



Streets for People

PCA Consultation on the Streets for People Scheme Proposed for Pitshanger Lane

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1 Executive Summary

Research carried out by the Pitshanger Community Association (PCA) into Ealing Council's Streets for People proposals for Pitshanger Lane has produced a number of interesting results, including overall acceptance that something must be done but significant resistance to some of the proposed remedies.

The PCA research consisted of two initiatives carried out in parallel: a quantitative survey (questionnaire) completed by nearly 500 PCA members, Pitshanger traders and Pitshanger Lane residents; and a design workshop conducted by the PCA and open to the public.

In addition to indicating general support for "doing something", the key findings from the quantitative research include:

- Majority acceptance for the removal of some trees, particularly if they are replaced with other mature trees, albeit with a significant minority (35%) against the removal of any trees.
- Controversy over the narrowing of pavements. Although acceptable to a majority of 58%, there is strong opposition from four out of ten local residents and traders.
- Broad acceptance for maintaining existing parking capacity or providing a small increase, with the traders supportive of a bigger increase and significant interest, in the form of comments, in some kind of time-restricted parking.
- Overwhelming support for the creation of a 20mph zone.
- Uncertainty over whether changes aimed at reducing congestion will lead to increased traffic flow and/or volume, and also divided opinion over the acceptability of on-pavement loading bays.
- Strong support for the retention of bus services in Pitshanger Lane.
- Strong support for inclusion in the plans of school crossing points.
- Support for minimising street furniture, although not for removing the public telephone box.
- Majority support for the further development of a pavement café culture, although not necessarily to an increase in the number of food outlets.

The design workshop, attended by an estimated 50-60 visitors, achieved the goal of promoting a better understanding of the Council's outline proposals and also provided an additional conduit for individual comments.

The PCA Committee feels the Council's outline proposals would be either rejected or at best grudgingly accepted if offered for formal consultation in their current form. However, there may be scope for developing the outline plans into a form that would achieve wider acceptance. With this in mind, the PCA is offering a number of recommendations based on the findings of the quantitative survey and design workshop. These include minimisation of the loss of trees and pavement area, consideration of a 20mph zone and one way system, enhanced clarity and credibility in particular areas, intelligent development of parking/loading capacity and pavement layout, maintenance of bus routes, and accommodation of school crossing points.

Finally, the PCA recommends that the proposals offered back to the local community for formal consultation should include measurable targets for traffic speed, traffic volume and reduction of congestion.

2 Introduction

Purpose of This Report

The purpose of this report is to set out the results of a consultation exercise carried out by the Pitshanger Community Association into Ealing Council's new traffic plans for Pitshanger Lane, Ealing. The plans concerned come under the auspices of Transport for London's "Streets for People" scheme – hence the title of this report. As well as reporting on the results of the consultation exercise, the report aims, via a series of specific recommendations, to influence Ealing Council's further development of their Streets for People proposals.

The Pitshanger Community Association

The Pitshanger Community Association (PCA) aims to improve the quality of life for all those living or working in the Pitshanger area of Ealing. The PCA's membership catchment area consists of about 3,100 households and 70 shops in the vicinity of Pitshanger Lane and Pitshanger Park. The PCA was founded in 2000. From an initial base of about 130 households, PCA membership grew rapidly to about 700-750 households and has stabilised at that level. Taking into account households with more than one named member, there are over 1,000 individual PCA members.

One important feature of the PCA is that it aims to promote the benefit of both residents and traders (shopkeepers), and to that end trader membership is actively promoted.

The PCA's most visible involvement in the community comes from organising "Pitshanger Party In The Park" each summer and "Light Up The Lane" each year in the run up to Christmas, both events being run in close cooperation with the Pitshanger traders. The PCA also organises smaller community events and public meetings on issues of local interest, and is becoming increasingly involved in planning, licensing and environmental issues affecting the local area. Much of the income from PCA events has been recycled within the local community via joint projects with Ealing Council (playground equipment, new park gates etc) and donations to local charities.

The PCA keeps in touch with members via a newsletter issued nine times per year, and via a popular web site www.pitshanger.org.uk.

PCA Involvement with the Streets for People Proposals

Ealing Council's Streets for People scheme for Pitshanger Lane first hit the PCA radar screens at a meeting of the Council's Ealing Area Committee in June 2006. At this meeting, we successfully pressed for a PCA role at all stages of the consultation process, so that we could keep everyone informed of progress via the PCA newsletter and web site, and by holding public meetings.

After the June 2006 meeting of the Ealing Area Committee, nothing happened until November 2006, when the Council appointed MVA Consultancy to develop a Streets for People plan for Pitshanger Lane, with the aim of submitting the completed plan to TfL to gain their approval and funding for implementation. In December 2006, PCA Committee members attended a site visit to Pitshanger Lane with Ward Councillors, Council Officers and MVA Consultancy. This visit allowed the consultants to see at first hand some of the traffic problems that occur in Pitshanger Lane.

The next key date was the public meeting organised by the PCA on 26th March 07, which saw the first public airing of the outline proposals produced by MVA

Consultancy. The meeting generated a great deal of local interest, with over 150 local residents and traders attending. Presentations by a Council Officer and MVA Consultancy led to a lively and at times heated session of questions and answers. In the end it proved difficult to draw authoritative conclusions from the meeting, but a number of sensitive areas did emerge quite clearly.

Following the public meeting, the PCA decided to probe local opinion more thoroughly through a questionnaire and a design workshop. It is the output from these two initiatives that forms the main body of this report.

Report Structure

This report is structured as follows:

- 1) Executive Summary – the main points on one page
- 2) Introduction – this section
- 3) Survey Methodology – how it was designed and implemented
- 4) Main Findings – the answers and what they mean
- 5) Design Workshop – how it went, plus results
- 6) Recommendations – what the PCA would like Ealing Council to do next

The report has three annexes – Annex 1 contains the blank questionnaire form and covering letter, Annex 2 contains the full survey results and Annex 3 provides a complete breakdown of respondents' comments.

3 Survey Methodology

The Sample

Three interest groups were invited to take part in the survey:

- *Residential Households in membership of the PCA.* The membership was defined as households who had paid subscriptions for the period April 2006 – March 2007 (whether or not a renewal subscription had been received at the time of fieldwork) and those who had paid subscriptions for the period April 2007 – March 2008. (PCA members are normally given three months to renew their subscriptions before their membership is cancelled).
- *Shops and other businesses within the PCA Area.* Because of the importance of traffic management to the commercial life of the area, all businesses were invited to contribute, regardless of whether they were members of the PCA in 2006 or 2007.
- *Residential households in Kenmure Mansions (a mansion block of 48 flats situated above the shops on the South side of Pitshanger Lane).* Again, all Kenmure residents were invited to take part, irrespective of PCA membership, in view of the likely impact of the revised proposals on parking availability etc.

It was decided to limit the scope of the survey to these groups, rather than extend it to other residential households within the PCA area. This decision was taken mainly on practical grounds, since the PCA's limited resources would be stretched to administer a survey of some 3,000 households. Furthermore, we would contend that a large group such as PCA members, consisting of almost one in four of all households, is as good a sample as any other that might have been chosen.

One questionnaire was supplied to each address.

The Questionnaire

Following the public meeting to discuss the Council's outline proposals for traffic management in the Pitshanger Lane area, the Planning and Environment sub committee of the PCA Committee met to discuss the content of the questionnaire, which was designed to cover the main areas of the Council's outline proposals, together with a number of other ideas aired at the public meeting. Drafts of the questionnaire were subsequently discussed and revised by the sub committee and the final draft circulated to main PCA Committee. Three members of the main Committee (who were not themselves on the Planning and Environment sub committee) reviewed the questionnaire and the covering letter and approved them on behalf of the PCA Committee.

The questionnaire was comprised mainly of structured single choice questions with an opportunity at the end for respondents to write in any comments. PCA members were asked to provide the name of their street (in case further sub analysis of roads within the area was required) and all respondents had the option to provide their full name and address if they wished to do so.

The main body of the questionnaire was the same for all three sample groups, with some additional questions for the Traders and Kenmure Mansions households. One other small variation was that the Traders and Kenmure Mansions households were not asked to provide the name of their street.

Questionnaires were printed on three pages, folded into a booklet. A letter from the Chairman of the PCA, outlining the aims of the survey and encouraging response,

was printed on the front of the booklet. A copy of the letter and the questionnaire is provided as Annex 1. The format of the questionnaire sent to the Traders and Kenmure Mansions households was slightly different, in that it was printed single-sided on three sheets of A4 paper, with a separate loose covering letter.

Fieldwork and Survey Administration

Questionnaires were personally addressed to member households and delivered, mainly by hand, by PCA volunteers in the period 23 – 30 May. (Royal Mail was used to deliver to a small number of households where access was difficult). Questionnaires to businesses (addressed to “Pitshanger Trader”) and to Kenmure Mansions (addressed to “Pitshanger Resident”) were sent by Royal Mail in the same period. Stamped addressed envelopes were provided for returning the questionnaires.

Respondents were requested to return their questionnaires by 17th June, although all questionnaires received by 24th June have been included in the analysis. Residential households who joined the PCA as new members up to 11th June were sent a questionnaire and invited to complete it.

Replies to the structured questions were entered onto spreadsheets by four PCA Committee volunteers and all entries double checked. All comments, wherever they were written on the questionnaire, were read and have been taken into account in this report.

Response Rates

The table below shows, for each sample group and in total, the number of questionnaires issued, the number of replies received and the response rate.

	ISSUED	RECEIVED	RESPONSE RATE
PCA Members	737	459	62%
Traders	67	26	39%
Kenmure Mansions	48	11	23%
TOTAL	850	496	58%

4 Main findings

This section contains more detailed analysis of the results of the survey in three sections: views on specific aspects of the Council's outline proposals, views on the impact of the outline proposals and views on specific additional measures which might form part of revised proposals for traffic management and other aspects of life in the Pitshanger area.

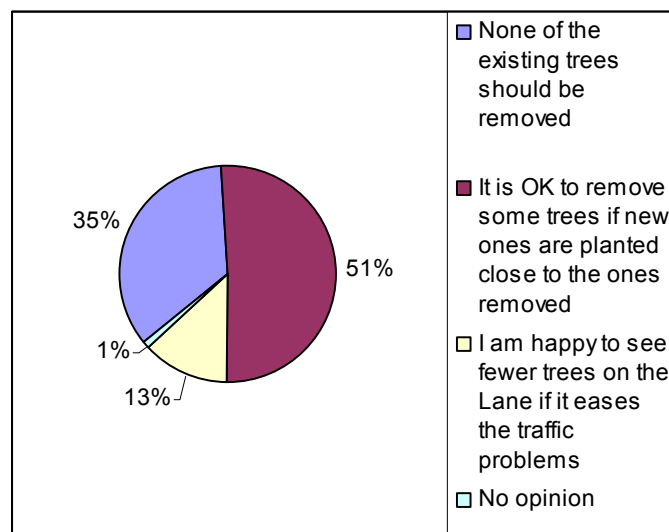
Results from the three sample groups have been combined. Where the opinions of traders and Kenmure Mansions households were particularly relevant, or where they differed from those of the PCA members, they have been mentioned separately in the commentary.

Specific aspects of outline proposals

The survey tested reaction to five specific aspects of the outline proposals: the removal of trees, the narrowing of pavements, the creation of pavement loading bays the reduction in street furniture and the number of parking spaces. While 64% of respondents were prepared to accept the removal of some trees, fewer (58%) were in favour of narrowing pavements and fewer still (51%) were in favour of pavement loading bays. The findings are discussed in more detail below.

Tree removal

Respondents were asked their opinion on the outline proposal to remove between 3 and 6 trees from Pitshanger Lane to provide inset bays for parking. They were able to object to any tree removal, accept some tree removal provided that replacement trees were provided, or accept fewer trees on the Lane in the interest of easing traffic problems. The results are shown in the table below.



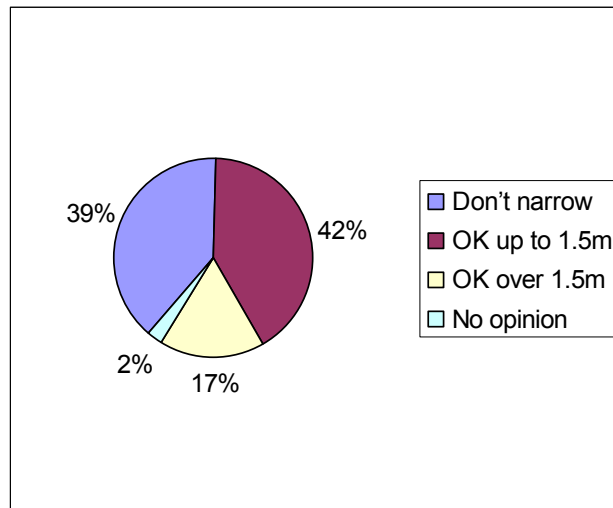
Over a third (35%) of respondents were against the removal of any trees but just over half (51%) felt that it was OK to remove some trees as long as new ones are planted close to the ones removed. A further 13% said they were happy to see fewer trees on the Lane if this would ease traffic problems. In total therefore nearly two thirds (64%) of members did not object to the removal of three to six trees, although it will be important to ensure adequate replacements.

The views of the traders were more polarised than those of the residents. While 38% of traders were opposed to the removal of any trees, 23% were happy to see fewer.

Fourteen respondents mentioned trees in the comments section of the survey and all were concerned about the proposals to remove them, some pointing out that new trees take time to grow and need to be mature. Others expressed environmental concerns and one member felt that loss of trees and green spaces was a general trend in Ealing which should not be continued. There were also worries about the impact on the PCA's main winter event, Light up the Lane. One member suggested that where trees were due to be removed because of inset pavements those trees should be retained on "islands", and another that any trees should be set further back from the road than the existing trees and could alternate with them.

Pavement narrowing

The questionnaire explained the suggestion, in the outline proposals, for parking bays on the North side of the Lane, inset by up to 1.5 metres and the narrowing of the pavement on the South side by a similar amount to accommodate parking spaces displaced from near junctions and to ease traffic congestion. Respondents were given the options of objecting to any narrowing of pavements, accepting narrowing up to 1.5m or accepting narrowing of more than 1.5m if this would solve the parking and traffic problems.



This proved to be the most controversial of the outline proposals, with 39% of members saying that the pavements should NOT be made narrower. Slightly more (42%) thought it was OK to narrow the pavements by up to the proposed width of 1.5m and a further 17% were happy to see the pavements narrowed by more than this amount if this would solve traffic and parking problems. While this means that nearly six out of ten (58%) respondents accept the need to narrow the pavements, there is opposition from a substantial minority.

The views of traders were somewhat different. Only 31% were against narrowing pavements (compared with 40% of residents), whereas 38% of traders said they would be happy to see the pavement reduced by more than 1.5m (compared with only 17% of residents).

Those against this aspect of the proposals were more likely than those in favour to express their views forcibly in the comments section of the questionnaire, with some saying that it would be "madness" or a "disaster" to narrow the pavements. Ten members said that the community feel and character of the Lane would be spoilt/ruined if the pavements were made narrower. Others thought that the move would be detrimental to café culture and would hamper the movement of pushchairs or said that they were only in favour if these were not affected. One member believed that the narrowing of pavements was contrary to the "Streets for People"

concept. Three members were simply against the idea of widening the Lane, believing that this would encourage more traffic and make the Lane a rat run.

Six respondents commented positively about the proposed change, three believing that it was the best solution to the congestion problem. One thought that wide pavements encourage nuisances such as cycling on the pavements or lines of schoolchildren and pram pushers walking abreast.

Two respondents gave specific suggestions for modifying the proposals, one that narrowing should be done on the South side only, and one that the inseting on the South side should be broken to allow crossing points and that this would help to keep speeds down.

Pavement loading bays

The outline proposals suggest the creation of two or three loading bays on the pavement, using special markings and a reinforced surface. This suggestion, which was tested using a five point favourability scale, also proved to be somewhat controversial, with slightly more respondents very much against than very much in favour. Overall, however, exactly half of all residents (50%) were in favour of the idea – 21% very much in favour and 29% slightly in favour. Exactly a third (33%) were against it, including 23% who were very much against. While the balance of opinion is favourable, there is clearly some strongly felt opposition.



The opinion of traders was much more positive than those of residents, with 69% in favour, including 38% very much in favour. A similar proportion of traders as residents, however (23%), was very much against the pavement loading bay concept.

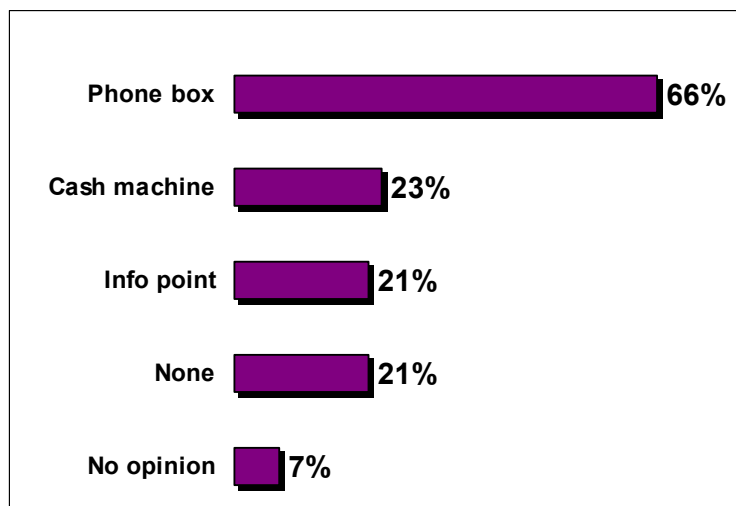
In the comments section, the number of supporting comments was similar to the number of reservations. Even among supporters, there was concern about enforcement and the risk that the bays would get used for parking and not deliveries. One member thought that the bays *should* be used for parking outside business hours. Reservations about the idea included concerns about the safety of pedestrians, particularly children, and the safe passage of invalid scooters etc. One member thought there was no point in having these bays as the shops which weren't near the bays wouldn't use them and the situation would be no better.

Apart from the comments about the specific loading bay proposals, there were other comments and suggestions about the problem of loading and deliveries. Six people urged the making-up of the service road behind the shops on the South side of the Lane so that it could be used for deliveries; four thought loading bays should be away from the Lane on side streets (for instance in Albert Road in the case of the Co-op) and six that restrictions should be tightened and enforced on the existing bays so that they are used for loading and unloading only and not parking. One suggested that TFL should give back the loading bay on the North side which was reduced to make “an unnecessarily long bus stop”.

Eighteen respondents felt that the answer to the congestion caused by deliveries lies either in limiting of deliveries to quieter times of day or by restricting the size of delivery vehicles using the Lane.

Street furniture

The outline proposals include plans to remove some of the street installations such as public telephone boxes, information points and cash machines. When asked which of these specific installations they wanted kept, two thirds (66%) of respondents wanted to retain a public telephone box, nearly a quarter (23%) a cash machine and one in five (21%) the information point. Only one in five (21%) thought that *all* these installations should be removed while 7% expressed no view.



While fewer traders than residents wanted to keep the public telephone box (58%), many more wanted to keep the cash machine (50%). Kenmure Mansions residents, however, were more likely than either of the other groups to want to keep the public telephone box (82%), and more likely than other residents to want to keep the cash machine (36%).

The topic of street furniture, amenities and the general appearance of the Lane was the subject of some additional comments, although it is clearly only of minor interest relative to other aspects of the proposals. Specific suggestions about street furniture included the moving of the public telephone box from its existing position by the Ealing Broadway bound bus stop to “nearer to the Post Office” and the change in the cash machine from free standing to “hole in the wall”. Four people wanted to see a reduction, or at least no increase in street furniture, although two were concerned about litter and urged the provision of more litter bins. One respondent commented that the benches were generally too low and thought they should be replaced by higher seat ones.

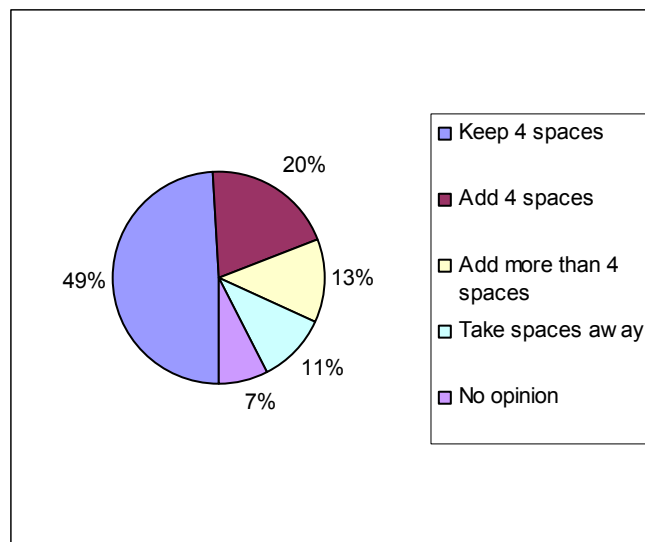
One member asked if the Information Point could possibly be made to work and it may be that the answer to this is negative, given that it has already been removed!

Ten members were keen that the “character/ambience” of the Lane should be retained and five gave specific positive suggestions for a general “face lift” such as restoring the pavements, replacing benches and renewing road markings. One member was keen to bring back a more traditional feel to the shopping section of the Lane, suggesting the removal of outside shutters on the shops, some standardisation of fascias and possibly the introduction of traditional awnings. Two thought that the street lighting could be improved or modernized.

One member was extremely keen to see the introduction of CCTV cameras as a crime and anti social behaviour deterrent. Another thought that at least one public toilet should be provided.

Parking in the shopping area of Pitshanger Lane

The impact of the outline proposals will be either to keep the number of spaces in the shopping section of the Lane the same (44 spaces) or to increase them by four (48 spaces). Respondents were able to choose from these options but were also able to vote for an increase of more than four spaces or an overall reduction.



Just under half (49%) of the respondents were happy to retain the same number of spaces as at present, while 20% thought that four spaces should be added and 13% that more than four additional spaces were needed. A minority of 11% would be happy to see the number of spaces reduced.

The Pitshanger Lane traders were much less content with the status quo. Only 31% thought that the number of spaces should stay the same, while 23% wanted to add 4 and 38% wanted to add more than four. Only one trader out of the 26 who replied was happy to see the number of spaces reduced.

Traders were asked to estimate the proportion of their customers who come to Pitshanger Lane by car, and the results, shown in the table below, explain why car parking is seen by them to be such an important issue.

	Number	%
Very few of them	2	8
A fair number but probably less than half	8	31
More than half of them	12	46
Nearly all of them	3	12
I have no idea	1	4
TOTAL	26	100

Traders were also asked to say how many of their staff came to work by car, and the average among the twenty six traders who replied was two, with a minimum of none and a maximum of nine.

Kenmure Mansions residents were asked how many cars from their household were parked in or near Pitshanger Lane in the daytime and how many in the evening or overnight. Unfortunately the low response from the Kenmure residents means that the survey has not been particularly helpful in determining their parking needs. Of our eleven respondents, five said they had no cars parked during the day, three had one car parked and three had two. The position was similar overnight with just one additional car parked than during the day.

The subject of parking elicited by far the largest number of comments. The most frequently mentioned suggested change was the introduction of some sort of time limited system for non residents' parking on the Lane. Thirty seven people in total proposed such a system, of which twenty three particularly mentioned "stop and shop" (as used in Northfields Avenue) where shoppers are limited to half an hour's free parking. Various other time limits, meters and timed tickets were also suggested. While the introduction of such schemes will deter all day parking by commuters, who take the bus to Ealing Broadway, and other non essential all day parking, clearly this needs to be balanced against the needs of residents and traders who need to park all day and whose other parking options are limited.

Traders were asked to estimate the length of time that their customers would normally park if coming by car and the answers are shown in the table below. It is uncertain from this whether a Stop and Shop scheme would be satisfactory, and this may need to be explored further.

	Number	%
Less than half an hour	7	27
Half an hour - 1 hour	8	31
1 hour to 1½ - hours	2	8
1½ hours - 2 hours	4	15
More than 2 hours	2	8
I have no idea	2	8
Blank	1	4
TOTAL	26	100

There were twenty eight suggestions for specific parking restrictions or changes to existing arrangements: five for more double yellow lines at junctions such as

Pitshanger Lane/Princes Gardens and/or the Meadvale Road junctions; five for no parking between Albert Road and Castlebar Park on the North side and three for no parking near North Ealing School (which may amount to the same thing). Two people thought that there should be no parking at all anywhere along the Lane and two that it should be allowed on the North side only.

Although 33% of respondents wanted to see an increase in spaces, there were relatively few suggestions as to how this could be achieved. One suggestion for the demolition of flats to provide a car park may prove somewhat too radical. The use of space "near the Post Office" and "along Scotch Common" was also suggested.

There was some mention of, but no agreement on, the subject of residents parking zones. Two people thought that residents parking should be provided "if necessary" and another two that it should be provided to residents of Pitshanger Lane.

Other parking suggestions included the provision of disabled bays (seven people asked for this), special provision for motorcycle parking (one mention) and the use of diagonal/slanting bays at an angle to the roadway/pavement (one mention).

Parking in the area of the Methodist Church

Although not dealt with in the outline proposals, another question in the survey sought opinions on whether or not more parking restrictions should be introduced to relieve the traffic congestion in the area of the Methodist Church. Although four in ten (41%) agreed with additional restrictions in the area, three in ten (30%) disagreed, and nearly a quarter (23%) were neutral. This may need more investigation.

Perceived impact of proposals

Impact of proposals on increased traffic

Respondents were asked two questions about the future impact of implementing the outline proposals, and on both of these opinion was divided. When asked the extent to which they agreed with the view that the changes suggested will only encourage more drivers to use the lane and before long the situation will be no better, over four in ten residents (42%) agreed and about a third (34%) disagreed. The remaining quarter were either neutral (20%) or had no opinion (4%).

Traders had much stronger views, with fewer remaining neutral (4%) and were much more inclined to disagree (62%) that the changes would lead to more traffic. The views of traders and residents are compared in the chart below.



Impact of proposals on increased speed

Another question sought to measure the level of agreement with the view that if the scheme is successful in reducing congestion then it is likely also to result in an increase to the *speed* of traffic. Unfortunately there is evidence from various comments that this question was not well understood. Some people were uncertain whether they were being asked about the proposition “reduction in congestion will increase traffic speed” (which was what was intended) or about the raised tables which were to be put in place to reduce speed which was mentioned as a preamble to the question.

Even if we assume that everyone who gave a positive or negative answer had properly understood the question, the results were inconclusive, with just over a third (35%) disagreeing that reducing congestion would lead to an increase in speed and slightly fewer (29%) agreeing. That there was some uncertainty about the meaning of the question is borne out by the high proportion of neutral (19%) and no opinion or Blank responses (10%).

Opinion among the traders was also divided, although 46% disagreed with the proposition and 27% agreed.

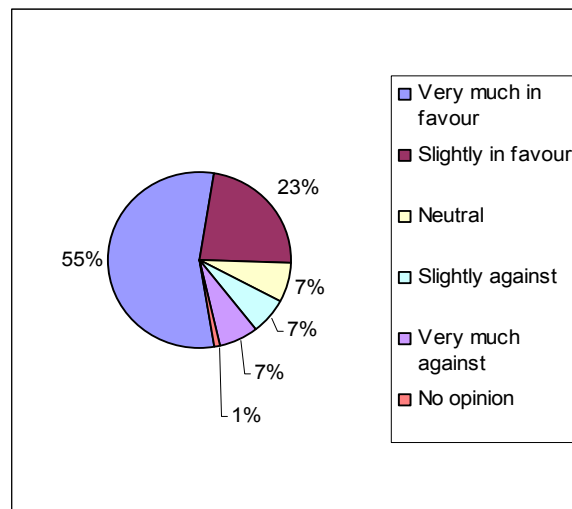
The question encouraged fourteen respondents to raise objections to raised tables and speed bumps. They were considered to be dangerous to cyclists and damaging to cars, as well as a source of congestion by slowing traffic down. On the other hand, six members gave examples of where they believed humps or tables were necessary as traffic calming measures, for example at the end of Castlebar Park, the corner of Brunner Road and Pitshanger Lane, Kent Gardens and Meadvale Road.

Other topics and suggestions

In this section we consider other topics covered by the survey which were not dealt with in the Council's outline proposals, but were raised either at the public meeting or by individual members in discussion or correspondence with the PCA.

20 mph speed limit

The idea of a 20 mph speed limit in the Pitshanger area received the overwhelming support of eight out of ten respondents, with 55% very much in favour and 23% slightly in favour of creating a 20 mph zone in Pitshanger Lane and surrounding streets.

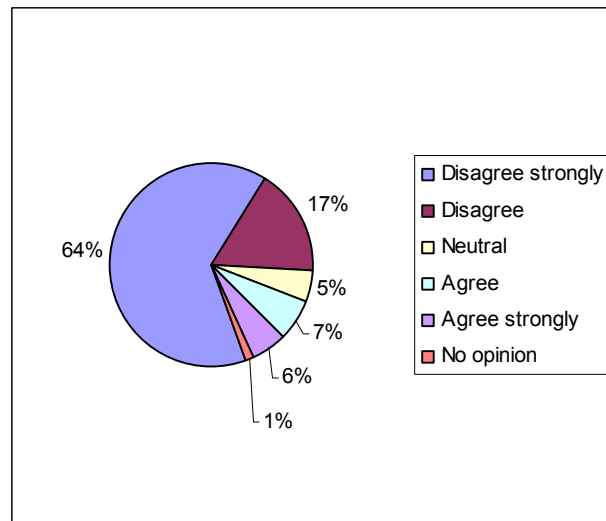


A slightly lower proportion of traders than residents supported this idea, with 31% very much in favour and 38% slightly in favour, but were as likely to be neutral (15%) as against (15%).

Three people thought that this was the most important idea presented in the survey. Three Meadvale Road residents were keen to see a 20 mph limit in Meadvale Road, and a member from the Brentham estate felt that speed restrictions should be extended to the whole Brentham area. On the other hand, two members thought that the restriction should be on Pitshanger Lane only, and not the surrounding streets. A few members were uncertain as to whether and how such a limit would be enforced, and suggested that speed cameras or speed activated signs may be needed. Some felt that speed is not a problem and that keeping congestion is a good way of slowing traffic down, while others did want to see improved traffic flow but were worried about the Lane becoming a rat run.

Bus routes

Another suggestion for relieving congestion – again not part of the outline proposals but raised during the session of questions and answers at the public meeting on 26th March – was the possibility of diverting the E2 and E9 bus routes away from Pitshanger Lane. This met with strong opposition, with over eight out of ten (81%) respondents disagreeing with this idea, including 64% who disagreed strongly.



Opinion was equally strong among traders and Kenmure Mansions residents. Only four out of twenty six traders and one out of eleven Kenmure households agreed with the idea that the buses should be diverted.

Over thirty respondents emphasized their disapproval in the comments section, insisting that the bus service along the lane must be maintained, not just for the benefit of residents but also to maintain the flow of visiting shoppers essential to many traders in the Lane. A further ten respondents felt that diverting the buses would only encourage more people to use their cars, and that public transport should be promoted above car use.

While many fewer commented in favour of diverting the buses, six members saw this as a complete solution to the congestion problem, while four thought the route could be maintained if the existing large buses were to be replaced with smaller ones. Others thought that timetables might be adjusted to avoid four or more buses trying to go through the Lane at the same time. Fifteen members thought that it was not necessary to keep both buses on the Lane and that one of them (perhaps the E9) could be diverted, while two members suggested re-routing the services in one direction only, so that buses would not have to pass on the lane. Although it was only quoted in the question as an example, the suggested diversion route was not popular either with residents on a possible new route (Kent Gardens) or with people at the St Barnabas/Brentham Estate end, who would feel stranded without these services. One member suggested that this could be solved by rerouting via Meadvale Road and another that both the E2 and E9 services could be diverted and replaced by a shuttle bus between Ealing Broadway and Pitshanger Lane, also taking in the Brentham Estate. On the whole, however, it seems likely that any attempt to divert the buses from the Lane will meet with strong opposition.

Crossing points

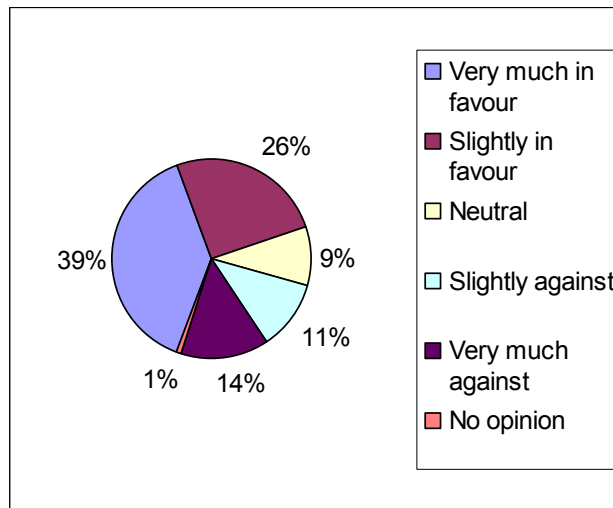
There was overwhelming agreement with the proposition that, “before the plans are finalised, they should take into account the main crossing points used by children walking to and from North Ealing Primary School”. Nearly half (45%) agreed strongly with this and a further 40% agreed. Only 4% disagreed, some of whom thought that the pedestrian crossing outside the school was already adequate. The subject of crossing points was picked up by 11 respondents in the comments section, six of whom thought that an additional pedestrian crossing (possibly raised) should be provided half way along the main shopping section of the Lane. Two people thought that up to three more crossing points were needed between the School and St Barnabas.

The Governing Body of North Ealing Primary School is known to be conducting a new survey of walking routes to school in parallel with the production of this PCA document. The North Ealing Primary School report should provide a valuable insight into where additional safety measures might be needed.

Café culture

There was majority support for the development of café culture in the Lane, in the form of street cafes occupying pitches deeper than the maximum of 1 metre allowed at present. Overall nearly two thirds (64%) were in favour of this, with nearly four in ten (39%) very much in favour. Traders and Kenmure Mansions residents were supportive of the café culture to a similar extent as the residents.

A quarter of respondents (25%) were against the café culture concept, including 14% who were very much against it, although few reasons were given for their opposition.



On the other hand, sixteen people highlighted their support for this in the comments section, expressing the view that this encouraged the village culture/atmosphere and would help to cut crime. Some respondents, while supporting the café culture, felt that there were now enough cafes and restaurants in the Lane and others that fast food outlets and burger bars should be discouraged. Some were concerned that this development should not take precedence over narrowing the pavements and creating loading bays, as these were more important, and that pavement cafes should only be encouraged if the pavements remained wide enough.

It should be noted that Ealing Council's Transport and Environment Scrutiny Panel is currently considering a revision of the existing street trading regulations. This study is still underway, and it could conceivably conclude that street café pitches deeper than 1m might be sanctioned in selected areas of Ealing.

Car clubs

The likelihood of a commercially operated car club persuading Pitshanger households to give up at least one car is low. Only 3% of members said that they were very likely to do this, with a further 3% quite likely. This may, however, be sufficient to make the project viable, particularly when extrapolated over all households in the area. There is evidence that some respondents misunderstood this question, thinking that it did not apply to households who only had one car, when in fact in practice some households do give up their only car in favour of using car clubs.

Other comments

A number of further comments and suggestions were made which were not directly related to the topics in the questionnaire. All of these are detailed in Annex 3, but two of the main themes are highlighted below.

Importance of pedestrians

Fourteen respondents were keen to see more priority given to the needs of pedestrians rather than motorists and didn't think that life should necessarily be made easier for cars. Eleven wanted to see the shopping area of the Lane pedestrianised, although some of these said that exceptions would need to be made for buses, delivery vehicles and emergency vehicles.

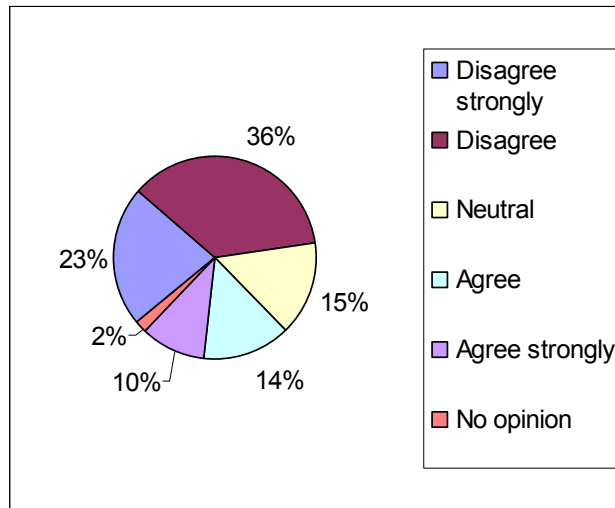
One way system

Twenty one respondents suggested the introduction of some kind of one way system, fifteen of these specifically that either all the roads leading onto the Lane should be made one way, or that the roads on the North side should be alternately one way up and down. Five thought that Pitshanger Lane itself should be made one way.

And finally

Leave the Lane alone?

Nearly a quarter (24%) of respondents agreed with the somewhat provocative statement that “Pitshanger Lane should be left alone” including 10% who agreed strongly. A majority of 59%, however, disagreed, including 23% who disagreed strongly.



A similar proportion of traders (57%) disagreed with the statement although traders were less likely to be neutral, with 34% agreeing. Only one Kenmure resident thought the Lane should be left alone, although five out of the 11 respondents in this group were neutral.

5 Streets for People Design Workshop

As will be clear by now, the PCA Questionnaire was not a vote between the two options presented by MVA Consultancy in their outline proposals. In fact it dealt mostly with general issues (e.g. reduction of pavement width) rather than design details, the idea being that local response to the issues covered by the questionnaire could be used to guide the further development of the outline proposals.

Having said that, we felt that there was a good deal of interest in the MVA Consultancy proposals, and only limited access to them (via the PCA web site).

Therefore, to satisfy an anticipated demand for a proper look at the MVA Consultancy proposals, and to provide a conduit for design ideas that might emerge from local residents and traders, the PCA decided to hold a design workshop. The workshop took place on Saturday 9th July in the main hall of North Ealing Primary School. To provide a focus of attention at the design workshop, we had A1 size copies made of the two MVA Consultancy outline options, together with a large scale plan of Pitshanger Lane showing the location of important features such as trees, shops with street trading licences and street furniture.

Although an exact count wasn't kept, we estimate that 50 to 60 people visited the design workshop. There was a good deal of interest in the large scale plans. Conversations with visitors revealed that at least some of them were using the workshop as a way of understanding more about the outline proposals before submitting their questionnaire. Others chose to leave comments on response forms. A total of nine response forms and an e-mail were submitted, with the following comments:

1. Resident Queens Walk

Believes in general plans are good but stresses to minimise tree loss, stagger bus stops and have better enforcement of parking restrictions.

2. Resident Castlebar Mews

Believes most of issues would be eradicated if better enforcement of parking restrictions.

3. Resident Park Gate

Supports either scheme although states a preference for Option 2. Keen to minimise tree loss. Suggests restricted parking controls at certain hours of day i.e. 9-10 and 3-4 particularly at east end of PHL. Further suggests northbound roads to be made one way.

4. Resident Barnfield Road

Is keen for 20mph limit and raised tables/informal crossings. Stresses not to lose pavement width i.e. encroach on people for cars. Should allow existing cafes to increase their space but should not allow any more – believes shops keep the vibrancy of the Lane. Agrees with staggered bus stop idea. Suggests stop and shop parking and further suggests traders should use the rear of their premises for their cars.

Would welcome clean up of street furniture with some consistency on style. Keen not to lose trees and makes mention of Xmas lights.

Very anti paved front gardens and dropped kerbs/crossovers for off street parking and keen that Council should control this further and refuse on the grounds of the environmental impact plus makes the parking in side roads worse for others.

5. Resident Meadvale Road

Keen to retain trees. Believes the priority should be given to pedestrians not cars. Suggests controlled times of loading for shops avoiding peak times.

6. Resident address not given

Suggests the idea of using North Ealing Primary School for parking on Saturday mornings, charging a fee payable to school and/or stop and shop. Likes idea of staggered bus stops. Suggests one way streets on side roads.

Is against any loss of trees.

Very against the Council continuing to allow dropped kerbs/crossovers on side streets.

Makes a general point that Pitshanger Lane ambience is down to trees, wide pavements and plentiful buses.

7. Resident address not given

Thinks use of loading bays a good idea although suggests better use of rear access with one way measures for loading should be considered.

Believes better enforcement would help.

8. Resident Winscombe Crescent

He is a long time resident (40 years) and feels strongly about not reducing pavement width – believes it will alter the convivial feel of the place and will not resolve the issues. Points out that the wide pavements are probably unique in West London and should be preserved.

Suggests that all should face reality and make Pitshanger Lane traffic free except taxis and buses and no parking other than disabled. He believes displaced drivers will still find somewhere to park and will encourage more people to walk which is says is what Pitshanger Lane is all about - walking and meeting other locals, neighbours etc.

9. Resident Kent Avenue

Feels that before any of the physical changes described in the proposals are implemented, consideration should be given to having a permanent traffic warden to enforce the existing regulations. (Not to issue tickets to all and sundry but to move people along) Warden could also help to relieve small pockets of congestion by advising drivers what to do. Also suggests speed activated lights which flash “slow down” – working well in Greenford Avenue.

10. Resident Woodfield Avenue

Very keen on widening the Lane as much as possible and not encouraging “Café culture” Current allowed width for tables outside is often ignored and should be enforced. Also wants to see extension of parking restrictions to the area of the Methodist Church.

6 Recommendations

Based on the results of the questionnaire and design workshop, the PCA Committee feels that if Ealing Council's outline Streets for People proposals for Pitshanger Lane were offered for formal consultation in their present form, the result would be either rejection or at best grudging approval with a large minority in opposition. However, there may be scope for developing the outline plans into a form that would achieve wider acceptance. With this in mind, the PCA has a total of ten recommendations for the further development of the outline plans. The recommendations are listed below.

Recommendation 1 – Proceed to Formal Consultation

The PCA consultation has revealed a majority against leaving Pitshanger Lane alone. The PCA therefore recommends that the Streets for People scheme should proceed to formal local consultation, but that the outline proposals should first be developed in the light of the other recommendations detailed below and the general weight of opinion represented by the questionnaire answers and comments elicited by the PCA consultation.

Recommendation 2 – Trees and Pavements

The PCA consultation has confirmed that the loss of trees and the loss of pavement area are important sensitivities. While there was overall acceptance of the possible loss of some trees and a certain amount of pavement area, the numbers, particularly regarding pavement narrowing, do not look comfortable. The level of opposition leads us to recommend that the proposals offered for formal consultation should include at least one option that eliminates, or at least reduces to an absolute minimum, the loss of both trees and pavement area.

Recommendation 3 – 20mph Zone

One of the most notable results of the PCA consultation is the high level of support for the establishment of a 20mph zone. The PCA therefore recommends that a 20mph zone should be built into the Streets for People proposals. If it turns out that the establishment of a 20mph could not be accommodated within the scope of the Streets for People scheme, then at least the outline proposals should be developed in such a way that a 20mph zone could be added later with minimum disruption.

Recommendation 4 – Clarity and Credibility

It is tempting to think that a wide spread of opinion in response to a questionnaire conveys no meaning. However, the spread of responses to questions in the PCA consultation relating to traffic speed, traffic volume and loading bays suggests that the outline proposals are not sufficiently clear or credible in these areas. Therefore, the PCA recommends that, when proposals are offered for formal consultation, they must be presented clearly in such a way that (a) most people would believe that the risk of increased traffic speeds is low, (b) most people would believe that the risk of increased traffic volume is low, (c) most people would believe that on-pavement loading bays will be safe and will work as intended, and (d) it is apparent that an appropriate level of thought has gone into the location of loading bays.

Recommendation 5 – Parking

The PCA recommends that the outline Streets for People proposals be developed in the light of the majority view that the parking capacity of the shopping section of Pitshanger Lane should be left unchanged or increased slightly. However, we also

recommend that (a) the parking needs of both traders and residents in Pitshanger Lane be taken into account and (b) that the number and range of comments related to parking be acknowledged in the form of some innovative and creative parking options.

Recommendation 6 – Pavement Layout

The PCA recommends that the detailed planning of pavement layout for Pitshanger Lane should take account of (a) the sizable majority in favour of the development of café culture, and (b) the lack of enthusiasm for street installations with the exception of a public telephone.

Recommendation 7 – Crossing Points

The PCA recommends that the outline proposals should be developed to take account of the main crossing points used by children walking to and from North Ealing Primary School, and that additional safety measures should be incorporated into the proposals where appropriate. We further recommend that the separate report on routes to school being produced by the Governing Body of North Ealing School should be used as the definitive source of information on children's crossing points.

Recommendation 8 – Bus Routes

There was no suggestion in the outline proposals that the E2 and E9 bus routes should be diverted away from Pitshanger Lane. However, this did come up at the public meeting in March 2007, so the question was included in the consultation. The response was resoundingly against the notion that the E2 and E9 routes should be diverted, so the PCA has no hesitation in recommending that Pitshanger Lane should remain a bus route for E2's and E9's.

Recommendation 9 – One way streets

The possibility of introducing a one way street system to ease traffic flow in the streets off Pitshanger Lane was not addressed either in the outline proposals or in the PCA survey. There were, however, a substantial number of spontaneous mentions of such a system in the comments section of the PCA questionnaire. The PCA therefore recommends that the Council should consider including this in the formal consultation, taking into account the fact that such a system would be advantageous to some streets at the expense of others.

Recommendation 10 – Targets and Measurability

Although not covered by the consultation, the PCA Committee has added this extra recommendation, which falls into two parts, as follows: (a) the proposals offered for formal consultation should include clear quantitative targets in relation to average traffic speed, traffic volume and the reduction of congestion, and (b) performance against the stated targets should be assessed by means of before and after measurements.

Annex 1 – Questionnaire and covering letter

The covering letter and questionnaire form as sent to PCA members is shown on the next four pages. Variations to the questionnaire for Pitshanger Traders and Kenmure Mansions households are shown on the two pages following that.



www.pitshanger.org.uk

PCA "Streets for People" Questionnaire

Dear PCA Member,

I am pleased to invite you to take part in a short survey on aspects of Ealing Council's outline proposals for improvements to Pitshanger Lane. We intend to use the results of the survey to influence the Council's further development of their plans. Please help us by completing the enclosed questionnaire and returning it in the envelope provided.

The Council's proposals have been developed as part of Transport for London's "Streets for People" scheme, which aims "*...to improve the image, accessibility, pedestrian ease of movement and safety, and deliveries within a specified area and its hinterland...*".

The proposals are based on a number of linked measures including:

- raised tables at junctions (to displace corner parking, control traffic speed and create informal crossing points),
- new partly-inset bays (to accommodate parking displaced from corners),
- partial inseting of the existing parking spaces on the South side
- new dedicated loading bays based on specially strengthened and marked areas of pavement.
- improvements to the pavement surface and "street scene".

For those of you with access to the Internet, there are further details of the outline proposals on the PCA web site www.pitshanger.org.uk.

The outline proposals were presented by Ealing Council and their consultants at a public meeting organised by the PCA on 26th March 2007. At this lively and sometimes heated meeting, a number of sensitive areas did become apparent and it is these that we are now seeking to probe in more detail via the enclosed questionnaire. I look forward to receiving your response. We will, of course, be sharing the overall results of the survey with all PCA members.

Yours sincerely

A handwritten signature in black ink that reads "Tim Sumpter". The signature is written in a cursive, slightly slanted style.

Tim Sumpter
PCA Chairman

PS: For security reasons, the questionnaire bears a serial number. There is no link between the serial number and you as an individual. All replies will be treated in confidence and the reporting of results will not identify individuals.

www.pitshanger.org.uk

Tim Sumpter (Chairman)

Debbie Edwards (Secretary)
12 Sovereign Close, Ealing, London W5 1DE
debbie.edwards@pitshanger.org.uk

Mike Blake (Treasurer)

PCA "Streets for People" Questionnaire

- Q1) The outline "Streets for People" proposals involve the loss of between three and six trees in Pitshanger Lane. Please indicate which of the following comes closest to your own opinion about the loss of trees on the Lane. (tick one)

None of the existing trees should be removed	<input type="checkbox"/>
It is OK to remove some trees if new ones are planted close to the ones removed	<input type="checkbox"/>
I am happy to see fewer trees on the Lane if it eases the traffic problems	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

- Q2) The outline proposals include new parking bays on the North side of Pitshanger Lane, inset by up to 1.5m (4ft 11in), and the narrowing of parts the pavement on the South side of Pitshanger Lane by up to 1.5m. These measures are designed to accommodate parking spaces displaced from near junctions, and to ease traffic congestion. What do you think about this? (tick one)

The pavements should NOT be made narrower	<input type="checkbox"/>
It is OK to make the pavement narrower by up to 1.5m	<input type="checkbox"/>
Pavement width can be reduced by more than 1.5m if it solves the traffic and parking problems	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

- Q3) The proposals include raised tables at key points along the Lane to control traffic speed. However, some people think that the overall impact of the proposals to reduce traffic congestion will be an INCREASE in traffic speed. How much do you agree or disagree with this view? (tick one)

Disagree strongly	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Agree strongly	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

- Q4) The outline proposals suggest removing some of the street installations such as public telephone boxes, information points and cash machines. Which of these do you think should be KEPT outside on the pavements of Pitshanger Lane (rather than inside shops etc.)? (please tick the ones you want to keep)

Public telephone box	<input type="checkbox"/>
Information point	<input type="checkbox"/>
Cash machine	<input type="checkbox"/>
None of these – I think we should get rid of them all	<input type="checkbox"/>
No view	<input type="checkbox"/>

- Q5) The outline proposals suggest the creation of two or three loading bays on the pavement, using special markings and a reinforced surface. How much are you in favour or against this idea? (tick one)

Very much in favour	<input type="checkbox"/>
Slightly in favour	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Slightly against	<input type="checkbox"/>
Very much against	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

- Q6) Some people think that the measures to ease the traffic congestion in Pitshanger Lane will only encourage more drivers to use the Lane and before long the traffic situation will be no better. How much do you agree or disagree with this view? (tick one)

Disagree strongly	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Agree strongly	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

PCA "Streets for People" Questionnaire

Q7) Although this is not in the outline proposals, some people think that a 20mph zone should be created in Pitshanger Lane and the surrounding streets. To what extent do you personally favour the idea of a 20mph zone? (tick one)

Very much in favour	<input type="checkbox"/>
Slightly in favour	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Slightly against	<input type="checkbox"/>
Very much against	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Q8) The current car parking capacity of the shopping section of Pitshanger Lane is estimated as 44 spaces. The outline proposals will either keep the same number of spaces or will add another 4 spaces. How do you think the number of spaces should be adjusted, if at all? (tick one)

No change - keep 44 spaces	<input type="checkbox"/>
Add four spaces	<input type="checkbox"/>
Add more than four spaces	<input type="checkbox"/>
Take spaces away	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Q9) How much do you agree or disagree that the E2 and E9 bus routes should be diverted away from Pitshanger Lane, for instance via Kent Gardens, Castlebar Hill/Road and Montpelier Avenue? (tick one)

Disagree strongly	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Agree strongly	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Q10) How much do you agree or disagree with the following statement: "Before the plans are finalised, they should take into account the main crossing points used by children walking to and from North Ealing Primary School"? (tick one)

Disagree strongly	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Agree strongly	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Q11) How much do you agree or disagree with the following statement: "Pitshanger Lane should be left alone"? (tick one)

Disagree strongly	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Agree strongly	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Q12) To what extent are you in favour or against the development of café culture in Pitshanger Lane, in the form of street cafes occupying pitches deeper than the maximum of 1m allowed at present? (tick one)

Very much in favour	<input type="checkbox"/>
Slightly in favour	<input type="checkbox"/>
Neutral	<input type="checkbox"/>
Slightly against	<input type="checkbox"/>
Very much against	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

Trader Questionnaire

The questionnaire form sent to the Pitshanger traders was identical to that sent to PCA members as far as Question 13. Question 14 (car clubs) and Question 15 (street of residence) were not posed to the traders. Instead, four trader-specific questions were asked as Q14 to Q17 inclusive, as follows:

Q14) Roughly how many of your customers would you say come to Pitshanger Lane by car? (tick one)

Very few of them	<input type="checkbox"/>
A fair number but probably less than half	<input type="checkbox"/>
More than half of them	<input type="checkbox"/>
Nearly all of them	<input type="checkbox"/>
I have no idea	<input type="checkbox"/>

Q15) For how long would you say that customers who arrive by car generally leave their car parked? (tick one)

Less than half an hour	<input type="checkbox"/>
Half an hour - 1 hour	<input type="checkbox"/>
1 hour to 1½ - hours	<input type="checkbox"/>
1½ hours - 2 hours	<input type="checkbox"/>
More than 2 hours	<input type="checkbox"/>
I have no idea	<input type="checkbox"/>

Q16) In an average day, what is the total number of cars driven to work in Pitshanger Lane by staff working at your shop?

(enter the number of cars)

Q17) How many vans or delivery vehicles do you need to park near you shop?

(enter the number of vans or delivery vehicles)

At Q18, traders were given the opportunity to leave comments and their contact details, corresponding to Q16 on the PCA members' questionnaire.

There were minor editorial changes to the covering letter sent to traders, as compared to the letter sent to PCA members.

Kenmure Mansions Questionnaire

The questionnaire form sent to the Kenmure Mansions households was identical to that sent to PCA members as far as Question 14. Question 15 (street of residence) were not posed to the Kenmure Mansions residents. Instead, two Kenmure Mansions-specific questions were asked as Q15 and Q16, as follows:

Q15) The members of my household currently park the following number of cars in or near Pitshanger Lane *in the day time*: (tick one)

No cars	<input type="checkbox"/>
One car	<input type="checkbox"/>
Two cars	<input type="checkbox"/>
Three cars or more	<input type="checkbox"/>

Q16) The members of my household currently park the following number of cars in or near Pitshanger Lane *in the evening/overnight*: (tick one)

No cars	<input type="checkbox"/>
One car	<input type="checkbox"/>
Two cars	<input type="checkbox"/>
Three cars or more	<input type="checkbox"/>

At Q17, Kenmure Mansions residents were given the opportunity to leave comments and their contact details, corresponding to Q16 on the PCA members' questionnaire.

There were minor editorial changes to the covering letter sent to the Kenmure Mansions households, as compared to the letter sent to PCA members.

Annex 2 – Survey Results

The full results of the survey are shown in the following tables

Q1	The outline "Streets for People" proposals involve the loss of between three and six trees in Pitshanger Lane. Please indicate which of the following comes closest to your own opinion about the loss of trees on the Lane. (tick one)	Members	Traders	Kenmure	Total	%
	None of the existing trees should be removed	161	10	4	175	35
	It is OK to remove some trees if new ones are planted close to the ones removed	237	10	5	252	51
	I am happy to see fewer trees on the Lane if it eases the traffic problems	56	6	2	64	13
	No opinion	4	0	0	4	1
	Blank	1	0	0	1	0
	TOTAL	459	26	11	496	100

Q2)	The outline proposals include new parking bays on the North side of Pitshanger Lane, inset by up to 1.5m (4ft 11in), and the narrowing of parts the pavement on the South side of Pitshanger Lane by up to 1.5m. These measures are designed to accommodate parking spaces displaced from near junctions, and to ease traffic congestion. What do you think about this? (tick one)	Members	Traders	Kenmure	Total	%
	The pavements should NOT be made narrower	183	8	4	195	39
	It is OK to make the pavement narrower by up to 1.5m	191	8	6	205	41
	Pavement width can be reduced by more than 1.5m if it solves the traffic and parking problems	73	10	1	84	17
	No opinion	6	0	0	6	1
	Blank	6	0	0	6	1
	TOTAL	459	26	11	496	100

Q3	The proposals include raised tables at key points along the Lane to control traffic speed. However, some people think that the overall impact of the proposals to reduce traffic congestion will be an INCREASE in traffic speed. How much do you agree or disagree with this view? (tick one)	Members	Traders	Kenmure	Total	%
	Disagree strongly	46	7	0	53	11
	Disagree	110	5	2	117	24
	Neutral	122	5	4	131	26
	Agree	89	5	2	96	19
	Agree strongly	48	2	1	51	10
	No opinion	31	0	2	33	7
	Blank	13	2	0	15	3
	TOTAL	459	26	11	496	100

Q4

The outline proposals suggest removing some of the street installations such as public telephone boxes, information points and cash machines. Which of these do you think should be KEPT outside on the pavements of Pitshanger Lane (rather than inside shops etc.)? (please tick the ones you want to keep)	Members	Traders	Kenmure	Total	%
Public telephone box	303	15	9	327	66
Information point	96	6	4	106	21
Cash machine	97	13	4	114	23
None of these – I think we should get rid of them all	99	4	1	104	21
No view	27	1	0	28	6
Blank	5	0	0	5	1
TOTAL (answers do not add to total as more than one answer possible)	459	26	11	496	100

Q5

The outline proposals suggest the creation of two or three loading bays on the pavement, using special markings and a reinforced surface. How much are you in favour or against this idea? (tick one)	Members	Traders	Kenmure	Total	%
Very much in favour	96	10	1	107	22
Slightly in favour	134	8	4	146	29
Neutral	66	1	2	69	14
Slightly against	50	0	1	51	10
Very much against	102	6	3	111	22
No opinion	8	0	0	8	2
Blank	3	1	0	4	1
TOTAL	459	26	11	496	100

Q6

Some people think that the measures to ease the traffic congestion in Pitshanger Lane will only encourage more drivers to use the Lane and before long the traffic situation will be no better. How much do you agree or disagree with this view? (tick one)	Members	Traders	Kenmure	Total	%
Disagree strongly	32	7	0	39	8
Disagree	125	9	2	136	27
Neutral	92	1	4	97	20
Agree	107	6	2	115	23
Agree strongly	85	3	2	90	18
No opinion	15	0	1	16	3
Blank	3	0	0	3	1
TOTAL	459	26	11	496	100

Q7	Although this is not in the outline proposals, some people think that a 20mph zone should be created in Pitshanger Lane and the surrounding streets. To what extent do you personally favour the idea of a 20mph zone? (tick one)	Members	Traders	Kenmure	Total	%
	Very much in favour	264	8	4	276	56
	Slightly in favour	99	10	5	114	23
	Neutral	29	4	1	34	7
	Slightly against	30	2	1	33	7
	Very much against	32	2	0	34	7
	No opinion	2	0	0	2	0
	Blank	3	0	0	3	1
	TOTAL	459	26	11	496	100

Q8	The current car parking capacity of the shopping section of Pitshanger Lane is estimated as 44 spaces. The outline proposals will either keep the same number of spaces or will add another 4 spaces. How do you think the number of spaces should be adjusted, if at all? (tick one)	Members	Traders	Kenmure	Total	%
	No change - keep 44 spaces	232	8	4	244	49
	Add four spaces	90	6	3	99	20
	Add more than four spaces	48	10	4	62	13
	Take spaces away	53	1	0	54	11
	No opinion	29	1	0	30	6
	Blank	7	0	0	7	1
	TOTAL	459	26	11	496	100

Q9	How much do you agree or disagree that the E2 and E9 bus routes should be diverted away from Pitshanger Lane, for instance via Kent Gardens, Castlebar Hill/Road and Montpelier Avenue? (tick one)	Members	Traders	Kenmure	Total	%
	Disagree strongly	298	14	7	319	64
	Disagree	74	7	3	84	17
	Neutral	25	1	0	26	5
	Agree	32	1	0	33	7
	Agree strongly	24	3	1	28	6
	No opinion	4	0	0	4	1
	Blank	2	0	0	2	0
	TOTAL	459	26	11	496	100

Q10	How much do you agree or disagree with the following statement: "Before the plans are finalised, they should take into account the main crossing points used by children walking to and from North Ealing Primary School"? (tick one)	Members	Traders	Kenmure	Total	%
	Disagree strongly	9	2	0	11	2
	Disagree	8	0	0	8	2
	Neutral	42	4	2	48	10
	Agree	177	12	7	196	40
	Agree strongly	214	8	1	223	45
	No opinion	6	0	1	7	1
	Blank	3	0	0	3	1
	TOTAL	459	26	11	496	100

Q11	How much do you agree or disagree with the following statement: "Pitshanger Lane should be left alone"? (tick one)	Members	Traders	Kenmure	Total	%
	Disagree strongly	106	5	1	112	23
	Disagree	166	10	4	180	36
	Neutral	68	2	5	75	15
	Agree	64	5	0	69	14
	Agree strongly	46	4	1	51	10
	No opinion	4	0	0	4	1
	Blank	5	0	0	5	1
	TOTAL	459	26	11	496	100

Q12	To what extent are you in favour or against the development of café culture in Pitshanger Lane, in the form of street cafes occupying pitches deeper than the maximum of 1m allowed at present? (tick one)	Members	Traders	Kenmure	Total	%
	Very much in favour	179	10	4	193	39
	Slightly in favour	117	8	2	127	26
	Neutral	42	4	1	47	9
	Slightly against	51	1	3	55	11
	Very much against	66	3	1	70	14
	No opinion	2	0	0	2	0
	Blank	2	0	0	2	0
	TOTAL	459	26	11	496	100

Q13

	Members	Traders	Kenmure	Total	%
How much do you agree or disagree with the view that there should additional parking restrictions to relieve the traffic congestion in the area of the Methodist Church? (tick one)					
Disagree strongly	66	5	1	72	15
Disagree	72	8	0	80	16
Neutral	106	5	6	117	24
Agree	129	5	1	135	27
Agree strongly	61	3	2	66	13
No opinion	25	0	1	26	5
Blank	0	0	0	0	0
TOTAL	459	26	11	496	100

Q14

	Members	Traders	Kenmure	Total	%
If a few commercially operated "club cars" were available locally for shared use, how likely would you be to get rid of one of the cars currently used by members of your household? (tick one)					
Very likely	13		0	13	3
Quite likely	12		1	13	3
Not very likely	77		1	78	17
Not at all likely	249		5	254	54
Don't know enough about how it would work	49		0	49	10
My household is already car-free	47		4	51	11
Blank	12		0	12	3
TOTAL (This question was not asked of traders)	459		11	470	100

TRADERS' QUESTIONS

Q14	Roughly how many of your customers would you say come to Pitshanger Lane by car? (tick one)	Number	%
	Very few of them	2	8
	A fair number but probably less than half	8	31
	More than half of them	12	46
	Nearly all of them	3	12
	I have no idea	1	4
	Blank	0	0
	TOTAL	26	100

Q15	For how long would you say that customers who arrive by car generally leave their car parked? (tick one)	Number	%
	Less than half an hour	7	27
	Half an hour - 1 hour	8	31
	1 hour to 1½ - hours	2	8
	1½ hours - 2 hours	4	15
	More than 2 hours	2	8
	I have no idea	2	8
	Blank	1	4
	TOTAL	26	100

Q16	In an average day, what is the total number of cars driven to work in Pitshanger Lane by staff working at your shop? (enter the number of cars)		
		MINIMUM	0
		MAXIMUM	9
		MEAN	2.1
		MEDIAN	1
		RESPONSES	26

Q17	How many vans or delivery vehicles do you need to park near your shop? (enter the number of vans or delivery vehicles)		
		MINIMUM	0
		MAXIMUM	6
		MEAN	1.1
		MEDIAN	1
		RESPONSES	26

KENMURE MANSIONS QUESTIONS

Q15	The members of my household currently park the following number of cars in or near Pitshanger Lane in the day time: (tick one)	
	No cars	5
	One car	3
	Two cars	3
	Three cars or more	0
	Blank	0
		11

Q16	The members of my household currently park the following number of cars in or near Pitshanger Lane in the evening/overnight: (tick one)	
	No cars	4
	One car	4
	Two cars	3
	Three cars or more	0
	Blank	0
		11

Annex 3 – Analysis of Questionnaire Comments

A final question in the survey invited respondents to write in any further comments. These have been allocated to topics and categories within topics and reference has been made to many of these in the Main Findings section of the report. A full analysis of all comments is given in the table below. The second column shows the number of respondents contributing to each category.

PARKING	
Any mention of limiting parking time	37
Need drop and shop/stop and shop (up to 30 mins)	23
Need to limit time to 30 mins – 1 hour	6
Park with timed tickets/meters (pay to stay over 20 minutes)	3
Need to limit time to 4 hours	2
Need to limit time (time not specified)	2
Replace North side yellow lines with timed spaces (15-20 mins)	1
Any mention of parking wardens/enforcement	23
Needs better monitoring (enforce existing before doing anything else)	19
Need a permanent parking warden (could also help with congestion)	2
Traffic wardens spoil atmosphere	1
Any mention of increasing parking spaces	14
Must provide more parking for shoppers/benefit traders	5
Should be no/fewer parking restrictions on Pitshanger Lane	3
Shoppers need to park on Lane and not in side roads	1
Demolish Woodbury Court and make a car park	1
No permit parking in roads off – will deter shoppers	1
Provide more parking on Scotch Common	1
Extra parking could be made available outside Balfours	1
Consider use of North Ealing School at weekends	1
Suggestions for restricting parking spaces	28
Need more double yellow lines at corners (e.g. Princes Gardens, Meadvale junctions)	5
No parking between Albert Road and Castlebar Park on North Side	5
Get shop staff to park elsewhere	3
No parking near North Ealing School	3
Restrict Lane parking to residents and shoppers (no commuters)	3

Need single yellow lines between Lindfield Road and Holyoake Walk/Restrict parking on North side of this stretch	2
Put double yellow lines all along Pitshanger Lane/no parking on Lane	2
Parking for non residents should be restricted or banned	2
Allow parking on North side but rigidly control or ban on South side	2
Should be more parking restrictions on Pitshanger Lane	1
Any mention of residents' parking	9
Provide residents' parking if necessary	2
Provide residents' parking for Pitshanger Lane residents	2
Control residents' parking on Lane	1
Parking in shopping area should be restricted to residents outside shopping hours	1
Residents parking zone will be very detrimental to traders	1
Any changes must consider needs of Lane residents	1
Provide residents' parking lower down Curzon/Barnfield etc.	1
Other mentions of parking	12
Need disabled parking bay(s)	7
Don't export parking problems to surrounding streets/private property	2
Parking problems mainly caused by inconsiderate drivers of private cars	2
Use diagonal/slanting parking bays at an angle to roadway/pavement	1
Ensure existing "lay-bys" are kept clear	1
Need motorbike parking bay	1
Parking problems are driving potential shoppers away from area	1

BUSES	
Positive mentions of buses	43
Must maintain (both) bus services (for incoming shoppers and locals going out). Stop on Lane safe and convenient. Area needs public transport	33
Diverting buses will mean more car use/promote public transport over cars	10
Negative mentions of buses	18
Getting rid of buses best solution to relieve congestion/buses are biggest problem	6
Buses are too large – replace with smaller/quieter ones	4
We need the buses but must take action to help them negotiate the Lane/drivers are not very good at it	2
Bus timetables should be adjusted to avoid 4 or more in Lane at same time	2
Speed of buses should be controlled	2
Don't allow any buses, lorries, vans or 4 x 4s on Lane	1
Don't allow night buses on Lane	1
Comments on re-routing	24
Suggest re-route one of the services (either E9 or E2)	15
Buses not wanted by residents on Kent Gardens	3
Suggest re-route in one direction only	2
Re-route E2 and E9 and replace with shuttle bus between Ealing Broadway and Pitshanger Lane/Brentham Estate	1
Reroute via Meadvale Road to keep service for those at Eastern end of area	1
Route suggested in questionnaire will leave people at Eastern end stranded	1
Re-align bus stops so they are not opposite each other – this would create another passing place	1

DELIVERIES/LOADING BAYS	
Mentions of limiting deliveries	18
Limit deliveries to quieter periods	8
Restrict size of delivery vehicles/vehicles are too big	8
Limit number of deliveries per day	1
Don't allow deliveries outside business hours	1
Support for loading bays on pavement	10
Must be enforced – delivery vehicles must use them and others not	6
Good idea as long as not used for parking	3
Should be used for extra parking outside loading times	1
Reservations about loading bays on pavement	9
Concerns about passage for buggies/invalid scooters etc.	3
Concerns about safety for pedestrians/children	3
Need loading bays but not on pavement	2
Wouldn't help as shops not near bays wouldn't use them	1
Other comments on loading/deliveries	23
Make up the service road on South side and use for deliveries	6
Use and police existing bays (signed for loading and unloading only)	6
Loading bays should be away from Lane, on side streets/Co-op to use Albert Road	4
Need a solution to delivery chaos/Deliveries main source of congestion	2
Why do we need 2 Co-ops? Main source of congestion	1
Co-op should be allowed to leave trolleys outside	1
Problem with disturbance to residents of Holyoake Walk – trucks reversing out at unsocial hours	1
Need lorry only parking area at Albert Road junction and more turning room	1
Give back the loading bay stolen by TFL to make an unnecessarily long bus stop	1

SPEED	
General comments on speed	11
Need to improve flow without increasing speed/don't want Lane to become a rat run	4
Speed needs to be reduced/traffic calming measures etc	2
Use speed activated lights to slow people down	2
Speeding is not a problem (congestion good for slowing traffic down)	2
Need signs at both ends of Lane – drive slowly and give way to buses	1
Comments on 20 mph zone	13
20 mph zone is the most important idea	3
20 mph limit needed on Meadvale Road especially	3
Camera will be needed to enforce 20 mph limit	3
20 mph limit should be on Lane only, not surrounding streets	2
People will not observe it/how will it be enforced?	2
Specific needs for speed bumps/tables	6
Need raised table at end of Castlebar Park	2
Need speed humps in Kent Gardens	1
Need raised table at junction of Barnfield/Meadvale for pedestrian safety	1
Need speed humps on Meadvale Road	1
Need humps or table at corner of Brunner Road and Pitshanger Lane	1
Objections to raised tables/humps	14
Don't want raised tables. (Damage cars. Dangerous for cyclists. Slow traffic down and cause congestion)	9
Don't want raised tables or humps of any kind	2
Don't want speed humps	2
Pedestrian crossing better than raised tables	1
Other mentions of speed	3
Don't make Kent Gardens a rat run/traffic there needs to be slowed	2
Speed restrictions for the whole of the Brentham area would be a positive development	1

PAVEMENTS	
Against narrowing pavements	18
Must retain wide pavements for community feel. Disaster/madness to narrow them. Will ruin character of Lane	10
Widening the Lane will make matters worse/rat run	3
Keep width for sake of café culture, prams, pushchairs etc.	3
Narrow pavements are contrary to Streets for People concept	1
1.5m on both sides is too much	1
For narrowing pavements	6
Reducing the pavement width will solve the congestion problem	3
Ultra wide pavements are totally unnecessary	1
Wide pavements encourage cyclists, lines of schoolchildren, lines of prams etc.	1
If done to provide more parking this will benefit the area	1
Specific suggestions for pavements	2
Insetting on South side should be broken to allow crossing points – need to ensure extra width does not increase traffic speed	1
Narrow on North side only	1
Other comments on pavements	1
OK to widen as long as remain safe for children and café culture still possible	1

APPEARANCE/STREET FURNITURE/AMENITIES	
Don't change character of the Lane	10
Give the lane a face lift (Restore pavements . Replace benches. Renew road markings. Remove outside shutters, or use murals. Shop facias to be of similar proportions. Consider traditional awnings	5
No increase in street furniture/reduce street furniture	4
Improve/modernize street lighting	3
Tackle the litter problem/provide more rubbish bins	2
Cash machine should be "hole in wall", accessible from street but not on it	2
Can the information point be made to work?	1
Put up CCTV cameras for crime reduction	1
Need public toilet on Lane	1
Replace benches with higher seat ones	1
Move telephone box towards post office	1

CAFÉ CULTURE	
Support for café culture	16
Very keen – helps village culture/atmosphere	7
Support idea but we don't need any more cafes	2
Support "nice" cafes but need to get rid of burger bars	2
Helps to reduce crime	2
Allow shops to put tables further out and signs on pavement (without a charge from Council)	2
Visit Chiswick High Road – good example of café culture	1
Reservations about café culture	10
Keep to North side (sunnier)	3
OK as long as don't block pavements (if pavements narrowed)	2
Don't allow late licences	1
Need to monitor air pollution before encouraging café culture	1
Don't need any more cafes or takeaways	1
OK as long as it does not interfere with plans to narrow pavements and create loading bays (these are more important)	1
Limit to two on each side	1

TREES	16
Takes a long time for new trees to grow/replacements must be mature	4
Concerns about effect on Light up the Lane	2
Plant new trees now – must be as mature as possible	1
Plant new trees further back from road and alternate with existing trees	1
Don't remove trees with lights on	1
Trees must be pruned and maintained	1
Loss of trees in Ealing generally is a major concern	1
Tree lights should be operated underground and not by trailing wires	1
Create islands for trees rather than removing them	1
Do not lose them for environmental reasons	1
Removing mature trees will harm character of Lane	1
Need more trees and flowers, not fewer	1

GENERAL/OTHER	
Mentions of pedestrians	25
Proposals should benefit pedestrians, not motorists. Don't make life easier for cars. Prioritize pedestrians	14
Make shopping area pedestrianized (except for buses, deliveries and emergency vehicles)	11
General criticisms of proposals	5
Need a more radical solution/proposals are a fudge	2
Proposals and survey both too complicated	1
Proposals not well thought out – there isn't room for everything proposed	1
Proposals are trying to fix a non-existent problem.	1
Other specific suggestions	
One way system	21
Need one way traffic on all roads leading onto lane	15
The Lane should be made one way	5
Need one way system (unspecified)	1
Crossing points	12
Need one additional (raised) zebra crossing half way along the Lane	6
Need three more crossing points	2
Need one more crossing point	1
Need a crossing point by St Barnabas	1
Need extra crossing point between Woodfield Road and Brunner Road (for St Gregorys)	1
No extra crossing points needed	1
Other comments	
No more dropped kerbs should be allowed outside houses	4
Keep disabled in mind – dropped kerbs, tactile paving	2
Amount of traffic will increase if congestion reduced	2
Cash machine should be "hole in wall", accessible from street but not on it	2
Better provision needed for cyclists	1
Keep cyclists off pavements	1
Car club bays are a bad idea	1

Control Saturday football traffic	1
Meadvale/Barnfied/Park junction very dangerous	1
Create passing places on Lane	1
Control traffic without environmental damage	1
Sort out Hanger Lane gyratory so that Pitshanger not used as a rat run	1
Keep the congestion – good way of encouraging drivers to use other routes	1
Most problems caused by bad drivers of private cars	1
One traffic free day a week (Sunday?)	1
Emergency vehicles need clear passage through Lane – congestion not acceptable	1