

A316 Manor Circus

Consultation Report
June 2018

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Executive Summary

Between 2 October 2014 to 6 December 2014, we conducted a public consultation on proposals to deliver improvements for cyclists and pedestrians at the Manor Circus junction (A316 Lower Mortlake Road / Lower Richmond Road and B353 Sandycombe Road / Manor Road).

The proposals we consulted on included:

- Replacing the zebra crossings on all four arms of the roundabout with signalised toucan crossings, which can be used by both pedestrians and cyclists
- Widening cycle paths and footways in the area in order to replace the zebra crossings and allow future shared use
- Other changes in the area to meet design standards such as removing pedestrian guardrails; 'corduroy' paving; new shared use areas and updated signage for existing shared use areas; access points for cyclists between the carriageway, and; changes to road markings and new tactile paving at amended crossing points

The consultation asked for feedback on the proposals from residents, businesses, employers transport users and other relevant stakeholders. We publicised the consultation via letters to local residents and businesses, targeted email campaigns, on-site posters in the local area, and drop-in sessions.

We received 573 responses, of which 62 per cent supported the proposals. Approximately 450 respondents provided detailed comments on the scheme.

This report provides a representative summary of the responses to consultation brought to our attention. It also describes the consultation process and includes our response to issues raised.

Conclusion and next steps

We are sorry for the significant delay in publishing our consultation report while we considered the responses provided, reviewed our proposals to ensure that the scheme is appropriate for the junction, and decided on the next steps.

We now plan to proceed with the design for the layout changes we consulted on separately to the Quietway proposals for the area. Before any changes can be made to the junction, we need to carry out structural maintenance work on the bridge. Subject to funding availability and other approvals, we hope to start this work in summer 2020.

We are committed to working closely with the London Borough of Richmond upon Thames and other key stakeholders to progress our plans for the Manor Circus junction.

1. About the proposals

1.1 Purpose of the scheme

The proposed changes are part of our plans to make cycling provision more consistent and continuous along the A316. We want to encourage more people to cycle by making it as accessible as possible.

We believe that the proposals would improve safety and confidence for both pedestrians and cyclists, and improve continuity for cyclists. The proposals would also result in slightly shorter and more reliable journey times for other road users, including buses.

1.2 Detailed description

We proposed the following improvements to Manor Circus junction and the adjacent roads and footways:

- Replacing the zebra crossings on all four arms of the roundabout with signalised toucan crossings, which can be used by both pedestrians and cyclists:
 - o On Sandycombe Road, the new toucan crossing would be in the same location as the existing zebra crossing
 - o On Lower Richmond Road, the existing aligned zebra crossings would be replaced by 'staggered' toucan crossings with a widened central island. To allow for the widened central island, the existing westbound inside (left turn) traffic lane in Lower Richmond Road would be removed, leaving two lanes for westbound traffic, with traffic still able to turn left in the new layout
 - o On Manor Road, the existing aligned zebra crossings next to the roundabout would be replaced with a single 'straight across' toucan crossing further south
 - o On Lower Mortlake Road, the existing aligned zebra crossings would be replaced by staggered toucan crossings with a widened central island. To allow for the widened central island, retention of the existing two traffic lanes and to maintain the capacity of the existing bus stand, the footway width on the south side would be reduced slightly. The existing two trees, planting and low fence would also need to be removed. One new tree would be provided close by, adjacent to the new toucan crossing

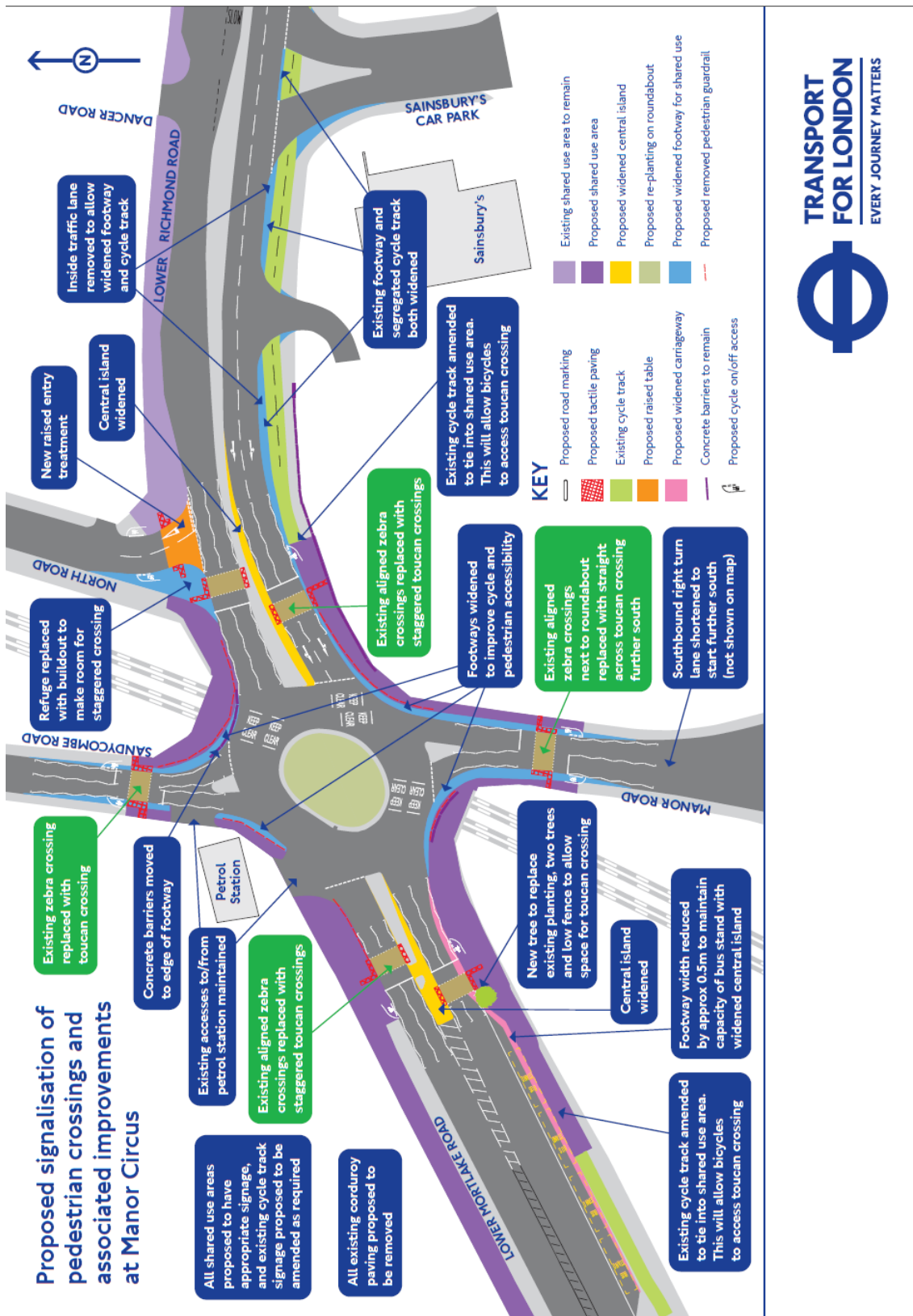
- In order to make the necessary changes to the crossings we also proposed to make changes to cycle paths and footways. These included:
 - o Widening the footways around the roundabout and in Sandycombe Road and Manor Road close to the roundabout. In Manor Road this means that the existing southbound right turn lane (leading to the Homebase car park and bus stand) would be shortened to start further south
 - o Widening the footway and cycle track along the south side of Lower Richmond Road, made possible by the removal of the westbound inside (left turn) traffic lane to accommodate the widened central island
 - o Building out the footway on the west side of North Road, to allow for the staggered toucan crossing across Lower Richmond Road, and adding a raised table entry treatment across North Road, replacing the existing raised crossing
 - o Converting the footways around and on approach to the roundabout to shared use, to allow cyclists to reach the new toucan crossings
 - o Replanting the centre of the roundabout

- To ensure all the proposed changes meet our design standards we also proposed to:
 - o Remove all existing pedestrian guardrail
 - o Retain the existing concrete barriers (those on the north east and south west sides of the roundabout would be moved to the edge of the newly widened kerbs)
 - o Remove all existing 'corduroy' paving
 - o Provide access points for cyclists to transfer between the carriageway and the new shared use areas
 - o Provide or update signage for the new shared use areas and revised cycle tracks
 - o Make associated changes to carriageway white lines
 - o Provide tactile paving at all amended crossing points

- The Manor Circus junction would be controlled using an adaptive traffic system (SCOOT), with the crossings on all four arms signalised and linked together but the roundabout itself remaining under the existing 'give way' system
- The toucan crossing signal cycles were proposed to be quite frequent, with a proposed maximum wait for pedestrians and cyclists of 60 seconds with a proposed average wait of 30 seconds
- The positioning of the proposed new toucan crossings is to allow sufficient space for traffic exiting the roundabout to wait at red lights

1.3 Scheme map

A map showing the proposed changes is included below.



2 About the consultation

We invited the public, road users, local residents, local businesses, organisations and other stakeholders to comment on our proposals to improve the cycle and pedestrian facilities and safety at Manor Circus – the junction of the A316 Lower Mortlake Road and Lower Richmond Road with the B353 Sandycombe Road and Manor Road in the London Borough of Richmond upon Thames.

2.1 Purpose

The objectives of the consultation were:

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

2.2 Potential outcomes

The potential outcomes of the consultation are:

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

2.3 Who we consulted

We ensured that people living and working in areas affected by the scheme were aware of the proposals.

This included:

- Local residents
- Local businesses
- Local nurseries, schools and higher and further education establishments
- Pedestrians
- Cyclists
- Oyster card holders
- Congestion Charge customers
- Freight operators
- Cycling organisations including Richmond Cycling Campaign
- Local accessibility organisations
- Residents associations
- London Borough of Richmond upon Thames councillors
- London Borough of Richmond upon Thames officers
- Members of Parliament
- London Assembly Members
- London TravelWatch
- Metropolitan Police
- Other external stakeholders including national and London-wide bodies

A list of the organisations and other stakeholders we consulted is shown in [Appendix C](#) and a summary of responses received is given in [Section 4](#).

2.4 Dates and duration

The consultation ran for a 9 week period from 2 October to 6 December 2014. The original closing date was 30 November 2014 but we extended this by six days to allow time to respond for additional organisations who we contacted later. A small number of responses received after the closing date were included.

2.5 What we asked

We asked people to complete a questionnaire including several closed questions where they could select an answer that matched their level of support for or against the proposals overall and for each arm of the Manor Circus junction. It was also possible to provide comments on the proposals. To view the list of questions we asked about the Manor Circus proposals please visit [Appendix A](#).

2.6 Methods of responding

People were able to respond to the consultation through the following channels:

- By answering the questions in the questionnaire on our consultation website at **consultations.tfl.gov.uk/streets/a316-manor-circus/**
- By sending a letter to FREEPOST TfL CONSULTATIONS
- By emailing **consultations@tfl.gov.uk**. The Consultation Team also answered questions from members of the public and stakeholders via email
- By phoning our Customer Services Team, who were briefed on the scheme and were available to answer questions and take responses from members of the public. When our telephone operatives were unable to answer questions immediately, these were forwarded to the Consultation Team, and were answered subsequently by email or telephone
- By leaving comments and/or filling in questionnaires at one of the public drop-in sessions (or posting a questionnaire to the address above)

Through our Customer Service Team, it was possible to request foreign language translations, large print, Braille or audio versions of our consultation materials.

2.7 Consultation materials and publicity

We used a range of channels to raise awareness of the A316 Manor Circus consultation and to ensure that members of the public and stakeholders were aware of the consultation and its purpose. We explain the channels used below.

2.7.1 Website

We published the consultation materials and online questionnaire for response to the on our website at **consultations.tfl.gov.uk/streets/a316-manor-circus/**

We included the website link on all publicity materials but also listed Freepost and email addresses for those who preferred to write in or email us with their views.

2.7.2 Letter

We sent a letter to approximately 6,600 addresses (including residents and businesses) in the area around the Manor Circus junction. The letter contained a summary of the proposals along with an overview map.

The letter directed people to the consultation website and invited them to respond. They were also informed about our consultation events. The letter, overview map and map of the distribution area are included in [Appendix B](#).

2.7.3 Emails to public

We sent an email about the consultation to approximately 86,000 customers and road users who use the area. The data for the distribution list was extracted from our master database of those who have registered their details with us.

We also wrote to approximately 190 organisations and other stakeholders via email.

The emails sent to our customers, organisations and other stakeholders are included in [Appendix B](#).

2.7.4 On-site notice

We displayed notices at approximately ten locations around the junction, including Sainsbury's, petrol stations and lamp posts around Manor Circus roundabout. The notice is included in [Appendix B](#).

2.7.5 Public meetings, events and exhibitions

We held two 'drop in' sessions in the lobby of the Sainsbury's store, adjacent to the Manor Circus roundabout. These took place in the evening of Tuesday 28 October 2014 and in the morning of Saturday 22 November 2014.

We displayed a large scale version of the map, handed out copies of the leaflet and paper questionnaire form, and spoke to people about our proposals and their views on them and related matters. We did not formally record the number of people we spoke to or handed information to, but approximately 50 people interacted with us over the two sessions.

While we noted some of the general comments people made during these sessions we encouraged people to make their views known in writing using the online or paper questionnaire.

We attended the Richmond Mobility Forum and Transport Action Group on 8 December 2014. We did not receive a formal response from this stakeholder however some of the comments made at the forum meeting are noted in [section 4.7](#).

2.7.6 Leaflet

We provided a leaflet about the consultation at the two 'drop in' sessions. It was also available by post, on request.

2.7.8 Errors and omissions

The following errors on the map were identified and corrected during or after the consultation period:

- The concrete barriers on the south west corner of the roundabout should have been shown as moved to the edge of the widened footway (like those on the north east corner)
- The light blue areas to the north of the cycle track on the south side of Lower Richmond Road should have been a shaded grey
- The box labelled "Inside traffic lane removed to allow widened footway and cycle track" should have

3 About the respondents

This chapter provides more information about the respondents to this consultation, based on the information provided to us in via the consultation questionnaire. For the list of questionnaire questions, visit Appendix A.

3.1 Number of respondents

We received 573 responses to the consultation.

Of these, 32 were received by email, letter or on a printed copy of the consultation questionnaire form with the rest received via the consultation questionnaire on our website.

3.2 Respondents by category

The table below shows the number of respondents based on two identified categories: members of the public and businesses or organisations and other stakeholders.

Respondent category	Number of responses
Members of the public and businesses	561
Organisations and other stakeholders	12
Total	573

3.3 How respondents heard about the consultation

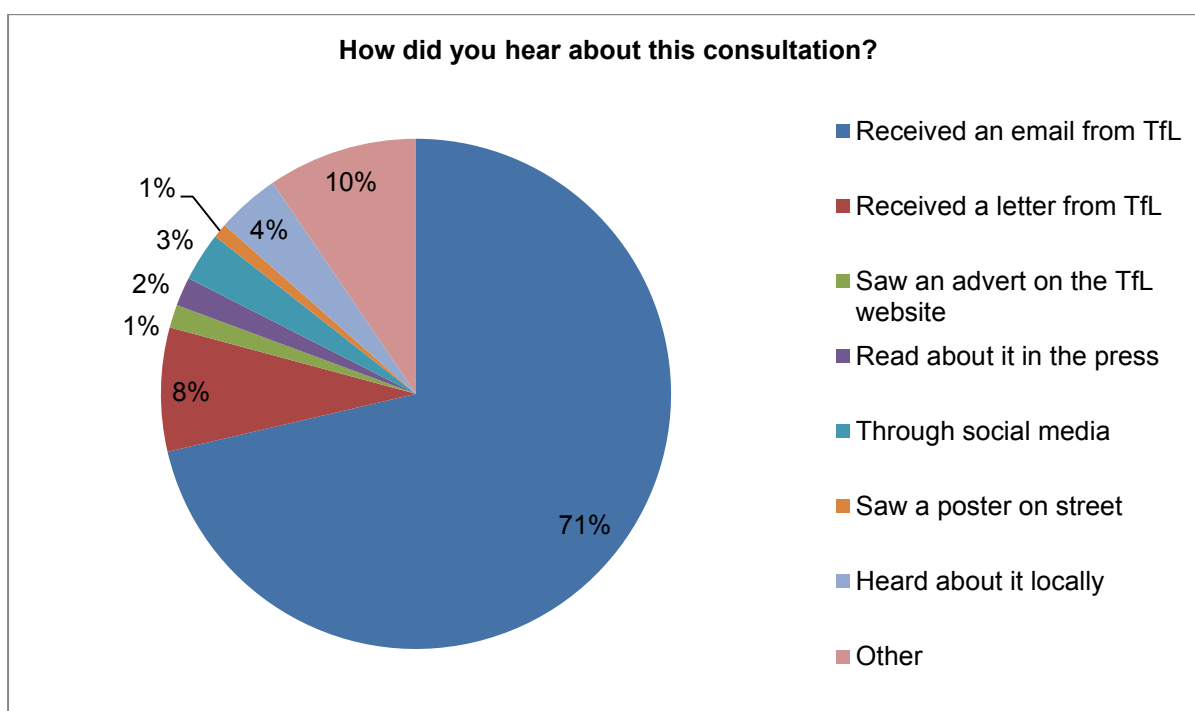
We asked respondents to tell us how they heard about the consultation. 548 respondents answered this question.

The table and graph below show how respondents answered this question.

In terms of 'Other' responses, some of the ways these respondents heard about the consultation included contact from their Member of Parliament, word of mouth, the TfL website and email from the London Borough of Richmond upon Thames.

How did you hear about this consultation?	Number of responses	%
Received an email from TfL	391	71%
Received a letter from TfL	43	8%
Saw an advert on the TfL website	8	1%
Read about it in the press	10	2%
Through social media	17	3%
Saw a poster on street	5	1%
Heard about it locally	22	4%
Other	52	9%
Total	548	100.00%

Base = 548. 41 respondents did not answer this question. Total = 589.



3.4 Stakeholder responses

The table below shows the number of responses received from organisations and other stakeholders.

Organisation	Number of responses
CTC	3
Darell Primary and Nursery School	2
Kew Residents Association	1
London Assembly Liberal Democrat Group	1
London Borough of Richmond upon Thames	4
London United Busways	1
Metropolitan Police, Traffic Management Unit	1
Sustrans	1

We contacted Network Rail and South West Trains in respect of their infrastructure near to the junction (North Sheen rail station, Manor Road level crossing, rail line under the Manor Circus roundabout), and have communicated with Network Rail (and London Underground as appropriate) about their assets under the Manor Circus roundabout. We also contacted National Grid in respect of the gas compound adjacent to the Manor Circus roundabout. None of these organisations formally responded to the consultation.

3.3 Location of the respondents

We asked respondents to tell us their postcode. The table below shows the postcodes provided by 531 respondents.

Postcode Area		Number of respondents	Postcode Area		Number of respondents
TW9	Richmond	283	KT12	Walton-on-Thames	1
TW10	Richmond	70	N20	Whetstone	1
TW1	Twickenham	62	NW1	Inner North West London	1
SW14	Mortlake	42	SE10	Greenwich	1
TW12	Hampton	11	SE15	Peckham	1
TW2	Twickenham	10	SE17	Walworth	1
KT2	Kingston upon Thames	5	SW15	Putney	1
TW8	Brentford	4	SW17	Tooting	1
SW13	Barnes	3	SW6	Fulham	1
TW7	Isleworth	3	TW13	Feltham	1
NW6	Kilburn	2	TW17	Shepperton	1
SW18	Wandsworth	2	TW18	Staines-Upon-Thames	1
TW11	Teddington	2	TW3	Hounslow	1
W12	Shepherds Bush	2	TW4	Hounslow	1
W3	Acton	2	W5	Ealing	1
W4	Chiswick	2	RG45	Crowthorne	1
E14	Poplar	1	CW1	Crewe	1
E3	Bow	1	HD9	Holmfirth	1
EN5	Barnet	1		Germany	1
HA4	Ruislip	1		Italy	1
HA8	Edgware	1		Not answered	34
KT1	Kingston upon Thames	1			

Base = 531. 34 respondents did not answer this question. Total = 565

4 Summary of consultation responses

4.1 About this chapter

To gain feedback on the scheme, we asked respondents answering the online questionnaire closed questions, allowing them to show their level of support for the overall proposals, and proposals for each arm of the roundabout. We also allowed respondents to provide their comments on the proposals.

The information below (number of responses and percentages) is calculated from those who answered each question only. Where respondents did not provide an answer, responses have not been inferred. However, the most frequently raised issues are based on all responses.

A summary of stakeholder responses is included in this chapter.

4.2 Summary of levels of support for the overall proposals

We asked respondents to tell us how they heard about the consultation.

535 respondents expressed their level of support or opposition for the overall proposals. Answer options were: I support them, I am not sure, I am against them and I have no opinion on them.

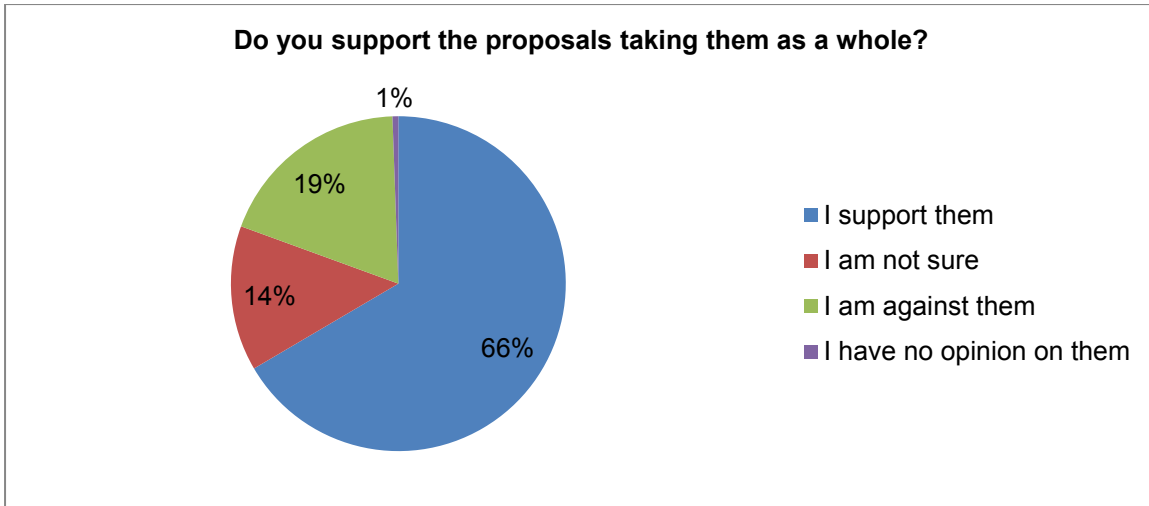
Of these, seven expressed support for the response from Richmond Cycling Campaign and a further one referred favourably to that response.

In all the figures below 'Not Answered' includes responses received by email or letter which did not include the questionnaire form, even if the answer could be implied from the response content.

The table and graph below show levels of support or opposition for the proposals overall.

Do you support these proposed improvements, taking them as a whole?	Number of responses	%
I support them	356	67%
I am not sure	75	14%
I am against them	101	19%
I have no opinion on them	3	1%
Total	535	100%

Base = 535. 38 respondents did not answer this question. Total = 573.



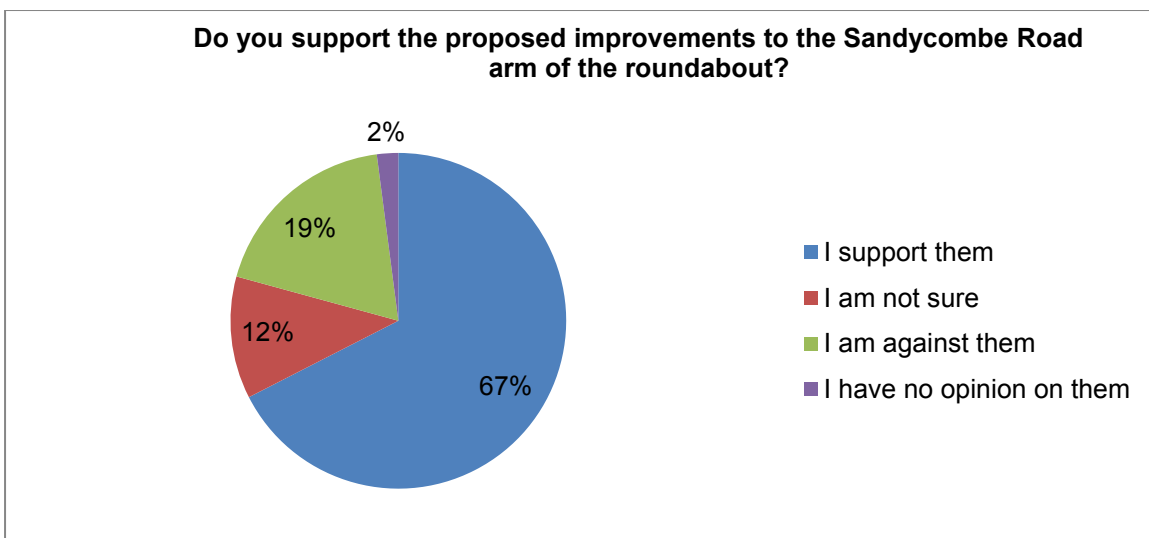
4.3 Summary of levels of support for proposed improvements to the Sandycombe Road arm of the roundabout

535 respondents expressed their level of support or opposition for the proposed improvements to the Sandycombe Road arm of the roundabout. Answer options were: I support them, I am not sure, I am against them and I have no opinion on them.

The table and graph below show levels of support or opposition for the proposed improvements to the Sandycombe Road arm of the roundabout.

Do you support the proposed improvements to the Sandycombe Road arm of the roundabout?	Number of responses	%
I support them	361	67%
I am not sure	63	12%
I am against them	100	19%
I have no opinion on them	11	2%
Total	535	100.00%

Base = 535. 38 respondents did not answer this question. Total = 573.



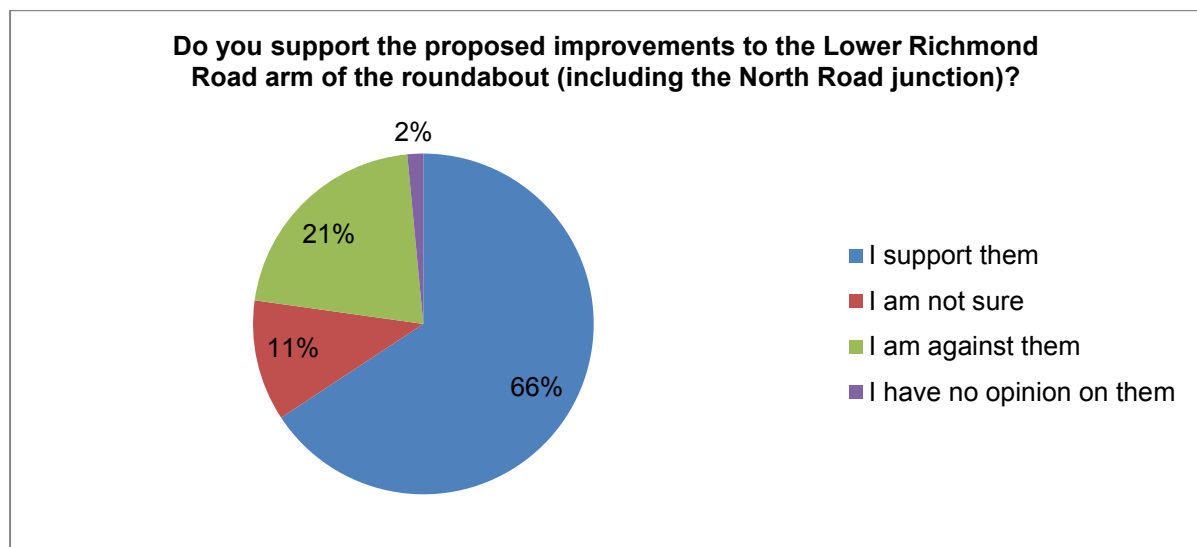
4.4 Summary of levels of support for proposed improvements to the Lower Richmond Road arm of the roundabout (including the North Road junction)

531 respondents expressed their level of support or opposition for the Lower Richmond Road arm of the roundabout (including the North Road junction). Answer options were: I support them, I am not sure, I am against them and I have no opinion on them.

The table and graph below show levels of support or opposition for the Lower Richmond Road arm of the roundabout (including the North Road junction).

Do you support the proposed improvements to the Lower Richmond Road arm of the roundabout (including the North Road junction)?	Number of responses	%
I support them	349	66%
I am not sure	61	11%
I am against them	113	21%
I have no opinion on them	8	2%
Total	531	100.00%

Base = 531. 42 respondents did not answer this question. Total = 573.



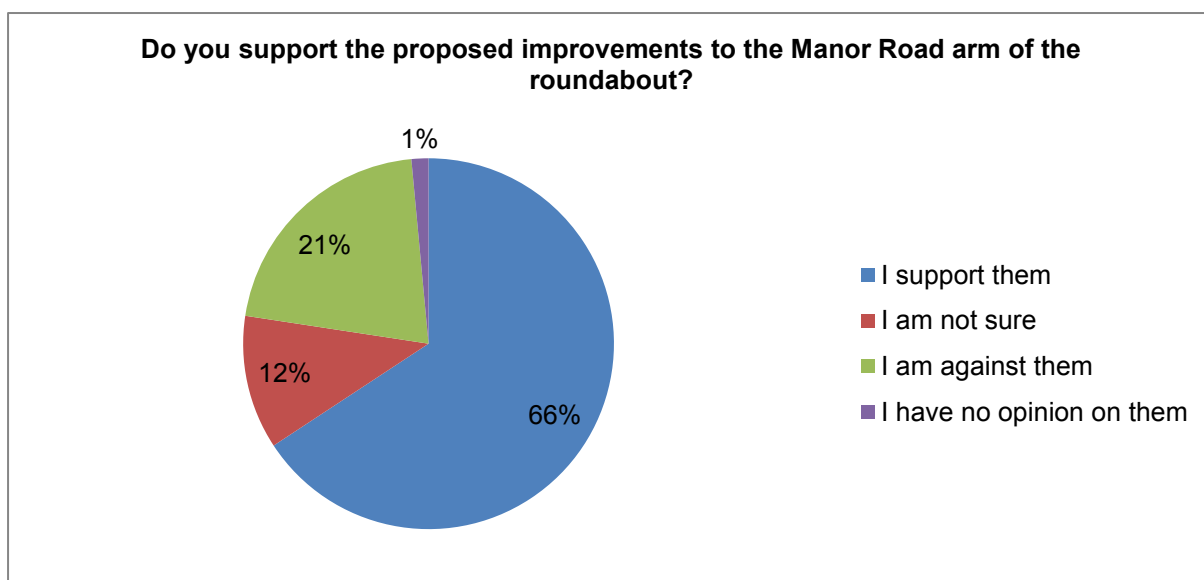
4.5 Summary of levels of support for proposed improvements to the Manor Road arm of the roundabout

540 respondents expressed their level of support or opposition for the Manor Road arm of the roundabout. Answer options were: I support them, I am not sure, I am against them and I have no opinion on them.

The table and graph below show levels of support or opposition for the Manor Road arm of the roundabout.

Do you support the proposed improvements to the Manor Road arm of the roundabout?	Number of responses	%
I support them	355	66%
I am not sure	63	12%
I am against them	114	21%
I have no opinion on them	8	1%
Total	540	100.00%

Base = 540. 33 respondents did not answer this question. Total = 573.



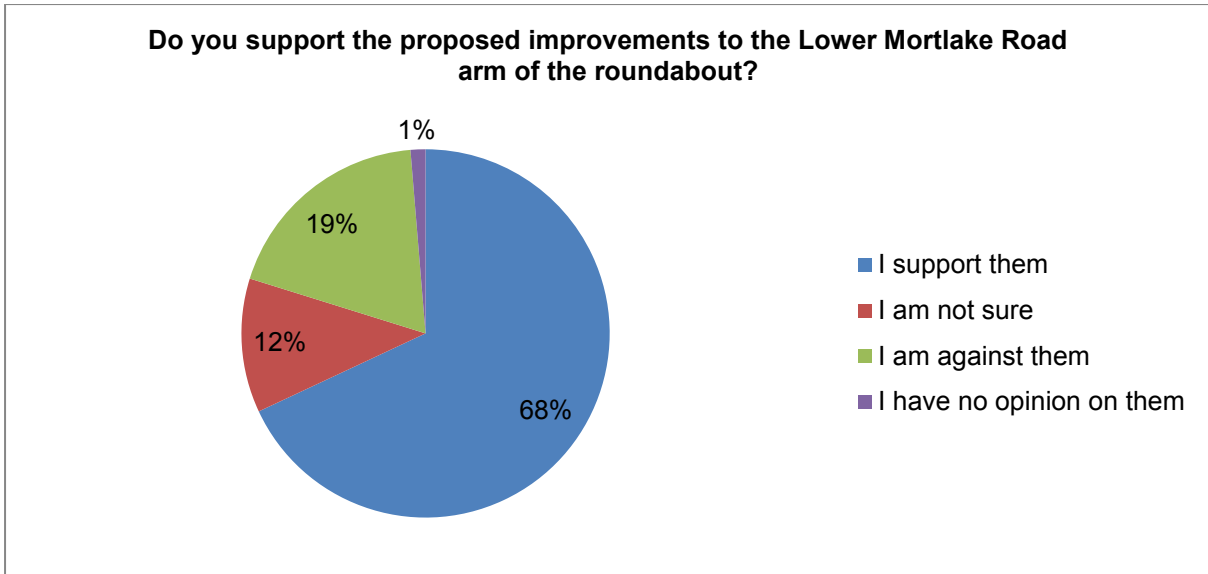
4.6 Summary of levels of support for proposed improvements to the Lower Mortlake Road arm of the roundabout

535 respondents expressed their level of support or opposition for the Lower Mortlake Road arm of the roundabout. Answer options were: I support them, I am not sure, I am against them and I have no opinion on them.

The table and graph below show levels of support or opposition for the Lower Mortlake Road arm of the roundabout.

Do you support the proposed improvements to the Lower Mortlake Road arm of the roundabout?	Number of responses	%
I support them	364	68%
I am not sure	63	12%
I am against them	101	19%
I have no opinion on them	7	1%
Total	535	100.00%

Base = 535. 38 respondents did not answer this question. Total = 573.



4.7 Issues raised by respondents

The information in this section is taken from responses to the question “Do you have any further comments?” from both respondent categories. Approximately 450 respondents provided further comments or information. We also noted comments made at the two ‘drop in’ sessions and at the Richmond Mobility Forum and Transport Action Group meetings. Some of the issues raised were implied within the comments rather than stated directly.

Please note, we have not included general comments of support for the proposals or expressions of thanks for the attention given / attempts to improve the situation in the information below.

4.7.1 Common themes – existing situation

Common themes about the existing situation are included in the table below. The table shows that the ten most frequently mentioned issues about the existing situation are all concerns about the junction.

Theme	No. of respondents referring to issue	Also noted from ‘drop in’ sessions and / or Mobility Forum and Transport Action Group meeting
Concern about safety at the junction overall	111	Yes
Concern about type, design and / or location of crossings	66	Yes

Concern about behaviour of motorists at the junction	60	Yes
Concern about traffic / congestion in Manor Road	60	Yes
Concern about safety on the Lower Richmond Road arm (including North Road junction)	47	Yes
Concern about safety on / of the roundabout itself	40	Yes
Concern about the rail level crossing in Manor Road	39	Yes
Concern about overall cycle provision at the junction	35	Yes
Concern about overall design of the junction	32	
Concern about traffic / congestion at the junction overall	28	

4.7.2 Common themes – proposed scheme

Common themes about the proposed scheme are included in the table below. The table shows that the ten most frequently mentioned issues about our proposed scheme all express dissatisfaction with our proposals or their effectiveness, or suggest alternative designs.

Theme	No. of respondents referring to issue	Also noted from 'drop in' sessions and / or Mobility Forum and Transport Action Group meeting
Dissatisfaction with proposed type of crossing	53	
Alternative suggestions for overall design of junction	49	Yes
Alternative suggestions for cycle routes / cycle facilities at / through the junction	49	Yes
Concern about negative impact of proposed improvements on traffic / congestion / journey time for car users	49	
Dissatisfaction with proposed / alternative suggestions for design of roundabout	49	Yes
Dissatisfaction with increased crossing time / reduced convenience of crossing for pedestrians (and consequences) due to proposed crossings	48	Yes

Assertion that the proposed improvements will not improve things for / will make little difference to cyclists	42	
Dissatisfaction with proposed design / location of crossings on the Lower Richmond Road arm	42	
Dissatisfaction with proposed design of traffic lanes on the Lower Richmond Road arm (including North Road junction) (including concern about removal of westbound left turn lane, particularly related to overflow of traffic queue in Manor Road caused by rail level crossing)	42	Yes
Alternative suggestions for crossing design / location	41	Yes

4.7.3 Positive comments – existing situation

Positive comments frequently mentioned about the existing situation are included in the table below. The table includes the ten most frequently raised positive themes.

Theme	No. of respondents referring to issue	Also noted from 'drop in' sessions and / or Mobility Forum and Transport Action Group meeting
Assertion that there is no problem, or rarely a problem, with existing situation in general	19	Yes
Assertion that there is no problem, or rarely a problem, with existing situation for pedestrians	17	
Assertion that the existing volume of pedestrians is low or similar comment	13	
Assertion that there is no problem, or rarely a problem, with existing situation for cyclists	11	
Satisfaction with existing use of shared space by cyclists	8	
Satisfaction with existing use of shared space by pedestrians	8	
Satisfaction with existing type, design and / or location of crossings	7	

Assertion that cyclists currently use the carriageway	6	
Assertion that the existing volume of cyclists is low or similar comment	5	
Assertion that existing behaviour of motorists is acceptable	5	

4.7.4 Positive comments – proposed scheme

Positive comments frequently mentioned about the proposed scheme are included in the table below. The table includes the ten most frequently raised positive themes.

Theme	No. of respondents referring to issue	Also noted from 'drop in' sessions and / or Mobility Forum and Transport Action Group meeting
Satisfaction with proposed type of crossing in general	35	Yes
Feeling that proposed scheme will improve safety for cyclists (or support for it if it does so)	26	
Feeling that proposed scheme will improve safety for pedestrians (or support for it if it does so)	23	
Feeling that proposed scheme will improve safety in general (or support for it if it does so)	18	
Feeling that proposed scheme will reduce traffic / congestion / journey time for car users	11	
Satisfaction with proposed type of crossing on the Lower Richmond Road arm	10	Yes
Satisfaction with proposed design / location of crossing on the Lower Richmond Road arm	9	
Satisfaction with proposed design of traffic lanes on the Lower Richmond Road arm (including North Road junction)	9	
Feeling that proposed scheme legitimises existing shared use	8	
Satisfaction with proposed type of crossing on the Lower Mortlake Road arm	8	

* excludes general comments of support for proposals and expressions of thanks for the attention given / attempts to improve the situation

5 Summary of stakeholder responses

This section provides summaries of the feedback we received from stakeholders.

Cyclists' Touring Club (CTC)*

We received three separate responses from this organisation – two from CTC London representative and one from a local representative. The CTC London representative expressed support for the proposed improvements taking them as a whole and for the proposed improvements to each individual arm of the roundabout. The local representative was not sure about his support for the proposed improvements taking them as a whole or for the proposed improvements to each individual arm of the roundabout.

The CTC London representative welcomed the proposed improvements to assist cyclists and safety at a busy junction, and states support for the toucan crossings but suggested it may be preferable to use shared-use Zebra (Tiger) crossings on Sandycombe Road and Manor Road as this would give less delay to cyclists, pedestrians and probably motor traffic.

The local representative was not fully happy with the details. He agreed that something needs to be done about the cycle track along the A316 not continuing across the junction but is concerned about pedestrians and cyclists being disadvantaged by being made to wait longer. He pointed out that local authorities are advised / required to promote active travel. He suggested that shared Zebra crossings might be more appropriate.

**CTC are now called Cycling UK*

Darell Primary and Nursery School

We received two responses from Darell Primary and Nursery School, which is close to the junction. Both respondents expressed support for the proposed improvements taking them as a whole and for the proposed improvements to each individual arm of the roundabout.

Both respondents were concerned that the proposed improvements will affect the pedestrian footbridge nearby, which is used regularly for outings by the school as they feel it is the safest / only safe way for large groups of children to cross the A316. They would like assurances that the bridge will be retained and maintained in safe order.

Kew Residents Association

Kew Residents Association expressed support for the proposed improvements taking them as a whole and for the proposed improvements to the Sandycombe Road and Lower Richmond Road (including the North Road junction) arms of the roundabout. They were not sure about their support for the proposed improvements to the Manor Road and Lower Mortlake Road arms.

Kew Residents Association felt that our proposals seem generally sensible. However, they say that the shape of the roundabout on the southern side makes the exit from the roundabout awkward for A316 westbound traffic, and suggested slightly reshaping / reducing the southern arc of the roundabout to ease the passage of vehicles and achieve a consistent shape.

London Assembly Liberal Democrat Group

London Assembly Liberal Democrat Group relayed concerns about lack of promotion of the consultation in the local area. They agreed that the junction requires improvements for pedestrians and cyclists and referred to above-average figures for collisions involving vulnerable road users. They felt that our proposals offer some improvements on the existing layout but pointed out several problems:

- They were unhappy about the toucan crossings due to the significant increase in waiting times for pedestrians, and due to the interruption of pedestrian desire lines by the staggered toucan crossings, which they felt may lead some pedestrians to cross at other, unsafe, locations
- While our proposals give some extra provision for cyclists, they felt there is still very poor continuity, and to meet our aim of creating a cycle commuter corridor along the A316 there must be better continuity of the cycle paths across the junction than our proposals provide, and that space shared with pedestrians may not be appropriate
- They suggested that the removal of the westbound left turn traffic lane in Lower Richmond Road should create sufficient space to provide segregated provision across the junction
- They also felt that there is an opportunity to give right of way to those using the cycle paths crossing the entrances to North Road and to Sainsbury's which would ensure that the cycle route remains continuous and discourage cyclists from using the carriageway

- They felt that the proposed crossing on Manor Road is too far south to be on the desire line for cyclists and would likely lead to cyclists continuing to use the highway
- They felt that our proposals, if implemented, will lead to current cyclists ignoring the new provision entirely and potential new cyclists not considering it safe enough to use

London Borough of Richmond upon Thames

We received one response from officers and three responses from individual ward councillors. These are set out separately below:

Principal Traffic Engineer, Highways and Transport:

The borough supported the need for toucan crossings and improved cycle facilities at this junction, pointing out it is heavily trafficked, but are reluctant to support the scheme as presented for consultation.

The borough were concerned about the proposed lack of pedestrian guard rail on the south east and south west corners of the junction given the proposed location of the crossing in Manor Road, some way along the road so off the main desire line. They felt that without guard rails many people will continue to cross at the mouth of the junction.

They suggested that if the concrete barrier is to remain on the south west corner, it should be relocated to the back or the front of the newly widened shared path to maximise its width and reduce conflict between pedestrians and cyclists.

The borough suggested incorporating into the scheme the existing temporary concrete walls / 'Trief' kerbing, which they presumed have been provided to prevent vehicle incursion onto the railway line. They felt these are unsightly and narrow the shared paths adjacent to the bridge parapets.

The borough was concerned about the direction of the stagger on the two proposed staggered crossings and believes that pedestrians should walk towards oncoming traffic. They asked whether this has been addressed as part of road safety audit and / or traffic signals design.

They suggested that cycle access points be provided in Manor Road and Sandycombe Road on their approach to the roundabout to allow cyclists to return to the carriageway in the shadow of the proposed built out footway, pointing out that this would reduce the extent of the footway build out and improve the safety of cyclists returning to the carriageway.

The borough was concerned that the proposed narrowed carriageways in Manor Road and Sandycombe Road may introduce “pinch” points for cyclists who decide to remain on the carriageway, due to the behaviour of some motorists who may feel there is room to pass cyclists.

They suggested that lane widening may be required on the A316 westbound approach to the junction to allow large vehicles to stay within the lanes, given the tight radius of the bend.

They noted our proposed raised table entry treatment across North Road but said that the crossing points for cyclists and pedestrians should be widened for convenience and safety. They also relayed concerns that the proposed build out on the corner of North Road would put vehicles at risk from rear end shunts due to the narrower entrance and sharper turn - they appreciated that the build out is required to allow for the proposed crossing but asked whether the severity of the turn can be reduced.

The borough asked whether anti-skid surfacing is to be provided on all approaches to the proposed toucan crossings.

They asked if we have considered the potential for conflict between cyclists and pedestrians at the petrol station entry / exit points, and asked who has priority and how this would be indicated to all road users.

Councillor Stephen Speak, North Richmond Ward and Cabinet Member for Highways and Streetscene*

Councillor Speak was against our proposed improvements taking them as a whole and for the proposed improvements to the Lower Richmond Road (including the North Road junction) and Manor Road arms of the roundabout. He expressed support for the proposed improvements to the Sandycombe Road arm, and was not sure about his support for the Lower Mortlake Road arm.

Councillor Speak supported the principles of toucan crossings but felt there are deficiencies with several elements of the design.

He felt that the proposed removal of the westbound left turn traffic lane in Lower Richmond Road will aggravate congestion for westbound traffic when Manor Road is blocked due to extended down time of the rail level crossing and asked how the traffic impact of the level crossing has been modelled given its unpredictable timing and frequency.

He was concerned that the proposed footway build out adjacent to North Road will require turning cars to slow dramatically, creating an increased risk of rear end shunts.

He felt that the proposed crossing in Manor Road is too far from the desire line, requiring extensive guard railing which would be unwelcome street clutter.

**Cabinet Member at the time of consultation.*

Councillor Peter Buckwell, South Richmond Ward

Councillor Buckwell expressed support for the proposed improvements taking them as a whole and for the proposed improvements to the Lower Richmond Road (including the North Road junction) and Lower Mortlake Road arms of the roundabout but was not sure about his support for the proposed improvements to the Sandycombe Road and Manor Road arms.

Councillor Buckwell expressed doubt as to whether the proposed crossings in Manor Road and Sandycombe Road would be far enough from the roundabout exits to avoid traffic backing up and blocking the A316.

He suggested reducing the height of the roundabout to make using it easier and safer by improving sight lines for drivers.

Councillor David Linnette, Kew Ward

Councillor Linnette welcomed and is impatient for our proposals. He explained that a large number of nearby residents have complained to him about the dangers of this roundabout and its crossings.

He felt that it is equally important to emphasise the 30mph speed limit on the A316 on either side of the roundabout, and asked us to make this limit much more obvious as he felt some drivers think this section of dual-carriageway has a limit of 60mph or 70mph and feared that sooner or later there will be a fatality caused by speeding onto the crossings.

London United Busways

London United Busways was not sure about their support for the proposed improvements, taking them as a whole, or for the proposed improvements to each individual arm of the roundabout.

They felt that toucan crossings will help people cross the road but that footfall is minimal. They felt that the toucan crossings should be on fixed timings in the peak hours but operated on demand at other times, to aid traffic flow.

They pointed out that 12 metre vehicles circumnavigate the roundabout and requests that Manor Road and Sandycombe Road be tracked for 12 metre vehicles.

Metropolitan Police, Traffic Management Unit

Metropolitan Police stated that they have no objections or observations.

Sustrans

Sustrans was not sure about their support for the proposed improvements, taking them as a whole, or for the proposed improvements to each individual arm of the roundabout. They stated that this is a busy junction for pedestrians and cyclists due to the proximity of North Sheen station, several well used bus stops, and supermarkets and retailers.

Sustrans referred to traffic tailbacks caused by the rail level crossing in Manor Road, a very high volume of traffic on the A316 especially at weekday peak times and weekend daytimes, and a large volume of turning traffic leaving Sainsburys and u-turning to North Road and Lower Richmond Road eastbound. They also expressed difficulty envisaging how the proposed layout will operate without details of the technical analysis, specifically regarding these traffic features.

Sustrans felt that the proposed removal of the existing zebra crossings suggested that we are attempting to improve traffic flow and speed through the junction to the detriment of pedestrians and to a lesser extent cyclists. They felt that the zebra crossings are well placed on the desire line for footway users that they currently work well for pedestrians (especially for older people and people with young children) with minimal delay, and suggested that they could be adapted to allow cyclists under new regulations.

Sustrans felt that the existing small delay to the A316 traffic caused by the zebra crossings helps the roundabout to function better, allowing traffic to exit from Sandycombe Road and Manor Road. They also felt that this helps more confident east-west cyclists who choose to use the carriageway, and north-south cyclists who have no choice but to use the carriageway, to negotiate the roundabout, and that our proposed improvements do not cater well for these cyclists, with the proposed retention of two lanes on the roundabout being intimidating. They suggested that tightening the roundabout geometry would improve this.

Sustrans strongly opposed the use of staggered toucan crossings, stating that they create a large cumulative delay to pedestrians and cyclists. They also strongly opposed the proposed relocation of the crossings away from the junction stating that this takes footway users away from desire lines, further decreasing the level of service. They would prefer crossings with no stagger and much closer to the junction.

They confirm that the existing cycle path on the south side of the A316 is not continuous through the existing roundabout and points out that there is little physical provision or signage for cyclists to join this path from the north or south. They felt that this path is of a good standard but that it is only suitable for low speed / leisure cyclists and that it would become less attractive with the proposed staggered toucan crossings due to the longer delays.

Sustrans supported the proposed footway widening, the proposed removal of the westbound left turn traffic lane in Lower Richmond Road and the proposed raised entry treatment and tighter corner into North Road. They suggested providing a similar entry treatment, preferably with priority for pedestrians and cyclists, on the junction to Sainsbury's on the westbound carriageway of Lower Richmond Road.

They suggested improved enforcement of the 30mph speed limit to improve safety.

They also suggested remodelling or signalling the whole junction with a phase for pedestrians and cyclists and routes for people to cross the junction on the diagonal i.e. north west to south east and south west to north east.

Richmond Cycling Campaign (RCC)

Richmond Cycling Campaign prepared an initial / draft response to our consultation prior to attending one or both of the 'drop in' sessions. They posted an initial response on their website and sent us the link to it, urging us to urgently look at how poor our proposed improvements would be for pedestrians and cycling, stating that it looks like a lot of money to be spent for marginal gains at best. The draft response on their website provided a link to the relevant page on our consultation website. RCC asked people to share any comments below their draft response on their own web page, or via their feedback form or email address.

A subsequent posting on RCC's website announced they were preparing to send us their response and invited people to read further comments (which exactly matched the email RCC sent with their response) and submit their own responses. They stated that they are not in favour of our current proposals for the reasons outlined in their initial / draft response and explained that since writing that it had spoken to one of our engineers at our 'drop in' session and now had some additional points and clarifications. They again provided a link to the relevant page on our consultation website and reminded people that they could respond by using our form or by emailing us and saying "I agree with Richmond Cycling Campaign's submission".

We did not treat comments made by others to RCC as consultation responses – only those received directly by us were treated as consultation responses. Seven responses received directly by us expressed support for RCC's submission (based on the content of their responses we treated six of these as supporting both parts of

its submission and one supporting just the second part), with a further one referring to RCC's view in a supportive way – their responses are included in the totals for “members of the public and businesses” above and have been treated as supporting the specific issues raised by RCC even if not specifically stated by the individual respondents.

The comments below reflect the views expressed in both parts of RCC's response:

RCC welcomed the attention being given to this junction and believe that genuine efforts are being made to improve it for cycling but felt that our proposed improvements are simply not good enough for walking or cycling and strongly urges us to take them ‘back to the drawing board’.

They welcomed the intent of our proposed improvements, which they interpreted as to legitimise the existing behaviour where cycling and walking co-exist, but felt that any advantage to walking and cycling (which it felt would be minor) would be counteracted by changes to the crossings which they felt are specifically designed to prioritise motor traffic over pedestrians and cyclists. They also felt that the move away from specific space for cycling to shared space is a massively retrograde step, far out of keeping with new designs being considered in central London.

RCC felt that it is not appropriate to accept that vehicle speed is a problem without finding some resolution for this, and that, if the intent of the proposed improvements is to improve safety for walking and cycling, the design should make significant steps to lower traffic speeds with tighter radii and other engineering changes.

RCC felt that our proposed improvements would make things more difficult for pedestrians. They felt that the proposed design does not support desire lines for cycling or walking and that where the proposed design either encourages risk-taking during crossing or increases conflict between walking and cycling it is also unlikely to improve safety. They also felt that our proposed improvements suggest two types of cyclists, those happy to brave a dual-carriageway and those not, and appear not to significantly improve the actual cycling experience.

RCC felt that the proposed replacement of zebra crossings with signalled crossings, including staggered crossings, is a severe downgrading for pedestrians. They pointed out that the time to cross two arms of the roundabout could increase by at least three minutes and that not only would pedestrians have to walk further to cross each arm but would also have to wait twice on the A316. They felt that making pedestrians walk further would make it more likely that they would attempt to cross at the most convenient place.

RCC felt that the proposed larger provision of shared space would increase conflict. They felt that this is perhaps inevitable and that current behaviour in the area

suggested that this will not change hugely and that pedestrians and cyclists seem fairly considerate, but felt that it is nonsensical to remove some of the already separate provision to make the shared space look nicer.

They felt that we have missed the opportunity to provide priority for cyclists across the Sainsbury's exits and the entry to North Road and suggested we do so (pointing out our plans to do this at Elsinore Way). They felt that our proposed cycle markings at North Road will be ignored by all the current users.

RCC felt that under our proposed scheme traffic would queue from the A316 westbound into Manor Road, although points out that this seems inevitable and that it queues already with nothing obvious that can be done. They suggested a yellow box to prevent traffic waiting on the roundabout.

RCC felt that our proposed design for area around the petrol station is one of the worst parts of our proposed improvements – that our proposed design does not support pedestrian priority across the exits or sufficiently protect pedestrian space around the periphery. They rejected an objection by the owner of the petrol station to better pedestrian access around the periphery, feeling that this position is completely unacceptable and that the safety of pedestrians and cyclists is significantly more important than vehicle access (which it points out would not be prevented but de-prioritised versus other users). RCC says that the kerb on the north side of the A316 needs to be improved to remove the drop, that pedestrians and cyclists should have priority when coming round to Sandycombe Road, and that the petrol station exit needs to be better marked. They also suggested that this area might be improved by taking space from the island at the exit of Sandycombe Road.

RCC felt that the proposed introduction of on / off slips for cyclists would be confusing for all. They felt that with the markings it would not be really clear to cyclists or to other road users where people should be cycling.

RCC suggested that cycling south on Manor Road would be unpleasant with our proposed design, which they say suggested cycling should stop and start down there and does not make it clear that cyclists joining the carriageway would be inserted into traffic turning left into Sainsbury's. They suggested that there should be at least coloured markings on the carriageway to indicate that cyclists will often want to continue on.

RCC suggested shared zebra crossings as an alternative (showing a computer-generated image of this type of crossing) and / or replacing the roundabout with traffic lights with an 'all ways green' phase for walking and cycling. They suggested that an objection to this (that buses use the roundabout to turn round) would be dealt with by the buses using the Homebase car park or an extended turning opposite the fire station.

6 Response to Issues Raised

This consultation generated a significant number of comments about the detailed proposals, other options and principles of the scheme. Our responses to the main points raised are set out below.

Response category 1

This category includes comments and suggestions that are considered as an assertion that the proposed improvements will not improve the how the junction works. The collated comments and suggestions under this response category include:

- Cyclists should travel on the road and not dismount to use pedestrian crossing
- No major improvement for cyclists - design means inefficient routes for cyclists
- More improvements needed for cyclists
- Against shared footway
- Junction redesign
- Lane changes will make the junction more dangerous
- Access to and from the petrol station, potential new crossing
- Confusing design (on/off slips for cyclists)

Our response

Our proposals offer cycling facilities at Manor Circus junction, where there is currently minimal cycle facilities and a gap in the cycle network. The shared use and toucan crossings are a safe route around the junction, linking the cycle path on both arms of the A316.

Cyclists are currently expected to dismount in order to use the zebra crossings, however with the toucan crossings cyclists are allowed to cross the carriageway while remaining on their bicycles.

There have been numerous collisions involving pedestrians, cyclists and vehicles where the zebra crossing was a factor. The location and nature of the crossings has led to a number of 'shunting' collisions caused by drivers not seeing pedestrians until very late and there have been instances where pedestrians and cyclists have been involved in collisions with vehicles on the zebra crossing. The safety of pedestrians and cyclists is greatly increased under these proposals and with frequent signal cycles there will be minimal increases to pedestrian journey times across the junction.

Toucan crossings and wide shared use areas offer a safe route across Manor Circus junction for cyclists wishing to avoid the carriageway. Cyclists can easily switch between the footway and carriageway at this junction using the proposed entry and exit points on all arms.

The toucan crossings are proposed at a safe distance from the junction and in line with current design standards whilst minimising the deviation from the desire line and therefore are unlikely to increase to journey times.

Modelling outcomes suggest an average wait of just 30 seconds for cyclists and pedestrians due to the frequent signal timings. A “staggered” arrangement provides the best balance between the needs of all road users. The traffic signal timings will be balanced so that the wait times in the central island will be as low as possible.

At-grade/ground level crossings are the preferred facility as they are accessible for all users. A footbridge would require a lot of footway space and therefore reduce the width of the shared use footways.

An option to remove the roundabout and provide a signalised junction was considered however it was ruled out due to the severe impacts to congestion in the area demonstrated in the modelling and also due to space constraints at this location.

The crossings on all arms of the junction, except Sandycombe Road, are currently located too close to the exit putting crossing users at risk. The crossings are proposed at a safe distance away in line with current design standards.

Shared use has significant advantages and is a practical solution in space constrained areas such as Manor Circus. The shared use area will link the segregated cycle lanes on Lower Richmond Road and Lower Mortlake Road. The shared use footway has an approximate width of 3 metres at the narrowest point on the South East corner of the junction and this meets the desirable width for shared use areas outlined in current design standards.

The roundabout geometry allows two vehicles to safely use the roundabout and it also encourages slow speeds to the benefit of all users. Any changes to the roundabout geometry may reduce these benefits.

The footway is proposed to be built out at the junction of the A316 and Sainsbury's entrance, which will tighten the alignment to prevent vehicles turning into or out of Sainsbury's entrance at speed. This will reduce the risk to pedestrians and cyclists and encourage vehicles to be more cautious at this junction.

This junction will be monitored following completion of the scheme to ensure it is operating safely.

Investigation and modelling has provided evidence that the removal of the left hand turn lane on Lower Richmond Road will have no impact on traffic delays and congestion due to the light flow of traffic using it.

The removal of the lane allows the footway to be widened and therefore encourage cyclists to use the dedicated shared use area instead of the carriageway. This will create more road space for vehicles as well as ensure cyclist safety through the junction.

The nature of the petrol garage access and its close proximity to Manor Circus junction makes it unsafe to give pedestrian and cyclist priority. By prioritising pedestrians and cyclists it may cause confusion amongst drivers and therefore lead to an increase in risk to pedestrians and cyclists.

The on/off slips offer cyclists using the carriageway and who do not wish to remain on the carriageway to cross Manor Circus junction an opportunity to join the footway and cross using the toucan crossings before re-joining the carriageway at the off slip. The shared use areas will be clearly sign posted and the on/off slips clearly marked.

Response category 2

This category includes comments and suggestions that are considered as an assertion that crossings offer no benefit in time or safety, and that visibility and markings need to be improved.

The collated comments and suggestions under this response category include:

- Keep the zebra crossing
- The proposed new crossing is further away from the roundabout than the current crossing
- There are not many pedestrians crossing here
- The crossing is already safe for pedestrians because of the slow-moving traffic
- Changing the crossing type to Toucan will increase pedestrian crossing times
- Current zebra crossing is too close to the roundabout
- Current Zebra crossing is adequate for the number of pedestrians and cyclists who use it
- Changing the crossing type to Toucan will delay traffic during the pedestrian phase
- The zebra crossing works perfectly well

- The new toucan crossing would not improve traffic flow
- The signal controlled junction should make a safer junction.
- Allowing cyclists to cross with pedestrians increases the danger to pedestrians
- Ensuring visibility and clear road markings

Response

The zebra crossings are not appropriate for this location considering the volume of traffic, pedestrians and cyclists, and vehicle speeds on this section of road.

Pedestrians frequently have to wait sometime until vehicles stop, allowing them to cross. There have been numerous collisions involving pedestrians, cyclists and vehicles where the zebra crossing was a factor. The location and nature of the crossings has led to a number of 'shunting' collisions caused by drivers not seeing pedestrians until very late.

Toucan crossings will help create a more controlled junction and improving journey time reliability by removing the randomness of stop/starts created by the zebra crossing. Computer modelling using recent data demonstrates an overall positive outcome under these proposals, and there are also many safety benefits from introducing toucan crossings to replace the zebra crossings.

The central reservation has been widened to accommodate cyclists and pedestrians including pushchair and wheelchair users waiting to cross the second phase of the stagger. The width of the crossings is reduced by the footway and central island widening, and the introduction of staggered crossings on both arms of the A316. The short crossing widths allow for shorter crossing times for pedestrians and cyclists.

The traffic signals here will be operated under SCOOT control which will co-ordinate the two crossings with the traffic signals nearby. Pedestrians will need to wait longer during busy periods and will not immediately change when a pedestrian presses the push-button. A "staggered" arrangement provides the best balance between the needs of all road users. The traffic signal timings will be balanced so that the pedestrian wait times in the central island will be as low as possible.

Shared use has significant advantages and is a practical solution in space constrained areas such as Manor Circus. The shared use area will link the segregated cycle lanes on Lower Richmond Road and Lower Mortlake Road. The shared use footway has an approximate width of 3 metres at the narrowest point on the South East corner of the junction and this meets the desirable width for shared use areas outlined in current design standards.

This scheme aims to make improvements for all users of this junction and the staggered crossings on the A316 offer a safe place to cross whilst maintaining a good traffic flow and increasing journey time reliability.

Vegetation on the roundabout is to be regularly maintained to increase visibility. A further increase in visibility may encourage vehicles to speed up into gaps in the roundabout rather than slow down or stop to ensure no other vehicles are coming round the roundabout. Based on site investigations, it is firmly believed that the current sight lines at this junction are beneficial to the safety of road users.

7 Next steps

The consultation was a valuable exercise to understand public and stakeholder views about our proposals for improvements at Manor Circus junction. We are sorry for the significant delay in publishing our consultation report while we considered the responses provided, reviewed our proposals to ensure that the scheme is appropriate for the junction, and decided on next steps.

Since 2014, a number of factors have impacted our ability to provide our next steps for this scheme. We have needed to explore how maintenance works to the bridge below the junction could be incorporated into the scheme. This includes the funding required to carry out this maintenance work.

We have also explored options for including the scheme as part of the proposals for a cycle route along the A316. In early 2018, it was identified that the changes proposed at Manor Circus junction cannot be made as part of Quietway proposals for the area. It was found that the provision of a cycling route with an appropriate cycling level of service along a significant section of the A316, including Manor Circus, could not be achieved without significant changes and funding.

As a result, we now plan to proceed with the design for the layout changes we consulted on separately to the Quietway proposals for the area. Before any changes can be made to the junction, we need to carry out structural maintenance work on the bridge. Subject to funding availability and other approvals, we hope to start this work in summer 2020. Work to improve the junction would be completed following the bridge maintenance work.

We are committed to working closely with the London Borough of Richmond upon Thames and other key stakeholders to progress our plans for the Manor Circus junction.

Appendix A – Consultation questions

We asked respondents to answer the following questions for this consultation:

- What is your name?
- What is your email address? (What is your email or postal address? on the paper version)
- What is your organisation?
- What is your postcode?
- How did you hear about this consultation?
- Do you support these proposed improvements, taking them as a whole?
- Do you support the proposed improvements to the Sandycombe Road arm of the roundabout?
- Do you support the proposed improvements to the Lower Richmond Road arm of the roundabout (including the North Road junction)?
- Do you support the proposed improvements to the Manor Road arm of the roundabout?
- Do you support the proposed improvements to the Lower Mortlake Road arm of the roundabout?
- Do you have any further comments?

Appendix B – Consultation material and distribution

Letter and scheme map sent to local stakeholders

Transport for London



The Occupier

Transport for London
Consultation

FREEPOST
TFL CONSULTATIONS

Phone 0343 222 1234
consultations@tfl.gov.uk
<https://consultations.tfl.gov.uk/streets/a316-manor-circus>

20 October 2014

Dear Sir/Madam

Proposed improvements at A316 Manor Circus – Consultation

Transport for London (TfL) is proposing to improve the cycle and pedestrian facilities and safety at Manor Circus – the junction of the A316 Lower Mortlake Road and Lower Richmond Road with the B353 Sandycombe Road and Manor Road. We would like to know your views.

Our proposals include replacing the existing zebra crossings on all four arms of the roundabout with signalised toucan crossings, suitable for use by both pedestrians and cyclists, widening some of the footways, and making associated changes to the road, footway and cycle track layout.

The proposed changes should improve safety and confidence for both pedestrians and cyclists, and improve continuity for cyclists. They should also result in slightly shorter and more reliable journey times for other road users including buses.

How to find out more details

More details on our proposals are available, including:

- What we propose for the crossings on each arm of the junction
- What we propose for associated changes to the road layout, cycle paths, footways, pedestrian guardrail, signs and other facilities
- How the junction would operate and proposed waiting times for the toucan crossings
- Why we are proposing these improvements
- Impact on traffic and journey times

Some of the above information is shown on the enclosed plan but for more details please:

- View our webpage at: <https://consultations.tfl.gov.uk/streets/a316-manor-circus>
- Write to us at: FREEPOST TFL CONSULTATIONS, requesting our leaflet
- Call us on: 0343 222 1234, select option 3, then option 1, requesting our leaflet
- Come and see the plans, discuss them with us, and pick up our leaflet at:
Sainsbury's, Lower Richmond Road
on Tuesday 28 October, 6pm-8pm,
and Saturday 22 November, 10am-12noon

MAYOR OF LONDON



VAT number 756 2769 90

Plan of proposed improvements

We enclose a plan showing the main proposed improvements.

Please give us your views

To submit your comments online please visit our webpage <https://consultations.tfl.gov.uk/streets/a316-manor-circus> , or you can write to us at the address at the top of this letter.

The consultation closes on **Sunday 30 November 2014**.

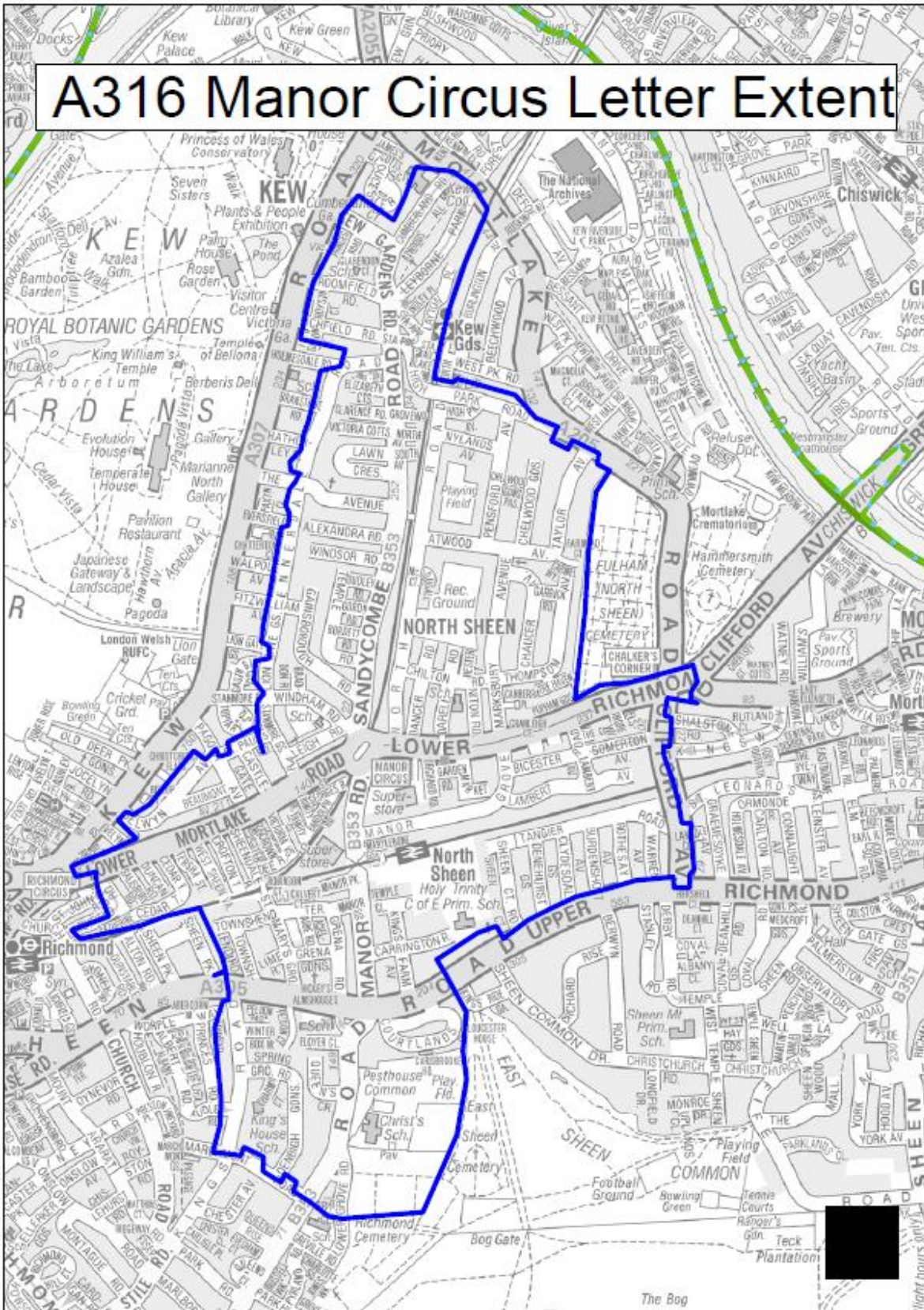
Subject to feedback from the consultation we plan to undertake these works in Spring 2015.

Yours faithfully



Stephen Hosking
Consultation Officer
Transport for London

Letter distribution area



A316 Manor Circus Letter Extent

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0 103 206 308 411 514 Meters

Email to customers on our database

Are our new emails displaying well on your device? If not, allow images or view online

Home Plan journey Status update Driving



TRANSPORT FOR LONDON



Dear test email recipient,

I am writing to let you know that we would like your views on proposals to improve Manor Circus junction in Richmond.

The proposals include replacing the existing zebra crossings with toucan crossings, which are suitable for use by both pedestrians and cyclists, widening footways and making associated changes to the road, footway and cycle track layout.

[Full details and to have your say, please click here](#)

This consultation closes on Sunday 30 November 2014.

Yours sincerely



Peter Bradley
Head of Consultation

These are our customer service updates about consultations. To unsubscribe, please [click here](#)

MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

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Email to other stakeholders

From: TfL Consultations
Sent: 02 October 2014 11:30
Subject: Proposed improvements at A316 Manor Circus - Consultation

Dear Stakeholder

Transport for London (TfL) is proposing to improve the cycle and pedestrian facilities at Manor Circus – the junction of the A316 Lower Mortlake Road and Lower Richmond Road with the B353 Sandycombe Road and Manor Road.

Our proposals include replacing the existing zebra crossings on all four arms of the roundabout with toucan crossings, suitable for use by both pedestrians and cyclists, widening footways, and making associated changes to the road, footway and cycle track layout.

Full details of our proposals are shown on our webpage at <https://consultations.tfl.gov.uk/streets/a316-manor-circus>.

We will be writing to local residents and businesses and displaying notices at the roundabout about this consultation in the week commencing 13th October.

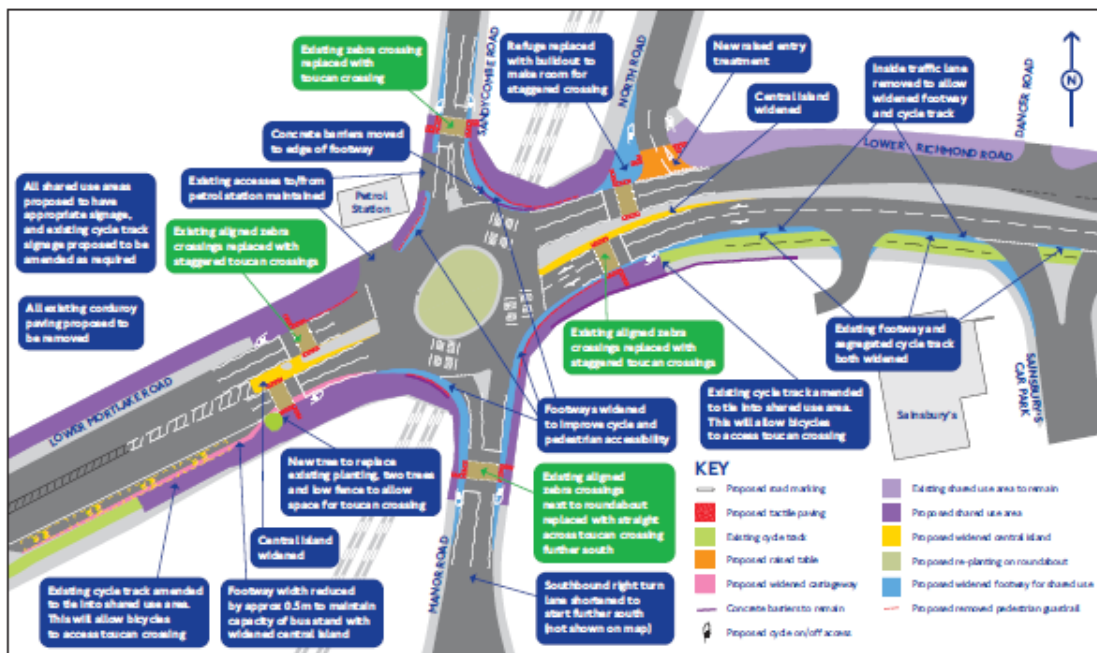
We would like to know your views on these proposed improvements. To submit your comments online please visit the above webpage. The consultation closes on **Sunday 30 November 2014**.

Yours faithfully

Stephen Hosking
Consultation Officer
Transport for London

Proposed signalisation of pedestrian crossings and associated improvements at Manor Circus – Consultation

Transport for London (TfL) is proposing to improve the cycle and pedestrian facilities and safety at Manor Circus. The proposed changes should improve safety and confidence for both pedestrians and cyclists, and improve continuity for cyclists. They should also result in slightly shorter and more reliable journey times for other road users including buses.



For further details, and to let us know your views on these proposed improvements:

Visit: <https://consultations.tfl.gov.uk/streets/a316-manor-circus>

Email: consultations@tfl.gov.uk

Phone: 0343 222 1234

Drop in: Come and see the plans and discuss them with us at:

Sainsbury's, Lower Richmond Road

on Tuesday 28 October, 6pm-8pm,

and Saturday 22 November, 10am-12noon.

To have your say - please contact us by Sunday 30 November 2014.

Appendix C – List of organisations and other stakeholders consulted

London TravelWatch

Elected Members	
Caroline Pidgeon AM	
Darren Johnson AM	
Gareth Bacon AM	
Jenny Jones AM	
Murad Qureshi AM	
Nicky Gavron AM	
Andrew Boff AM	
Victoria Borwick AM	
Tom Copley AM	
Stephen Knight AM	
Fiona Twycross AM	
Tony Arbour AM	
Stephen Hammond MP	Wimbledon, Raynes Park, Morden and Motspur Park
Seema Malhotra MP	Feltham & Heston
Patrick McLoughlin MP	Secretary of State for Transport
Sir Vince Cable MP	Twickenham
Zac Goldsmith MP	Richmond Park
Mary Macleod MP	Brentford & Isleworth

Local Authorities
London Borough of Sutton
London Borough of Hounslow
London Borough of Richmond-Upon-Thames
London Borough of Hillingdon
London Councils

Police & Health Authorities
Metropolitan Police
British Transport Police
Lambeth Safer Transport Team
Westminster Safer Transport Team
Guys & St Thomas' NHS Trust
London Ambulance Service
London Fire and Emergency Planning Authority

Transport Groups	
AA	Freight Transport Association
Alliance of British Drivers	London Cab Drivers Club
Association of Car Fleet Operators	London Cycling Campaign (Lambeth)
British Motorcyclists Federation	London Cycling Campaign (Southwark)
All Party Parliamentary Cycling Group	London Cycling Campaign (Westminster)
Better Transport	London Private Hire Board
British Cycling	London Suburban Taxi Drivers' Coalition
Campaign for Better Transport	London Taxi Drivers' Club

Central London Cab Trade Section	London Cycling Campaign (Lambeth)
City Bikes (Vauxhall Walk)	London Tourist Coach Operators Association (LTCOA)
Community Transport Association	Motorcycle Industry Association
Computer Cab	Motorcycle Action Group
Central London Freight Quality Partnership	Road Haulage Association
CTC, the national cycling charity	Network Rail
Department for Transport	Office of Rail Regulation
Dial-a-Cab	Parliamentary Advisory Council for Transport Safety (PACTS)
Green Flag Group	Passenger Focus
Licensed Taxi Drivers Association	Private Hire Board
Licensed Private Hire Car Association (LPHCA)	RAC
Radio Taxis	Sustrans
Rail Delivery Group (RDG)	Transport Focus
Roadpeace	Lambeth Traffic and Transport Working Group

Disability/Accessibility Groups	
Action for Blind People	London Older People's Strategy Group
Action on Hearing Loss (formerly RNID)	London Visual Impairment Forum
Age Concern London	MIND
Age UK	Multiple Sclerosis Society
Alzheimer's Society	Muscular Dystrophy Campaign
Asian Peoples Disabilities Alliance	National Autistic Society
Association of Disabled Professionals	Parkinson's UK
Council for Disabled Children	Royal London Society for Blind People
Age UK	SCOPE
Alzheimer's Society	Sense
Asian Peoples Disabilities Alliance	Sixty Plus
Association of Disabled Professionals	Stroke Association
Disability Alliance	The Association of Guide Dogs for the Blind
Disability Rights UK	British Dyslexia Association
Disabled Motoring UK	Thomas Pocklington Trust
Disabled Persons Transport Advisory Committee	Trailblazers, Muscular Dystrophy UK
Greater London Forum for Older People	Transport for All
Greater London Forum for the Elderly	Vision Impairment Forum
Guide Dogs	Wheels for Wellbeing
Harrow Macular Disease Society	Young Minds
Independent Disability Advisory Group (IDAG)	Joint Mobility Unit
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)	Leonard Cheshire Disability
London Mencap	RNIB

Other Stakeholders	
Addison Lee	Lambeth Palace
Association for Consultancy and Engineering (ACE)	Living Streets
Balfour Beatty plc	Local Government Ombudsman
Braeburn Estates	Lambeth Bangladeshi Community Group
Breakspears Road Project	London Chamber of Commerce and Industry (LCCI)
British Medical Association	London First
British Youth Council	London Youth
BT	Low Carbon Vehicle Partnership
Campaign for Clean Air in London	Merlin Entertainments Group
Canary Wharf Group	National Grid
Capita	National Motorcycle Council
Central London Connexions	National Theatre
Centre for Cities	New Cut Housing
Chartered Institution of Highways & Transportation (CIHT)	New West End Company (NVEC)
Chauffeur and Executive Association	RMT Union
Confederation of British Industry (CBI)	Road Danger Reduction Forum
Confederation of Passenger Transport	Royal Institution of Chartered Surveyors (RICS)
Construction Youth Trust	
Crossrail Ltd	Royal Parks
Cycling Embassy of Great Britain	Safer Neighbourhood Panel
Ernst & Young	Thames Water
Eurostar Group	TNT
Federation of Small Businesses (FSB)	Unions Together
Friends of Archbishops Park	Unite The Union
Heart of London Business Alliance	WAC
Historic Royal Palaces Enterprises	Walk London
House of Commons	Whitbead
King's College London	Whitehouse Apartments