



Fox Lane
Quieter Neighbourhood
Consultation Analysis

Final Report

January 2022



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Version 1-0
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Produced by:



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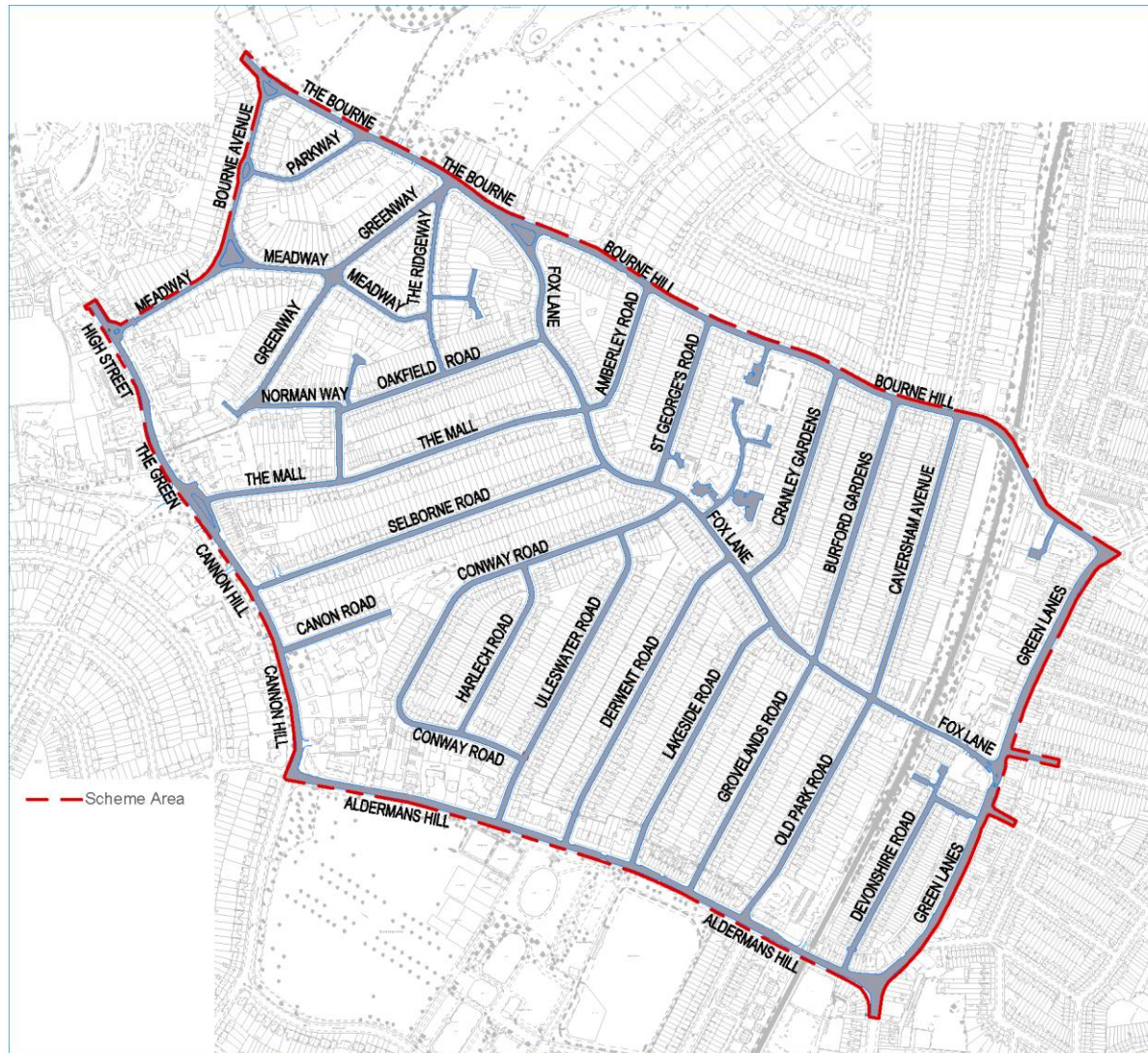
Appendices

Appendix A	Consultation survey form
Appendix B	Longlist of themes identified in the online consultation survey in fewer than 2% of responses
Appendix C	Full list of respondent frequencies and proportions within the QN by street name

1. Introduction

- 1.1 In December 2018, London Borough of Enfield trialled the use of planters to discourage non-residential traffic from cutting through the Fox Lane Area. This was later found to not be effective in addressing traffic concerns and so was removed.
- 1.2 In November and December 2019, the Council presented a plan for the Fox Lane Area Quieter Neighbourhood to residents for comment. All comments were considered, and a summary report was produced and is available at <https://letstalk.enfield.gov.uk>.
- 1.3 Informed by this and following the outbreak of the COVID-19 pandemic, Enfield Council revised the plans and 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). The creation of the QN has involved installation of modal filters at the following locations:
 - Oakfield Road at its junction with The Mall
 - Devonshire Road at its junction with Green Lanes
 - The following roads' junctions with Fox Lane:
 - The Mall
 - Selborne Road
 - Conway Road
 - Derwent Road
 - Lakeside Road
 - Grovelands Road
 - Old Park Road
- 1.4 The QN also involved the introduction of a camera operated modal filter on Fox Lane, towards its eastern end, and on the Meadway, at the western fork of the Meadway and Bourne Avenue. These were in addition to the camera operated modal filter introduced on Conway Road at its junction with Fox Lane in November 2020, in place of the bollard modal filter initially installed. These cameras allow emergency services, refuse vehicles and cyclists access through these roads, whilst fining any unprohibited vehicles who pass through.
- 1.5 A 20mph speed limit was also introduced on all roads within the area, excluding the perimeter roads.
- 1.6 The full scope of the QN is shown in Figure 1-1.

Figure 1-1: Map of the Fox Lane and Surrounding Streets Quieter Neighbourhood



- 1.7 The ETO allows members of the public to provide feedback on the QN via an online survey, which received 4,126 responses from 2,947 respondents, and a paper survey, which received 30 responses. In addition, members of the public were able to submit email feedback regarding the QN up to and including 11th July 2021.
- 1.8 Responses to the 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. This document combines the responses documented through the online and paper surveys and also provides details of the email feedback received.

About ITP

- 1.9 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 for the Council to make an independently informed decision going forward.

Structure of this report

- 1.10 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 the quantitative analysis of closed questions and the 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: General feedback** – covers responses to the third open question regarding general feedback on the QN.
- **Section 9: Permit parking scheme** – covers responses to the closed question regarding the implementation of a permit parking scheme in the future.
- **Section 10: 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 11: Emails** – covers an overview of the comments provided by emails sent to the Council in relation to the QN.
- **Section 12: 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 has 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 Fox Lane 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. However, as the coding process continued, it became clear that additional codes were required. These were added to the coding frame, and previous responses were checked to see if they could be categorised into the new codes.

- 2.10 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.
- 2.11 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.
- 2.12 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 two analysts, coding two questions each. The coding undertaken by each analyst 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.

Stakeholder responses

- 2.13 There were a small number of responses from people representing businesses and community groups within their response. In response to the survey:
- One respondent was associated with W J Norman & Son - Builders & Decorators;
 - One respondent was associated with The Cannon Hill Clinic;
 - One respondent was associated with Green Lanes Business Association;
 - One respondent was associated with Palmers Green Crafts and Classes CIC;

- One respondent was associated with Bright Horizons Day Nursery and Preschool;
- One respondent was associated with Aran Homes Ltd;
- One respondent was associated with The Skinners' Almshouse Charity;
- One respondent was associated with Enfield Disability Action;
- One respondent was associated with Hello North London; and
- One respondent was associated with Southgate Methodist Church.

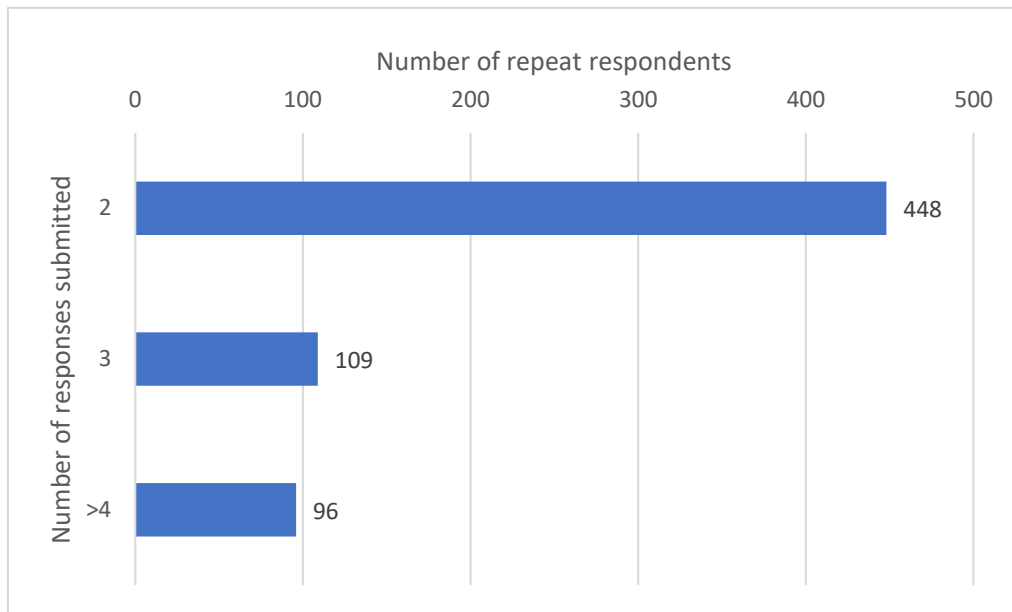
Emails

- 2.14 The emails sent to the Council in relation to the QN up to and including 11th July 2021 were thematically analysed, using a combination of the coding frames developed for the open questions as a basis for the email 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.
- 2.15 However, as emails could cover such a broad range of issues, the Council requested that the numbers of emails mentioning each comment should not be included in the reporting, as such quantification could be 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 11.

Repeat responses

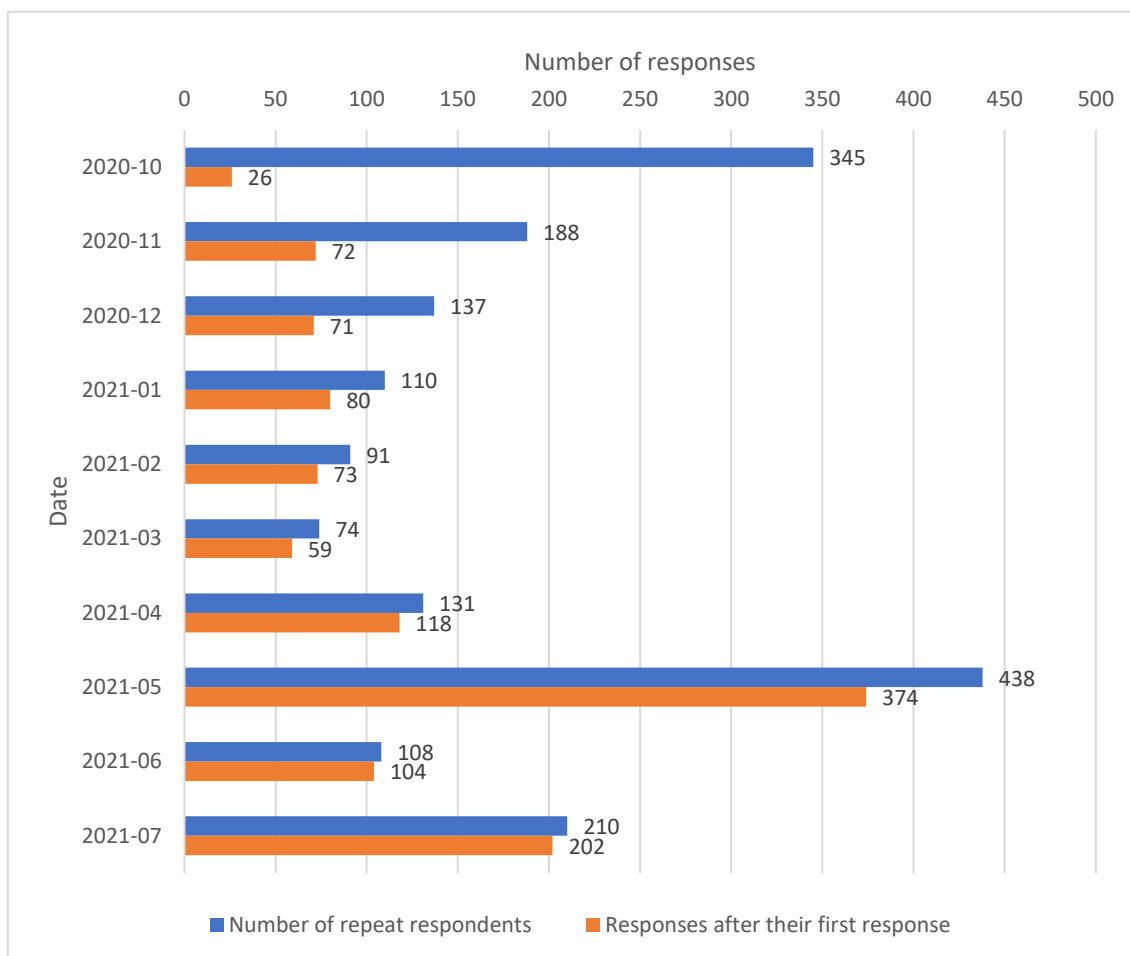
- 2.16 Respondents were able to send multiple responses to the consultation survey if they wished, to allow respondents to register changes in views over time or provide additional information to their first response. It should be noted, however, that only the respondents' first survey responses have 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.
- 2.17 The total number of respondents who responded more than once to the survey was 653, and the number of times each of these people responded is shown in Figure 2-1. This amounted to 1,179 repeat responses.

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



2.18 There were a higher number of repeat respondents towards the start (October) and a few months from the end (May) 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 May 2021.

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



Repeat emails

2.19 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 a combination of street names and postcodes provided by respondents, a slight majority of respondents were from outside of the QN (1,637 – 55%). A further 1,310 respondents (44%) were from inside of the QN, and 30 respondents (1%) did not provide their street name. When excluding those who had not provided their approximate address, 44% lived within the QN and 56% 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 is a slight concentration of respondents on the adjoining roads of Fox Lane and Fox Lane itself. This is supported by the data in Table 3-1.
- 3.3 The 2011 Census recorded 10,812 residents within the QN, suggesting that this consultation received responses from approximately 12% 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

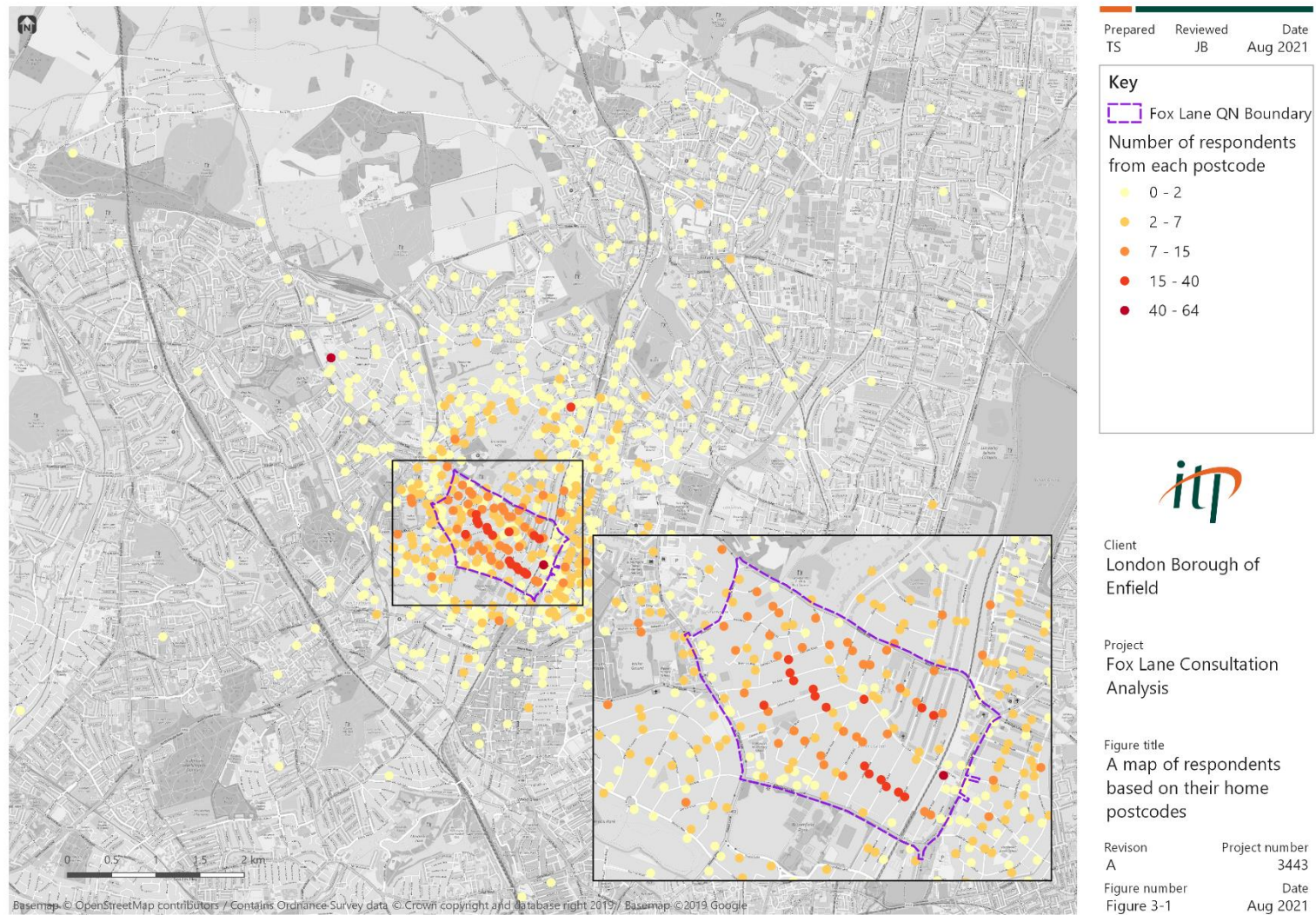


Figure 3-2: A map of respondents based on their home postcodes, focussing on the QN



- 3.4 Table 3-1 provides a breakdown of the number of respondents to the survey by street, for streets within the QN. A full list of street names from which responses were sent and the number and proportion of respondents on each street are listed in Appendix C. The distribution of respondents was quite even across the streets included in Table 3-1, with the most common home street (Fox Lane, with 124 respondents – 4%) only 1 percentage point higher than the second most common, Selborne Road (86 respondents – 3%). At least one response was received from survey respondents who provided their address from 38 streets within the QN, with responses received from a total of 479 streets (441 of which were outside of the QN).

Table 3-1: Numbers and proportions of respondents for streets within the QN

Street name	Number of respondents	% of all respondents (n=2,947)
Fox Lane	124	4%
Selborne Road	86	3%
The Mall	82	3%
Conway Road	76	3%
Old Park Road	72	2%
Lakeside Road	67	2%
Grovelands Road	61	2%
Ulleswater Road	60	2%
Burford Gardens	50	2%
Bourne Hill	49	2%
Derwent Road	49	2%
Oakfield Road	49	2%
Caversham Avenue	46	2%
High Street	43	1%
Meadway	42	1%
Greenway	38	1%
Cranley Gardens	35	1%
Green Lanes	35	1%

Street name	Number of respondents	% of all respondents (n=2,947)
St George's Road	31	1%
Amberley Road	30	1%
Devonshire Road	30	1%
Aldermans Hill	22	1%
Cannon Hill	20	1%
Crothall Close	20	1%
Harlech Road	17	1%
Bourne Avenue	15	1%
The Bourne	12	0%
Parkway	10	0%
The Ridgeway	9	0%
Cannon Road	5	0%
Norman Way	5	0%
Palmadium Close	5	0%
Dovedon Close	4	0%
Lucerne Close	3	0%
Pellipar Close	3	0%
Cromie Close	2	0%
Ridgemean Close	2	0%
Foxgrove	1	0%

Car ownership

- 3.5 The survey collected information on whether respondents owned a car, and, if so, how many cars they owned. Overall, 2,733 respondents (92%) reported owning a car, 219 respondents (7%) reported that they did not own a car, and 25 respondents (1%) did not answer the question. When excluding those who did not answer the question, 93%

of respondents reported that they were car owners and 7% 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 73%, 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=2,952)	% of households owning a car in the QN (2011 Census)	% of households owning a car in Enfield (2011 Census)
Car owner	2,733	93%	73%	68%
No car	219	7%	27%	32%

Disability

- 3.7 The survey asked whether respondents considered themselves to have a disability. 148 respondents (5%) reported that they did have a disability, 1,782 respondents (60%) said they did not, 68 (2%) said they preferred not to say, and 978 (33%) did not answer the question. When considering only those who responded with a “yes” or a “no” to the question, 8% of respondents considered themselves to have a disability and 92% 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 148 respondents who considered themselves to have a disability, 116 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 116, 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=116)
Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches	48	41%
Visual impairment, such as being blind or having a serious visual impairment	4	3%
Hearing impairment, such as being deaf or having a serious hearing impairment	11	9%
Mental health condition, such as depression or schizophrenia	13	11%
Learning disability/difficulty, such as Down's syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder	13	11%
Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	54	47%

Marriage

3.9 The survey asked respondents if they were married or in a civil partnership. Overall, 1,147 respondents (48%) indicated that they were, and 498 respondents (17%) indicated that they were not. 96 respondents (3%) preferred not to say, and 966 respondents (32%) did not answer the question. Of those who answered yes or no to the question, 74% of respondents reported they were married or in a civil partnership. The 2011 Census data shows that, of residents aged 16 and over, around 44% of people in the area are married or in a civil partnership, with 56% being recorded as single¹. While all respondents to the survey were over the age of 15, the age

¹ 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

distribution of the survey respondents differed from the age distribution provided by census data. Once again, this means comparisons with the census data should be treated with caution.

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

Marital status	Number of respondents	% of those who reported their marital status (n=1,915)	% of those aged 16+ in the QN (2011 Census)
Married or in a civil partnership	1,417	74%	44%
Single ¹	498	26%	56%

Sexual orientation

3.10 The survey asked about the respondents' sexual orientation. 1,780 (60%) respondents reported that they were heterosexual. There were 20 (0.7%) responses from gay men, 8 (0.3%) responses from gay women/lesbians, 25 (0.8%) responses from people who said they were bisexual and 6 responses (0.2%) from those who felt that none of the above categories described their sexuality. There were 968 (33%) respondents who left this question blank and 170 (6%) 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
- Non-binary
- Prefer not to say

- Other.

3.12 There were slightly more female respondents (1,159 – 39%) than male respondents (1,122 – 38%), although a further 638 respondents (21%) left the question blank in both instances, 42 (1.4%) preferred not to say and 10 (0.3%) used the “other” category.² 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, 493 answered yes (17%) and 1,143 answered no (48%), with 54 preferring not to answer the question (2%) and 987 leaving the question blank (33%). For responses from female respondents, 256 answered yes (22%) and 728 answered no (48%), with 13 preferring not to answer the question (1%) and 162 leaving the question blank (14%). 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 left the question blank (1,009 – 34%). The largest religious group was Christian with 889 respondents (30%), which was closely followed by those who indicated that they had no religion (773 – 26%). A small number of respondents belonged to other religious groups, including Buddhist (10 respondents), Hindu (32 respondents), Jewish (66 respondents), and Muslim (86 respondents)³. A further 107 responses were from people who preferred not to answer the question. Table 3-5 below displays these proportions, excluding those who left the question blank, in comparison to the data from the 2011 Census below. This shows that the proportion of people without a religion is much higher in the survey responses than in the Census, whilst proportion of those indicating themselves to be Christian or Muslim is slightly lower. When comparing these statistics, it must be remembered that 1,009 (34%) respondents left the question blank, so we cannot be sure of the exact distribution of religions amongst survey respondents.

² “Transgender” and “non-binary” have not been reported upon due to their low sample sizes.

³ Sikh has not been reported upon due to its low sample size.

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

Religion	Number of respondents	% of respondents who answered (n=1,988)	2011 Census
No religion	773	39%	22%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	889	45%	52%
Buddhist	10	1%	1%
Hindu	32	2%	3%
Jewish	66	3%	3%
Muslim	86	4%	9%
Prefer not to say	107	4%	8%
Other	No data	No data	1%

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. It should be noted that the proportions shown in Table 3-6 do not include those who preferred not to give their ethnicity (78 – 3% of all respondents) or those who left the question blank (672 – 23% of all respondents), so we cannot be sure of the exact distribution of ethnicities amongst the respondents. With that in mind, when compared to the figures for the 2011 Census, the proportions of respondents who were White was 15 percentage points higher, while the proportions of respondents from Mixed, Asian, and Black backgrounds were lower than might be expected from the Census⁴.

Table 3-6: Comparison of ethnic groups in survey sample from respondents who gave their ethnicity (n=2,227) and 2011 Census data for the QN

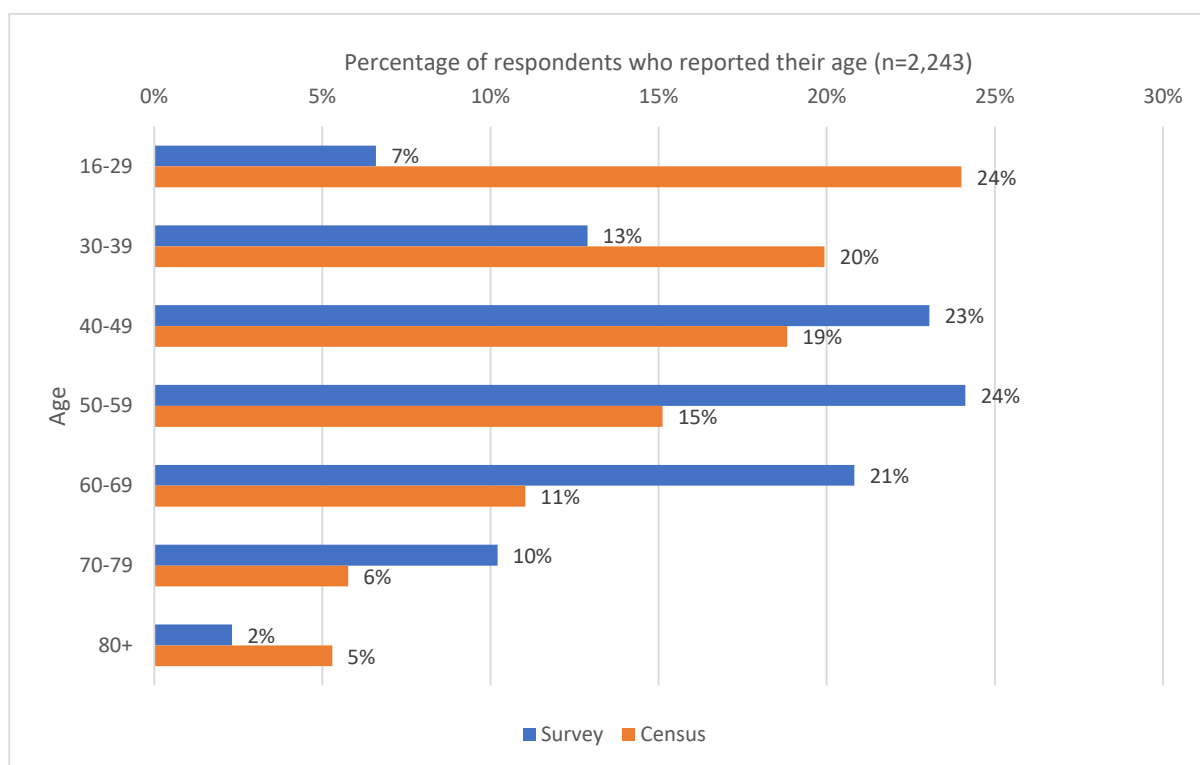
Ethnicity group	Survey responses (n=2,227)		2011 Census
White	1,950	88%	73%
Mixed	76	3%	6%
Asian	155	7%	11%
Black	41	2%	5%
Arab ⁴	-	0%	5%

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, 285 respondents still had no age attributed to them (10%). The age distribution of respondents who did give their age is shown in Figure 3-3 below.
- 3.18 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.

⁴ The proportion of respondents from an Arabic background is not reported on due to a low sample size.

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



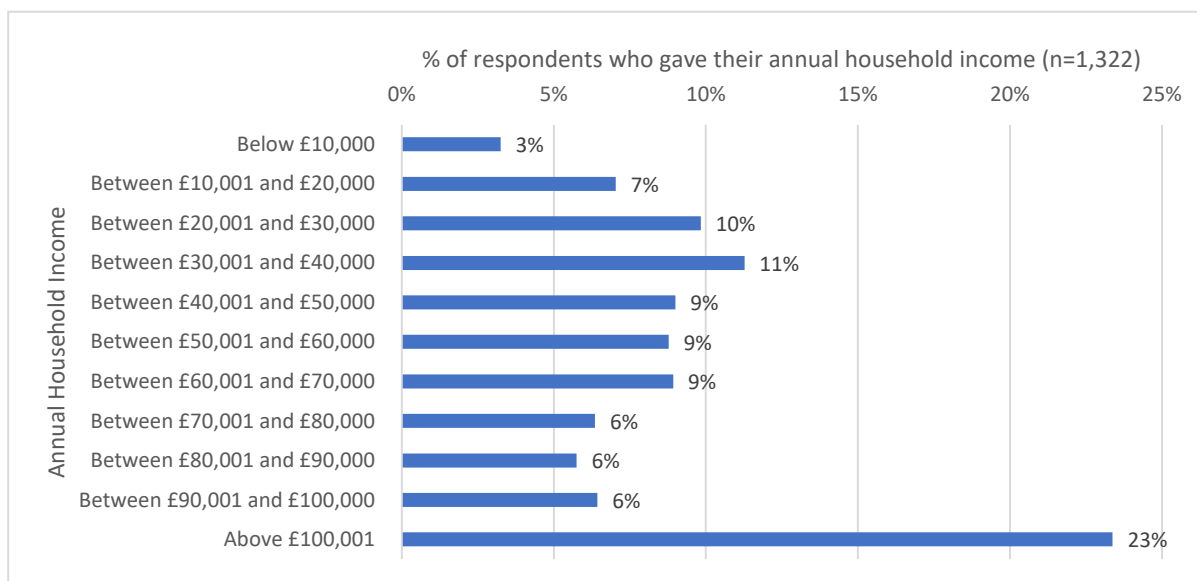
3.19 Of those who gave their age, the highest proportion of respondents were in the 50-59 years category with 541 respondents (24%), followed by the 40-49 years category with 517 respondents (23%) and the 60-69 years category with 467 respondents (21%). The next most represented were aged 30-39 with 289 respondents (13%), 70-79 with 229 respondents (10%) and 16-29 with 148 responses (7%). Only 52 respondents were aged over 80 (2%), making it the only age group over 40 to be under-represented, although to the same extent as the 16-29 and 30-39 age groups.

Household income

3.20 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.

3.21 Just over half (1,655 - 56%) of respondents did not provide an answer to the question on combined household income, with 982 leaving the response blank (33%) and 673 selecting 'prefer not to say' (23%). 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

3.22 Of all respondents, 28 (1%) said that they received care assistance in their home, and 253 (8%) 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

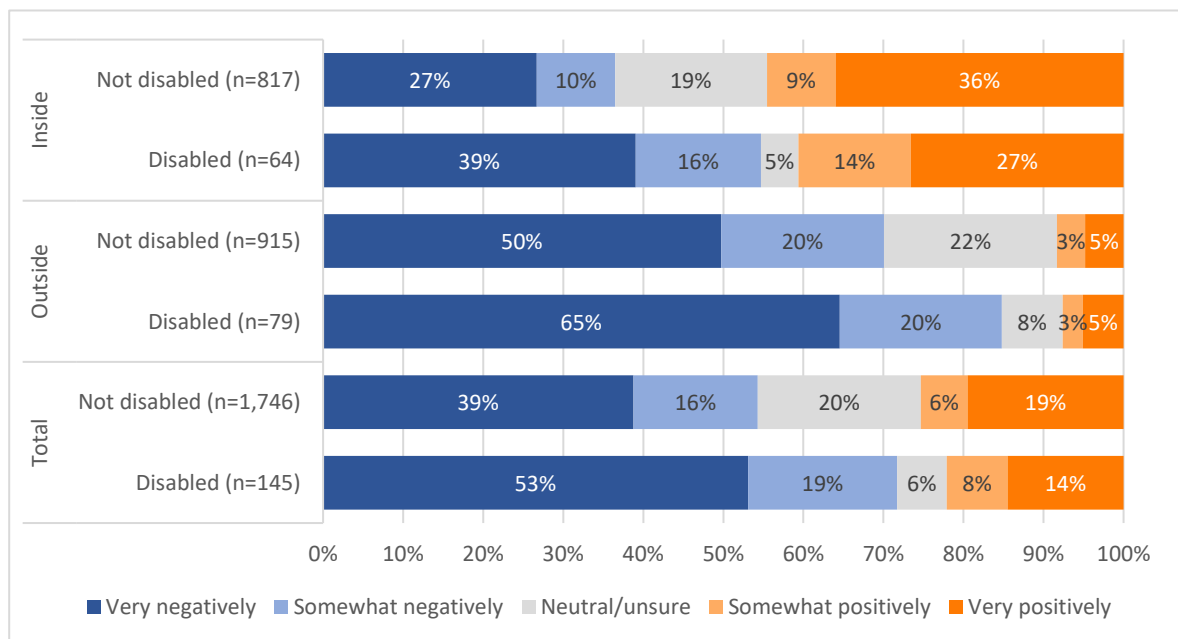
- 4.1 The Council have a duty under the Equality Act 2010 to:
- Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the Act;
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
 - Foster 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, 1,114 (56%) respondents felt that the QN had impacted them 'very negatively' or 'somewhat negatively', while 496 (25%) felt that the QN had impacted them 'very positively' or 'somewhat positively'. However, these proportions vary greatly between respondents living inside and respondents living outside the QN. Only 38% of respondents inside the QN felt that it had impacted them negatively, compared with 72% living outside of the QN. 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) and, for the breakdowns by location, those whose location was also identifiable.

Disability

- 4.6 Of the respondents who said they had a disability, 104 respondents (72%) perceived that the trial had had a 'very negative' or 'somewhat negative' impact on them, whilst 32 respondents (22%) 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 their counterparts outside of the QN. In fact, for respondents without disabilities living inside the QN, more respondents felt the impacts had been positive (364, 45%) than negative (298, 36%).

Figure 4-1: Perceived impacts of the QN by disability⁵



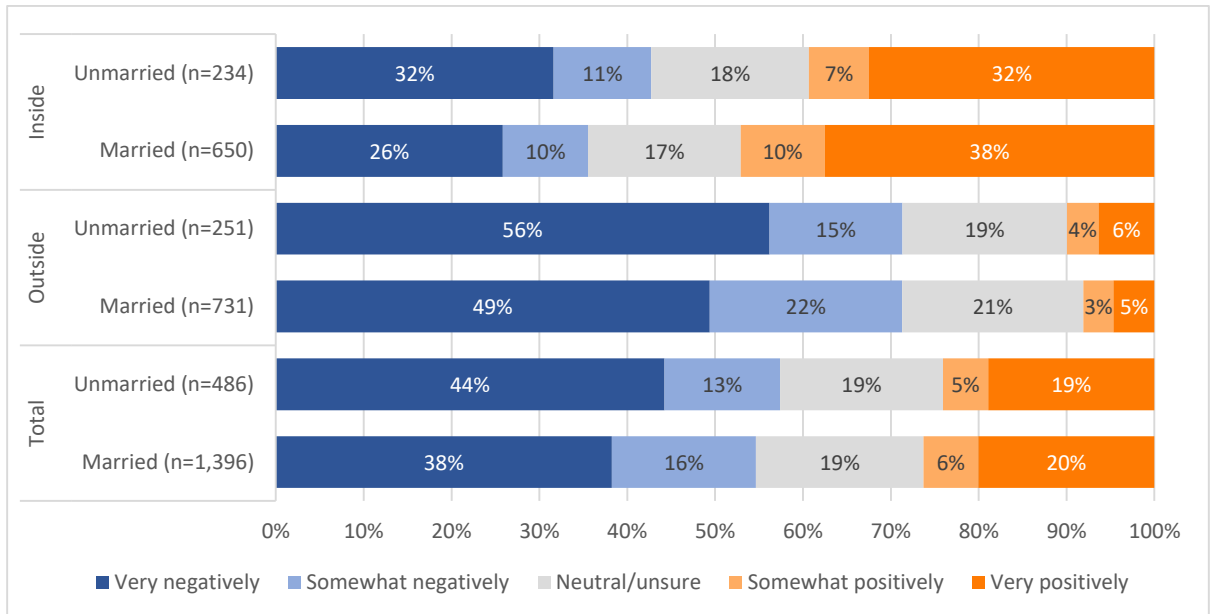
Marriage/civil partnership

- 4.7 The ratings of the trial in terms of positive/negative impacts were very similar between married and unmarried respondents, with 55% (763) of married and 57% (279) of unmarried respondents perceiving they had experienced negative impacts from the QN. For positive impacts, these figures were 26% (367) and 24% (117) respectively.

⁵ Percentages in figures where blanks are removed, and no categories are missing, may not sum to 100% due to rounding.

Again, these patterns were common to respondents both inside and outside the QN, although with more positive responses for both married and unmarried respondents living inside than outside the QN. This was particularly true for married respondents, with more respondents (306, 47%) perceiving the QN’s impacts to be positive than negative (231, 36%).

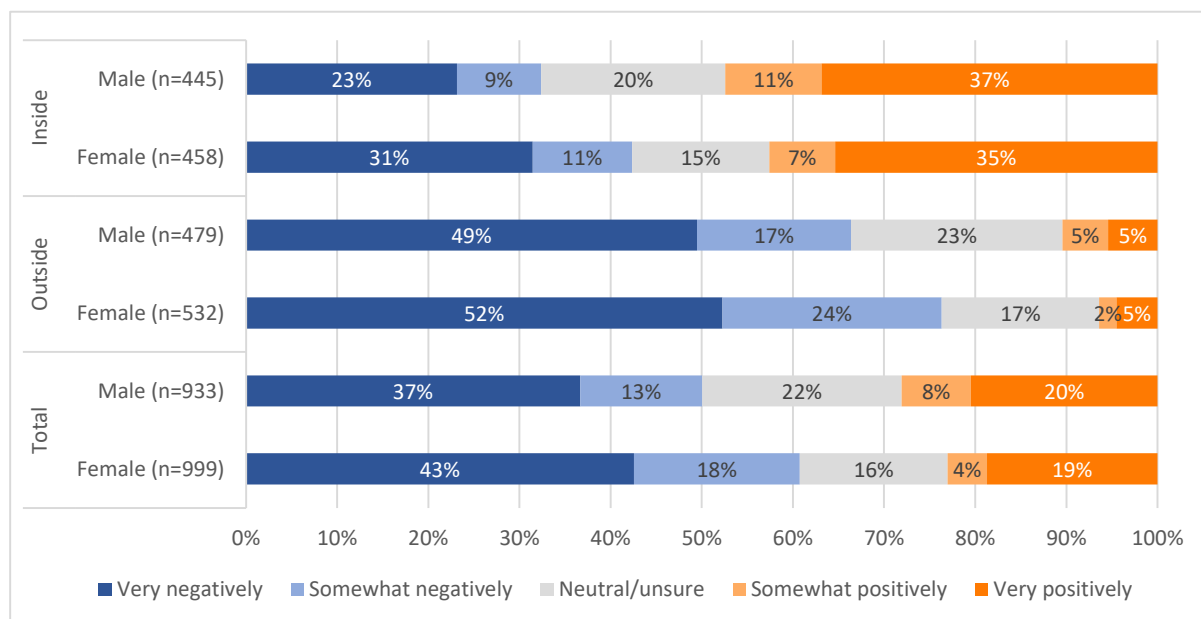
Figure 4-2: Perceived impacts of the QN by marital status



Gender

- 4.8 A greater proportion of females perceived the trial to have had either a ‘very negative’ or ‘somewhat negative’ impact (607 respondents – 61%) on them than responses from male respondents (467 responses – 50%). In terms of ‘somewhat positive’ or ‘very positive’ impacts, 230 females (23%) perceived this to have been their experience, compared to 262 males (28%). Again, responses for both males and females were more positive for respondents living inside than outside the QN. Of the males inside the QN, a greater proportion found its impacts to be positive (211, 47%) rather than negative (144, 32%), whilst for females it was almost even for negative (194, 42%) and positive (195, 43%).

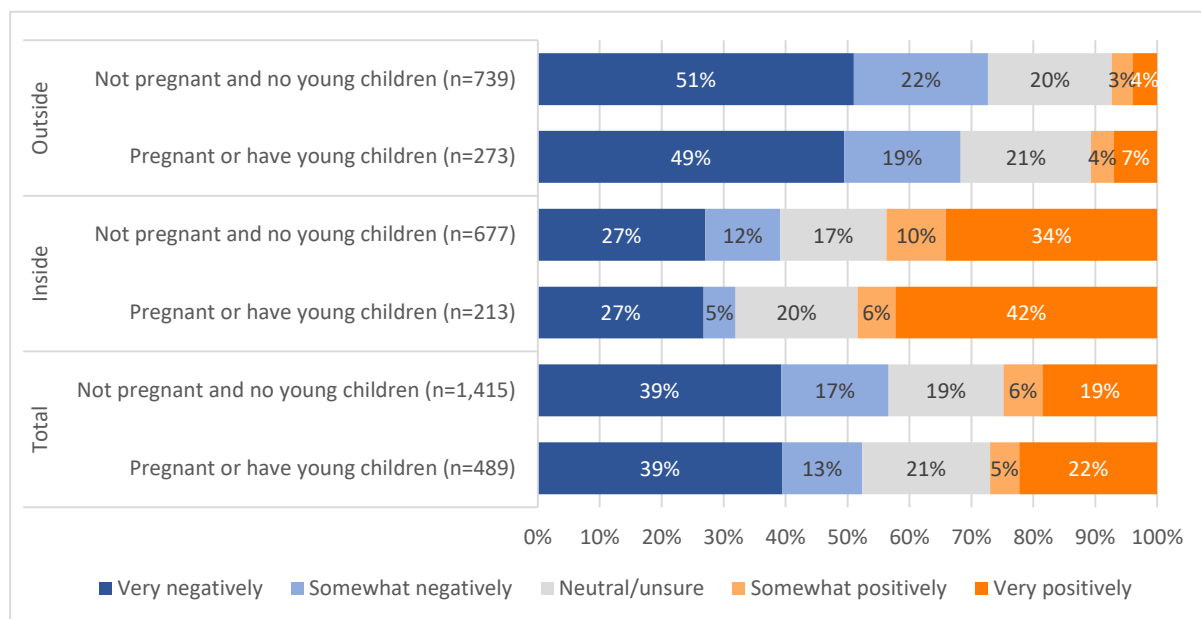
Figure 4-3: Perceived impacts of the QN by gender



Pregnancy and maternity

- 4.9 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, 256 (52%) stated they had experienced a 'somewhat negative' or 'very negative' impact, while 132 (27%) 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 801 (57%) and 351 (25%) respectively. As with the previous protected characteristics, these patterns were reflected for both respondents living inside and outside the QN, but with a more positive perception reported by those living inside than outside the QN.

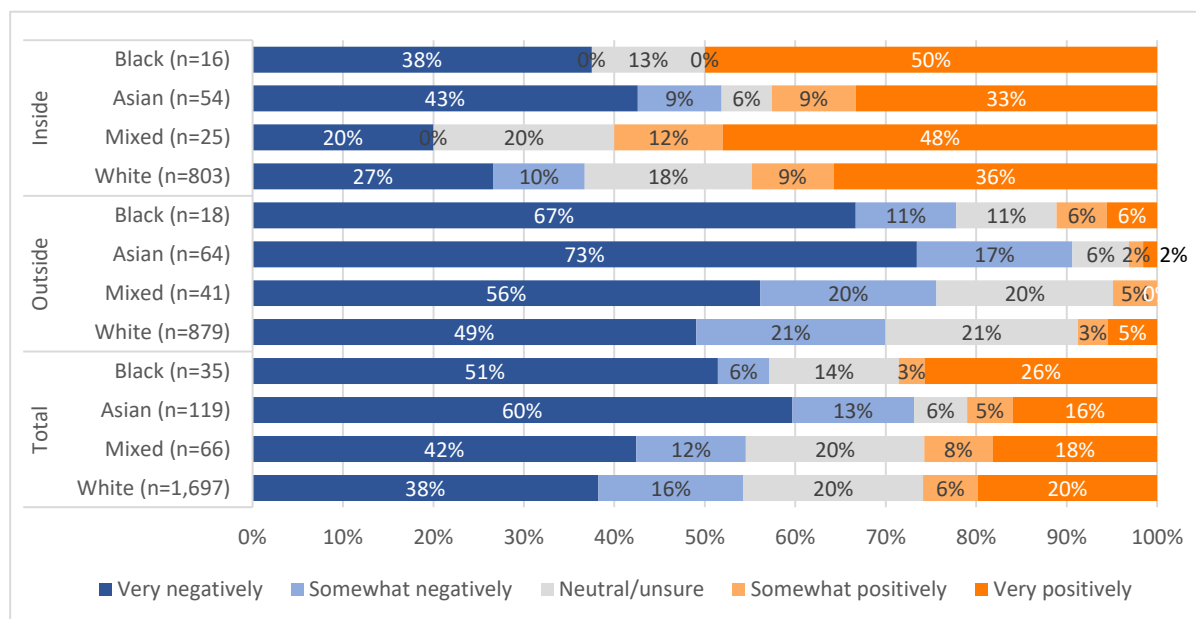
Figure 4-4: Perceived impacts of the QN by pregnancy and maternity



Ethnicity

- 4.10 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 (87 responses - 73%) than average (56%). This outweighs the 25 responses (21%) from people from Asian backgrounds who felt that the QN had impacted them ‘very positively’ or ‘somewhat positively’, compared to 25% as an average across the whole dataset.
- 4.11 The Black ethnic group showed the highest level of perceived positive impacts overall, with 10 respondents (29%) perceiving that the QN had impacted them ‘very positively’ or ‘somewhat positively’, and 20 respondents (57%) feeling that the QN had impacted them ‘very negatively’ or ‘somewhat negatively’.
- 4.12 When comparing respondents from inside and outside the QN, the proportions of each ethnic group perceiving the QN to be positive or negative relative to one another were similar, although those inside the QN had a more positive perception of the QN. However, the Mixed ethnic group had a particularly larger proportion of positive perceptions for respondents inside compared with outside the QN. The Mixed ethnic group inside the QN was the only group for which a majority of respondents (15, 60%) perceived the QN to have had a positive impact. It is worth considering the small sample size of the mixed ethnic group when comparing these proportions.

Figure 4-5: Perceived impacts of the QN by ethnicity⁶



Age

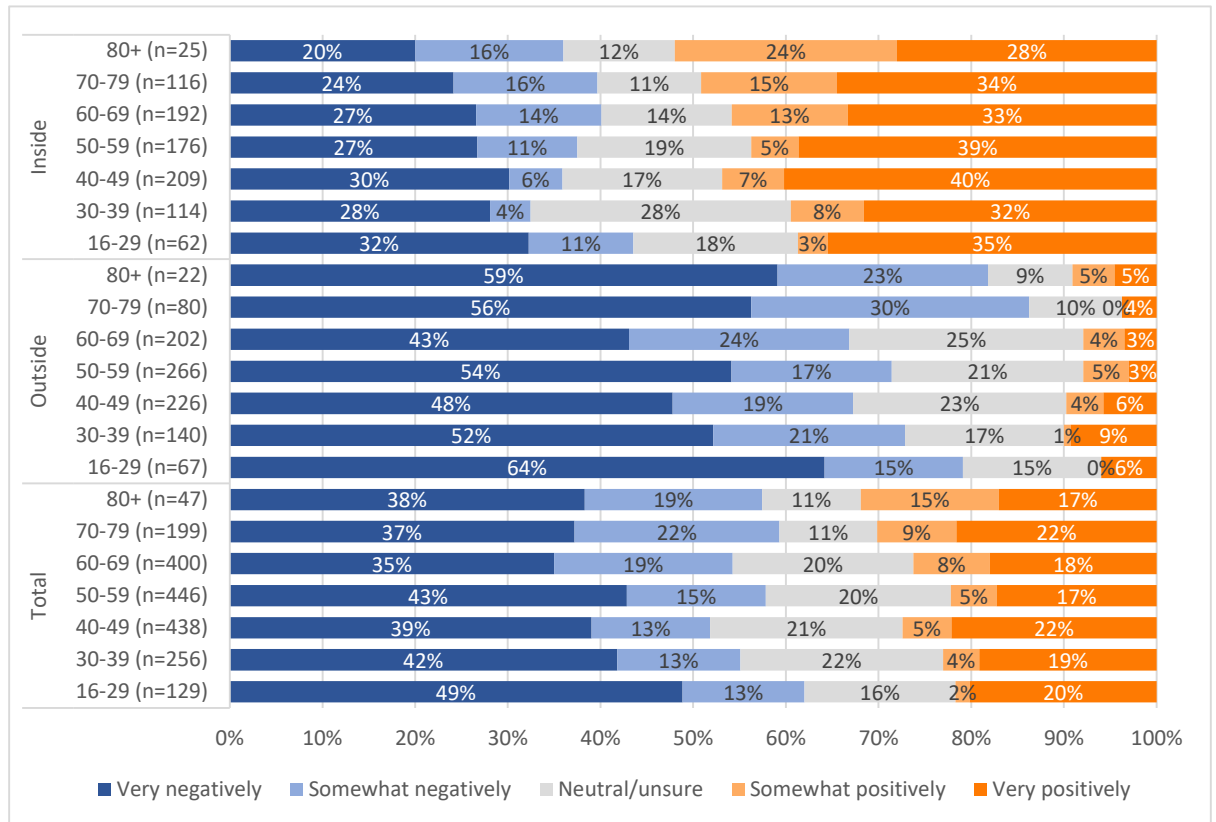
4.13 The proportions of respondents in each age group reporting either perceived positive or negative impacts of the QN were generally very similar across the bandings (with around 50% to 60% of respondents reporting perceived negative impacts). There was no clear trend in the little variation there was for negative responses between age groups. However, it appears that older respondents may have been more likely to respond positively to this question, with the 80+ age group exhibiting the highest proportion of positive respondents (32%) and the 16-29 age group exhibiting the lowest proportion of positive respondents (22%). Generally, the proportion of positive respondents decreased with decreasing age, except for the 40-49 age band. However, the variation between these proportions is still relatively small.

4.14 As Figure 4-6 shows, these variations between age groups were small for both respondents inside and outside the QN, although perceptions were more positive for those inside the QN across all the age groups. For those inside the QN, there seems to be a slight trend of older respondents being more likely to perceive the QN positively, although the proportions perceiving the QN negatively were quite consistent across the age groups. Whereas, for respondents outside the QN, both the two oldest and two youngest groups showed the highest proportions of negative perceptions of the

⁶ 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.

QN, with slightly lower proportions of those with negative perceptions those aged 40 to 69.

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



Non-equalities characteristics

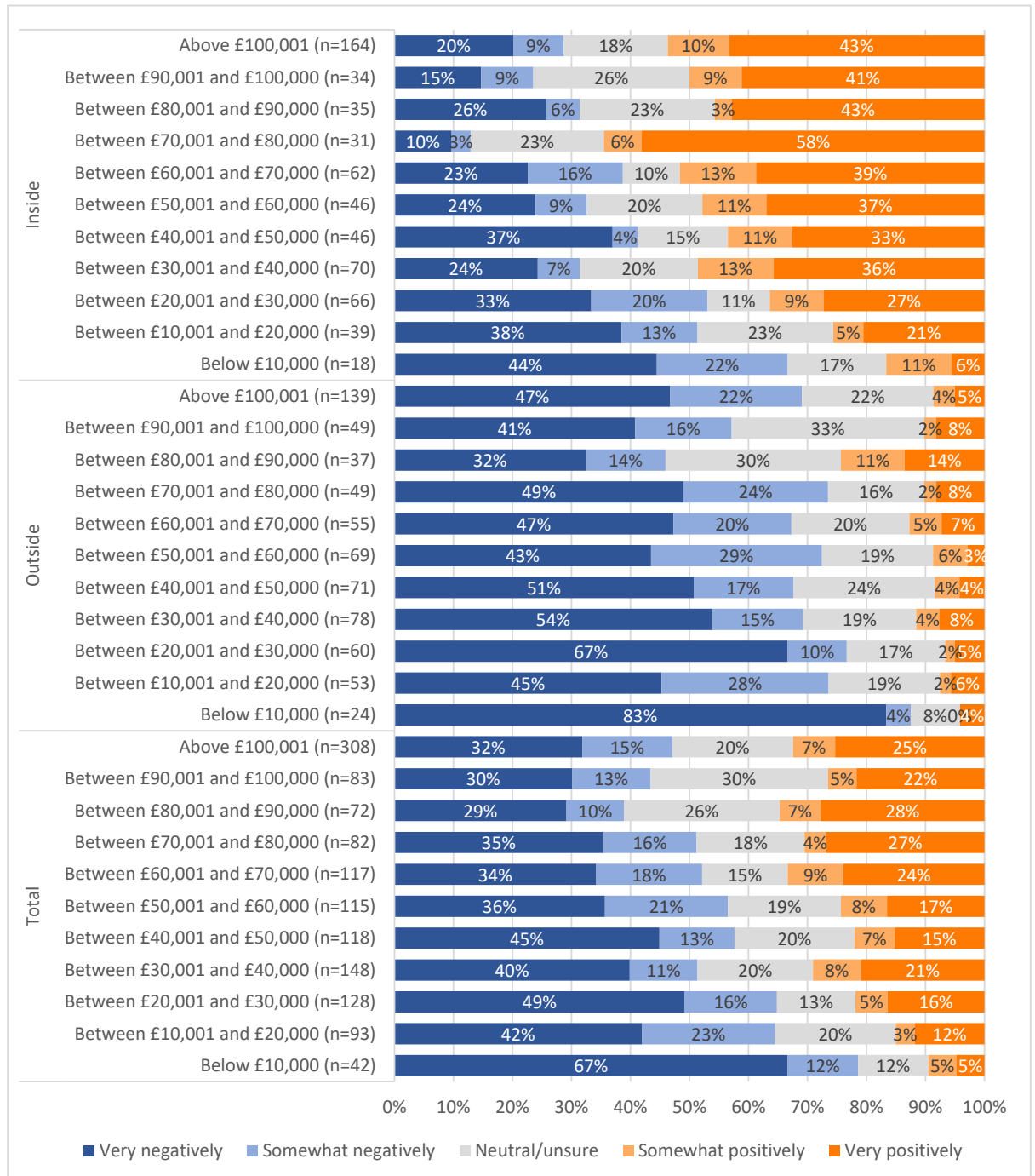
- 4.15 There are some demographic characteristics that were collected that are not classed as protected characteristics under the Equality Act (2010), but that are important to consider in the context of this consultation.

Income

- 4.16 Although there wasn't a particularly clear correlation, lower income groups generally showed higher proportions of negative responses to this question than higher income groups, whilst also generally showing lower proportions of positive responses, although the relationship was more pronounced for negative responses. By far the income group with proportionally the most negative responses was the "Below £10,000" group, with 79% (28 respondents) indicating they had been negatively impacted by the QN, compared to the average of 56%. As Figure 4-7 shows, this was reflected in respondents both inside and outside the QN, although, as seen with the

protected characteristics, respondents inside the QN were much more positive about it than those outside the QN.

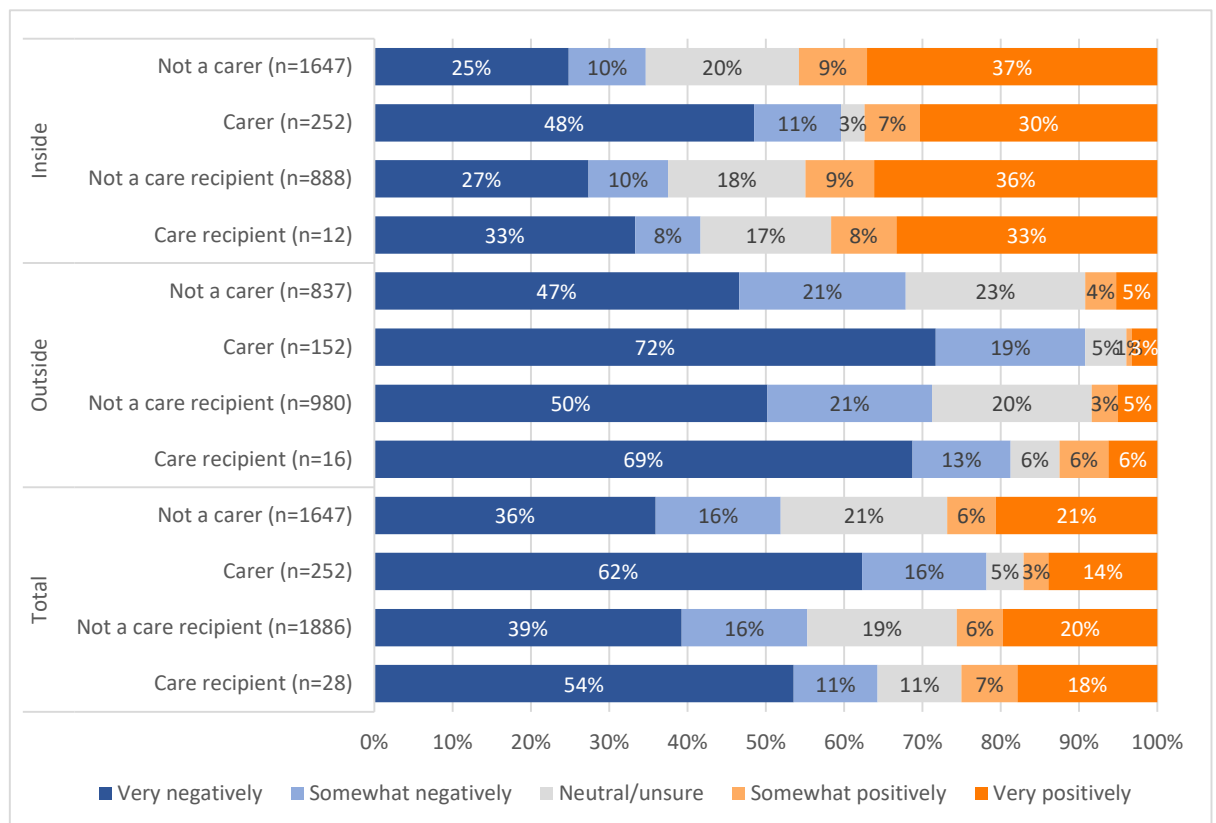
Figure 4-7: Perceived impacts of the QN by income bracket



Care recipients and carers

4.17 Of respondents who received care assistance in their home, just under two thirds (64% - 18 respondents) indicated that they felt they had been negatively impacted by the QN. Of respondents who were carers themselves, this figure was even higher, at 158 respondents (78%). Again, this was reflected both inside and outside the QN, but with a greater proportion of negative respondents for those outside than inside the QN.

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

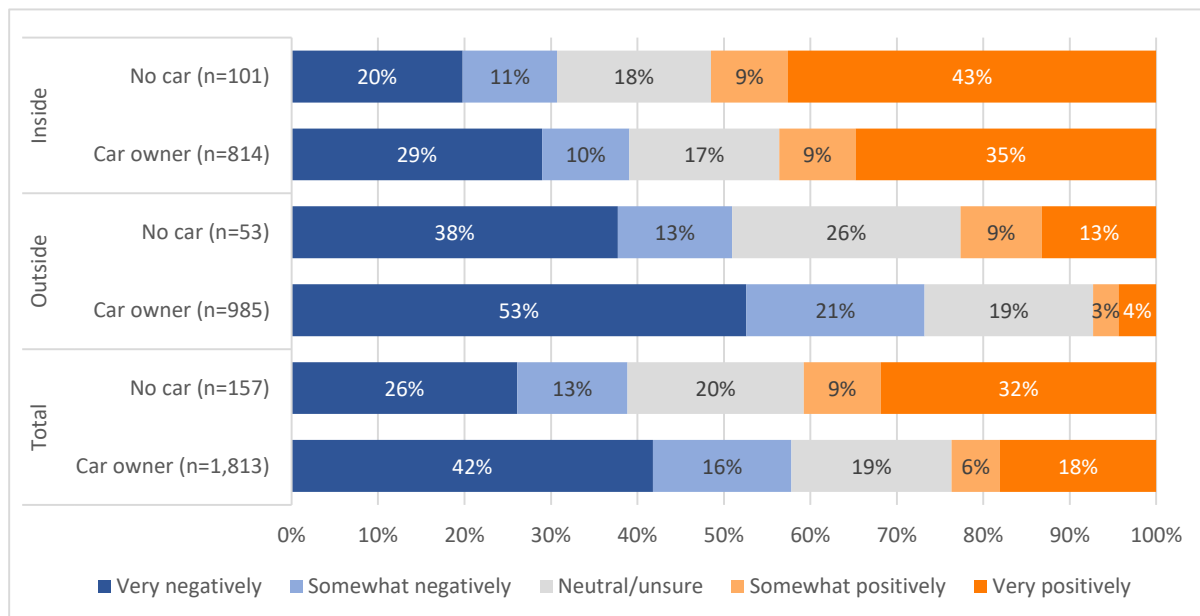


Car owners

4.18 Of respondents who did not own a car, 50 (32%) perceived that the trial had had a 'very positive' impact on them from an equalities' perspective, with a further 14 (9%) perceiving it had had a 'somewhat positive' impact on them. Of this same group, 61 (39%) felt that the trial had had a 'very negative' or 'somewhat negative' impact on them. This meant that non-car owners were more likely to positively perceive the impacts of the QN when compared to car owners, 58% of whom (1,048 respondents) perceived the QN to have had a negative impact, with 24% perceiving it to have had a positive impact. This pattern was true for respondents both inside and outside the QN, but, again, respondents were more positive inside than outside the QN, with a majority

of non-car owners inside the QN (355, 51%) perceiving it to be either somewhat or very positive.

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



Open question

- 4.19 Respondents were asked to ‘provide any more information that can help inform our Equalities Impact Assessment’ as an open response answer. There were 851 responses to this question, and the average word count was 63 words. However, there were only 292 responses relevant to protected characteristics, as explained in the following section. So, the 2% cut-off minimum for this question was six responses (i.e., only codes with six 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.
- 4.20 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

- 4.21 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 Table 4-1). 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.
- 4.22 The table below shows that age and disability were the most common characteristics mentioned in response to this question.

Table 4-1: Number of responses mentioning each protected characteristic

Protected characteristic	Number of responses	% of relevant responses (n=292)
Age	116	40%
Disability	143	49%
Gender reassignment	0	0%
Marriage and civil partnership	0	0%
Pregnancy and maternity	24	8%
Race	3	1%
Religion or belief	2	1%
Sex	93	32%
Sexual orientation	0	0%

Support

- 4.23 There were seven supportive themes that were mentioned in at least 2% of all responses to this question:
- 30 respondents referred to streets feeling **safer or easier for pedestrian/cycle movement**; 73% of these comments came from respondents inside the QN

- 10 respondents referred to a perceived **reduction in noise pollution**, 100% of these comments came from respondents inside the QN
- 9 respondents referred to a perceived **reduction in air pollution**; 67% of these comments came from respondents inside the QN
- 8 respondents **offered general comments** of support (such as simply stating that they were in favour of the QN); 88% of these comments came from respondents inside the QN
- 7 respondents referred to a perceived **improvement in their quality of life** as a result of the QN; 57% of these comments came from respondents inside the QN
- 7 respondents felt that they had **become more active** as a result of the QN; 57% of these comments came from respondents inside the QN
- 6 respondents felt that their **physical health had improved**; 67% of these comments came from respondents inside the QN

Oppose

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

- 16 respondents referred to a perception that public transport or active travel are not **suitable alternatives due to disability**; 50% 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 COVID-19**; 45% of these comments came from respondents inside the QN
- 10 respondents referred to a perception that public transport or active travel are not **suitable alternatives due to age**; 50% of these comments came from respondents inside the QN
- 9 respondents referred to a perceived **reduction in mobility for disabled people**; 11% of these comments came from respondents inside the QN

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

- 19 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); 21% of these comments came from respondents inside the QN

- 18 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; 33% of these comments came from respondents inside the QN
- 16 respondents mentioned **feeling unable or finding it much harder to visit friends/family** or to welcome visitors; 25% of these comments came from respondents inside the QN
- 8 respondents mentioned **parking issues**; 25% of these comments came from respondents inside the QN

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

- 135 respondents referred to a perceived **increase in journey times**; 39% of these comments came from respondents inside the QN
- 110 respondents referred to a perceived **increase in traffic**; 35% of these comments came from respondents inside the QN
- 84 respondents referred to a perceived **increase in air pollution in the area**; 36% of these comments came from respondents inside the QN
- 17 respondents perceived **traffic to be being displaced**; 0% of these comments came from respondents inside the QN

4.27 Other opposition related to health and/or safety:

- 42 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; 26% of these comments came from respondents inside the QN
- 31 respondents referred to perceptions that the QN was **damaging their own or other's mental health**; 29% of these comments came from respondents inside the QN
- 16 respondents referred to a perceived **lack of safety** for women, the elderly or otherwise vulnerable **due to crime**; 50% of these comments came from respondents inside the QN
- 14 responses suggested that **emergency vehicle access** had been or might be hampered; 29% of these comments came from respondents inside the QN
- 12 respondents felt it was **harder to access healthcare, or for carers to gain access to patients**; 25% of these comments came from respondents inside the QN

- 10 respondents felt that **noise pollution had increased**; 50% of these comments came from respondents inside the QN
- 8 respondents referred to a perceived **lack of safety** for the general population **due to traffic or cyclists** (e.g., cycling on pavements); 0% of these comments came from respondents inside the QN
- 8 respondents referred to a perceived **lack of safety for children due to traffic**; 38% of these comments came from respondents inside the QN
- 7 respondents referred to a perceived **reduction in health for children** (100% of these comments came from respondents inside the QN); 43% of these comments came from respondents inside the QN

4.28 Some respondents questioned how the QN had been administered:

- 7 respondents suggested that the **Council's Equalities Duty had not been fully considered**; 43% of these comments came from respondents inside the QN

4.29 Finally, 27 respondents offered general oppositions to the scheme, such as simply saying they were against the QN; 19% of these comments came from respondents inside the QN.

Suggest

4.30 There were 17 **general suggestions** provided for this question (6% of these comments came from respondents inside the QN), including providing residents-only access. These have all been reviewed by Enfield Council.

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

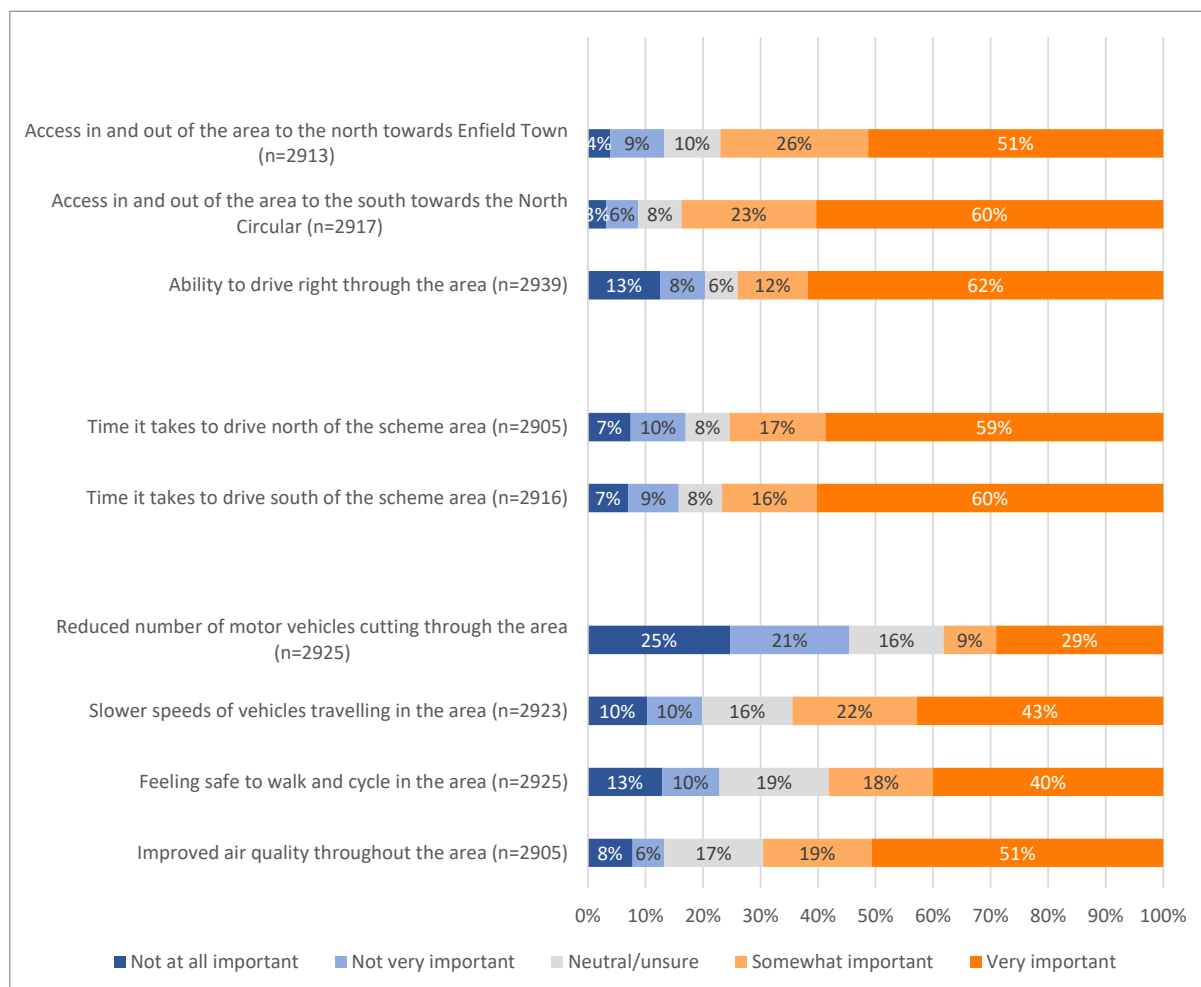
5.1 Respondents were asked about how important they regarded different aspects of the QN to be. In total there were nine questions to this part of the survey, with the first three referring to specific access within the area, two referring to journey times and the latter four referring to more general 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
Access						
Access in and out of the area to the north towards Enfield Town	113	273	284	749	1494	2913
	4%	9%	10%	26%	51%	
Access in and out of the area to the south towards the North Circular	93	162	220	682	1760	2917
	3%	6%	8%	23%	60%	
Ability to drive right through the area	368	230	167	359	1815	2939
	13%	8%	6%	12%	62%	

How important are the following to you?	Not at all important	Not very important	Neutral/ unsure	Somewhat important	Very important	Total
Time						
Time it takes to drive north of the QN	216	278	221	484	1706	2905
	7%	10%	8%	17%	59%	
Time it takes to drive south of the QN	205	255	220	481	1755	2916
	7%	9%	8%	16%	60%	
Aspirations						
Reduced number of motor vehicles cutting through the QN	723	607	478	268	849	2925
	25%	21%	16%	9%	29%	
Slower speeds of vehicles travelling in the QN	300	281	458	633	1251	2923
	10%	10%	16%	22%	43%	
Feeling safe to walk and cycle in the QN	377	292	556	530	1170	2925
	13%	10%	19%	18%	40%	
Improved air quality throughout the QN	225	160	499	550	1471	2905
	8%	6%	17%	19%	51%	

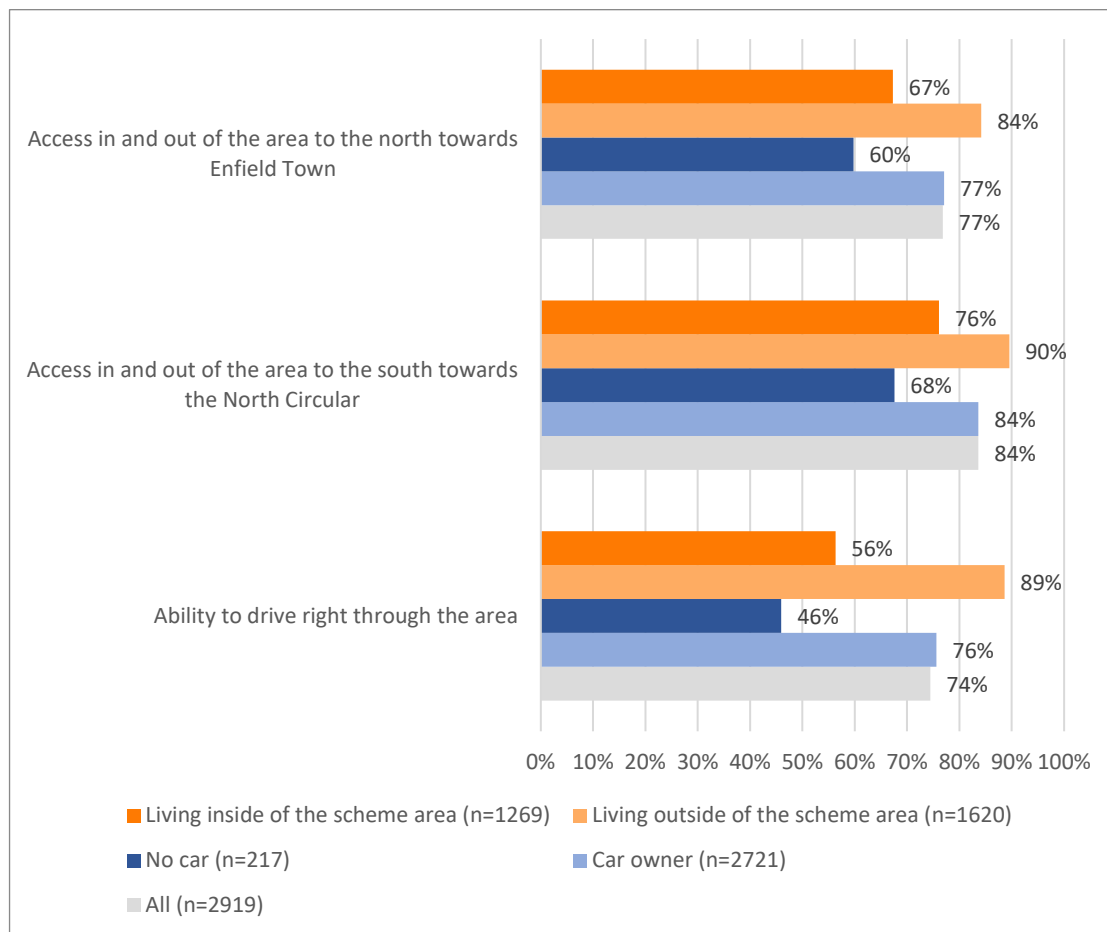
Figure 5-1: Responses to importance of access, time, and aspirations questions



- 5.2 Figure 5-1 shows that all three areas were considered important to be able to access for the majority of respondents, with at least 74% of respondents indicating that they considered access to or through those areas 'somewhat important' or 'very important'. The ability to drive right through the area was considered 'very important' by the highest proportion of respondents at 62% (1,815 respondents), but access in and out of the area to the south towards the North Circular was considered 'somewhat important' or 'very important' by the highest proportion of respondents, at 84% (2,442 respondents).
- 5.3 The time it takes to drive north or south of the scheme area was valued almost the same by respondents, with 75% of respondents (2,190) reporting that access north of the scheme area was important to them and 77% (2,236 respondents) reporting the same for access to the south.

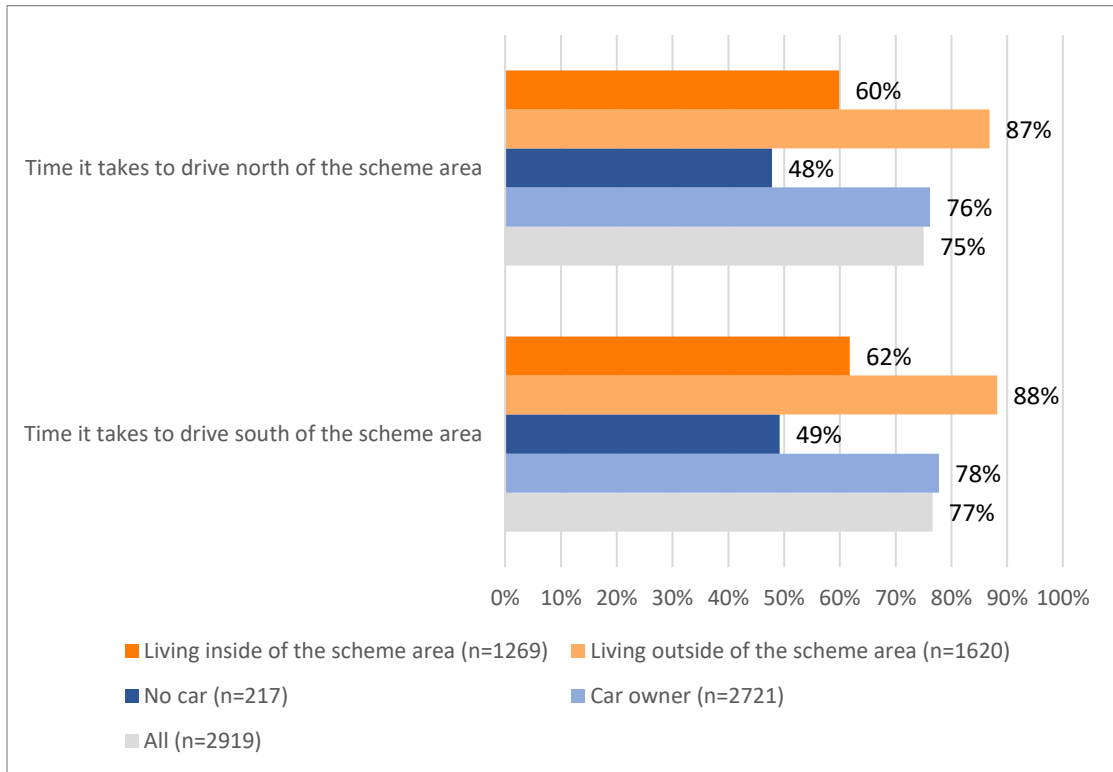
- 5.4 Views were more varied for the general aspirations for the neighbourhood. Reducing the number of vehicles cutting through the area was the only question where a greater proportion of respondents felt that it was 'not at all' or 'not very important' (45% - 1,330) than though it was 'somewhat' or 'very important' (38% - 1,117). A majority of respondents for each of the other three aspirations felt that they were either 'somewhat' or 'very important', but not by as great a margin as indicated for the access and time questions.
- 5.5 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.
- 5.6 The proportion of respondents who considered the 'access' questions to be important was higher for those who live outside the QN than those who live within the QN. This was particularly true of respondents' views on their ability to drive right through the area, with only a slight majority of respondents (56% - 715) inside the area indicating that it was important to them, compared to 89% of respondents (1,436) living outside of the area.
- 5.7 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'. Again, whilst access north and south of the QN was seen as important by a relatively large proportion of both car owners and non-car owners, there was a much clearer difference in views on the ability to drive through the area. Only 44% of non-car owners (100 respondents) thought that access right through the area was important to them, whilst 76% of car owners (2,058) thought that it was.
- 5.8 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



- 5.9 Similar patterns emerged for the questions relating to journey times, although with slightly more pronounced differences than for the access questions. Journey times north and south of the area also seemed to be valued very similarly, with proportions of respondents from all four groups almost mirrored for the time to the north and south. For both journey times to the north and south of the area, the only group to not have a majority of respondents reporting that they felt it was 'somewhat important' or 'very important' to them was the non-car owners. For journey times to the north of the QN, 48% of non-car owners (104) felt that it was important to them, and 49% (107) felt the same for journey times to the south.
- 5.10 As Figure 5-3 shows, the group with the highest proportion of respondents placing importance on journey times for both the north and south of the area was those living outside of the QN, with 87% (1,407) and 88% (1,429) indicating that journey times to the north and south, respectively, were important to them.

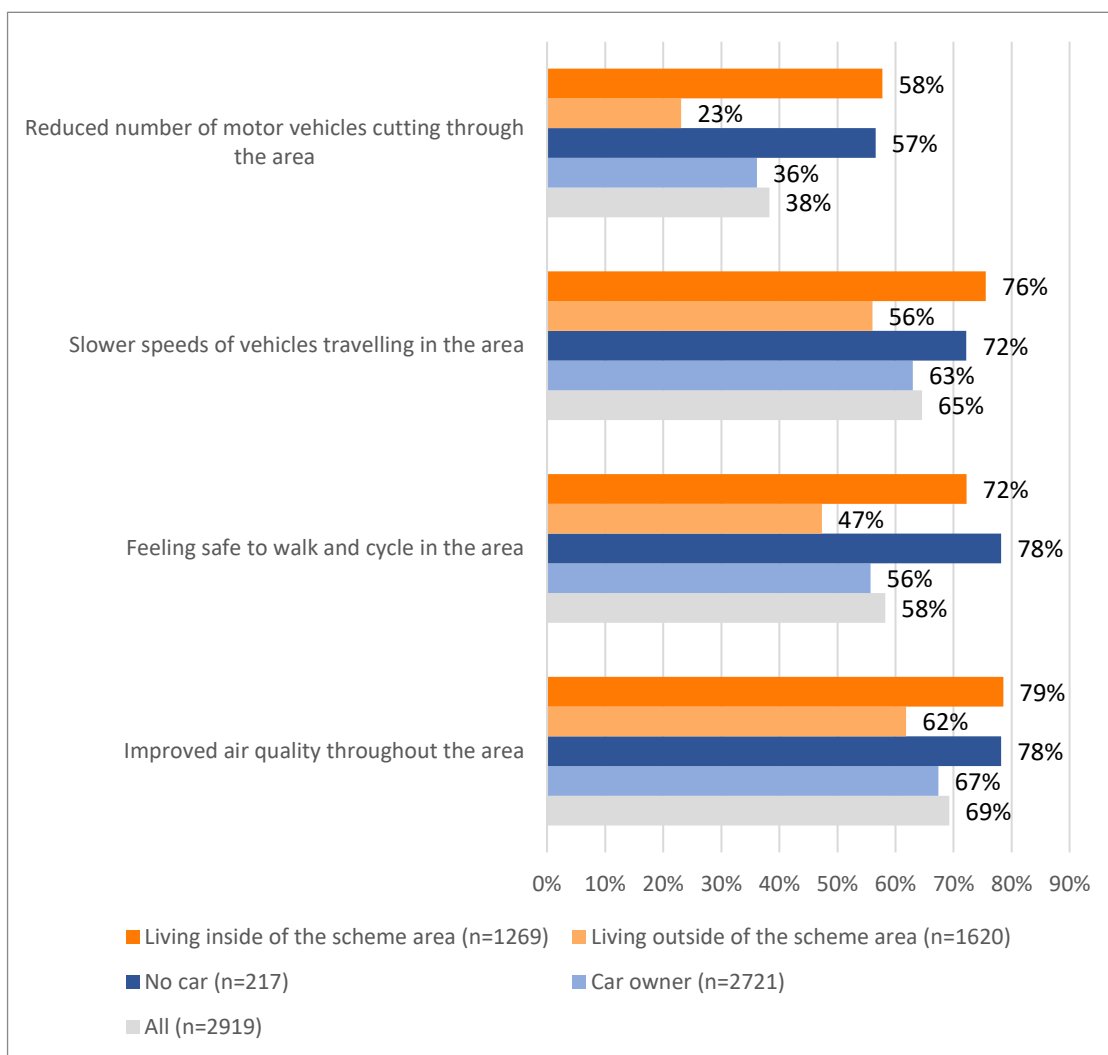
Figure 5-3: Percentage of respondents who considered journey times to the north and south of the area 'somewhat important' or 'very important' by car ownership and residence inside/outside the QN



- 5.11 For the questions on 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, 58% (733 respondents) stated that reducing the number of vehicles cutting through the area was 'somewhat' or 'very important', 76% (959 respondents) stated that slower speeds were 'somewhat' or 'very important', 72% (917 respondents) stated that feeling safe to walk and cycle was 'somewhat' or 'very important', and 79% (997 respondents) stated that improving air quality was 'somewhat' or 'very important'. This compares to 23% (374 respondents), 56% (908 respondents), 47% (767 respondents) and 62% (1,002 respondents) respectively for residents outside the QN.
- 5.12 People who do not own a car rated each of these aspects as being of higher importance overall, with 57% (123 respondents), 72% (157 respondents), 78% (170 respondents) and 78% (170 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 36% (983 responses), 63% (1,713 responses), 56% (1,516 responses) and 67% (1,834 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

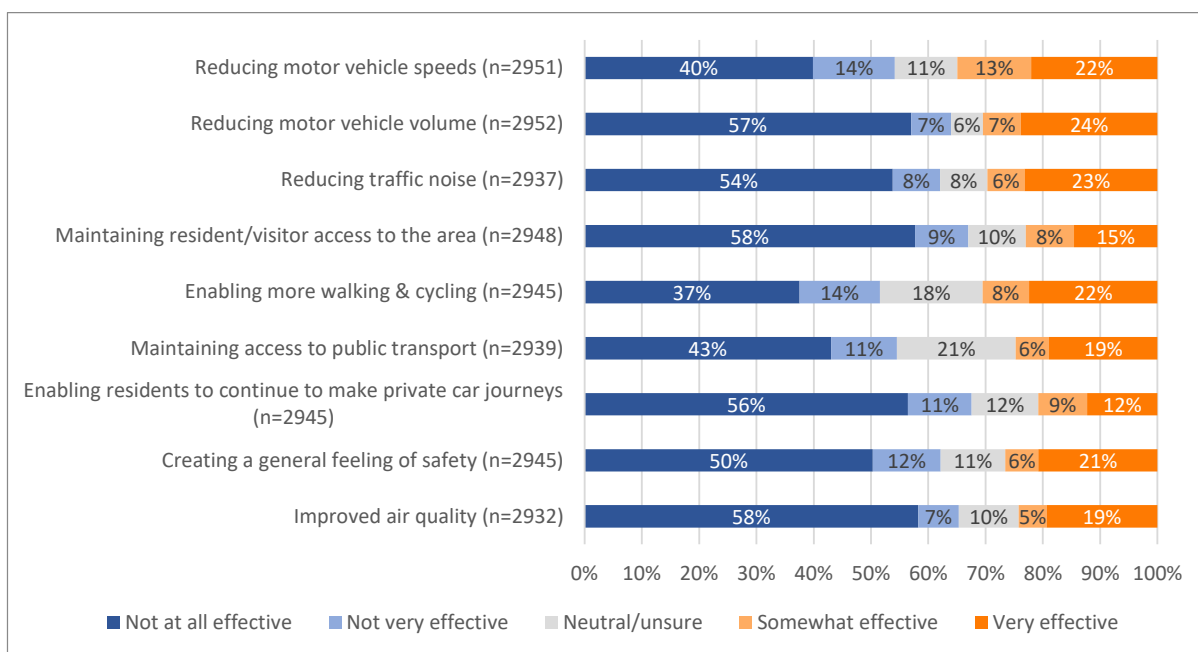
6.1 The next part of the consultation survey asked respondents about how effective they felt the QN had been in a variety of different ways. Responses to these questions are summarised in Table 6-1.

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	1177	421	322	380	651	2951
	40%	14%	11%	13%	22%	
Reducing motor vehicle volumes	1683	205	165	195	704	2952
	57%	7%	6%	7%	24%	
Reducing traffic noise	1580	243	242	191	681	2937
	54%	8%	8%	6%	23%	
Maintaining resident/visitor access to the area	1700	275	295	248	430	2948
	58%	9%	10%	8%	15%	
Enabling more walking & cycling	1106	412	528	239	660	2945
	37%	14%	18%	8%	22%	
Maintaining access to public transport	1265	338	609	171	556	2939
	43%	11%	21%	6%	19%	
Enabling residents to continue to make private car journeys	1663	327	342	251	362	2945
	56%	11%	12%	9%	12%	
Creating a general feeling of safety	1481	350	332	170	612	2945
	50%	12%	11%	6%	21%	
Improved air quality	1708	207	307	143	567	2932
	58%	7%	10%	5%	19%	

- 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 two aspects of the QN with the greatest consensus response were 'maintaining resident/visitor access to the area', and 'improved air quality', which 58% of all respondents (1,700 and 1,708 respectively) 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 24% of all respondents (704) 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, 42% of respondents (540 people) living within the QN felt the QN had been 'very effective' at reducing motor vehicle volumes, compared to 10% of respondents (158 people) living outside the QN. Similarly, 73% (1198 respondents) of those living outside the QN felt the QN had been 'not at all effective' at reducing motor vehicle volumes, compared to 37% (469 respondents) of those who live within the area. Figure 6-2 shows that the same pattern is true, to varying degrees, for all elements of this question.

6.5 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 did not own a car felt that the QN had been effective than those who owned at least one car, whilst a higher proportion of those who owned at least one car felt that the QN had not been effective than those who did not own a car.

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

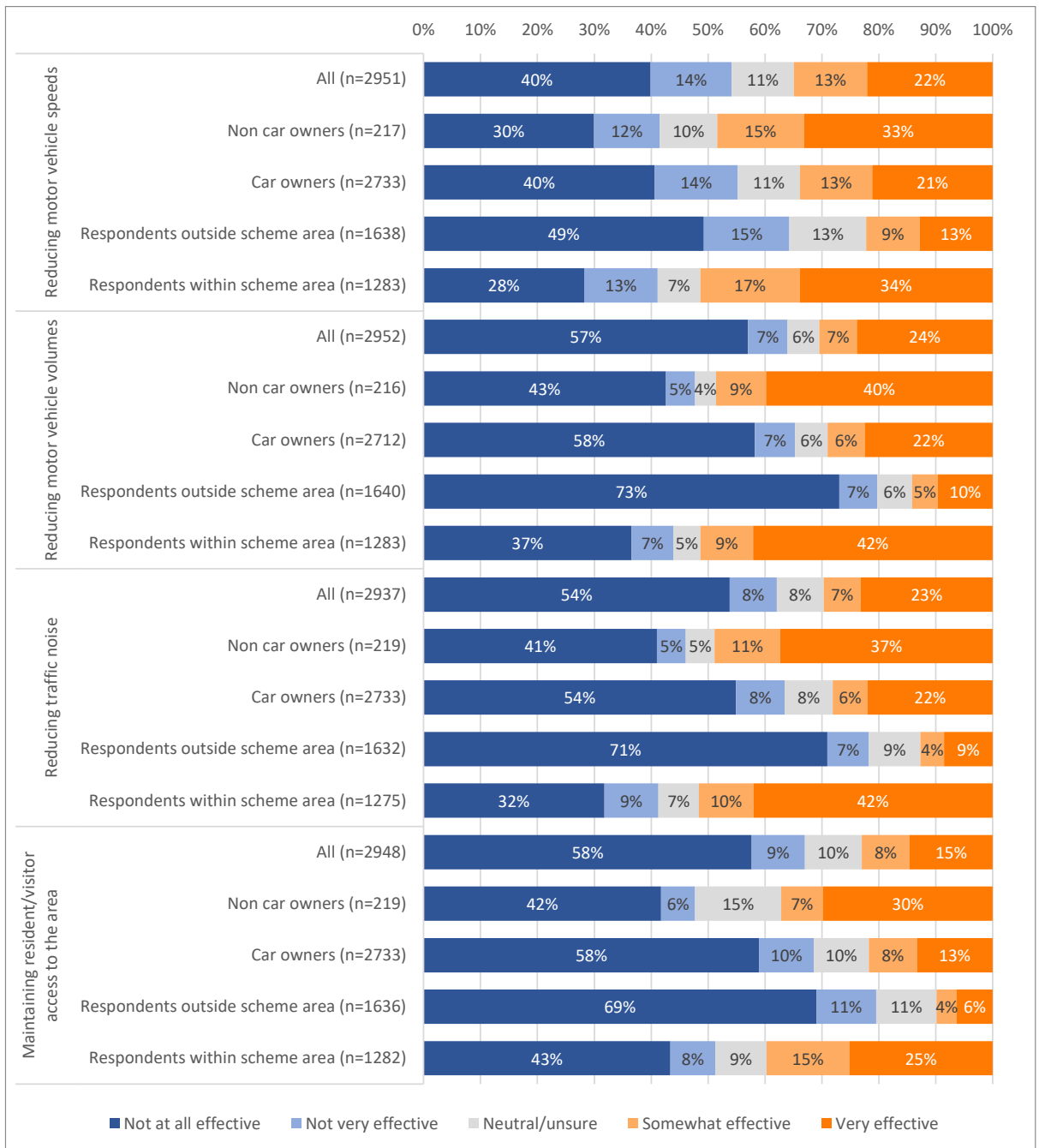
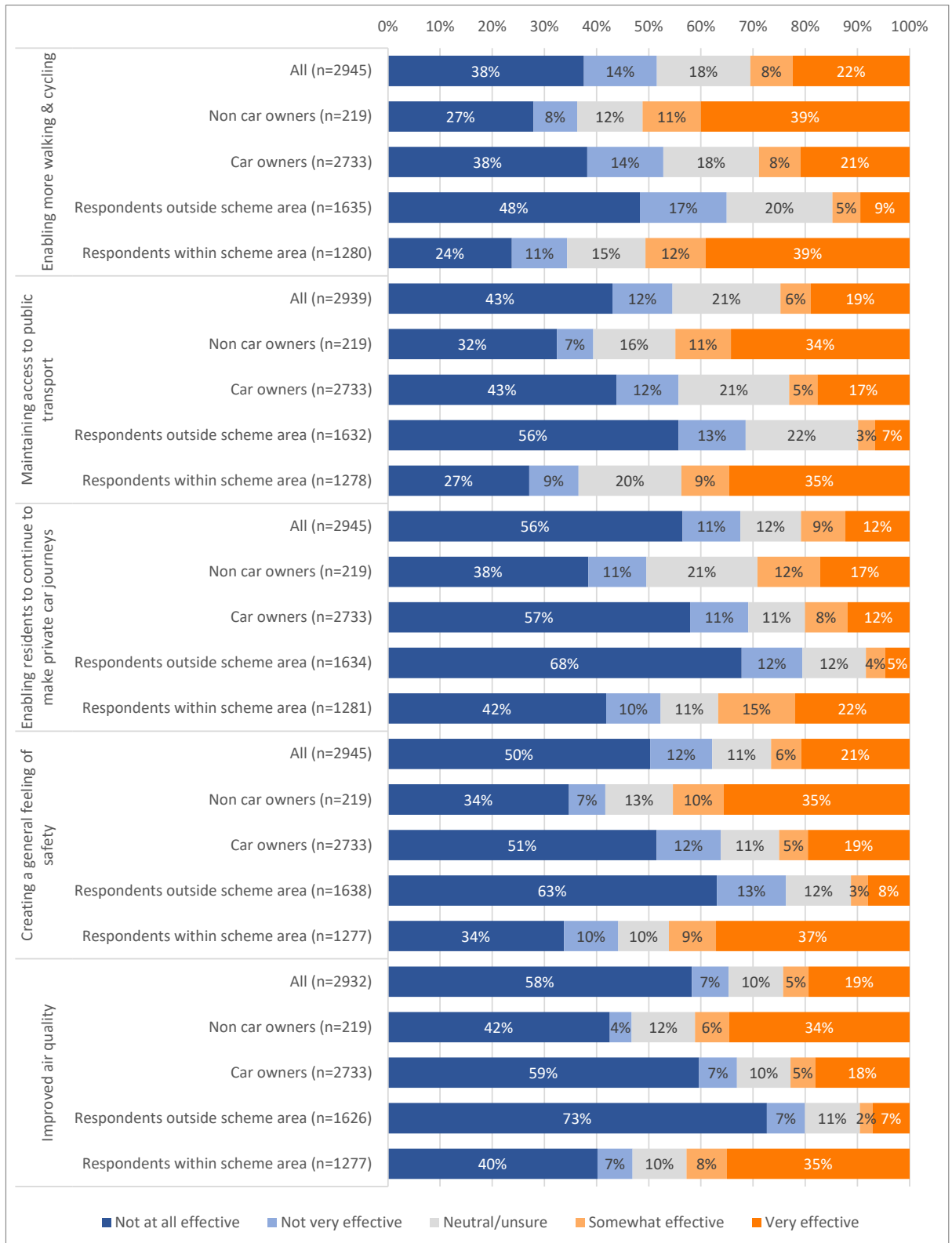


Figure 6-3 (continued): Perceived effectiveness of the QN by car ownership and residence inside/outside the QN



7. Suggestions

- 7.1 Respondents were asked to 'describe your suggestions and be as specific as possible' as an open response answer. There were 2,588 responses to this question, and the average word count was 72 words. The 2% cut-off minimum for this question was 52 responses (i.e., only codes with 52 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

- 7.3 121 respondents **offered general comments** of support (such as simply stating that they were in favour of the QN); 74% of these comments came from respondents inside the QN.

Oppose

- 7.4 Many respondents referred to the transport or environmental impacts of the QN:
- 780 respondents referred to a perception of **traffic being displaced or worsened**; 31% of these comments came from respondents inside the QN
 - 703 respondents referred to a perceived **increase in air pollution**; 31% of these comments came from respondents inside the QN
 - 314 respondents referred to a perception of the QN **having little/no impact on traffic/pollution**; 29% of these comments came from respondents inside the QN
 - 98 respondents referred to a perceived **increase in noise pollution**; 43% of these comments came from respondents inside the QN
 - 63 respondents referred to a perception that **public transport journey times have increased as a result of increased congestion**, perceived to have been caused by the QN; 35% of these comments came from respondents inside the QN
- 7.5 A number of respondents commented about the person-related impacts of the QN:

- 378 respondents referred to a perceived **increase in journey times**; 37% of these comments came from respondents inside the QN
 - 103 respondents perceived the LTN to be causing an **obstruction to emergency services**; 39% of these comments came from respondents inside the QN
 - 77 respondents commented on **feeling unsafe** due to traffic; 34% 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:
- 270 respondents felt that the QN had had a **net negative impact** (there had been some benefits, but these had been outweighed by its disadvantages); 58% of these comments came from respondents inside the QN
 - 94 respondents felt that the QN had been **unfair on residents**; 34% of these comments came from respondents inside the QN
 - 88 respondents felt that the QN was **undemocratic**; 30% of these comments came from respondents inside the QN
 - 82 respondents said that **traffic in the area wasn't a problem** before the QN; 40% of these comments came from respondents inside the QN
 - 70 respondents felt that the QN had **divided the community**; 31% of these comments came from respondents inside the QN
- 7.7 Finally, there were 254 general oppositions to the scheme, some of which simply stated that they were against the QN; 34% of these comments came from respondents inside the QN.

Suggest

- 7.8 The focus of this question was suggestions – and there were 45 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.
- 7.9 Some respondents gave fairly general suggestions on the QN:
- 762 respondents suggested **stopping/reversing the QN**; 24% of these comments came from respondents inside the QN
 - 465 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. 38% of these comments came from respondents inside the QN

- 94 respondents suggested **removing the modal filter on Fox Lane**; 39% of these comments came from respondents inside the QN
- 52 respondents suggested **extending the area of the QN**; 25% of these comments came from respondents inside the QN

7.10 Some respondents made suggestions for alternative traffic control measures and road layouts:

- 338 respondents specifically suggested that **speed bumps** should be introduced; 40% of these comments came from respondents inside the QN
- 301 respondents suggested a **20mph zone**; 37% of these comments came from respondents inside the QN
- 267 respondents suggested a **one-way system**; 32% of these comments came from respondents inside the QN
- 217 respondents suggested introducing **speed cameras**; 41% of these comments came from respondents inside the QN
- 167 respondents generally suggested introducing **traffic calming measures** (without specifying what type of traffic calming QN they would like to be introduced); 42% of these comments came from respondents inside the QN
- 159 respondents suggested **changes to the road layout**; 59% of these comments came from respondents inside the QN

7.11 Some respondents made suggestions for alternative restrictions and enforcement:

- 139 respondents suggested **residents-only access (e.g., using automatic number plate recognition (ANPR))**; 81% of these comments came from respondents inside the QN
- 97 respondents suggested **other access restrictions** (e.g., width/weight restrictions, emergency vehicles only); 46% of these comments came from respondents inside the QN
- 64 respondents suggested **timed access restrictions**; 44% of these comments came from respondents inside the QN
- 54 respondents suggested **enforcing access restrictions (e.g., parking, access and speed restrictions, where no specific technology was suggested) more strictly**; 56% of these comments came from respondents inside the QN

- 7.12 Some respondents made suggestions about how the QN is represented and communicated:
- 168 respondents suggested **better signage**; 72% of these comments came from respondents inside the QN
- 7.13 Some respondents made suggestions relating to greener infrastructure:
- 106 respondents suggested **improving cycling/pedestrian infrastructure**; 44% of these comments came from respondents inside the QN
 - 97 respondents suggested **electric charge points/encouraging greener vehicles**; 36% of these comments came from respondents inside the QN
 - 74 respondents suggested **improving public transport provision**; 23% of these comments came from respondents inside the QN
- 7.14 Finally, there were 346 general oppositions to the scheme, some of which simply stated that they were against the QN; 46% of these comments came from respondents inside the QN.

8. General feedback

- 8.1 Respondents were asked to 'provide any other feedback you would like to share on this trial', as an open response answer. There were 2,186 responses to this question, and the average word count was 99 words. The 2% cut-off minimum for this question was 44 responses (i.e., only codes with 44 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.
- 8.2 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

- 8.3 There were 11 supportive themes that were mentioned in at least 2% of all responses to this question:
- 203 respondents **offered general comments** of support (such as simply stating that they were in favour of the QN); 83% of these comments came from respondents inside the QN
 - 143 respondents referred to streets feeling **safer or easier for pedestrian/cycle movement**; 83% of these comments came from respondents inside the QN
 - 139 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); 60% of these comments came from respondents inside the QN
 - 130 respondents felt that the area was **quieter** as a result of the QN; 87% of these comments came from respondents inside the QN
 - 130 respondents felt that the QN had **encouraged a mode shift**; 83% of these comments came from respondents inside the QN
 - 91 respondents reported a perceived **decrease in the volume of traffic** as a result of the QN
 - 90 respondents referred to a perceived **improvement in their quality of life** as a result of the QN; 82% of these comments came from respondents inside the QN

- 71 respondents referred to a perceived **reduction in air pollution**; 82% of these comments came from respondents inside the QN
- 56 respondents felt that **misunderstandings were informing those against the QN**; 84% of these comments came from respondents inside the QN
- 49 respondents felt that the QN had caused **minimal inconvenience**; 90% of these comments came from respondents inside the QN
- 47 respondents reported a perceived decrease in **non-residential traffic cutting through the area** as a result of the QN; 89% of these comments came from respondents inside the QN

Oppose

- 8.4 Many respondents referred to the transport or environmental impacts of the QN:
- 743 respondents referred to a perception of **traffic being displaced or worsened**; 38% of these comments came from respondents inside the QN
 - 577 respondents referred to a perceived **increase in air pollution**; 37% of these comments came from respondents inside the QN
 - 167 respondents referred to a perception of the QN **having little/no impact on traffic/pollution**; 38% of these comments came from respondents inside the QN
 - 166 respondents referred to a perceived **lack of/poor communication/consultation**; 81% of these comments came from respondents inside the QN
 - 118 respondents referred to a perception that public transport or active travel are not **suitable alternatives in general**; 41% of these comments came from respondents inside the QN
 - 104 respondents referred to a perceived **increase in noise pollution**; 42% of these comments came from respondents inside the QN
 - 92 respondents referred to a perception that **public transport journey times have increased as a result of increased congestion**, perceived to have been caused by the QN; 32% of these comments came from respondents inside the QN
 - 57 respondents referred to a **perceived increase in congestion** as a result of the QN **negatively affecting active travel**; 40% of these comments came from respondents inside the QN
- 8.5 A number of respondents commented about the person-related impacts of the QN:

- 416 respondents referred to a perceived **increase in journey times**; 41% of these comments came from respondents inside the QN
 - 184 respondents commented on **feeling unsafe** due to traffic; 44% of these comments came from respondents inside the QN
 - 144 respondents reported a perceived **negative impact on work/local businesses or deliveries** (e.g., due to a perceived increase in travel times or a perceived reduction in footfall); 37% of these comments came from respondents inside the QN
 - 139 respondents perceived the LTN to be causing an **obstruction to emergency services**; 45% of these comments came from respondents inside the QN
 - 129 respondents referred to perceptions that the QN was **damaging their own or other's mental health**; 47% of these comments came from respondents inside the QN
 - 69 respondents referred to perceptions that the QN was **damaging their own or other's physical health**; 49% of these comments came from respondents inside the QN
 - 67 respondents felt that there had been a negative impact on **children's health and safety**; 34% of these comments came from respondents inside the QN
 - 66 respondents felt that the QN posed a **potential risk to life** (e.g., due to increased journey times for emergency services); 45% of these comments came from respondents inside the QN
 - 63 respondents reported **feeling 'trapped' or having reduced mobility**; 57% of these comments came from respondents inside the QN
 - 58 respondents commented on **feeling unsafe** due to crime; 34% of these comments came from respondents inside the QN
 - 55 respondents felt it was **harder to access healthcare, or for carers to gain access to patients**; 25% of these comments came from respondents inside the QN
- 8.6 Some respondents commented about specific points about the QN or the reasons the QN was being pursued:
- 314 respondents felt that the QN had been **unfair on residents**; 36% of these comments came from respondents inside the QN

- 159 respondents felt that the QN had had a **net negative impact** (there had been some benefits, but these had been outweighed by its disadvantages); 35% of these comments came from respondents inside the QN
 - 123 respondents felt that the QN had **divided the community**; 52% of these comments came from respondents inside the QN
 - 123 respondents referred to a perceived **class divide** in the experience of and/or the desire for the QN
 - 92 respondents said that **traffic in the area wasn't a problem** before the QN; 45% of these comments came from respondents inside the QN
 - 83 respondents felt that the QN was **undemocratic**; 51% of these comments came from respondents inside the QN
 - 70 respondents felt that the QN was **a revenue-generating scheme**; 31% of these comments came from respondents inside the QN
 - 70 respondents felt that the **signage regarding the QN was not clear enough**; 46% of these comments came from respondents inside the QN
 - 58 respondents predicted that **traffic would become worse after lockdown** (from responses received during the COVID-19 lockdowns that occurred while the survey was live); 47% of these comments came from respondents inside the QN
 - 54 respondents felt that there was a **lack of evidence being used to support decisions**; 46% of these comments came from respondents inside the QN
- 8.7 Some respondents questioned how the QN had been administered:
- 166 respondents felt that there had been a lack of/poor **engagement with the community**; 40% of these comments came from respondents inside the QN
 - 105 respondents felt that the QN is a **misuse of funds/a waste of money**; 40% of these comments came from respondents inside the QN
- 8.8 Finally, there were 381 general oppositions to the scheme, some of which simply stated that they were against the QN; 36% of these comments came from respondents inside the QN.

Suggest

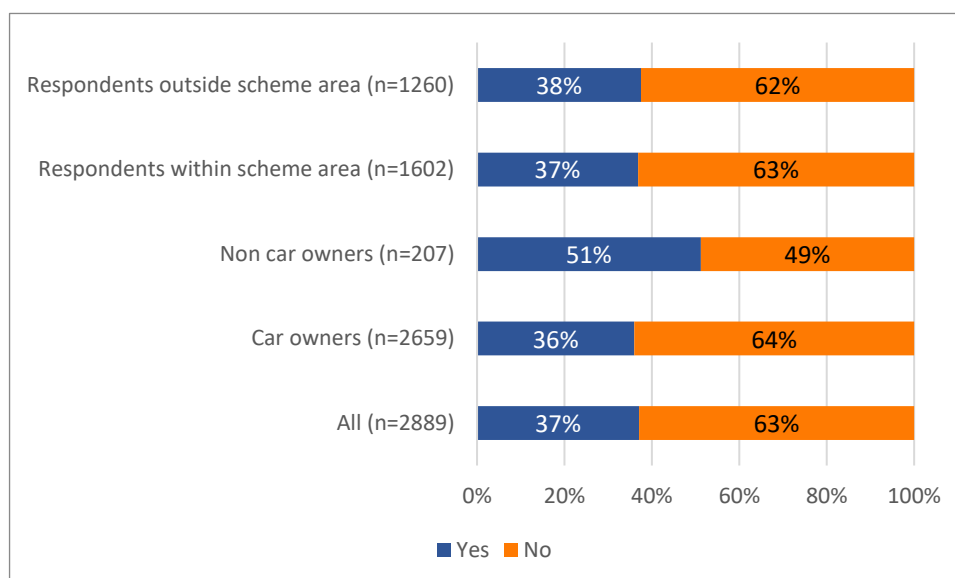
- 8.9 There were five common suggestions that were mentioned in at least 2% of all responses to this question:

- 346 respondents suggested **stopping or removing the QN**; 35% of these comments came from respondents inside the QN
- 148 respondents suggested **continuing with the LTN**; 77% of these comments came from respondents inside the QN
- 66 respondents suggested **better community engagement from the Council**; 41% of these comments came from respondents inside the QN
- 60 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. 40% of these comments came from respondents inside the QN
- 51 respondents suggested implementing/increasing **data collection/monitoring**; 43% of these comments came from respondents inside the QN

9. Permit parking scheme

- 9.1 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, 1,071 respondents (36%) said 'yes', while 1,818 (61%) said 'no'. A further 88 (3%) did not respond to the question.
- 9.2 For most groups, around two thirds were against the idea of a permit parking scheme, and roughly one third were in favour, apart from non-car owners, who were split 51% and 49% of those who answered the question, respectively. Whilst there was a difference in opinions on the permit parking scheme between car owners and non-car owners, opinions between those inside and outside the QN were very similar, with 37% and 38% in favour, respectively. This information is shown in Figure 9-1 below.

Figure 9-1: 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.



10. Communications

10.1 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.

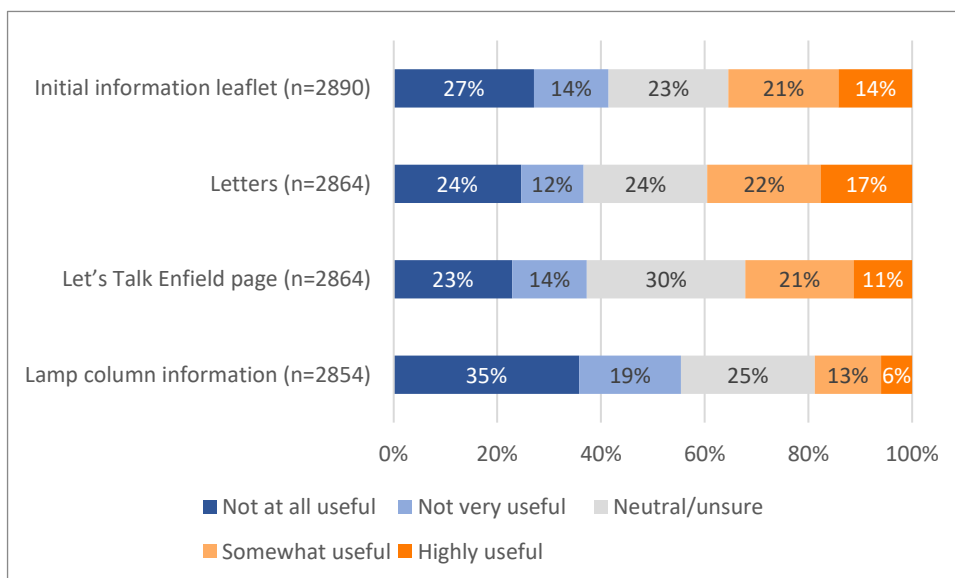
10.2 Respondents were asked to indicate how useful they had found these materials on a scale from 'not at all useful' to 'highly useful'. The proportions given to each of these ratings for each aspect of the communications for this QN are shown in Table 10-1 and Figure 10-1.

Table 10-1: 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	782	416	668	614	410	2890
	27%	14%	23%	21%	14%	
Letters	704	346	683	626	505	2864
	24%	12%	24%	22%	17%	
Let's Talk Enfield page	656	412	875	598	323	2864
	23%	14%	30%	21%	11%	
Lamp column information	1022	560	736	365	171	2854
	35%	19%	25%	13%	6%	

10.3 This shows that the most useful method of communication, as rated by respondents to this question, was the letters delivered to properties, with 39% (1,131 respondents) rating it as either 'highly useful' or 'somewhat useful'. In contrast, the least useful method of communication was the lamp column information with 55% of respondents (1,582) rating it as either 'not at all useful' or 'not very useful'.

Figure 10-1: Responses to communications questions



Open question

- 10.4 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 1,869 responses to this question, and the average word count was 29 words. The 2% cut-off minimum for this question was 38 responses (i.e., only codes with 38 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.
- 10.5 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

- 10.6 There were no supportive themes that were mentioned in at least 2% of all responses to this question, but a breakdown of themes that were provided by fewer than 2% of all responses is provided in Appendix B.

Oppose

10.7 There were two opposing themes that were mentioned in at least 2% of all responses to this question:

- 136 respondents referred to a perceived **lack of/poor communication/consultation**; 29% of these comments came from respondents inside the QN
- There were 85 general oppositions to the communication of the QN; 31% of these comments came from respondents inside the QN

Suggest

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

- 275 respondents suggested using **alternative forms of engagement to the Let's Talk website**; 66% of these comments came from respondents inside the QN
- 169 respondents suggested **engaging the community beyond the QN**; 11% of these comments came from respondents inside the QN
- 143 respondents suggested **widening or improving engagement** with local residents; 37% of these comments came from respondents inside the QN
- 113 respondents suggested **better 'listening' to residents' concerns**; 28% of these comments came from respondents inside the QN
- 81 respondents suggested **conducting the consultation before the implementation of the QN**; 32% of these comments came from respondents inside the QN
- 77 respondents suggested **more information/better evidence**; 42% of these comments came from respondents inside the QN
- 72 respondents suggested **better/more consultation in general**; 42% of these comments came from respondents inside the QN
- 62 respondents suggested **stopping the LTN**; 23% of these comments came from respondents inside the QN
- 41 respondents suggested **better transparency** in future; 32% of these comments came from respondents inside the QN
- 41 respondents suggested **giving more notice before implementing QNs**; 37% of these comments came from respondents inside the QN

11. Emails

- 11.1 The Council received 2,755 emails from 1,689 unique email addresses, up to and including 11th July 2021. As was the case for the survey responses, only the first email from each email address was coded.
- 11.2 There were nine responses on behalf of stakeholder groups:
- Four responses on behalf of One Community
 - Two responses on behalf of Fox Lane and District Residents' Association
 - One response on behalf of Haringey Bounds Traffic Action Group
 - One response on behalf of Green Lanes Business Association
 - One response on behalf of Floral Delights
- 11.3 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 a broad range of issues.
- 11.4 The themes which occurred in the emails are reported on below. These are in no particular order, although they have been grouped with similar themes where possible.

Support

- 11.5 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**
 - Support for the **20mph zone**
 - A belief that **the Quieter Neighbourhood should continue**
- 11.6 Some emails contained one or more of the following themes in support of the QN on an individual level:
- 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 streets felt **safer or easier for pedestrian/cycle movement**
- A perception that the QN had become **cleaner**
- 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 brought **benefits to families** (e.g., feeling safer walking with small children)
- A perception that the perceived benefits of the QN were **worth the inconvenience** of perceived increased journey times
- A perception that the QN has **increased the sense of community** in the area
- A perception that individuals' **sleep has improved**
- A perception that **less damage is caused to vehicles** within the QN

11.7 Some individuals provided a supportive statement as a caveat to an opposing statement.

Oppose

11.8 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 **made little/no impact on traffic/pollution**
- 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 **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 prediction that **traffic would become worse after lockdown**
- A perception that **emergency services not always have access through physical barriers**
- A perception that **cycle lanes make congestion worse**
- A perception that the QN had led to **more cars driving dangerously**

11.9 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 posed a **potential risk to life**
- A perception that the QN is **unsafe for cyclists**
- Some individuals reported feeling unsafe due to an increase in **moped/scooter/motorbike-related crime and dangerous manoeuvres**
- Some individuals reported that **large vehicles** (HGVs, lorries and refuse vehicles) were **forced to make dangerous manoeuvres**
- 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/access 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**
- Some individuals felt that their **sleep had been negatively affected** by the QN
- 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 a perceived increase in traffic had **impacted public transport negatively**
- A perception that the QN had **negatively impacted on people's work/businesses**
- 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 created a **lack of safety for all residents** 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 was **unfair on residents**
- A perception that **residents were being punished for the activities of motorists cutting through 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**
- **Opposition from those paying road tax over not being able to use all roads** in the QN
- A perception that individuals were **experiencing greater financial pressure** because of **fines**
- A perception that **schools are harder to access**

11.10 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**

- A perception that there was a **lack of active travel infrastructure** inside of the QN
- A perception that there were **not enough local amenities** to support a QN
- A perception that the **street lighting was inadequate**
- A perception that the QN was **poorly designed**
- A perception that **pedestrian infrastructure is of low quality**/in poor condition
- A perception that **cycling infrastructure is of low quality**/in poor condition
- Some individuals reported **bollards being vandalised/stolen**
- A perception that **the planters were ineffective** in preventing through-access to traffic
- A perception that **finest were excessively expensive**
- A perception that there had been an **increase in fly tipping** since the QN's implementation
- A perception that there is **no provision for increased congestion** in the event of **an accident or burst water mains**
- Some individuals reported that **satellite navigation systems had not been updated with the new modal filters**

11.11 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 **QN was undemocratic**
- 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**
- A perception that decisions made by the Council were **not informed by evidence**
- 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 the revenue generated from the QN was **going towards increased salaries** for Council members
- 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**
- A perception that **traffic data taken during the COVID-19 pandemic would not be representative** of regular conditions
- A perception that **Quieter Neighbourhoods do not work**, given unsuccessful trials elsewhere
- A perception that the **shift towards electric cars** in the coming years means there is **no need for QNs**
- A perception that QNs are an **eyesore**
- A perception that the QN has created the feeling of a **gated community**
- A perception that **increased traffic from new housing developments was not considered** when designing the QN

11.12 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**
- A perception that individuals with a **lack of technical ability/access were excluded** from the consultation
- **A perception that there had been insufficient consultation/consideration of disabled people**
- **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**
- A perception that the scheme is **only supported by a vocal minority**
- A perception that there had been a **lack of consultation with local businesses**

Suggest

11.13 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**

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

- Introducing **residents-only access** (e.g., using automatic number plate recognition (ANPR))
- Introducing **timed access** restrictions (e.g., using ANPR)
- Introducing **disabled-only access** (e.g., using ANPR)
- Introducing **other access** restrictions (e.g., using ANPR)
- **Leaving roads open or re-opening filtered roads** in general
- Introducing **traffic calming measures**, such as speed bumps, speed cameras and reducing speed limits
- Introducing a **one-way system**
- **Improving signage** (e.g., by lighting signs)
- **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
- **Improving street lighting**
- Introducing a **commuter parking zone**
- **Reducing/eliminating** on-street car parking
- **Introducing residents-only parking restrictions**

- **Redirecting cars away from bus routes**
- **Changing the position of filters**
- Introducing cameras to **fine drivers who do not stop at cycle lane junctions, park in cycle lanes**
- **Improving the quality of roads**
- **Redirecting funds** spent on the QN to **other resources** (e.g. more regular waste collections)
- **Making enforcement cameras more visible**
- **Preventing parking or stopping outside of schools**
- Offering **incentives to use public transport**, such as **Oyster card rewards** based on distance travelled on public transport
- Offering **incentives to cycle**, such as **vouchers to buy a bike**
- Introducing an **electric carpool scheme**
- Introducing an **electric bike hire scheme**

11.15 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**
- **Improving website accessibility** to enable easier feedback
- **Better 'listening' to residents' concerns**
- **Respecting residents' opinions/not vilifying those who oppose the QN**
- **Consulting before implementing** future schemes
- **Giving more notice** before implementing future QNs
- **Conducting a vote/poll**
- **Better transparency** from the Council
- **Collecting/monitoring pollution/traffic data**
- Improving **community cohesion**
- **Work with other councils who have successfully established QNs**
- **Looking beyond the vocal minority who oppose the QN**
- **Stopping the use of the term "rat-runner"**

- **Publishing accounts of the QN** to the public
- Distributing a **QN map to children at schools** to educate them on safe routes for walking and cycling
- **Releasing statistics on car ownership and usage levels** around the QN, before and after the QN was implemented

12. Conclusion

- 12.1 To conclude, this report has laid out the quantitative and thematic analysis of responses received by the Council in relation to the Fox Lane 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.
- 12.2 Whilst many of the findings of this survey are reliable given the large sample size of the combined online and paper surveys (with 2,947 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.

Appendix A

Consultation Survey Form

Fox Lane Quieter Neighbourhood Consultation Analysis - Final Report

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

(Choose any 2 options) (Required)

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

Answer this question only if you have chosen Visitor to the area for In relation to the Fox Lane 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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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)

- 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)

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)

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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
- 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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

- 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 Fox Lane 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)

- 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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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

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 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.

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 north towards Enfield Town					
Access in and out of the area to the South towards the North Circular					
Ability to drive right through the area					
Time it takes to drive north of the scheme area					
Time it takes to drive south of the of the scheme area					
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					

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

How effective do you think the trial is?

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.

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.

Please provide any other feedback you would like to share on this trial.

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

Fox Lane Area Quieter Neighbourhood

Let's Talk Enfield

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					

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

Appendix B

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

Fox Lane Quieter Neighbourhood Consultation Analysis - Final Report

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

Support

- Some 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)
- A perception that the **volume of traffic has decreased** as a result of the QN
- A perception that the QN had **encouraged a mode shift**
- A perception that the QN had **improved mobility**
- A perception that the QN had **improved respondents' mental health**
- A perception that **people with disabilities has benefited** from the QN
- A perception that **emergency vehicles had been provided better access** by the QN

Oppose

- A perception that there had been a **reduction in mobility for older people**
- A perception that public transport and/or active travel are not suitable alternatives to car journeys due to **family commitments**
- A perception that the QN had been unfair on residents outside of the QN
- A perception that **tradesmen/deliveries/taxis are now struggling to get to properties** as a result of the QN
- A perception that public transport and/or active travel are not suitable alternatives to car journeys due to **longer journey times**
- Some respondents mentioned **feeling 'trapped' or isolated**, or not being able to leave the local area
- A perception that **crime had increased**
- A perception that the QN had created a **potential threat to life**
- A perception that the QN is **undemocratic**
- A perception that **public transport journey times have increased as a result of increased congestion**, perceived to have been caused by the QN
- A perception that **active travel has been negatively affected by increased congestion**, perceived to have been caused by the QN
- A perception that there was a **lack of consultation**

- A perception that there has been a **class divide** in the experience of and/or the desire for 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 and/or active travel are not suitable alternatives to car journeys due to **children being unable to cycle longer distances or over tougher terrain**
- 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
- Some respondents reported that they felt like they would have to **move away from the area** as a result of the QN

Suggest

Some respondents suggested:

- **Stopping the QN** trial
- **Expanding** the current QN
- **Continuing with the QN**
- A London-wide policy of allowing **only electric vehicles**
- **Improving pavements**
- Introducing **one-way streets**
- A **20mph zone**
- Introducing **speed bumps**
- Giving **more consideration to disabled people**
- Giving **more consideration to elderly people**
- Allowing **residents-only access**
- **Improving public transport**

Please describe your suggestions and be as specific as possible.

Support

- Some 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)
- A perception that the **streets felt safer** as a result of the QN
- A perception that the area felt **quieter** as a result of the QN

- A perception that **traffic volumes had reduced**
- A perception that the QN had **encouraged a mode shift** in respondents' transportation
- A perception that **air quality had improved** as a result of the QN
- A perception that **non-residential traffic cutting through the area had improved** as a result of the QN
- A perception that the QN had caused **minimal inconvenience**
- A perception that **respondents' quality of life had improved** as a result of the QN
- Some respondents expressed their **support for planters/filters**

Oppose

- A perception that the QN has had a **negative impact on work/local businesses or deliveries**; 38% of these comments came from respondents 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 QN is a **misuse of funds/a waste of money**
- A perception that the QN has had a **negative impact on their own or other's mental health**
- A perception that the **signage regarding the QN is not clear enough**
- A perception that the QN has had a **negative impact on their own or other's physical health**
- A perception that there have been **parking issues** as a result of the QN
- A perception that the QN is a **revenue-generating scheme**
- A perception that **non-residential traffic cutting through the area had increased/not been stopped by the LTN**
- A perception that there had been a lack of/poor **engagement with the community**
- Some respondents reported **feeling unsafe** as a result of a perceived increase in crime or a perceived increase in the risk of crime
- Some respondents felt that there had been a negative impact on **children's health and safety**
- Some respondents commented about **perceived increasing petrol usage/fuel bills or higher taxi fares**

- 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 the QN had **impacted house sales/values or made people move from the area**
- Some respondents raised concerns about **drivers ignoring restrictions**
- Some respondents referred to a perceived **reduction in mobility or feeling 'trapped' by the QN**
- A perception that public transport/active travel is not a suitable alternative **in general**
- A perception the QN poses a **potential risk to life**
- 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 the **impact on equalities has not been fully considered**
- A perception that there has been a **lack of data provision and/or collection** in relation to the QN
- A perception that a **perceived increase in congestion** as a result of the QN is **negatively affecting active travel**
- A perception that **mobility has been reduced for elderly people** as a result of the QN
- A perception that there is a **lack of cycle facilities/infrastructure provision in the area**
- Some respondents referred to **healthcare workers being obstructed or difficulties accessing healthcare**
- A perception that there was a **lack of traffic and/or pollution monitoring**
- A perception that **mobility for disabled people has been reduced** by the QN
- A perception that public transport/active travel is not a suitable alternative due to **COVID-19**
- Some respondents reported **road layout issues** associated with the QN
- Some respondents reported **bollards, planters and cameras being vandalised/stolen**
- Some respondents reported **feeling unsafe due to moped/scooter/motorbike-related crime**

- A perception that public transport/active travel is not a suitable alternative for **families**
- A perception that public transport/active travel is not a suitable alternative due to **work commitments**
- Some respondents **reported traffic light issues in the area** (e.g., lack of turning filters, poor timings, etc.)
- A perception that **the streets in the QN are not fit for the disabled**
- A perception that the QN has **disrupted childcare**
- A perception that public transport/active travel is not a suitable alternative for **elderly people**
- A perception that public transport/active travel is not a suitable alternative due to the **public transport network being insufficient**
- A perception that public transport/active travel is not a suitable alternative for **disabled people**
- A perception that there are **not enough amenities** to support a QN

Suggest

Some respondents suggested:

- **Continuing with the current QN**
- **More secure bollards, planters, and cameras**
- Introducing **on-street car parking restrictions**
- Implementing/increasing **data collection/monitoring**
- **Planting more trees**
- Conducting a **full consultation with residents**
- **Introducing a rota of street closures**
- **Not introducing any additional parking restrictions**
- **Changing the position of filters to the middle of the roads**
- **Better community engagement** from the Council
- **Improving the quality of roads**
- **Removing cycle lanes**
- **Removing the modal filter on Meadway**
- **Introducing a smarter travel campaign**
- **Changing Green Lanes-Fox Lane traffic light timings**

- **Introducing disabled-only access**
- **Tackling misconceptions about the QN**
- **Creating a park**
- **Conducting a poll/vote**
- **Co-ordination with neighbouring boroughs**
- **Informing satellite navigation providers of the road layout changes**
- **Encouraging car sharing schemes**
- **Changing the filter types/position of filters** on Meadway
- **Improving community cohesion**
- **Changing the filter types/position of filters** on The Mall
- **Reducing the pavement width**
- **Adopting the “Ladder Roads” approach**
- **Alter the layout of the Southgate Circus roundabout**
- **Altering traffic light timings at the Triangle**
- **Increasing taxation to discourage car usage**
- **Removing senior councillors from their position**
- **Stop building houses in the area**
- **Limiting household vehicle ownership**
- **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
- **Providing greater security by increasing police presence or CCTV surveillance**
- **Improving street lighting**
- **Introduce more LTNs across London**
- **Cleaning litter**

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.

Support

- A perception that the perceived **increase in traffic was mainly as a result of COVID-19 pandemic**, and not because of the introduction of the QN
- A perception that the **positioning of the filters is correct**
- Some respondents offered support for future phases

Oppose

- A perception that public transport/active travel is not a suitable alternative due to **COVID-19**
- A perception that there was a **lack of traffic and/or pollution monitoring**
- A perception that the **impact on equalities has not been fully considered**
- A perception that there have been **parking issues** 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 the QN has **disrupted childcare**
- Some respondents commented about **perceived increasing petrol usage/fuel bills or higher taxi fares**
- A perception that public transport or active travel are not **suitable alternatives due to age**
- A perception that public transport or active travel are not **suitable alternatives due to family commitments**
- A perception that public transport or active travel are not **suitable alternatives due to work commitments**
- A perception that public transport or active travel are not **suitable alternatives due to disability**
- A perception that public transport or active travel are not **suitable alternatives due to an insufficient public transport network**
- Some respondents raised concerns about **drivers ignoring restrictions**
- A perception that there is **a lack of cycle facilities/infrastructure provision in the area**
- A perception that **non-residential traffic cutting through the area had increased/not been stopped by the LTN**
- A perception that **mobility has been reduced for elderly people** as a result of the QN

- A perception that **mobility has been reduced for disabled people** as a result of 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 is a **lack of amenities required for a self-contained area**
- Some respondents reported **bollards, planters and cameras being vandalised/stolen**
- Some respondents reported **road layout issues** associated with the QN
- Some respondents reported **feeling unsafe due to moped/scooter/motorbike-related crime**
- Some respondents **reported traffic light issues in the area** (e.g., lack of turning filters, poor timings, etc.)
- A perception that **the streets in the QN are not fit for the disabled**

Suggest

Some respondents suggested:

- **Introducing speed bumps**
- **Introducing traffic-calming measures** within the QN
- **Conducting a full consultation** with residents
- **Providing better signage**
- Introducing **speed cameras**
- A **20mph zone**
- Implementing a **one-way system**
- **Extending the area of the QN**
- **Improving cycling/pedestrian infrastructure**
- **Changes to the road layout**
- **Improving** the frequency/value/quality of **public transport**
- **Introducing parking restrictions**
- **Allowing access for residents** (e.g., through ANPR)
- **Electric charge points/encouraging greener vehicles**
- **Conducting a vote/poll**
- **Not introducing any additional parking restrictions**

- **Stricter enforcement of restrictions**
- **Tackling misconceptions about the QN**
- **Creating a park**
- Developing a **smarter travel campaign**
- Encouraging **carpool schemes**
- **Improving the quality of roads**
- Implementing a **road closure rota**
- **Including other access restrictions** within the QN (e.g., weight-based restrictions)
- **More secure bollards, planters, and cameras**
- **Planting trees**
- **Changing the filter types/position of filters** in general
- **Introducing timed restrictions**
- **Better coordination with neighbouring boroughs**
- **Changing filter types/position of filters for Meadway**
- **Informing satellite navigation providers of the road layout changes**
- **Removing cycle lanes**
- **Increasing taxation on cars**
- **Improving street lighting**
- Focussing on **reducing crime** in the area
- **Reducing littering**

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

Support

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

Oppose

- A perception that the Council had **only contacted those within the QN**

- A perception that there has been a **misuse of funding**
- A perception that respondents were being **ignored or not listened to**
- A perception that there has been **increased/displaced traffic** as a result of the QN
- A perception that the **lack of technology ability/access excluded some** from being consulted
- Some respondents recorded **complaints against senior councillors**
- A perception that there is a **lack of clear signage**
- A perception that the QN's implementation had been an **undemocratic process**
- A perception that there was a **lack of notice** before the QN's implementation
- A perception that the QN has resulted in **increased air pollution**
- A perception that the QN had **divided the community**
- A perception that the **impact on equalities has not been fully considered**
- A perception that the council had **only communicated with small groups**
- A perception that some respondents' **mental health has been negatively impacted** as a result of the QN
- A perception that there has been a **lack of evidence for decisions or impacts of the QN**
- Some respondents reported **longer journey times** as a result of the QN
- A perception that the **Council will lose votes**
- A perception that the QN is a **dangerous scheme** in relation to traffic
- A perception that there is a **lack of transparency**
- 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 public transport or active travel are not **suitable alternatives in general**
- A perception that there has been **insufficient consultation/consideration of disabled people**
- A perception that **traffic will increase**

- A perception that the QN has **impacted house sales/values or made people move from the area**
- A perception that **safety has been reduced** in relation to crime as a result of the QN
- A perception that there is a **class divide** in experience of the QN
- A perception that the QN has **reduced mobility for families**
- A perception that the QN has **hampered emergency vehicles**
- A perception that **delivery vehicles have been hampered** as a result of the QN
- Some respondents reported **feelings of entrapment**
- A perception that the **EQIA for the QN has been poor**
- A perception that the **lamppost posters were ineffective**

Suggest

Some respondents suggested:

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

Appendix C

Full list of respondent frequencies and proportions within the QN by street name

Fox Lane Quieter Neighbourhood Consultation Analysis - Final Report

Street name	Number of respondents	% of all respondents (n=2,947)
Fox Lane	124	4%
Selborne Road	86	3%
The Mall	82	3%
Conway Road	76	3%
Old Park Road	72	2%
Lakeside Road	67	2%
Grovelands Road	61	2%
Ulleswater Road	60	2%
Wynchgate	56	2%
Burford Gardens	50	2%
Bourne Hill	49	2%
Derwent Road	49	2%
Oakfield Road	49	2%
Caversham Avenue	46	2%
High Street	43	1%
Winchmore Hill Road	43	1%
Meadway	42	1%
Greenway	38	1%
Cranley Gardens	35	1%
Green Lanes	35	1%
Hoppers Road	34	1%
Broomfield Avenue	33	1%
Mayfield Avenue	33	1%
Park Avenue	32	1%
St George's Road	31	1%
Amberley Road	30	1%

Street name	Number of respondents	% of all respondents (n=2,947)
Devonshire Road	30	1%
New River Crescent	30	1%
Woodland Way	30	1%
Hillfield Park	29	1%
Fernleigh Road	26	1%
Hazelwood Lane	23	1%
Minchenden Crescent	23	1%
Aldermans Hill	22	1%
Broad Walk	20	1%
Cannon Hill	20	1%
Crothall Close	20	1%
Morton Way	19	1%
Osborne Road	19	1%
Riverway	19	1%
The Green	18	1%
Windsor Road	18	1%
Harlech Road	17	1%
Powys Lane	17	1%
The Grove	17	1%
Branscombe Gardens	16	1%
Brycedale Crescent	16	1%
Hedge Lane	16	1%
Bourne Avenue	15	1%
Eaton Park Road	15	1%
Leigh Hunt Drive	15	1%
Wades Hill	15	1%

Street name	Number of respondents	% of all respondents (n=2,947)
Waterfall Road	15	1%
Arnos Grove	14	0%
Connaught Gardens	14	0%
Lightcliffe Road	13	0%
Oaklands	13	0%
Beechdale	12	0%
The Bourne	12	0%
Woodberry Avenue	12	0%
Church Hill	11	0%
Stonard Road	11	0%
Vicars Moor Lane	11	0%
Broomfield Lane	10	0%
Compton Road	10	0%
Forestdale	10	0%
Green Dragon Lane	10	0%
Parkway	10	0%
Queen Elizabeth's Drive	10	0%
River Avenue	10	0%
Barrowell Green	9	0%
Firs Lane	9	0%
Grange Gardens	9	0%
Hamilton Crescent	9	0%
Hoodcote Gardens	9	0%
Orpington Road	9	0%
The Ridgeway	9	0%
Crawford Gardens	8	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Park View	8	0%
The Close	8	0%
The Larches	8	0%
The Vale	8	0%
Avondale Road	7	0%
Belmont Avenue	7	0%
Corri Avenue	7	0%
Hawthorn Avenue	7	0%
Houndsden Road	7	0%
Kingsley Road	7	0%
Lodge Drive	7	0%
Meadowcroft Road	7	0%
Oaktree Avenue	7	0%
Raith Avenue	7	0%
Station Road	7	0%
Ford's Grove	6	0%
New Park Avenue	6	0%
Wilmer Way	6	0%
Ashfield Road	5	0%
Ashridge Gardens	5	0%
Blagden's Lane	5	0%
Brackendale	5	0%
Cannon Road	5	0%
Drayton Gardens	5	0%
Fountains Crescent	5	0%
Grange Park Avenue	5	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Hill House Close	5	0%
Langside Crescent	5	0%
Norman Way	5	0%
Palmadium Close	5	0%
Pruden Close	5	0%
The Grangeway	5	0%
Westbury Road	5	0%
Arnold Gardens	4	0%
Ash Grove	4	0%
Berkeley Gardens	4	0%
Beverley Close	4	0%
Broadfields Avenue	4	0%
Carpenter Gardens	4	0%
Chandos Avenue	4	0%
Dawlish Avenue	4	0%
Dovedon Close	4	0%
Farm Road	4	0%
Lawrence Avenue	4	0%
Madeira Road	4	0%
Morton Crescent	4	0%
Oakwood Avenue	4	0%
Oakwood Park Road	4	0%
Old Park Ridings	4	0%
Prince George Avenue	4	0%
Radcliffe Road	4	0%
Shrubbery Gardens	4	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Stone Hall Road	4	0%
The Chine	4	0%
The Crest	4	0%
The Walk	4	0%
Townsend Avenue	4	0%
Uvedale Road	4	0%
Woodcroft	4	0%
Arlow Road	3	0%
Arundel Gardens	3	0%
Baker Street	3	0%
Blagden's Close	3	0%
Bramley Road	3	0%
Brookdale	3	0%
Brunswick Park Road	3	0%
Chase Side	3	0%
Chimes Avenue	3	0%
Coombe Corner	3	0%
Cranford Avenue	3	0%
Davey Close	3	0%
Denleigh Gardens	3	0%
Eversley Park Road	3	0%
Greenacre Walk	3	0%
Hurst Road	3	0%
Kenwood Avenue	3	0%
Langham Gardens	3	0%
Leacroft Close	3	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Livingstone Road	3	0%
Lucerne Close	3	0%
Munster Gardens	3	0%
North Circular Road	3	0%
Oakthorpe Road	3	0%
Parsonage Lane	3	0%
Pellipar Close	3	0%
Pembroke Road	3	0%
Pennington Drive	3	0%
Princes Avenue	3	0%
Ravenscraig Road	3	0%
Royal Drive	3	0%
Seaforth Gardens	3	0%
The Orchard	3	0%
Ulster Gardens	3	0%
Westminster Drive	3	0%
Wilson Street	3	0%
Arlington Road	2	0%
Birch Avenue	2	0%
Briar Close	2	0%
Broadwalk	2	0%
Burleigh Gardens	2	0%
Buttery Mews	2	0%
Capel Road	2	0%
Cecil Road	2	0%
Chase Road	2	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Chase Way	2	0%
Cheyne Walk	2	0%
Church Street	2	0%
Churchbury Road	2	0%
College Road	2	0%
Crawley Road	2	0%
Cromie Close	2	0%
Ebony Crescent	2	0%
Elm Park Road	2	0%
Elmscott Gardens	2	0%
Elsiedene Road	2	0%
Eversley Crescent	2	0%
Evesham Road	2	0%
Farndale Avenue	2	0%
Fyfield Road	2	0%
Gladbeck Way	2	0%
Gladeside	2	0%
Hansen Drive	2	0%
Harington Terrace	2	0%
Harman Road	2	0%
Hight Street	2	0%
Hillside Crescent	2	0%
Hillside Grove	2	0%
Hyde Park Avenue	2	0%
Kilvinton Drive	2	0%
Kirkland Drive	2	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Lakenheath	2	0%
Linden Way	2	0%
Lonsdale Drive	2	0%
Lowther Drive	2	0%
Lynmouth Avenue	2	0%
Melbourne Way	2	0%
Merryhills Drive	2	0%
Millicent Grove	2	0%
Myrtle Road	2	0%
Norfolk Avenue	2	0%
Palmerston Crescent	2	0%
Percy Road	2	0%
Queen Anne's Grove	2	0%
Queen Elizabeths Drive	2	0%
Ridge Avenue	2	0%
Ridge Road	2	0%
Ridgemean Close	2	0%
Rylston road	2	0%
Seafield Road	2	0%
Sheringham Avenue	2	0%
South Lodge Drive	2	0%
Springbank	2	0%
Stanley Road	2	0%
Stratfield Park Close	2	0%
The Fairway	2	0%
The Woodlands	2	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Trinity Avenue	2	0%
Uplands Way	2	0%
Village Road	2	0%
Wellington Road	2	0%
Whitehouse Way	2	0%
Wyndcroft Close	2	0%
Yew Tree Close	2	0%
Aldbury Mews	1	0%
Anderson Close	1	0%
Ashford Crescent	1	0%
Audley Road	1	0%
Avenue Road	1	0%
Barbot Close	1	0%
Barford Close	1	0%
Bayswater Close	1	0%
Bazile Road	1	0%
Beech Hill	1	0%
Belgrade Road	1	0%
Bells Hill	1	0%
Berkshire Gardens	1	0%
Berry Close	1	0%
Bexley Gardens	1	0%
Bideford Gardens	1	0%
Blackwell Close	1	0%
Blakesware Gardens	1	0%
Bouvier Road	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Bowes Road	1	0%
Bradgate Close	1	0%
Bridge Gate	1	0%
Brigadier Hill	1	0%
Brodia Road	1	0%
Bromley Road	1	0%
Brookside Crescent	1	0%
Broomfield Road	1	0%
Browning Road	1	0%
Brunswick Crescent	1	0%
Burlington Rise	1	0%
Bush Hill Road	1	0%
Bycullah Road	1	0%
Calshot Way	1	0%
Carlisle Place	1	0%
Causeyware Road	1	0%
Cedar Rise	1	0%
Cedar Road	1	0%
Chalkwell Park Avenue	1	0%
Chandos Court	1	0%
Charter Way	1	0%
Chase Green	1	0%
Chaseville Park Road	1	0%
Churchbury Lane	1	0%
Clarence Road	1	0%
Clay Hill	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Clifford Road	1	0%
Clive Road	1	0%
Compton Terrace	1	0%
Coniscliffe Road	1	0%
Corfield Road	1	0%
Cotton Road	1	0%
Cottonham Close	1	0%
Cranwich Avenue	1	0%
Crofton Way	1	0%
Cromer Road	1	0%
Crossway	1	0%
Crown Lane	1	0%
Cunard Crescent	1	0%
De Bohun avenue	1	0%
Doveridge Gardens	1	0%
Downes Court	1	0%
Drapers Road	1	0%
Durants Road	1	0%
East Barnet Road	1	0%
East Walk	1	0%
Ecclesbourne Gardens	1	0%
Elm Gardens	1	0%
Elmer Close	1	0%
Elmwood Avenue	1	0%
Eltham Road	1	0%
Ember Gardens	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Ensign Drive	1	0%
Fairgreen East	1	0%
Faversham Avenue	1	0%
Fawley Road	1	0%
First Avenue	1	0%
Florence Avenue	1	0%
Fore Street	1	0%
Fotheringham Road	1	0%
Foxgrove	1	0%
Freshfield Drive	1	0%
Gallus Close	1	0%
Gardenia Road	1	0%
Genotin Road	1	0%
Gew's Corner	1	0%
Glebe Avenue	1	0%
Gloucester Gardens	1	0%
Goodwyn's Vale	1	0%
Gordon Hill	1	0%
Goring Road	1	0%
Grafton Road	1	0%
Green End	1	0%
Green Moor Link	1	0%
Green Road	1	0%
Greenwood Gardens	1	0%
Grenoble Gardens	1	0%
Greystoke Gardens	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Hadley Way	1	0%
Halifax Road	1	0%
Halstead Road	1	0%
Hampden Road	1	0%
Hampden Way	1	0%
Haslemere Road	1	0%
Hawthorn Grove	1	0%
Hazelgreen Close	1	0%
Hazelwood Road	1	0%
Heene Road	1	0%
Hemington Avenue	1	0%
Henrietta Gardens	1	0%
High Road	1	0%
Highbury Square	1	0%
Highfield Road	1	0%
Hillcrest	1	0%
Holly Walk	1	0%
Hood Avenue	1	0%
Junction Road	1	0%
Justin Place	1	0%
Kellerton Road	1	0%
Kelvin Avenue	1	0%
Kenmare Gardens	1	0%
Kent Road	1	0%
Kingshill Avenue	1	0%
Kynaston Road	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Laburnum Grove	1	0%
Ladysmith Road	1	0%
Laidlaw Drive	1	0%
Lancaster Road	1	0%
Landra Gardens	1	0%
Laurel Drive	1	0%
Lavender Gardens	1	0%
Lily Way	1	0%
Lindsey Court	1	0%
Links Side	1	0%
Linwood Crescent	1	0%
Lynbridge Gardens	1	0%
Lyndhurst Gardens	1	0%
Mahon Close	1	0%
Maidstone Road	1	0%
Main Avenue	1	0%
Malvern Avenue	1	0%
Mandeville Road	1	0%
Manor Drive	1	0%
Manor Road	1	0%
Manorway	1	0%
Marlborough Road	1	0%
Medesenge Way	1	0%
Melbourne Avenue	1	0%
Melville Gardens	1	0%
Merrivale	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Millers Green Close	1	0%
Mintern Close	1	0%
Moffat Road	1	0%
Morley Hill	1	0%
Mortimer Drive	1	0%
Myddelton Avenue	1	0%
Myddelton Gardens	1	0%
Nags Head Road	1	0%
Natal Road	1	0%
New Way Road	1	0%
Newsholme Drive	1	0%
Nightingale Road	1	0%
Norfolk Road	1	0%
Nursery Road	1	0%
Oaklands Avenue	1	0%
Oakleigh Road South	1	0%
Oakwood Close	1	0%
Old Dairy Square	1	0%
Old Park Road South	1	0%
Orchard Crescent	1	0%
Osidge Lane	1	0%
Overton Road	1	0%
Oxford Avenue	1	0%
Palmerston Road	1	0%
Parkside Gardens	1	0%
Parsonage Gardens	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Pembroke Avenue	1	0%
Penton Drive	1	0%
Phipps Hatch Lane	1	0%
Pilgrims Close	1	0%
Pymmes Green Road	1	0%
Queens Avenue	1	0%
Queen's Road	1	0%
Raleigh Road	1	0%
Rayleigh Road	1	0%
Ridge Crest	1	0%
Ridings Avenue	1	0%
Ringwood Way	1	0%
Riversfield Road	1	0%
Rookery Lane	1	0%
Rosemary Avenue	1	0%
Roundhill Drive	1	0%
Rowantree Close	1	0%
Russell Road	1	0%
Second Avenue	1	0%
Selhurst Road	1	0%
Sherbrook Gardens	1	0%
Shrewsbury Road	1	0%
Silver Street	1	0%
Spencer Avenue	1	0%
St Andrew's Road	1	0%
St Edmunds Road	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Steeplestone Close	1	0%
Sussex Way	1	0%
Sydney Road	1	0%
Telford Road	1	0%
Tenniswood Road	1	0%
The Birches	1	0%
The Brackens	1	0%
The Broadway	1	0%
The Glade	1	0%
The Rise	1	0%
The Rowans	1	0%
The Spinney	1	0%
The Wells	1	0%
Tintern Gardens	1	0%
Tottenham Road	1	0%
Tranmere Road	1	0%
Tregenna Close	1	0%
Trent Gardens	1	0%
Tufnell Park Road	1	0%
Turners Hill	1	0%
Tynemouth Drive	1	0%
Upsdell Avenue	1	0%
Vicars Close	1	0%
Victoria Road	1	0%
Warren Crescent	1	0%
Warwick Avenue	1	0%

Street name	Number of respondents	% of all respondents (n=2,947)
Watermill Lane	1	0%
Wauthier Close	1	0%
Waverley Road	1	0%
Wellington	1	0%
Wentworth Gardens	1	0%
Wilbury Way	1	0%
Winchmore Hill	1	0%
Windmill Gardens	1	0%
Winterburn Close	1	0%
Wishaw Walk	1	0%
York Gate	1	0%



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