

Quietway 1 Public Consultation

Results Report

1. Introduction

This report sets out the key findings from the Quietway 1 Public Consultation which was conducted from 4 November 2016 to 20 January 2017.

The consultation provided respondents with an opportunity to share their views on a proposal to introduce Quietway 1 which would run between Ham and Teddington.

The background to the proposal can be found in Appendix 1.

2. Methodology

Data was gathered using an online questionnaire hosted on Richmond Council's consultation portal¹. A copy of the questionnaire can be found in Appendix 1.

The consultation was publicised on the Council website, in the local press, via social media, via email to local groups, on café noticeboards, in libraries, on community noticeboards, via emails to heads of community groups (for forwarding to their members) and via leaflets to households and businesses. Paper copies of the questionnaire were available at the Civic Centre, in libraries and by post on request. Several public events were also held to provide information about the proposed Quietway and the consultation.

The consultation responses were analysed and reported on an anonymous basis under the guidelines of the Data Protection Act.

Please note that percentages in this report may not add up to 100 due to rounding.

3. Response

There were **404** responses to the survey.

A demographic breakdown of respondents can be found in Section 6 of this report.

4. Key Findings

- Nearly half of respondents cycle within Richmond borough at least once a week
- The main reason cited for not cycling more often is safety and a lack of cycling infrastructure
- Almost three quarters (73%) of respondents live in the TW11 postcode area (Teddington)
- Nearly a third of respondents were against or concerned about the Quietway going through High Street, Teddington
- Nearly a third of respondents were against or concerned about issues of parking/car park spaces on High Street, Teddington (and the nearby surrounding streets)
- Nearly a third of respondents said they were likely to cycle more in the area if the proposed Quietway was implemented

¹ <https://consultation.richmond.gov.uk>

5. Results

Question 1: In what capacity are you responding to this consultation?

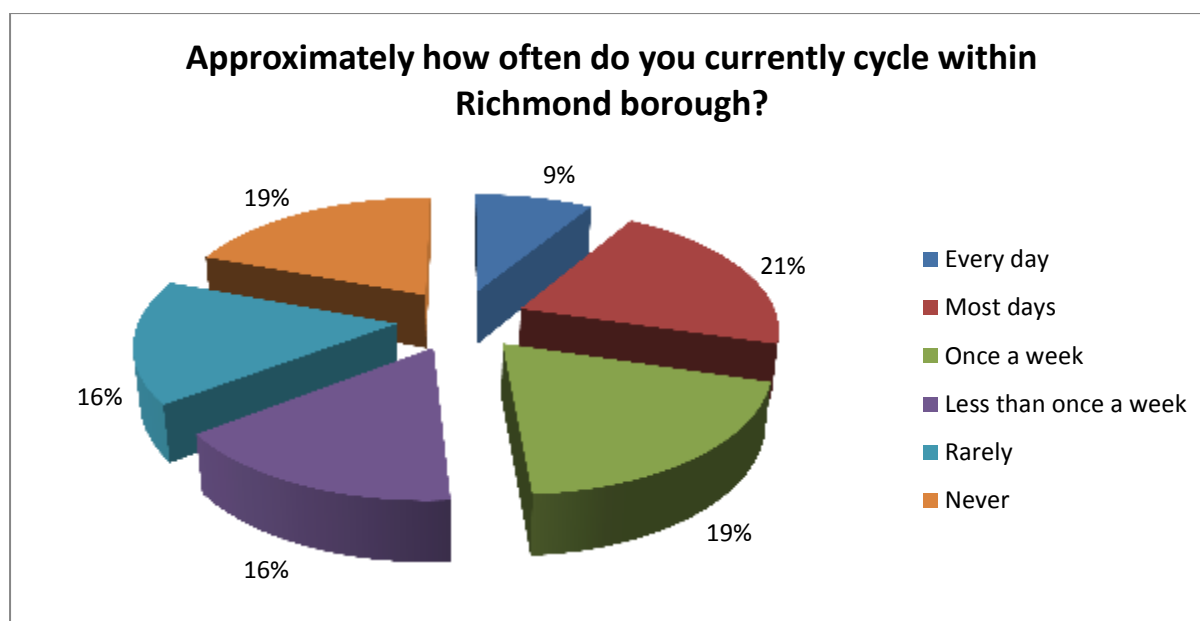
Over nine in ten respondents are residents of Richmond borough and over a quarter travel through the borough. The full results for this question can be found in Section 6: Respondent Profile.

Question 2: What is your postcode?

The full results for this question can be found in Section 6: Respondent Profile.

Question 3a: Approximately how often do you currently cycle within Richmond borough?

Nearly half (49%) of respondents cycle within Richmond borough at least once a week. Nearly a fifth (19%) never cycle in the borough.



Approximately how often do you currently cycle within Richmond borough?		
<i>Options</i>	<i>Number of times selected</i>	<i>Percentage</i>
Every day	35	8.7%
Most days	84	20.9%
Once a week	77	19.2%
Less than once a week	63	15.7%
Rarely	65	16.2%
Never	77	19.2%
Total	401	100%

Question 3b: Please tell us what prevents you from cycling/cycling more often:

This was a free-text question which allowed respondents to describe in their own words the factors that prevent them from cycling. 282 respondents gave an answer to this question. When the comments were analysed and themed, eight key themes were identified. These themes are illustrated in the table below.

<u>Identified Themes</u>	<u>Total number of mentions</u>	<u>Percentage</u>
Theme 1 - Safety / lack of cycle infrastructure/ too dangerous (condition of roads and pathways, traffic and cars)	84	29.8%
Theme 2 - Prefer other modes of transportation and/or fitness	39	13.8%
Theme 3 - Age/ health issues	33	11.7%
Theme 4 - Don't cycle/ don't have a bike/ don't know how/ don't need to/ don't want to	33	11.7%
Theme 5 - The weather	25	8.9%
Theme 6 - Don't have time	22	7.8%
Theme 7 - It's not practical / it's difficult	21	7.4%
Theme 8 - Nothing/ nothing prevents me	21	7.4%
* 282 respondents provided an answer to this question		

Question 4: If you currently cycle in Richmond borough, what is the main purpose?

Over half of participants indicated they do so for leisure or to keep fit while over a fifth of people stated they cycle to get to work or study. This is illustrated in the table below.

If you currently cycle in Richmond borough, what is the main purpose?		
<i>Options</i>	<i>Number of times selected</i>	<i>Percentage</i>
For leisure or to keep fit	154	52.2%
To get to work or study	62	21.0%
To get to place of entertainment/ recreation	41	13.9%
Other	38	12.9%
Total	295	100%

Among the 'other' reasons given by respondents, the most popular reason for cycling was to go shopping.

Question 5: Are there any changes you would make to the proposed Quietway route?

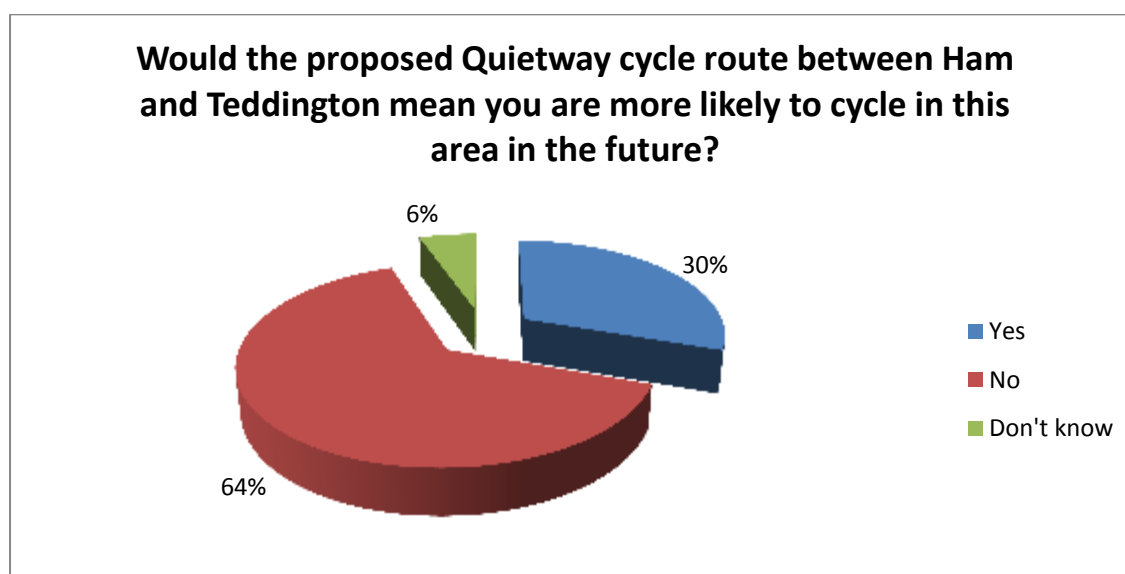
This was a free-text question where respondents could suggest changes to the proposed route in their own words. In total, 329 respondents provided a comment.

When the free-text comments were categorised, seven key themes emerged. These themes are illustrated in the table below.

<u>Identified Themes</u>	<u>Total number of mentions</u>	<u>Percentage</u>
Theme 1 - Against or concerned about the Quietway going through Teddington High Street	107	32.5%
Theme 2 - Against or concerned about issues of parking/car park spaces on High Street, Teddington (and the nearby surrounding streets)	97	29.5%
Theme 3 - Against or concerned about the proposed changes between Elmfield Avenue and Broad Street/ changes to the pedestrian crossing	34	10.3%
Theme 4 – Against or concerned about proposed Zebra Crossings on High Street, Teddington (significant reference given to Kingston Lane and Langham Road)	32	9.7%
Theme 5 – Against or concerned about installation of traffic island/ right turn bay by Twickenham Road, Teddington	29	8.8%
Theme 6 - Concerns, constraints and issues about Teddington Lock (for both cyclists and pedestrians - the width of the bridge, its suitability and its shared use) / a designated cyclist crossing	21	6.4%
Theme 7 - Respondents against or concerned about using Avenue Gardens / against or concerned about the proposed pelican crossing on Avenue Gardens and Park Road, Teddington	15	4.6%
* 329 respondents provided an answer to this question		

Question 6a: Would the proposed Quietway cycle route between Ham and Teddington mean you are more likely to cycle in this area in the future?

Nearly two-thirds (64.3%) of respondents said they would not be more likely to cycle, while nearly a third (30%) said they would cycle more. This is illustrated in the graph and table below.



<u>Would the proposed Quietway cycle route between Ham and Teddington mean you are more likely to cycle in this area in the future?</u>		
<i>Options</i>	<i>Number of times selected</i>	<i>Percentage</i>
Yes	118	30.3%
No	250	64.3%
Don't know	21	5.4%
Total	389	100%

Question 6b: If no, please tell us why:

Those respondents that said they were not likely to cycle more in the future as a result of the proposed Quietway were asked to explain why. There were 212 comments to this question and when categorised, eight key themes emerged. These themes are illustrated in the table below.

<u>Identified Themes</u>	<u>Total number of mentions</u>	<u>Percentage</u>
Theme 1 - Wouldn't cycle any more than currently do/ have no problem using the existing cycle provision	54	25.5%
Theme 2 - Don't want proposed Quietway/ don't need it/ happy with current provision/ no benefit	32	15.1%
Theme 3 - Mentioned use of Teddington High Street/ against or concerned about Quietway going through High Street	27	12.7%
Theme 4 - Prefer to cycle in quieter areas (side streets, parks, etc.)/ already use quieter roads/ don't think the route would function as a Quietway	21	9.9%
Theme 5 - Don't feel safe/ don't think it would be safe	18	8.5%
Theme 6 - Don't cycle/ can't cycle/ rarely cycle/ have no interest	17	8.0%
Theme 7 - Prefer other modes of transportation	12	5.7%
Theme 8 - Age/ health	10	4.7%
* 212 respondents provided an answer to this question		

Question 7: Please give us any further comments or feedback on the proposed Quietway:

Respondents were asked whether they had any further comments or feedback on the proposed Quietway. In total, there were 297 responses to this free-text question and eight themes were established. These themes are illustrated in the table below:

<u>Identified Themes</u>	<u>Total number of mentions</u>	<u>Percentage</u>
Theme 1 - Against or concerned about the loss of parking on Teddington High Street (and nearby streets)	79	26.6%
Theme 2 - Questioned or expressed concern about the communication and engagement process	65	21.9%
Theme 3 - Against or concerned about Quietway going through Teddington High Street	65	21.9%
Theme 4 - Support proposal/ welcome parts of proposal	44	14.8%
Theme 5 - Against or concerned about proposed Zebra Crossings/changes to Zebra crossings on High Street, Teddington	32	10.8%
Theme 6 - Waste of money/ would rather see the money spent elsewhere or on other initiatives	22	7.4%
Theme 7 - Concerns, constraints and issues about Teddington Lock (for both cyclists and pedestrians - the width of the bridge, its suitability and its shared use) / a designated cyclist crossing	14	4.7%
Theme 8 - Don't think it's safe/ concerned about safety	14	4.7%
* 297 respondents provided an answer to this question		

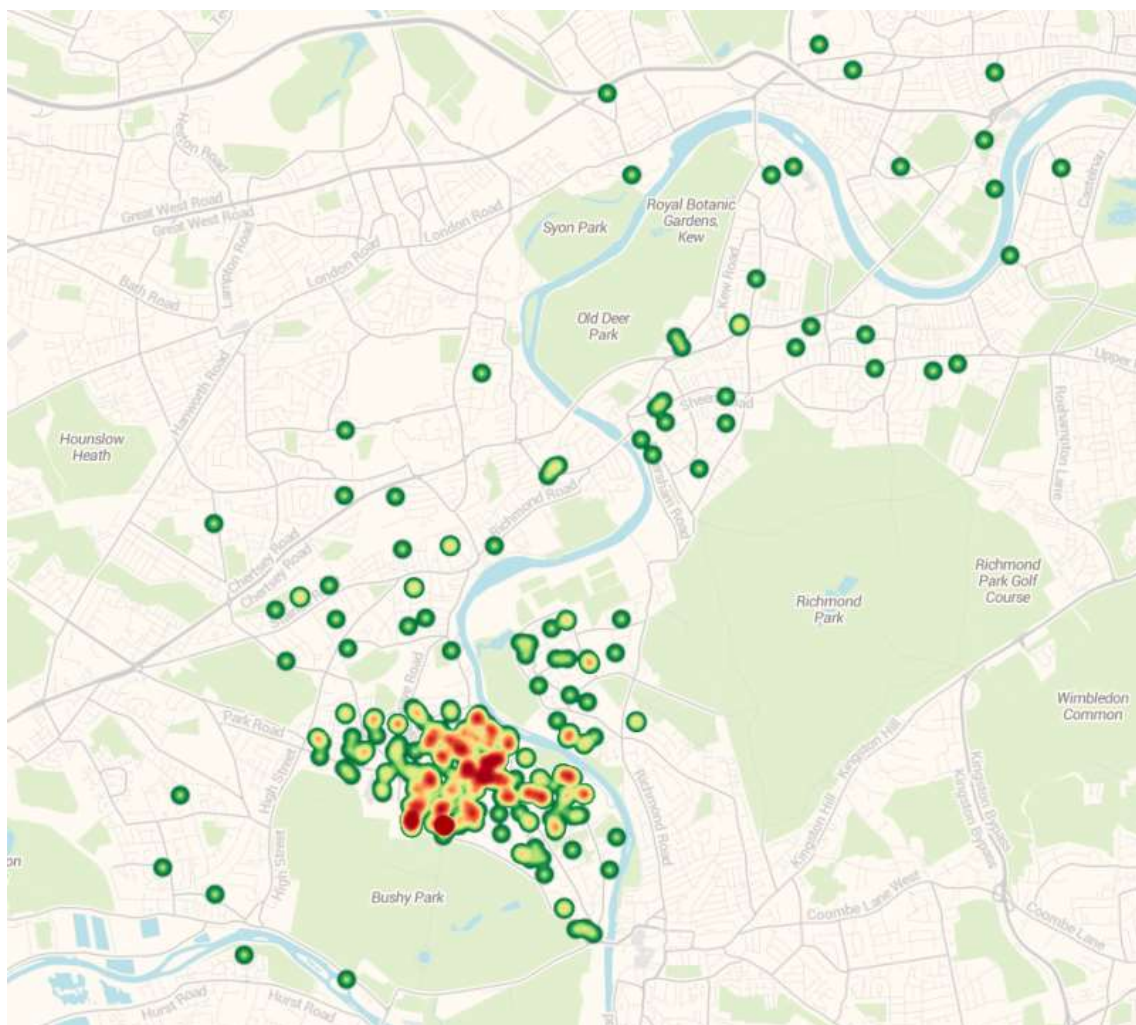
6. Respondent Profile

<u>In what capacity are you responding to this consultation?</u>		
<i>Options</i>	<i>Number of times selected</i>	<i>Percentage</i>
I live in Richmond borough	369	91.6%
I travel through Richmond borough	107	26.6%
I'm a member of a voluntary or community group In Richmond borough	69	17.1%
I work/study in Richmond borough	66	16.4%
I represent a business or organisation in Richmond borough	26	6.5%
Other	3	0.7%
*403 respondents answered this question		

<u>What is your postcode?</u>		
<i>Postcode area</i>	<i>Number of times selected</i>	<i>Percentage</i>
TW11	290	73%
TW10	29	7%
TW1	12	3%
TW2	11	3%
TW9	11	3%
Other	47	12%
*400 respondents answered this question		

The heat map below has been created using respondents' postcodes and shows where there were high concentrations of responses. Almost three quarters (73%) of respondents live in the TW11 postcode area (Teddington).

Despite the fact that the proposed Quietway would go through Ham and would affect this locality, the response rate from the TW10 area accounted for only 7% of responses to the consultation. A fifth (21%) of responses to the consultation came from outside of these two main postcode areas.



The table below shows the composition of the survey sample.

Demographic	Sample base	Proportion (%)
Gender		
Male	213	54.5%
Female	178	45.5%
<i>Base: 391 respondents</i>		
Age		
Under 18	0	0.0%
18 – 24	3	0.8%
25 – 34	22	5.8%
35 – 44	70	18.4%
45 – 54	78	20.5%
55 – 64	76	19.9%
65 – 74	113	29.7%
75 or over	19	5.0%
<i>Base: 381 respondents</i>		
Disability		
Yes	29	7.5%
No	356	92.5%
<i>Base: 385 respondents</i>		
Ethnicity		
White	341	95.0%
Mixed/multiple ethnic groups	6	1.7%
Asian or Asian British	3	0.8%
Black/ African/ Caribbean/ Black British	3	0.8%
Other Ethnic Group	6	1.7%
<i>Base: 359 respondents</i>		

Quietway 1 Public Consultation

Overview

The previous Mayor of London's Vision for Cycling (2013), a 10-year plan to deliver cycling improvements across London with spending set to total £913m by 2022, announced that a cross-London network of high-quality guided cycle routes would be implemented. This was two-fold; high capacity Superhighways, mostly on main roads, for fast commuters, and slightly slower **Quietways** on low-traffic side streets, for those wanting a more relaxed journey, providing two clearly branded routes, together composing the 'Central London Grid'.

Unlike the previous London Cycle Network, Quietways will be direct, better-surfaced and clearly signposted. The Quietway network will also include new off-road greenway routes through parks and along waterways, to be used for recreation and by families. Richmond's natural assets particularly align to this purpose. Quietways aim to change the nature of cycling. Therefore, the routes will be pleasant and interesting to cycle on, showcasing hidden corners of London. Borough police resources, local community safety budgets and TfL-funded Safer Transport Command officers, lighting, CCTV coverage and patrols will ensure people feel safe using Quietways at night. Thus, it is hoped that Quietways will attract new types of cyclists and beginner cyclists. Quietways are also designed to benefit pedestrians and other road users.

The first Quietway route, from Waterloo to Greenwich, launched in June 2016 and seven Quietways are due to be completed by 2017. Richmond is proposing initially to introduce two new Quietways. TfL has agreed to fund Quietways 1 and 2 as part of 'Phase 2' of the Quietway programme. This consultation introduces Quietway 1, which will run between Ham and Teddington. The route comes from the neighboring borough of Wandsworth, beginning here at Richmond Park's Ham Gate, and finishing by Bushy Park, crossing the river at Teddington Lock.

Community consultation and engagement events took place in July of this year where the proposed route was introduced. Having taken on board the feedback from the initial engagement, this new consultation seeks to present the updated proposals for Quietway 1. We welcome views from Richmond's residents, businesses, stakeholders and visitors on the proposals.

This consultation is presented in conjunction with Richmond's Cycling Strategy, currently also under consultation; the Quietways will help to realise Strategy Objective A. There will also be joint consultation events where there will be the opportunity to give feedback.

You can have your say on the proposals by completing the online questionnaire below or by attending one of the following public events:

- **4 November 1pm-6pm Ham Library**
- **8 November 1.30pm-7pm Teddington Baptist Church**
- **26 November 11.30am-3.30pm Teddington Baptist Church**

The event on 26 November will be a drop in event and you are welcome to attend at any time, however there will be a Question and Answer session at 2pm for approximately 30-45 minutes.

Please look at the consultation maps and proposals below before completing the questionnaire.

If you require a paper copy of the proposals or questionnaire please contact Carole.Crankshaw@Richmond.gov.uk

Introduction

Confidentiality

All the information you provide will be treated in strict confidence and will not be used to identify you personally. It will not be passed on to anyone else and will only be used for the purposes of this consultation. The analysis is done on an anonymous basis under the guidelines of the Data Protection Act. Anonymised data may be published, including publishing comments on the Council's website.

1. In what capacity are you responding to this consultation? (please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> I live in Richmond borough | <input type="checkbox"/> I'm a member of a voluntary or community group in Richmond borough |
| <input type="checkbox"/> I work/study in Richmond borough | <input type="checkbox"/> I travel through Richmond borough |
| <input type="checkbox"/> I represent a business or organisation in Richmond borough | <input type="checkbox"/> Other, please specify |

2. What is your postcode?

Your postcode will not be used to identify you personally but to ensure the Council is consulting widely across the area.

3. Approximately how often do you currently cycle within Richmond borough? (Please select only one item)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Every day | <input type="checkbox"/> Less than once a week |
|------------------------------------|--|

- Most days
- Once a week

- Rarely
- Never

Please tell us what prevents you from cycling/cycling more often:

4. If you currently cycle in Richmond borough, what is the main purpose? (Please select only one item)

- To get to work or study
- For leisure or to keep fit
- To get to place of entertainment / recreation
- Other, please specify

5. Are there any changes you would make to the proposed Quietway route? If so, please specify:

6. Would the proposed Quietway cycle route between Ham and Teddington mean you are more likely to cycle in this area in the future? (Please select only one item)

- Yes
- No
- Don't know

If no, please tell us why:

7. Please give us any further comments or feedback on the proposed Quietway:

About you

The Council will use the information below to ensure services are developed that meet the needs of all the community. Please provide as much information as possible, but do not feel obliged to answer every question.

8. Are you:

Male

Female

9. What was your age last birthday? (Please select only one item)

Under 18

35-44

65-74

18-24

45-54

75 +

25-34

55-64

10. Do you consider yourself to have a disability? (Please select only one item)

Yes

No

11. How would you describe your ethnic group? (Please select only one item)

White

Black/African/Caribbean/Black British

Mixed/multiple ethnic groups

Other ethnic group, please specify:

Asian or Asian British