



Pell Frischmann

CONSULTING ENGINEERS

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Transport for London  
Gants Hill Town Centre Enhancement  
Consultation Report  
July 2007

# TRANSPORT FOR LONDON

## GANTS HILL TOWN CENTRE ENHANCEMENT

### CONSULTATION REPORT

JULY 2007

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## EXECUTIVE SUMMARY

This report summarises the results of public consultation carried out by Transport for London (TfL) into the town centre enhancements for Gants Hill.

In agreement with Redbridge Council, approximately 8,000 consultation documents were delivered to residents and businesses in and around the town centre. Documents were also distributed at the Underground station. Views could also be submitted via TfL's website, a public exhibition, by letter, email and free phone. Consultation ran from 1 May 2007 to 15 June 2007.

TfL received 361 completed questionnaires. An additional 32 responses were made by letter, email or telephone. Overall, 89% of respondents said the roundabout should be improved. Questioned on specific elements, 92% of respondents think that safety for road users was either 'very important' or 'important'. For improvements in traffic flows, 89% of respondents thought this was 'very important' or 'important.'

For improvements to pedestrian facilities 85% of respondents said this was 'very important' or 'important.' Access to the Underground was 'very important' or 'important' to 79% of respondents. 83% of respondents said it was 'very important' or 'important' to improve the street environment. Improvements to bus services were 'very important' or 'important' to 79% of respondents. Finally, 55% of respondents said that improving cyclist facilities was 'very important' and 'important.'

76% of respondents said the proposed scheme would improve the local environment. 70% of respondents said that the proposed scheme would improve pedestrian facilities. 46% of respondents said the proposed scheme would improve traffic congestion and improve traffic flow. 48% of respondents said the proposed scheme would provide faster and safer access to the Underground. Finally, 40% of respondents thought the proposed scheme would provide safer cyclist facilities.

34% of respondents think it is either 'very important' or 'important' to have direct access from Clarence Avenue onto Gants Hill roundabout with 59% of respondents thinking this is 'not important' or 'not important at all.'

Responses regarding the opening up of the central island of Gants Hill roundabout to provide a public space with access to the Underground from the centre of the roundabout showed 38% thought this was 'very important' or 'important.'

269 respondents made additional comments. The main issues relating to the scheme were the signalisation of the roundabout (32 respondents agreed, while 8 disagreed), one way access to Clarence Avenue (19 respondents disagreed, while 3 agreed), the opening up of the central island (11 respondents agreed, while 3 disagreed) and improving pedestrian facilities (10 respondents agreed, while 4 disagreed).

## **1.0 INTRODUCTION**

- 1.1 Pell Frischmann (PF) has been commissioned by Transport for London (TfL) to develop an improvement scheme for the Gants Hill roundabout in the London Borough of Redbridge.
- 1.2 The improvement scheme consists of the signalisation of Gants Hill roundabout, new pedestrian and cycle crossings, extensive streetscape enhancements and subway improvements. The improvement scheme would involve Clarence Avenue becoming an exit only arm from the roundabout. In the future, TfL may also develop the roundabout further by opening up the central island as a public space with access to the Underground from the centre of the roundabout
- 1.3 This improvement scheme forms part of the Gants Hill town centre enhancement project which was initiated to support the delivery of London Borough of Redbridge's Gants Hill Area Action Plan.
- 1.4 In order to assist in reviewing the need for further improvement, a public consultation exercise has been conducted to allow residents, businesses and stakeholders to comment and provide feedback on the proposals.
- 1.5 The aim of this report is to summarise this consultation exercise and review the responses received from respondees.

## **2.0 CONSULTATION APPROACH**

- 2.1 In order to obtain feedback from residents, businesses and stakeholders on the Gants Hill town centre enhancements, 8,000 consultation documents were delivered to an area agreed with Redbridge Council. The identified area is shown in Appendix A and a copy of the consultation document is shown in Appendix B. Consultation documents were also distributed at Gants Hill Underground station. In addition 155 stakeholders in the project were sent a consultation document, with a covering letter.
- 2.2 Residents, businesses and other groups were also able to express their views directly to TfL via letter, email and telephone. These responses were saved by TfL and passed onto PF for inclusion in this report.
- 2.3 For the duration of the consultation, background documents were lodged at Gants Hill library. From Monday 14 May to Saturday 19 May there was a public exhibition with sessions when the public could discuss the proposals with staff from TfL and Redbridge Council. These sessions were split over a morning, lunch-time, afternoon, early evening and Saturday morning.
- 2.4 All of the above arrangements were advertised in the Ilford Recorder. Notices were placed in Area Committee notice boards, some shops and the library. Redbridge Life, the borough magazine circulated to all properties in the borough, ran a feature on the proposals.
- 2.5 The consultation ran from 1 May 2007 to Friday 15 June 2007. This accommodated a request from Redbridge Council that two Area Committee meetings were included within the consultation timeframe.
- 2.6 The completed questionnaires and the letter/email/telephone responses were returned directly to TfL. These were then forwarded to PF for inclusion in the consultation analysis.
- 2.7 The responses to the questionnaire were logged into an Excel spreadsheet to allow easy assessment and review. All results can be viewed in Appendix C.

Each response was given a reference number to allow specific questionnaires to be recovered if necessary. Responses by telephone/email were recorded separately and given their own unique reference number.

- 2.8 The following sections of this report summarise the responses received for both the returned questionnaires and additional responses.

### **3.0 RESPONSES TO CONSULTATION**

#### **3.1 General**

3.1.1 A total of 361 completed questionnaires were returned. This represents a return of approximately 4.5%. Responses were received from the following postcodes

- IG1 (8%)
- IG2 (44%)
- IG4 (4%)
- IG5 (8%)
- IG6 (4%)
- Other (1%)
- No address given (31%)

3.1.2 Out of the 361 responses, 243 were from residents, 5 were from businesses and 4 were from members of the public who lived in postcode areas other than IG1-IG6. One was from the British Motorcyclists' Federation. There were 108 responses that gave no personal information.

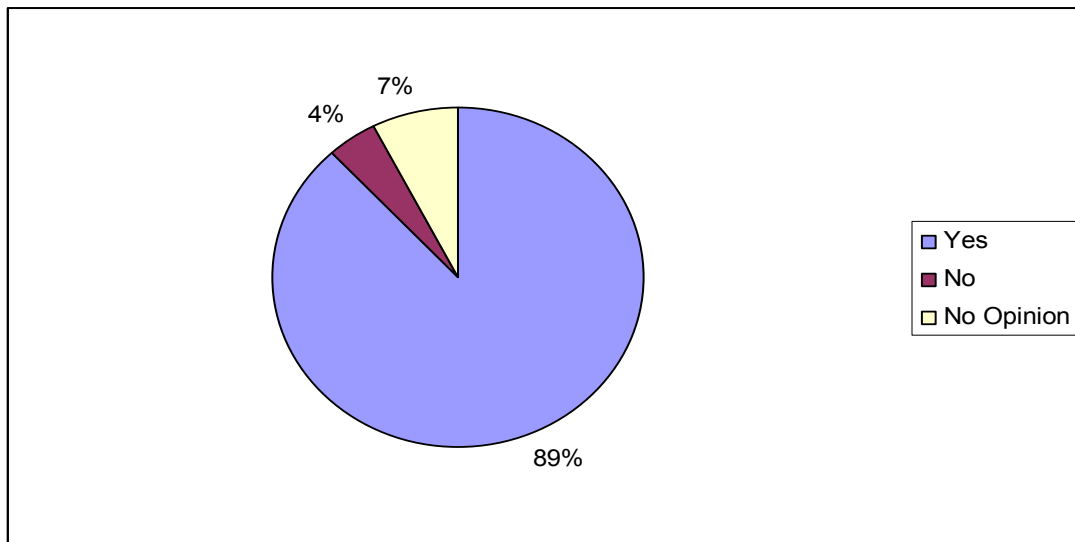
3.1.3 A further 32 responses were received by TfL either by phone, email or telephone. Four of these responses were from stakeholder groups. These stakeholder groups are:

- London Cycling Campaign (Redbridge).
- Standing Conference of Women's Organisations (SCWO).
- London Travel Watch.
- Transport for London's Walking and Accessibility Team.

### 3.2 Responses to Question 1

3.2.1 The first question in the questionnaire asked, “Do you think Gants Hill roundabout should be improved?” Respondents could answer ‘Yes’, ‘No’ or ‘No Opinion’. Figure 3.2 shows the results of Question 1.

**Figure 3.2 – Responses to Question 1**



3.2.2 The figure clearly shows that the majority of people (89%) are in favour of Gants Hill roundabout being improved whereas only 16 people (4%) were not in favour and 26 people (7%) had no opinion.

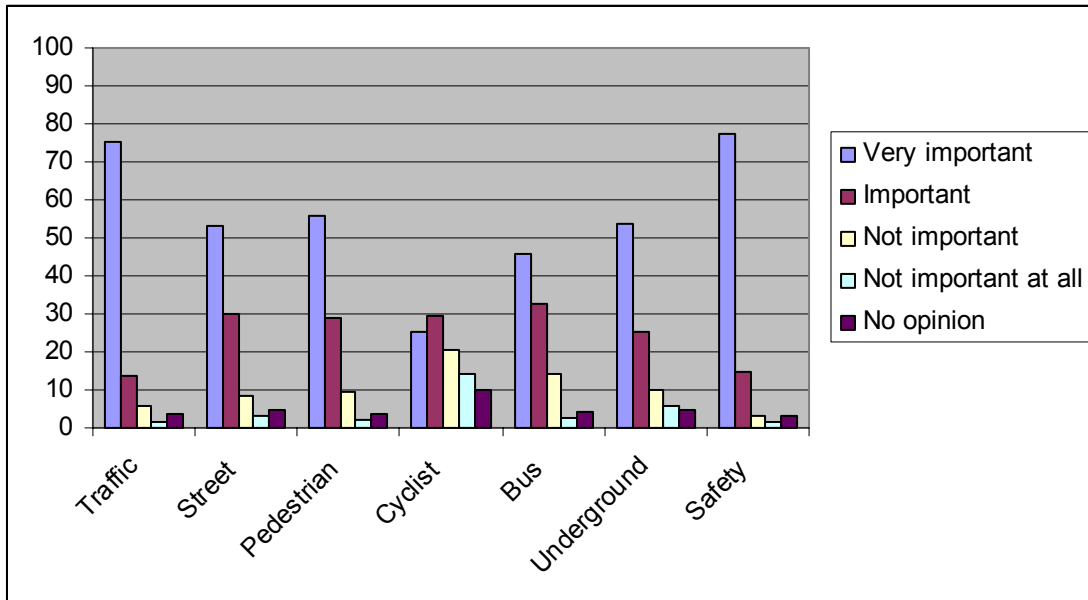
### 3.3 QUESTION 2

3.3.1 The second question asked, “How important do you think it is to improve the following?”

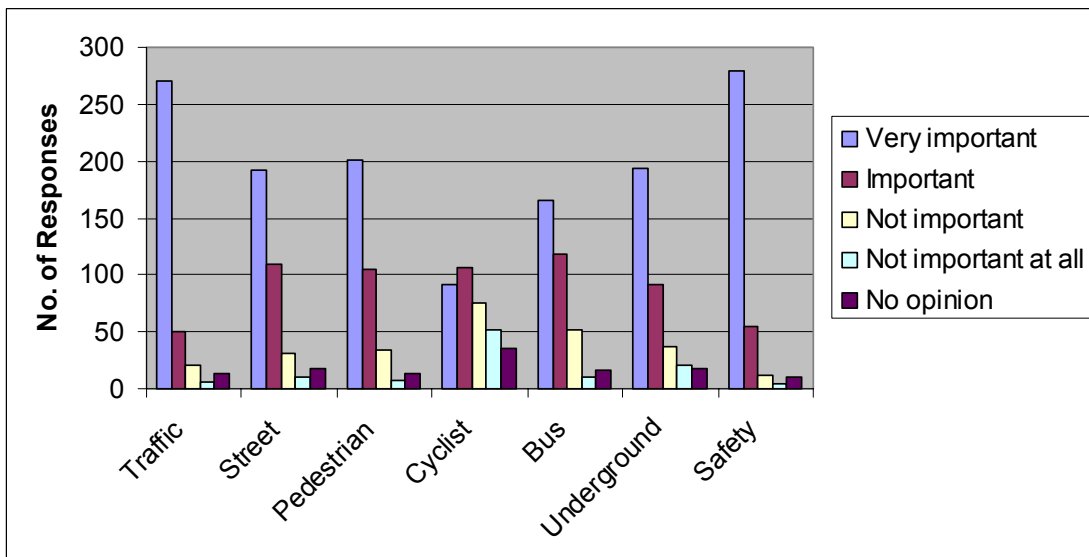
- Traffic flows
- Street environment
- Pedestrian facilities
- Cyclists’ facilities
- Bus services
- Access to the Underground
- Safety for road users and pedestrians

3.3.2 There were five possible responses to this question. These were: ‘Very important’, ‘important’, ‘not important’, ‘not important at all’ and ‘no opinion’. The responses to Question 2 are shown in Figures 3.3 and 3.4

**Figure 3.3 – Responses (in percentages) to Question 2**



**Figure 3.4 – Responses to Question 2**



3.3.3 Figure 3.3 shows that the two issues most important to respondents were safety for road users and pedestrians and improvements to traffic flows. 77% and 15% of respondents think that safety for road users was either 'very important' or 'important' respectively. For improvements in traffic flows, 75% and 14% of respondents thought this was 'very important' or 'important' respectively.

3.3.4. For improvements to pedestrian facilities, 56% and 29% of respondents said this was 'very important' or 'important' respectively. Access to the Underground was 'very important' to 54% of respondents and 'important' to 25% of respondents. 53% of respondents said it was 'very important' and 30% of respondents said it was 'important' to improve the street environment. Improvements to bus services were 'very important' to 46% of respondents and 'important' to 33% of respondents. Finally, 25% and 30% of respondents said that improving cyclist facilities was 'very important' and 'important' respectively.

### 3.4 QUESTION 3

3.4.1 The third question asked, "Do you think the proposals shown on the plan would:"

- Reduce traffic congestion and improve traffic flow
- Improve the local environment
- Increase pedestrian facilities
- Provide safer cycle facilities
- Provide faster and safer access to the Underground

3.4.2 Respondents could answer 'Yes', 'No' or 'No opinion' to the options in Question 3. Figures 3.5 and 3.6 shows the results of Question 3.

Figure 3.5 – Responses (in percentages) to Question 3

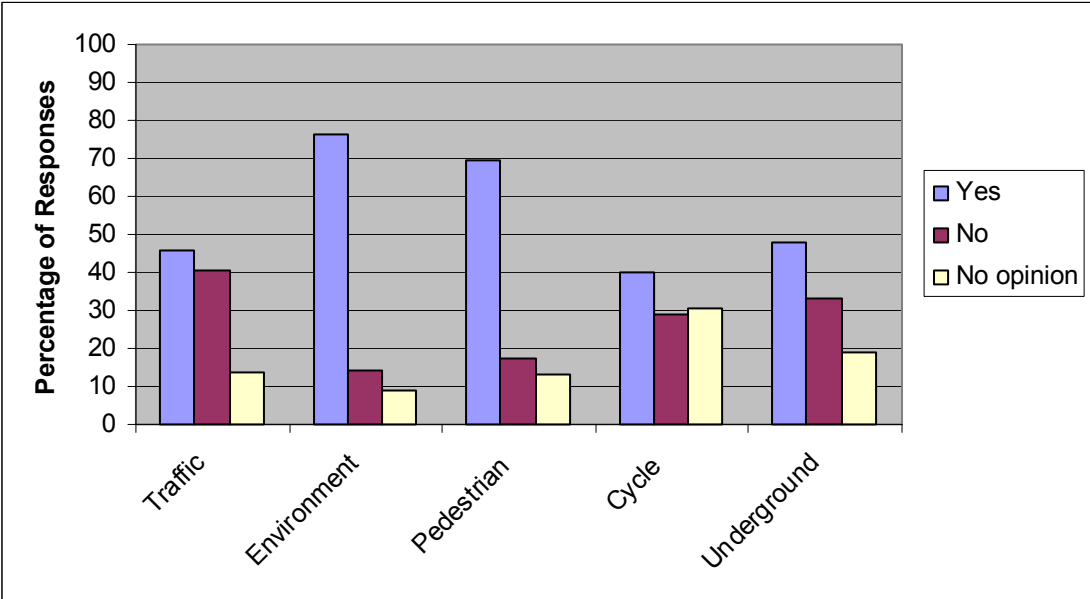
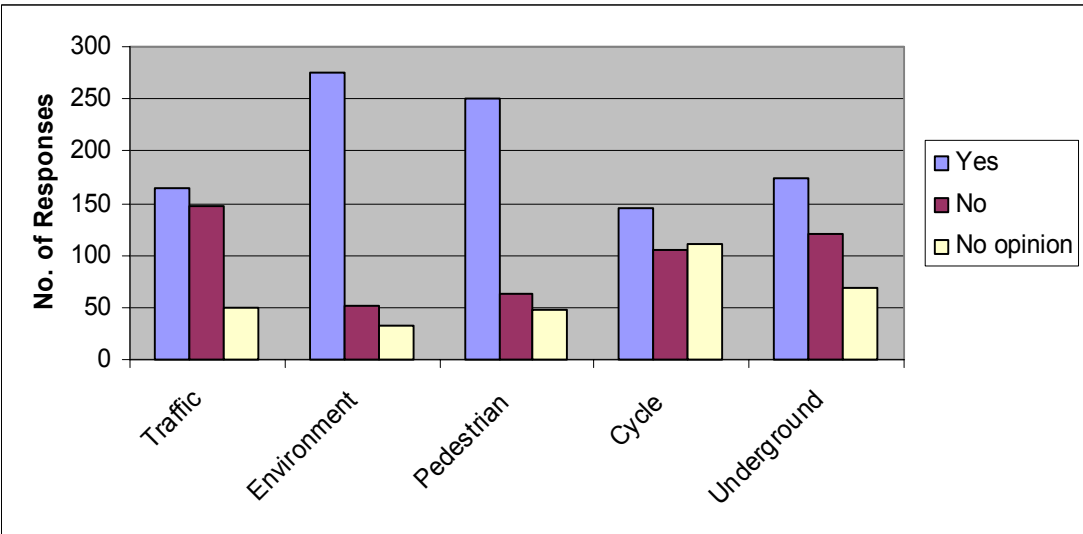


Figure 3.6 – Responses to Question 3



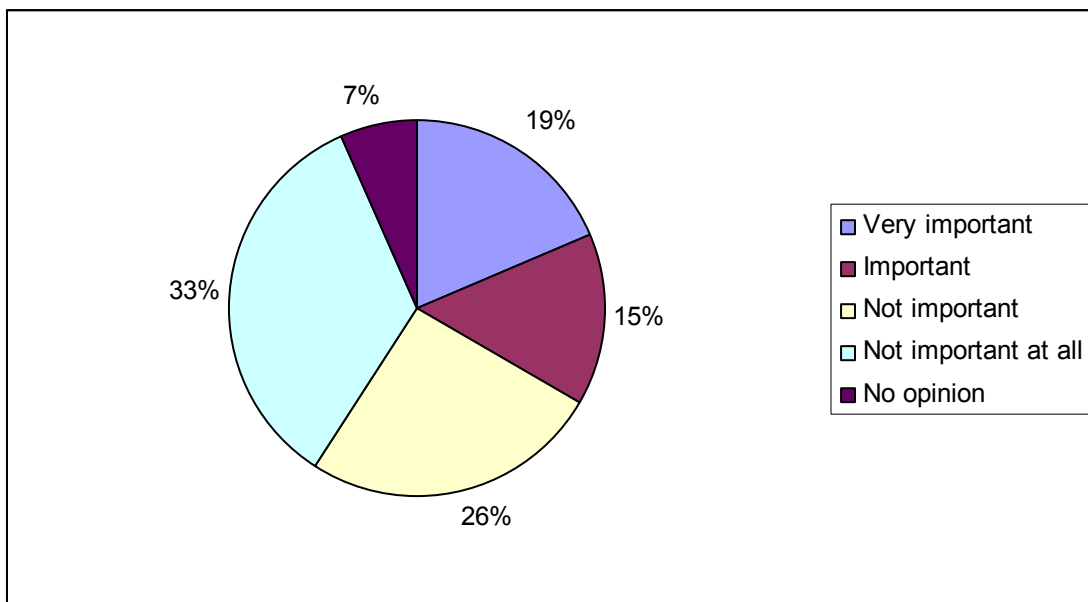
3.4.3 76% of respondents said the proposed scheme would improve the local environment with 9% of respondents having no opinion. 70% of respondents said that the proposed scheme would improve pedestrian facilities with 13% of respondents having no opinion. 46% of respondents said the proposed scheme would improve traffic congestion and improve traffic flow with 14% of respondents having no opinion. 48% of respondents said the proposed scheme would provide faster and safer access to the Underground with 19% of respondents having no

opinion. Finally, 40% of respondents thought the proposed scheme would provide safer cyclist facilities with 31% of respondents having no opinion.

### 3.5 QUESTION 4

3.5.1 The fourth question asked, “How important is it for you to have direct access from Clarence Avenue to the roundabout?” Respondents could answer: ‘Very important’, ‘important’, ‘not important’, ‘not important at all’ and ‘no opinion’. Figure 3.7 shows the results for question 4 for all 361 respondents.

**Figure 3.7 – Responses to Question 4**



3.5.2 Figure 3.7 shows that 120 (34%) of respondents think it is either ‘very important’ or ‘important’ to have direct access from Clarence Avenue onto Gants Hill roundabout with 217 (59%) of respondents thinking that direct access from Clarence Avenue to the roundabout was ‘not important’ or ‘not important at all’.

3.5.3 As people who live on or near to Clarence Avenue will be more affected by Clarence Avenue becoming an exit only arm, responses to Question 4 have been summarised for streets near Clarence Avenue as well as for all streets.

3.5.4 Out of the 361 completed questionnaires, 43 responses were from people who live on or near Clarence Avenue. These streets are:

- Beehive Lane
- Blenheim Avenue
- Castlevue Gardens
- Clarence Avenue
- Cranbrook Rise
- Devonport Gardens
- Fairholme Road
- Hillview Crescent
- Mornington Avenue
- St. Edmunds Road
- St. Helens Road
- The Crescent

3.5.5 Comparisons between respondents from all streets and respondents on or near Clarence Avenue are shown in Table 3.5.

**Table 3.5 – Comparison of results between All Streets and Streets on or near Clarence Avenue**

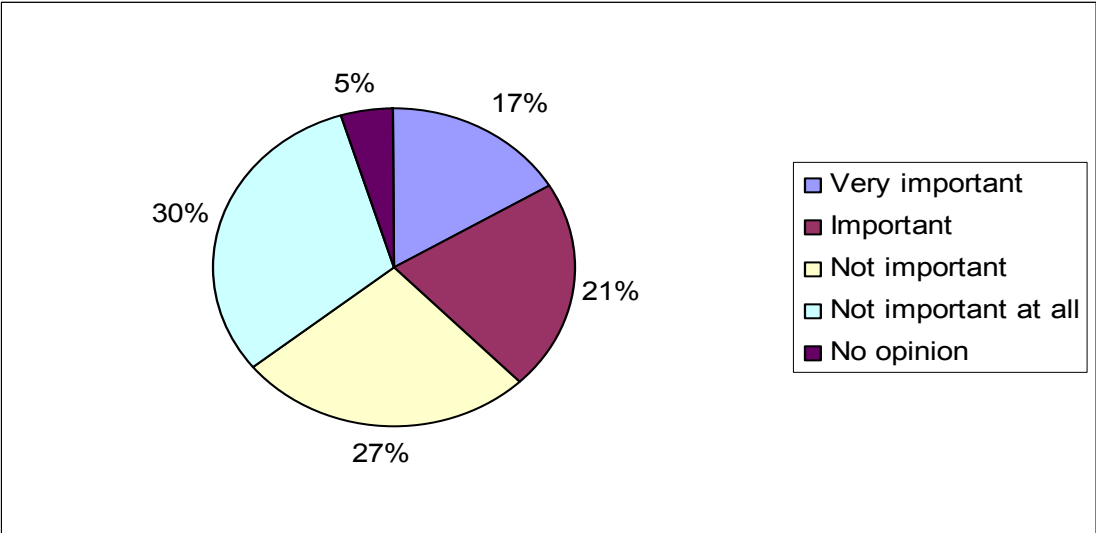
<b>Table 3.5 Responses in Percentages to Question 4 from All Residents and Residents On or Near Clarence Avenue.</b>						
<b>Residential Area</b>	<b>Response (Number and Percentages)</b>					
	<b>Very important</b>	<b>Important</b>	<b>Not important</b>	<b>Not important at all</b>	<b>No opinion</b>	<b>Total</b>
All Streets	67 (19%)	53 (15%)	94 (26%)	123 (34%)	24 (6%)	361 (100%)
Streets Near Clarence Ave.	21 (49%)	6 (14%)	7 (16%)	7 (16%)	2 (5%)	43 (100%)

3.5.6 27 respondents living on or near Clarence Avenue think that direct access from Clarence Avenue to Gants Hill Roundabout is either ‘very important ‘or ‘important’. When all 361 responses are considered 120 of respondents think that direct access from Clarence Avenue to Gants Hill roundabout is either ‘very important ‘or ‘important’

3.6 QUESTION 5

3.6.1 The fifth question asked, “In the future TfL may further develop the proposals by opening up the central island as a public space with access to the Underground from the centre of the roundabout.” Respondents could answer: ‘Very important’, ‘important’, ‘not important’, ‘not important at all’ and ‘no opinion’. The responses to Question 5 are shown in Figure 3.8.

Figure 3.8 – Responses to Question 5



3.6.2 Figure 3.8 shows that over half the respondents (57%) think that opening up the central island of Gants Hill roundabout is either ‘not important’ or ‘not important at all’ with 38% saying that the opening up of the central Island is ‘very important’ or ‘important.’

## 4.0 COMMENTS AND SUGGESTIONS

### 4.1 Summary of Comments and Suggestions

4.1.1 The questionnaire asked residents for any other comments or suggestions. In total there were an additional 269 comments all of which can be viewed in Appendix C. There were 92 respondents who did not give anymore additional comments. The comments ranged from specific comments relating to the schemes to general comments relating to Gants Hill. Table 4.1 summarises the specific comments received regarding the proposed scheme.

<b>Comment</b>	<b>Total</b>
Signalisation of roundabout – agree	32
One way access to Clarence Avenue – disagree	19
Opening up of central island – disagree	11
Improve pedestrian crossings	10
Signalisation of roundabout – disagree	8
Proposed plans – agree	8
Removal of guard rails – disagree	7
Unnecessary spending	5
Planting of trees – agree	5
No pedestrian crossings	4
Proposed plans – disagree	4
Opening up of central island – agree	3
One way access to Clarence Avenue – agree	3
Planting of trees – disagree	3
Improve cycle routes	2
Start work ASAP	1
<b>Total Responses</b>	<b>125</b>

4.1.2 Out of 269 comments received, 125 related to the actual scheme proposals. The four main areas where comments were given were;

- The signalisation of Gants Hill Roundabout with 32 respondents agreeing and 8 respondents disagreeing

- One way access to Clarence Avenue with 3 respondents agreeing and 19 disagreeing
- The opening up of the central island with 3 respondents agreeing and 11 people disagreeing
- The need to improve pedestrian crossings/facilities with 10 agreeing and 4 disagreeing.

4.1.3 Many of the comments related to more general issues in Gants Hill, some of which are addressed by the objectives proposed scheme. The general comments which are addressed by the proposed scheme and received five or more responses are listed below;

- Improve traffic flow (20 comments)
- Increase safety (15 comments)
- Improve the subway (11 comments)
- Improve the street environment (9 comments)
- Improve signage (5 comments)

4.1.4 Other general comments that received 5 or more comments that did not relate to the proposed scheme are listed below

- Keep the area clean (14 comments)
- Build a flyover (10 comments)

## 5.0 OTHER RESPONSES

### 5.1 Summary of Other Responses

5.1.1 In addition to the questionnaires issued, other responses were also received by telephone, letter and email. Full details of these comments are in Appendix C. Comments relating to Gants Hill are summarised in Table 5.1. This table shows that these comments were wide ranging. Other comments, such as requests for copies of this report, are shown in Appendix C only.

<b>Comments</b>	<b>Total</b>
State of the roads is bad	3
Disagree or concerned about pedestrian crossings	3
Questioning when work will start and finish	2
Agree with pedestrian crossings	2
Improvements are needed elsewhere	2
Better access to subway	2
Retain guard railings	2
Concerned with safety of underground.	2
Retain/ Extend/ Improve bus facilities	1
Concerned about congestion on back and side roads	1
Parking concerns	1
Concerned about opening up of central island for public space	1
Paving in bad state	1
Concerns about rat runs on Eastern Avenue	1
Disagree with public cafes	1
Provide adequate signage for pedestrians crossing Clarence Avenue	1
Reference to petition submitted to oppose the changes to the direction of traffic flow at Clarence Avenue	1
Concerned about lack of provisions for cyclists and road users	1
Object to new residential developments	1
Build flyover connecting 2 arms of Eastern Avenue	1
Concerned about high speed traffic using roundabout	1
Appalled at bad state of subways	1
<b>Total Number of Comments</b>	<b>32</b>

5.1.2 One of the direct responses included a letter referring to a petition objecting to changes to the direction of traffic flow at Clarence Avenue. This petition was given to the Mayor of London in March 2007, with further signatures forwarded during April 2007. This petition will be considered by TfL but will not form part of the public consultation responses as it was received outside the consultation period.

## 6.0 SUMMARY

6.1 A consultation exercise has been conducted by TfL for the Gants Hill town centre enhancement proposals. The consultation ran from 1 May 2007 to 15 June 2007.

6.2 The results from the questionnaire show:

- 89% of respondents think Gants Hill roundabout should be improved.
- 92% of respondents think that improving safety for road users and pedestrians is 'very important' or 'important' while 89% think it is 'very important' or 'important' to improve traffic flows.
- 85% think improvements to pedestrian facilities are 'very important' or 'important' while 79% said improved access to the Underground was 'very important' or 'important.' 83% of respondents think that improving the street environment was 'very important' or 'important' while improving bus services was 'very important' or 'important' to 79% of respondents. 55% of respondents said improving facilities for cyclists was 'very important' or 'important.'
- 76% of respondents think the proposed scheme would improve the local environment and 70% of respondents think it will increase pedestrian facilities. 46% of respondents think the proposals will improve traffic congestion and improve traffic flow while 48% of respondents think the scheme will offer safer access to the Underground. 40% of respondents think it will offer safer facilities for cyclists.
- 34% of people think it is important to have direct access to Gants Hill roundabout from Clarence Avenue.
- 38% think that opening up the central island of Gants Hill roundabout is 'very important' or 'important.'

6.3 The questionnaire asked for additional comments and suggestions. Out of the 269 comments received 125 related to the proposals.

- 6.4 The four main areas where comments were given are:
- The signalisation of Gants Hill roundabout (34 respondents agreeing and 8 disagreeing)
  - One way access to Clarence Avenue (3 respondents agreeing and 19 disagreeing)
  - The opening up of the central island (3 respondents agreeing and 11 disagreeing)
  - The need to improve pedestrian crossings/facilities (10 agreeing and 4 disagreeing)
- 6.5 Comments received by TfL via letter, phone and email were wide ranging and included comments not related to the proposals.

## 7.0 CONCLUSION

- 7.1 The results show that the vast majority of respondents from the Gants Hill area think Gants Hill roundabout should be improved.
- 7.2 The majority of respondents think that traffic flows, the street environment, pedestrian facilities, cycle facilities, bus services, access to the Underground and safety for road users and pedestrians need improving.
- 7.3 76% and 70% of respondents think that proposals would improve the local environment and pedestrian facilities respectively. 46% of respondents said the proposed scheme would improve traffic congestion and improve traffic flow. 48% of respondents said the proposed scheme would provide faster and safer access to the Underground. 40% of respondents thought the proposed scheme would provide safer cyclist facilities.
- 7.4 34% of respondents think having direct access from Clarence Avenue to Gants Hill roundabout is 'very important' or 'important.'
- 7.5 38% of respondents thought opening up of the central island of the roundabout was 'very important' or 'important.'
- 7.6 Additional comments were received from the questionnaires as well as by telephone, email and letter. The main areas commented upon related to the scheme were the signalisation of the roundabout, one way access from Clarence Avenue, the opening up of the central island and the need to improve pedestrian crossings/facilities.