

APPENDIX 1



Proposed improvements between Wood Lane and Notting Hill Gate

Consultation Report
November 2019

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Executive summary

We worked with the Royal Borough of Kensington & Chelsea and the London Borough of Hammersmith & Fulham to develop proposals to help people walk and cycle more often in the neighbourhoods of Wood Lane, Shepherd's Bush, Holland Park Avenue and Notting Hill Gate. Our proposals are an important part of the [Mayor's Transport Strategy](#) and were guided by the [Mayor's Healthy Streets Approach](#), which aims to encourage more sustainable travel and to make London greener, healthier and more pleasant.

We held a consultation on our proposals from 1 May – 16 June 2019 and invited a wide range of people and other stakeholders to give us their views.

Summary of results

There were **5,386 responses** to the consultation, including from **56 organisations** or individuals we would consider to be stakeholders.

We asked respondents to judge what effect our proposals might have on walking, cycling, using public transport, using private transport for personal journeys or using private transport for business journeys. We provided a range of effects for respondents to choose between, ranging from 'Many more people would choose to travel in this way', to 'Fewer people would choose to travel in this way'. We also provided the option 'I am unsure what effect the proposals might have'. Of those respondents who provided a view¹, we found that:

- 72 per cent of respondents felt that our proposals would mean that more people would cycle
- 58 per cent of respondents felt that our proposals would mean that more people would walk
- 43 per cent of respondents felt that our proposals would mean that more people would use public transport
- 53 per cent of respondents felt that our proposals would mean that fewer people would use private transport for personal journeys
- 34 per cent of respondents felt that our proposals would mean that fewer people would use private transport for business journeys

We also received a range of written comments about our proposals. We have analysed these to identify the issues raised and have described them later in this report.

¹ We have omitted from the results as presented in this section those proportions of respondents who did not answer the relevant question in our questionnaire

Next steps

The London Borough of Hammersmith & Fulham has made clear to us that they supported our proposals, and we are now working to finalise our plans. We are not yet in a position to confirm the final designs but will update our website tfl.gov.uk/wood-notting with a summary of the changes once they are agreed.

We have developed a series of improvements that could be made to our proposals in Kensington & Chelsea, and which we believe would satisfy and resolve the concerns that some people had with our proposals. We have had initial discussions with the Royal Borough about these improvements, and intend to discuss them with key local stakeholder groups. No decisions have yet been made on whether our proposals with these improvements incorporated could be introduced within the Royal Borough, and discussions will continue with the Royal Borough and local stakeholders.

1. About the proposals

1.1 Introduction

Our proposals were designed to make the communities of Wood Lane, Shepherd's Bush, Holland Park Avenue and Notting Hill Gate more pleasant places to be; for example by making it easier for people to cross busy roads, or by removing through traffic on some residential roads. Our proposals also included new segregated spaces for people to cycle; to make cycling more attractive and reduce the dominance of the car. Our proposals form part of London's emerging cycling network and are intended to create a safer and more appealing street environment for everyone to enjoy.

The proposals included:

- New and upgraded pedestrian crossings
- Public space improvements along the route to create more welcoming streets for people and communities to enjoy
- Two-way segregated cycle track throughout
- Changes to bus stop locations, with removal of some, and layout changes throughout, including new bus stop bypasses for cyclists
- Making some side roads entry or exit only to help the safe and timely movement of traffic
- Removal of some trees in Notting Hill Gate and Holland Park Avenue to accommodate the facilities with new trees planted nearby
- Changes to parking and loading bays and hours of operation

1.2 Purpose

The proposed improvements were designed to help us meet the target set out in the Mayor's Transport Strategy that 80 per cent of all London trips be made on foot, by bicycle or on public transport by 2041. Changing how space is allocated to different road users throughout London is an important way of helping more people travel sustainably.

In June 2017 we published our [Strategic Cycling Analysis](#). This identified several 'corridors' with potential or already high demand for cycling, including in West London, where cycling rates could be increased with the introduction of new cycling infrastructure. Amongst other routes, this analysis identified the potential for increased cycling in the Wood lane to Notting Hill Gate area. In addition, the Wood Lane, Shepherd's Bush and Notting Hill Gate areas have some of the highest concentration of pedestrians in London.

2. About the consultation

2.1 Purpose

The objectives of the consultation were to:

- Give stakeholders and the public easily-understood information about the proposals and allow them to respond
- Allow us to understand any issues or impacts that might affect the proposals of which we were not previously aware
- Allow respondents to make suggestions to us

2.2 Consultation history

In February 2016 we held a consultation on proposals to extend the [East-West Cycle Superhighway to Acton](#) along the A40 Westway, including along the elevated sections of this route. Some respondents to the consultation raised concerns about the suitability of the elevated section of the A40 Westway as a cycle route. Having reviewed all of the issues raised we decided not to proceed with the proposed alignment from Wood Lane to Paddington. The consultation did however show strong support for the provision of new protected cycle facilities in West London in principle, so we decided to progress with a new cycle route which linked Acton to Wood Lane along the A40, but which did not include the elevated section.

2.3 Who we consulted

Our consultation was open to anyone who had a view about our proposals; although we primarily contacted relevant residents, businesses and stakeholders in the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington & Chelsea. We also consulted stakeholders in the neighbouring wards in Westminster City Council. We worked closely with each local authority to ensure information about the consultation reached as wide an audience as possible.

2.4 Dates and duration

The consultation ran for six weeks, from 1 May to 16 June 2019.

2.5 What we asked

Our website included a questionnaire for respondents to complete, although they were also free to send us their thoughts by letter or email. We asked people who completed our questionnaire to tell us how they thought the proposals might impact how people would travel, and additionally to explain their reasoning for their assessment in free text.

We also asked respondents to tell us whether our proposals would positively or negatively affect their journeys, and additionally to tell us how we might mitigate any negative impacts they foresaw. Respondents were also asked to give us their name, email address and postcode, along with information about their travel habits, and certain demographic information; although all of these questions were voluntary. Our consultation questionnaire is included in Appendix A.

Our consultation was intended to enable us to learn what issues respondents might have with our proposals, together with any suggestions they might have for how these issues could be mitigated (or respondents suggestions for other changes or improvements they felt might be made to the proposals). We developed our consultation questionnaire accordingly, and included within it a set of questions we felt would encourage respondents to consider specifically what issues they foresaw with our proposals. We made clear on our consultation website that respondents could also submit their views to us in writing to our Freepost or email address.

2.6 Methods of responding

People were able to respond to the consultation by:

- answering the questions in the survey on our consultation website at tfl.gov.uk/wood-notting
- sending a letter to FREEPOST TfL CONSULTATIONS
- emailing us at consultations@tfl.gov.uk
- contacting our Customer Service team. The team were briefed on the consultation to ensure they could answer questions and take responses. They forwarded any questions they were unable to answer to the Consultation Team for response
- completing a questionnaire at one of the public drop-in sessions (or posting a questionnaire to the address above)

Foreign language translations, large print, Braille or audio versions of our consultation materials could be requested from our Customer Services team.

2.7 Consultation materials and publicity

We used a range of channels to raise awareness of the consultation and ensure that members of the public and stakeholders were aware of its purposes.

All materials encouraged interested parties to visit our website or contact us to find out more about the scheme and how to respond.

2.7.1 Website

Our website tfl.gov.uk/wood-notting provided detailed information about the consultation, including overview maps, drawings and computer-generated images. It was divided into pages which:

- provided an overview of the scheme,
- explained the separate neighbourhoods of the route,
- gave in-depth information about journey impacts for motor traffic, pedestrians, cyclist and bus services
- included 'Healthy Street' assessments for each neighbourhood as well as our Equality Impacts Assessment

2.7.2 Letters and leaflets

We sent letters to 28,093 local residents and businesses (i.e. all those properties situated within 400m either side of the route). Our letter made clear that the consultation had launched and included an overview of the proposals and map. If our letter distribution partner could not gain access to a property to post a letter then they posted the letter first class the next day. Copies of the letters and a map of the distribution area can be found in Appendix A.

We produced A5 leaflets to explain our proposals for each neighbourhood in summary. We sent multiple copies to GPs, hospitals, places of worship, community centres and libraries. We also gave out copies of the leaflet at advertised sessions at tube stations (see section 2.8.4). Copies of the leaflets are included in Appendix A.

2.7.3 Emails to public and stakeholders

We sent an email about the consultation to 58,539 people who use public transport or cycle in the area. The data for the distribution list was extracted from our master database of those who have registered their details with us – for example Oyster Card and Contactless customers. The text of the email is included in Appendix A.

We also sent an email to a wide range of stakeholders likely to be interested in the proposals. This email is included in Appendix A, together with the list of stakeholders we approached.

2.7.4 Public drop-in events

During the consultation we held four public drop-in events at times and locations intended to be convenient for as many people as possible. At each event, staff from TfL and the relevant local authorities were available to answer questions.

Venue	Date and time
St George's Church, Aubrey Walk, London W8 7JH	Monday 13 May 2019, 17:30 - 21:00

St George's Church, Aubrey Walk, London W8 7JH	Tuesday 28 May 2019, 13:00 - 17:00
The Bush Theatre, 7 Uxbridge Road, London W12 8LJ	Wednesday 5 June 2019, 17:00 - 21:00
The Bush Theatre, 7 Uxbridge Road, London W12 8LJ	Saturday 8 June 2019, 11:00 - 15:00

Figure 1 Public drop-in events: dates, times and venues

We also distributed leaflets on four occasions at local London Underground stations, and encouraged people to stop and have a chat with the team. The sessions were held at the following times and locations:

- **Wood Lane and Notting Hill Tube stations** - Tuesday 14 May 2019, 16:00 - 19:00
- **Shepherd's Bush and Holland Park Tube stations** - Thursday 23 May 2019, 16:00 - 19:00

2.7.5 Press and media activity

A Press Release was distributed to local and regional media at the time the consultation launched. A copy of our Press Release is included in Appendix A.

2.7.6 Print advertising

We advertised the consultation in local print newspapers appearing in the consultation area. Our advertisement is included in Appendix A.

2.7.7 Digital Advertising

We advertised the consultation digitally to mobile devices on 3/4G and Wi-Fi (home and business). Users could click through from the advertisement to find out more. A copy of the advertisement is included in Appendix A.

2.8 How we considered equalities in the consultation

In deciding on who to consult, we had regard to our public sector equality duty under the Equality Act 2010 and the need to consider any impacts (positive or negative) of the proposals on people with protected characteristics. To ensure that any such impacts were brought to our attention through the consultation, we took steps to ensure that a number of groups representative of people with protected

characteristics in the community; including elderly, disabled persons or faith organisations, were made aware of our consultation. The measures we took to ensure these groups could participate in the consultation included:

- Identifying and emailing relevant stakeholders such as British Dyslexia Association, Age UK London, Guide Dogs for the Blind, Royal London Society of Blind Children, Action on Hearing Loss and Inclusion London, and inviting them to respond to the consultation
- Ensuring that the materials were written in plain English, and available on request in different formats (for example, Braille, large print, other languages)
- Ensuring that consultation events were held in accessible locations and at different times of the day, and that large scale materials were available to review at the events
- Considering how best to reach our target audiences and tailoring the way of communicating with them. For example, by preparing hard copies of our online material for those not able to access our website
- Producing an “easy-read” version of the consultation materials, on request
- Sending copies of leaflets to local GP surgeries, libraries and places of worship
- Publishing an Equality Impacts Assessment within our consultation materials - this allows consultees to identify any significant gaps in our thinking and bring to our attention any impacts which we have not already identified

We are fully aware of our obligations under the Equality Act 2010, in particular the importance of the public sector equality duty on our decision-making. Some responses to consultation raised issues relating to equalities and these will be taken into account in the development of our thinking on the proposals, with mitigation of any adverse impacts being considered. The EQIA will be kept under review and updated throughout the decision-making process.

2.9 Analysis of consultation responses

We commissioned 2CV, an independent social research agency to analyse the consultation responses.

All closed questions were reviewed and the results tabulated and reported. The results are set out in the next chapter.

The open questions, where respondents provided comments, were read and analysed in detail. All comments and suggestions received, whether by email, letter or through our online questionnaire were reviewed in order to identify common themes raised by respondents.

2CV developed a ‘code frame’ for the open questions. A code frame is simply a list of the issues raised during the consultation; together with the frequency each was raised. Every open text response was analysed and either a new code was created or the response was added to one or more of the existing codes within the code frame. Each response could be coded into multiple codes, depending on the number of issues raised by the individual. Where it was determined that a comment was providing context to an issue (rather than forming a separate point), these did not form a separate code.

We were keen to ensure that the code frame be kept to a manageable length, to avoid the most prevalent issues becoming obscured by large numbers of points of detail raised by respondents individually. To this end, a code was created only for those issues which had been raised by at least one per cent of respondents to the consultation. Issues raised by fewer respondents were captured collectively and labelled 'Other' in the code frame by 2CV. We reviewed all those comments which 2CV identified to us as having been raised by fewer than one per cent of respondents to the consultation, to identify any specific suggestions or concerns which we might resolve or address with a change to the proposals. We have reviewed these issues in exactly the same way as all the other issues identified by 2CV.

Quality was paramount in the coding process. Coding was carried out by highly experienced coders with many years of experience. To ensure consistency in the way coding was approached and to minimise subjectivity, the number of coders working on each question was limited. Checks were carried out on a regular basis by 2CV and TfL to ensure quality and consistency of coding.

3. About the respondents

This section provides information about the consultation respondents, including how they heard about the consultation and in what capacity they responded.

Respondents have been classified into two categories: Members of the public and Stakeholders.

Respondent type	Total	%
Member of the public	5,330	99%
Stakeholder	56	1%
Total	5,386	100%

Figure 2 Public and stakeholder respondents to the consultation

3.1 Respondent type

Respondents were asked to select which of the following respondent types best described them. Respondents were free to select as many options as they felt were appropriate.

	Total	
	Count	%
A resident living close to the proposed scheme	2,292	43%
A cyclist who might use the proposed route, or who cycles in the area currently	2,041	38%
A business located close to the proposed scheme	342	6%
Someone who uses public transport in the area around the proposed scheme	2,100	39%
Someone who uses private transport in the area around the proposed scheme	1,269	24%
Not local, but interested in the proposals	525	10%
Other	165	3%
Not stated	1,191	22%

Figure 3 Respondent types

3.2 List of responding stakeholders

We received 56 responses from organisations or individuals we would consider to be stakeholders. We identified as a ‘stakeholder’ all those respondents we judged are notable and reasonably well known amongst the public. This includes London’s local

authorities, major transport groups, local neighbourhood or residents associations, major charities, businesses and business groups and industry associations.

We have listed below all those stakeholders who responded to the consultation. We have included in Appendix B a summary of each of the responses we received from these organisations or individuals.

Association of British Drivers	London Cycling Campaign
Avonmore Residents Association Committee	London Living Streets
Campden Hill Lawn Tennis Club	London Tourist Coach Operators Association
Campden House Court Ornamental Garden	London TravelWatch
Canal & River Trust	Lord Russell of Liverpool
Cardinal Vaughan Memorial School	Nevern Mansions Committee
Caroline Russell AM	Norland Conservation Society
Chartwell House Residents Association	Norland Place School
Clarendon Cross Residents Association	Norland Square Mansions Residents Association
Cllr Dori Schmetterling	Patel Taylor (representing St James Berkeley Group)
Cllr Julie Mills	Pedal Me
Cllr Laura Round	Queensdale Walk Residents Association
Confederation of Passenger Transport	Quod (representing Notting Hill Gate KCS Ltd)
Ealing Cycling Campaign	Royal Borough of Kensington & Chelsea
Emma Dent Coad MP	Royal National Institute for the Blind
Freight Transport Association	SIAL Primary School
Friends of Hyde Park & Kensington Gardens	St Quintin & Woodlands Neighbourhood Forum
Hillgate Village Residents Association	Stagecoach in Oxfordshire
Holland Park Residents Association	Stop Killing Cyclists
Imperial College London	Sustrans
Kensington Society	TfL Youth Panel
Kildare Gardens and Terrace Residents Association	The Coronet Theatre
Knightsbridge Association	The Hammersmith Society
Ladbroke Walk Neighbourhood Watch	The Ladbroke Association
Licensed Taxi Drivers Association	The Pembridge Association
Lidgate Farm Shops Ltd	The Ramblers Inner London Area
London Borough of Hammersmith & Fulham	URW (Owners of Westfield London)
London Breast Institute	Westminster City Council

3.3 How respondents heard about the consultation

We asked respondents how they had heard that the consultation was taking place, and provided a variety of options for them to choose from.

	Total	
	Count	%
Received an email from TfL	487	9%
Received a letter from TfL	444	8%
Read about in the press	454	8%
Saw it on the TfL website	205	4%
Social media	1,589	30%
Other	879	16%
Not stated	1,328	25%
Total	5,386	100%

Figure 4 How respondents heard about the consultation

3.4 Distribution of respondents across Greater London

We asked respondents to provide us with their home postcode. 3,730 respondents did so and we have plotted these on the following map.

Of the respondents who provided us with a valid postcode, 1,553 respondents were 'mapped' to the London Borough of Hammersmith & Fulham, Royal Borough of Kensington & Chelsea or City of Westminster. The majority (1,169 respondents) were mapped to the Royal Borough of Kensington & Chelsea.

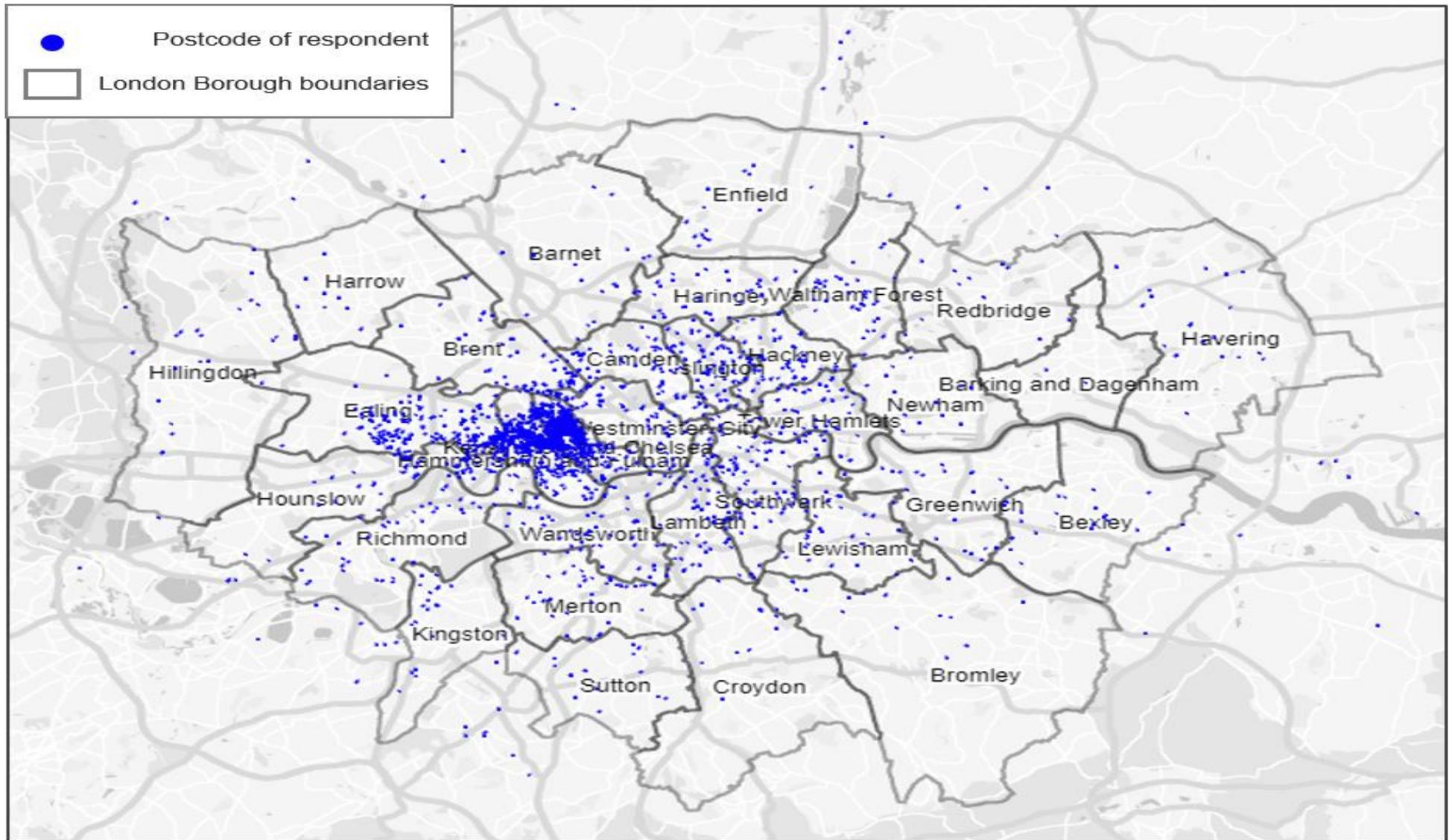


Figure 5 Map to show the location of all respondents to the consultation

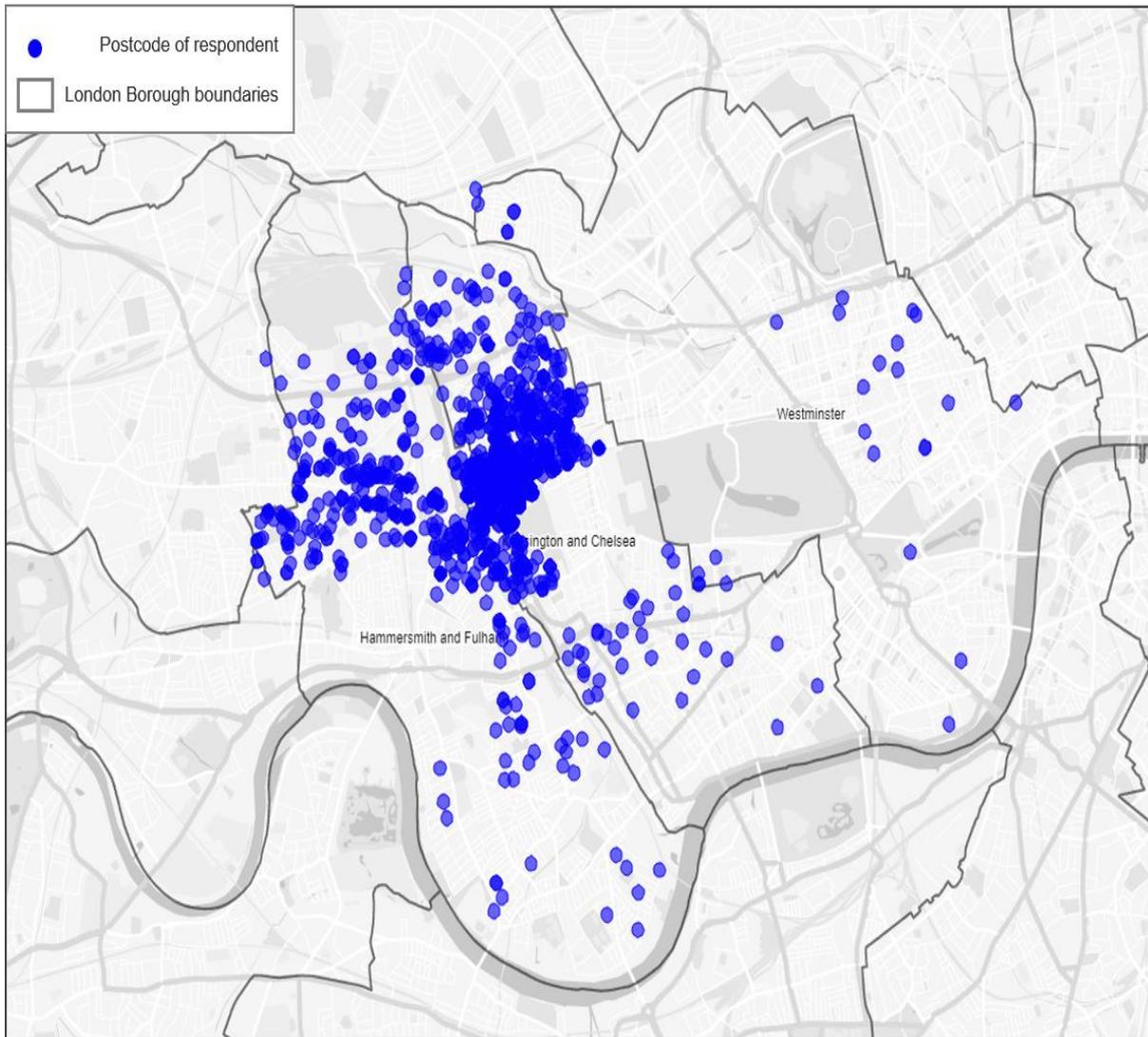


Figure 6 Map to show respondents to the consultation in the Royal Borough of Kensington & Chelsea, London Borough of Hammersmith & Fulham and City of Westminster

3.5 Demographics

We asked respondents to tell us about themselves, although respondents were under no obligation to provide any particular demographic information to us. The following tables set out the information respondents gave us on their gender, age, ethnicity, sexual orientation and faith.

We also asked respondents whether they considered their day-to-day activities were limited because of a long-term health problem or disability.

	Total	
	Count	%
Male	2,301	43%
Female	1,249	23%
Gender Neutral	7	0%
Trans Male	12	0%
Trans Female	28	1%
Prefer not to say	417	8%
Not answered	1,372	25%
Total	5,386	100%

Figure 7 The gender of respondents to the consultation

	Total	
	Count	%
Under 15	7	0%
16-20	35	1%
21-25	161	3%
26-30	284	5%
31-35	373	7%
36-40	426	8%
41-45	472	9%
46-50	424	8%
51-55	448	8%
56-60	290	5%
61-70	230	4%
71+	144	3%
Prefer not to say	226	4%
Not answered	497	9%
Total	5,386	100%

Figure 8 The age of respondents to the consultation

	Total	
	Count	%
Asian or Asian British – Bangladeshi	14	0%
Asian or Asian British – Chinese	30	1%
Asian or Asian British – Indian	53	1%
Asian or Asian British – Other	31	1%
Asian or Asian British – Pakistani	13	0%
Black or Black British – African	22	0%
Black or Black British – Caribbean	30	1%
Black or Black British – Other	11	0%
Mixed – Other	70	1%
Mixed – White and Asian	43	1%
Mixed – White and Black African	7	0%
Mixed – White and Caribbean	13	0%
Other Ethnic Group	33	1%
Other Ethnic Group – Arab	15	0%
Other Ethnic Group – Kurdish	0	0%
Other Ethnic Group – Latin American	11	0%
Other Ethnic Group – Turkish	2	0%
White – British	2,166	40%
White – Irish	154	3%
White – Other	603	11%
Prefer not to say	675	13%
Not answered	1,390	26%
Total	5,386	100%

Figure 9 The ethnicity of respondents to the consultation

	Total	
	Count	%
Heterosexual	2,580	48%
Gay man	65	1%

Lesbian	147	3%
Bisexual	30	1%
Other	33	1%
Prefer not to say	1,053	20%
Not answered	1,478	27%
Total	5,386	100%

Figure 10 The sexual orientation of respondents to the consultation

	Total	
	Count	%
Christian	48	1%
Muslim	1,059	20%
Jewish	21	0%
Hindu	72	1%
Buddhist	15	0%
Sikh	65	1%
Other	61	1%
No religion	1,549	29%
Prefer not to say	1,038	19%
Not answered	1,458	27%
Total	5,386	100%

Figure 11 Faith of the respondents to the consultation

	Total	
	Count	%
Yes, limited a lot	103	2%
Yes, limited a little	297	6%
No	3,116	58%
Prefer not to say	480	9%
Not answered	1,390	26%
Total	5,386	100%

Figure 12 Respondents who considered that their day-to-day activities were limited

4. Summary of all consultation responses

This chapter summarises the outcomes of the consultation, including what issues were raised by respondents in their written comments. This includes responses we received by letter or email, and those submitted by people who completed our online consultation questionnaire.

4.1 Question 1: Effect of proposals as a whole on the way people choose to travel

We asked respondents to tell us what effect they felt the proposals would have on the way people choose to travel. We also asked them to explain their answers to this question, and the issues they raised are described in section 4.2.

We have split the responses we received which related to walking, cycling and using public transport from using private vehicles for business or personal journeys. The percentage scores in this and the following tables additionally account for those respondents who did not answer the relevant question in our consultation questionnaire, for completeness.

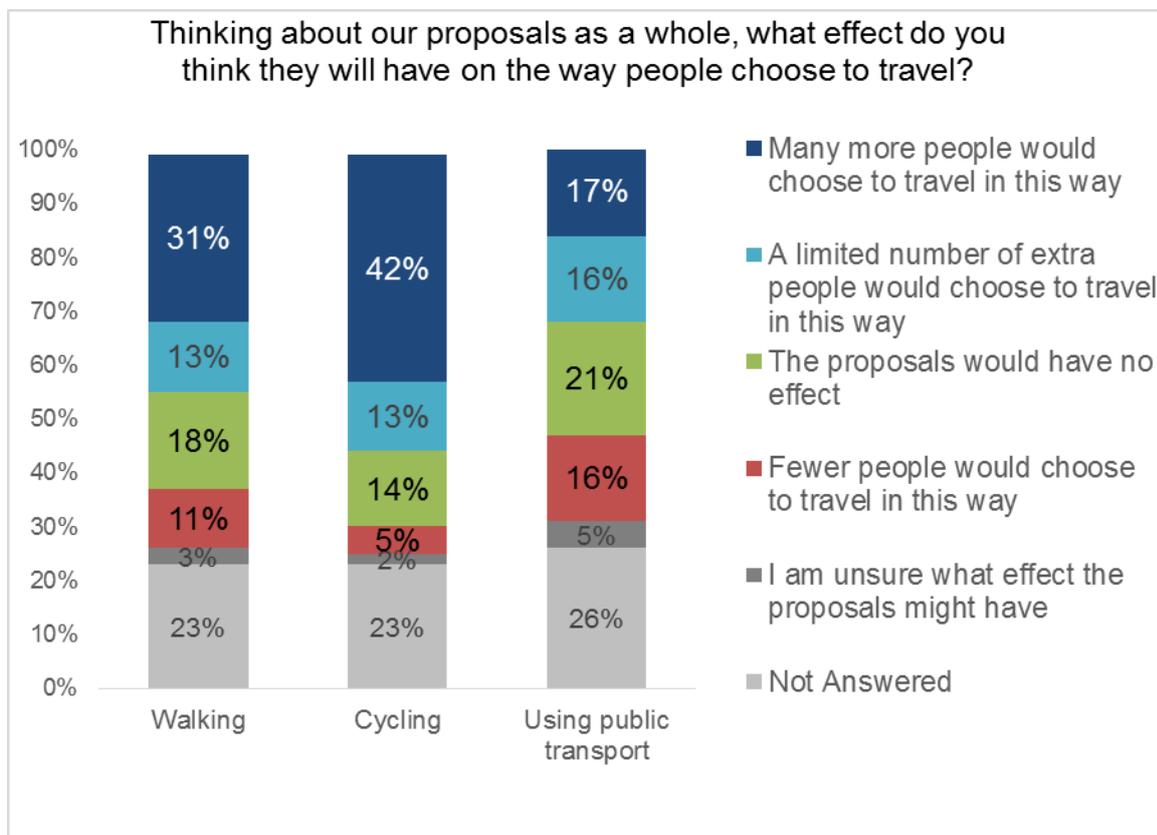


Figure 13 Effect of proposals on the way people choose to travel (walking, cycling and public transport)

Respondents felt that our proposals would have the greatest positive impact on people choosing to cycle: 55 per cent agreed that many or a limited number of extra people would choose to travel this way. Respondents also agreed that walking would become a more common choice of travel mode, with 44 per cent saying that many or a limited number of extra people would choose to walk. A slightly lesser proportion of respondents felt that our proposals would lead to greater use of public transport, with 33 per cent saying that our proposals would mean more people would travel in this way.

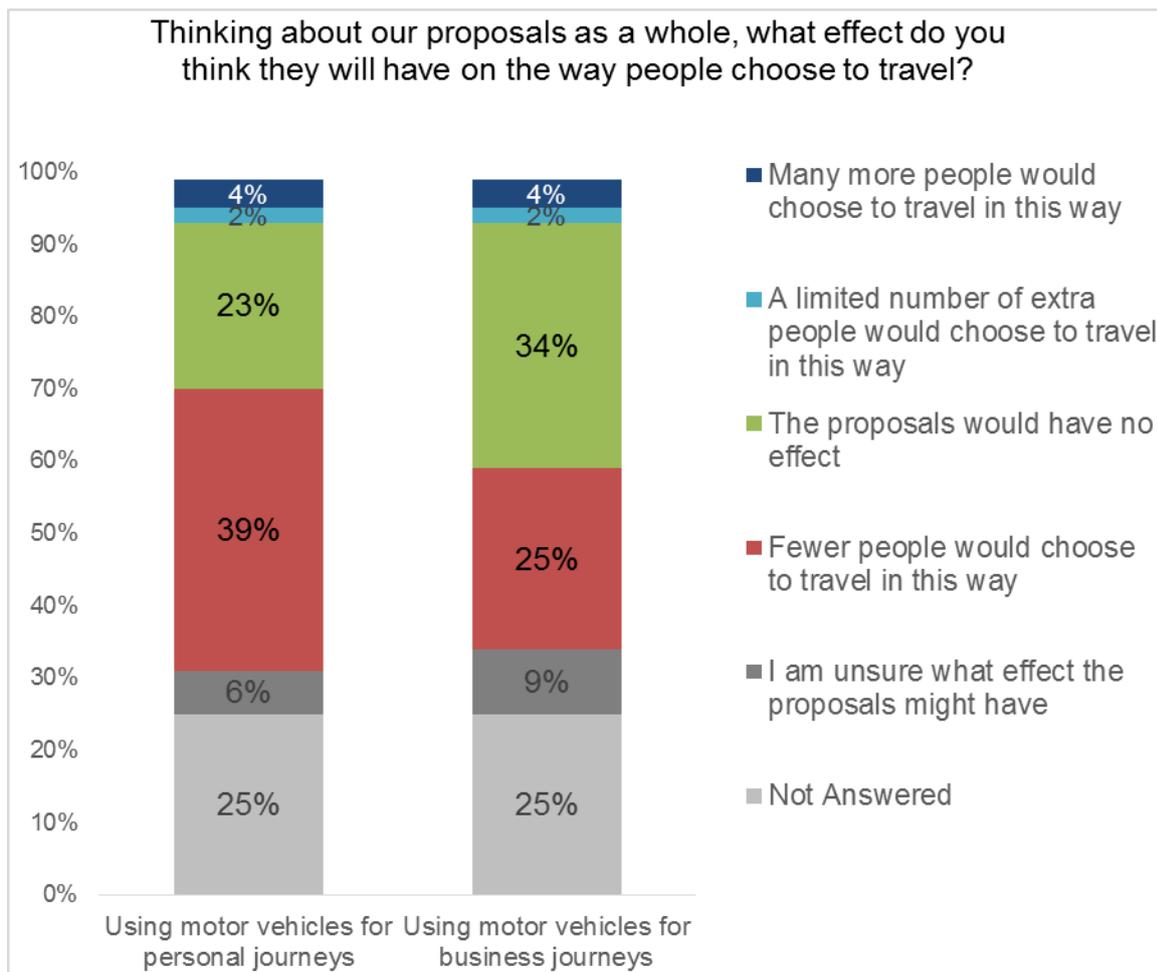


Figure 14 Effect of proposals on the way people choose to travel (motor vehicles)

A statistically significant number of respondents felt that our proposals would discourage more people to use a motor vehicle for personal journeys, and to a slightly lesser extent, for business journeys: 39 per cent of respondents felt that our proposals would mean that fewer people would choose to use a motor vehicle for personal journeys, and 25 per cent felt that fewer people would choose to use a motor vehicle for business journeys.

A significant number of respondents felt that our proposals would have no effect on people choosing to use a motor vehicle: 34 per cent felt that our proposals would have no effect on people using a motor vehicle for business journeys and 23 per

cent felt they would have no effect on people using a motor vehicle for personal journeys.

4.2 Question 1 (open question) & Question 3 (open question): Effect and impact of proposals as a whole

We asked respondents to explain their reasoning behind their assessment of the effects of our proposals on the way people might choose to travel. We also asked whether our proposals would have a positive or negative effect on respondents' travel, and how any negative impacts could be minimised. The wording of both questions is included below for reference.

Full question text (open question 1): It would help us if you could use the space below to explain your answers to the question above. If you are commenting on a particular location, please mention it to help us analyse the responses.

Full question text (open question 3): Please let us know if the proposals would have a positive or negative impact on you or the journeys you make. Please explain how we could minimise any negative impacts. Please also let us know if you have feedback about the specific effects our proposals might have on particular junctions or areas.

We found that respondents raised similar issues in the comments they made to both open questions in our questionnaire, and in the letters and emails we received. For this reason we developed a single 'code frame'², which listed all of the issues raised by respondents across the open questions in the online questionnaire and in the letters or emails we received. We have also grouped the issues raised thematically, to make the code frame more manageable and easy to understand.

We identified more than 200 individual issues raised by respondents to the consultation. This section provides details of only the most frequently raised issues, for ease of reading. The complete code frame is included in Appendix B.

4.2.1 Open responses: Specific issues raised

The chart below lists the 10 most frequently issues, including the number of times each issue was raised by respondents.

² A code frame is simply a list of the issues expressed by respondents to a consultation; together with the frequency each was raised. Each code describes an issue raised by respondents in a common and consistent way.

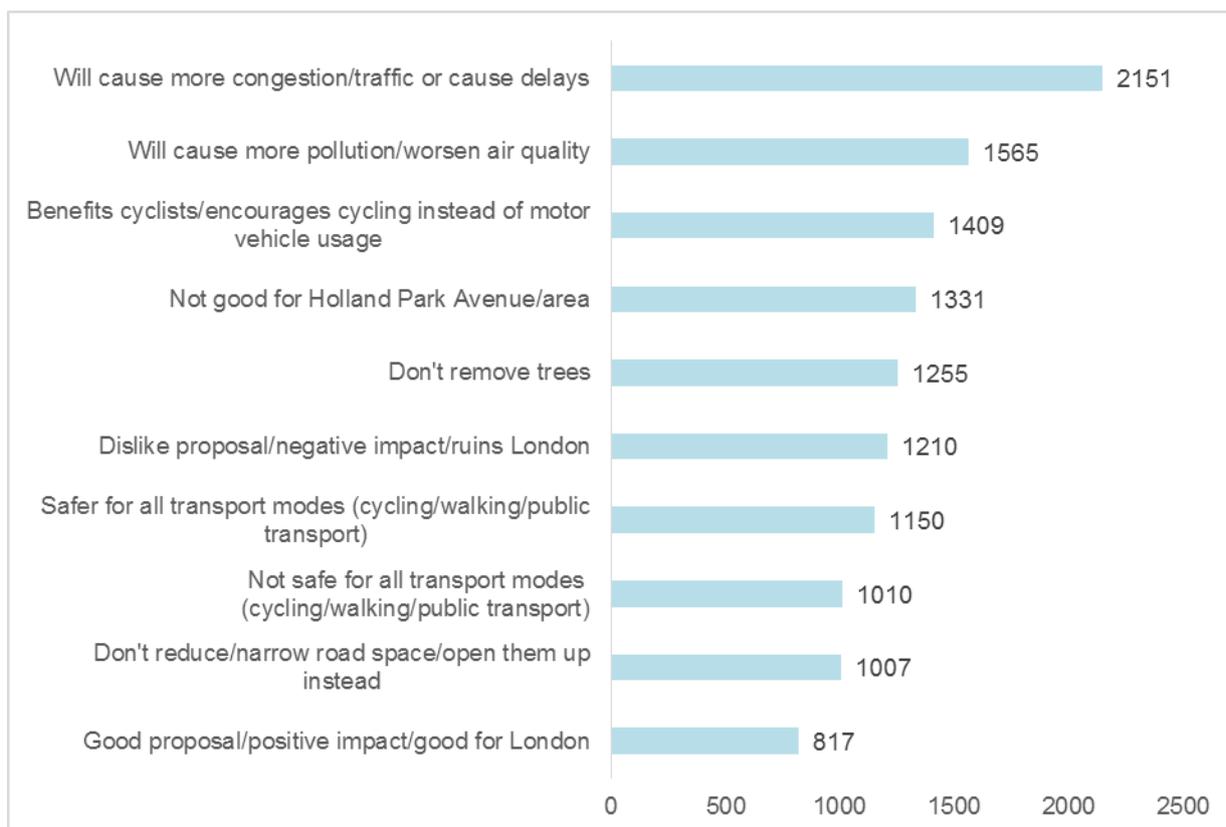


Figure 15 Top 10 most frequently raised issues

The most frequent positive comment made was that the new proposals would benefit cyclists or encourage cycling, raised by more than a quarter of respondents making this comment (26%).

4.3 Question 2: Neighbourhoods of interest selected by respondents

We asked respondents to tell us which neighbourhood their responses to the consultation were related to, or whether their comments referred to the entire scheme.

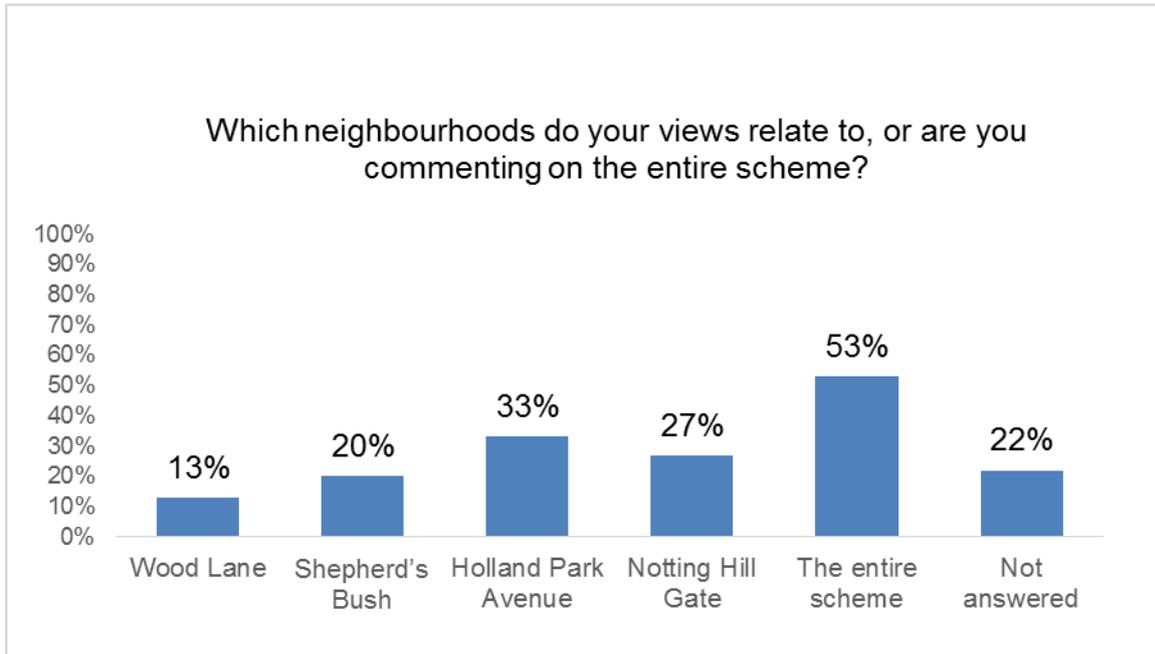


Figure 16 Respondents selection of the neighbourhoods their comments related to

Respondents were most likely to state that their comments related to the entire scheme (53%), followed by Holland Park Avenue (33%) and Notting Hill Gate (27%).

4.4 Question 4: Frequency of travel

We asked respondents how often they currently use different forms of transport in the area affected by the proposals. The results are shown below.

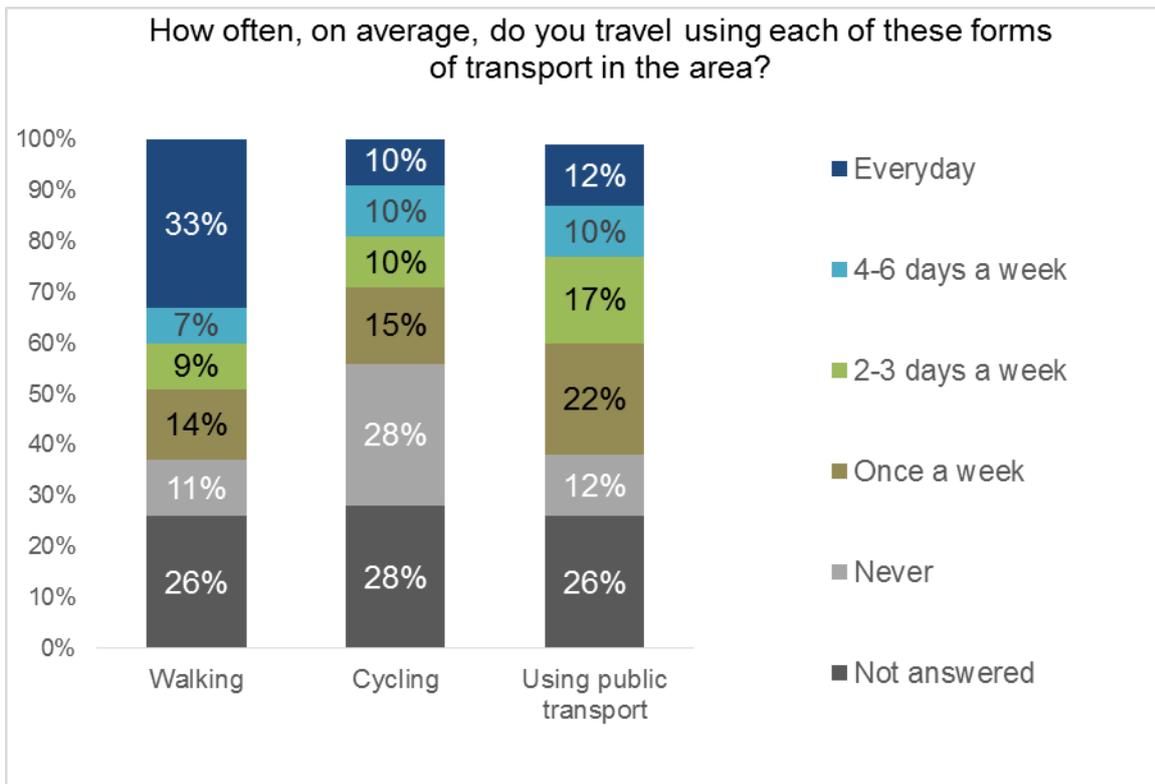


Figure 17 Frequency of travel by walking, cycling and public transport

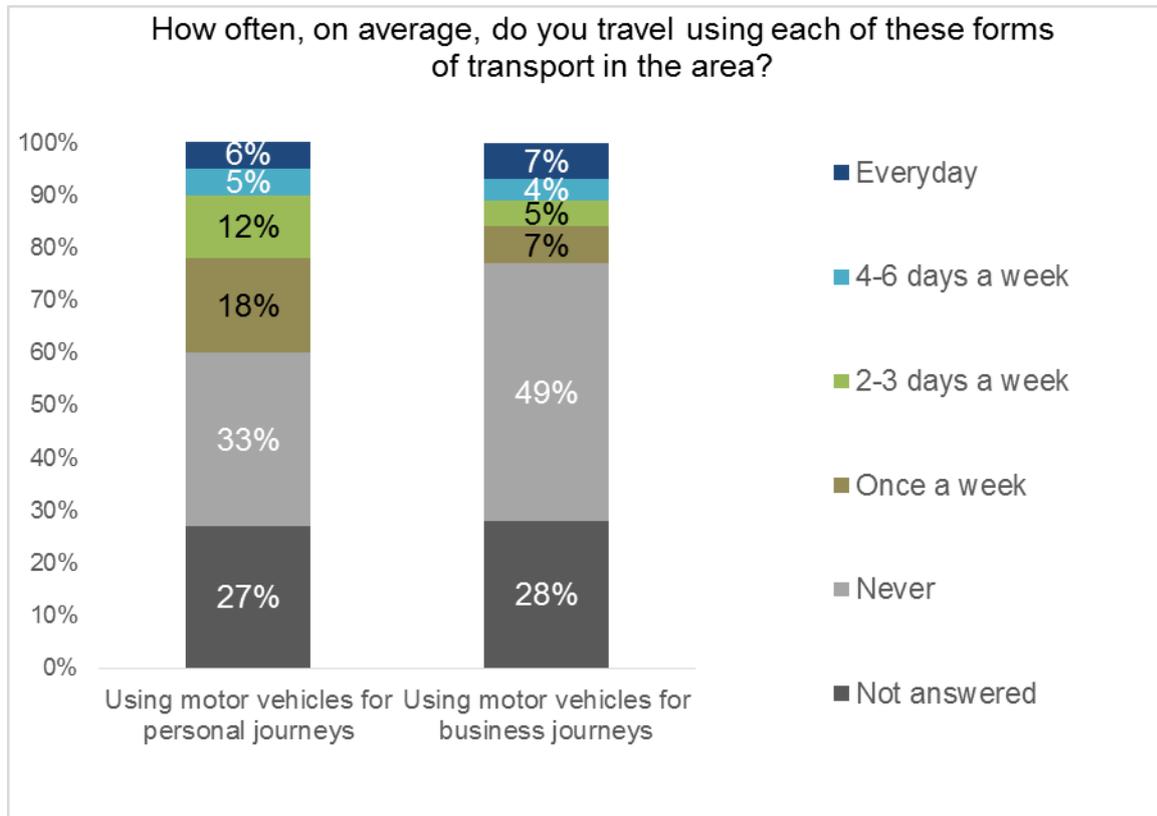


Figure 18 Frequency of travel by motor vehicles

4.5 Quality of Consultation

We asked respondents to rate the quality of various aspects of the consultation. The results are shown in the chart below.

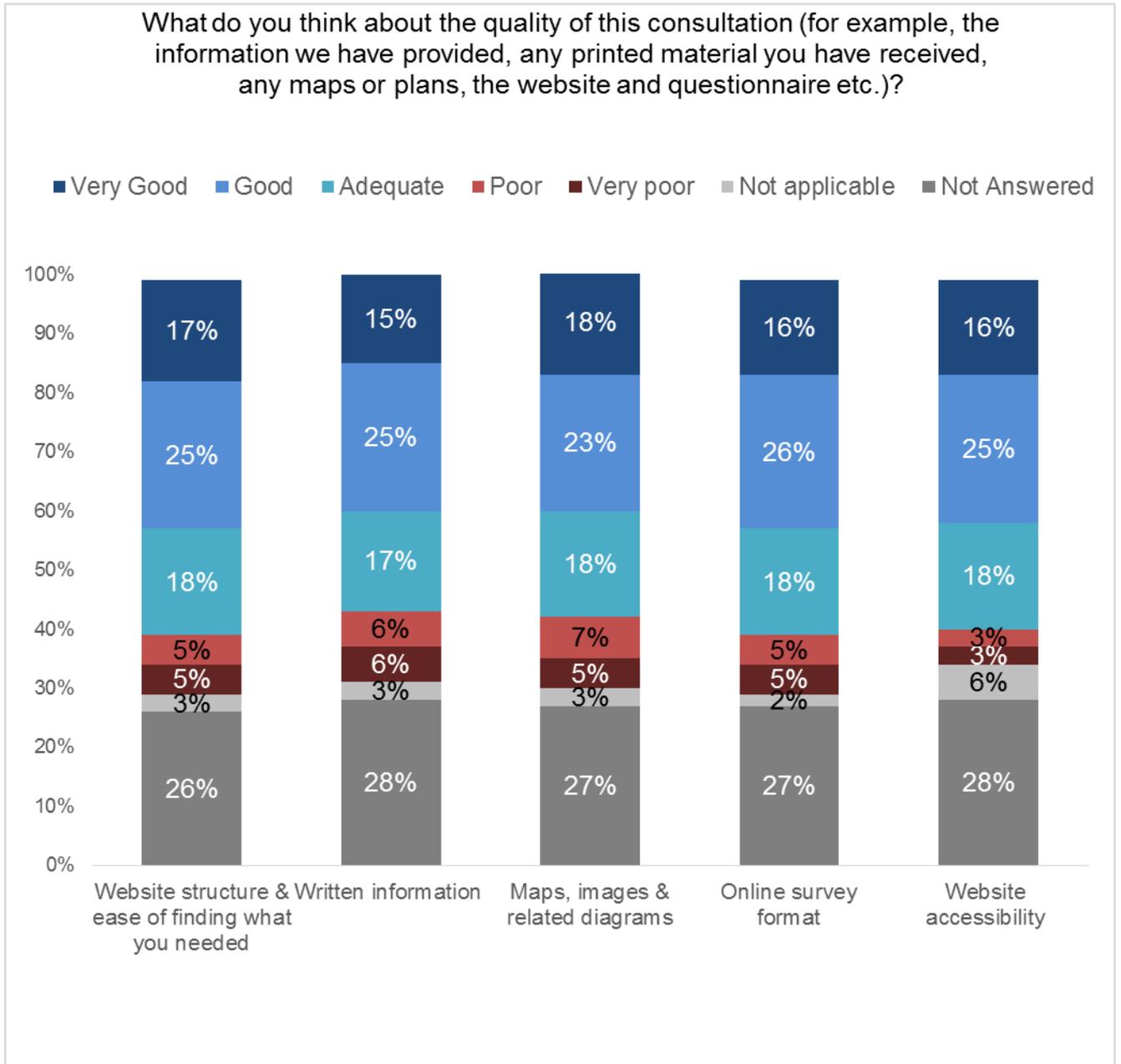


Figure 19 Assessment of the quality of this consultation

5. Initial responses to issues raised

This chapter sets out our response to the issues raised by respondents to the consultation. We have grouped the issues raised by respondents into broad themes, to make this section of the report easier to read and to provide a more readily understood overview of the issues raised.

Who will make a decision on whether to implement the proposals?

The majority of improvements we proposed in the consultation would be introduced on roads for which either the Royal Borough of Kensington & Chelsea, or the London Borough of Hammersmith & Fulham, is the highway authority. This means that only the relevant Borough could decide whether or not to proceed with the proposals on those roads for which they have responsibility, either as they were proposed or with amendments to them.

We have worked with both boroughs to develop proposals that aim to deliver safety and active travel improvements in line with the Mayor's Transport Strategy and we are reviewing the designs in light of the feedback we received during this consultation.

Potential improvements to the scheme

Some respondents to the consultation were very positive, and made comments in support of the proposals. Others however had significant concerns about the proposals, and either commented that they should not be introduced at all, or they highlighted particular aspects which they objected to and wished to be changed. There were also a range of suggestions for changes or improvements which some respondents felt should be made to the proposals.

We have identified a series of concerns raised by respondents who were opposed to the proposals which we consider were the principal areas of concern, and which we believe we may be able to address. These were:

- Concerns about how loading and unloading on Uxbridge Road might affect traffic flow if our proposals were introduced
- The effect on traffic flow throughout the area of a proposed banned left turn at Royal Crescent
- The proposed removal of a bus stop on Norland Square
- The effect of a new signalised pedestrian crossing between Portland Road and Clarendon Road
- The proposed removal of trees on Holland Park Avenue opposite Ladbrooke Grove and on the central reservation at Notting Hill Gate

About our responses

The following table provides our response to the issues raised during the consultation. Some respondents provided a range of positive comments about the proposals, all of which we have noted. We have not included our response to these positive issues in the table in order to make it more manageable, and to avoid unnecessary repetition.

Figure 20 Table of TfL's responses to some of the issues raised by respondents to the consultation

Theme	Issue	TfL's response
Proposal Disapproval (Net)	Dislike proposal/negative impact/ruins London	The Mayor, as part of the Mayor's Transport Strategy, has a goal to eliminate deaths and serious injuries from London's roads by 2041. It is neither inevitable nor acceptable that anyone should be killed or seriously injured when travelling in London. When we leave our homes each day, we should feel safe and confident about the journey ahead.
	Leave as is/no changes needed/will have no effect	
Negative Impacts on Road Users (Net)	Not beneficial for cyclists/fewer people will cycle/cycling will become less desirable	Londoners' experiences of using our streets will help determine whether they decide to walk, cycle and use public transport, whether they choose to visit their local high street or drive to an out-of-town shopping centre, and even whether they feel they need to own a car at all. We have developed our proposals to take account of the nature of the neighbourhood as it is today, as well as being mindful of the way it will continue to grow and evolve in the future into a place where high streets are designed for people and the neighbouring streets are pleasant to be in. By doing this we can deliver the economic benefits increased numbers of people walking and cycling bring to the high street While we propose designs to enable the safe movement of everyone who uses London's roads, we understand not everyone will be happy. We consulted on a design which aims to balance the needs of all users along the highway. This includes pavements and safe crossing points for pedestrians, protected facilities for cyclists and roads for public transport and traffic with their associated movements, as well as trees, businesses and parking and loading facilities.
	Not beneficial for public transport/few people will use public transport (bus)	
	Not beneficial for walkers/fewer people will walk/walking will become less desirable	
	Will not change motor vehicle usage for business transport	
	Will not change motor vehicle usage for personal journeys	
	Will not change motor vehicle usage/travel mode - unspecified if personal or business	
Disadvantages to Local Regions (Net)	Difficult to access surrounding areas (Westfield/A40)	The locations along our proposed route tend to feature roads which are difficult to cross, where there is additionally no or very little protection for people cycling. Cyclists and pedestrians must therefore interact with fast flowing or congested traffic. Our scheme
	Not good for Addison Avenue/area	

Theme	Issue	TfL's response
	Not good for Bayswater/area	is intended to provide substantial safety and other improvements, for example to encourage and enable people to cycle more often. Some of our plans would change the ways that users experience the area but with, on balance, significant benefits.
	Not good for Hammersmith/Need to reopen	
	Not good for Holland Park Avenue/area	
	Not good for Hyde Park/area	
	Not good for Kensington area (Imperial College/Abbotsbury)	
	Not good for Ladbroke Grove/Terrace	
	Negative effect of similar proposal in Lancaster Gate	
	Not good for Norland Square/area	
	Not good for Notting Hill Gate/area	
	Not good for Queensdale Road/area	
	Not good for Shepherd's Bush/area	
	Not good for West London/area	
	Not good for Wood Lane/area	
	Will not improve area/less appealing area	
Congestion/Traffic (Net)	Cycle lanes are underused (few hours/roads used instead)	

Theme	Issue	TfL's response
		<p>However, a lack of segregated cycle routes is often identified as a key barrier to cycling which is being addressed by this scheme. Data from segregated cycle routes that have recently opened shows that uptake from cyclists is high in terms of the numbers of the cyclists using routes and the proportion of traffic they make up. Where segregated facilities are provided, we have also observed very high proportions of cyclists using these compared with those remaining in the road. Cycle counts undertaken in the autumn of 2017 on Blackfriars Road show that during the peak hours, the number of cyclists has increased from 1,995 to 4,462 since 2014; a rise of 124 per cent.</p> <p>Overall, there has been an increase in cycling of over 150 per cent in the capital since 2000 with new cycling infrastructure playing a key role in this transport mode change. To build on this cycling growth further, it is clear that dedicated facilities are a key factor.</p> <p>High volumes of cyclists currently use the eastern sections of the proposed route where there are no protected facilities for them. Providing them with these segregated facilities will help to remove barriers and build on these volumes by encouraging new and less confident cyclists. Our Strategic Cycling Analysis shows high current and future potential demand along the route alignment.</p>
	Will cause congestion issues at peak times	We have carried out detailed traffic modelling on the proposals to understand how our proposals might affect journey times for general traffic, buses, cyclists and pedestrians.
	Will cause more congestion/traffic or cause delays	
	Will cause people to avoid routes/use other routes	To understand the impacts, we have assessed how London's roads would operate in 2021, considering population growth, committed developments and other road improvements. We then tested how London's roads would operate in 2021 with the changes proposed as part of this scheme. This allows us to isolate the predicted impacts of this proposed scheme from other changes which are not part of this

Theme	Issue	TfL's response
		<p>consultation.</p> <p>As a result of road capacity reductions at the junction of Uxbridge Road with Holland Park roundabout, we predict that less traffic would travel around Shepherd Bush Green and Holland Park Roundabout under our proposals. This is expected to result in some vehicles taking alternative routes including some additional traffic travelling northbound on Wood Lane and eastbound on Ariel Way.</p> <p>Traffic reassignment modelling assumes a perfect knowledge of the network and that users will also choose the fastest route. The proposed change to road layout along Holland Park Avenue and Notting Hill Gate as well as Ladbrooke Terrace becoming northbound only is predicted to lead to some traffic taking alternative routes. The modelling indicates that traffic from the Paddington area and further east would take alternative routes such as the A40 (westbound).</p> <p>Due to the proposed changes at Holland Park West (entry only) and Holland Park East (exit only) north and southbound traffic would switch between these two approaches, but it is expected that overall number of vehicles using these roads would remain broadly the same.</p> <p>There is predicted to be increases of up to 10 minutes for vehicles travelling westbound from Lancaster Gate to Du Cane Road, north of the A40. While this is the largest proposed increase there are some localised decreases in journey times predicted such as around Shepherd Bush Green, these decreases can be felt across all modes of transport.</p>
Accessibility (Net)	Don't eliminate/ban left turns	Early assessments showed that the number of vehicles turning left

Theme	Issue	TfL's response
	(Royal Crescent/Holland Park)	out of Royal Crescent onto Holland Park Avenue was low, with a desire for cyclist to travel between Addison Road and Addison Avenue. A number of respondents raised this as an issue during the consultation and as such we are now considering an alternative location for the toucan crossing which enables cyclists to make this movement. Should an alternative location be suitable, we may be able to retain the left turn onto Holland Park Avenue from Royal Crescent and an informal pedestrian crossing across the eastern arm of the junction.
	Don't want to lose bus stops/less bus stops	<p>An efficient and reliable bus network is an important part of the Mayor's Healthy Streets Strategy, which aims to prioritise walking, cycling and public transport. As part of our proposals, the majority of bus stops are being retained. However, we are proposing to relocate six bus stops a short distance away from their current locations to make way for new pedestrian crossings, new parking bays and to allow bus stop bypasses to be created.</p> <p>We've also proposed to remove a total of three bus stops along the route owing to road and pavement space constraints. The bus stops are:</p> <ul style="list-style-type: none"> • Uxbridge Rd / Westfield Shopping Centre (Stop T) • Norland Square (Stop HC) • Holland Park (Stop HA) <p>An Equality Impact Assessment has been completed to assess the impact of these changes, which can be found here.</p>
	Need improved pedestrian crossings (no locations specified)	<p>Making streets easier to cross is important to encourage more walking and to connect communities. People prefer direct routes and being able to cross streets at their convenience, with physical barriers and fast moving or heavy traffic making streets difficult to cross. As part of the scheme, we are proposing to create 15 new pedestrian crossings and upgrade over 20 others. These upgrades include</p>

Theme	Issue	TfL's response
		<p>signalising crossings, widening them to increase capacity, and realigning them to make them more direct. This would be supported by other improvements to the street environment, including decluttering the pavement, improving pavement materials and ensuring there are places to stop and shelter.</p>
Road Space (Net)	Dislike one/two way/segregated lanes/system	<p>The Healthy Streets approach, which prioritises walking, cycling and public transport, directly interacts with Londoner's through the streets they use every day. An important measure of success will be positive changes to the character and use of the city's streets.</p> <p>We can provide high-quality environments with enough space for dwelling, walking, cycling and public transport use. We can enhance our streets with seating, shade and greenery, and reduce the dominance of vehicles by designing for slower vehicle speeds. As London's population continues to grow, space is becoming less available. Cycle lanes provide an efficient use of road space by transporting more people in a smaller space.. All of these measures will improve Londoners' experience of individual streets, encouraging them to live active lives.</p>
	Don't need/want more cycle lanes	
	Don't reduce/narrow road space/open them up instead	
	Poor use of pavement (shared with cyclists/raised/width)	
	Will worsen/ruin roads	
	Would reduce parking/loading bays	<p>We are proposing to make changes to the parking and loading facilities along the route.</p> <p>Rather than removing loading bays, we are proposing to create three new loading bays on Wood Lane, Holland Park Avenue and Notting Hill Gate. We are also currently assessing further loading provisions on Uxbridge Road.</p> <p>In terms of parking, our proposals seek to strike a balance between providing amenity for access by car, whilst continually seeking to improve levels of access by more sustainable modes of transport. While we are proposing to remove 3 parking bays on Ladbroke</p>

Theme	Issue	TfL's response
		Grove, Addison Road and Norland Square, we are proposing to install eight new parking bays as part of the scheme. This means that there will be no net loss of parking facilities across the scheme as a whole.
Miscellaneous Infrastructure (Net)	Will cause more road work/construction	Construction will be planned carefully to minimise disruption to those who live, work and travel through the areas. We will also aim to minimise construction impacts as much as possible. We will carry out communication and engagement with local residents, cyclist groups, businesses and other stakeholders to ensure they have the information they need to plan ahead and adapt their travel arrangements where necessary, reducing any impact on their journeys and operations during the construction period. We also provide road traffic information to help people better plan their journeys and make informed choices about how, where and when they travel.
Other Suggestions/Improvements Needed (Net)	Need to improve/maintain public transport	Bus stops are conveniently located in both the existing and proposed designs to provide users with an easy interchange between modes. On top of the specifics with this scheme, the TfL Business Plan (available at http://content.tfl.gov.uk/tfl-business-plan-2019-24.pdf) describes the various initiatives we are taking to improve public transport in London.
	Should reroute/to other/back/quieter streets	The route alignment was considered at length by TfL and the local boroughs over many years with detailed assessments undertaken to inform this. The aim of the scheme is to encourage more people to choose sustainable travel over motorised options to contribute towards the Mayor's aspiration for 80% of trips to be made by cycling, walking and public transport by 2041. To be successful, the scheme must be an attractive route for cyclists with useful connections to local amenities, such as shops, restaurants and places of work, health and education facilities and connections to public transport facilities, including train and underground stations, and address

Theme	Issue	TfL's response
		<p>current barriers such as safety. This is why the current route was chosen, as opposed to running it down back streets in a more indirect route.</p> <p>The chosen alignment is through the neighbourhoods of Wood Lane, Shepherd's Bush, Holland Park Avenue and Notting Hill Gate. These are thriving residential and local rail centres, which also serve as an important link between central and inner London. Improving walking and cycling within these neighbourhoods would increase connectivity to key attractions, new developments, transport hubs and the London wide cycling network. Our Strategic Cycling Analysis supports this route alignment. It sets out potential corridors and locations where current and future cycling demand could justify investment and where demand for cycling, walking and public transport is most needed to improve all sustainable transport modes together.</p>
	Speed issues/need to reduce/set speed limits for cyclists	<p>TfL's approach is to promote the message that the Highway Code must be adhered to by all road users, and we are strongly in favour of promoting the ethos of 'responsible cycling' and mutual respect between people cycling and other road users. This means working to eliminate offences such as jumping red lights, cycling on the pavement, unless permitted, and cycling at night without adequate lighting. Enforcement activity is conducted in a balanced way, targeted most at those causing danger.</p> <p>New cycle infrastructure in London is designed to encourage a diverse range of users to consider taking up cycling. Segregated facilities enable people to cycle more comfortably at slower speeds by being separate from general motor traffic, allowing them the space and time to manoeuvre at their own pace.</p>
	Cyclists ignoring traffic lights/compliance issues/needs improvement	
Environment (Net)	Don't remove trees	When proposing the removal of trees, TfL has to also consider the operation of the road to ensure it still has the capacity to handle the

Theme	Issue	TfL's response
	Removing trees causes wind issues/loss of shade/protection from sun	<p>volume of traffic that wishes to use it. The trees proposed for removal opposite Ladbroke Grove enable us to retain the right turn into Ladbroke Grove. The trees in the central reservation in Notting Hill Gate have been proposed to be removed to ensure the cycle lane, traffic lanes and park & loading can be retained in a street lined on both sides with businesses.</p> <p>We understand the concern about the loss of trees in our initial proposals. We have carried out some high-level design work and believe that we could bring forward a design that could retain a significant number of the trees that we originally proposed to remove.</p>
	Will cause more pollution/worsen air quality	<p>Air pollution is one of the most significant challenges facing London. A number of schemes aimed at improving London's air quality are planned including taking steps to reduce air pollution from our bus fleet and reducing emissions from taxis and private hire vehicles. This includes setting up 'Low Emission Bus Zones' and expanding the electric vehicle charging network. We have also implemented the T-Charge, and introduced the Ultra Low Emission Zone (ULEZ) in April 2019. We are investing to make London's streets healthy, safe and attractive places to walk and cycle. We hope that enabling more journeys to be made on foot or by bike will encourage people to choose more sustainable modes of transport in the area.</p> <p>We have undertaken independently assessed environmental evaluations of the impacts of our schemes including Noise and Air Quality Assessments. Based on current levels of mode share, these indicate that noise and air quality are not expected to change significantly. We hope that enabling more journeys to be made on foot or by bike will encourage people to choose more sustainable modes of transport in the area. Although not a traffic generating</p>
	Bad/not good for public health conditions	
	Bad/not good for the environment	

Theme	Issue	TfL's response
		<p>scheme, our proposals would change how traffic moves around the area, which may result in some associated and localised changes to air quality and noise levels.</p> <p>There are small to medium improvements in noise due to traffic reductions predicted on A4020 (Uxbridge Road and Shepherd's Bush Green) and A402 (Notting Hill Gate). There is also a small improvement on Wood Lane due to the segregated cycle lane moving some of the traffic further from adjacent building façades. Conversely, increases due to traffic increases on some local roads lead to a medium increase in noise levels along Lansdowne Road and small increases (i.e. a minor adverse effect) along Holland Park and Ladbrooke Road. The results of the air quality and noise assessment suggest that the overall impact of the scheme is considered to be not significant on air quality and noise across the majority of the study area, with a few areas predicted to experience benefits and worsening.</p>
	Will cause noise	<p>Walking, cycling and using public transport more provides the easiest and most affordable way for us all to get more active and live healthier lives. In addition to these health benefits, all the evidence shows that more active travel will reduce air and noise pollution, help combat social isolation, ease congestion, make us safer and bring economic benefits to businesses – large and small – across the Capital.</p>
	Not safe for all transport modes (cycling/walking/those taking public transport)	<p>Minimising danger on our roads is fundamental to delivering streets where everyone feels safe walking, cycling and using public transport. Safety concerns are the main reasons people give for not cycling more and for being unwilling to let their children walk unaccompanied. Road danger disproportionately affects people travelling on foot, by cycle or by motorcycle. Adopting a Vision Zero</p>

Theme	Issue	TfL's response
		<p>approach – working towards the elimination of road traffic deaths by reducing the dominance of motor vehicles on our streets – will serve to put the needs of vulnerable road users first.</p>
<p>Will Cause Negative Effects For Key Groups (Net)</p>	<p>Inconvenient effect - unspecified</p>	<p>The Healthy Streets approach, which prioritises walking, cycling and public transport, directly interacts with Londoner's through the streets they use every day. An important measure of success will be positive changes to the character and use of the city's streets.</p> <p>Our consulted design aims to make moving along and across the road easier for all users with new and improved crossings in informed locations, segregated cycle facilities along the entirety of the route, bus stops in informed locations and lanes for traffic maintained throughout.</p>
	<p>Will cause stress/negative effect for all journeys/road users</p>	
	<p>Will cause stress/negative effect for businesses</p>	
	<p>Will cause stress/negative effect for emergency vehicles (ambulance/fire)</p>	
	<p>Will cause stress/negative effect for motorised travel</p>	
	<p>Will cause stress/negative effect for parents/children/school runs</p>	
	<p>Will cause stress/negative effect for people with disabilities</p>	
	<p>Will cause stress/negative effect for pets/dogs being walked</p>	
	<p>Will cause stress/negative effect for residents</p>	
	<p>Will cause stress/negative effect for the elderly</p>	
	<p>Will cause stress/negative effect for working people</p>	
	<p>Will cause stress/negative effect for tourist/visitors</p>	
	<p>Negative Miscellaneous (Net)</p>	
<p>Poorly planned/poorly</p>		

Theme	Issue	TfL's response
	considered/not properly consulted schemes	<p>regarding consultation quality believed the materials provided suitable information to enable an informed position to be made on the proposals.</p> <p>The chosen alignment is through the neighbourhoods of Wood Lane, Shepherd's Bush, Holland Park Avenue and Notting Hill Gate. These are thriving residential and local rail centres, which also serve as an important link between central and inner London. Improving walking and cycling within these neighbourhoods would increase connectivity to key attractions, new developments, transport hubs and the London wide cycling network. Our Strategic Cycling Analysis supports this route alignment. It sets out potential corridors and locations where current and future cycling demand could justify investment and where demand for cycling, walking and public transport is most needed to improve all sustainable transport modes together.</p>
	Waste of time/money	<p>The proposed improvements are designed to help us meet Mayor's Transport Strategy target that 80 per cent of all London trips be made on foot, bicycle or public transport by 2041, up from 64 per cent today. Changing how space is allocated to different road users throughout London is an important way of helping more people travel sustainably.</p> <p>Wood Lane, Shepherd's Bush and Notting Hill Gate have some of the highest concentration of pedestrians in the city. In addition, over 2000 trips are already being made daily by people who cycle on some of the streets where improvements are proposed. Across London, there are now more than 670,000 cycle trips a day, an increase of over 130 per cent since 2000, making cycling a major mode of transport in the capital.</p>

Theme	Issue	TfL's response
		<p>Walking, cycling and using public transport more provides the easiest and most affordable way for us all to get more active and live healthier lives. In addition to these health benefits, all the evidence shows that more active travel will reduce air and noise pollution, help combat social isolation, ease congestion, make us safer and bring economic benefits to businesses – large and small – across the Capital.</p>
<p>Issues identified during TfL's review of the issues raised by fewer than one per cent of respondents to the consultation</p> <p>(For an explanation of this additional level of review we undertook, please see section 2.9)</p>	<p>Provide more points of access to/from the cycle way</p>	<p>Although space is not available to provide dedicated space at all side roads, we have provided where available. We are reviewing whether we can add informal access points in other locations</p>
	<p>Reconsider the banned left turn at Royal Crescent - concerns about rat running</p>	<p>Our assessments showed that the number of vehicles turning left out of Royal Crescent onto Holland Park Avenue was low, with a desire for cyclist to travel between Addison Road and Addison Avenue. A number of respondents raised this as an issue during the consultation and as such we are now considering an alternative location for the toucan crossing which enables cyclists to make this movement. Should an alternative location be suitable, we may be able to retain the left turn onto Holland Park Avenue from Royal Crescent and an informal pedestrian crossing across the eastern arm of the junction.</p>
	<p>Reconsider the banned left turn at St Annes Villas</p>	<p>We have assumed this comment relates to the proposed banned left turn out of Royal Crescent and as such the above response therefore relates to this issue.</p>
	<p>Reconsider making Norland Square one way - concerns it will lead to rat running</p>	<p>Transforming road layouts is not without impacts, and there are difficult choices to be made in determining the layout for roads. We have therefore carried out detailed traffic modelling on the proposals to understand how our proposals might affect journey times for general traffic, buses, cyclists and pedestrians. Norland Square (east) has been proposed to be exit only to coordinate with the proposed north-south cycle route between Norland Square and Holland Park (W) using shared space and toucan crossings. It also</p>

Theme	Issue	TfL's response
		mitigates the risk that westbound traffic wishing to turn into Norland Square could block traffic back through the junction. Our traffic modelling shows that despite concerns there is expected to be no rat running on Norland Square. However additional modelling will be carried out following changes made to the design from comments received during consultation.
	Reconsider the banned left turn at Ladbroke Terrace	Ladbroke Terrace is proposed to be converted to entry only to allow the inclusion of a new 'Toucan' pedestrian crossing on the western arm. This would allow cyclists using an existing cycle route on Ladbroke Terrace access to and from the cycle track.
	Allow cyclists to turn right at Linden Gardens	Unfortunately, the junction doesn't have capacity to provide cyclists with a separate signal to turn right directly onto the cycle path. Cyclists can make the movement with traffic exiting Linden Gardens or dismount and use the upgraded signalled controlled crossing on the western arm of the junction to join the cycle track.
	Expand the footway west of Linden Gardens by removing a lane of traffic, and replant some trees there	Some requests were made to expand the western pavement on Linden Gardens by removing a lane of traffic. Removing a lane of traffic would narrow the road, which would in turn affect the parking facilities. While we would be planting new trees to replace any ones we have proposed to remove, it wouldn't be possible to replant any of these trees on Linden Gardens. The tree canopy is already high at this location, which means that any new trees planted here would be shaded by the canopy and would not grow properly.
	Provide a filter lane (or signage) to indicate that a turn into Linden Gardens from Notting Hill Gate is permitted	The exiting and proposed facilities provide line markings and a turning pocket to facilitate this movement.
	Introduce a cycle way along 'back streets/quiet streets/side roads'	The route alignment was considered at length by TfL and the local boroughs over many years with detailed assessments undertaken to

Theme	Issue	TfL's response
	(eg.Ladbroke Road and Queensdale Road, or within parks) instead of the proposed route	<p>inform this. The aim of the scheme is to encourage more people to choose sustainable travel over motorised options to contribute towards the Mayor's aspiration for 80% of trips to be made by cycling, walking and public transport by 2041. To be successful, the scheme must be an attractive route for cyclists with useful connections to local amenities, such as shops, restaurants and places of work, health and education facilities and connections to public transport facilities, including train and underground stations, and address current barriers such as safety. This is why the current route was chosen, as opposed to running it down back streets in a more indirect route.</p> <p>The chosen alignment is through the neighbourhoods of Wood Lane, Shepherd's Bush, Holland Park Avenue and Notting Hill Gate. These are thriving residential and local rail centres, which also serve as an important link between central and inner London. Improving walking and cycling within these neighbourhoods would increase connectivity to key attractions, new developments, transport hubs and the London wide cycling network. Our Strategic Cycling Analysis supports this route alignment. It sets out potential corridors and locations where current and future cycling demand could justify investment and where demand for cycling, walking and public transport is most needed to improve all sustainable transport modes together.</p>
	Build a new cycle way on Goldhawk Road or Hammersmith Road	Some people suggested extending the cycle route to various other locations such as Goldhawk Road, Hammersmith Road, Kensington Gardens, Lancaster Gate, Bayswater, Hyde Park, Westminster and Portobello Market.
	Extend the cycle way to Kensington Gardens or Lancaster Gate	The current route alignment was chosen as it was identified in our Strategic Cycling Analysis (published June 2017) as an important corridor for existing and potential cycling journeys, and it can facilitate
	Extend the cycle way to Bayswater and Hyde Park	

Theme	Issue	TfL's response
	Extend the cycle way to CS3, Westminster and Portobello Market	<p>wider improvements as part of the Healthy Streets approach.</p> <p>Our Strategic Cycling Analysis has also identified potential north-south cycle routes in West London which would link directly to Wood Lane. As both Wood Lane itself and nearby areas such as Old Oak Common are undergoing significant development and regeneration, the demand for improved pedestrian and cycle facilities and dedicated routes between new town centres and public transport hubs in West London will greatly increase. There is also potential to provide a direct link to the proposed Cycleway route 9 between Brentford and Kensington Olympia at Hammersmith.</p> <p>During design development we have held discussions with Westminster City Council with an aim of connecting the proposed cycle route with C3 at Lancaster Gate.</p> <p>We continue to work with the London Borough's to improve the cycling network across London as part of the growing Cycleway network.</p>
	Reconsider the contraflow cycle lane - concerns about safety	<p>Some people were concerned that the two-way cycle track is a safety risk.</p> <p>Two-way cycle tracks were proposed along the majority of the route as they provide significant advantages in these locations. A two-way track on one side of the road allows for more efficient use of road space than with-flow tracks which would require twice the amount of segregation and more space for the cycle track as kerbs on both sides reduce the usable width of the track. Among other disbenefits, this would mean less space for vehicles and therefore greater delays to journeys, including buses.</p>

Theme	Issue	TfL's response
		<p>Two-way cycle tracks provide further flexibility where cycle flows are tidal for morning and evening peaks. Cyclists going in the 'peak' direction would have more available space compared within a two-way track compared to a one-way track. A two-way track allows cyclists to overtake whilst remaining segregated from motor traffic, which is important when providing for different types of cyclists of different abilities. We have considered current and potential future flows of cyclists along each part of the route to inform the width of the cycle track.</p> <p>It is also more efficient to manage cycle movements through signalised junctions with a two-way cycle track. The two-way track contains cyclists in one area, making it easier to hold left turning traffic back for example, reducing the number of signal stages required. Cyclists can also receive a green light at the same time as ahead traffic which increases the amount of green time they get as the ahead traffic is generally the larger flow. Making signalised junctions work as efficiently as possible has benefits to all road users.</p> <p>A number of measures are proposed at all uncontrolled side roads, to address concerns raised over the potential conflict between cycles and motor traffic. These include:</p> <ul style="list-style-type: none"> • Raising the carriageway of the junction to pavement level (known as a side road entry treatment), to reduce motor vehicle speeds, and provide a level crossing point for pedestrian • Contrasting surface materials and cycle logo road markings across the cycle track part of the junction to highlight the presence of cyclists to motor traffic

Theme	Issue	TfL's response
		<ul style="list-style-type: none"> • Tightening of junction radius, and reduction of junction width where possible, to reduce vehicle entry and exit speeds and minimise crossing distances for cycles and pedestrians • Give Way markings where motor traffic meets the cycle track to provide clarity over priority at the junction <p>Two-way cycle tracks have significant practical advantages over one-way tracks, pavement with signalised crossing points provided to allow pedestrians to cross them safely. There are also zebra crossings, raised to pavement level, across the cycle track at bus stop bypasses, which directs cyclists behind the bus stop; enabling pedestrians to safely access the bus stop.</p> <p>We will make the cycle facilities clearly recognisable through defined infrastructure and road markings to reduce the likelihood of vehicles mistakenly driving or parking in the cycle track. We will provide cycle logo markings and 'cycle only' signs at all significant entrances and exits. Cycle tracks provide right of way for cyclists under Section 65 of the Highways Act (1980) and anyone that is found to be parking within a designated cycle track can be issued with a fixed penalty notice as this is prohibited.</p>
	<p>Reconsider shared use areas - safety concerns for cyclists and pedestrians</p>	<p>There were some concerns from respondents about the safety of the shared use areas, with requests being made for this to be reconsidered.</p> <p>The shared use areas have been kept to a minimum along the route, with them being used in small sections to allow safe access to transition points.</p> <p>The proposed shared use areas proposed are below:</p>

Theme	Issue	TfL's response
		<ul style="list-style-type: none"> • Wood Lane (next to Imperial College London) – shared use area to allow cyclists to access the college, and to allow cyclists travelling southbound to use the Toucan crossing to access the segregated cycle track on the other side of the road • Wood Lane (A40 Westway Slip Road) – shared use area to provide a connection to pedestrian and cycle improvements along the A40 (https://tfl.gov.uk/travel-information/improvements-and-projects/acton-to-wood-lane-improvements) • Shepherds Bush Green (by the junction with Wood Lane) – shared use footway to accommodate all cycle and pedestrian movements at this transition point • Holland Park Avenue (between Royal Crescent and Addison Avenue) - here the cycle track switches from the northern pavement to the south kerbline. The area of shared use is necessary to allow cyclists to safely access the crossings, and to allow a safe route for cyclists who want to travel between Addison Avenue, Royal Crescent or Addison Road • Holland Park Avenue (Norland Square and Holland Park west) - allows cyclists to safely use the toucan crossings and access Holland Park and Norland Square. This north south cycle route, designed to complement TfL's scheme, was consulted on by RBKC in May-June 2019 – more information on the consultation can be found at https://www.rbkc.gov.uk/parking-transport-and-streets/kensington-high-street-notting-hill-cycleway-consultation • Holland Park Avenue (Holland Walk) – provides a safe connection to Holland Walk • Holland Park Avenue (Ladbroke Terrace) – provides a safe connection to Ladbroke Terrace • Potential shared use space through Holland Park Roundabout (plans subject to discussions with Thames Water)

Theme	Issue	TfL's response
		<p>Whilst the shared use areas are necessary, we will work with the borough to clearly delineate areas for cyclists and pedestrians within these shared use areas where appropriate (e.g. the shared use area by Royal Crescent). This includes potentially using different surfacing, indicated either by colour or texture, to mark out clear areas for cyclists and pedestrians within the shared use space.</p>
	<p>Make Palace Gardens Terrace two-way for cyclists</p>	<p>In order to do this, the road would need to be widened to enable the current heavily used bus facilities and traffic lane to remain while also providing a safe space for cyclists travelling in the opposite direction. The road is constrained by buildings on both sides and therefore this would not be possible.</p>
	<p>Allow cyclists to use the footway from Shepherds Bush to Notting Hill Gate</p>	<p>Some suggestions were made to allow cyclists to use the pavement from Shepherds Bush to Notting Hill Gate.</p> <p>If this was to be done, it would result in a large shared use area along Shepherds Bush, Holland Park and Notting Hill Gate, particularly at points where the pavement is narrow.</p> <p>Additionally, for the scheme to be successful it must contribute to the Healthy Streets approach to improving streets for the benefit of all road users, including cyclists and pedestrians. Large areas of shared use may have a negative impact on pedestrians and make walking more difficult, particularly for those with accessibility requirements. Additionally, a lack of segregated cycling facilities is often identified as a key barrier to cycling. Dedicated facilities are therefore a key factor in increasing cycling growth in London, which is why we are proposing to have a segregated cycle lane.</p>
	<p>Reduce the footway width to make way for the cycle way</p>	<p>We received comments about reducing the width of the pavement to make space for the cycle lane, as opposed to removing lanes of traffic.</p>

Theme	Issue	TfL's response
		<p>The scheme is an important part of the Mayor's Healthy Streets Approach, which aims to make London greener, healthier and more pleasant by encouraging walking, cycling and the use of public transport. We therefore have to consider the effects of any changes on pedestrians, as London's streets should be welcoming places for everyone to walk or spend time in. If the pavement widths were reduced, it would affect the comfort levels of pedestrians and the pavements wouldn't be sufficiently wide to accommodate the number of people using them (both present and future use). Narrowing the pavement would also require the removal of more trees in the Royal Borough of Kensington & Chelsea.</p> <p>We would only reduce the pavement in locations where there is sufficient space to do so and the impact on pedestrians is minimal.</p>
	Widen the footway on Shepherds Bush Green	<p>Although the project reduces the pavement by a small amount in some locations on the northern pavement, we will consider how the reduction of clutter can be used to ensure as much pavement is available for pedestrians as possible.</p>
	Retain only one footway for pedestrian use. Turn the other footway on the opposite side of the road into a dedicated cycle lane	<p>Some people suggested that one pavement be converted to a cycle lane, with the other pavement being used by pedestrians.</p> <p>The scheme is an important part of the Mayor's Healthy Streets Approach, which aims to make London greener, healthier and more pleasant through encouraging walking, cycling and the use of public transport. If a pavement was removed and turned into a cycle lane, it may discourage people from walking. The pavement would not be wide enough for the amount of people using it, and it would have a negative impact on those with mobility issues. It would also impact the provision of bus stops, and access issues could be caused if non-project works or construction activity were to take place on the pavement.</p>

Theme	Issue	TfL's response
	Segregate the cycle way from the footway, but allow access from the cycle way into the highway	Cyclists are able to access the highway at dedicated access points along the route, and we are reviewing whether further informal access points can be added.
	Reduce the number of traffic lanes to two throughout the entire scheme area	Transforming road layouts is not without impacts, and there are difficult choices to be made in determining the layout for roads. Reducing the number of lanes to two throughout the scheme was modelled before the consultation. However, it was found that it would adversely affect the journey times for buses. An important part of the Heathy Streets Approach is to encourage to walking, cycling and the use public transport. If the lanes were to be reduced to two throughout the scheme, the journey times for buses would see a large increase which would make taking buses in this area a less effective mode of transport and a less desirable option for customers.
	Provide a zebra crossing near the Sainsbury's on Shepherds Bush Road	<p>We are not able to provide a zebra crossing at this location as it would impact the efficiency of the junction. Zebra crossings reduce the efficiency of the traffic flow because the traffic is required to stop for pedestrians wishing to cross the road as soon as they arrive at the crossings. At the locations where pedestrian flows are high, demand for the crossing is likely to be high and traffic stopped at the crossing may not be able to proceed through. This increases waiting times for other traffic and causes congestion.</p> <p>There is already a crossing on the western arm of the junction with Wood Lane and a signalised pedestrian crossing further east. We considered implementing a further signalised crossing on the eastern arm however, this would reduce the efficiency of the junction and impact the parking and loading facilities on Uxbridge Road.</p>
	Create a new crossing outside the Kensington Hilton	Crossings have been provided both east and west of the Kensington Hilton-. If we were to install another crossing, it would affect access to the hotel and it would require the Royal Crescent bus stop (HD) to be moved. Due to the proximity to Holland Park Roundabout it would be

Theme	Issue	TfL's response
	Retain the pedestrian crossing at the junction of Ladbroke Grove/Holland Park Avenue	difficult to move the bus stop to a suitable and safe location nearby. If the two trees are saved at Ladbroke Grove (by banning the right turn), it may be possible to retain the pedestrian crossing on the western arm. The design team will review this option.
	Create a new zebra crossing in front of the Holland Park entrance to the Greek Embassy	There is a pedestrian island already in place at this location which provides access to the park. We are not able to convert this into a zebra crossing as it doesn't fall within the scope of this project.
	Provide new pedestrian crossings on Shepherds Bush Green	The project has proposed a number of new crossings in the Shepherd's Bush Green neighbourhood. These include new and improved crossing outside the tube station and improved crossings at Rockley Road and Uxbridge Road. The project in coordination with the borough will consider crossing points, including materials across the cycle track on the Green.
	Retain the pedestrian crossing outside Holland Park LUL station	Some requests were made to reconsider moving the crossing outside Holland Park London Underground station. The pedestrian crossing outside Holland Park station will be relocated 24 metres west of its current location. This has been proposed due to the relocation of Holland Park station bus stop (HB) 62 metres west of its current location, adjacent to the Underground Station, this enables TfL to retain the current parking and loading provision, and propose the installation of two new parking bays.
	Provide a pedestrian phase at the crossing near Cardinal Vaughan Memorial School	We proposed a new signal-controlled parallel pedestrian and cycle crossing on the eastern arm of the junction with Royal Crescent and Addison Road. We received a number of comments on this proposed crossing and as such TfL are reviewing the location. Alternative north south crossings are available on the western arm of the junction with Royal Crescent and Addison Road, and on the eastern arm of the junction with Addison Avenue.

Theme	Issue	TfL's response
	Provide additional loading bays (to Uxbridge Road, Shepherds Bush Green and other non-specific locations)	The project is considering further options for parking and loading provision along Uxbridge Road whilst maintaining an efficient bus service.
	Ban loading/unloading at peak times	We will discuss this with the London Borough of Hammersmith & Fulham and Royal Borough of Kensington Chelsea this with both boroughs should they indicate to us that they would be supportive of us revisiting our proposals.
	Remove parking bays in front of the Royal Garden Hotel	We received requests to remove the parking bays in front of the Royal Garden Hotel. The hotel is located on Kensington High Street. As the proposed scheme does not extend to this location, it is out of the scope of the project to remove these parking bays.
	Remove parking bays at Holland Park Avenue	We received requests to remove the parking bays on Holland Park Avenue. We have reallocated parking bays on Holland Park Avenue, with a total of 10 parking bays being proposed on this road. Our proposals seek to strike a balance between providing amenity for access by car, whilst continually seeking to improve levels of access by more sustainable modes of transport.
	Provide a yellow box junction at Rockley Road/Shepherds Bush Green	We will investigate whether this is possible, should the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington & Chelsea indicate to us that they would be supportive of us revisiting our proposals.
	Improve access to Shepherds Bush Road from Uxbridge or Goldhawk Road	It's not within the scope of the project to make improvements to Goldhawk Road or Uxbridge Road to enable access into Shepherds Bush Road to be improved.
	Introduce traffic calming on	As the proposed scheme does not extend to this location, it is out of

Theme	Issue	TfL's response
	Clarendon Cross	the scope of the project to introduce traffic calming measures on Clarendon Cross.
	Make improvements to Campden Hill Road (north side) - traffic calming, new cycle way added, pavement widening, tree planting, road narrowed	<p>Suggestions for improvements down Campden Hill Road were made. Some of these included traffic calming, adding a new cycle way, widening the pavement, planting trees and narrowing the road.</p> <p>As the proposed scheme does not extend down Campden Hill Road, it is out of the scope of the project to introduce these improvements at this location.</p>
	Introduce traffic calming in Norland Square	The project has proposed raised entry treatments at the entrance/exit to Norland Square. The project will discuss measures with the borough for consideration along the length of Norland Square.
	Retain the Norland Square bus stop	We understand the concern about the proposed removal of the Norland Square bus stop (stop HC) and we have carried out high-level design work to assess whether the stop could be maintained.
	Introduce 24/7 bus lanes	<p>The proposed operating hours for the new bus lane on Uxbridge Road are as follows:</p> <p>Monday – Saturday 7am - 10am 4pm - 7pm</p> <p>We consider that these find an appropriate balance between ensuring bus journey times are consistent and reliable, whilst allowing for off-peak loading opportunities and evening and Sunday parking for businesses and visitors.</p>
	Relocate stops for tourist buses and the Oxford Tube	There are three bus stops along the route that are served by the Oxford Tube coach service, as well as TfL bus services. These bus stops are:

Theme	Issue	TfL's response
		<ul style="list-style-type: none"> • Royal Crescent bus stop (HD) • Royal Crescent bus stop (HJ) • Palace Gardens Terrace bus stop (N) <p>There is not sufficient space to allow for the creation of new bus stops in the area which would be only served by the Oxford Tube services.</p>
	<p>Make all buses zero emission by 2020</p>	<p>We are taking bold action to tackle air pollution, with London already having the largest zero-emission bus fleet in Europe. All new double deck buses in London are now hybrid or zero emission, and from next year every single-deck bus operating in central London will be zero-emission. Through launching an £85m programme to upgrade around 5,000 buses, the entire London bus fleet will meet cleaner EURO VI standards in 2020.</p> <p>We've also successfully launched 10 Low Emission Bus Zones since 2017, with the remaining two zones due to be launched by the end of 2019. The zones are designed to tackle the worst air quality hotspots outside central London by concentrating cleaner buses on the most polluting routes, helping people to breathe cleaner air and our city to flourish. All scheduled TfL buses travelling within the zone will need to meet or exceed latest Euro VI emissions standards. The Low Emission Bus Zones are reducing NOx emissions from buses by up to 90 per cent in parts of London with some of the worse levels of air pollution, with it being an important part of cleaning up London's air.</p>
	<p>Make improvements to Shepherds Bush Green - safe, clean etc.</p>	<p>The cycle track crosses Shepherds Bush Green as part of the scheme, but it's not within the scope of the project to make any further changes to this location. However we will work with the London Borough of Hammersmith & Fulham to understand whether ambience improvements on Shepherds Bush Green could be made.</p>
	<p>Impose a speed restriction on cyclists</p>	<p>The speed limits for motor vehicles set out in Rule 124 of the Highway Code does not apply to cycles. However, while people</p>

Theme	Issue	TfL's response
		<p>cycling who breach the speed limit may not be prosecuted for a speeding offence, they can be prosecuted for the offense of "cycling furiously".</p> <p>TfL's approach is to promote the message that the Highway Code must be adhered to by all road users, and we are strongly in favour of promoting the ethos of 'responsible cycling' and mutual respect between people cycling and other road users. This means working to eliminate offences such as jumping red lights, cycling on the pavement, unless permitted, and cycling at night without adequate lighting. Enforcement activity is conducted in a balanced way, targeted most at those causing danger.</p> <p>New cycle infrastructure in London is designed to encourage a diverse range of users to consider taking up cycling. Segregated facilities enable people to cycle more comfortably at slower speeds by being separate from general motor traffic, allowing them the space and time to manoeuvre at their own pace.</p>
	<p>Introduce licensing of cyclists/other requirements (e.g. requirement for insurance)</p>	<p>Any change to the law that would require people to register their cycles, or to carry insurance, would require legislation at a national level and lies outside of the Mayor's jurisdiction.</p> <p>Many people cycling in London do have third party insurance, including those who are members of Cycling UK (the national cycling charity) and the London Cycling Campaign (LCC). Even where people cycling do not have such insurance, other roads may still claim compensation for injury caused by an uninsured person.</p>
	<p>Make the cycle way peak-time only (or time restricted in other ways)</p>	<p>Cycling infrastructure is designed to make cycling safer and more appealing for everyone, so that cycling becomes a genuine alternative to car travel for more Londoners. Because car journeys that could be switched to cycling are made throughout the day, and</p>

Theme	Issue	TfL's response
		<p>for a range of different journey purposes, it is important to provide high-quality conditions for cycling throughout the day.</p> <p>For example, analysis of private vehicle trips made in London that could be reasonably cycled instead shows that 25% of all such journeys are made for the purpose of leisure activities such as going to the cinema, and a further 29% are made for the purpose of shopping or personal business. Just 15% are made for travel to a regular workplace.</p> <p>Therefore, to enable more journeys to be made by cycle instead of car, it is important to ensure that high-quality cycling infrastructure is available throughout the day, and not just for commuters.</p> <p>Furthermore, the Mayor has introduced Vision Zero for road danger in London, which means taking action to eliminate deaths and serious injuries from our roads by 2041. To achieve this, it is crucial that people are able to cycle in safer conditions no matter what time of day they are travelling.</p>
	Provide cycle parking near the Shepherd's Bush Green cycle path	The project is yet to consider locations of cycle parking across the whole scheme however, this location along with others will be discussed with the borough.
	Introduce a 20mph limit	The roads on which the scheme is proposed are borough roads, it is therefore the decision of the borough to amend the speed limit. The project will speak to the boroughs to consider whether this is an aspiration.
	Build a cycle overpass (location unspecified)	Our proposals are guided by the Mayor's Healthy Streets Approach, which aims to encourage walking, cycling and public transport and make London greener, healthier and more pleasant. Building a two-way segregated cycle track is an important part of the proposals to encourage cycling and make it safer. Alongside this, our proposals

Theme	Issue	TfL's response
		<p>create a more appealing street environment for everyone to enjoy by installing new and upgraded pedestrian crossings, making public space improvements along the route, making changes to the parking and loading facilities and making some side roads entry or exit only to help the safe and timely movement of traffic.</p> <p>The proposed cycle path has multiple entry and exit points, so that cyclists can join the route and exit it where they choose. Not all cyclists will be starting and ending their journeys in the same location, so this allows them flexibility. Due to the nature of a cycle overpass, it would have very limited entry and exit points, which would make it less effective at these locations. Any works to build a cycle overpass would also be a large undertaking, as whole new structure would have to be built. Compared to this, building a cycle lane is more cost effective and the works could be completed in a quicker manner.</p>
	Build a tunnel underneath Notting Hill Gate for traffic	<p>Underneath London's roads there is a network of utilities providing power, gas, phone lines, water and waste to and from properties. Underneath Holland Park Avenue and Notting Hill Gate there is also the Central Line. These facilities mean space is therefore limited.</p> <p>Similarly to an overpass, a tunnel underneath Notting Hill Gate would also experience reduced resilience as users could access from identified points only.</p>
	Prepare contingency plans for the scheme in the event of the annual flooding of Holland Park Avenue	There have been occasions in the past where there has been flooding on Holland Park Avenue due to issues such as burst water mains. While these are isolated incidents, appropriate drainage will be considered during the detailed design stage of the project.
	Tackle the risk of collision from vehicles accessing the terrace opposite Norland Square (potential for these vehicles to hit	This private access accommodates approximately 16 properties. The frequency of vehicles entering/ exiting this site would be very low and therefore the likelihood of a collision between a cyclist and vehicle is considered low. Line markings and cycle logos have been provided

Theme	Issue	TfL's response
	cyclist when pulling out)	across the mouth of the private access to increase drivers' awareness to the presence of cyclists.
	Tackle the congestion at Tesco on Holland Park Avenue	The project has proposed a 20m long loading bay in the vicinity of Tesco, the bay is expected to operate in the off peak hours.
	Give more incentives for electric cars, and install more charging points for them	We are already working with partners to develop a network of charging points for electric vehicles in London. Further details are on our website: https://tfl.gov.uk/modes/driving/electric-vehicles-and-rapid-charging
	Increase the congestion charge	This is out of scope of our proposals. Any proposals to vary the Congestion Charging scheme would be subject to a separate consultation.

6. Next steps

We have discussed the outcomes of the consultation with the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington & Chelsea.

We firmly believe that it is vital that we invest in measures to enable and encourage people to use sustainable transport more often in London. Doing so would improve Londoners health and well-being, improve air quality and reduce congestion. We hope that both Boroughs will recognise the potential of the scheme and give us their support.

The London Borough of Hammersmith & Fulham has made clear to us that they supported our proposals, and we are now working to finalise our plans. We are not yet in a position to confirm the final designs but will update our website tfl.gov.uk/wood-notting with a summary of the changes once they are agreed.

We have developed a series of improvements that could be made to our proposals in Kensington & Chelsea, and which we believe would satisfy and resolve the concerns that some people had with our proposals. We have had initial discussions with the Royal Borough about these improvements, and intend to discuss them with key local stakeholder groups. No decisions have yet been made on whether our proposals with these improvements incorporated could be introduced within the Royal Borough, and discussions will continue with the Royal Borough and local stakeholders.

But has the Royal Borough of Kensington & Chelsea not already decided that they oppose the scheme?

The Royal Borough responded to the consultation with a position statement which explained that they could not support the proposals in their original form, and which highlighted several areas of concern they had. The Borough also made clear that there were several aspects of the proposals that they potentially would be supportive of; and that they would like to continue to discuss the scheme with us.

The Royal Borough subsequently confirmed that they had not made a formal decision about the scheme, and that they would do so after they had considered the outcomes of the consultation.