

## **Consultation Report**

### **Proposed Extension of route 255 from Streatham Hill to Balham Station**

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## **Introduction**

London Buses recently consulted stakeholders and the public (between 22 May and 17 July 2009) on proposals to extend the bus route 255 from Streatham Hill to Balham station. The consultation was about both the bus service extension and associated parking controls. This report explains the background of the scheme, the consultation and summarises the responses.

### **Overview summary of responses**

689 replies were received from individuals and 5 replies from stakeholders including Met Police, Clapham Transport Users Group, Weir Road Residents Association, London Travelwatch.

Consultation responses from individual members of the public show that the majority of people were in favour of the extension, (68%), and would use the service as was proposed in the consultation material. There was a general feeling that a bus service would be useful for the community, as it would reduce walk distances, and some said a bus service was long overdue.

27% of respondents were not in favour of the proposals. The main concerns were about the type of service in that the 255 could be too frequent, with long hours of operation. Hours of operation and parking concerns, especially on Weir Road and Radbourne Road were the most significant concerns, followed by noise and concerns about Old Devonshire Road. A petition was sent in expressing concerns on behalf of Old Devonshire Road. Some people suggested alternative routes to that proposed.

## **Background to the proposals**

Many of years worth of liaison and engagement between TfL, Lambeth and Wandsworth Councils, residents representatives and transport user groups, informed the development of the proposal to public consultation.

Longstanding community requests for a bus service closer to Hydethorpe Road and the surrounding residential areas informed the development of this proposal. The area is relatively remote from current bus services. The proposed 255 extension would serve roads in this area which are not currently served by buses. It would also improve bus connections to Balham town centre/station. Parking controls would need to be provided to help the bus service serve the area as it is heavily parked.

TfL will use the consultation results alongside knowledge about other operational, cost and transport planning factors to inform decision making about whether to go ahead with the extension.

Our report on the consultation will be passed to LB Lambeth and Wandsworth for each borough to make a decision on the development of the scheme and a decision will be made and published on TfL's web site. We will reply to everyone who has provided their contact details.

## **Associated Council controlled schemes**

The 255 extension would require some significant parking controls to allow the bus service to run and stop in the area. A review of disabled parking has already been completed on Radbourne Road to ensure most efficient use of space and minimise impact on local facilities. Other controls have been designed after a site meeting and consultation with affected boroughs.

It would also require:

- widening of the mouth of the Old Devonshire/Balham High Road junction (Wandsworth)
- moving of signal controls/markings at the junction of Thornton Avenue/Emmanuel Road (Lambeth)

TfL's bus priority team have designed drawings to demonstrate what the requirements would be and these were included in the consultation.

Parking controls would need to be planned and delivered by Lambeth and Wandsworth Councils. These were presented in the consultation to give stakeholders and the public the whole picture of what's proposed.

## **About the Consultation**

The public and stakeholder consultation (which ran between 22 May and 17 July 2009), was designed to enable TfL and the local boroughs to understand local opinion about the proposed extension of the 255 service before making a final decision on the scheme.

### **The consultation objectives were:**

- To give stakeholders and public enough information about the scheme to allow them to give informed responses (using varied techniques)
- Gauge level of support for route 255 extension
- Understand concerns and objections
- Identify issues not already thought of
- Allow stakeholders and public to make suggestions about things not already decided and where this is not our sole decision
- Allow stakeholders and public to influence our final decision about route and terminus points
- Work with the councils to gain their assistance in implementing the changes

### **Consultation 'audience'**

We thought carefully about who was affected by our plans and how they may be affected before deciding who to consult. We recognised that a big community would have an opinion so we decided to try and reach them all, especially local residents, bus users and businesses.

### **Consultation leaflet**

A consultation leaflet was created to explain the proposals and this was distributed to properties in and around the affected roads. It asked 6 specific questions and allowed free text area for general comments and suggestions.

We also sent the leaflet to stakeholders including,

- MPs
- Council Leaders
- Ward Councillors
- Council groups
- Transport groups
- Schools
- Libraries
- Resident groups
- Local Churches and Mosque
- Local community groups/societies
- Businesses

People could respond by leaflet reply slip, letter, telephone, textphone, email or web.

### **Public Exhibitions**

TfL arranged and attended 2 public exhibitions held on 6 June and 11 June 2009. Local Lambeth Ward Councillors also attended both exhibitions. Representatives from LB Wandsworth (Officer and Councillor) attended on the 11 June. This enabled members of the public to come and see the proposals in a slightly different format which gave more precise detail which was not available for the leaflets.

### **Email**

Members of the public could reply by email: [customerservices@tfl-buses.co.uk](mailto:customerservices@tfl-buses.co.uk) and stakeholders could reply using [stengagement@tfl.gov.uk](mailto:stengagement@tfl.gov.uk)

### **Website**

A website facility was set up on TfL's website containing the consultation leaflet and questionnaire response facility

### **Lamppost posters**

Posters to advertise the scheme, leaflet and exhibition were placed along the proposed route.

### **Local leaflet distribution**

6,500 leaflets were sent out to residents and business addresses in the area. Leaflets were also given out at the public exhibitions and also left at the Weir link centre for people to pick up and reply.

### **Languages & Formats**

A translation service to other languages was available, along with Braille, audio, large font.

## Individual Public and Stakeholder Responses

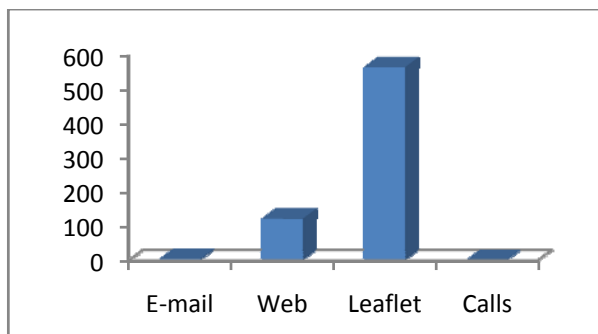
A total of 689 replies were received from individuals and 5 replies from stakeholders including Met Police, Clapham Transport Users Group, Weir Road Residents Association, London Travelwatch, Timber Yard. One petition on behalf of Old Devonshire Road.

## Format of Responses

566 returned leaflet questionnaires, 122 replied via the TfL web site, and 1 telephoned (more than one call to progress one consultation response). Stakeholders emailed replies (5). 2 letters were received attached to consultation leaflets with additional comments, these were logged as leaflet replies.

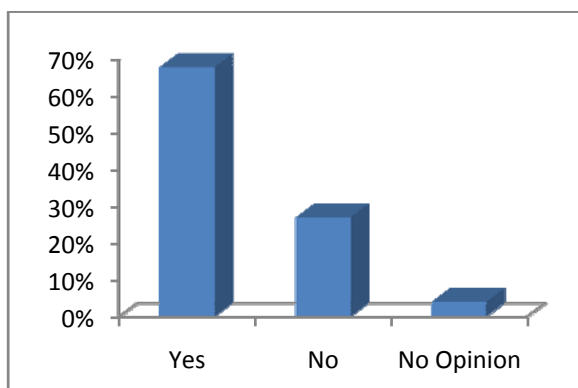
Local councillors for the Thornton ward also carried out a survey to gauge local opinion on the route as did the Thornton Liberal Democrat team. Both were in different formats to our consultation and we are not able to use them in our report.

The ward councillors submitted 158 replies, with a majority in favour of the proposals, the Liberal democrat team submitted 31 replies..



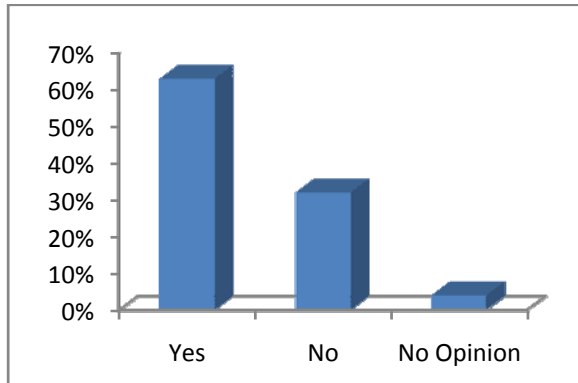
## Are you in favour of the extended bus route?

We asked whether people would be in favour of the extended route. 68% (472 respondents) said they were in favour. 27% (188 respondents) advised us they were not in favour and 4% (29 respondents) did not have an opinion.



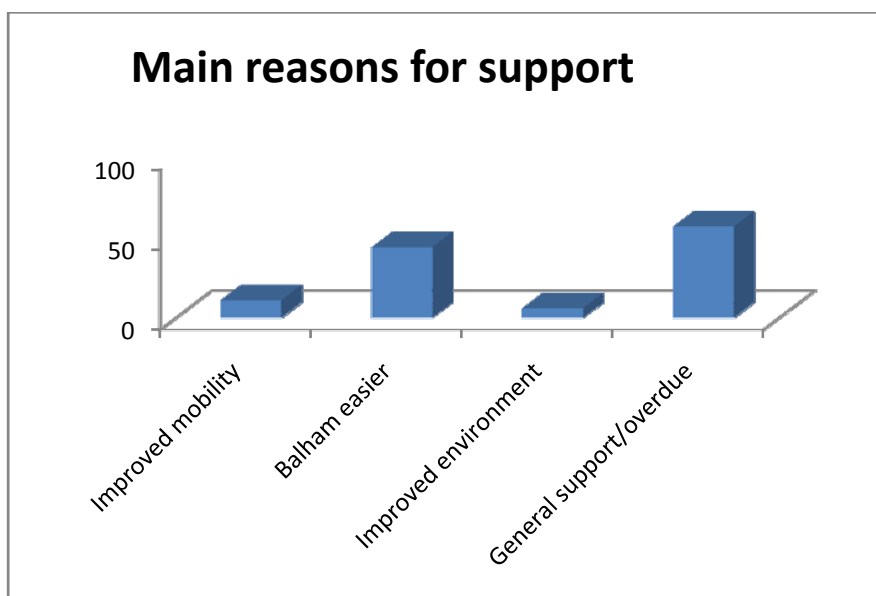
## Would you use the extended route?

We also asked whether people use the route. 63% (436 respondents) said that they would. 32% (226 respondents) said they would not and 4% (27 respondents) did not have an opinion.



## Main reasons behind public support for the extension

Main reasons people gave for supporting the proposed extension were that it made the link to Balham easier, gave an opportunity for disabled and elderly members of the community to be able to travel independently without such a long walk, and also, that the extension helped the environment as would encourage less car journeys. Some people gave generally supportive comments, such as 'good idea', or 'long overdue', 'useful' or 'excellent idea'. Many of those who were in favour did not give reasons why (used the yes no tick box answers but no further comments or suggestions).

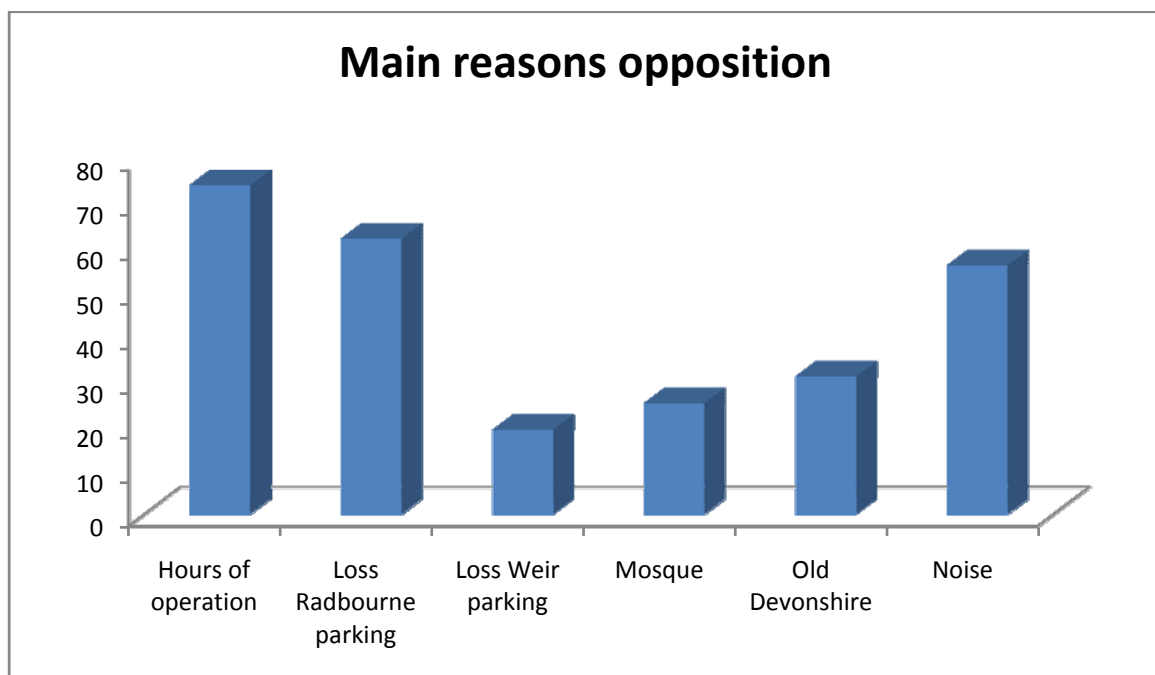


## Main reasons for opposition to the extension

Parking and narrow roads were the main concerns of people objecting to the extension, especially Radbourne Road, Weir Road and Old Devonshire Road. Concerns were raised from people directly along the route and also from people who live in side roads not directly affected who were concerned about the possible overspill of parked vehicles. Comments were also received about a possible negative impact on the environment, mainly noise effects and negative impact on valuation of properties.

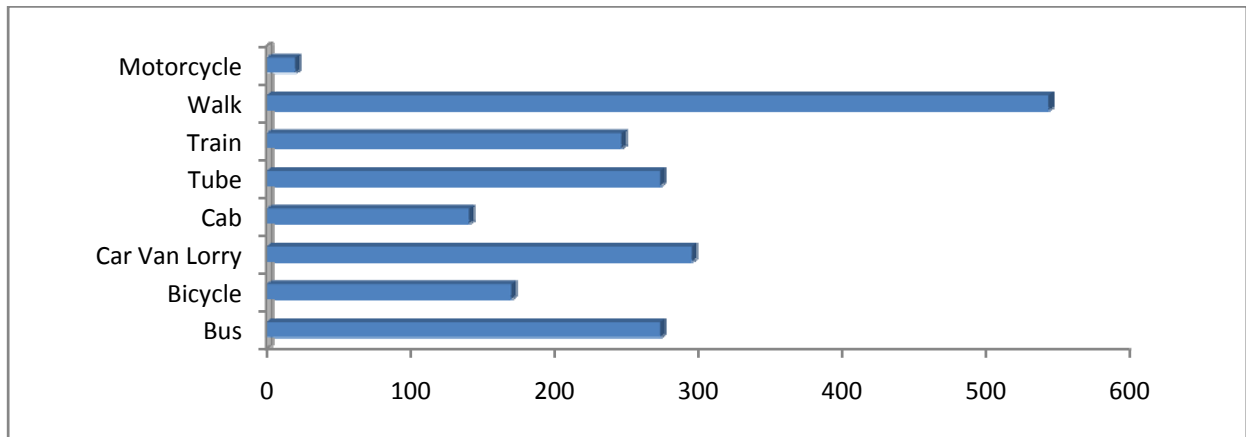
Concerns were also raised about Old Devonshire Road when the Mosque is being used and also the Timber yards that have heavy goods vehicles being loaded and unloaded.

There were also comments made about the times of the service and requests made for the service not to run so late and start so early.



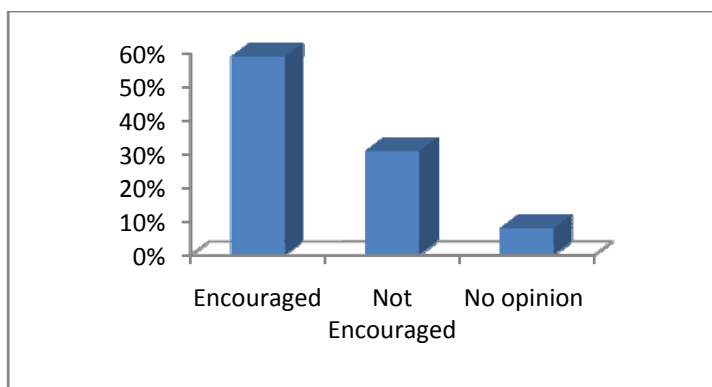
## How people normally travel in the area

We asked people how they normally travel in the area and 544 (78%) people said that they currently walk with the next most popular form of transport being a car, van or lorry. Many respondents gave more than one answer, to indicate people use various forms of transport.



## Would these proposals encourage people to use public transport?

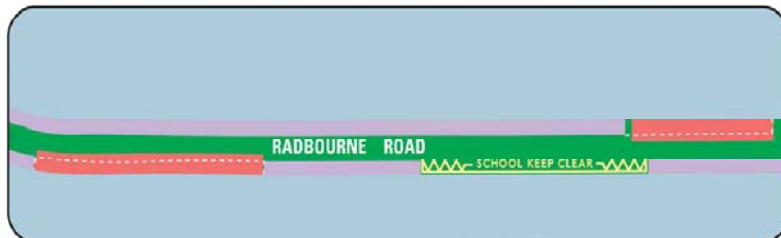
When we planned the consultation, we wanted to see if we would be encouraging use of public transport by providing a new bus service within the community. 59% (406 respondents) stated that the proposals would encourage them to use public transport, 31% (213 respondents) would not be encouraged and 8% (55 respondents) did not have an opinion.



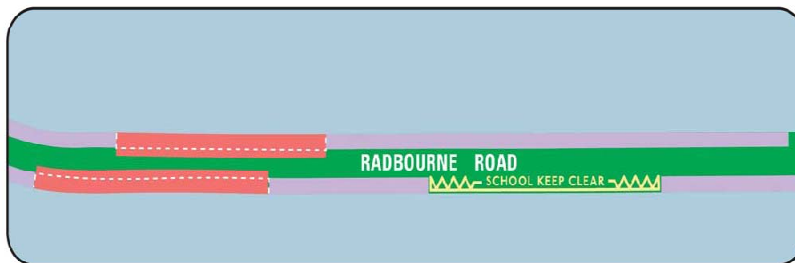
## Bus stops options 9a or 9b

There were two possible bus stop options for the section of Radbourne Road outside Telferscott School. Inset 9a had bus stops either side of the school gates and inset 9b, had bus stops opposite each other, west of the school gates.

### 9a

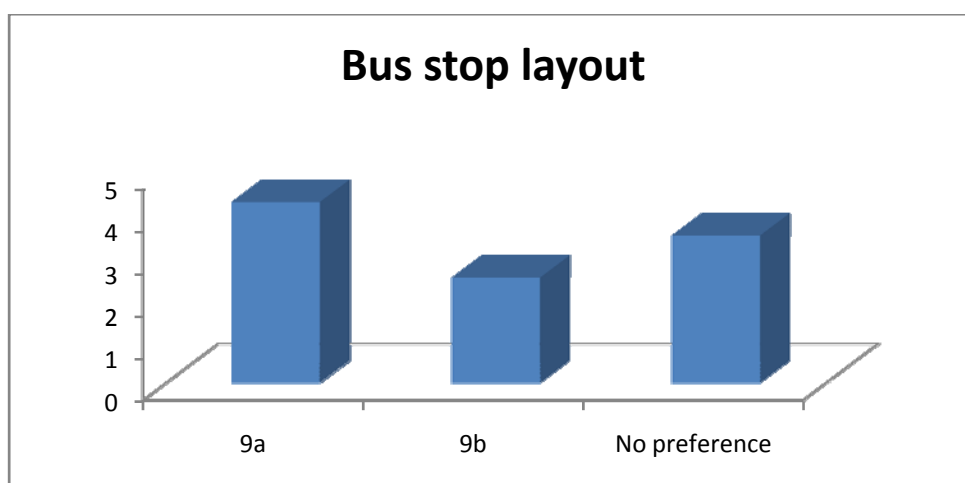


### 9b



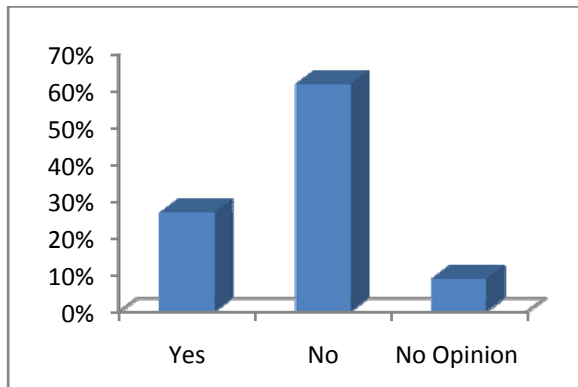
We asked if people had a preference for the locations of these bus stops. As this only affected a small part of the route, a lot of respondents did not have an opinion on this question, although we did see a preferred option chosen.

People who replied preferred the bus stops to be placed either side of the school gates, 34% of replies chose option 9a, 19% 9b and 45% no opinion. Some respondents considered road safety as an issue in this area due to location of the school.



## Do the proposed parking changes affect you or your household?

The final question we asked in the leaflet was whether the proposed parking changes impacted directly on the respondent. 63% (434 respondents) said it did not impact on them, 27% (186 respondents) advised us that it did affect them and 9% of replies had no opinion (62 respondents).



The main concern of people that were impacted by the parking changes already found it difficult to find parking spaces. Other comments raised questions about the cost of parking permits and not being able to park outside of people's property. Concerns were raised about disabled bays in Radbourne Road that there were too many unused disabled bays, other replies asked that the disabled bays are not removed.

Residents in Old Devonshire Road raised concerns about pressure on parking when the mosque is open and also Travis Perkins heavy goods vehicles being loaded and unloaded.

### Alternative route suggestions

Some people didn't believe our proposed routeing along Emmanuel Road, Radbourne Road, Weir Road and Old Devonshire Road was appropriate. They made alternative suggestions. 31 respondents suggested we go along Thornton Road to Weir Road instead of Emmanuel and Radbourne Roads. 17 respondents suggested we go further along Emmanuel Road, and through to Balham that way.

We were asked to review the junctions of Hydethorpe Road / Radbourne Road and Weir Road / Radbourne Road to make sure the junctions were safe and that the bus would not compromise the safety of other road users and pedestrians.

## Summary of support by road

Road Name	Would you use proposed Route (Yes)	Would you use proposed Route (No)	Are you in favour of proposed route (Yes)	Are you in favour of proposed route (No)	Total replies	% in favour
Atkins Road	13	0	14	0	14	100%
Bedford Hill	11	5	14	0	17	82%
Burnbury Road	15	6	16	5	21	76%
Cambray Road	19	9	20	10	31	64%
Cavendish Road	9	2	12	1	15	80%
Criffel Avenue	8	2	8	2	11	72%
Emmanuel Road	20	18	24	15	40	60%
Fieldhouse Road	9	1	10	1	11	90%
Haverhill Road	11	8	11	7	20	55%
Hydethorpe Road	26	12	27	11	39	69%
Old Devonshire Road	4	30	6	27	34	17%
Radbourne Road	33	38	33	37	73	45%
Salford Road	9	1	10	0	10	100%
Scholar's Road	8	3	8	3	11	72%
Sternhold Avenue	12	3	13	2	15	86%
Telford Avenue	20	2	21	1	22	95%
Thornton Avenue	9	1	10	1	11	90%
Thornton Gardens	9	1	10	1	11	90%
Weir Road	28	30	27	32	59	45%

**\*Selected roads that had 10 or more replies received.**

## **Stakeholder responses and petitions**

We received 5 stakeholder responses and one petition.

### **Metropolitan Police**

Met Police traffic unit would have no objection to the proposed extension as the issues raised in that route test seem to have been addressed in the consultation leaflet, however we would ask that the route is monitored and sufficient parking enforcement applied to ensure the new passing points remain clear of vehicles.

As regards the choice of measures at point 9, our preference is for the design in 9a.

### **Clapham Transport Users Group**

Clapham Transport Users thought plans for the route were very good as it nails down the more remote parts of Balham/Streatham to a Tube link at Balham, which coupled with Streatham Hill, keys in areas like Hyde Farm into 2 transport hubs.

### **WERA Residents Association**

WERA stressed their support and encouragement for the route and encouraged it to go ahead. They felt residents would benefit a great deal that it would be a huge benefit to the community. They felt the planned route would allow more mobility for residents to two of the main shopping areas close to where they live and were confident it would prove a great success.

### **Travelwatch**

London Travelwatch welcomed the extension to this route as it would enable residents travelling from the Pollards Hill, Streatham and Norbury areas to interchange with the Northern Line or national rail services at Balham station.

They asked that local disabled people who have cars are not inconvenienced by the removal of the disabled parking bays.

### **Travis Perkins**

Were in favour of the scheme as they advised that they felt it would have little if any impact on the operation of their business.

## **Petitions**

A petition was organised and presented to Wandsworth Council but Cllr Mrs Usher.

It contained 41 residents signatures, primarily of Old Devonshire Road, SW12 (Balham), in the following terms:-

“We, the undersigned, are opposed to the proposed extension of bus route 255 along Old Devonshire Road. We believe the extension will increase congestion along a narrow road that already has high levels of congestion at peak times and will re-create a hazard by removing the safety features at the junction with Balham High Road. Furthermore, we believe there are better alternative routes. If you want to show your opposition to the proposed extension of this bus route, please sign here.”



### Wandsworth Replies

Road Name	Would you use proposed Route (Yes)	Would you use proposed Route (No)	N/A	Are you in favour of proposed route (Yes)	Are you in favour of proposed route (No)	N/A	Total replies	% in favour
Bedford Hill	11	5	1	14	0	3	17	82%
Balham High Street	3	0	0	3	0	0	3	100%
Balham New Road	1	1	0	2	0	0	2	100%
Cathles Road	2	0	0	2	0	0	2	100%
Cavendish Road	9	2	4	12	1	2	15	80%
Criffel Avenue	8	2	1	8	2	1	11	72%
Dinsmore Road	2	0	0	2	0	0	2	100%
Fernlea Road	3	3	0	5	0	1	6	84%
Gaskarth Road	0	2	0	0	0	2	2	0%
Harberson Road	2	0	0	2	0	0	2	100%
Kenilford Road	3	0	0	2	0	1	3	66%
Laitwood Road	3	0	0	3	0	0	3	100%
Lynn Road	1	0	0	1	0	0	1	100%
Oakmead Road	0	1	0	1	0	0	1	100%
Old Devonshire Road	4	30	0	6	27	1	34	17%
Ravenswood Road	3	0	1	3	1	0	4	75%
Rossiter Road	3	2	0	3	2	0	5	60%
Shipka Road	1	0	0	1	0	0	1	100%
Shirlea Road	1	0	0	1	0	0	1	100%
Sistovia Road	1	1	0	1	1	0	2	50%
Yukon Road	2	0	0	2	0	0	2	100%
<b>Total 21 Roads</b>	<b>63</b>	<b>49</b>	<b>7</b>	<b>74</b>	<b>34</b>	<b>11</b>	<b>119</b>	<b>62% in favour</b>
			<b>119</b>			<b>119</b>		