respondents were **against Phase 2/the Brownlow Road bus gate**; 66% of these comments came from respondents inside the QN
- 257 respondents were concerned that **the volume of traffic would increase, or traffic be displaced** during Phase 2; 67% of these comments came from respondents inside the QN
- 106 respondents were concerned that Phase 2 would result in a **reduction of access**; 83% of these comments came from respondents inside the QN
- 60 respondents referred to the Phase 2 plans being **unfair on residents**; 75% of these comments came from respondents inside the QN
- 43 respondents were concerned that **journey times would increase** under Phase 2; 84% of these comments came from respondents inside the QN
- 43 respondents were concerned that Phase 2 would result in an **increase in air pollution**; 84% of these comments came from respondents inside the QN
- 41 respondents were concerned that Phase 2 would result in **impacts on local businesses/work**; 46% of these comments came from respondents inside the QN
- 40 respondents were concerned that Phase 2 would result in **worsening of safety (in relation to traffic)**; 83% of these comments came from respondents inside the QN
- 37 respondents were concerned that Phase 2 would result in **worsening feelings of being 'trapped' and isolation**; 86% of these comments came from respondents inside the QN
- 34 respondents referred to being **unsure about how they would access their homes** under Phase 2; 79% of these comments came from respondents inside the QN
- 21 respondents referred to being **unsure how emergency vehicles/deliveries will be able to access the area** under Phase 2; 76% of these comments came from respondents inside the QN
- 19 respondents were concerned that Phase 2 would result in **negative impacts on mental health** for residents; 74% of these comments came from respondents inside the QN

8.8 There were some respondents that did not specifically refer to either Phase 1 or Phase 2:



- 35 respondents referred to **public transport/active travel not providing a suitable alternative (general)**; 51% of these comments came from respondents inside the QN
- 34 respondents expressed **an unwillingness to use the A406**; 91% of these comments came from respondents inside the QN
- 34 respondents referred to a **lack of consultation/communication/transparency with residents/the QN being undemocratic**; 47% of these comments came from respondents inside the QN
- 29 respondents referred to **community division**; 55% of these comments came from respondents inside the QN

## Suggest

8.9 Some respondents referred to suggestions for the QN. Some of these were similar as for the 'suggestions' open question:

- 40 respondents suggested **allowing access for residents** (e.g., through ANPR); 93% of these comments came from respondents inside the QN
- 31 respondents suggested **other road layout changes**; 58% of these comments came from respondents inside the QN
- 31 respondents suggested **better coordination with neighbouring boroughs**; 68% of these comments came from respondents inside the QN
- 25 respondents suggested a request for **more information on how residents will be able to move around**; 64% of these comments came from respondents inside the QN
- 23 respondents suggested **removing the no right-turn between Bounds Green Rd (A109)/A406**; 91% of these comments came from respondents inside the QN
- 23 respondents suggested **conducting a full consultation** with residents; 83% of these comments came from respondents inside the QN

8.10 Some respondents made suggestions related to the progression of the QN:

- 210 respondents suggested **stopping or removing the QN**; 54% of these comments came from respondents inside the QN
- 55 respondents suggested **not closing Brownlow Road/not introducing bus gate**; 85% of these comments came from respondents inside the QN
- 51 respondents suggested to **continue with the QN**; 75% of these comments came from respondents inside the QN

## 9. Communications

9.1 The survey asked respondents a closed question about their perceptions of the communications regarding the QN. This had four aspects:

- The initial information leaflet delivered to properties explaining the QN;
- Letters delivered direct to properties in the area, including notification of works and details about the consultation;
- Information held on the Let's Talk Enfield project page, including FAQs; and
- Information displayed on lamp columns.

9.2 Respondents were asked to indicate how useful they had found these materials on a scale from 'not at all useful' to 'highly useful'. The proportions given to each of these ratings for each aspect of the communications for this QN are shown in Table 9-1 and Figure 9-1.

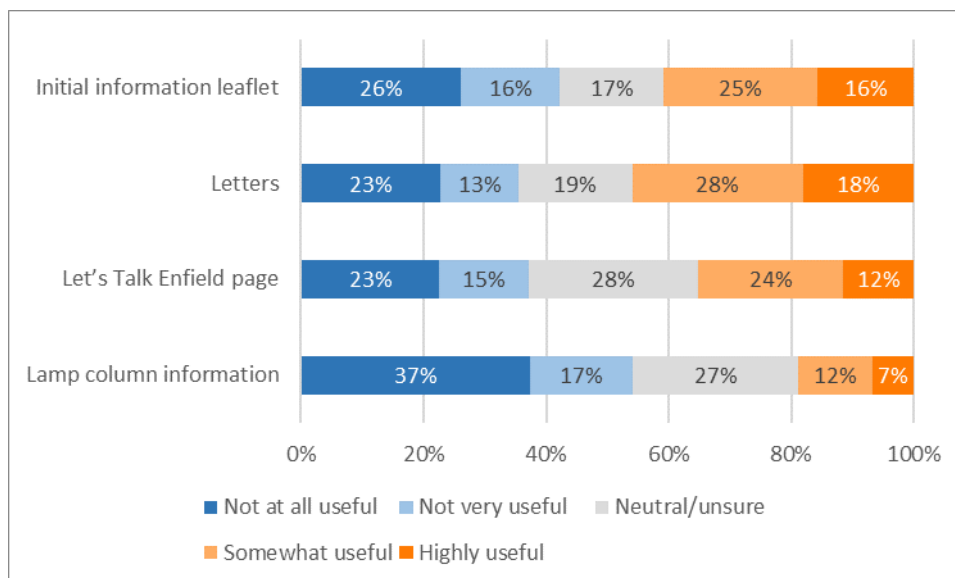
**Table 9-1: Summary of responses to closed communication question**

How useful have our communications tools and materials been?	Not at all useful	Not very useful	Neutral/ unsure	Somewhat useful	Highly useful	Total
Initial information leaflet	338	209	221	324	205	1297
	26%	16%	17%	25%	16%	
Letters	292	162	239	357	232	1282
	23%	13%	19%	28%	18%	
Let's Talk Enfield page	289	186	355	302	149	1281
	23%	15%	28%	24%	12%	
Lamp column information	480	215	347	157	86	1285
	37%	17%	27%	12%	7%	

9.3 This shows that the most useful method of communication, as rated by respondents to this question, was the letters delivered to properties, with 46% (589 respondents) rating it as either 'highly useful' or 'somewhat useful'. In contrast, the least useful

method of communication was the lamp column information with 54% of respondents (695) rating it as either 'not at all useful' or 'not very useful'.

Figure 9-1: Responses to communications questions



## Open question

- 9.4 Respondents were also asked 'What do you think we could do that is more useful in the future in communicating similar schemes?', as an open response answer. There were 870 responses to this question, and the average word count was 56 words. The 2% cut-off minimum for this question was 18 responses (i.e., only codes with 18 responses or more are included in this section, but codes mentioned less frequently can be found in Appendix B). It should be noted that not all respondents answered this question directly; regardless, responses not referring directly to suggestions have been considered and coded within this section.
- 9.5 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question. This is because most answers reference more than one of the codes.

## Support

- 9.6 There were 42 respondents who offered **general support** for the QN; 88% of these comments came from respondents inside the QN.

## Oppose

9.7 There were a number of respondents that referred to the consultation process:

- 96 respondents referred to a perceived **lack of/poor communication/consultation**; 81% of these comments came from respondents inside the QN
- 31 respondents referred to a perception that the Council had **only contacted those within the QN**; 45% of these comments came from respondents inside the QN
- 26 respondents referred to a perception that the QN implementation had been an **undemocratic process**; 92% of these comments came from respondents inside the QN
- 26 respondents referred to **complaints against senior councillors**; 81% of these comments came from respondents inside the QN
- 25 respondents referred to a perception that the Council had **only contacted a small group of people** (e.g., residents' groups); 76% of these comments came from respondents inside the QN
- 24 respondents referred to being **ignored or not listened to**; 88% of these comments came from respondents inside the QN

9.8 There were a number of respondents that referred to the impacts of the QN:

- 41 respondents referred to the perception that the QN had **created a social or community divide**; 90% of these comments came from respondents inside the QN
- 24 respondents referred to a perception that the QN had resulted in **increased air pollution**; 67% of these comments came from respondents inside the QN

## Suggest

9.9 Some respondents made suggestions about the communications linked to the QN:

- 230 respondents suggested **conducting the consultation before the implementation of the QN**; 87% of these comments came from respondents inside the QN
- 180 respondents suggested using **alternative forms of engagement**; 66% of these comments came from respondents inside the QN

- 104 respondents suggested **widening or improving engagement** with local residents; 63% of these comments came from respondents inside the QN
- 92 respondents suggested **better/more consultation in general**; 70% of these comments came from respondents inside the QN
- 76 respondents suggested **more information/better evidence**; 78% of these comments came from respondents inside the QN
- 73 respondents suggested **better 'listening' to residents' concerns**; 71% of these comments came from respondents inside the QN
- 50 respondents suggested **engaging the community beyond the QN**; 24% of these comments came from respondents inside the QN
- 49 respondents suggested **giving more notice before implementing QNs**; 90% of these comments came from respondents inside the QN
- 30 respondents suggested **stopping the QN**; 70% of these comments came from respondents inside the QN
- 29 respondents suggested **better community engagement from senior councillors** in the future; 83% of these comments came from respondents inside the QN
- 25 respondents suggested **better transparency** in future; 68% of these comments came from respondents inside the QN
- 25 respondents suggested **holding physical consultations** if possible; 88% of these comments came from respondents inside the QN

## 10. Emails

- 10.1 The Council received 924 emails from 604 unique email addresses. As was the case for the survey responses, only the first email from each email address was coded.
- 10.2 There were five responses on behalf of stakeholder groups:
- One response on behalf of ETRA
  - Two responses on behalf of Friends of the Green, Bounds Green
  - Two responses on behalf of Haringey Bounds Traffic Action Group
- 10.3 Enfield Council requested a list of themes mentioned by those providing their feedback on the QN by email, without frequencies of each theme's occurrence. This was because emails could cover such a broad range of issues, due to a lack of scope that would ordinarily be provided by a question.
- 10.4 The themes which occurred in the emails are reported on below in no particular order, although they have been grouped with similar themes where possible.

## Support

- 10.5 A number of emails contained one or more of the following themes in support of the QN in terms of traffic:
- A perception that the QN had **improved air quality**
  - A perception that the QN had **improved traffic in the area**
  - A perception that the QN had **reduced noise pollution**
  - A perception that the QN had **reduced non-residential traffic cutting through the area**
  - A perception that the QN had **improved access for emergency vehicles**
  - General support of **Phase 2/the Brownlow Road bus gate**
  - A perception that **non-residential traffic cutting through the area needed to be addressed**
  - A perception that the **traffic in the area surrounding the QN has not been adversely affected**
  - A belief that **the trial should continue for its full course** before any decisions are made

10.6 Some emails contained one or more of the following themes in support of the QN on an individual level:

- A perception that **streets felt safer** due to the QN
- A perception that the QN had encouraged residents to be **more active**
- A perception that the QN had **encouraged a transportation mode-shift** (e.g., from using a car to using a bike for certain journeys)
- A perception that the QN had **improved individuals' mental health**
- A perception that the QN had **improved individuals' physical health**
- A perception that the QN had **improved individuals' quality of life**
- A perception that the QN had **become cleaner**
- A perception that the QN had brought **benefits to pregnant women/parents** (e.g., feeling safer walking with small children)
- A perception that the QN had brought **benefits to disabled people** (e.g., feeling safer walking with mobility issues)
- A perception that the QN had caused **minimal inconvenience**
- A perception that the QN has **increased the sense of community** in the area

## Oppose

10.7 A number of emails contained one or more of the following themes referring to the perceived negative impacts of the QN in terms of traffic:

- A perception that the QN had **increased/not improved air pollution**
- A perception that the QN had **increased journey times**
- A perception that the QN had **reduced emergency vehicle access**
- A perception that the QN had **increased traffic**
- A perception that the QN had **displaced traffic**
- A perception that the QN had **reduced access for tradesmen/deliveries/taxis**
- A perception that the QN had **increased noise pollution**
- A perception that the QN had exacerbated **issues with traffic lights**
- A perception that the QN had **increased/not reduced non-residential traffic cutting through the area**
- A perception that **traffic had not been an issue** before the implementation of the QN

- A perception that **Warwick Road was the only road with traffic issues previously**
- A perception that **cycle lanes in the area are under-utilised**
- A perception that **collisions with parked cars has increased as a result of the QN**
- A prediction that **traffic would become worse after lockdown**
- A perception that the number of journeys being made by car have increased due to the **inability to car share** as a result of the QN
- A perception that **emergency services were not fully consulted and do not always have access through physical barriers**
- A perception that **wildlife is being harmed** by a perceived increase in traffic as a result of the QN

10.8 Several emails contained one or more of the following themes referring to the perceived negative impacts of the QN on an individual level:

- A perception that the QN had **reduced safety** in general due to traffic, with some emails specifically mentioning **children's safety** in relation to traffic
- A perception that the QN had made it **harder to access healthcare** or for **carers to gain access to patients**
- Some individuals felt '**trapped**'/isolated/**that their mobility had been reduced** due to the QN
- A perception that there had been a **class divide** in the experience of the QN
- A perception that the QN had **divided the community**
- A perception that the QN had **reduced mobility for disabled people**
- A perception that the QN had **worsened children's health**
- A perception that the QN had **damaged individuals' mental health**
- A perception that the QN had **reduced mobility for elderly people**
- Public transport/active travel not being a suitable alternative **in general**
- Public transport/active travel not being a suitable alternative **for older or disabled people**
- Public transport/active travel not being a suitable alternative due to **COVID-19**
- Public transport/active travel not being a suitable alternative due to **slow journey times**



- Public transport/active travel not being a suitable alternative due to **needing a car for work**
- A perception that the QN had **negatively impacted on people's work**
- A perception that the QN had created a **lack of safety for women/elderly/otherwise vulnerable people** in relation to crime
- A perception that the QN had **damaged individuals' physical health**
- A perception that the QN had **made it impossible or much harder to visit friends/family or to have visitors**
- A perception that there had been an **increase crime** since the QN implementation
- A perception that the QN had impacted **house sales/values** or **made people move** from the area
- A perception that the QN had adversely affected the **BAME community**
- A perception that the QN had **increased fuel bills for drivers**
- A perception that the QN had made it **harder to access childcare/school** and worsened associated **time pressures** for working parents
- A perception that the **negative impacts of the QN outweighed the positive impacts**
- A perception that the **area has become deserted** as a result of the QN
- **Opposition from those paying road tax over not being able to use all roads** in the QN
- A perception that **students are being affected by delays to public transport** perceived to be a result of the QN

10.9 Some emails contained one or more of the following themes about specific aspects of the QN:

- A perception that the **signage used was not clear enough**
- Some individuals were **unwilling or reluctant to use the A406**
- A perception that there was a **lack of active travel infrastructure** inside and/or outside of the QN
- A perception that there were **not enough local amenities** to support a QN
- A perception that the **camera-operated road filters are not effective**
- Concerns over **how the success of the QN will be measured**
- A perception that the QN was **poorly designed**

- A perception that **pedestrian infrastructure is of low quality**/in poor condition
- A perception that **there hadn't been an issue with the walking and cycling provision in the area in the first place**
- A perception that **increased exercise is not as important as diet in tackling obesity**
- A perception that the **public transport system/infrastructure** to support public transport (e.g. bus network) was **insufficient**

10.10 Some emails contained one or more of the following themes referring to the QN's implementation:

- A perception that the **Council had not met legal requirements/individuals were considering legal action against the Council**
- A perception that the **Council had not fully considered the impact of the QN on equalities**
- A perception that there had been a **lack of traffic/pollution monitoring**
- A perception that there had been a **lack of transparency in the decision-making process behind the QN**
- General opposition to **the implementation of Phase 2/a bus gate on Brownlow Road**
- A perception that the QN had created/worsened **parking issues**
- A perception that the QN was a **misuse of funds**
- A perception that the QN was a **revenue-generating scheme**
- A perception that there has been a **lack of an assessment of the impact of the QN on businesses**
- A perception that the **timing of the introduction of the QN** given the COVID-19 pandemic **was poor**

10.11 Some emails contained one or more of the following themes about the consultation, engagement or communications on the QN:

- A perception that there had been a **lack of consultation or poor community engagement**
- A perception that **only those in the QN had been contacted**
- Some individuals **felt ignored**
- A perception that the Council had **only communicated with a particular residents' group**

- **Complaints against senior councillors**
- A perception that there had been a **lack of notice**
- A perception that **schools have not been consulted on the QN**
- A perception that there had been a **lack of multi-lingual communication regarding the QN**
- Some individuals **objected to the use of the term “rat-runner”**
- A perception that **emergency services were not fully consulted and do not always have access through physical barriers**
- A perception that the scheme is **only supported by a vocal minority**
- A perception that there was **no information** available to the public to advise **on where the scheme closures were located**

## Suggest

10.12 Some emails contained one or more of the following suggestions relating to the continuity of the QN:

- **Stopping/not continuing with the QN**
- **Continuing with the QN**
- **Extending the QN area**

10.13 Some emails contained one or more of the following suggestions relating to specific elements of the QN:

- Introducing **residents-only access** (e.g., ANPR)
- Introducing **timed access** restrictions (e.g., ANPR)
- **Leaving roads open or re-opening closed roads** in general
- **Re-opening Maidstone Road and/or Warwick Road closures** (re-instating access to the south)
- **Re-opening York Road**
- **Removing right/left turning restrictions**
- **Altering the Warwick Road/A406 junction**
- **Removing the A109 Bounds Green/A406 no right-turn**
- Introducing **traffic calming measures**, such as speed bumps, speed cameras and reducing speed limits
- Introducing a **one-way system**

- Introducing a **school street closure on Highworth Road**
- **Improving signage**
- **Improving public transport provision**
- **Improving cycle/pedestrian infrastructure provision**
- Introduce **electric vehicle charging points and/or encourage more sustainable vehicles**
- **Catering to all of the community's** traffic issues and needs
- **Reducing resting times for vehicles**
- **Banning ICE vehicles**
- **Improving street lighting**
- **Cleaning streets**
- Trialling the scheme **once COVID-19 restrictions have been lifted**
- Residents concerned about traffic levels **should move away from the area**

10.14 Some emails contained one or more of the following suggestions relating to consultation, engagement and communication:

- **Conducting a full consultation** with residents
- **Better community engagement** from the Council
- **Using forms of engagement other than the Enfield Council website**
- **Better 'listening' to residents' concerns**
- **Consulting before implementing** future schemes
- **Conducting a vote/poll**
- **Better transparency** from the Council
- **Collecting/monitoring data**
- **Improving active travel infrastructure**
- **Better co-ordination with neighbouring boroughs**
- **Informing satellite navigation providers of changes**
- Making the consultation process **unbiased**

## 11. Conclusion

- 11.1 To conclude, this report has laid out the quantitative and thematic analysis of responses received by the Council in relation to the Bowes Primary and Surrounding Streets Quieter Neighbourhood. The analysis that has been undertaken has aimed to remain objective and has reported numbers without weighting and with minimal data manipulation.
- 11.2 Whilst many of the findings of this survey are reliable given the large sample size of the combined online and paper surveys (with 1,325 respondents in total), certain groups are still represented by a relatively small sample. Therefore, where this is noted, apparent trends in the data should be treated with caution.
- 11.3 This report will be submitted to the Council in May 2021 for their consideration in relation to the following Phases of the QN, and decisions will follow. The report may also be used to inform Haringey's decisions.

# Appendix A

## Consultation Survey Form

Bowes Primary Quieter Neighbourhood Consultation Analysis - Final Report

# Bowes Primary Area Quieter Neighbourhood

Let's Talk Enfield

## Consultation - Bowes Primary & Surrounding Streets Quieter Neighbourhood

Residents in the Bowes Primary & Surrounding Streets Quieter Neighbourhood Area have raised concerns with Enfield Council over traffic issues in the area for many years, alongside Ward Councillors and Bambos Charalambous MP who presented a petition to Parliament in 2018. This trial is a response to those concerns.

The trial is being funded from the first tranche of the Department for Transport Emergency Active Travel Fund, an initiative that has been launched in response to the COVID-19 pandemic.

There will be a range of assessments made when judging the overall success of this trial, which includes:

- Residents' views on how the benefits of the scheme compare against the disadvantages
- Data on the volume of motor vehicle movements in the area
- Data on the speed of motor vehicles in the area
- Impacts on the primary roads surrounding the area
- Air quality considerations
- Bus journey time considerations through discussion with Transport for London
- Outcomes of ongoing dialogue with the Emergency Services

The project is implemented as a trial using experimental traffic orders (ETO) which includes the consultation with community during the trial period.

Now that the community have had the opportunity to experience the trial working in practice, we would like to invite you to share your feedback. We will be reviewing feedback through the consultation period and there is the ability to amend the scheme during the trial period.

The Privacy Notice can be found [here](#).

### About you



In relation to the Bowes Primary and Surrounding Streets Quieter Neighbourhood, I am a:

(Choose any 2 options) (Required)

☐ ...

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

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- ☐ Resident within the scheme area (shown on the map above)
- ☐ Resident outside the scheme area (shown on the map above)
- ☐ Haringey resident outside the scheme area (shown on the map above)
- ☐ Business owner within the scheme area (shown on the map above)
- ☐ Business owner outside the scheme area (shown on the map above)
- ☐ Enfield Ward Councillor within the scheme area
- ☐ Haringey Ward Councillor
- ☐ Visitor to the area

Answer this question only if you have chosen Visitor to the area for In relation to the Bowes Primary and Surrounding Streets Quieter Neighbourhood, I am a:

If you are a visitor to the area, please provide the primarily reason for visiting the area



# Bowes Primary Area Quieter Neighbourhood

Let's Talk Enfield

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My postcode is:

(Required)

The name of my street is:

(Required)

If you are representing a community group or organisation when sharing your views in this survey, please specify the group's name

Do you own a car?

(Choose any one option)

- ☐ Yes
- ☐ No

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

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Answer this question only if you have chosen Yes for Do you own a car?

If yes, how many cars are registered at your address?

(Choose any one option)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5+

### Equalities Impact Assessment

As part of our ongoing Equality Impact Assessment for the Bowes Primary and Surrounding Streets Quieter Neighbourhood, we would like to ask you some questions to help us understand how the scheme impacts people based on the protected characteristics as detailed in the Equality Act 2010. According to the Equality Act 2010, the protected characteristics are:

- Disability
- Marriage and civil partnership
- Sexual orientation
- Sex (gender)
- Gender reassignment
- Pregnancy and maternity
- Ethnicity
- Religion and belief
- Age

Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

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Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Do you consider yourself to have a disability?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Do you consider yourself to have a disability?

If yes, please specify the nature of your disability

(Choose all that apply)

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

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- ☐ Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches ii.
- ☐ Visual impairment, such as being blind or having a serious visual impairment
- ☐ Hearing impairment, such as being deaf or having a serious hearing impairment
- ☐ Mental health condition, such as depression or schizophrenia
- ☐ Learning disability/difficulty, such as Down's syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder
- ☐ Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Are you married or in a civil partnership?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

I am:

(Choose any one option)

- ☐ Heterosexual
- ☐ Gay man
- ☐ Gay woman/lesbian
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Other (please specify)

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

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Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

I am:

(Choose any one option)

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ Non binary
- ☐ Prefer not to say
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Do you identify as transgender?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Are you or have you recently been pregnant, or have young children?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

What is your ethnicity?

(Choose any one option)

- ☐ White - English/Welsh/Scottish/Northern Irish/British
- ☐ White - White - Irish
- ☐ White - Greek
- ☐ White - Greek Cypriot
- ☐ White - Turkish
- ☐ White - Turkish Cypriot
- ☐ White - Italian
- ☐ White - Polish
- ☐ White - Russian
- ☐ White - Kurdish
- ☐ White - Gypsy/Irish Traveller
- ☐ White - Romany
- ☐ Other Eastern European
- ☐ Any other White background
- ☐ Mixed - White and Black Caribbean

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - White and Black African
- ☐ Mixed - White and Asian
- ☐ Mixed - Mixed European
- ☐ Mixed - Multi ethnic islander
- ☐ Any other mixed background
- ☐ Asian or Asian British - Indian
- ☐ Asian or Asian British - Pakistani
- ☐ Asian or Asian British - Bangladeshi
- ☐ Asian or Asian British - Sri Lankan
- ☐ Asian or Asian British - Chinese
- ☐ Any other Asian background
- ☐ Black/African/Caribbean/Black British - Caribbean
- ☐ Black/African/Caribbean/Black British - African - Ghanaian
- ☐ Black/African/Caribbean/Black British - African - Somali
- ☐ Black/African/Caribbean/Black British - African - Nigerian
- ☐ Black/African/Caribbean/Black British - Other African
- ☐ Any other Black background
- ☐ Arab
- ☐ I do not wish to state my ethnic group

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

### What is your religion?

- (Choose any one option)
- ☐ No religion
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

### What is your year of birth?

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

In addition to understanding impacts on the protected characteristic groups, we would also like to understand the potential impacts on people of different income brackets, and carers who may visit/work with someone who lives in the Bowes Primary and Surrounding Streets Quieter Neighbourhood.

### What is the total annual income of your household (before tax and deductions, but including benefits/allowances)?

(Choose any one option)

# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

- ☐ Below £10,000
- ☐ Between £10,001 and £20,000
- ☐ Between £20,001 and £30,000
- ☐ Between £30,001 and £40,000
- ☐ Between £40,001 and £50,000
- ☐ Between £50,001 and £60,000
- ☐ Between £60,001 and £70,000
- ☐ Between £70,001 and £80,000
- ☐ Between £80,001 and £90,000
- ☐ Between £90,001 and £100,000
- ☐ Above £100,001
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Do you receive care assistance in your home?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Are you a carer (of an elderly or disabled person)?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Considering the protected characteristic groups outlined above, from an equalities point of view how do you think the trial has impacted you?

Questions	Very negatively	Somewhat negatively	Neutral/unsure	Somewhat positively	Very positively
Please rate:					

Answer this question only if you have chosen Yes for Are you willing to share with us some information on your demographic profile in order for us to understand potential impacts on particular individuals and groups?

Please provide any more information that can help inform our Equalities Impact Assessment.

# Bowes Primary Area Quieter Neighbourhood

Let's Talk Enfield

## What is important to you?

How important are the following to you?

Questions	Not at all important	Not very important	Neutral/unsure	Somewhat important	Very important
Access in and out of the area to the A406					
Access in and out of the area via Brownlow Road					
Access in and out of the area to Bounds Green Road					
Ability to drive right through the area					
Time it takes to drive north of the scheme area (e.g. towards Southgate, Palmers Green etc)					
Time it takes to drive south of the of the scheme area (e.g. towards Wood Green and Alexandra Palace)					
Reduced number of motor vehicles cutting through the area					
Slower speeds of vehicles travelling in the area					
Feeling safe to walk and cycle in the area					
Improved air quality throughout the area					

## How effective is the current phase 1 of the trial?

How effective do you think the scheme has been on the following?

Questions	Not at all effective	Not very effective	Neutral/unsure	Somewhat effective	Very effective
Reducing motor vehicle speeds					
Reducing motor vehicle volume					
Reducing traffic noise					
Maintaining resident/visitor access to the area					
Enabling more walking & cycling					
Maintaining access to public transport					
Enabling residents to continue to make private car journeys					
Creating a general feeling of safety					
Improved air quality					

## What would you change?

Low Traffic Neighbourhoods are part of the council response to improving the health of our local communities and taking action to address the effects of climate change. You may have alternative suggestions or changes you would like to see to the trial that can improve the scheme whilst still delivering on these aims.

Please describe your suggestions and be as specific as possible.



# Bowes Primary Area Quieter Neighbourhood

## Let's Talk Enfield

Note: Answer this question if it applies

If you wish, you are able to upload a diagram or drawing that may help to illustrate your ideas suggested in the question above.

### Help Shape Phase 2

- Phase 2 of the Bowes Low Traffic Neighbourhood (LTN) proposes a 'bus gate' on Brownlow Road. A 'bus gate' would be a point along Brownlow Road that only buses, waste and emergency services are able to pass through. This would be enforced by a camera. This proposal would reduce the level of general traffic on Brownlow Road, but may also require additional closures on other roads to prevent alternative cut throughs being used. Further discussions with both Haringey and Transport for London are required to consider this proposal in more detail. We would like to gather your early views to help inform these discussions. In addition to your comments here, subject to any Covid-19 restrictions, we also plan to host a pop-up event where we can listen further to your views on Phase 1 and Phase 2.

Please provide any other feedback you would like to share on the proposal to create one area wide LTN, by delivering further measures in Phase 2.

### Controlled Parking Zone

A permit parking scheme (or Controlled Parking Zone) can be an effective way to manage on-street parking, enabling space to be used by residents rather than commuters or others from outside the area. The controlled hours can vary, but a one hour restriction during the day can be an effective way of preventing commuting parking around stations. The costs for a permit, currently related to engine size and the duration of the restrictions, are set out on the [Council's website](#).

Further consultation would need to take place if a permit parking scheme were to be taken forward but, in principle, do you think this is a good idea?

(Choose any one option)

☐ Yes

☐ No

### How We Communicate

Please help us understand how useful our communications tools and materials have been in communicating the scheme to residents and businesses.

Questions	Not at all useful	Not very useful	Neutral/unsure	Somewhat useful	Highly useful
The initial information leaflet delivered to properties explaining the scheme					
Letters delivered direct to properties in the area, including notification of works and details about the consultation					
Information held on the Let's Talk Enfield project page, including FAQs					
Information displayed on lamp columns					

# Bowes Primary Area Quieter Neighbourhood

Let's Talk Enfield

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What do you think we could do that is more useful in the future in communicating similar schemes?

## Appendix B

Longlist of themes identified in the online consultation survey in fewer than 2% of responses

Bowes Primary Quieter Neighbourhood Consultation Analysis - Final Report

Please provide any more information that can help inform our Equalities Impact Assessment.

### Support

- A perception that **respondents' mental health had improved** as a result of the QN
- A perception that **respondents' physical health had improved** as a result of the QN
- A perception that **respondents had become more active** as a result of the QN
- Some **respondents provided caveats to oppositions** to the QN
- A perception that **respondents' quality of life had improved** as a result of the QN
- A perception that **disabled people and those with health problems had benefitted** from the QN
- A perception that **pregnant women and mothers had benefitted** from the QN
- Some respondents **expressed a desire for the QN to continue**
- A perception that **respondents' mobility had improved** as a result of the QN
- Some respondents expressed **support for the Brownlow Road bus gate**
- A perception that **lower income groups had benefitted** from the QN
- A perception that **carers had improved access** to the area as a result of the QN
- A perception that the **disruption was due to COVID-19, not the QN**
- A concern that the **perceived benefits of the QN may be disregarded due to a perceived strong negative reaction to the QN by some**
- A belief that **concerns from those unhappy to use the A406 due to safety concerns should be balanced against** a presumption that **all driving licence holders should be able to drive on all public highways**

### Oppose

- A perception that public transport and/or active travel are not suitable alternatives to car journeys due to **longer journey times**
- A perception that **parking issues had been created by QN**
- A perception that there had been a **lack of consultation regarding the QN**

- Some respondents expressed an **opposition to the Brownlow Road bus gate**
- A perception that **noise pollution had increased** as a result of the QN
- A perception that there is **not enough infrastructure outside of QN for safe active travel routes**
- A perception that **cycling is not a suitable alternative to car journeys for children as they cannot cycle longer distances and/or over tougher terrain**
- A perception that **crime has increased** as a result of the QN
- A perception that the **QN had impacted house sales/values or made people move from the area**
- A perception that there is a **lack of cycle infrastructure inside the QN**
- A perception that there has been a **class divide** in the experience of and/or the desire for the QN
- A perception that the **Council has not met legal requirements** and/or **legal action against the Council is being considered** in relation to the QN
- A perception that there has been a **lack of data provision and/or collection** in relation to the QN
- A perception that it is **harder to access Bounds Green Industrial Estate** as a result of the QN
- Some respondents **expressed concerns and/or opposition** to the Haringey QN
- A perception that there were **issues with the online survey**
- A perception that **those who want to live in an area with low traffic levels should not live in a busy city**
- A perception that **those who cannot afford to live close enough to their place of work** to be able to use active travel or public transport conveniently to commute **are being punished**
- A perception that **children's education is being affected** by increased journey times

## Suggest

11.4 Some respondents suggested:

- **Re-opening Palmerston Road**
- **Expanding** the current QN

- **Changing the position of the filter on Warwick Road** from the southern to the northern end
- **Residents' access** through the filters
- A **20mph zone**
- Making **Highworth Road a one-way street**
- Using **cameras to detect cyclists on pavements**
- **Providing residents with data on the pollution levels** of their area
- **Improving pavements**
- **Improving safety for women** in the QN
- **Listening** to residents' concerns

Please describe your suggestions and be as specific as possible.

### Support

- A perception that **air quality had improved** as a result of the QN
- A perception that the QN had caused **minimal inconvenience**
- A perception that **non-residential traffic cutting through the area had improved** as a result of the QN
- A perception that **respondents' quality of life had improved** as a result of the QN
- A perception that the QN had **encouraged a mode shift** in respondents' transportation
- Some respondents expressed their **support for Phase 2** and/or a **Brownlow Road bus gate**
- A perception that **misunderstandings are informing those against the QN**
- Some respondents expressed their **support for planters/filters**
- A perception that **more parking spaces have been available** since the start of the QN
- A concern that the **perceived benefits of the QN may be disregarded due to a perceived strong negative reaction to the QN by some**
- A perception that **work productivity has improved** as a result of the QN

## Oppose

- A perception that public transport/active travel is not a suitable alternative for **families**
- A perception that there are **not enough amenities** to support a QN
- A perception that public transport/active travel is not a suitable alternative for **elderly people**
- A perception the QN poses a **potential risk to life**
- A perception that **women feel unsafe walking in the QN**
- A perception that public transport/active travel is not a suitable alternative due to **COVID-19**
- A perception that **mobility for disabled people has been reduced** by the QN
- A perception that the QN is a **misuse of funds/a waste of money**
- A perception that public transport/active travel is not a suitable alternative due to **work commitments**
- A perception that the QN has been a **net negative**
- A perception that there have been **parking issues** as a result of the QN
- A perception that **traffic would become worse after lockdown** (from responses received during the COVID-19 lockdowns that occurred while the survey was live)
- A perception that public transport/active travel is not a suitable alternative for **disabled people**
- A perception that a perceived increase in congestion as a result of the QN is **negatively affecting public transport**
- A perception that the QN is a **revenue-generating scheme**
- A perception that a **perceived increase in congestion** as a result of the QN is negatively affecting active travel
- Some respondents reported **road layout issues** associated with the QN
- A perception that the QN had **impacted house sales/values or made people move from the area**
- A perception that there has been a **lack of data provision and/or collection** in relation to the QN
- A perception that there has been a **class divide** in the experience of and/or the desire for the QN

- A perception that **mobility has been reduced for the elderly** as a result of the QN
- Some respondents reported **feeling unsafe due to moped/scooter/motorbike-related crime**
- A perception that the **signage regarding the QN is not clear enough**
- Some respondents reported that they were **against the Palmerston Road-Kelvin Road no right-turn**
- A perception that the **impact on equalities has not been fully considered**
- A perception that the QN is **undemocratic**
- A perception that public transport is not a suitable alternative due to **an insufficient public transport network in the area**
- A perception that there is **a lack of cycle facilities/infrastructure provision in the area**
- Some respondents made **general oppositions to no right-turns**
- A perception that there was a **lack of evidence being used to support decisions**
- A perception that there is **inadequate street lighting in the QN**
- A perception that the QN has **disrupted childcare**
- A perception that the **Brownlow Road bus gate should have been introduced in Phase 1**
- Some respondents **reported traffic light issues in the area** (e.g., lack of turning filters, poor timings, etc.)
- A perception that there had been a **lack of investment/improvement of A406 junctions** on the perimeter of the QN
- A perception that **the streets in the QN are not fit for the disabled**
- A perception that **those who want to live in an area with low traffic levels should not live in a busy city**
- A perception that the QN was **poorly designed**
- A perception that **levels of air pollution will be reduced by a transition to electric vehicles** and that, therefore, there is no need to reduce the number of vehicles on the roads
- A perception that the consultation was **biased**
- A perception that **vibrations from heavy goods vehicles** being redirected as a result of the QN are **causing structural damage to houses**



- A perception that **damage to parked cars has increased** since the start of the QN

## Suggest

11.5 Some respondents suggested:

- **Installing speed cameras**
- **Introducing timed restrictions** (e.g., residents-only access during peak hours)
- **More data collection**
- **Planting more trees**
- **Extending the area of the QN**
- **Introducing the proposed bus gate** on Brownlow Road
- **Removing the no right-turn from Brownlow Road onto Bounds Green Road (A109)**
- **Better community engagement** from the Council
- **Removing the no right-turn into Brownlow Road from the A406**
- **Creating a park**
- **Removing the no right-turn into Kelvin Avenue**
- **Removing cycle lanes**
- **Improving the quality of roads**
- **Extending Green Lanes-A406 traffic light timings** for vehicles travelling on Green Lanes/introducing a right-turn filter
- **Introducing a smarter travel campaign**
- **Removing a no right-/left-turn**
- **Re-opening Evesham Road**
- **Introducing a school street on/closing Highworth Road**
- **Improving community cohesion**
- **Introducing a Powys Lane/A406 traffic light filter**
- **Introducing disabled-only access**
- **Not introducing any additional parking restrictions**
- **Conducting a poll/vote**
- **Encouraging car sharing schemes**
- **Extending traffic light timings** for Brownlow Road-Bounds Green Road

- **Informing satellite navigation providers of the road layout changes**
- **Introducing a rota of street closures**
- **Extending traffic light timings** for Brownlow-A406
- **Improving Durnsford Road-Bounds Green Road junction**
- Introducing a **no right-turn from A406 to Bounds Green Road**
- Introducing a **Powys Lane bus gate/closure**
- **Making the bollard on York Road more visible**
- **Reducing the pavement width**
- **Increasing taxation to discourage car usage**
- **Removing senior councillors from their position**
- **Building a tunnel** for the A406
- **Stopping the use of the term “rat-runners”**
- Working with Thames Water to effectively **fix a water main which is perceived to burst on a regular basis**, causing congestion on the A406
- **Using simpler language** in future communications
- **Not building any more apartments** along the A406
- **Limiting household vehicle ownership**
- **Collating deliveries** to the area so that fewer deliveries have to be made
- Trialling the QN **once COVID-19 restrictions have been lifted**
- **Facilitating the creation and growth of local businesses**, and building more schools, medical centres and hospitals, so that the distance to travel to amenities is reduced
- **Removing all road restrictions whilst any road works are conducted** in and around the immediate area
- Providing greater security by **increasing police presence or CCTV surveillance**
- **Improving street lighting**
- Introduce **more QNs across London**

Please provide any other feedback you would like to share on the proposal to create one area wide QN, by delivering further measures in Phase 2.

### Support

- A prediction that there will be **less congestion if Phase 2 is implemented**
- A prediction that **air pollution will be reduced** if Phase 2 is implemented
- A perception that the **volume of traffic has decreased** as a result of the QN
- A prediction that **road safety will improve** if Phase 2 is implemented
- A prediction that **a mode shift will be encouraged** if Phase 2 is implemented
- A prediction that **traffic cutting through residential areas will reduce** if Phase 2 is implemented
- A prediction that Phase 2 will **increase connectivity**
- A perception that **road safety has improved** as a result of the QN
- A perception that **roads are quieter/ there is less noise pollution** as a result of the QN
- A perception that **pollution has improved** as a result of the QN
- A prediction that **community cohesion will improve** if Phase 2 is implemented
- A perception that **some respondents' physical and mental health will benefit** as a result of the QN
- A perception that **parking restrictions for non-residents are necessary**
- A perception that **cleanliness has improved** as a result of the QN
- Some respondents reported **an improvement in their quality of life**
- A perception that the **area is already well connected**, and cars are unnecessary
- A prediction that some respondents' **quality of life will improve** as a result of the QN

### Oppose

- Some respondents reported **feeling "trapped"** as a result of the road closures
- A perception that public transport/active travel is not a suitable alternative for **elderly and disabled people**

- A perception that **emergency services/deliveries are unable to access the area**
- A perception that there is a **lack of amenities required for a self-contained area**
- A perception that public transport/active travel is not a suitable alternative due to **safety**
- A prediction that the **health of children will worsen** if Phase 2 is implemented
- A prediction that it will be **harder to access healthcare** if Phase 2 is implemented
- Some respondents reported **they would move out of the area if Phase 2 is implemented**
- Some respondents felt that the QN is a **revenue-generating scheme by the Council**
- A perception that it is **hard to access healthcare**
- A prediction that the **mobility of disabled people will reduce** if Phase 2 is implemented
- A prediction that **property value will decrease** if Phase 2 is implemented
- A perception that the QN has had a **negative effect on children's education**
- A prediction that the **mobility of elderly people will reduce** if Phase 2 is implemented
- A prediction that **noise pollution will increase** if Phase 2 is implemented
- Some respondents reported being **against parking restrictions**
- A perception that there is a **lack of monitoring/evidence for the QN**
- A perception that public transport/active travel is not a suitable alternative due to **COVID-19**
- A perception that safety has been **reduced in relation to crime** as a result of the QN
- A prediction that the **physical health of residents will reduce** if Phase 2 is implemented
- A perception that there is a **class divide** in the experience of/desire for the QN
- A perception that the **mobility of elderly people has reduced** as a result of the QN
- A perception that public transport/active travel is not a suitable alternative due to **poor infrastructure/service**
- A perception that public transport/active travel is not a suitable alternative for **travel to work**

- A perception that **traffic will become worse after lockdown**
- A perception that **noise pollution has increased or not improved** as a result of the QN
- A prediction that **safety, in relation to crime, will reduce** if Phase 2 is implemented
- A perception that the **health of children at Bowes Primary School has been negatively affected** by Phase 1 of the QN
- A perception that the **mobility of disabled people has reduced** as a result of the QN
- Some respondents reported that **local businesses/work have been negatively affected** by phase 1 of the QN
- Some respondents reported that there are **not enough roads to get on to the A406**
- A perception that **disruptions from accidents are magnified** by the QN
- A perception that the Council has **not met legal requirements and/or legal action against the Council is being considered** in relation to the QN
- A perception that **some respondents' physical health has worsened** as a result of the QN
- A perception that **the QN poses a threat to life**
- A perception that the **enforcement of measures is not strong enough**
- Some respondents reported **poor road signage**
- A perception that the **mobility of residents has reduced**
- A prediction that the **mobility of residents will reduce** if Phase 2 is implemented
- A prediction that the **ULEZ extension and a transition to electric vehicles will reduce emissions** in any case
- A perception that **the number of cars is greater than the number of pedestrians and cyclists** on most roads
- A belief that **conducting the QN trial during a period of multiple COVID-19 lockdowns does not give a representative reflection** of the effect that the QN will have on traffic flow in the future
- A perception that the **narrowing of streets for bike lanes has caused congestion**

## Suggest

Some respondents suggested:

- **Re-opening the roads** within the QN
- **Improving the cycle provision**
- **Improving** the frequency/value/quality of **public transport**
- **Including other access restrictions** within the QN (e.g., weight-based restrictions)
- Improving the **pedestrian infrastructure**
- Improving the **communication with residents**
- **Introducing the gate at another location**
- **Introducing parking restrictions**
- **Introducing traffic-calming measures** within the QN
- **Introducing timed restrictions**
- **Providing some car access for Brownlow Road** even with the bus gate
- **Incentivising/facilitating electric vehicles**
- **Introducing speed bumps**
- **Improving the transparency** of decision-making
- Introducing Phase 2 **only if Phase 1 is removed/altered**
- Amending Phase 1, and **then consulting on the possibility of Phase 2**
- Introducing **speed cameras**
- Implementing a **one-way system**
- **Improving A406 road quality**
- **Re-opening access to Bounds Green Road** (by removing Maidstone Road and/or Warwick Road closures)
- Ensuring **access for emergency/delivery vehicles**
- Implementing **data collection/monitoring**
- Introducing a **lower speed limit**
- **Banning the turning** onto the **A406 from Brownlow Road**
- Introducing a **no right-turn from Warwick Road onto the A406**
- Introducing **filters at all/some junctions with the A406**
- **Re-opening York Road**
- Implementing a **road closure rota**

- That **access via the south** of the QN (Bounds Green Road) would be **preferable to the north** of the QN (A406)
- Implementing a **left turn only onto the A406 from Brownlow Road**
- **Providing better signage**
- **Planting trees**
- **Removing the no left-turn** from **Palmerston Road** onto the **A406**
- **Closing Queens Road to Bounds Green Road**
- Implementing a **school street on Highworth Road**
- **Increasing taxation** for households with **multiple cars**
- **Conducting a vote/poll**
- **Building a tunnel** for the A406
- Creating a **bypass to the west of the area**
- Installing a **roundabout at the A406-Bounds Green Road junction**
- **Working with the Tottenham Area Community** to tackle their similar issues
- **Removing the current councillors** from their positions
- **Slowing down the implementation** of the scheme
- **Removing highly polluting vehicles** from the roads
- Ensuring **motorbikes/scooters are not able to drive through the barriers**
- **Limiting the volume of music** played in cars
- **Improving street lighting**
- Focussing on **reducing crime** in the area

What do you think we could do that is more useful in the future in communicating similar schemes?

### Support

- Some respondents reported that they **understood the difficulties** with regards to the speed of communication and implementation of schemes
- A perception that there has been **clear communication**
- A perception that the QN has **reduced air pollution**
- A perception that **safety has improved** as a result of the QN

- Some respondents **reported little or no impact on visitors/contractors/emergency services** coming to the area
- A perception that there are **fewer rat runners** as a result of the QN
- A perception that the **QN has reduced traffic**
- A perception that the **roads are quieter** as a result of the QN
- An **appreciation that it is difficult to please everyone**
- A perception that **Council workers were treated poorly by protestors**
- A perception that **those not living in the area should not expect to be consulted** about the scheme
- A perception that the **information video on the QN was useful**
- A perception that **supporters of the QN are not necessarily vocalising their support** for the QN in order to **avoid confrontation**
- A perception that the **webinar held by the Council was useful**

## Oppose

- A perception that the **lack of technology ability/access excluded some** from being consulted
- A perception that there has been **increased/displaced traffic** as a result of the QN
- Some respondents reported **longer journey times** as a result of the QN
- A perception that there is a **lack of transparency**
- Some respondents reported that they felt **unhappy with the reasoning for a lack of notice**
- A perception that **traffic will increase**
- A perception that some respondents' **mental health has been negatively impacted** as a result of the QN
- A perception that there is a **lack of clear signage**
- A perception that there has been a **misuse of funding**
- Some respondents recorded **complaints against senior councillors**
- A perception that **accessibility has been reduced** as a result of the QN
- A perception that the QN has **reduced mobility for disabled people**
- A perception that the QN is a **dangerous scheme** in relation to traffic



- A perception that there has been a **lack of evidence for decisions or impacts of the QN**
- A perception that there was a **lack of notice** before the QN's implementation
- A perception that **air pollution will worsen** as a result of the QN
- A perception that the QN has **reduced mobility in general**
- A perception that the QN has a **negative impact on children's health/safety**
- A perception that the **impact on equalities has not been fully considered**
- A perception that the Council is **not meeting legal requirements** with some respondents considering legal action
- A perception that some respondent's **physical health has been negatively impacted** as a result of the QN
- A perception that the QN has **reduced mobility for elderly people**
- A perception that the QN has **reduced mobility for families**
- A perception that the QN has **hampered emergency vehicles**
- A perception that the **Council will lose votes**
- A perception that the **EQIA for the QN has been poor**
- A perception that **accessibility to houses will be reduced** as a result of the QN
- A perception that **safety has been reduced** in relation to crime as a result of the QN
- A perception that there has been **insufficient consultation/consideration of disabled people**
- A perception that **delivery vehicles have been hampered** as a result of the QN
- Some respondents reported that there are **not enough local amenities** within the QN
- Some respondents reported **feelings of entrapment**
- A perception that the QN has **impacted house sales/values or made people move from the area**
- A perception that there is a **class divide** in experience of the QN
- A perception that the QN has **negatively affected BAME groups**
- A perception that **women are affected more negatively by the QN** as they are perceived to be more likely to act as caregivers
- A perception that **cyclists still travel on Brownlow Road and on pavements**

- A perception from **members of the BAME community that they are being placed at a greater risk of COVID-19** by being encouraged to use public transport by the QN
- A perception that introducing the trial during the COVID-19 pandemic was **poor timing**
- A **dislike of having to sign up to the Council's website** to participate in the consultation survey
- A perception that **results from the perceptions survey should not have been used to justify the QN**
- A perception that letters about the QN were **hard to read for non-native speakers**
- A perception that the **maps given to residents were too small**
- A perception that the **QN was poorly designed**
- A perception that the **tone of all communications** was designed to **make car-users feel guilty**

## Suggest

Some respondents suggested:

- Undertaking a **vote/poll**
- **Improving website accessibility** to enable feedback
- **Holding virtual consultations**
- Improving **coordination with neighbouring boroughs**
- **Better community engagement** from Councillor Barnes in the future
- Using **multilingual communication**
- Introducing **better signage**
- That **nothing** needs to change
- Developing a **smarter travel campaign**
- Developing an **environmental strategy**
- Giving **more consideration to BAME groups**
- Holding **consultations with disabled individuals**
- **Approving changes** with the **emergency services**
- **Treating all road users equally**

- **Communicating how the QN could facilitate safer travel** during COVID-19
- Placing a **greater emphasis on community spirit**
- **Engaging schools and younger people**
- **Acknowledging the difficulties** of introducing a QN **during the COVID-19 pandemic**
- Listening to **feedback provided by the police**
- **Engaging** effectively with **ward councillors**
- **Banning more polluting vehicles**
- Upgrading the **Bounds Green railway bridge**
- Introducing a **roundabout at the A406-Bounds Green Road junction**
- Building a **fly-over or a tunnel for the A406 to cross Bounds Green Road**
- Using **simpler language** and more **intuitive communication**
- Using **larger-scale maps**
- **Removing the current councillors** from their positions
- Improve the **honesty of communications**
- **Increased policing** and/or **surveillance**
- **Not rushing** the introduction of future schemes
- Providing a **thorough EqlA from the start** of future projects
- Providing **regular updates about road works** and other traffic delays
- Introducing **electric car meters**



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