



## Liveable Crouch End Stage Gate 2 Report

**Haringey**  
LONDON



**PROJECT**  
CENTRE

DRAFT

## General Information

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Project Title:	Liveable Crouch End
What Financial Year is this application to be considered for?	Financial Years: 2018/19, 2019/20, 2020/21, 2021/22, 2022/23
Is the Borough submitting any other Liveable Neighbourhoods applications?	Yes
Has this project been submitted before as a bid to TfL?	Yes

## Table of Content

Table of Content.....	<u>32</u>
1 Executive Summary.....	<u>43</u>
2 Stage 1 Feasibility – Strategy/ Progress.....	<u>65</u>
2.1 Engagement plan.....	<u>76</u>
2.2 Monitoring Plan.....	<u>76</u>
2.3 Behaviour Change Plan.....	<u>87</u>
3 Stage 1 Feasibility – Engagement.....	<u>98</u>
3.1 Community Engagement.....	<u>109</u>
4 Site Opportunities and Challenges.....	<u>1615</u>
5 Scheme Options.....	<u>1817</u>
5.1 Extensive School Zones programme and Sustainable Transport Improvements.....	<u>2221</u>
6 Healthy streets Check.....	<u>3935</u>
7 Benefits Strategy.....	<u>4440</u>
8 Cost.....	<u>4643</u>
8.1 Construction Costs.....	<u>4643</u>
8.2 Spend Profile.....	<u>4744</u>
8.3 Stage costing.....	<u>4845</u>
8.4 Financial Case.....	<u>5047</u>
9 Management Case.....	<u>5148</u>
10 Risk Register.....	<u>5249</u>

# 1 Executive Summary

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The Liveable Crouch End Project, focuses on transforming the walking and cycling environment within the Crouch End area. Enhancing the public realm to help increase the sense of community within the local area.

The vision is:

- ✓ To create an active, safe, healthy and green environment that can be enjoyed by all visitors, businesses and residents of the Crouch End Area
- ✓ To create distinctive neighbourhoods that encourage, promote and actively facilitate a lasting change in the way people travel, and to make walking and cycling and public transport use the default modes of choice
- ✓ To implement schemes, drawing on best practice, to complement the realisation of Haringey's transport vision as set out in the London Borough of Haringey's Local Plan
- ✓ Provide an improved environment that feels and is safe throughout the day and night and reduces the number and severity of the collisions which involve personal injury
- ✓ Manage the traffic flow to reduce congestion and delays, thereby lowering vehicle emissions and improving the air quality.

The Crouch End Project covers the residential areas bound by Priory Road to north, Tottenham Lane to the East, Park Road to the west and Crouch End Broadway to the south and the whole area is shown in the attached Map in Appendix A.

Starting in 2018, the Project Board was formed led by the Chair of Environment Committee (now Cabinet lead for Environment and Sustainability); information and views from the local community were gathered from pre-engagement activities in Nov 2018 - Jan 2019, followed by design workshops in March 2019. A two-week trial closure of Middle Lane from 7<sup>th</sup>-20<sup>th</sup> October 2019 was initiated together with an online survey. As a result of public demand, the survey close date was extended to Sunday 10 November to give people more time to consider the trial in more detail and provide feedback. In total, 3,476 responses were received in response to the trial road closure engagement survey.

The trial closure highlighted that in two weeks, traffic reduction in the Crouch End area of circa 2,000 vehicles was recorded. However, feedback from residents and businesses identified that the closure of Middle Lane and other residential streets, which pushed additional traffic onto the key A-roads through the middle of Crouch End would not be supported. There was however, growing support for the reduction of general traffic.

Following the trial and the significant response and engagement with the scheme the Project Board decided to undertake further engagement and consultation to determine the future direction of the project. An online survey was held from 10<sup>th</sup> January to the 2<sup>nd</sup> February 2020. In total 2,508 responses were received, equating to a 10% response rate. Of these responses, 953 (38%) were residents within the project area. In relation to Town centre improvements 52% answered positively, however 55% were not supporting the closure of Middle Lane. Interestingly, 40% supported or remained neutral to the potential of some form of closure or control on one of the main A roads such as The Broadway. 33% said that they required more information to decide on road user pricing. 48% of residents were supportive of school streets and 43% were supportive or neutral on reviewing the CPZ time-zones, aligning them across the area.

The concept of introducing area divided cells and closing residential streets, thereby pushing traffic onto the main road was shown by the trial to increase general traffic on surrounding distributor roads such as Park Road and Tottenham Lane. This was not supported but the community and increased bus journey times and air pollution in these high pedestrianised areas, so this option will not be progressed.

During the January 2020 survey the option of closing a main A-road to reduce through traffic was proposed. Whilst the majority of respondents (58% of residents within the project area, 83% of businesses and 65% of those from outside the project area) don't support this option there was nearly 40% of respondents who either supported the option or required further information to make a decision. This option has been explored by the modelling team. It would provide a significant modal shift within the project area; however it would have significant knock-on impacts on the wider area, with a risk that bus journey times on routes such as Archway Road and Green Lanes would be significantly affected. Additional funding would be required to progress this project along with extensive modelling which would increase the project timescales but over a year. Given these limitations this option is not being progressed at this time.

This project pulls together a series of interventions which together seek to deliver modal shift within the Crouch End area through interventions that improve the environment for walking and cycling, dissuade local car journeys, improve bus journey times and the experience of waiting for a bus within the town centre and promotes the area as a safe and enjoyable place to walk and cycle.

The interventions proposed are detailed in drawing in Appendix A and consist of:

- School Zones operational time between 8am – 9.15am and 3:00pm – 4:30pm
- Modal filters to facilitate quiet cycleways
- Alignment of CPZ timings
- Removal of parking on Tottenham Lane and Park Road to address pinch-points
- Safe school walking route
- New cycle routes, including segregated cycle routes and closure of minor roads to facilitate safer routes
- Public realm enhancements to the town centre, including footway widening, greening, improved crossings and improvements to the clock-tower

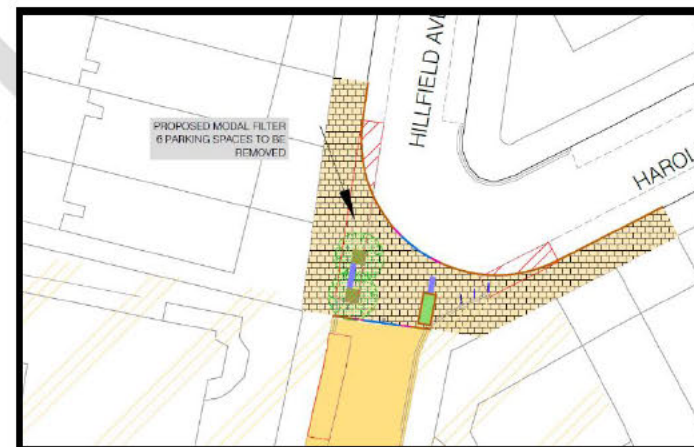


Figure 1: Proposed Modal Filter with green elements

## 2 Stage 1 Feasibility – Strategy/ Progress

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The Crouch End Liveable Neighbourhood bid was submitted to TfL in October 2017 with approval granted in January 2018.

A project delivery process has been developed for the implementation of the Crouch End area scheme. The process has been set out into 10 steps consisting of;

1. Baseline data gathering
2. Perception surveys/ early engagement
3. Feasibility/ concept development
4. Community design workshops & Trial road closure to general traffic
5. Feedback & further engagement
6. Design development
7. Consultation
8. Preliminary & Detailed design
9. Implementation and delivery

In order to monitor, manage and influence the project through its life cycle additional delivery plans have been developed.

1. **Engagement Plan**
2. **Monitoring Plan**
3. **Behavioural Change Plan**

## 2.1 Engagement Plan

The engagement strategy has been developed to cover all stages of the project lifecycle. A number of early engagement exercises were undertaken, full reports can be found on our [project website](#), these include:

- Perception surveys
- Council briefings
- Community engagement exercises
- Drop in sessions
- Workshops with councillors and key stakeholders
- Workshops with members of the public
- Trial closure of Middle Lane
- Strategic Design Survey
- Liaison and design review with key stakeholders



Figure 2: Workshops with the schools in the area

## 2.2 Monitoring Plan

A plan to record data and set the base line for the scheme for the assessment of the scheme outcomes and objectives realisation was developed and initiated in July 2018. The data collected has been analysed in conjunction with the feedback from the engagement exercises that began in March 2019. Data gathered are listed below;

- Detailed traffic, pedestrian and cycle movement from the Trial
- Collision Data
- Automatic Traffic Counts
- Pedestrian Surveys



- Parking capacity surveys
- Visitor surveys
- Monthly air-quality monitoring through NOX tubes at 25 stations around the Crouch End area
- iBus and BODS Data surveys

Further monitoring exercises will be conducted in to assist the development of concept designs, which are shown below.

- City planner tool data set from TfL
- Kerbside activity video survey and street audit
- Further traffic counts within each of the school zones
- Kerbside activity and local economy questionnaires
- Journey time assessment

### 2.3 Behaviour Change Plan

To encourage a behavioural change towards more active travel the following initiatives will be developed to sit alongside the physical interventions

- Commercial Cycle hire facilities
- Play streets
- Pocket Parks
- Safe/ Green school walking route
- Bikeability training
- School travel plans
- Workplace travel Plans



Figure 3: Activities carried out during the trial closure

### 3 Stage 1 Feasibility – Engagement



### 3.1 Community Engagement

Community engagement for Crouch End Liveable Neighbourhood Scheme has been undertaken to build up an understanding of the main concerns and aspirations of the local community and to promote interest in the project within the area to build up community acceptance for future changes. The engagement has been undertaken through many channels to reach as many residents and businesses as possible. These channels encompass face to face engagement, online engagement and printed publications to ensure accessibility. Further details of the engagement activities are below.

- Leaflets including background information, and an easy to understand plan of the project area were distributed to the local community at the start of the project and at key engagement points throughout design development to-date
- Online engagement platform
  - three online surveys
  - interactive map
- Drop-in sessions at the beginning of the project
- Workshop design sessions in April 2019
- Drop-in sessions in October 2019 ahead of the trial closure of Middle Lane from 7 October to 21<sup>st</sup> October
- On-going stakeholder Forum meetings and individual meetings with resident associations, schools, ward members and Haringey Cycle Campaign
- Stakeholder Forum involvement in the design of the January 2020 survey
- There has been a total of 6,800+ engagement interactions to date through these activities



Figure 4: Community Engagement example carried out

The table below summarises all the different forms of engagement carried out:

Table 1. Forms of Engagement carried out

Phase	Form of Engagement	Audience	Aim/Purpose	Response
Pre-Engagement	Online Survey (Opened on 23rd November 2018)	Local community including residents, business owners and stakeholders	To gain feedback from the local community on how they use the area and what their thoughts and concerns are.	585 responses were received. Residents, businesses and visitors were asked what they think of the Crouch End area, the responses demonstrate there is an overwhelming desire for improvements in the area to make it better and safer for walking and cycling, and improve public transport service frequency and connectivity, especially from Crouch End to Highgate. The main areas of concern for respondents were traffic levels, parking, air quality, noise levels, lack of shade, trees and shelter, not enough places to stop/rest and ease of crossing.
Pre-Engagement	Leaflets (26th November 2018)	Local community including residents, business owners and stakeholders	Leaflets were distributed out to the local community which included background information on the project, an easy to understand plan of the project area, details of the pre-engagement (and the second leaflet contained details of the drop-in events), contact details and instructions on how interested parties could provide feedback.	The leaflets were distributed to 10,928 homes and businesses in the project area. Other local stakeholders, businesses, local schools and colleges and some additional community groups in the project area.
Pre-Engagement	Website (Live on 26th November 2018)	Local community including residents, business owners and stakeholders	To provide regular updates on the project and to allow access to the pre-engagement survey.	The online website helped encourage people to complete the online pre-engagement survey. We received 585 responses for this survey.

Phase	Form of Engagement	Audience	Aim/Purpose	Response
Pre-Engagement	Public drop in events (1 Dec 2018, 10am – 5pm, 9 Jan 2019, 4pm – 8pm, 15 Jan 2019, 10am – 4pm, 19 January 2019, 12pm – 4pm)	Local community including residents, business owners and stakeholders	The purpose of these events was to encourage people to respond to the pre-engagement survey, and for the project team to be available for questions and to discuss the project.	Exhibition boards were displayed including the project area and TfL's Healthy Streets Indicators, which form the basis of the scheme objectives. The events were staffed by various members of the project team and were attended by around 200 people over the four days. The drop-in sessions encouraged people to respond to the pre-engagement survey.
Pre-Engagement	Business door knocking (7th January 2019 and 14th January 2019)	Business owners	To remind businesses about the pre-engagement survey.	The visiting of businesses helped encourage people to complete the online pre-engagement survey. We received 585 responses for this survey.
Pre-Engagement	Co-design Workshops (23rd March 2019, 26th March 2019 and 1st April 2019)	Local community including residents, business owners and stakeholders	The workshops aimed to provide an opportunity for people to come up with and review ideas to deliver to the Liveable Crouch End scheme, to hear what people wanted to improve in the area and to allow people to see traffic and parking data that had been captured.	Overall, there was very good support for the ideas of reducing rat running and creating more space for pedestrians and cyclists. There were some recurring themes and points of discussion such as: residents welcomed changes in Crouch End Town Centre; the implementation of school streets was supported; there were concerns around the Crouch End Hill junction and people felt it required redesigning to give more space to pedestrians; there was positive support for removing parking from both Tottenham Lane and Park Road which currently have narrow footways and not enough space for buses; there was support of the Clock Tower pedestrianisation, some suggested that pedestrianizing the other side of the Clock Tower should be looked into as it may be better due to space and sunlight; attendees also insisted that any new public realm ideas should still be in keeping with the look and feel of Crouch End Town Centre.
Trial – Road Closure (7th October 2019 – 20th October 2019)	Leaflets	Local community including residents, business owners and stakeholders	To raise awareness about the proposed trial period, to provide further details and to encourage people to complete the online survey based on the trial.	The distributed leaflets helped encourage people to complete the online trial road closure survey. We received over 3,400 responses for this survey.

Phase	Form of Engagement	Audience	Aim/Purpose	Response
Trial – Road Closure (7th October 2019 – 20th October 2019)	Online website	Local community including residents, business owners and stakeholders	To provide regular updates about the trials and to encourage the local community to complete the online trial road closure survey.	The online website helped encourage people to complete the online trial road closure survey. We received over 3,400 responses for this survey.
Trial – Road Closure (7th October 2019 – 20th October 2019)	Public drop-in events (28th September 2019 and 2nd October)	Local community including residents, business owners and stakeholders	To inform people about elements of the trial, encourage people to the trial road closure survey, and for the project team to be available for questions and to discuss the scheme	Over 100 people attended the two drop-in sessions.
Trial – Road Closure (7th October 2019 – 20th October 2019)	Information desk (11th October 2019)	Local community including residents, business owners and stakeholders	To create a place where people could come and find out more about the trial, proposed diversion routes, and the scheme in general, and give some feedback if they wished.	The information desk helped encourage people to complete the online trial road closure survey and also allowed people to give their feedback directly to our staff. We received over 3,400 responses for this survey.
Trial – Road Closure (7th October 2019 – 20th October 2019)	School engagement	Staff, students and parents	To inform them about the trial and to provide an offering to meet with the project team	All schools in the Crouch End project area were emailed informing them about the trial and offering a meeting with the project team. The project team met with Rokesly Junior and Nursery Schools in the weeks leading up to the trial, and St Mary's CE Primary School and Grieg Academy on the first day of the trial. We also provided several schools with trial information leaflets to circulate to parents and staff. The school engagement helped encourage people to complete the online trial road closure survey. We received over 3,400 responses for this survey.
Trial – Road Closure (7th October 2019 – 20th October 2019)	Stakeholder meetings and emails (16th December 2019)	Stakeholders	To discuss the trial and for the project team to answer any questions	During the meeting, the stakeholders fed back their thoughts and concerns regarding the trial including: the level of air quality during the trial; traders were concerned about disruptions; week two of the trial flowed better with less traffic than week one but still need to look at both weeks

Phase	Form of Engagement	Audience	Aim/Purpose	Response
<b>Trial – Road Closure (7th October 2019 – 20th October 2019)</b>	Business door knocking (21st May 2019 and 4th June 2019)	Business owners	To speak to businesses about the trial and encourage them to provide their views via the online survey.	23 businesses were spoken to. This helped encourage people to complete the online trial road closure survey. We received over 3,400 responses for this survey.
<b>Trial – Road Closure (7th October 2019 – 20th October 2019)</b>	Survey (Went live on 7th October 2019)	Local community including residents, business owners and stakeholders	To gain valuable feedback on the trial from the community which assisted further stages of design preparations. Residents, businesses and visitors were asked to feed back on their thoughts about the trial and how it affected their neighbourhood and the way they moved around it.	In a trial of this nature, negative comments were anticipated, however a surprising number of people also left positive comments, in particular, suggestions for improvement in the Crouch End area. A high number of comments on air quality were recorded and it should be understood that this scheme is about reducing general traffic, through reducing private car usage and encouraging walking, cycling and the use of public transport which in turn will lead to improved air quality. The leaflets helped encourage people to complete the online design survey. We received over 2,500 responses for this survey.
<b>Strategic Design Survey</b>	Leaflets	Local community including residents and business owners	Leaflets were distributed to notify residents and businesses about the online design survey and to ask for their participation.	
<b>Strategic Design Survey</b>	Survey (went live 10th January 2020)	Local community including residents, business owners and stakeholders	The survey aimed to explore feedback from a series of high-level options with the community	Responses from the local community demonstrated there was an overwhelming desire for improvements in the area to make it better and safer for walking and cycling, improving public transport service frequency and connectivity, especially from Crouch End to Highgate. The main areas of concern for respondents were traffic levels, parking, air quality, noise levels, lack of shade, trees and shelter, not enough places to stop/rest and ease of crossing. From the responses received, it is clear that the community still want the same outcomes, for example improved air quality, safer residential streets and improvements to the town centre.