



# RMP 27/28 Croxted Road

## Consultation Summary Report

### Bus Priority Improvement Works

November 2019

# Introduction

This report has been produced by the London Borough of Southwark Highways team to provide a summary on the consultation exercise for the proposed Bus Priority Improvement Works along Croxted Road

Croxted Road is located in the Dulwich Wood Ward.

The Council, in collaboration with Transport for London is committed to making Southwark's street safer and more accessible to all and the proposals for the road fulfil this commitment. The proposed measures enhance the environment for cyclists and improve bus journey times for passengers using the 3 bus route, which is a high frequency service connecting south and central London. These measures support Transport for London's Healthy Streets indicator – people choose to walk, cycle and use public transport.

The following measures were consulted upon to improve bus journey times along the northbound arm of Croxted Road (the extent of which is attached in Appendix A):

- Provision of a short length of bus lane operating between 7am-7pm Monday to Saturday between the junction with Lings Coppice and the bus stop south of the A205 South Circular Road (stop WS)
- Introduction of waiting and loading restrictions to match the bus lane hours of operation on both sides of the road in the vicinity of the bus lane

Public Consultation on these proposals took place from 24 September to 8 November 2019. All residents and businesses within the consultation area were asked whether they support, support with changes or do not support the proposed improvements.

## Consultation Process

The views of the local community were sought as part of this consultation exercise.

A letter including a plan of the proposals was posted to addresses within a geographical area. Consultees were also advised to respond to the consultation via the online consultation portal (A copy of the letter is attached in Appendix B).

Letters were delivered by Royal Mail to 208 addresses – and were delivered by 2<sup>nd</sup> class post on 25 September 2019 with a deadline for responding of 8 November 2019. No letters were returned to Southwark offices due to the addresses no longer being occupied.

The consultation area included all properties on the eastern side of Croxted Road between its junction with A295 Thurlow Park Road and Acacia Grove including all properties up to Glazebrook Close. The properties on the

western side of Croxted Road are located with the London Borough of Lambeth and they were provided with all the consultation material required to inform those residents. A map showing the consultation area is attached in Appendix C.

Response to the consultation was available online via the consultation portal. The portal included a PDF download of Croxted Lane bus lane. In addition, a direct phone number and email address to the Highways project manager was made available to those wishing to make enquires or respond to the consultation via email or phone.

Public access to the online form was removed at the end of the consultation period.

# Summary of Consultation Results

## Consultation Returns and Response Rate

A total of 56 responses were received during the consultation period. This represented approximately 27% response rate.

Table 1 and 1a below demonstrates the responses received from all respondents:

Response rate	Do you support or don't support the proposed bus lane on Croxted Road		
	Support	Support with changes	Do not support
55* out of 208	28	15	12
27%	51%	27%	22%

Table 1 – Analysis of all responses- Bus Lane

\*1 respondent did not answer this question

Response rate	Do you support or don't support the introduction of waiting and loading restrictions on Croxted Road		
	Support	Support with changes	Do not support
56 out of 208	32	10	14
27%	57%	18%	25%

Table 1a – Analysis of all responses - Waiting and Loading restrictions

A summary of the consultation responses are shown in Table 2.

Description	Result
Number of properties consulted	208
Number of all responses	57
Number of duplicate responses	1
Number of responses received from outside the consultation area	20
Number of responses received from organisations	3
Response Rate	27%

Table 2 - Consultation responses

The responses have therefore been grouped into 3 zones based on the level of impact of the proposals, which is shown in Appendix D. Further analysis has been carried out for responses from Zone 1 and Zone 2 only.

All responses received from organisations have been included in Zone 1 and therefore considered in the analysis. There are also 3 responses that did not provide postcodes – these responses have been considered as Zone 3 and not considered in the further analysis.

## Summary of results

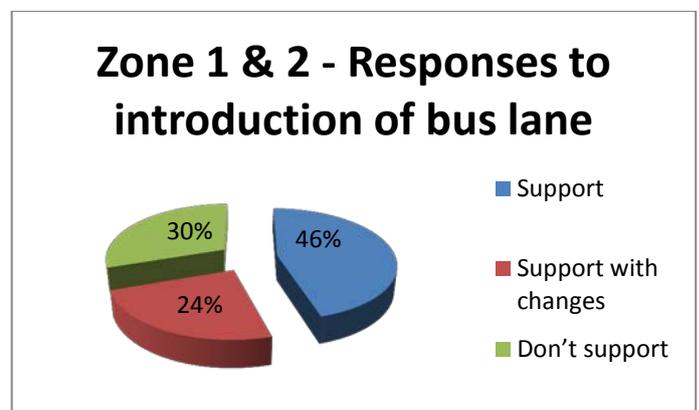
Using the responses within Zone 1 and Zone 2 only, responses received to question Q1 and Q2 are shown in the tables and graphs below:

Q1. Do you support the proposal to introduce a northbound bus lane on Croxted Road between the junction of Lings' Coppice and the bus stop south of the A205 South Circular Road? This would include a no waiting/ loading restriction 7am-7pm Monday to Saturday?

- Support
- Support with changes
- Don't support

Response rate	Do you support or don't support the proposed bus lane on Croxted Road		
	Support	Support with changes	Do not support
33 out of 208	15	8	10
16%	46%	24%	30%

Table 3 – Analysis of Zone 1 and Zone 2 responses – Bus Lane



The table and graph above indicate 66% 'fully support' / 'support with changes' the proposals to introduce a northbound bus lane on Croxted Road

Q2. Do you support the proposal to introduce a southbound no waiting/ loading restriction on the same section of the Croxted Road, in order to prevent a 'pinch-point ' holding up buses and other traffic?

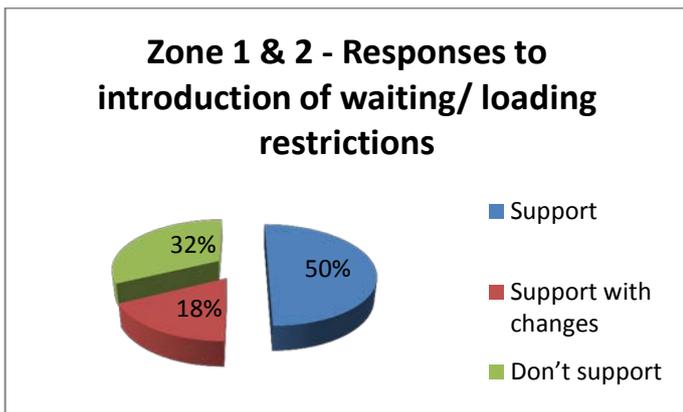
Support

Support with changes

Don't support

Response rate	Do you support or don't support the introduction of waiting and loading restrictions on Croxted Road		
	Support	Support with changes	Do not support
34 out of 208	17	6	11
15%	50%	18%	32%

Table 3a – Analysis of Zone 1 and Zone 2 responses – Waiting and Loading restrictions



The table and graph above show that 68% support/ support with changes the introduction of waiting restrictions on the southbound carriageway.

Consultees were also asked how they travel in this area. The options they were given were: Walking; Car; Mobility scooter/wheelchair; Cycling; Walking with child's buggy; Motorcycle/moped; and, public transport. Consultees were able to select more than one option.

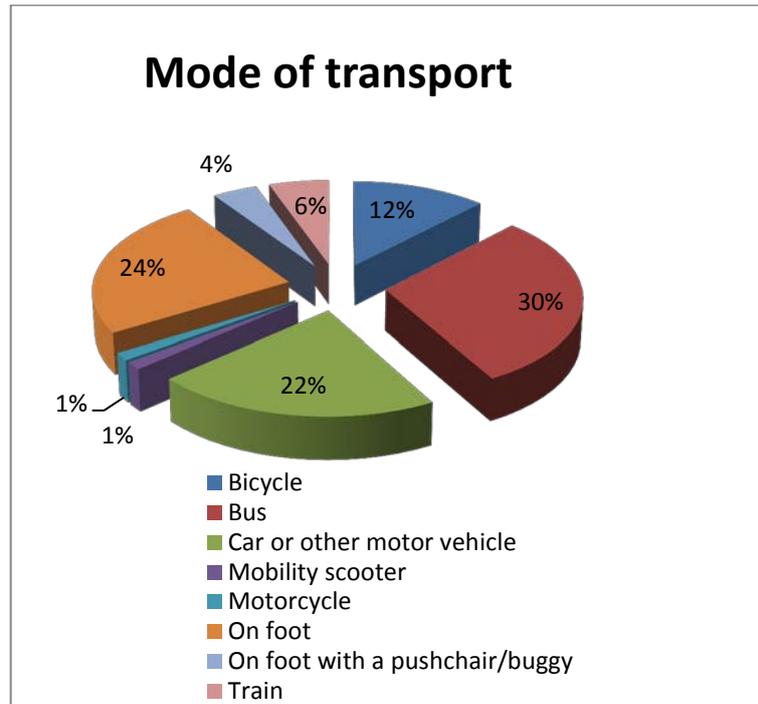
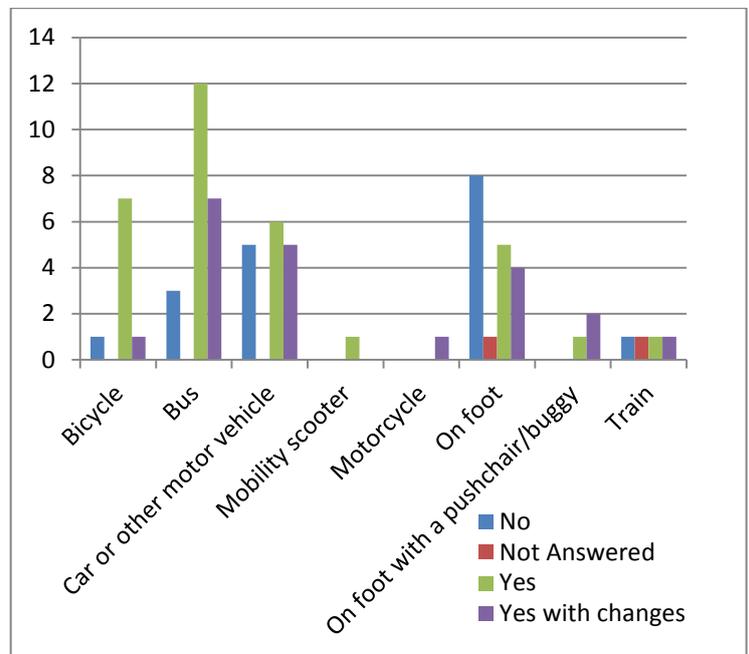


Figure 3 - Consultation Results to how people travel through this area

Figure 3 shows that a significant proportion (66%) use the local buses, cycling and walking as a means of transport. A further analysis of mode of transport and consultation response, which is shown below



The above shows that the most common mode of transport for residents that support the changes are bus passengers and cyclists.

It is noted that out of the 11 responses that do not support the scheme, it should be noted that 7 of these responses are from residents who live in Spenser Mews, which is a small development of 14 houses on Croxted Road with their access located about 150m from the junction with A205 Thurlow Park Road (opposite the bus stop within the new bus lane). The main concern is increased difficulty residents may experience exiting the development.

This concern is noted and measures to accommodate and facilitate movements from this development have been considered and will be incorporated at the next design stage.

## Level of Consensus

The following level of agreement has been achieved in relation to the questions contained within the consultation document (considering responses from zone 1 and zone 2 only):

- Fully support – 48% consultees support the proposals
- Support, with changes – 21% consultees support the proposals with changes
- Do not support – 31% consultees did not support the proposals

## Respondents' Comments

The consultation website allowed consultees to support, support with changes or not support and also provide any comments they may have on the proposals.

Responses from all zones are reproduced in Table 3 overleaf with officer's responses.

Comments	Notes
<ul style="list-style-type: none"> <li>• I am a resident of Spenser Mews. It is already very difficult to leave the Mews in a car and turn right onto Croxted Road. Frequently I will do this before making an immediate turn left onto the A205. This manoeuvre will be almost impossible if there is a bus lane going north. I worry that it will lead to serious accidents. I believe the junction of A205 and Croxted Road is an accident black spot. There was a serious accident there in the last month which lead to the closure of Croxted Road and delays on A205.</li> <li>• I also believe that there is limited parking in the area and the residents of the estate to the South of Spenser Mews opposite Lings Coppice, whose garages appear to be too small to garage a modern car, will not have anywhere to park. At present I believe many may park on the road. I believe that this may lead to unauthorised parking on Spenser Mews a private development with limited parking for its 14 households.</li> <li>• I am a resident of Spenser Mews which is opposite the bus stop concerned. There are a number of points I wish to make <ol style="list-style-type: none"> <li>1. The majority of time during the day there is no problem of the buses reaching the bus stop and therefore to impose of 7am-7pm bus lane is to use a hammer to crack a nut. Any problem occurs during the early morning rush hour and even at this time the bus is able to reach the bus stop to allow people to board the bus or within a few feet of it.</li> <li>2. To impose a bus lane 7am-7pm will cause great problems and difficulty of residents exiting Spenser Mews turning right into Croxted Road. It is already difficult to turn right but if the bus lane is imposed it will be extremely difficult to get into a single lane of traffic.</li> <li>3. To create a bus lane from near Lings Coppice will mean the problems will move to near Lings Coppice or even further south with traffic trying to file into one lane from two. In fact imposing a bus lane is likely to increase the problem not reduce it as buses will get held up further down the road.</li> <li>4. At the traffic lights, traffic turns right as well as left and straight ahead and again imposing a bus lane will reduce the road to one lane and will create problems during rush hour. Although your plan shows that the road after the end of the bus lane will revert to two lanes it will not provide sufficient time and space for those turning right and will cause inconvenience to others using the road.</li> <li>5. Although you are suggesting moving the bus stop back may I suggest you move the bus stop back further or to the other side of the south circular. This may alleviate the problem.</li> <li>6. If you insist on a bus lane the hours of restriction should be only 7am-10pm and 4pm-6 or 7pm as occurs on Fulham Palace Road which is a busy road. There is no need for restriction outside these hours.</li> </ol> </li> </ul>	<p>As part of the design, new roadmarking will be introduced to guide vehicles into their appropriate lanes after the bus lane ends.</p> <p>Measures and design solutions that will aid the right turn our of Spenser Mews will be considered at the detailed design stage – this may include provision of KEEP CLEAR road marking across the carriageway</p> <p>The proposals do not involve moving of the bus stop location. Its is only the bus stop cage marking that is being moved back slightly.</p> <p>Recent studies have shown that peak spreading regularly occurs so restricting the hours of operation will reduce the benefits of the proposal</p>

Comments	Notes
<ul style="list-style-type: none"> <li>• If the bus lanes are introduced residents only parking restrictions would be needed in adjacent roads. As a resident of Acacia Grove it is already impossible to park in our street during the week because of commuter parking for West Dulwich station. The abolition of available parking in Croxted Rd would exacerbate this to an impossible level. In addition, there would be an increase in cars using Acacia Grove as a short cut so would advocate blocking Acacia Grove at the junction with Glazebrook Close to prevent this.</li> <li>• would support measures to improve bus journey times and reliability</li> <li>• I agree the 3 bus gets very held up in this area - your improvements will be very helpful. Also agree importance of prioritising public transport over cars for pollution and exercise/health.</li> <li>• Include taxi access for the new bus lane</li> <li>• I only agree if Taxis also have access .</li> <li>• I would like to see taxis included in this bus lane</li> <li>• Will Taxi's be able to use the lane if it was to be installed ?</li> <li>• Local residents should have the opportunity to comment on parking restrictions.</li> <li>• If the hours of the northbound bus lane on the Croxted Road were reduced, then this would be supported for: 7am to 10am.</li> <li>• The parking pressure on Croxted Road is too great, and creating double yellow will see regular incursions by service deliveries. The present arrangements keep vehicle speeds low on this section of Croxted Road and this on balance as significant safety benefits over the proposed change. The section of Croxted Road on the other side of A205 sees EXCESSIVE speeding and vehicle collisions, that is NOT seen on the section being consulted on</li> <li>• That's a good plan the traffic is very bad in Croxted road due to many car park along the road</li> <li>• If it is use at peak times only ( Monday to Friday) not 7AM to 7 PM.</li> <li>• You describe the lane as "peak only", but the hours specified cover the whole working day, which seems excessive. To my mind peak only means 7am to 10am, which would be reasonable.</li> <li>• Bus lane 7-10am 4-7pm Loading and waiting on southbound side when bus lane not restricted</li> </ul>	<p data-bbox="975 197 1385 293">Request for residents only parking has been logged in our database which will be considered further</p> <p data-bbox="975 770 1366 831">The proposed bus lane will allow taxis and cycles to use the lane</p>

Comments	Notes
<ul style="list-style-type: none"> <li>You call it a peak only bus lane but then state that it would be all day from 7am - 7pm...!?! Surely if its for northbound buses in the morning then a 7am - 10am restriction will suffice. If people are parking there to commute, then the 7 - 10am will sort that issue out. All day restrictions will cause more problems for the actual residents either side of Croxted rd. As for red routing the eastern side of the road, I find this also unnecessary and will cause an influx of extra vehicles trying to find elsewhere to go in the surrounding roads and estates.</li> <li>.Hi there, I live in Spenser Mews and during rush hour, particularly in the morning, the junction you are proposing a bus lane is very busy. By forcing traffic into one lane will encourage a huge build up of cars along Croxted Rd which will be awful for pollution and noise. How will the one lane work if cars need to turn right onto the South Circular? Traffic being forced into the same lane as traffic that need to turn right will mean more of a build up. That junction with the South Circular is very dangerous as it is, with multiple car accidents happening on a far too regular basis. Cars continuously drive through red lights which make it even harder to turn right if you are coming from the south of Croxted Road, and with one lane being taken up by a bus lane seems like a huge inconvenience for drivers. When I try and drive out of Spenser Mews during rush hour it can take a long time for cars to let you out, and now if there is only one lane of traffic this will make it even harder. Also, how will it work with cars wanting to turn left on the South Circular? They will surely hold up the bus anyway as the number 3 goes straight down Croxted Rd.  All in all I feel that this is a terrible idea and will make such detrimental changes for such a short length of bus lane. Surely the idea is to decrease traffic build up, not increase it. And the decrease pollution, not increase, and this bus lane will increase both traffic build up and pollution.</li> <li>I support both these proposals but I do have some significant concerns about how the proposal will impact the, already unsafe, behaviour of motorists on this section of Croxted Road. I live on this stretch of the road and since the 20mph limit was introduced many motorists have been ignoring it, and often overtake the cars who are observing the limit. My worry is that the proposed changes will increase the number of cars exceeding the 20 mph speed limit. By reducing the number of parked cars on the road it will be easier for cars that wish to speed to exceed the speed limit. I would be extremely unhappy if this proposal went ahead without the introduction of some kind of speed camera based at the zebra crossing in order to prevent traffic from taking advantage of the extra space on the roads and travelling at even higher speeds.</li> </ul>	<p>As part of the design, new roadmarking will be introduced to guide vehicles into their appropriate lanes after the bus lane ends.</p> <p>Measures and design solutions that will aid the right turn our of Spenser Mews will be considered at the detailed design stage – this may include provision of KEEP CLEAR road marking across the carriageway</p> <p>20mph roundel will be introduced on the southbound carriageway. Designs are being considered for a 20mph scheme along the road which will be implemented shortly after the bus lane scheme subject to necessary consultation and approvals</p>

Comments	Notes
<ul style="list-style-type: none"> <li> <p>I am a resident of Spenser Mews. It is already very difficult to leave the Mews in a car and turn right onto Croxted Road. Frequently I will do this before making an immediate turn left onto the A205. This manoeuvre will be almost impossible if there is a bus lane going north. I worry that it will lead to serious accidents. I believe the junction of A205 and Croxted Road is an accident black spot. There was a serious accident there in the last month which lead to the closure of Croxted Road and delays on A205.</p> <p>I also believe that there is limited parking in the area and the residents of the estate to the South of Spenser Mews opposite Lings Coppice, whose garages appear to be too small to garage a modern car, will not have anywhere to park. At present I believe many may park on the road. I believe that this may lead to unauthorised parking on Spenser Mews a private development with limited parking for its 14 households.</p> </li> <li> <p>There is already a problem for residents parking in the area and this will increase with the proposal.</p> <p>The proposal does not address kerbside parking for residents, delivery and trades people services during the proposed times of 7am to 7pm. Access to and from the driveway at Spenser Mews will be difficult as vehicles using the non-bus lane will not allow exit from the driveway to join the queueing lane for the traffic lights.</p> <p>There are already restrictions for traffic turning right to join the South Circular Road (A205) at other junctions nearby and by creating further lane restrictions at this junction is going to increase traffic congestion.</p> <p>These points are not considered in the proposal.</p> </li> <li> <p>As currently proposed, the bus lane would push traffic more into the middle lane, which already causes huge problems with traffic going straight through who are lined up with traffic on the other side going straight through, which causes a lot of near collisions as they try to pull ahead of other traffic in the left lane.</p> <p>If any changes are going to be made, I believe it needs to be made in conjunction with a whole overview of the junction, changing the middle lane on either side of the junction to a right turning lane only.</p> <p>The other concern I have with the proposal is that with all the traffic in right lane (being the only lane until after the bus stop), it will make it more difficult for us residents of Spenser Mews to join the Northbound traffic flow, where we can currently turn into the right lane. If a section were made that were kept clear when traffic was stationary so we could enter the queue, then I believe the proposal could be successful.</p> </li> <li> <p>You will make traffic even worse then is now , you will create more pollution doing that</p> </li> </ul>	<p>Measures and design solutions that will aid the right turn our of Spenser Mews will be considered at the detailed design stage – this may include provision of KEEP CLEAR road marking across the carriageway</p>

Comments	Notes
<ul style="list-style-type: none"> <li>• The introduction of new bus lane will create more traffic on the road with no improvement of bus journey time.</li> <li>• include Sunday as a day for parking restrictions/bus lane operation</li> <li>• Fully support! Please allow motorcycles and pedal cycles to use the bus lane at all hours.</li> <li>• I think it will make exiting from Spenser Mews (14houses) more dangerous and difficult, also even more people will try to park or turn round in the Mews which will inconvenience residents. I suspect it will also create more stationary traffic and the resultant air pollution at an already polluted junction.</li> <li>• As a daily bus user this would make my commute so much shorter</li> <li>• These proposals are dangerous and should not go ahead</li> <li>• Some thing needs to be done, everyone parks there cars there and gets the train</li> <li>• Well done on prioritising public transport over private, non-sustainable traffic</li> <li>• pollution. traffic jam</li> <li>• they should be 24/7, along with all bus lanes in the area. Believe it or not, people do need to travel via public transport in the evenings and on Sundays.</li> <li>• You need to improve cyclist safety at the same time. Extend the cyclist only lane further back from the junction. Also make the bus lane operative 24/7, or as long as possible.</li> <li>• The bus lane and waiting changes should be 24 hours..</li> <li>• I shall be responding to your online survey, but as a resident of Acacia Grove...this is a joke, right?Southwark REPEATEDLY refuse to designate Acacia Grove as a residents' parking area, and now you're proposing to take away MORE parking for users of West Dulwich station. I usually can't park within 100m of my home, now I'll probably end up parking...where? And, no, I have no desire to walk, bike or take public transport. Seriously, I couldn't possibly give you my opinion of Southwark, or indeed Safiq Khan or any of his Communist acolytes with their Greta Thunberg- driven transport policies. Stupid, stupid, stupid idea (which guarantees its passage). Give us our residents' parking - at least you'll make a few more quid from those of who...nope, better stop there.</li> </ul>	<p>The proposed bus lane will allow taxis and cycles to use the lane</p> <p>Measures and design solutions that will aid the right turn out of Spenser Mews will be considered at the detailed design stage – this may include provision of KEEP CLEAR road marking across the carriageway</p> <p>Extension of the cycle lane on approach to the traffic lights will be considered</p> <p>Request for residents only parking has been logged in our database which will be considered further</p>



# Recommendations

In light of the positive consultation comments for the proposed northbound bus lane and introduction of waiting and loading restrictions and council's commitment for making streets in the borough safer for all road users, it is recommended that the scheme is progressed to detailed design.

A report is being taken to the Cabinet Member for Environment, Transport and the Climate Emergency in December 2019 with the officer's recommendation to carry out advertisement of the relevant traffic management orders.

The traffic order process will be subject to statutory consultation.

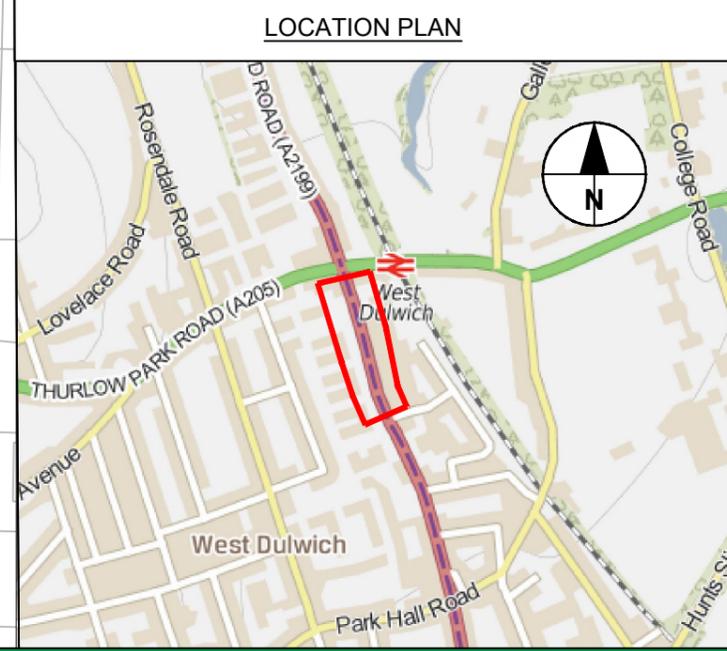
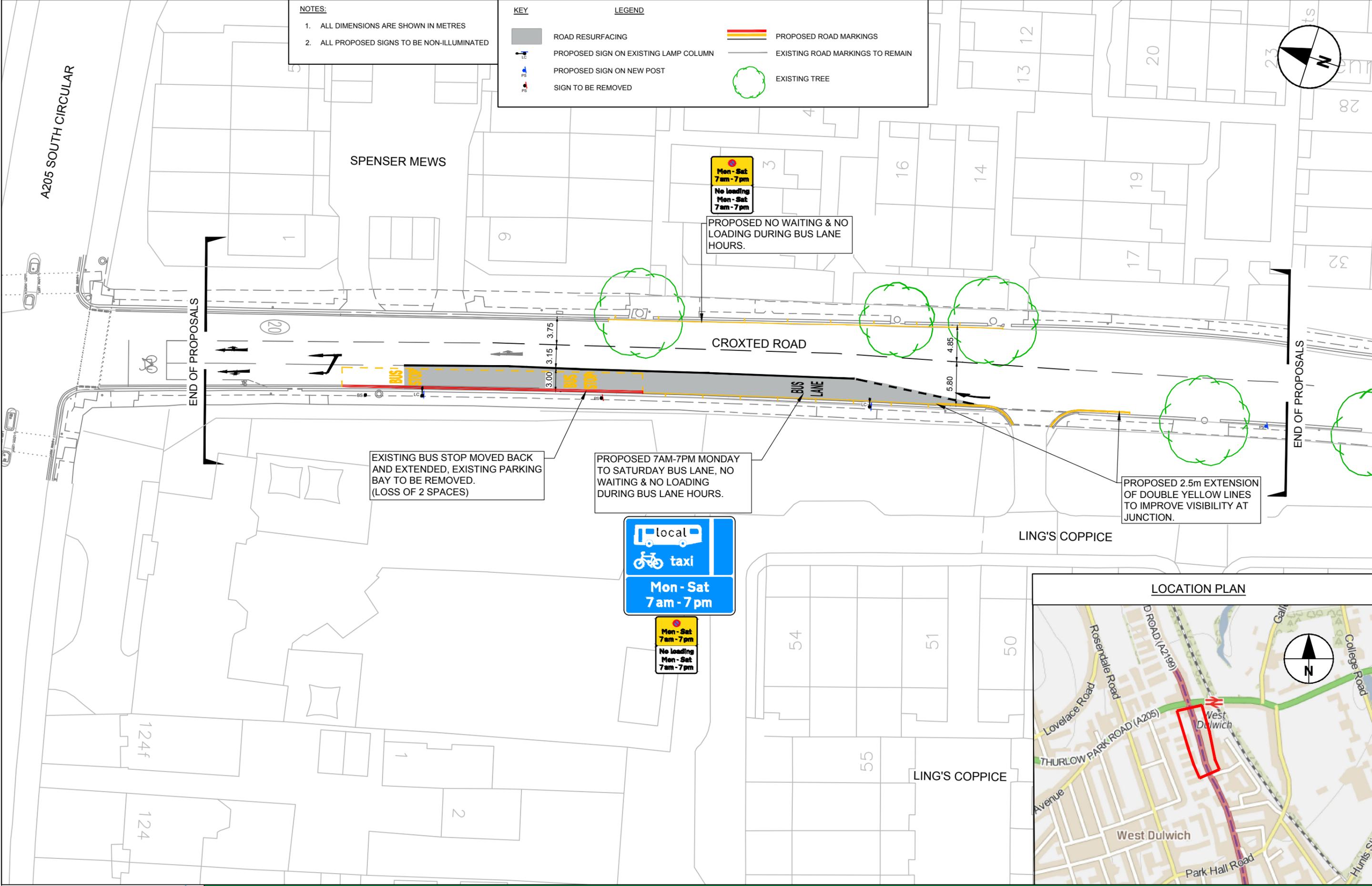
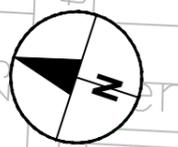
## Appendices

- Appendix A – Scheme Proposal
- Appendix B – Consultation letter
- Appendix C – Map of the consultation area
- Appendix D – Map of zones for consultation responses

**NOTES:**

1. ALL DIMENSIONS ARE SHOWN IN METRES
2. ALL PROPOSED SIGNS TO BE NON-ILLUMINATED

KEY	LEGEND
	ROAD RESURFACING
	PROPOSED SIGN ON EXISTING LAMP COLUMN
	PROPOSED SIGN ON NEW POST
	SIGN TO BE REMOVED
	PROPOSED ROAD MARKINGS
	EXISTING ROAD MARKINGS TO REMAIN
	EXISTING TREE



# Croxted Road Bus Lane - Consultation

Resident  
Address 1  
Address 2  
Postcode

Highways  
highways@southwark.gov.uk  
Tel: 020 7525 4571

Date: 24 September 2019

Dear Resident,

### **Croxted Road Bus Lane**

We want to improve bus journey times along Croxted Road, as it has been identified that buses experience delays along this section, in particular just south of the junction with the A205 South Circular Road - northbound buses are sometimes unable to access the bus stop due to a combination of queuing traffic and parked vehicles upstream of the bus.

In order to support this, we are proposing to introduce a short length of northbound peak only bus lane between the junction of Ling's Coppice and the bus stop south of the A205 South Circular Road (Stop WS). The bus lane will operate from 7am-7pm Monday to Saturday and would require introduction of new kerbside restrictions of no waiting and no loading to match the operational hours of the bus lane i.e 7am to 7pm Monday to Saturday. To support these changes on the western kerblines, it is also proposed to introduce no waiting/no loading restrictions on the eastern kerblines during bus lane hours.

These proposals will help improve journey times for passengers using the route 3, which is a high frequency service between Crystal Palace and Trafalgar Square. By making bus travel more reliable, this supports Transport for London's Healthy Streets indicator: **'People choose to walk, cycle and use public transport'**.

We would appreciate your views on these plans, and whether there are any issues that we should take note of.

Please see details and provide feedback using our online form at [www.southwark.gov.uk/croxtedbuslane](http://www.southwark.gov.uk/croxtedbuslane)

Survey closes: **8 November 2019**

e-mail: [highways@southwark.gov.uk](mailto:highways@southwark.gov.uk)  
telephone: 020 7525 4571

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SE1P 5LX



