LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Cabinet

Date: 06/12/2021

Subject: South Fulham Traffic Congestion and Pollution Reduction (TCPR) East Experimental Scheme

Report of: Cabinet Member for the Environment, Councillor Wesley Harcourt

Report author: Masum Choudhury, Head of Transport

Responsible Director: Strategic Director of Environment, Sharon Lea

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SUMMARY

This report covers the outcomes and recommendations derived from the findings of the experimental South Fulham Traffic, Congestion and Pollution Reduction (TCPR) Scheme.

The scheme, developed by the council working with residents, uses the latest automated technology to allow H&F residents, as well as their visitors and trades people with day permits, to access all areas freely. It prevents out of borough motorists using residential streets as faster cut through routes.

Data collected during the trial, demonstrates the TCPR scheme has reduced traffic by 23 per cent in South Fulham since its launch in July 2020, bringing down the number of trips by motorists by 8,000 per day, and contributing to the removal of at least one tonne of CO2 per day from the area. The air quality has improved significantly since the introduction of the East scheme and has seen NO_x pollution fall by 60% to levels below the new World Health Organisation threshold of 20 ugm^3.

Following the most comprehensive engagement, monitoring and consultation process for a traffic scheme in Hammersmith and Fulham, a significant change in resident opinion over the course of the experimental period has emerged. As a result of the Council working through operational concerns and developing a greater understanding, overall residents' perception of the scheme has changed from negative during the initial launch of the experiment to positive. There is a now a consensus in favour of making the East scheme permanent, expanding the scheme to the west of Wandsworth Bridge Road (WBR) and developing further traffic, congestion, and pollution mitigation measures on Wandsworth Bridge Road.

This report provides recommendations for the future of the current TCPR, mitigation measures and expansion to a wider area.

RECOMMENDATIONS

1. To note that Appendix 5 is not for publication on the basis that it contains information relating to any individual, information which is likely to reveal the identity of an individual, or information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraphs 1 to 3 of Schedule 12A of the Local Government Act 1972 (as amended).

2. That Cabinet notes and carefully considers the consultation responses received during the South Fulham TCPR East scheme attached at Appendix 5.

3. That Cabinet approves the making of a permanent traffic management order for the South Fulham TCPR East Scheme (as detailed in the section the Experimental East Scheme) along with any necessary associated highway works subject to the outcome of the statutory consultation process.

4. That Cabinet approves the making of an experimental traffic order for the South Fulham TCPR West Scheme following a further engagement exercise with residents.

5. That Cabinet delegates authority to the Strategic Director of Environment in consultation with the Cabinet Member for the Environment to take all necessary steps to effect the decisions in recommendation 3 and 4.

6. That Cabinet notes the carrying out of a statutory consultation for the implementation of 20mph speed limits for Wandsworth Bridge Road and New Kings Road.

7. That Cabinet notes the carrying out of a further engagement exercise with residents for the development of traffic mitigation measures for Wandsworth Bridge Road.

Wards Affected: Sands End, Parsons Green & Walham

Our Values	**Summary of how this report aligns to the H&F Values**
Building shared prosperity	Traffic congestion has a significant negative impact on the economy, out of borough through traffic provides no perceptible benefits to borough residents or businesses. The TCPR has reduced traffic by 23% in South Fulham.

Creating a compassionate council	Out of borough through traffic was having a detrimental effect on the lives of residents, especially their health and wellbeing. Local businesses are also impacted by congestion and through traffic that does not stop to access local trade and services.
Doing things with residents, not to them	The experimental scheme was developed in conjunction with working parties comprised of local residents and supported by council officers. Extensive online meetings and forums to discuss issues were carried out. This scheme is the most comprehensive engagement process for any traffic scheme the council has implemented before.
Being ruthlessly financially efficient	Scheme cost expenditure has been kept to a minimum and all work conducted or commissioned has been necessary to work towards delivering the Council's priorities and values. Reducing traffic, congestion and pollution also have benefits that contribute to long term economic prosperity and wellbeing of the community.
Taking pride in H&F	The TCPR scheme is an innovative scheme developed in H&F through the council working with residents and using pioneering technology. South Fulham now hosts the densest smart city air quality monitoring network in Europe. The scheme was recently awarded the "Future Places" award at the Local Government Chronicle Awards and the British Parking Association's "Future Parking" award.
Rising to the challenge of the climate and ecological emergency.	The TCPR scheme has proven to be a pioneering and successful measure to reduce traffic volume overall, notably from residential streets, significantly improving air quality and reducing carbon. The lower traffic on residential side streets enables safer walking and cycling. To date, the scheme has contributed to the removal of approximately 8,000 trips of 1 km per day across South Fulham equating to saving at least one tonne of CO2 per day. The scheme enables the reallocation of road space to be applied to increasing biodiversity, tree planting or contribute towards flood mitigation with SUDS (Sustainable Drainage Systems).

Financial Impact

The cost of making the TCPR East Scheme permanent covers advertising, notification and traffic order making process; and associated costs for upgrading signage or fixings.

The total scheme cost is estimated to be in the region of £24,000. The table below provides the identified scheme cost for implementation.

Description	Est. Cost
Advertising, notification and traffic order making process for TCPR East	£2,000
Upgrading signage and fixings for TCPR East	£10,000
Advertising, notification and experimental traffic order making process for TCPR West	£2,000
Reviewing and installing signage and fixings for TCPR West	£10,000
Total	**£24,000**

All costs will be contained within existing Transport and Parking capital or revenue accounts.

Legal Implications

During a Cabinet meeting held on 2 March 2020, a petition was heard on the experimental road closure of Harwood Terrace; item 113 “Petitions: Petition to re-open Harwood Terrace”.
Item 113 was considered and resolved on 2 March 2020 as follows;

- To note the petitions and deputations.

- To note that the Cabinet Member for the Environment will consider, and take any decisions, relating to future experimental traffic orders, and when any new experimental traffic order comes into effect the experimental traffic order closing Harwood Terrace will end and Harwood Terrace will reopen.

- To note that the SW6 Traffic Working Party will discuss the proposal to use the latest number-plate recognition technology to implement the experimental traffic restriction on out of borough traffic to Imperial Road, Harwood Terrace and Bagley’s Lane. This will restrict all motor vehicles except permit holders, buses, taxis, bicycles, H&F residents and their visitors, emergency services, electric vehicles, deliveries and refuse trucks.

- To note that the Sands End, Parsons Green and Walham Ward Councillors are to be invited to a full briefing meeting to discuss the above proposal.

Following resolution of item 113, a series of meetings with the SW6 Traffic Working Party were organised, during which the proposal for the traffic reduction scheme was developed and finalised. This led to the addition of access restrictions on Hazlebury Road and Broughton Road.

A subsequent decision was made by the Cabinet Member for the Environment, Cllr Wesley Harcourt on 26 June 2020 which enabled officers under the Council's scheme of delegation;

- To draft and make the necessary experimental traffic management orders to facilitate the implementation of the new SW6 Traffic Reduction Scheme as discussed and agreed with the SW6 Traffic Working Group.

- To remove the experimental closure scheme for Harwood Terrace as soon as the new experimental scheme for the SW6 area is in operation.

Section 9 of The Road Traffic Regulation Act 1984 ("the Act") gives the Council as Traffic Authority the power to make Traffic Management Orders to control the traffic on roads.

The Experimental Traffic Order currently in place for the South Fulham East scheme was made under section 9 of the Act and has been in place since 20 July 2020, which is less than the statutory maximum of 18 months.

The Council has a statutory power to make a permanent order similar to the Experimental Traffic Order in place for the South Fulham TCPR East scheme under section 6 of the Act. If recommendation 2 is approved the Council will be required to follow the notification procedures in the Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996. This will require the Council to advertise the proposed order along with an intention notice and a statement of reasons. The advert will include a statutory consultation period and the Council will then be required to review and consider any objections to the order. If no objections are received then the Council may proceed to make the final order. Before making a permanent order the Council will be required to carry out a statutory consultation for the implementation of 20mph speed limits for Wandsworth Bridge Road and New Kings Road under the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulation 1996. This includes a consultation with prescribed bodies and a notice in the local newspaper. The power to make the order falls under the Road Traffic Regulation Act 1984.

In the event objections are received then the Strategic Director of Environment in consultation with the Cabinet Member for Environment will be required to carefully consider those objections and decide whether to proceed to make the order as drafted, make any amendments or not to proceed.

It is noted that the Council has carried out an extensive additional consultation process along with the experimental scheme.

A further engagement exercise will be carried out with residents for the South Fulham TCPR West Scheme and this will also be considered within the Equalities Impact Assessment, which will be taken into account in the decision-making process of the scheme. If a decision to launch an experimental scheme for South Fulham TCPR West is taken, then the process for making an experimental traffic order will need to be followed under the Road Traffic Regulation Act.

It is noted that further engagement will be carried out to develop Wandsworth Bridge Road mitigation measures before any decision is made to implement. This is necessary to assess any impact on residents.

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Background Papers Used in Preparing This Report - None

DETAILED ANALYSIS

Proposal

1. This report considers making the South Fulham TCPR East Experimental Scheme permanent based on the evidence base, engagement and feedback gathered and conducted during the trial.

2. There has been a clear reduction in traffic and air pollution across the area, which has significant health and wellbeing benefits for residents. The scheme has generated a large swell of support from local residents that would like the scheme to be made permanent and extended further to the west of Wandsworth Bridge Road.

3. The proposed permanent scheme is identical to the current experimental scheme which has access restrictions on Harwood Terrace, Imperial Road, Bagley's Lane, Broughton Road and Hazlebury Road (please refer to section The Experimental East Scheme, items 18 to 21).

4. The traffic and pollution data collected for the duration of the experiment demonstrates a significant reduction in traffic and air pollution in the whole area, a significant reduction in traffic levels on the residential roads within the experiment area and an associated reduction in traffic volumes on the residential roads in the west; and on the two main roads of Wandsworth Bridge Road and New Kings Road.

5. In addition to the data, an extensive consultation and engagement process was carried out beyond the requirements of the statutory consultation. The consultation results (analysed in Appendix 1) demonstrates that strong community support for the scheme has developed since the scheme's benefits have emerged compared to when it was first introduced.

6. Concerns raised during early stages of the scheme from residents, businesses and user groups have been addressed during the trial by providing different options to enable access for residents, their visitors, services and deliveries. In addition, businesses that have a genuine need for access through restrictions have been provided options for continued access; and all areas do remain accessible via alternative routes.

7. Data on traffic volumes and Penalty Charge Notices (PCN) issued shows a steady fall in non-compliance over time indicating that the scheme has bedded in and is now operating as expected. This is common during the initial stages of new traffic schemes, as people adjust and make changes to routes in order to avoid places where access restrictions are in place.

8. Residents to the west of the scheme and on Wandsworth Bridge Road have raised historic traffic issues and concerns on possible displacement. This report also recommends the next steps for the area including an expansion of the overall scheme area to the west of Wandsworth Bridge Road, the introduction of 20 mph roads, and subsequently followed by further mitigating actions on

Wandsworth Bridge Road. These recommendations would need to be progressed via any respective legal and governance requirements of the council.

Background

9. Traffic had been a seemingly unmanageable problem in South Fulham for many decades. The proximity to a major arterial bridge made the locality a traffic funnel for motorists crossing London from Surrey and the A3 corridor, taking advantage of available road capacity in residential side streets and using them as cut-throughs to get to eventual destinations. The problem had been made significantly worse in recent years by increased use of real-time satellite navigation systems, that encourage diversions through residential areas.

10. During peak times when congestion is high on main roads, drivers pursue alternative routes that avoid traffic lights or pinch points. Satellite navigation technology assisting drivers seek out fast, but not necessarily the most appropriate routes through an area, resulting in the overuse of narrow residential streets as through routes.

11. The South Fulham TCPR East Scheme was introduced on 20 July 2020, under an experimental traffic order, after extensive consultation with local residents. The scheme was designed to reduce through traffic and address the health impacts caused by heavy traffic volumes in the locality.

12. Objectives were derived from engagement with residents, whom encouraged a technology and data driven model that was able to clearly demonstrate positive impacts and if the scheme could deliver on reducing traffic, congestion, and pollution. The engagement enabled residents to shape how their residential streets should be used thus led to allowing access for visitors, delivery drivers, carers and black cabs amongst others, but limited out of borough motorists who did not require access to the area from driving through restrictions.

13. Previous data showed that 90% of traffic in the area was made up of out of borough motorists, using local residential streets as faster through routes.

14. The experimental scheme utilised state of the art ANPR (automatic number plate recognition) cameras to filter out non-borough through traffic in residential streets, whilst allowing local residential and essential services to use the roads unimpeded. Traffic analytics cameras along with GPS tracking data provide accurate traffic profiles which were recorded and compared over time to study the change in behaviour.

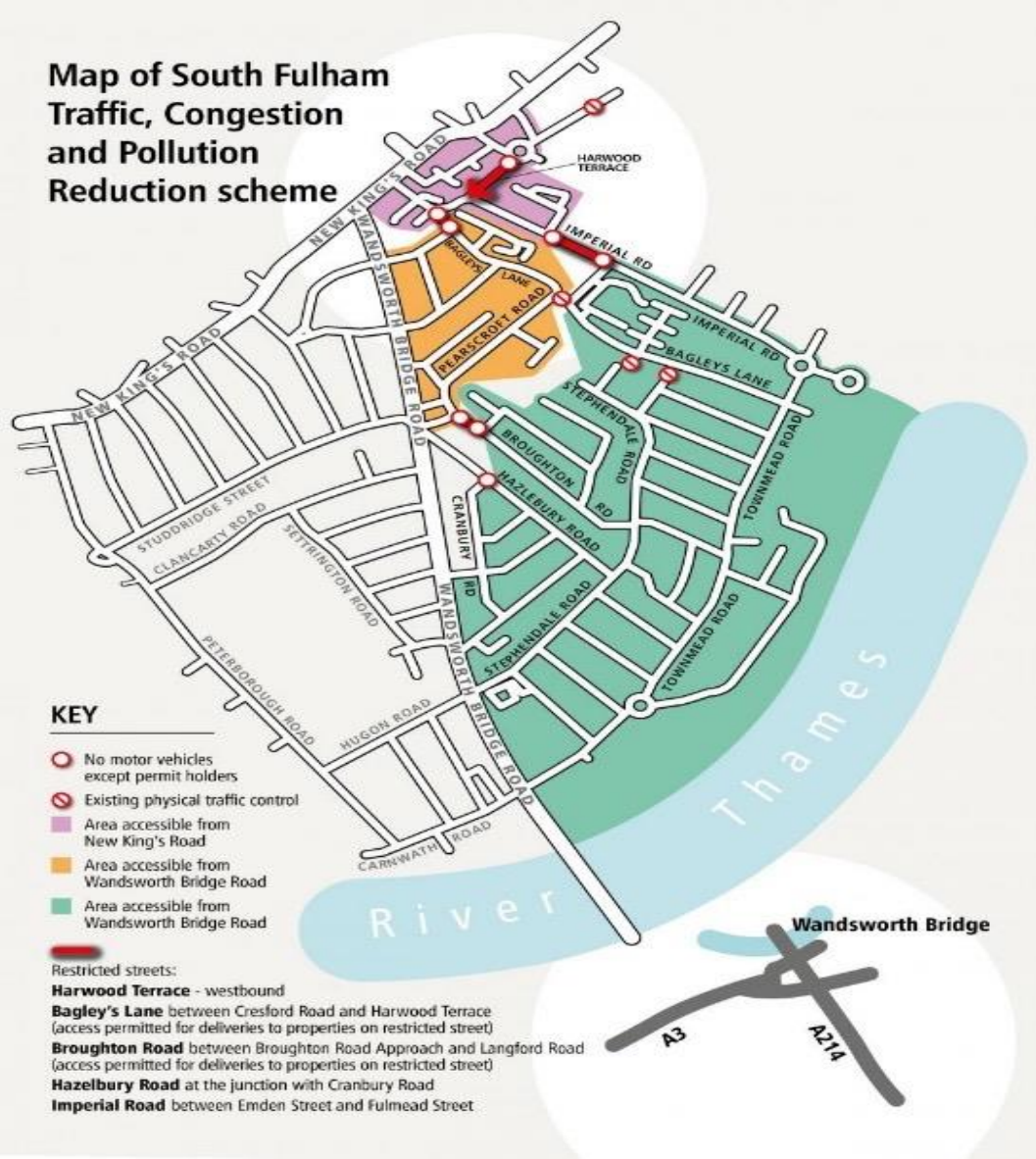
15. An understanding of the relationship and effect of traffic on surrounding air quality was also needed to fully understand the impact of the scheme and emerging traffic profile. As part of the scheme, the first fully meshed hyperlocal air quality monitoring network was installed in South Fulham, consisting of 56 monitors - the highest density of air quality monitors in Europe. The data from these sensors has been combined with traffic data and local traffic models to understand climate impacts, modal shift, displacement and demand responses (where individual choices in relation to travel are made such as altering the time of travel or not making a trip at all). This is the first traffic scheme in the UK to deploy such an extensive level of data monitoring into the evaluation process.

16. The experiment was introduced after the first national lock down had been lifted and at a time when additional traffic disruption was being experienced from the closure of Hammersmith Bridge. At the same time, repair works to Wandsworth, Vauxhall, London and Tower bridges were being undertaken. In November 2020 and January 2021 two further national lockdowns started, which impacted traffic volumes further and a return to near 'normal' levels, was not observed until the end of May 2021. These changes in traffic demand gave important insight into understanding the essential local and commercial traffic movements.

17. Experimental traffic schemes can run for a maximum of 18 months, after which they can be made permanent, removed or a request can be made to the Secretary of State for Transport for an extension.

The Experimental East Scheme

Figure 1 - The Scheme Map



18. Figure 1 illustrates the scheme area and how it is broken down into accessible zones to gain access without the need to drive through an access restriction. This was an important design feature to ensure that all properties were reasonably accessible without the need to drive through a traffic restriction.

19. The access restrictions prevent vehicles without a permit from passing. Those requiring access are required to use the appropriate access route to reach desired locations or be permitted access to the area e.g. by residents enabling access via the Ring Go app.

20. The initial design consisted of restricting access on the main through traffic routes of Harwood Terrace, Imperial Road and Bagley's Lane. After consultation with residents, two further control points in Broughton Road and Hazlebury Road were added to prevent traffic on Wandsworth Bridge Road shortcutting queues.

21. The TCPR East scheme proposed to be made permanent is identical to the current experimental scheme, with restrictions at the following locations;

Harwood Terrace	the south-west bound lane at its junction with Sands End Lane
Imperial Road	between its junctions with Fulmead Street and Emden Street
Hazlebury Road	at the north-western kerb line of Cranbury Road
Bagley's Lane	between its junctions with Harwood Terrace and Cresford Road.
Broughton Road	between its junctions with Broughton Road Approach and Langford Road

Scheme inception

22. Following extensive in-person and online Town Hall gatherings, the scheme was developed with the support of a working party of 12 resident volunteers from the area, councillors and council officers. The working party robustly challenged the design of the scheme and shaped the common objectives resulting in it being renamed from SW6 Traffic Reduction scheme to the South Fulham Traffic, Congestion and Pollution Reduction Scheme to better reflect the wider aims of the scheme.

23. The views of the working party on the proposed option required clear objectives and measures to be set to ensure the scheme could demonstrate success against the core aims of reducing traffic, congestion and pollution. This led to the scheme having a comprehensive monitoring system including traffic movement and air quality sensors within the zone and surrounding areas, where there was a concern that traffic may displace.

24. The core objectives that emanated from engagement sessions were;

- Reduce traffic across South Fulham,

- make roads safer for pedestrians and cyclists,
- remove out of borough through traffic from side streets,
- improve air quality, cut congestion,
- enhance Wandsworth Bridge Road as a place to live, work and visit,
- support local businesses, and
- ensure public transport runs smoothly.

25. The perceived benefits were;

- Significant traffic reduction in the side streets from out of borough traffic,
- safer, quieter and cleaner streets,
- improved flow on Wandsworth Bridge Road as less traffic turns out of side streets and competes for space,
- residents in control of the access for visitors through the scheme,
- making the area more attractive and bring local people to use the high street in a sustainable way, and
- enabling investment in improving the streetscape and local area.

Reasons for Decision

26. The experimental scheme meets the core objectives that arose from engagement with the working party and achieves the associated benefits identified. It also enables the long-term aspirations for the area to be realised.

27. Making the scheme permanent aligns with the Council's policies on Transport and Climate Change, and its cross disciplinary policies on Planning, Economy, Health and Wellbeing.

28. Many early issues and concerns raised with the Council were either operational in nature or attributable to a lack of understanding of the scheme parameters. These were particularly prevalent during the bedding in period, which is typical for most new traffic schemes. These have been addressed over the course of the experiment with changes made to address operational issues such as, options for booking access, enabling businesses within the area to have access, and developing software led solutions to booking.

29. Aside from PCN appeals, several complaints were lodged since July 2020 to date. Many of these were traffic, displacement or access related and the majority have been addressed over the course of the experiment (see section on Consultation, Appendix 1 and Appendix 5).

30. Extensive consultation and engagement have been carried out during the experiment with residents. After initial concerns were raised, the consensus in the local area is now positive for the scheme and there is a growing drive to expand the scheme to the west of Wandsworth Bridge Road (WBR) and to implement mitigation measures on WBR.

31. Some individuals from out of the borough that would like to be able to continue using residential streets as a cut through, do remain negative of the scheme and would like to see it removed. There remains a small number of residents within the area that do not support the scheme, which is normal with traffic schemes.

However, many residents including the five main residents' associations that initially opposed the scheme, expressed or raised concerns, or during the initial stages were the most vocal challengers, now fully support making the scheme permanent as a result of working through the operational concerns such as permit registering and/or visitor and service access.

32. The experimental scheme succeeded in reducing out of borough through traffic from the east of Wandsworth Bridge Road and the South Fulham area. Traffic volumes were reduced in the whole of the South Fulham area by 23% including Wandsworth Bridge Road and average reductions of traffic volumes of up to 75% have been demonstrated on some roads in the area east of Wandsworth Bridge Road. This data has been rationalised for Covid19 traffic reductions and disruption from road and bridge works; and therefore, normalised with general network performance during these periods.

33. The data shows air quality on residential streets previously used as through routes has significantly improved and an associated improvement in air quality across the whole area has been observed. Expanding traffic controls to a wider area would further improve air quality over a greater area.

34. The scheme does not exclude categories of vehicles defined in legislation such as buses, royal mail, emergency services and licensed taxis.

35. The scheme makes a significant positive contribution towards the Climate and Ecological Emergency and enables working towards realisation of the Council's climate action plan and achieving net-zero carbon from traffic by 2030.

36. The scheme makes a significant positive contribution to the Mayor's Transport Strategy working towards a 80% reduction in polluting traffic and a switch to active travel.

Equality Implications

37. The Council has a duty under section 149 of the Equality Act 2010 ("2010 Act)" to have regard to:

    (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the 2010 Act;

    (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

    (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

38. The Council has taken these factors into consideration by carrying out an Equality Impact Assessment which is appended to this report as Appendix 4.

39. The initial assessment found the Adverse Equality Impact Rating to be Low but with implemented mitigations will not have implications for Protected Groups. It is envisaged that the scheme positively impacts groups affected by high traffic

volumes near their homes, improving air quality, accessibility and lowers risk of collisions.

40. The Equality Impact Assessment therefore found the scheme will not have an adverse impact on a particular group and the Council has complied with its statutory duties.

Climate and Ecological Emergency Implications

41. South Fulham TCPR East experimental scheme is considered to have made a significant positive contribution towards tackling the Climate and Ecological Emergency due to the demonstrable reduction in traffic volumes and the resulting improvements in air quality for the duration of the trial. Making the scheme permanent would ensure the positive contributions are maintained and enable the realisation of longer-term aspirations of reallocating road space for greening, biodiversity and flood alleviation measures.

42. Several climate action plan aims are achieved through the scheme including reducing travel, supporting people to use active travel and maintaining accessibility by foot, bike or public transport.

43. There is a demonstrable reduction of traffic in the area of 23% and an associated improvement in overall air quality for the area.

44. On average 8000 trips of average distance 1km have been removed from roads per day, this equates to the removal of an estimated minimum of 1 tonne of CO2 emissions each day.

45. A permanent scheme will enable reallocating road space and increasing total green space, by planting of more trees, providing parklets and incorporating Sustainable Drainage Systems (SUDs) within the Public Realm and road space.

46. The scheme also encourages the topical dialogue around travel behaviour, travel demand, greener, biodiverse and more ecologically responsible public spaces and streets.

Implications verified by: Hinesh Mehta (Strategic Lead, Climate Change)
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Consultation

47. The scheme was carried out and launched by utilising an experimental traffic order that can last for up to 18 months. It is common for traffic schemes to take a period to settle and therefore the order does not allow for the experimental order to be made permanent within the first six months of the date the order comes into force.

48. For the experimental traffic order to be enacted, statutory consultation and formal publication of the notice was carried out including with Emergency Services, TfL and neighbouring boroughs.

49. In addition to the statutory requirements, ongoing engagement was carried out with resident working groups and information on data provided. The traffic and operational issues were worked through and where possible, features that enabled residents and local businesses to better utilise the scheme were incorporated such as online booking and enabling residents to book more than one session for their visitors and services. Comments received by residents through the ongoing consultation process also enabled scheme improvements, including improvements to signage on approach to the scheme area.

50. A series of online meetings with five residents' associations, their members and local ward members including Cllr Matt Thorley was organised and hosted. Subsequently, the five associations sent a joint letter of support for the scheme on the east on the proviso that the scheme would also be considered for extension to the west, and traffic reduction and public realm improvements should be introduced on Wandsworth Bridge Road.

51. In addition to the Council's ordinary channels of communication and engagement sessions, an online Commonplace platform was launched, which enabled all residents, businesses and visitors affected by the scheme to make a comment. The Commonplace platform allowed the Council to work collaboratively with residents to improve the scheme throughout the trial period and immediately address any issues experienced. This was particularly important during the initial 'bedding in' period. An analysis of residents' comments and sentiments over the past 18 months demonstrates that, over time as the scheme settled, initial negative sentiment towards the scheme was reversed as the Council worked with residents to improve the scheme and they started to experience the benefits the scheme provided to the community. This is demonstrated by the bar chart and table below.

Graph - "Looking forward to the next 12-24 months, would you support measures that seek to reduce traffic on residential streets more permanently?" (Answers in percentages)

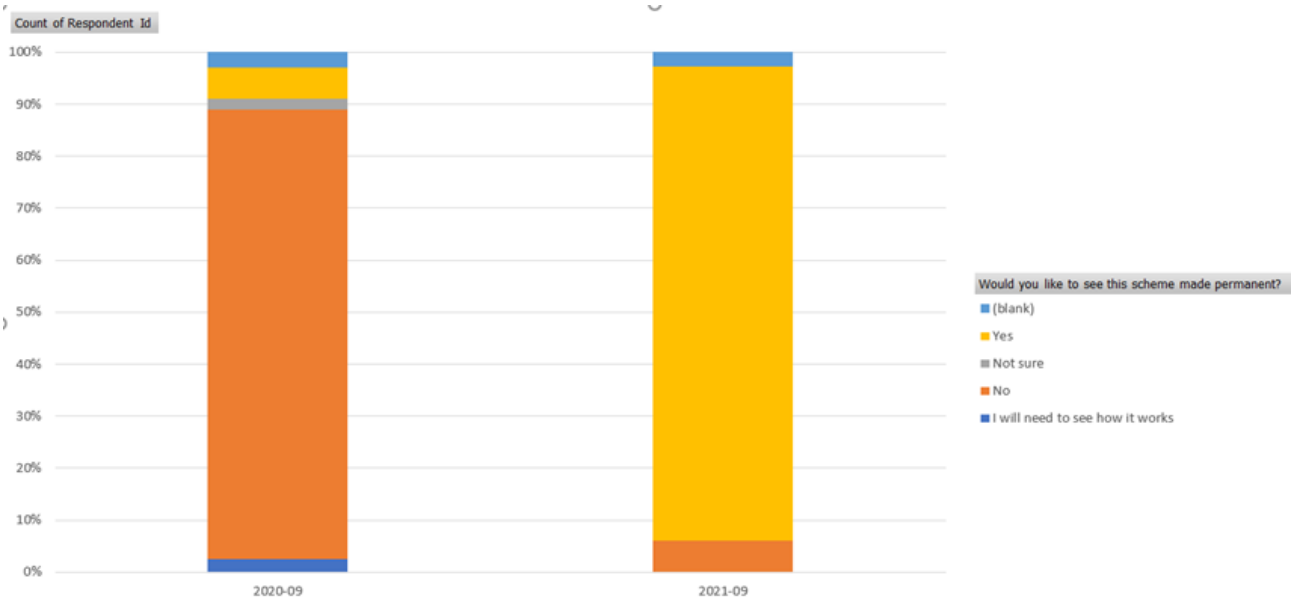

Table - Comparison of Respondents Sentiment to Permanent Measures to Reduce Traffic over a 12-month period (answers in percentages)

	I will need to see how it works	No	Not sure	Yes	Unanswered	Grand Total
Sep 2020	2.46%	86.58%	2.08%	5.86%	3.02%	**100%**
Sep 2021	0%	6.08%	0%	91.22%	2.70%	**100%**

52. As illustrated by the bar graph and table above, when asked "*Looking forward to the next 12-24 months, would you support measures that seek to reduce traffic on residential streets more permanently?*", in September 2020, the majority 87% of respondents answered with *'No'*. This reflects the initial negative sentiment expected during the initial 'bedding in' period when a new traffic scheme is introduced. However, over the next 12 months, initial negative sentiments towards the scheme were reversed with the majority 91% of respondents answering *'Yes'* to the same question in September 2021. The change in sentiment demonstrates how the scheme gained support once the positive impacts of the scheme had been fully realised by residents, businesses and visitors affected.

53. The scheme has had the largest consultation and engagement process the council has undertaken for a traffic scheme. During the operation of the experiment, residents and users of the scheme were able to raise feedback in the following way;

- via the residents' working party,
- email the dedicated email address,
- leave comments on Commonplace,
- via their local residents' association,
- attend online residents' briefing sessions,
- as part of their ticket appeal, or
- on the telephone via the call centre.

54. To support the residents of the west and Wandsworth Bridge Road to understand the scheme in the east, there were a series of sessions with residents and the associations to help explain the scheme in detail and how it could be potentially expanded in South Fulham. To support understanding of the scheme, a resident briefing and update leaflet was distributed to 12,000 homes and dedicated web pages and FAQs were developed with information on how to access services. A separate Commonplace consultation was also launched specifically for residents of the west to understand how the eastern scheme may be affecting traffic levels to the west of Wandsworth Bridge Road.

55. Over the duration of the experiment, the Commonplace platform has so far received 6,020 visitors resulting in 1,466 comments from 1,552 respondents and 4,427 agreements with another's comments in total for both the east and west. The council also received written correspondence via email or the Council's iCasework case management system (see Appendix 1 for a more detailed

breakdown analysis and Appendix 5 for Consultation Responses and Correspondence Log).

56. A petition from residents of Oakbury Road with 43 signatories was received that requested the Council to modify or withdraw the scheme. The Council has responded to the petition and will continue to work with residents of Oakbury Road and neighbouring streets to develop further scope for traffic calming beyond the scheme parameters and engage with the school community to tackle school related traffic.

57. Some recent enquiries received from members of the public have requested the Council to do more to address the general safety for women who may be travelling at night. The Council's Law Enforcement Team are coordinating activity with the Police and developing a programme to support the community including patrol activity, raising awareness, and helping to identify areas for improvements. The Council's Highways teams are currently inspecting lighting for the area and are developing the programme to roll out intelligent lighting for South Fulham and the whole of the borough. The Council are also conducting research into exploring the link between urban planning with transport planning, therefore looking at reallocating space to enable more lighting, street furniture, green infrastructure, alleyways, and sight lines. In addition, explorative research is being conducted on 'first and last mile' which will lead to incorporating awareness and advice into journey planning.

58. Each enquiry received during the experiment was considered, grouped into themes and addressed as detailed in the table below. Following an analysis of the initial negative feedback received, several key operational issues emerged which have been addressed by the Council during the trial period of the scheme. For example, negative feedback regarding a lack of signage during the initial 'bedding in' period of the scheme has been addressed with improved signage on approach to the scheme area. Mitigating actions and changes made to the scheme during the trial period, as a result of feedback received, have been summarised and considered in the table below.

Theme of Initial Negative Comment	Mitigating actions and changes made as a result during the trial
Lack of access for visitors, Ubers/minicabs and deliveries	• One of the key principles in the design of the scheme is that the scheme does not prevent physical access to the area, but rather virtually restricts access through the area if a driver is not a H&F permit holder. Although the scheme changes the routes non-permitted drivers should take to get to certain areas, the entire area remains accessible for all and for vehicles. A route map confirming control points and alternative routes for non-permit holders was prepared and made available online / sent to respondents with access queries. • As a result of the above, delivery companies have amended their routes for deliveries and are now familiar with the scheme, access routes and access restrictions. • To enable access for residents who may have been isolating during lockdown periods, and ensure those reliant on essential services such as food delivery vehicles and food bank vehicle, the council issued dispensations for food delivery vehicles and food bank vehicles to improve the logistics of servicing vulnerable and elderly residents. • A high percentage of through traffic in the area prior to the scheme were private hire cars. The resident working party felt minicabs should not be included in the exemptions as they would still have access to service residents for pick up and drop off. However, the group also wanted to support local businesses. The Council therefore took steps to enable local minicab firms to have permitted access through the scheme. The names of confirmed local minicab firms with unrestricted access have been made available to residents initially querying minicab access to the scheme.

Lack of access for visitors, Ubers/minicabs and deliveries	Black taxis which also provide a vital service to disabled residents are considered a form of public transport and are exempt from controls. Following reports that Uber drivers were refusing to pick up or drop off residents in the area and asking passengers to alight some distance from home, the Council investigated and tested Uber services to and from the scheme zone. The investigation confirmed that the issue identified came down to individual driver choice on pick-ups and set downs in the area. The council has worked with Uber to reduce the issues residents experience whilst stressing that all streets can be accessed without going through a camera. The council has provided information packs to Uber drivers and informed those Uber drivers that are also residents that they are exempt from the controls. Uber has developed its own routing software for jobs which highlights the correct routes for drivers to pick up and set down without driving through restrictions and since its introduction the volume of issues raised to the council on this item has significantly reduced. The cameras have detected a disproportionately high presence of Toyota Prius cars during early hours which is likely to be private hire vehicles as it is the known preferred vehicle for mini cab services. To further mitigate access issues, residents can grant temporary TCPR access permits to vehicles using RingGo. This experience has been further enhanced by the introduction of the council's own TCPR app. The permit can be applied retrospectively before midnight. The council has also modified the cancellation policy so that tickets are cancelled for private hire drivers that can prove they went through a camera to set down or pick up a resident in the area.

Visitor scheme issue/ RingGo	• To help simplify the process of allowing visitors to pass a control, the existing Resident Visitor Parking (RVP) scheme was adapted so that it automatically gives access to a visitor if a parking session in the zone is booked. The RVP is restricted to one visitor at a time and only operates during parking control times. • This left an issue for visitors or residents that parked on private land, drove a motorcycle, arrived and left outside of controlled parking hours or had multiple visitors in one day. Additionally, as the resident needed access to the RingGo parking app to book, and only one RVP account can be linked to a property, other family members had to rely on others to book a session on their behalf. • The council introduced a new TCPR access permit, which is free, operates 24/7 and can have multiple vehicles added per day without limit. It can be booked retrospectively, before midnight on the day the vehicle passed the camera. This allowed an automated process to run over night removing visitor vehicles from the list vehicles to be issued a PCN. • To address the multiple people and digital exclusion issues of the RingGo app, the council is creating a new TCPR app that can be used by other members of a household, nominated carers and can be accessed by the call centre if a resident phones a request in. • This makes it possible for a resident to give access to a vehicle such as an Uber whilst travelling home and prove to the driver they are permitted to drive through a restriction.
Emergency services usage	• Emergency services are part of the statutory consultation group the council engages with when implementing schemes. During that consultation it was made clear that emergency service vehicles are exempt from controls and can pass through the area if they require. • On average there are 350 emergency vehicles detected by the ANPR cameras per day in the area. The council does note that emergency services are seen negotiating traffic on the main routes even though they have exemption and that this behaviour is not down to the scheme preventing them.

Local business access	• Local businesses that raised concerns with access were considered on a case by case basis dependent on their location in the scheme area and the nature of their business and trips required. • The council introduced a variety of solutions for businesses that included permission for nominated vehicles to use specific routes, designated delivery routes/times and visitor permits using the RingGo system.
Poor signage	• Poor signage was a common theme from drivers receiving tickets. Signs must be legally compliant and installed in accordance with the technical regulations, and the signage for the scheme was compliant to those regulations from the outset. • The council took several further measures to mitigate the risk of enforcement action to drivers, these included: • Yellow a-board signs warning drivers of changes. • Control points were situated at junctions where an alternative route was available to avoid getting a fine. To reduce confusion to drivers a minimum of three advanced warning signs exist for all restrictions. • To respond to the feedback, during the experiment enforcement signs were made larger and placed on bright yellow backing plates to improve visibility, more advanced warning signs were introduced in the wider area. • The cancellation policy treated new drivers fairly, cancelling tickets for people unfamiliar with the scheme. Some drivers did take appeals to the independent adjudicator based on the claim of poor signage, the panel found in the Council's favour. • The scheme being experimental meant that some of the infrastructure and signage was temporary. As part of the recommendations for making the scheme permanent, control points will require physical works to the carriageway making the restrictions more obvious to the drivers and to encourage better behaviour and compliance.

Sat Navs taking me through the area	Sat Nav routing is a common issue with new schemes, it relies on drivers reporting the restriction and being varied by the data companies. The routing algorithms take around six months to recalculate the best way to route traffic around the available space, the routing is bias towards using roads with higher speed limits. Any tickets issued to drivers that were misrouted were covered by the cancellation policy that treated drivers fairly.
Displaced traffic into neighbouring areas	Initial perception of the scheme when it was first introduced was that displacement was occurring to other areas, however this is common for traffic schemes at the early stages as drivers try to work out alternative routes. As expected, this initial phase settled, and traffic volume data indicates that initial displacement did not remain. Traffic volume data confirms that displacement did not occur for the duration of the trial, and the total number of vehicles crossing Wandsworth Bridge reduced on average by 8000 per day. The scheme did redistribute traffic around the streets, some getting less some slightly more, but the overall volume went down. It was also evident that a large proportion of the through traffic was displaced traffic from another primary route outside of the borough and the scheme forced that traffic back to the route it should have originally been using i.e. the M25 and A4.

Increased congestion	• Congestion and network performance are volatile and influenced by many factors, some are not local or immediately visible in the vicinity, e.g. road works on the wider road network. Covid19 lockdowns and key bridge closures have fundamentally affected traffic patterns across London so comparison must be made over a longer period and averaged. • Historical traffic congestion data suggests that congestion has remained similar on roads surrounding the scheme and reduced in roads within the scheme. Within the overall areas total congestion has fallen. • Queue lengths in Wandsworth Bridge Road and New Kings Road have reduced slightly and queue lengths inside the East area have reduced considerably. On the West side of WBR there is a mix; some routes have improved, and others have slightly worsened as the traffic rebalanced through the road network. • There is also a natural shift in congestion and overall network performance in London as traffic capacity is being reduced across the capital. • Expanding a scheme to the west of WBR and introducing traffic calming on WBR would serve a longer-term strategy of reducing overall road capacity for vehicles which leads to long term behaviour responses and traffic and associated congestion reduction.

School traffic	• School related traffic has been a concern in the area prior to the launch of the experimental scheme and some residents have requested the council tackle these concerns as part of the scheme. • Overall traffic volumes in the area has been reduced but the scheme does not remove school related traffic due to the need to ensure overall accessibility is maintained. • Residents of Oakbury Road have submitted a petition to the council requesting that the council consider what mitigation can be provided to address school traffic or if further access restrictions can be provided. • The Council will therefore: a. Install a traffic monitoring camera on Oakbury Road to determine the traffic profile and behaviour b. provide further mitigation including expansion of the scheme to the West of Wandsworth Bridge Road, this will improve on through traffic levels for the whole area. c. develop further traffic calming options for roads effected by school traffic. d. engage with the schools on travel planning and monitoring activity to support mode shift and behaviour change initiatives.
Late night traffic speeds on main roads	• Speeding on main roads is not directly linked to the scheme, it is usually a sign of less congestion and the free movement of traffic. • The average day time speeds on the main roads are 17-19mph. Speed data did indicate single instances of 40-50mph at off peak traffic times. • The introduction of a 20mph speed limit to the surrounding main road network of Wandsworth Bridge Road, New Kings Road and Harwood Road would be beneficial.

Improving safety on Wandsworth Bridge Road	Wandsworth Bridge Road currently contains advisory cycle lanes and central island protected crossing points for pedestrians along the route. There are a significant number of large street trees that lean into the road space, effectively reducing the usable road width. There are high volumes of traffic turning from Wandsworth Bridge Road into residential streets in the west, especially at Clancarty Road and Studdridge Road. The council commissioned a safety audit on Wandsworth Bridge Road and it highlighted areas of pedestrian, cycle and vehicle conflict that had scope to be addressed to increase safety. To address the problem the volume of turning traffic would also need to be reduced. Some suggested measures for improving safety on Wandsworth Bridge Road from residents could include: a. removing central islands and widening the cycle lanes. b. removing informal pedestrian crossings and replacing them with art crossings c. reducing the junction space at side roads with green infrastructure such as parklets and SUDs.

59. There remains a low level of support for the scheme from out of borough drivers that either drive through the area, or to the area for the school run. This indicates that the scheme is achieving its objective of filtering out of borough traffic and ensuring it remain on main roads. However there is a high degree of support for the scheme with residents within the scheme area and also support from residents on the west of Wandsworth Bridge Road as well as Wandsworth Bridge Road on the provision the scheme is extended to the west and that further mitigating measures can be introduced on Wandsworth Bridge Road.

LIST OF APPENDICES

Appendix 1 – Consultation Analysis
Appendix 2 – Traffic Analysis
Appendix 3 – Air Quality Analysis
Appendix 4 – EQIA (Equality Impact Assessment)
Appendix 5 – Exempt - Consultation Responses and Correspondence Log