



Chiswick High Road walking and cycling changes

Consultation Report
August 2023

MAYOR OF LONDON



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1. Executive Summary

In December 2020, we and the London Borough of Hounslow made improvements to Cycleway 9 on Chiswick High Road as an emergency response to the pandemic. The scheme was intended to help people walk and cycle on the section of Chiswick High Road between its junctions with Goldhawk Road and Heathfield Terrace.

In July 2021 the London Borough of Hounslow decided to make a series of further improvements to the scheme, and to retain it with a new experiment, including with a consultation with local people. We held that consultation between 4 October 2022 and 3 April 2023 and used it to supplement our monitoring of the experimental scheme, and asked respondents to tell us what effects they felt the scheme was having on a range of matters, including their travel habits, road safety and local traffic flow. We received 5,292 responses to the consultation overall, including 18 from stakeholders. We found that:

- 31 per cent of respondents told us that they were cycling more
- 32 per cent told they felt it was safer to walk or cycle
- 27 per cent told us that they felt their neighbourhood was more pleasant
- 25 per cent told us it was easier for them to get around
- 32 per cent told us that they felt the scheme had had a positive effect in overall terms

We also asked respondents to tell us in writing about any impacts that the scheme was having, or about any changes they felt we should make to it. Further details are included in section 4.7 but in summary the most frequent issues we identified in respondents written comments were:

- Concern that the scheme has negative impact on traffic congestion – raised by 48 per cent of respondents who provided written comments
- Concern that the scheme reduces air quality / causes excess pollution – raised by 26 per cent of respondents who provided written comments
- Suggestions that the scheme is removed / revert back to how Chiswick High Road was before scheme was introduced – raised by 22 per cent of respondents who provided written comments
- Concern that the scheme is unsafe for pedestrians - increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, when crossing road) – raised by 21 per cent of respondents who provided written comments
- Recognise good impacts of the scheme (safer, easier, more accessible to cycle, improved cycling environment) – raised by 20 per cent of respondents who provided written comments

Chapters 4 and 5 set out the full list of results.

1.1 Next Steps

The London Borough of Hounslow will now need to reflect on the outcomes of the experiment, taking into account the monitoring data we have collected over the course of the experiment, and the outcomes of this consultation. We have provided Hounslow with a comprehensive pack of data to help them decide how best to move forward.

Once the London Borough of Hounslow has made a decision about how best to move forward we will review the issues by respondents to this consultation in detail, and provide a response to each issue raised. We will write to all those people who replied to the consultation when we have completed that work.

2. About the consultation

2.1 Purpose

The objectives of the consultation were to:

- Provide stakeholders and the public with sufficient high-quality information about the scheme to allow them to give informed responses and suggestions
- Consult with representatives and members of protected characteristic groups that may be impacted by proposals
- Understand the reasons behind any concerns or objections
- Identify new issues we might not have already thought of
- Allow stakeholders and the public to influence our final decision about the scheme and impact on the local area
- Provide adequate time for people to respond
- Ensure all public and stakeholders affected by the proposals were aware of the consultation
- Consider all responses fairly and equally when a decision is made

2.2 Who we consulted

Our consultation was open to anyone who wished to share their experiences of the experimental scheme. Our publicity was focussed on people living in or visiting the Chiswick High Road area, businesses in the vicinity of the scheme and stakeholders in the London Borough of Hounslow. A list of the stakeholders we contacted is included in Appendix A.

2.3 Dates and duration

Our consultation ran for six months, from 4 October 2022 to 3 April 2023. This was to give the public and other stakeholders opportunity to reflect on how the experiment was performing for themselves.

2.4 What we asked

Our website for the consultation (<https://haveyoursay.tfl.gov.uk/cycleway-9>) included a questionnaire for respondents to complete.

We asked respondents how the experimental scheme was affecting their travel habits, their perception of road safety, traffic levels, the environment, and local

business's ability to trade. We also asked if respondents thought that the experiment was a positive improvement in overall terms, or if they needed more time to make that judgment, or if they felt it should be changed in some way.

We asked people to tell us about any changes they thought we should make, and we also made it possible for people to tell us about any specific impacts they felt we should address.

Respondents were also asked to give their name, email address and postcode, along with information about their travel habits, and certain demographic information, although all these questions were voluntary.

We encouraged respondents to respond to the consultation as many times as they felt they had useful feedback to share with us.

The questionnaire we published on our website is included in Appendix B.

2.5 Methods of responding

People were able to respond to the consultation by:

- completing the online questionnaire on our consultation website: <https://haveyoursay.tfl.gov.uk/cycleway-9>
- emailing us at haveyoursay@tfl.gov.uk
- sending in a Freepost letter to 'TfL Have your Say'

To help support conversations with London's diverse communities, our Have Your Say website is also able to translate our consultation materials into many different languages. A summary of the consultation information was made available in:

- An easy-read format,
- An audio description and
- A British Sign Language (BSL) video of our proposals was also posted on our website.

We also published an easy read version of our consultation questionnaire and explained in the BSL video that we would offer support (for example, through making available a BSL interpreter) to anyone who might require it.

2.6 Pre-consultation engagement

We have discussed the changes we made to Chiswick High Road extensively with local people and other stakeholders and have done so from early 2021. This section summarises the engagement activity we have undertaken, providing a timeline of our key activities to date.

- In September 2020 we sent a letter to local people and businesses in the vicinity of the scheme to explain what changes we intended to make and why

- In December 2020 we wrote to all those local people who had been in contact with us about the scheme up to that point to respond to the key issues that were being raised and to provide an update on work to construct the changes to the scheme
- In January 2021 we invited local people who had thoughts about the changes we had made to discuss them with us through a series of online 'Community Conversations'
- In February 2021 we published a report to summarise the outcomes of the 'Community Conversations' we had held. The report explained what feedback we had received, and it provided our response to the key points raised. It also provided an initial indication of some further changes to the Chiswick High Road scheme that we felt could resolve many of the issues that local people had raised with us up to that point
- In July 2021 we wrote to all those people who had contacted us about the Chiswick High Road scheme with an update on the impacts we were seeing in the area, including how many people had been using the scheme to cycle. We added that we believed the right way forward was to make the improvements to the scheme that local people had helped us to develop through our 'Community Conversations', and to test those changes as part of a new experiment, including with a new consultation with local people and other stakeholders.
- In August 2021 we wrote to local people again to explain that the London Borough of Hounslow had decided to make those changes that local people had helped us to develop, and to retain the scheme through a new experiment and consultation. We also explained that the London Borough of Hounslow intended to undertake their own engagement with local people
- In November 2021 the London Borough of Hounslow published the outcomes of the engagement they had held with local people

From early 2022 we continued to discuss the scheme and our plans for this consultation with local people and other stakeholders. We held a number of activities, as follows:

- Running an engagement workshop with local ward councillors to better inform our plans for this consultation
- Holding on-site meetings with local stakeholders such as Hounslow Disability Forum and Speak out in Hounslow
- Door-to-door business engagement along Chiswick High Road including:
 - hand delivering postcards with a link to our web page and encouraging people to subscribe to our mailing list
 - hand delivering Polish versions of these postcards to relevant locations along the high road (including in bulk to the Polish Social and Cultural Association on King Street)
 - having conversations with business owners and workers about the scheme
- Organising cycle rides along Cycleway 9 with local groups
- Meetings with key local stakeholders such as Hounslow Youth Council, Middlesex Association for the Blind, and Hounslow Borough Respiratory Support Group

- Emailing a diverse range of stakeholders — covering sectors such as young people, older people, women’s groups, ethnic minorities, and groups with an interest in conservation or protecting the high street — offering more information and the opportunity to speak to us about the scheme in more detail

The document ‘Listening to local people’ on our website explains in more detail what pre-consultation engagement has taken place.

2.7 Consultation materials and publicity

We published a range of information to explain our proposals and ran an extensive marketing and publicity campaign as part of the consultation activity. This section describes the information we published and how we publicised the consultation to local people, businesses and other stakeholders.

2.7.1 Consultation materials

We published a range of information on our consultation website (haveyoursay.tfl.gov.uk/cycleway-9). This included documents that explained:

- the purpose of our consultation and the information we were looking for from respondents
- Our monitoring strategy, including the success criteria for the experiment
- What discussions we had held with local people to date, and how those discussions had helped us and the London Borough of Hounslow to refine the scheme over time
- What changes had taken place on Chiswick High Road since the scheme was first introduced in December 2020

We also published a pack of maps to illustrate what changes had been made to Chiswick High Road, an easy read version of our consultation materials and consultation survey, and a British Sign Language video which incorporated an audio and subtitle track. The information we published remains online.

2.7.2 Publicity

We raised awareness of the consultation through a variety of means, including emails to customers and key stakeholders, letter drops, on-street signage and face-to-face engagement on the street. Our flyers and signage included QR codes for easy access to our web page.

On-street signage

We installed 20 three-sided signs on available lampposts on Chiswick High Road (10 were installed on each side of the road). The signs notified people that the consultation was taking place and how they could get involved, and also included a QR code for easy access to the consultation web page. An example of the signage we posted is included in appendix C.

Posters

We printed A3-sized posters and requested that local venues in the vicinity of Chiswick High Road display them during the consultation. The posters notified people that the consultation was taking place, and also included a QR code for easy access to the consultation web page. An example of the poster is included in appendix D.

Face-to-face activity

We held six 'face-to-face' engagement sessions over the course of the consultation and handed out a combined total of 2,825 consultation postcards through this activity. We distributed consultation postcards to people walking in the vicinity of the scheme and also left them at local venues which agreed to display them. The postcard explained that the consultation was taking place and included information on how to respond, as well as a QR code for quick and convenient access to our consultation webpage. The table below shows the dates and locations where we handed out the postcards.

Date of activity	Locations	Postcards distributed	Postcards left at venues	Venues where postcards were left
Thursday 6th October	Chiswick High Road, Turnham Green Terrace, Fisher's Lane, Bath Road, Dukes Road.	325	125	Arts Ed, Turnham Green Station shop, Londis, Best One, Convenience Store Chiswick High Street, Snappy Snaps, Halfords Cycle shop.
Saturday 5th November	Turnham Green Terrace, Chiswick High St, Heathfield Terrace, Dukes Ave.	200	300	Turnham Green Station shop, Oxfam Book shop, Shelter Boutique, West Food & Wine, Fudges Cycle shop, Leyland Paint shop, Trinity Hospice shop, Chiswick Post Office & Library, Snappy Snaps, Classy Men's Grooming
Monday 28th November	Chiswick High Road, Acton Lane, Outside big Sainsburys by bike parks and car park, Turnham Green Terrace, Devonshire Road, Dukes Avenel, Belmont Road.	275	200	Turnham Green Station shop, Post Office, local Food & Wine Store, couple of newsagents, charity shops, Library.

Tuesday 6th December	Chiswick High Road, Duke Road, Fisher Road, Elliot Road, Turnham Green Terrace.	270	200	Londis, Turnham Green Station Newsagent, Waterstones, Mountain Warehouse , M&V Newsagent, Fudges Cycles ,Leyland, Balfes Cycle Shop, Jimmy's Hair Salon
Saturday 28th January	Chiswick High Street, Turnham Green, Heathfield Terrace, Devonshire Place.	280	200	Arts Ed Turnham Green, Turnham Green Station Newsagents, M&V Hub, Fudges Bike shop, Marys Living & Giving Stitching Room, Top Hat Cleaners, Chiswick Pets, Octavia Foundation.
Saturday 11th February	Chiswick High Rd Heathfield Road, Turnham Green Terrace	250	200	Turnham Green Station Newsagents, Ricardo Mens shop, Octavia, Shears Tobacconists, Robert Dyas, Little Dobbies, Holland & Barrett, Rush Hairdressers, Richer Sounds, Halfords, Town Hall, Shop in Post Office (Heathfield Terrace)

A copy of the postcard we distributed is included in appendix E.

Emails to stakeholders and the public

At the start of the consultation in early October 2022, and again in March 2023 we sent emails to 66 stakeholders who we judged would have an interest in the scheme, and to 116,289 people who had registered to receive emails from us and who travelled within the vicinity of the scheme. The emails explained that the consultation was taking place and how people could take part and made clear what the closing date for comments was.

Examples of the emails we sent are in appendix F.

Letters to local people and business

At the start of the consultation in October 2022 and again in March 2023 we sent a letter to properties within the vicinity of the scheme. The letter explained that the consultation was taking place and how people could take part and made clear what the closing date for comments was.

Copies of our letters, and a map to show where the letters were distributed, are in appendix G.

2.8 Equalities Assessment

In deciding who to consult with and how our consultation should be conducted, we ensured that the materials were written in plain English, and available on request in different formats (for example, large print). Our website also included an auto-translate function, enabling people for whom English is not their first language to understand our proposals. There was also an easy-read version of the consultation materials, together with a British Sign Language video.

Prior to launching the public consultation, we conducted an Equalities Impact Assessment (EqIA) which highlighted the positive and negative impacts our proposals could have on people with protected characteristics. We used the information from the EqIA to develop our stakeholder register for this consultation. We contacted representative groups of people with protected characteristics before the consultation launch and during the consultation period to encourage them to make their views on the proposals known, and to promote the consultation to the people they represented.

2.9 Analysis of consultation responses

The consultation was analysed by external consultants (Steer) through an external supplier contract which was commercially tendered. Consultation responses received by email were inputted on the consultation portal by the consultation team. These responses were then analysed by Steer.

The open question analysis was completed by assigning (or 'coding') the points made by each respondent to one or more codes within a code frame. The code frame was developed by Steer and all codes received prior approval. Any additional codes or changes to existing codes were also approved during the analysis period. Codes were organised by theme and separated into positive, negative, concerns and suggestions.

Each code represented a point raised by respondents in their response. This coding enabled the same or similar points raised by multiple individuals (and expressed by individuals in a variety of ways) to be categorised within the code frame. From this, it was possible to count how many times the same or similar points had been raised by respondents. To avoid duplication in the analysis, one code frame was developed to capture the issues raised in written responses.

3. About the respondents

This chapter explains who responded to the consultation and how they heard about the consultation.

3.1 Number of respondents

There were 5,292 responses to the consultation in total, including 18 from stakeholder organisations.

Respondents	Total
Public responses	5,274
Stakeholder responses	18
Total	5,292

3.2 How respondents heard about the consultation

We asked respondents how they had heard about the consultation and provided a range of options for respondents to choose between.

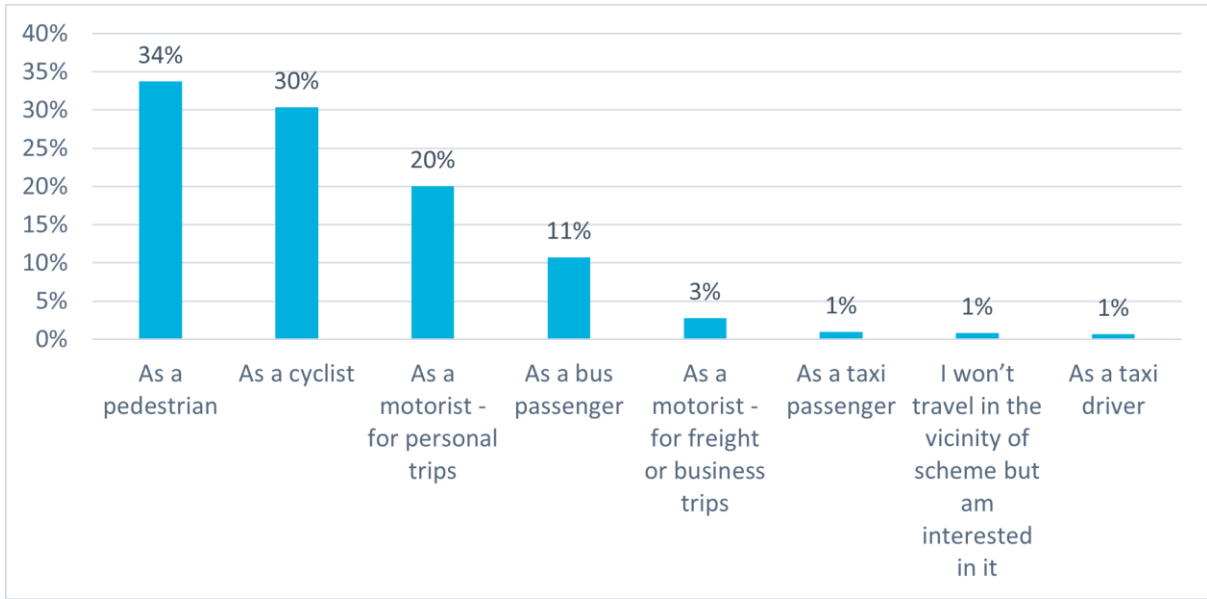
How respondents heard	Total	%
Received an email from TfL	2,135	49%
Received letter from TfL	312	7%
Social media	898	21%
Read about it in the press	238	5%
Saw it on the TfL website	75	2%
Other	704	16%

3.3 Respondents most-frequent travel choices

We asked respondents to select one option which best described how they most frequently travelled in the vicinity of the scheme, or if they did not travel in the vicinity of the scheme but were interested in it nonetheless.

The majority of people who replied to the consultation told us that they were a pedestrian (34 per cent) or a cyclist (30 per cent).

The results are in the chart below.



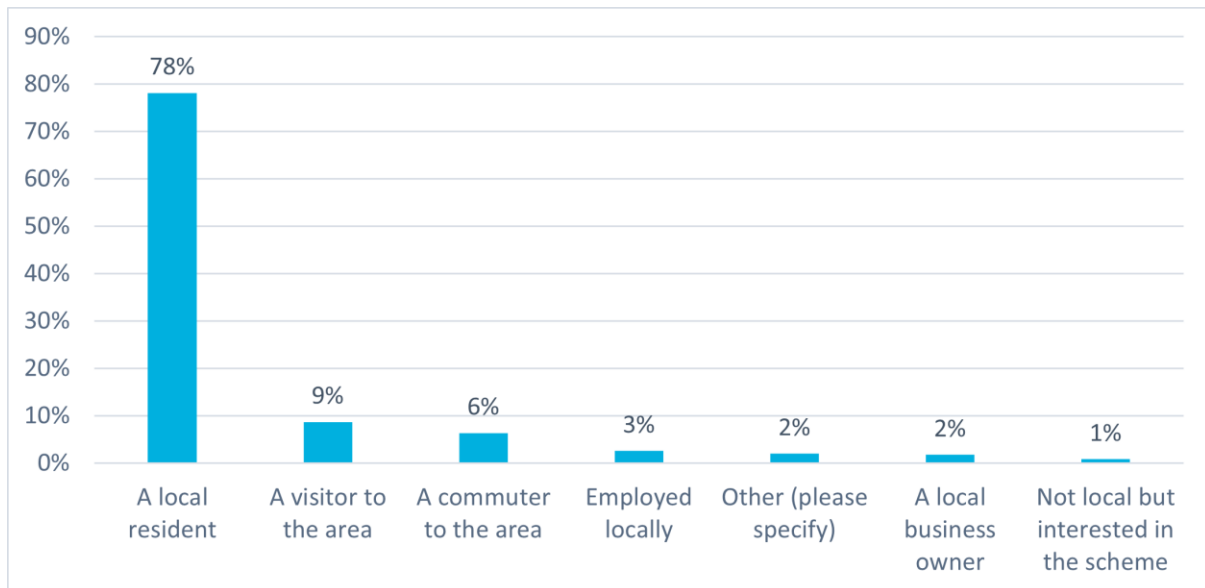
As a pedestrian	As a cyclist	As a motorist - for personal trips	As a bus passenger	As a motorist - for freight or business trips	As a taxi passenger	I won't travel in the vicinity of scheme but am interested in it	As a taxi driver	Total
1,484	1,336	881	472	122	42	36	29	4,402
34%	30%	20%	11%	3%	1%	1%	1%	100%

3.4 Respondents connection to the area

We also asked respondents in what capacity they were responding to the consultation and provided a range of options for them to choose between.

The most frequently selected option by respondents was 'Local Resident' (78 per cent).

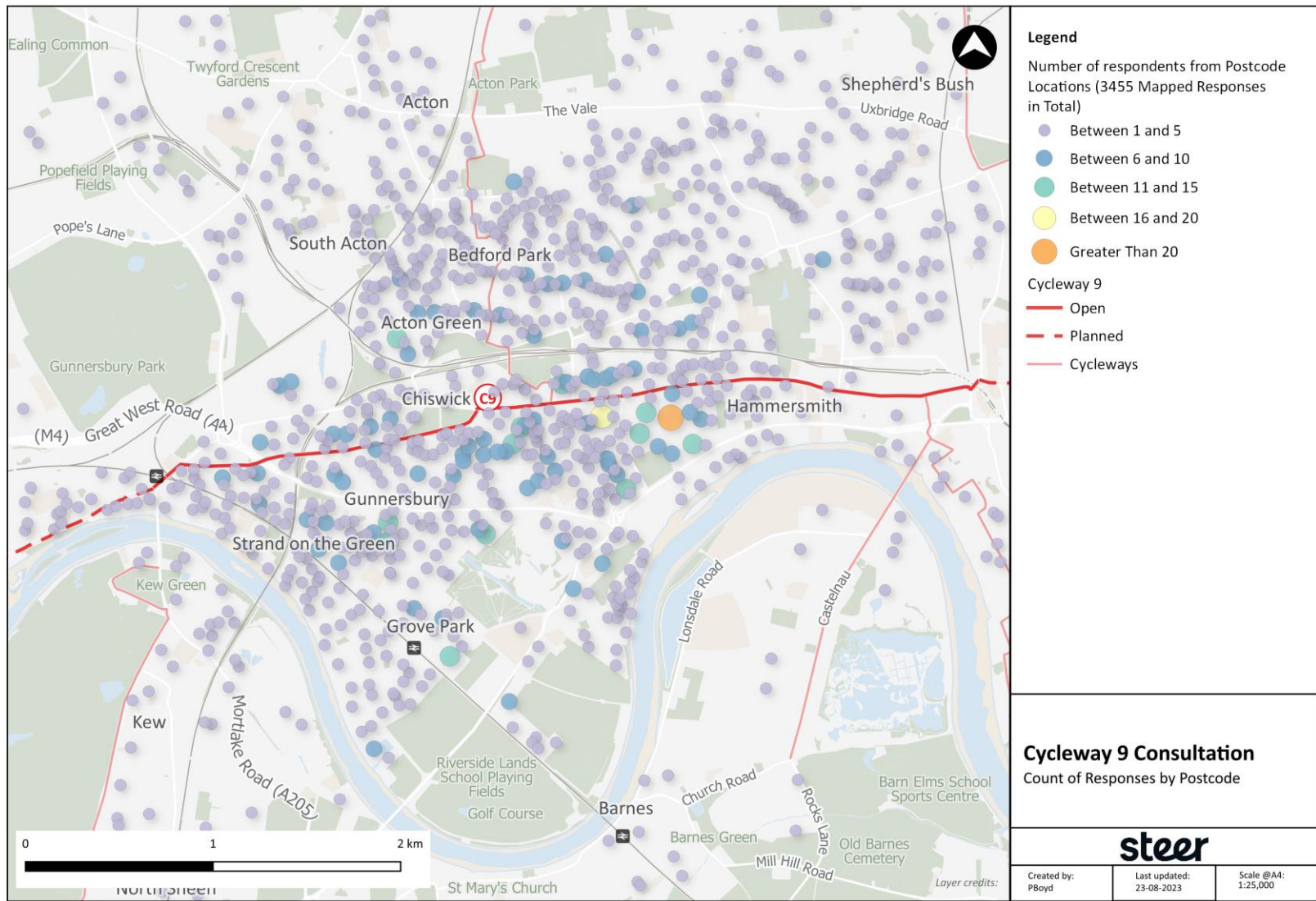
The results are in the chart below.



A local resident	A visitor to the area	A commuter to the area	Employed locally	Other (please specify)	A local business owner	Not local but interested in the scheme	Total
3,468	384	281	112	86	75	34	4,440
78%	9%	6%	3%	2%	2%	1%	100%

3.5 Postcodes analysis

We asked respondents to tell us their home postcode, so that we could map who responded to the consultation. Of the 5,292 total respondents, 3,455 provided a valid postcode which has been mapped below.



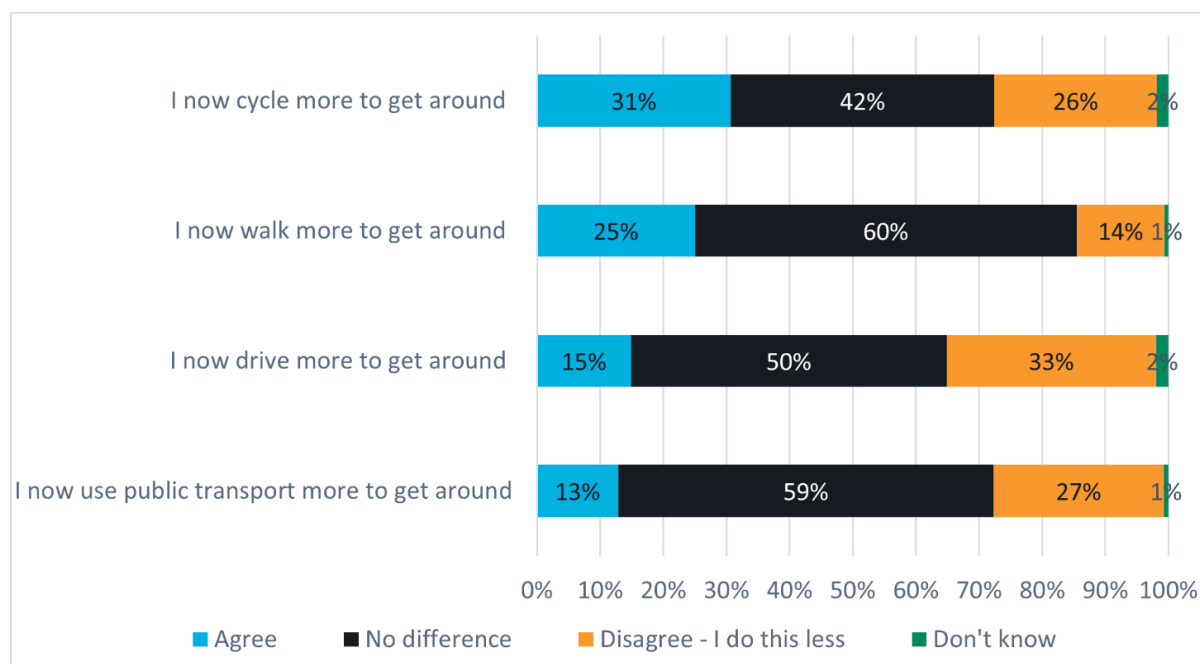
4. Summary of all consultation responses

This chapter summarises the outcomes of the consultation, including what issues were raised by respondents in their written comments. All answers to the questions were analysed and reviewed independently of TfL. All comments and suggestions received, whether by email, letter or through our online questionnaire were reviewed to identify the issues raised by respondents. We developed a 'code frame' for each of the open questions we included in our online questionnaire. A code frame is a list of the issues raised during the consultation; together with the frequency each issue was raised.

4.1 Effect of the scheme on how people chose to travel

We asked respondents what effect they felt the scheme had had on their travel habits since it was implemented. The chart shows how respondents told us that their travel habits had changed since the experiment began.

Of the 5,292 responses we received in total, 31 per cent of respondents told us that they cycle more, 25 per cent told us that they walk more, and 33 per cent told us that they drive less. 59 per cent of respondents told us that the scheme had made no difference to how often they use public transport.

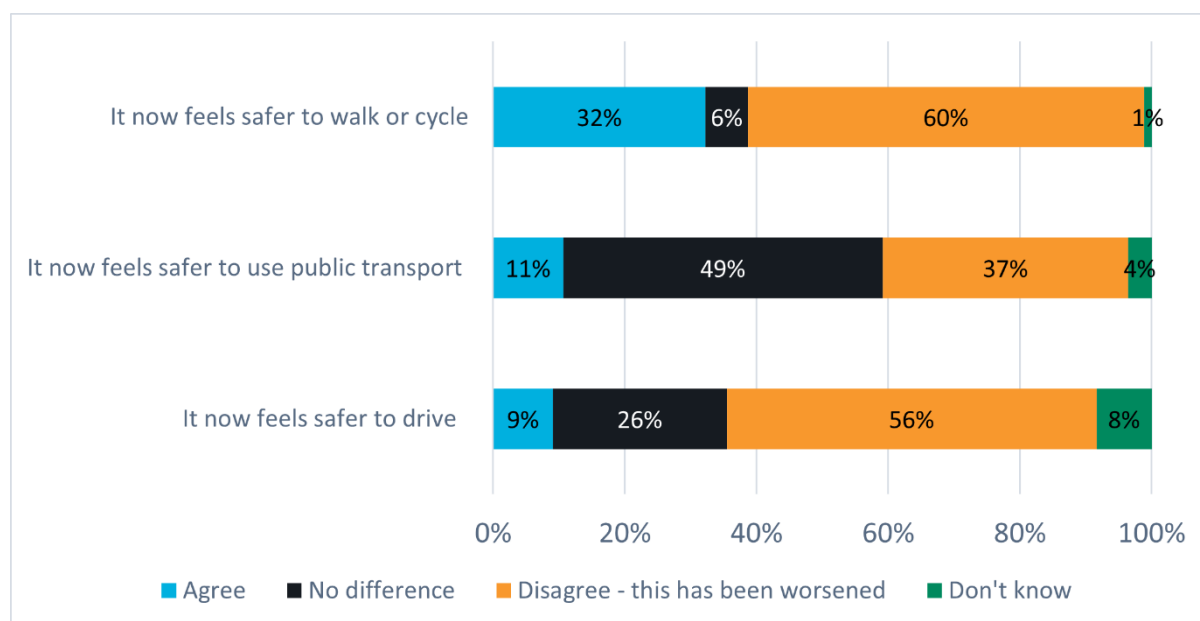


	Base sizes	Agree	No difference	Disagree - I do this less	Don't know
I now cycle more to get around	4,219	31%	42%	26%	2%
I now walk more to get around	4,244	25%	60%	14%	1%
I now drive more to get around	4,182	15%	50%	33%	2%
I now use public transport more to get around	4,176	13%	59%	27%	1%

4.2 Effect of the scheme on road safety perceptions

We asked respondents whether they felt a number of aspects of personal safety had been impacted upon by the scheme. The chart below shows what respondents told us.

Of the 5,292 responses we received in total, 32 per cent of respondents agreed that they now felt it was safer to walk or cycle, although 60 per cent of respondents disagreed with this. 49 per cent of respondents felt the scheme had made no difference to how safe it feels to use public transport. Nine per cent of respondents agreed that they now felt it was safer to drive, although 56 per cent of respondents disagreed with this.



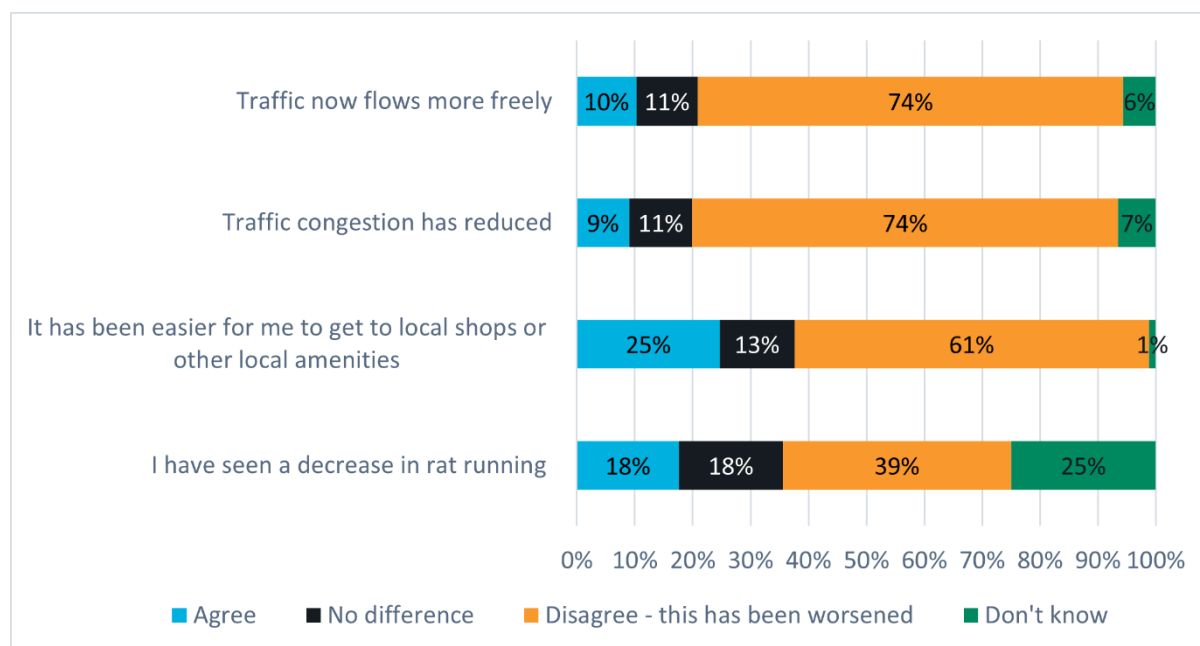
	Base sizes	Agree	No difference	Disagree - this has been worsened	Don't know
It now feels safer to walk or cycle	4,371	32%	6%	60%	1%
It now feels safer to use public transport	4,280	11%	49%	37%	4%
It now feels safer to drive	4,271	9%	26%	56%	8%

4.3 Effect of the scheme on local traffic

We asked respondents if the scheme had affected traffic flow locally, if congestion had reduced, if it was easier for them to travel around their local area and if they had seen a decrease in rat running. The chart below shows what respondents told us.

Of the 5,292 responses we received in total, 10 per cent of respondents agreed that traffic flowed more freely, although 74 per cent of respondents disagreed. Nine per cent agreed that traffic congestion had reduced, although 74 per cent disagreed. 25

per cent agreed that it was easier to get to the local shops or other amenities, although 61 per cent disagreed. 18 per cent of respondents agreed that there had been a decrease in rat running, although 39 per cent disagreed.

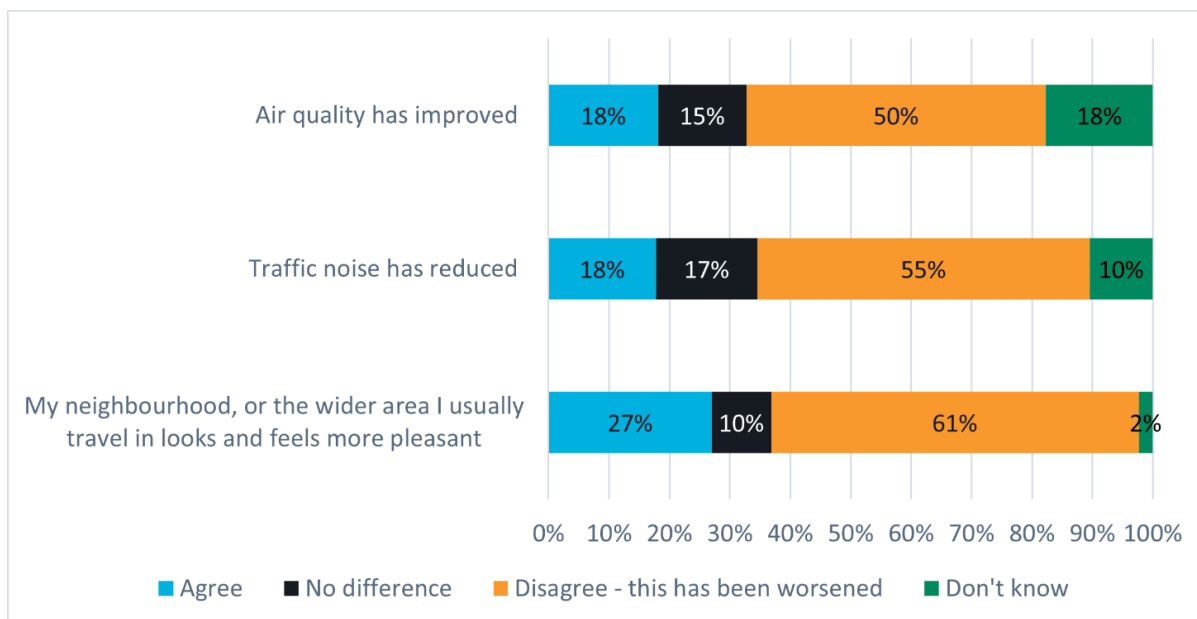


	Base sizes	Agree	No difference	Disagree - this has been worsened	Don't know
Traffic now flows more freely	4,370	10%	11%	74%	6%
Traffic congestion has reduced	4,335	9%	11%	74%	7%
It has been easier for me to get to local shops or other local amenities	4,362	25%	13%	61%	1%
I have seen a decrease in rat running	4,338	18%	18%	39%	25%

4.4 Effect of the scheme on the local environment

We asked respondents what effects they felt the scheme had had on air quality, traffic noise and on how pleasant they felt their neighbourhood was. The chart below shows what respondents told us.

Of the 5,292 responses we received in total, 18 per cent told us that they felt that air quality had improved, although 50 per cent disagreed. 18 per cent of respondents also told us that they felt traffic noise had reduced, although 55 per cent disagreed. 27 per cent of respondents told us that they felt their local neighbourhood felt more pleasant, although 61 per cent of respondents disagreed.

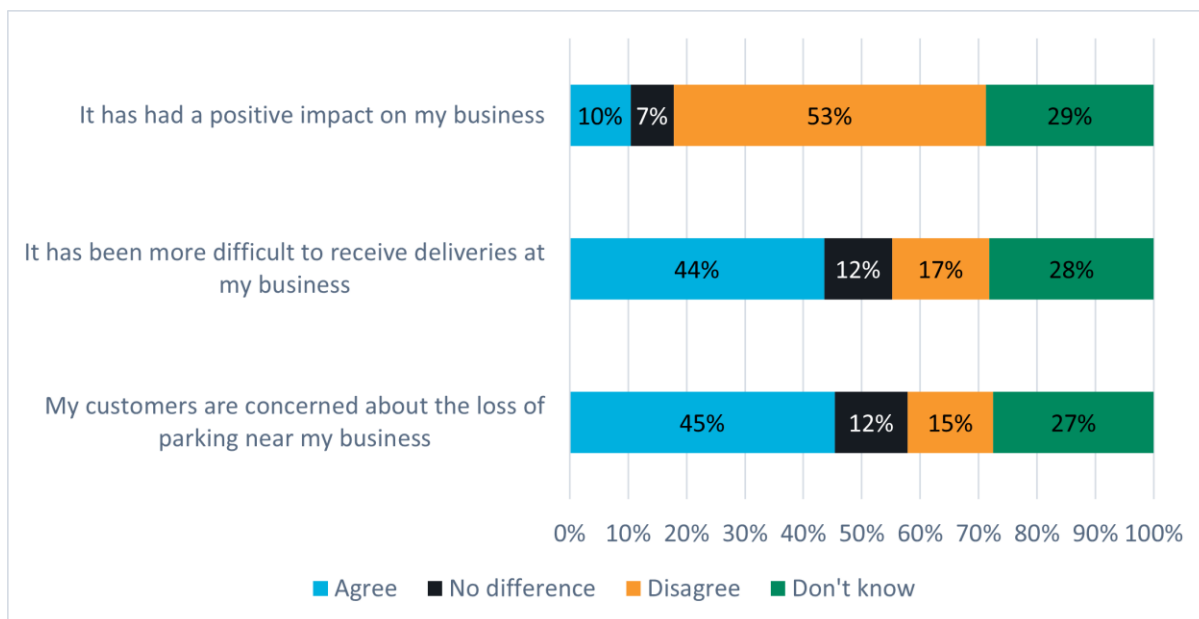


	Base size	Agree	No difference	Disagree - this has been worsened	Don't know
Air quality has improved	4,378	18%	15%	50%	18%
Traffic noise has reduced	4,339	18%	17%	55%	10%
My neighbourhood, or the wider area I usually travel in looks and feels more pleasant	4,353	27%	10%	61%	2%

4.5 Effect of the scheme on local businesses

We asked that local businesses only tell us what effect they felt the scheme was having on their business in overall terms, whether it had affected their ability to receive deliveries, or whether their customers were concerned with their ability to park. The chart below shows what local businesses told us.

Of the responses to this question, 10 per cent agreed that the scheme was having a positive impact on local businesses, although 53 per cent disagreed. 44 per cent of respondents told us that they scheme had made it more difficult to receive deliveries, although 17 per cent disagreed and 12 per cent told us that they scheme had had no effect on this issue. 45 per cent of respondents told us that their customers had reported concerns to them about parking, although 15 per cent disagreed with this.

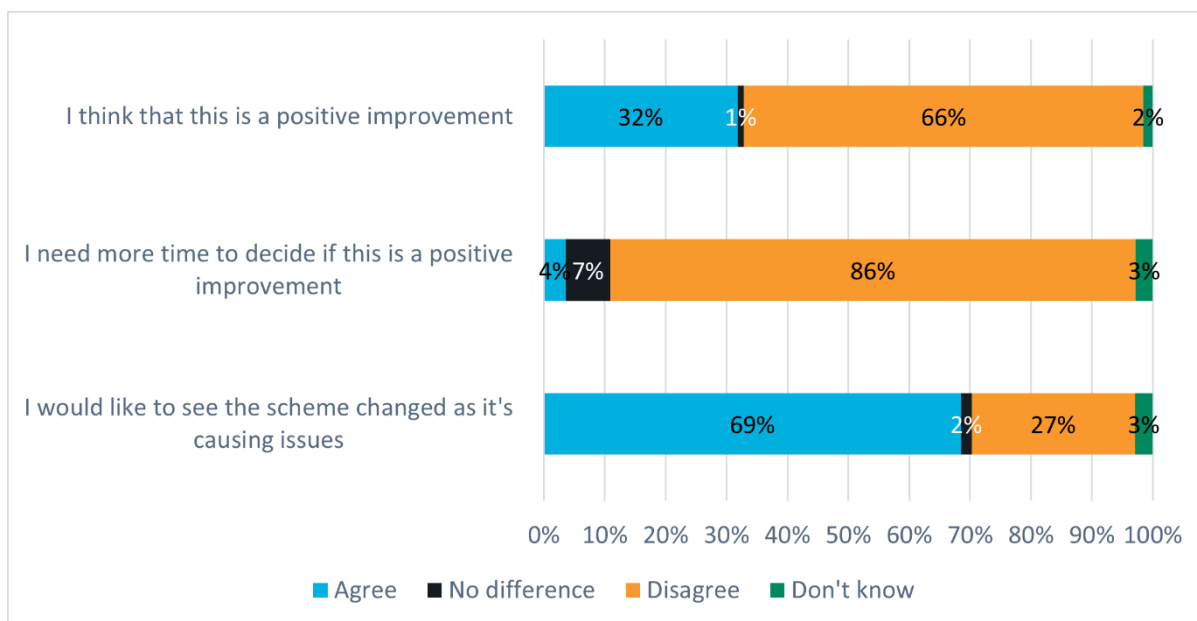


	Base sizes	Agree	No difference	Disagree	Don't know
It has had a positive impact on my business	692	10%	7%	53%	29%
It has been more difficult to receive deliveries at my business	636	44%	12%	17%	28%
My customers are concerned about the loss of parking near my business	619	45%	12%	15%	27%

4.6 Overall effects of the scheme

We asked respondents if they felt the scheme had been a positive improvement overall, or if they needed more time to decide, or if they would like for the scheme to be changed because they felt it was causing issues. The chart below shows what respondents told us.

Of the 5,292 responses we received in total, 32 per cent agreed that the scheme had been a positive improvement overall, although 66 per cent disagreed. Only four per cent of respondents told us that they needed more time to decide whether or not the scheme had been a positive improvement and 86 per cent disagreed. 69 per cent of respondents agreed that they felt the scheme should be changed, and 27 per cent disagreed. We asked respondents to tell us what changes they felt we should make in written comments, and the issues we identified are described in section 4.7.



	Base sizes	Agree	No difference	Disagree	Don't know
I think that this is a positive improvement	4,334	32%	1%	66%	2%
I need more time to decide if this is a positive improvement	4,075	4%	7%	86%	3%
I would like to see the scheme changed as it's causing issues	4,231	69%	2%	27%	3%

4.7 Open questions: impacts of the scheme and suggestions for changes to it

We asked respondents to tell us their thoughts about the impacts the experimental scheme was having and whether anything could be changed to improve the scheme. The full questions are provided below.

If you would like to explain more about the impact (good or bad) of the experimental scheme, please use the space below. If you think there has been a particularly good or bad impact in a particular area or on a particular street, please include details below.

If you think this experimental scheme should be changed, please tell us what we should change and how we should do this. If you think that we should make a change to a particular area, or a particular street, please give us the details.

Respondents raised very similar issues when answering each question. For this reason, we developed a single 'code frame' which described the issues raised in response to both questions. The table below sets out the top 10 most frequently raised issues. The full code frame is included in Appendix H.

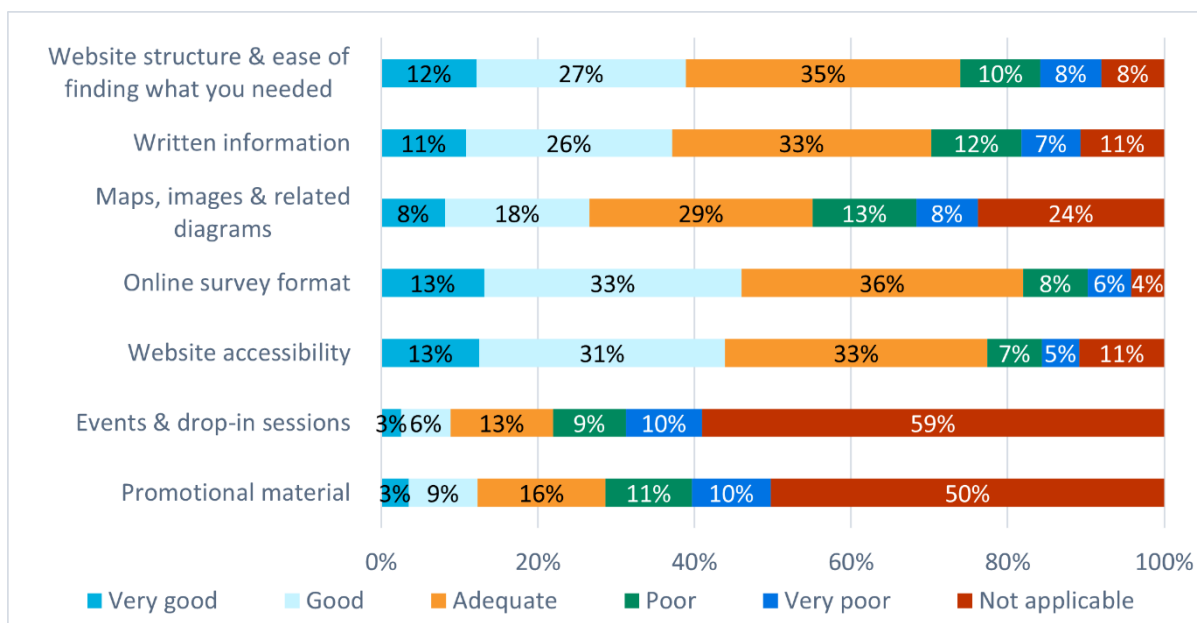
Theme	Code	Number
Traffic	Concern that the scheme has negative impact on traffic congestion (general)	2,150
Pollution	Concern that the scheme reduces air quality / causes excess pollution	1,156
Removal Requests	Suggest that the scheme is removed / revert back to how Chiswick High Road was before scheme was introduced	991
Safety	Concern that the scheme is unsafe for pedestrians - increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, when crossing road)	970
General	Recognise good impacts of the scheme (safer, easier, more accessible to cycle, improved cycling environment)	923
Cyclists	Concern that the new infrastructure is not used by cyclists (e.g. empty lanes, cyclists using pavements / roads)	772
Safety	Concern about / request for better enforcement of anti-social / dangerous cycling (e.g. speeding, ignoring signals)	731
Buses	Concern that scheme has a negative impact on buses (e.g. longer journey times, buses stuck in traffic / obstructed)	649
Accessibility	Concern that the scheme reduces accessibility for emergency vehicles	477
Safety	Concern about safety around entries to side roads from Chiswick High Road (e.g. visibility issues, conflict between cycles and cars)	472

4.8 Quality of the consultation

We asked respondents to let us know what they thought about the following seven aspects of the consultation process:

- Website structure and ease of finding what you needed
- Written information
- Maps, images and related diagrams
- Online survey format
- Website accessibility
- Events and drop-in sessions
- Promotional material

The graph below shows the responses to these questions.



	Base sizes	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed	4,216	12%	27%	35%	10%	8%	8%
Written information	4,136	11%	26%	33%	12%	7%	11%
Maps, images & related diagrams	4,108	8%	18%	29%	13%	8%	24%
Online survey format	4,146	13%	33%	36%	8%	6%	4%
Website accessibility	4,098	13%	31%	33%	7%	5%	11%
Events & drop-in sessions	4,045	3%	6%	13%	9%	10%	59%
Promotional material	4,003	3%	9%	16%	11%	10%	50%

4.9 List of responding stakeholders

We identified as a ‘stakeholder’ all those respondents who we judged to be notable and reasonably well known amongst the public. This could include London’s local authorities, major transport groups, local neighbourhood or residents’ associations, major charities, businesses and business groups and industry associations.

The stakeholders who responded to this consultation are listed below. We have provided a summary of each of the responses we received from these stakeholders in appendix I.

- Age Concern Chiswick
- Bedford Park Bicycle Club
- Better Brackbury
- Billings & Edmonds retailer
- Campaign for Better Transport
- Hammersmith Society
- Hounslow Cycling (3 responses)

- Licensed Taxi Drivers Association (LTDA)
- London Cycling Campaign
- London Ebor Developments Ltd
- MidChiswick Society/Friends of Chiswick Common
- Mortlake Crematorium
- Old Chiswick Protection Society
- OneChiswick
- Ormrod Electric Ltd
- Pocklington Lodge Tenants Association
- The Brewery Logistics Group
- W6 Safe Cycling Families

4.10 Petitions and campaigns

We received no petitions during the consultation.

The London Cycling Campaign encouraged their members to respond to the consultation and provided a structured email for individuals to use. This structured email included the questions we had set out in our consultation questionnaire, but individuals were free to respond to those questions as they saw fit. The responses we received were individually written and provided a range of views about the scheme. For this reason, they have been included in the main dataset.

This resulted in 378 responses, which have been included in the analysis. These respondents did not provide demographic details, and their responses have not been included in the analysis of closed questions above due to differences in the questions presented.

Appendix A: Stakeholders invited to respond to the consultation

20th Chiswick Scout Group
3rd Chiswick Scout Group
Abundance London
Afroluso Community Network
Age Concern Chiswick
Age UK Hounslow
Art Society Chiswick
Brentford Chamber of Commerce
Brentford Park Society
Brentford Voice
Care Concern Assisted Living
Cedars Youth Project
Centre for Armenian Information and Advice

Chiswick House and Gardens Trust
Chiswick Memorial Club Association
Chiswick Pier Trust
Chiswick Sea Cadets
Chiswick Shops Taskforce
Christchurch, Turnham Green
Church of Our Lady of Grace & St Edward
Clifton Gardens Assisted Living (dementia)
Consultant in Sport and Exercise Medicine
ISEH and Chiswick Medical Centre
Disability Network Hounslow
Dukes Meadows Trust
Ealing (Southfield) councillors
Federation of Poles in Great Britain
Friends of Turnham Green
Goldy Goldy Women's group
Gunnersbury Baptist Church
Gunnersbury Park Conservation Society
Hogarth Gateway Club
Hogarth Trust

Homecross House Retirement Home
Hounslow Chamber of Commerce
Hounslow Cycle Sisters
Hounslow Deaf Club
Hounslow Disability Forum
Hounslow Friends of Faith
Hounslow Multi-Cultural Centre
Hounslow Pensioners Forum
Hounslow Youth Council
Inspire Hounslow
Isleworth Society
Jessop House Sheltered Housing
Let's Go Outside and Learn
Middlesex Association for the Blind
Old Chiswick Protection Society
OneChiswick
Pocklington Lodge
Polish Klan Association
Riana Development Network
Shewise
Southfield Park Triangle Residents Association
Speak Out In Hounslow
St Michaels
St Michaels and All Angels Church
St Nicholas Church Chiswick
Strand on the Green Association
Sunshine of Hounslow
The Butts Conservation Society
Trinjan (Women's Social & Community Group)
Victorian Society
West Chiswick & Gunnersbury Society
West London Breeze: bikes rides for women

Appendix B: Consultation questionnaire

If you would rather not complete our questionnaire, please submit your response to us in writing to

- Haveyoursay@tfl.gov.uk; or
- Our Freepost address TfL Have your say

1, We would like to know how you think the experimental scheme has affected your neighbourhood, or the area in which you most frequently travel. Please tell us what effect you think the experimental scheme is having against each aspect below:

(a) Travel habits

Since the experimental scheme was introduced...				
	Agree	No difference	Disagree – I do this less	Don't know
I now walk more to get around				
I now cycle more to get around				
I now drive more to get around				
I now use public transport more to get around				

(b) Safety

Since the experimental scheme was introduced...				
	Agree	No difference	Disagree – this has been worsened	Don't know
It now feels safer to walk or cycle in				
It now feels safer to use public transport				
It now feels safer to drive				

(c) Local traffic

Since the experimental scheme was introduced...				
	Agree	No difference	Disagree –this has been worsened	Don't know
Traffic now flows more freely				
It has been easier for me to get to localshops or other local amenities in				
Traffic congestion has reduced				
I have seen a decrease in rat running				

(d) Local environment

Since the experimental scheme was introduced...				
	Agree	No difference	Disagree – this has been worsened	Don't know
Air quality has improved				
Traffic noise has reduced				
My neighbourhood, or the wider area I usually travel in looks and feels more pleasant				

(e) Local Business

Please complete this section **only** if you are a local business owner

Since the experimental scheme was introduced...				
	Agree	No difference	Disagree	Don't know
It has had a positive impact on mybusiness				
It has been more difficult to receivedeliveries at my business				
My customers are concerned about theloss of parking near my business				

2 If you would like to explain more about the impact (good or bad) of the experimental scheme, please use the space below. If you think there has been a particularly good or bad impact in a particular area or on a particular street, please include details below. If not, please move on to question 2:

3 (a) We would like to know more about your thoughts on the scheme identified above.

Now that the experimental scheme has been introduced...				
	Agree	No difference	Disagree	Don't know
I think that this is a positive improvement				
I need more time to decide if this is a positive improvement				
I would like to see the scheme changed as it is causing issues				

(b) If you think this experimental scheme should be changed, please tell us:

- a) what we should change; and
- b) how we should do this

If you think that we should make a change to a particular area, or a particular street, please give us the details in the space below.

4, Please select one option from the list below that describes the main way you will travel in the vicinity of our new scheme? We appreciate that many people will likely travel in a variety of ways. Please select the one option that best describes the way you travel most frequently.

- As a cyclist
- As a pedestrian
- As a bus passenger
- As a taxi passenger
- As a taxi driver

- As a motorist – for personal trips
- As a motorist – for freight or business trips
- I won't travel in the vicinity of your scheme but am interested in it

Appendix C: On-street signage

Chiswick High Road walking and cycling changes

For more information and to have your say, please scan the QR code, or visit haveyoursay.tfl.gov.uk/cycleway-9



Closing date for comments:
3 April 2023



Have your say

MAYOR OF LONDON



Chiswick High Road walking and cycling changes

For more information and to have your say, please scan the QR code, or visit haveyoursay.tfl.gov.uk/cycleway-9



Closing date for comments:
3 April 2023



Have your say

MAYOR OF LONDON



Chiswick High Road walking and cycling changes

For more information and to have your say, please scan the QR code, or visit haveyoursay.tfl.gov.uk/cycleway-9



Closing date for comments:
3 April 2023



Have your say

MAYOR OF LONDON



Appendix D: A3 Posters

Chiswick High Road walking and cycling changes

We would like to know what you think about some changes we have made to help people to walk and cycle.

For more information and to have your say, please scan the QR code, or visit haveyoursay.tfl.gov.uk/cycleway-9



If you do not have access to the internet, please call 020 3054 6037 and leave a message. Please quote 'Chiswick High Road' when recording your message.

The closing date for comments is **3 April 2023.**



**Have
your
say**

MAYOR OF LONDON



Appendix E: Postcard

Chiswick High Road walking and cycling changes

Have your say



MAYOR OF LONDON



Chiswick High Road walking and cycling changes

We would like to know what you think about some changes we have made to help people to walk and cycle.

For more information and to have your say, please scan the QR code, or visit haveyoursay.tfl.gov.uk/cycleway-9



If you do not have access to the internet, please call 020 3054 6037 and leave a message. Please quote 'Chiswick High Road' when recording your message.

The closing date for comments is **3 April 2023**.

Have your say



Appendix F: Example emails to stakeholders and the public



Good afternoon

We have today launched a six-month consultation on changes we made to help people to walk and cycle on Chiswick High Road.

This email explains how you can find out more about these changes and respond to the consultation.

What is the purpose of the consultation?

In December 2020, as an emergency response to the pandemic, we and Hounslow Council introduced a series of changes to help people walk and cycle on Chiswick High Road. These changes form a key part of our cross-borough Cycleway 9 (C9) scheme. The changes, which were made between Goldhawk Road Junction and Heathfield Terrace, included providing a fully protected cycle track and were introduced on a temporary basis.

In response to local feedback, we and Hounslow Council developed a set of further improvements to the scheme. Hounslow Highways have built those improvements between Goldhawk Road and Chiswick Lane. They will soon start making changes between Chiswick Lane and Heathfield Terrace. The borough has decided to retain the amended scheme as an experiment, so that we can test its effects over a maximum period of 18 months.

The feedback we receive through the consultation will be an important part of our monitoring strategy for the experiment. We are holding this public consultation because we would like to know:

- What impacts you think the scheme is having on cycling, walking, traffic flow and the environment
- What effect you think the scheme is having in overall terms, and whether you think it should remain permanently, either in its current form or with changes, or be removed
- Whether we should make any changes to the experimental scheme, and if so what they should be
- Any other matters about the experiment you would like us to be aware

of.

How do I respond to the consultation?

You can read more about the changes and respond to the consultation on our website at: haveyoursay.tfl.gov.uk/cycleway-9

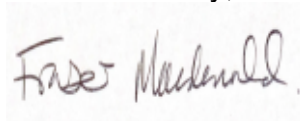
You need to register your email address before you can submit a response through our website. We will keep your information secure and, if you agree, we will send you updates about the scheme periodically. If you cannot submit a response online, or would prefer not to, you can do so:

- By emailing haveyoursay@tfl.gov.uk
- By writing by Freepost to 'TfL Have your Say'

The consultation will be open for six months so you can respond at any time up to **3 April 2023**. Your views may change over time, so please feel free to respond as many times as you wish.

If you would like to receive information about our consultation through the post, please call us on 020 3054 6037; please quote 'Chiswick High road' when recording your message.

Yours sincerely,



Fraser Macdonald
Streetspace Engagement team
Transport for London

You're receiving this email because you are a registered participant on Have Your Say Transport for London.

Powered by [EngagementHQ](#)

[Unsubscribe](#)

Have your say on the changes to
Chiswick High Road

Can't see this email? [View online](#)

[Home](#)

[Plan a journey](#)

[Status updates](#)



Transport for London



We are currently holding a 6 month consultation on changes we made to Chiswick High Road to help people walk and cycle.

You can read more about the changes we have made and respond to the consultation [on our website](#).

To respond to the consultation, complete our online survey (registration required). If you prefer, you can email haveyoursay@tfl.gov.uk or write to Freepost TfL Have Your Say (no stamp needed).

The consultation opened on 4 October 2022 and it will close on 3 April 2023.

Yours sincerely,

Fraser MacDonald
Strategic Consultations Lead



MAYOR OF LONDON



© Transport for London. These are our customer survey email updates. If you no longer wish to receive these emails, you can [unsubscribe](#)

Appendix G: Letters to the public and local businesses

Transport for London



This letter explains how you can respond to a consultation on the cycling and walking changes to Cycleway 9 on Chiswick High Road. The consultation information is available in easy-read, audio or a British Sign Language video on our website haveyoursay.tfl.gov.uk/cycleway-9.

Our website haveyoursay.tfl.gov.uk/cycleway-9 can also translate our consultation into many different languages.

Transport for London
Local Communities and Partnerships

5 Endeavour Square
London
E20 1JN

0343 222 1234*
tfl.gov.uk/contact

06 October 2022

Healthy Streets – Cycleway 9 on Chiswick High Road

We have today launched a six-month consultation on changes we made to help people to walk and cycle on Chiswick High Road. This letter explains how you can find out more about the changes we made and respond to the consultation.

How do I respond to the consultation?

You can read more about the changes we have made and respond to the consultation on our website at: haveyoursay.tfl.gov.uk/cycleway-9

You need to register your email address before you can submit a response through our website. We will keep your information secure and, if you agree, we will send you updates about the scheme periodically. If you cannot submit a response online, or would prefer not to, you can do so:

- By email to haveyoursay@tfl.gov.uk
- By Freepost to 'TfL Have your Say'

The consultation will be open for six months so you can tell us your thoughts at any time up to 3 April 2023. Your views may change over time, so please feel free to respond as many times as you wish.

If you do not have an internet connection and would like to receive information about our consultation through the post, please call us on 020 3054 6037; please quote 'Chiswick High road' when recording your message.

What is the purpose of the consultation?

In December 2020, as an emergency response to the pandemic, we and Hounslow Council introduced a series of changes to help people walk and cycle on Chiswick High Road. These changes form a key part of our cross-borough Cycleway 9 (C9) scheme. The changes, which were made between Goldhawk Road Junction and Heathfield Terrace, included providing a fully protected cycle track and were introduced on a temporary basis.

MAYOR OF LONDON



WKT number 756 2769 90

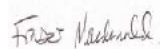
In response to local feedback, we and Hounslow Council developed a set of further improvements to the scheme. Hounslow Highways have built those improvements between Goldhawk Road and Chiswick Lane. They will soon start making changes between Chiswick Lane and Heathfield Terrace. The borough has decided to retain the amended scheme as an experiment, so that we can test its effects over a maximum period of 18 months.

The feedback we receive through the consultation will be an important part of our monitoring strategy for the experiment. We are holding this public consultation because we would like to know:

- What impacts you think the scheme is having on cycling, walking, traffic flow and the environment
- What effect you think the scheme is having in overall terms, and whether you think it should remain permanently, either in its current form or with changes, or be removed
- Whether we should make any changes to the experimental scheme, and if so what they should be
- Any other matters about the experiment you would like us to be aware of.

If you have any questions about the consultation please contact us at haveyoursay@tfl.gov.uk, or by calling us on 020 3054 6037 and quoting 'Chiswick High road' when recording your message.

Yours sincerely



Fraser MacDonald
Strategic Consultations Lead

*Service and network charges may apply. See tfl.gov.uk/terms for details

For information about travel in London please see our website tfl.gov.uk/restart



This letter explains how you can respond to a consultation on changes to Chiswick High Road. The consultation information is available in **easy-read**, **audio** or a **British Sign Language** video on our website haveyoursay.tfl.gov.uk/cycleway-9

Our website haveyoursay.tfl.gov.uk/cycleway-9 can also translate our consultation into many different languages.

20 March 2023

Transport for London
Local Communities and
Partnerships

5 Endeavour Square
London
E20 1JN

0343 222 1234*
tfl.gov.uk/contact

Dear neighbour

Healthy Streets – Chiswick High Road walking and cycling changes

I am writing because we are holding a consultation on some changes we made to Chiswick High Road, as part of an experiment to help people to walk and cycle.

Our consultation launched on 4 October 2022 and will close on 3 April 2023.

Our dedicated webpage contains useful information documents about the changes we have made. Our website is available at this address: haveyoursay.tfl.gov.uk/cycleway-9 or by scanning this QR code:



We've been monitoring the effects of the changes since the experiment began. The effects of the scheme on cycling have so far been very positive. We've seen cycling levels in 2022 increase by almost a quarter compared to numbers in 2021 despite construction on Chiswick High Road which has required the closure of the cycle lanes. The effect of the scheme on bus journey times and traffic journey times has been mixed, and complicated by the impact of road works in and around the Chiswick High Road area (including unplanned works on the A4) over the last few months. These works make it difficult to isolate what specific effects the Chiswick High Road scheme might have had on traffic and buses. We will continue to monitor the effect of the scheme and, providing there are no further unplanned works in the area, we would expect that the picture would become clearer over the next few months. We will publish a report to provide an update on the effects of the scheme on cycling, buses and traffic once the London Borough of Hounslow has made a decision about what the future of the scheme should be.

If you have already responded to the consultation, we are grateful for your response. Once the consultation had ended, we will review all the responses we have received and decide how best to move forward. We will write to you again once we have done so.



How do I respond to the consultation?

You can read more about the changes we have made and respond to the consultation on our website haveyoursay.tfl.gov.uk/cycleway-9

If you do not have an internet connection or you would prefer not to submit a response online, you can send us your thoughts in writing:

- By emailing Haveyoursay@tfl.gov.uk
- By writing to 'FREEPOST TFL Have your Say' (no stamp needed)

You can tell us your thoughts at any time up to 3 April 2023 please feel free to respond as many times as you wish.

If you do not have an internet connection and would like to receive information about our consultation through the post, please call us on 020 3054 0898 and quote 'Chiswick High Road' when recording your message.

What is the purpose of the consultation?

We are holding this consultation because we would like to know from you:

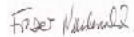
- What effect you think the experimental scheme is having on specific matters such as cycling, walking, traffic flow and the environment
- What effect you think the experimental scheme is having in overall terms, and whether you think it should remain in place permanently or with changes, or be removed at the end of the experiment
- What impact the scheme may be having on older and disabled people, younger people, those from ethnic minority backgrounds, and other protected characteristics as set out in the 2010 Equality Act, plus people on low incomes
- Whether we should make any changes to the experimental scheme, and if so what they should be
- Any other matters about the experiment you would like us to be aware of

We will use your responses to help us decide whether:

- It is necessary for us to make any changes to the scheme during the experiment
- The scheme should be removed or retained (with or without any changes) at the end of the experiment

If you have any questions about the consultation, please contact us at haveyoursay@tfl.gov.uk, or by calling us on 020 3054 0898 quoting 'Chiswick High Road' when recording your message.

Yours sincerely

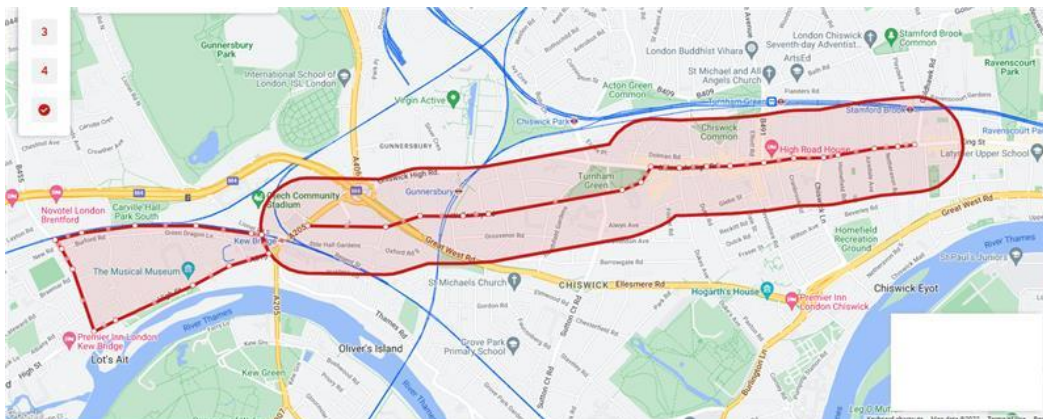


Fraser Macdonald
Strategic Consultations Lead

*Service and network charges may apply. See tfl.gov.uk/terms for details

For information about travel in London please see our website tfl.gov.uk/restart

Letter distribution area



Appendix H: Code frame

Theme	Code	Number of responses	Total responses in theme	Percentage of total respondents to consultation (n=5292)	Percentage of total respondents to open question (n=4524)
Safety	Concern that the scheme is unsafe for pedestrians - increases chances of cyclists colliding with pedestrians (e.g. at new bus stop bypasses, when crossing road)	970	4099	18%	21%
	Concern about / request for better enforcement of anti-social / dangerous cycling (e.g. speeding, ignoring signals)	731		14%	16%
	Concern about safety around entries to side roads from Chiswick High Road (e.g. visibility issues, conflict between cycles and cars)	472		9%	10%
	Concern that the scheme is unsafe for cyclists - increases chances of cyclists colliding with motor vehicles	256		5%	6%
	Concern that scheme is unsafe - due to road layout	248		5%	5%
	Concern that the scheme is unsafe for cyclists (non-specified danger)	244		5%	5%
	Concern that the scheme is unsafe for pedestrians (non-specified danger)	204		4%	5%
	Concern about bi-directional nature of cycleway for all road users (confusing, unintuitive)	181		3%	4%

	Concern that the scheme reduces safety (unspecified)	170		3%	4%
	Concern that the scheme is unsafe for motor vehicles (including private vehicles, buses, motorcycles) - non-specified danger	146		3%	3%
	Concern that the scheme is creating driver frustration/aggressive driving/road rage	144		3%	3%
	Concern that scheme is unsafe for road users - due to anti-social cycling behaviour	125		2%	3%
	Concern about / request for better enforcement of anti-social driving (e.g. driving through red lights, parking in cycle lanes)	95		2%	2%
	Concern that scheme is unsafe for road users- due to poor signage	55		1%	1%
	Concern that the volume of street furniture is distracting and confusing for drivers / pedestrians	43		1%	1%
	Respondent notes increased car usage due to safety concerns about scheme	12		0%	0%
	Concern there is insufficient street lighting, in Chiswick generally, and at pedestrian crossing points (precise locations not specified)	3		0%	0%
Traffic	Concern that the scheme has negative impact on traffic congestion (general)	2,150	2703	41%	48%
	Concern that the scheme is displacing traffic elsewhere and not reducing traffic	232		4%	5%

	Concern that the scheme is causing rat running on nearby roads	131		2%	3%
	Concern about closure of Fishers Lane	110		2%	2%
	Concern that the signage is unclear/inconsistent/lacking (general)	41		1%	1%
	Concern that the signage is unclear/inconsistent/lacking - regarding cycling (general)	25		0%	1%
	Concern that the signage is unclear/inconsistent/lacking - Turnham Green Junction	14		0%	0%
Amendment Requests	Suggestion to relocate the cycle lane (e.g. onto the A4)	321	1922	6%	7%
	Suggestion to extend the scheme (e.g. to Chiswick roundabout, Royal Borough of Kensington & Chelsea, Hounslow) / make permanent	313		6%	7%
	Suggest reinstating the bus lane	310		6%	7%
	Concern about / suggestion to alter traffic light phasing / signalling (e.g. wait time is too long)	266		5%	6%
	Suggestion to re-open Fishers Lane / make Fishers Lane a one-way system	171		3%	4%
	Improved signage / road markings (e.g. side roads, Turnham Green Terrace junction)	166		3%	4%
	Suggestion to reduce the width of the cycle lane / Concern that cycle lane is too wide	118		2%	3%

	Suggest a type of shared lane between buses / cyclists / taxis	96		2%	2%
	Suggestions to re-work / improve road space layout e.g. design at junctions	53		1%	1%
	Suggest that traffic calming measures should be used instead of traffic removal measures (e.g. 20mph restriction)	38		1%	1%
	Suggests scheme should be more ambitious (e.g. remove parking, pedestrianisation, filtering in the area, planting, cycle training to navigate junctions)	38		1%	1%
	Suggest that more needs to be done to address through-traffic using nearby residential roads (e.g. ANPR-enforced traffic filters, traffic calming, remove through-traffic on Wellesley Road)	28		1%	1%
	Suggest additional closures to roads connecting A4 and Chiswick High Road to stop rat running	4		0%	0%
General	Recognise good impacts of the scheme (safer, easier, more accessible to cycle, improved cycling environment)	923	1822	17%	20%
	Concern that the scheme is expensive/question value of money/waste of money	243		5%	5%
	Concern that the scheme is poorly thought out / not responding to the area's problems (e.g. need for better public transport connectivity)	235		4%	5%
	Support objectives (i.e. reducing car use, encouraging sustainable transports, improving air quality) but concerns about this scheme	131		2%	3%
	Concern about the cumulative impact of other schemes (e.g. LTNs,	57		1%	1%

	Borough schemes)				
	Concern about the impact on the scheme of roadworks nearby e.g. on the A4 and traffic disruption relating to the construction of the cycle lanes	45		1%	1%
	Concern about maintenance of the scheme's infrastructure (e.g. drainage, potholes)	37		1%	1%
	Suggest research should be carried out prior to implementation	35		1%	1%
	Concern that the scheme is unnecessary or unused by people	29		1%	1%
	Oppose scheme (unspecified)	19		0%	0%
	Concern that this is a 'money making' scheme	17		0%	0%
	Concern about time of implementation during the pandemic (e.g. due to inaccurate data, low traffic levels, added stress)	15		0%	0%
	Concern that the scheme is not sufficiently enforced (e.g. banned turns, car parking in cycle lanes, through traffic)	14		0%	0%
	Concern that data has been 'discredited'/is incorrect	11		0%	0%
	Concern that support for the scheme is overshadowed by vocal opposition	11		0%	0%
Removal Requests	Suggest that the scheme is removed / revert back to how Chiswick High Road was before scheme was introduced	991	1629	19%	22%

	Suggest that the cycle lanes are removed	457		9%	10%
	Suggest that floating bus stops are removed / bus stops should be put back on pavements for buses to pull in	163		3%	4%
	Suggest removal bus gate near the junction of Chiswick High Road and Acton Lane	18		0%	0%
Cyclists	Concern that the new infrastructure is not used by cyclists (e.g. empty lanes, cyclists using pavements / roads)	772	1574	15%	17%
	Suggest cycle lane should be in the same direction as traffic flow (e.g. a cycle lane on either side of the carriageway)	274		5%	6%
	Suggest additional and/or amendments to cycling infrastructure (e.g. painted cycle lane, removing physical barriers)	242		5%	5%
	Concern that the scheme places too much emphasis on cyclists over other road users	210		4%	5%
	Concern that intervention does not provide seamless cycle access	50		1%	1%
	Concern about cyclists - other	26		0%	1%
Pollution	Concern that the scheme reduces air quality / causes excess pollution	1,156	1290	22%	26%
	Concern that the scheme causes excess noise pollution	134		3%	3%
Buses	Concern that scheme has a negative impact on buses (e.g. longer journey times, buses stuck in traffic / obstructed)	649	1138	12%	14%

	Concern that road is not wide enough for buses to pass / traffic to pass buses	310		6%	7%
	Concern about the bus stop islands (e.g. exposure to fumes/lack of seating/shelter/sufficient island width)	148		3%	3%
	Concern that the relocated bus stops are no longer convenient / require longer walk	31		1%	1%
Accessibility	Concern that the scheme reduces accessibility for emergency vehicles	477	871	9%	11%
	Concern that the scheme reduces accessibility (e.g. for residents, visitors, tradespeople, and to homes, schools, health care facilities)	208		4%	5%
	Concern that some journeys cannot be made by foot/bike (i.e. a car is necessary for some trips)	99		2%	2%
	Concern that the scheme has made parking/loading difficult (including for disabled people)	33		1%	1%
	Opposition to restricted access for certain vehicles (e.g. taxis, freight, buses, private motor vehicles)	22		0%	0%
	Concern about parking/loading - other	14		0%	0%
	Suggest that some users should be excluded from the scheme (e.g. residents, visitors, emergency vehicles, tradespeople)	14		0%	0%
	Suggest local permits to drive on certain roads	4		0%	0%
Other	No response	768	813	15%	-

	Response contains elements that are out of scope of Streetspace Programme / scheme	34		1%	1%
	Duplicate response	5		0%	0%
	Comment unclear	4		0%	0%
	Personal data removed from response	2		0%	0%
Equality	Concern that the scheme is negatively impacting protected characteristic/ vulnerable groups	389	389	7%	9%
Business	Concern that the scheme is disruptive to businesses - access for customers is more difficult (impacting on trade)	283	335	5%	6%
	Concern that the scheme is disruptive to businesses -e.g. loading/deliveries more difficult	52		1%	1%
Environment	Concern that area / streetspace has become less appealing / attractive	206	206	4%	5%
Consultation	Concern about lack of consultation / undemocratic method for consultation / implementation of schemes / illegal	161	197	3%	4%
	Request for publication of data, EqIA, demand studies, robust assessments (e.g. modelling and monitoring information)	25		0%	1%
	Concern about quality/lack of information provided in the consultation	11		0%	0%
Pedestrians	Concern that the design is confusing for pedestrians (general)	108	190	2%	2%
	Suggest additional and/or amendments to pedestrian infrastructure e.g.	82		2%	2%

	wider pavements, more crossings				
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Appendix I: Summaries of stakeholder responses

Charities

Age Concern Chiswick

Commented that the new bus stop bypasses are dangerous for older people since 'cyclists often do not stop for pedestrians'. Added that there can also be delays to buses and ambulances. Suggested that the scheme should be removed.

Businesses and business representative groups

Billings and Edmonds (Local Retailer)

Raised concerns about the impacts of the scheme on the ability of the business to make or take deliveries. Commented that the new road layout was not safe, including for cyclists. Suggested that the road layout be simplified, for example to address an issue where road users must cross multiple traffic lanes.

Brewery Logistics Group

Commented that the scheme had increased congestion. Suggested that the cycle lane be moved to the centre of the road to provide kerbside access for vehicles.

London Ebor Developments Ltd

Commented that Chiswick is now 'best avoided' and suggested that two lanes of traffic be maintained along Chiswick High Street to the A4 Hogarth roundabout.

Mortlake Crematorium

Commented that the scheme (and other, unrelated developments) had made it more stressful and difficult for mourners to reach the Crematorium by car. Suggested that cyclists should be required to use cycle lanes where they have been provided, rather than roads.

Ormrod Electric Ltd

Stated that their suppliers and trade customers have complained about the extended time it now takes to reach them. They are especially concerned about the changes at the Devonshire Road and Chiswick High Road junction as they have safety concerns for cyclists and pedestrians. They also state that the changes have made it more difficult for delivery drivers to turn into Market Place and many are now forced to mount the pavement, causing damage.

Also stated concern about the changes at Linden Gardens and Chiswick High Road as drivers now have difficulty turning left into Chiswick High Road without mounting the pavement. This is a safety issue particularly for delivery drivers.

Suggests TfL should hold further discussions with local traders' representatives and local councillors in order to make adjustments to the scheme to mitigate these problems.

Transport groups

Bedford Park Bicycle Club

Commented that the scheme had been an 'excellent improvement', highlighting that children are now able to safely cycle to school. Suggested that permanent signage be added to instruct motorists to look both ways at junctions which cross the cycle lane.

W6 Safe Cycling Families

Commented that the signals at the British Grove exit at Young's Corner provide too little time for cyclists, leading some cyclists to 'jump the lights'. Requested that additional time for cyclists be provided here.

Hounslow Cycling

Commented positively about the scheme in terms of usage, safety and design. Made detailed suggestions for further improvements that could be made.

LCC

Strongly supported the scheme and believed it should be made permanent. Suggested that if rat running in Dukes Avenue was addressed this would reduce the need for cycle specific traffic signals there. They also suggested additional signage and wayfinding would be useful. Suggested expanding the cycleway to Heathrow and through Kensington to increase connectivity and urged TfL and the relevant boroughs to work to extend the scheme at both ends and to monitor and solve any issues with the scheme such as those around side roads used as cut throughs to the A4 such as Weltje Road.

LTDA

Believed the changes in the scheme have been detrimental to the area in particular causing delays and disruption to the journeys and service that licenced taxis provide. Stakeholder acknowledges that some issues have been addressed in subsequent phases of the scheme, however there are more improvements required. Stated their belief that the new cycle lanes have not attracted enough mode shift for their continuation to be justified. They also raise concerns about the scheme being unsafe for cyclists and pedestrians and call for the scheme to be removed and bus lanes for use by buses, taxis, motorcycles and cyclists be reinstated.

Stated that many of their members now actively avoid the scheme area as it has become too difficult to pick up and drop off customers and journey times have increased. Not only does this impact on licensed taxi drivers by making it more difficult and stressful to do their job, this also results in a lack of taxis available for members of the public in the area, thus depriving them of a safe and efficient transport option along Chiswick High Road. Some customers are vulnerable and require reliable door-to-door travel and this is of particular negative impact on those groups.

During phase 3a some beneficial changes were made, such as the reinstatement of the left turn filter at the junction of Chiswick Lane and Chiswick High Road. However, stakeholder goes on to state that other changes have not been successful such as the increased provision of pick up and drop off points between Chiswick Lane and Heathfield Terrace which are not clear to drivers and have made no difference.

Stated that TfL's own data indicates that the scheme has not encouraged more cycling and in fact the numbers of cyclists has decreased. Therefore, the scheme is not meeting its objectives. They also state that pedestrians also feel unsafe in the area and are discouraged from walking too.

Stated that the scheme has increased journey times in the area significantly and that at various times of day journeys can be increased journey times and this results in increased fares for passengers. The scheme has had knock on effects on traffic delays in the surrounding roads and reduced the road network's resilience in the event of other incidents such as broken-down vehicles, which now cause major traffic jams as a result of the scheme. This is also exacerbated by the impacts of poor traffic light phasing at the junction of Heathfield Terrace and Chiswick High Road.

Stated that the scheme is causing difficulties for licensed taxi drivers when picking up or dropping off passengers with mobility issues or wheelchair users and only having one lane of traffic means that the time it takes to deploy ramps can cause delays to other drivers as they cannot circumnavigate the taxi. This risks leaving wheelchair users with more limited access to licensed taxi services.

Stated that the bus stop by-passes in the scheme are dangerous, causing delays when buses are at the stops and create dangerous obstacles and cause accidents, some of which have been witnessed by taxi drivers. Taxi drivers have also witnessed aggressive driving from other road users, including drivers attempting to circumnavigate buses at the bus stops. They also state that the general accident rate in the area has increased since the scheme was implemented as reflected in TfL's own data.

Finally, they also stated a lack of support for the scheme in the local community, as evidenced by other local stakeholders and feedback which taxi drivers have received from their customers.

Campaign for Better Transport

Stated that the scheme is a positive improvement. Agreed that there has been a decrease in rat running, it is easier to get to shops and other local amenities but that there is no difference to traffic flows and congestion. Agreed that air quality and traffic noise have improved and that the area looks and feels more pleasant.

Residents Associations and Civic Societies

Better Brackenburg

Commented that the scheme had caused delays to buses.

Pocklington Lodge Tenants' Association

Stated that visually impaired people find it more difficult to access bus services due to the bus stop by-passes as it is difficult for them to be sure it is safe to cross the cycle lanes to the bus stop. The Goldhawk Road/Chiswick High Road junction was given as a particular example where the scheme has made accessibility an issue – visually impaired people are less likely to attempt to cross the road without assistance there, which in turn may lead to them not travelling around as much. Stated that the bus stop by-passes should be removed and the scheme reconsidered.

Hammersmith Society

Stated that constant traffic in King Street and Chiswick High Road is causing worse pollution and more delays to the bus network. They requested that the bus lanes be reinstated, and that bus stop by passes be removed.

Pocklington Lodge Tenants' Association

Stated that visually impaired people find it more difficult to access bus services due to the bus stop by-passes as it is difficult for them to be sure it is safe to cross the cycle lanes to the bus stop. The Goldhawk Road/Chiswick High Road junction is given as a particular example where the scheme has made accessibility an issue – visually impaired people are less likely to attempt to cross the road without assistance there, which in turn may lead to them not travelling around as much. Requested that the bus stop by-passes should be removed and the scheme reconsidered.

Old Chiswick Protection Society

Raised concerns about pedestrian safety on Chiswick High Street and King Street along the cycleway route. Referenced TfL's Planning for Walking toolkit and Healthy Streets initiative and commented that Cycleway 9 goes against these things. Commented that crossing Chiswick High Road is now more unsafe and uncomfortable, and stated that cyclists continue to cycle on the pavement which is a danger to pedestrians. Commented that it is unsafe to cross the cycleway to get to the bus stops and also that it is a different experience which may not be intuitive to everyone.

MidChiswick Society/Friends of Chiswick Common

Stated that the cycleway has impacted the elderly and people who struggle to walk. Commented that many elderly people are not online and therefore their voices will not be heard through this consultation. Stated that TfL and LB Hounslow have not communicated with local groups.

One Chiswick

Quoted excerpts from a response to the consultation that had been published by another stakeholder respondent, and suggested that this response contained 'false or misleading information'. They additionally explained why this was the case.