

Dulwich Village (Phase 3 Design) Consultation Report

Date: February 2024

Summary of results

The consultation period took place from 7 December 2024 to 17 January 2024. The survey garnered a total of 990 responses, wherein participants were invited to assess the proposal against the six Streets for People (SfP) themes, assigning a rank ranging from 1 (not at all), 3 (partly support) to 5 (completely). Additionally, respondents were provided with an opportunity to leave a brief comment on each ranking. Despite an anticipated total of 5940 rankings, a commendable 5795 responses were received, indicating a robust engagement rate of 98%. The questions were based on the core Street for People (“SfP”) themes:

- Streets for Communities
- Streets for Journeys
- Streets for Economy
- Streets for Nature
- Statutory Elements

The aim of the consultation was to seek comments on the features of the Dulwich Village Junction Improvements design. A total of 3234 comments were received as part of this consultation, across all of the SfP questions. All comments have been analysed by officers and categorised into the following sub-categories:

- Approval of design proposals
- Modifications to design proposals
- Wider issues
- Other

To view full comments please see Appendix 5.

Chart 1 shows how respondents ranked the Streets for People themes for each of the questions.

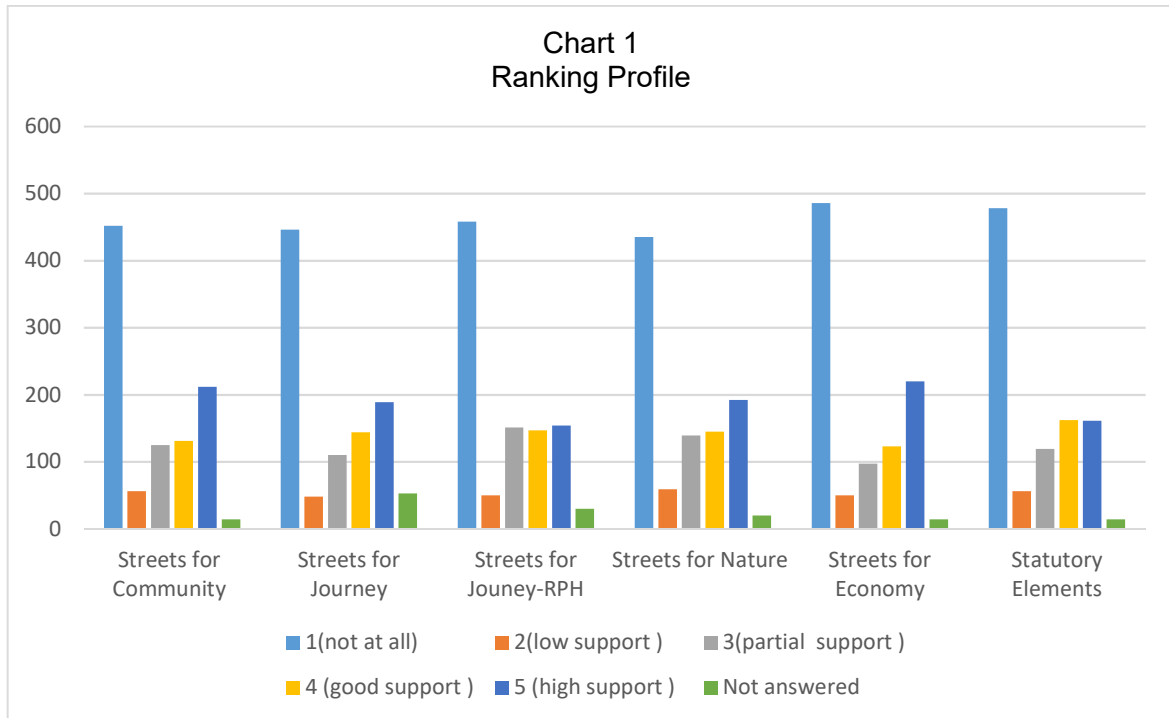


Chart 2 summarises the type of comments received in each of the rankings. Most of the comments received related to wider traffic issues in the Dulwich area. Some requested modifications to the designs, particularly regarding safety improvements.

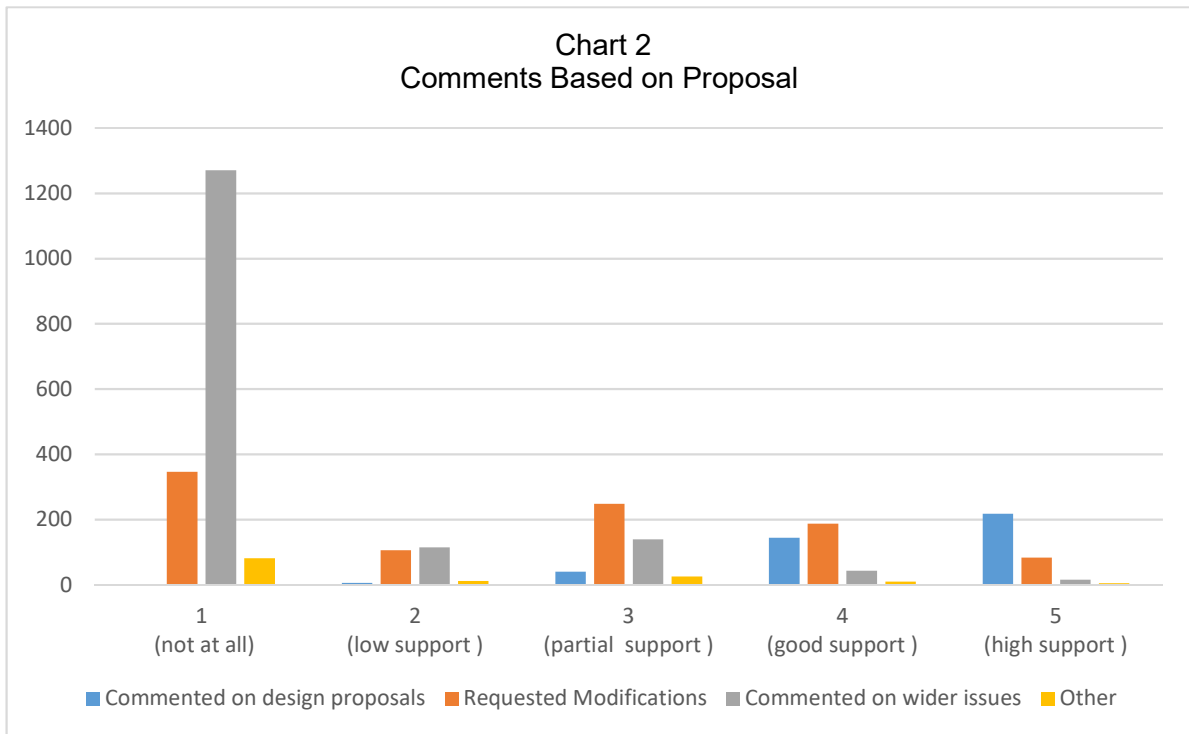


Chart 3 shows the breakdown of comments related to the rankings, across all questions. Most comments received were by those who gave a ranking of 1, majority of these comments were related to wider traffic issues in the Dulwich area.

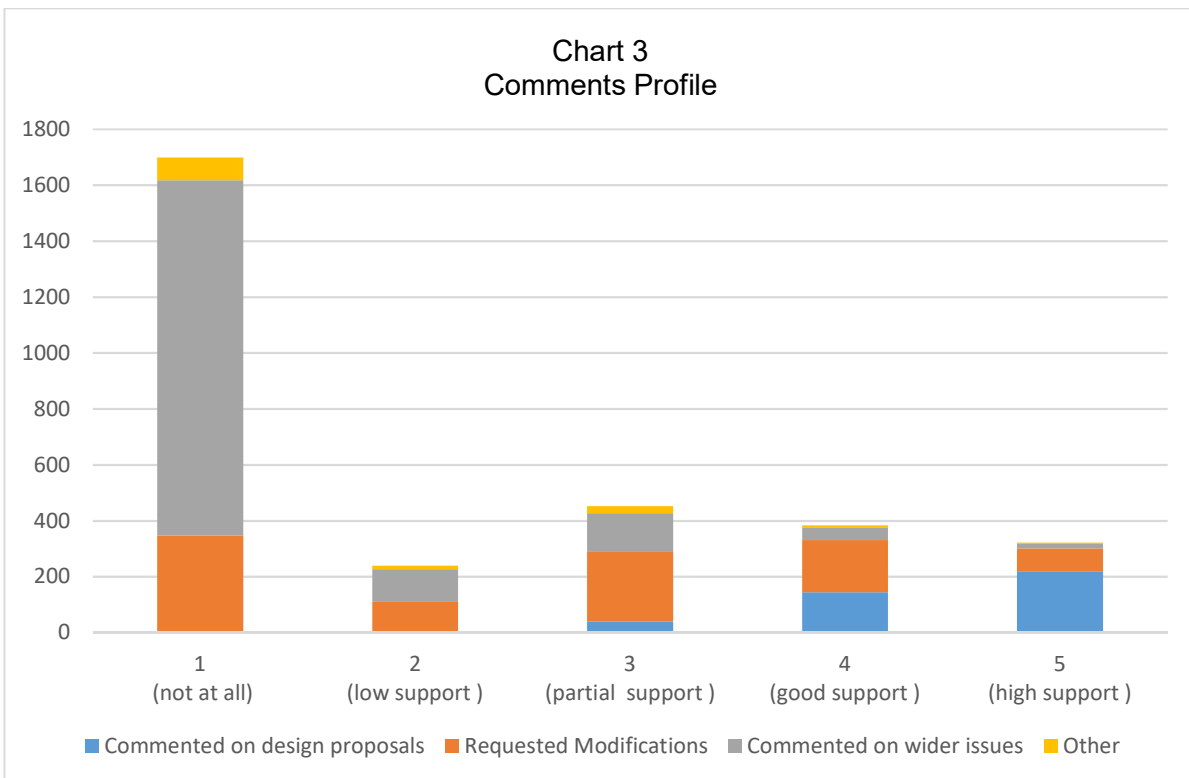
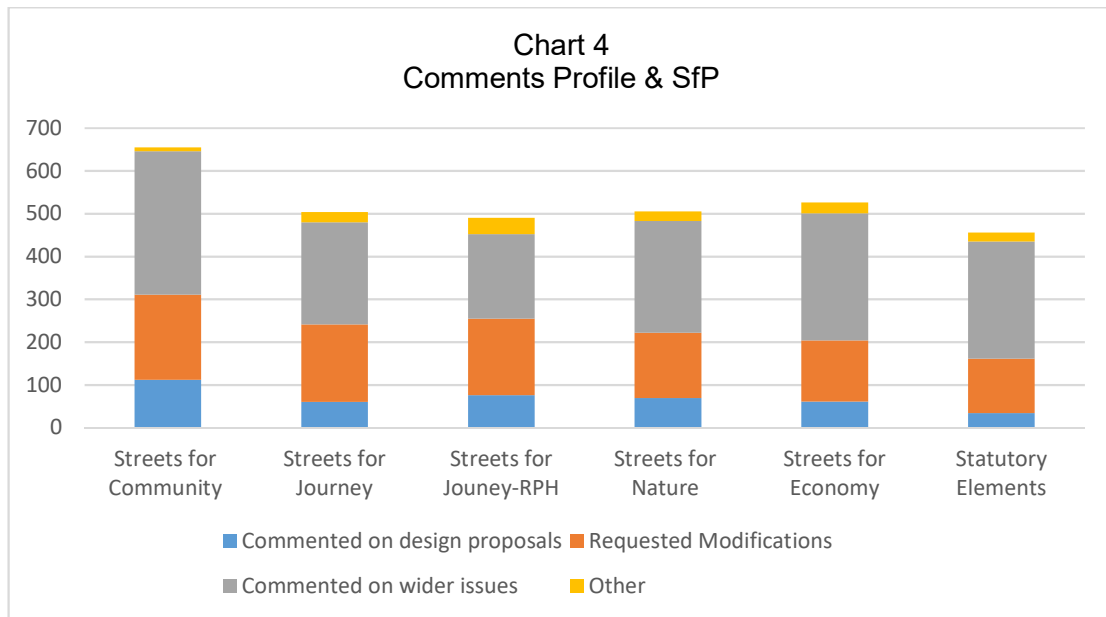
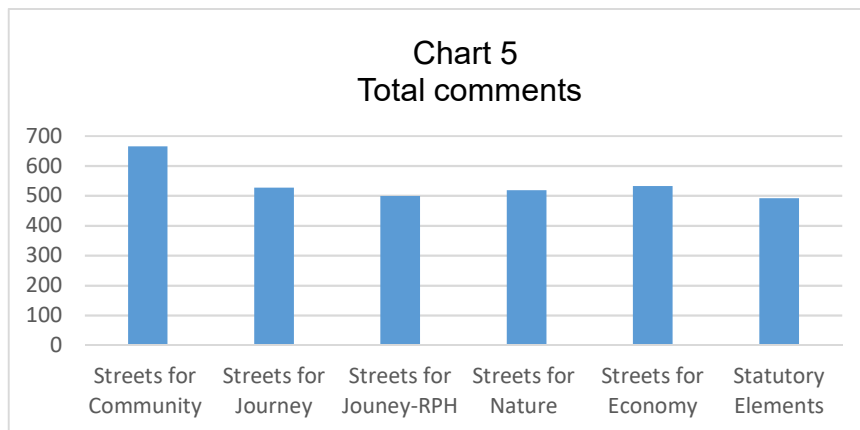


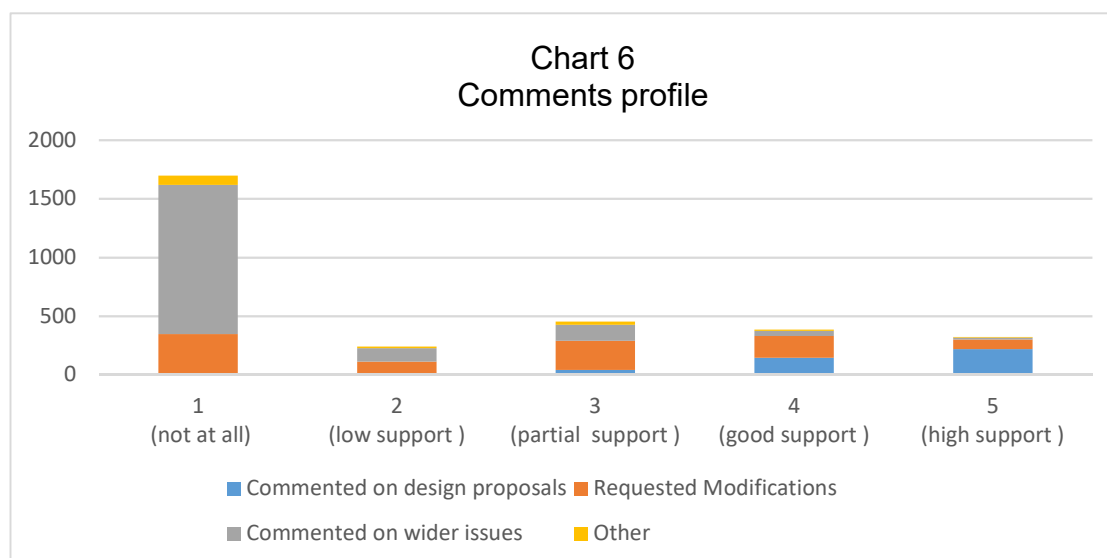
Chart 4 shows the breakdown of comments received for each of the Streets for People questions.



Streets for communities and Streets for Journeys received the most comments (see Chart 4), possibly due to concerns about the wider traffic restrictions in the Dulwich area and its impact on journeys times for motorists. The other SfP themes received almost the same amount of comments.



As shown in Chart 5 most of those who gave a ranking of 1 did not comment on the actual Dulwich Village Junction Improvements proposal, although they requested some form of modifications to improve safety for all road users particularly at the Calton Avenue closure and at Red Post Hill.



The predominant comment from the many respondents who selected ‘option 1’ (not at all) across all questions, was based on unhappiness with the existing traffic restrictions and wider traffic problems in the Dulwich area. The lack of access for blue badge holders and key workers through the Calton Avenue closure was also a contributory factor to the low ranking.

Generally there was a consistent theme regarding improving safety for vulnerable road users across all questions and therefore many wanted to see further improvements to the proposal.

This report will focus on identifying specific themes emerging from individual comments to gain insights into respondent needs and their suggestions.

The key themes:

The issues raised in the consultation across all four of SfP themes are summarised below

- Concerns about existing traffic restrictions in the Dulwich Village area and its impacts on traffic displacement and congestion.
- Cyclists’ speeds and conflict with pedestrians at the Calton Avenue closure.
- Suggestions on the need to improve safety for pedestrians, specifically at crossings and junctions.
- The need for clearer delineation between pedestrianised areas and cyclists space at the Calton Avenue closure.
- Suggestions for more trees, green spaces and sustainable drainage systems
- Concerns over the loss of parking and the need to retain parking close to the Village for accessibility and to support business
- Careful consideration on proposed location of street furniture such as seating and trees.
- Concerns over the safety of the echelon parking and preference for parallel parking

- More cycle parking and for cargo bikes
- Non –compliance concern to the ‘no motor’ vehicle prohibition at Calton Avenue
- Concern about the safety of pedestrian due to removal of island at Red Post Hill/ Dulwich Village Junction
- Request for design to incorporate sustainable drainage systems, biodiversity , climate resilience and adaptations

Sample of comments grouped ‘Other’ include:

- ‘How do I get from herne hill to dulwich libray easily in car with elderly resident?’
- ‘I think my comments in the previous box express my feelings’
- ‘Streets for journeys is a meaningless phrase’
- ‘You need to stop putting buses into car lanes as it is causing people to take longer to get to work cycling is fine in bus lanes and is pushing people off the buses’
- ‘The "artists impression" is completely fake’

To view comments in full, please refer to Appendix 5.

Methodology

This consultation, spanning from December 2023 to January 2024, aimed to gather input from local residents and businesses regarding the proposed changes to Dulwich Village, Red Post Hill, and Calton Avenue. A total of 2,306 postal addresses were targeted in December through the distribution of consultation flyers, notifying residents of the impending engagement opportunity.

The consultation presented visualisations and the key features of the proposal and to ascertain whether the designs aligned with the Streets for People objectives. Each question set out the Streets for People theme and outlined how the proposal achieved this. Respondents were asked to rank on a scale of 1 to 5 and encouraged to provide comments on the extent the proposal aligned with the SfP objectives:

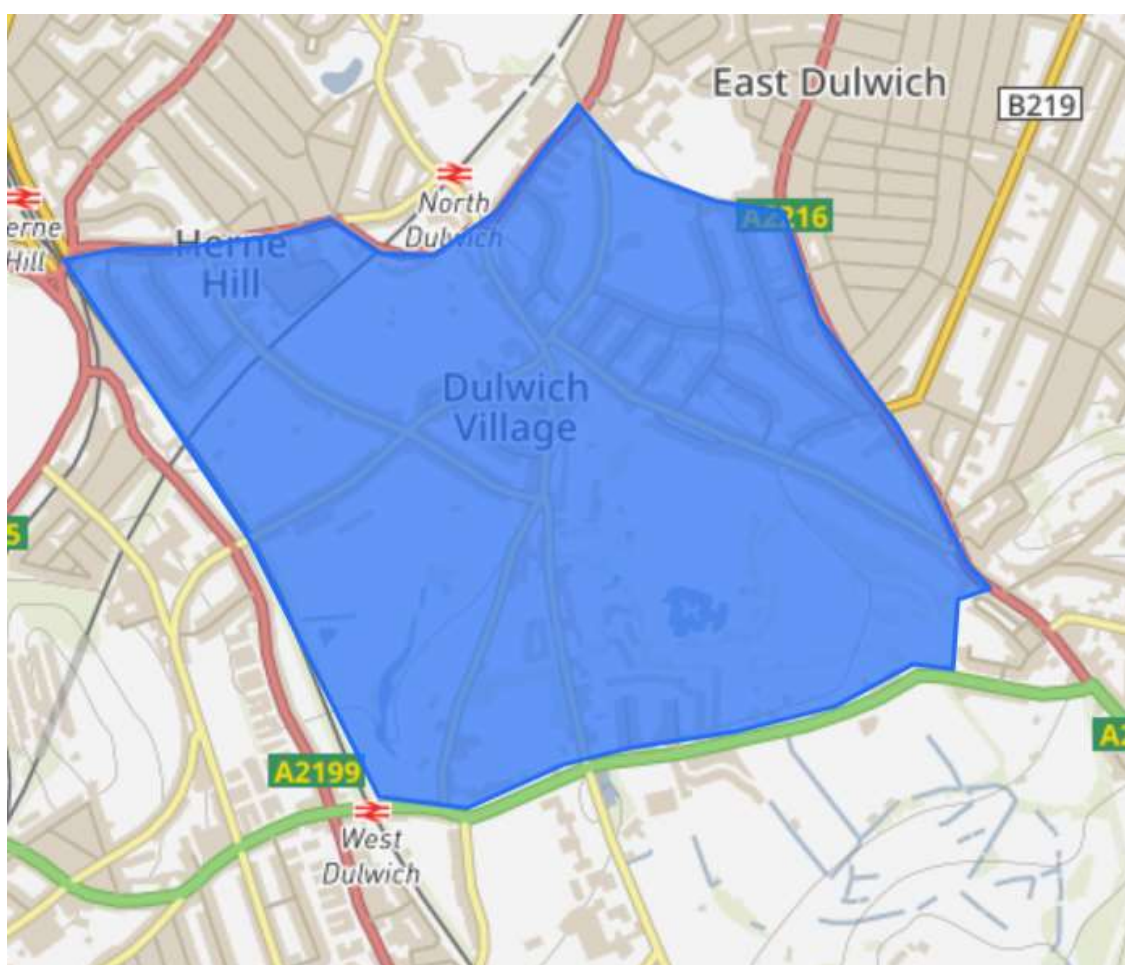
- 1 (not at all)
- 2 (low support)
- 3 (partly support)
- 4 (good support)
- 5 (completely)

Furthermore, a comprehensive pan-impairment workshop, conducted in collaboration with Wheels for Wellbeing, facilitated insights from individuals with various disabilities. Thirteen participants actively contributed to this workshop, offering diverse perspectives.

The survey yielded a substantial response, with 990 participants providing feedback. Notably, 61% of respondents identified themselves as residing or working within the designated consultation zone. However over 80% of respondents indicated that they live in the wider Dulwich area.

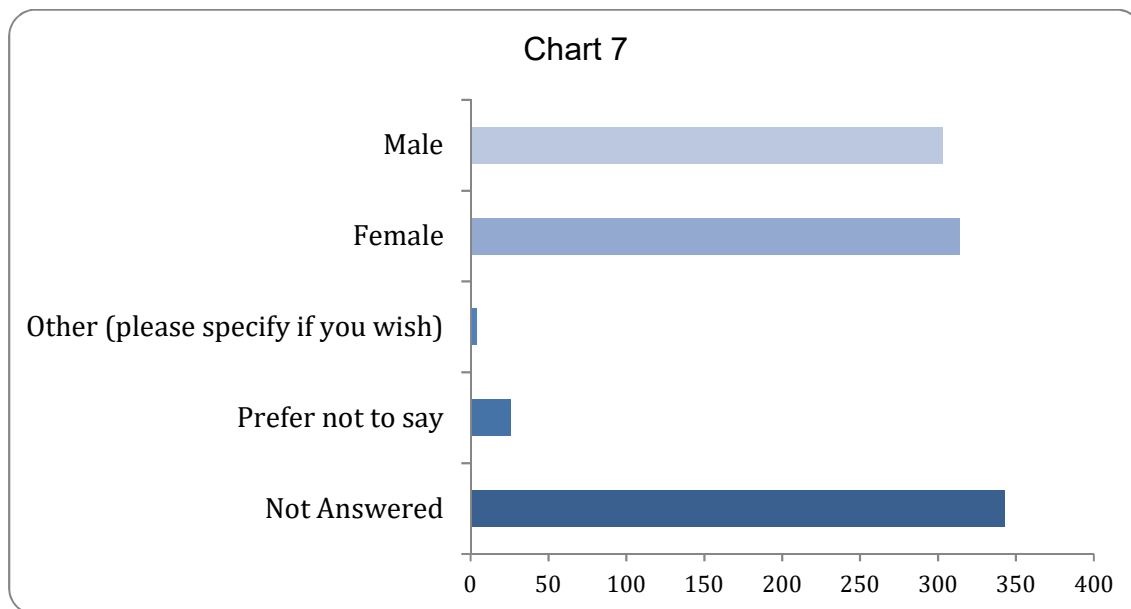
Consultation Area

The map below shows the designated consultation area.



General Questions

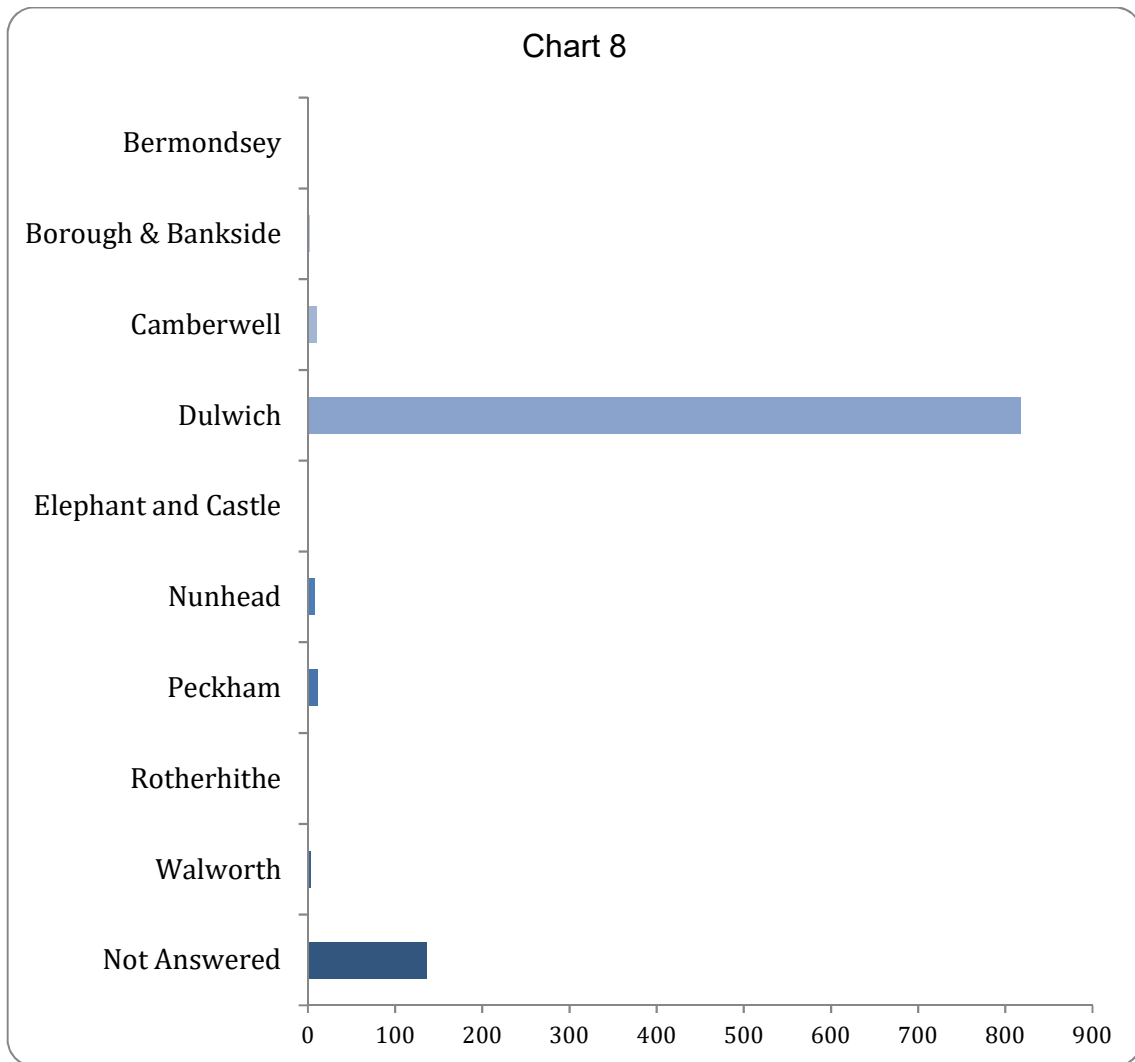
What is your sex as recorded at birth? (a question about Gender Identity will follow)



| Option | Total | Percent |
|------------------------------------|-------|---------|
| Male | 303 | 30.61% |
| Female | 314 | 31.72% |
| Other (please specify if you wish) | 4 | 0.40% |
| Prefer not to say | 26 | 2.63% |
| Not Answered | 343 | 34.65% |

Table 1

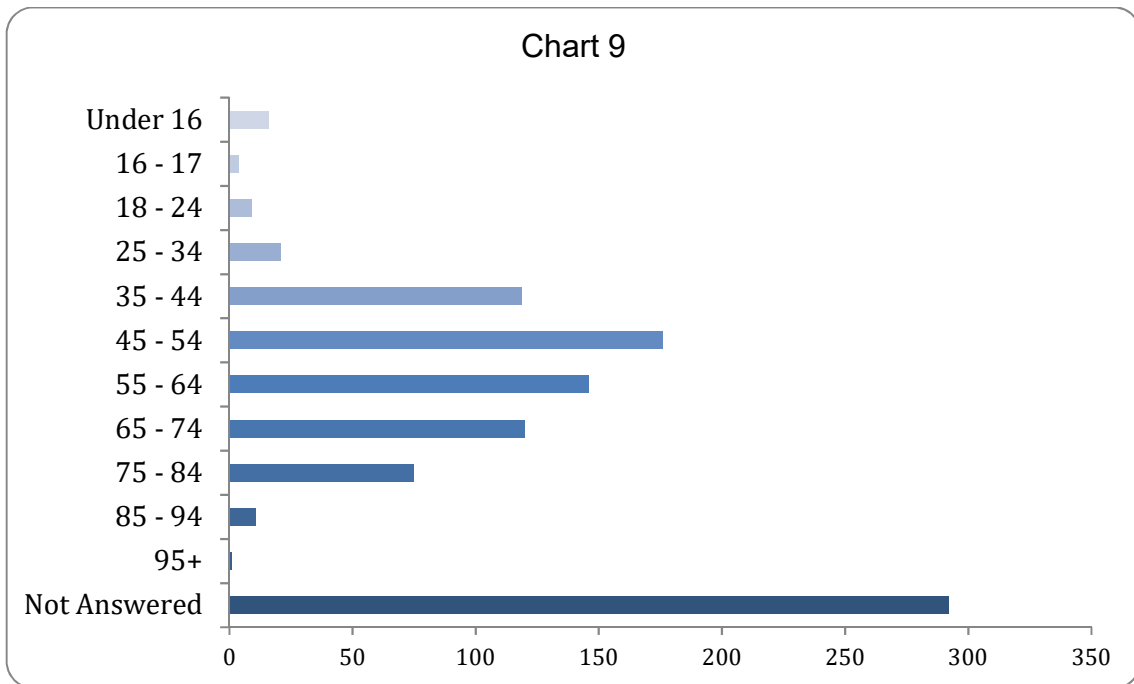
If you live in Southwark, which community area do you live in?



| Option | Total | Percent |
|-------------------------------|-------|---------|
| Bermondsey | 1 | 0.10% |
| Borough & Bankside | 2 | 0.20% |
| Camberwell | 10 | 1.01% |
| Dulwich | 817 | 82.53% |
| Elephant and Castle | 1 | 0.10% |
| Nunhead | 8 | 0.81% |
| Peckham | 11 | 1.11% |
| Rotherhithe | 1 | 0.10% |
| Walworth | 3 | 0.30% |
| Not Answered | 136 | 13.74% |

Table 2

Age

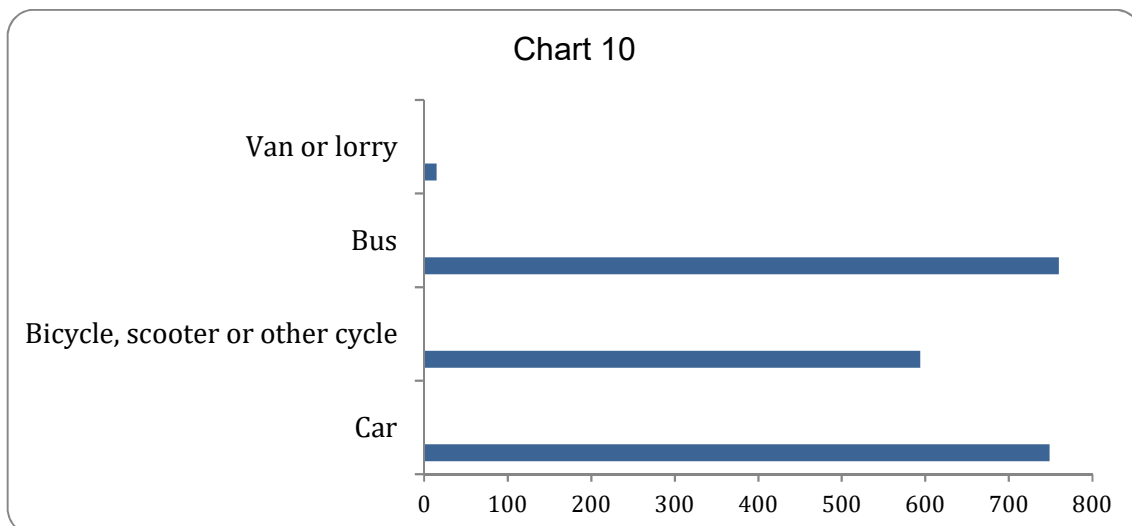


| Option | Total | Percent |
|---------------------|-------|---------|
| Under 16 | 16 | 1.62% |
| 16 - 17 | 4 | 0.40% |
| 18 - 24 | 9 | 0.91% |
| 25 - 34 | 21 | 2.12% |
| 35 - 44 | 119 | 12.02% |
| 45 - 54 | 176 | 17.78% |
| 55 - 64 | 146 | 14.75% |
| 65 - 74 | 120 | 12.12% |
| 75 - 84 | 75 | 7.58% |
| 85 - 94 | 11 | 1.11% |
| 95+ | 1 | 0.10% |
| Not Answered | 292 | 29.49% |

Table 3

Transport (in the Dulwich area)

The below table provides a summary on the modes of transports respondents use. This shows that most respondents are car users, use local buses or actively travel.



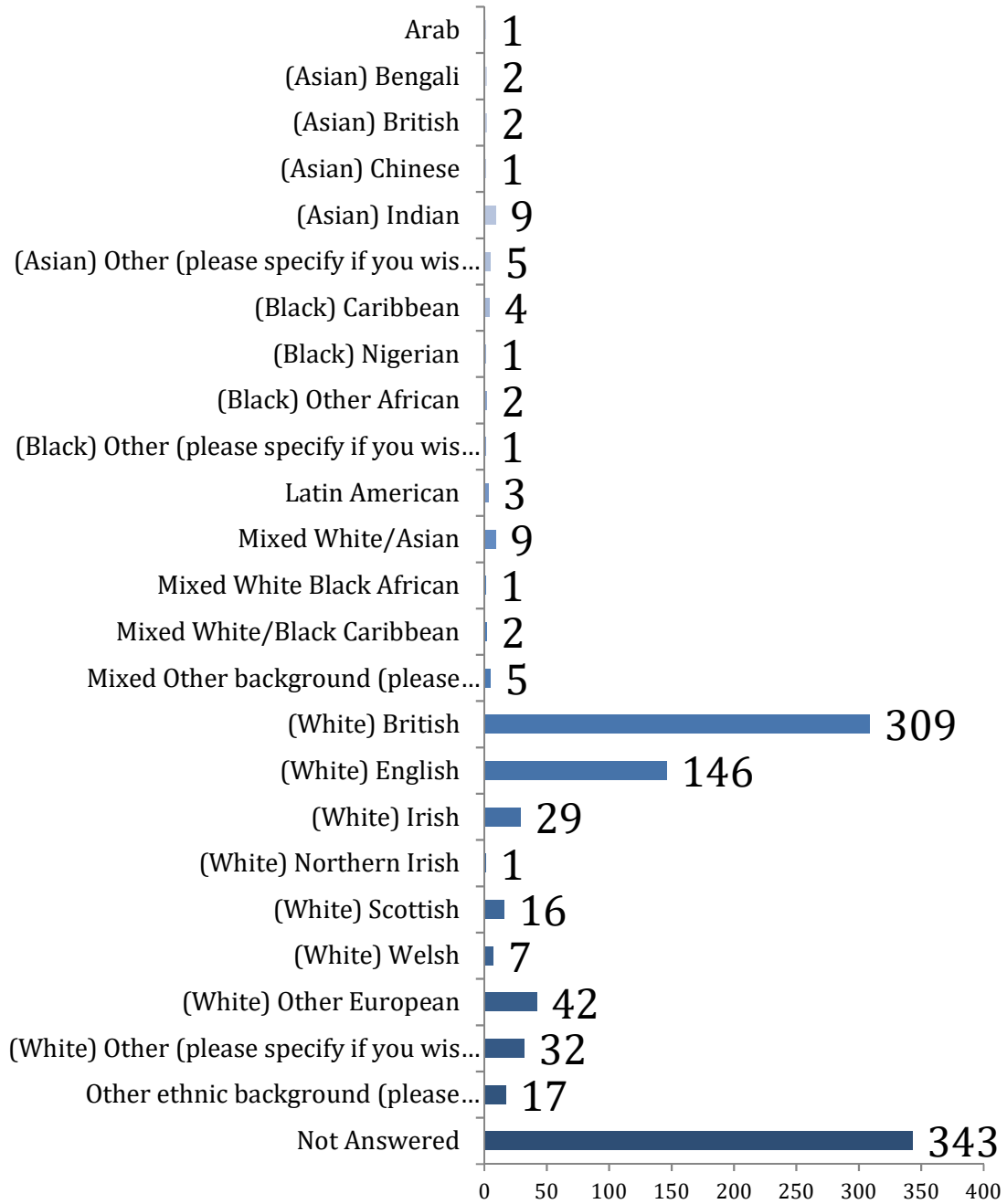
| Option | Total | Percent |
|---------------------------------|-------|---------|
| Van or lorry | 749 | 75.66% |
| Bus | 15 | 1.52% |
| Bicycle, scooter or other cycle | 594 | 60.00% |
| Car | 760 | 76.77% |

Table 4

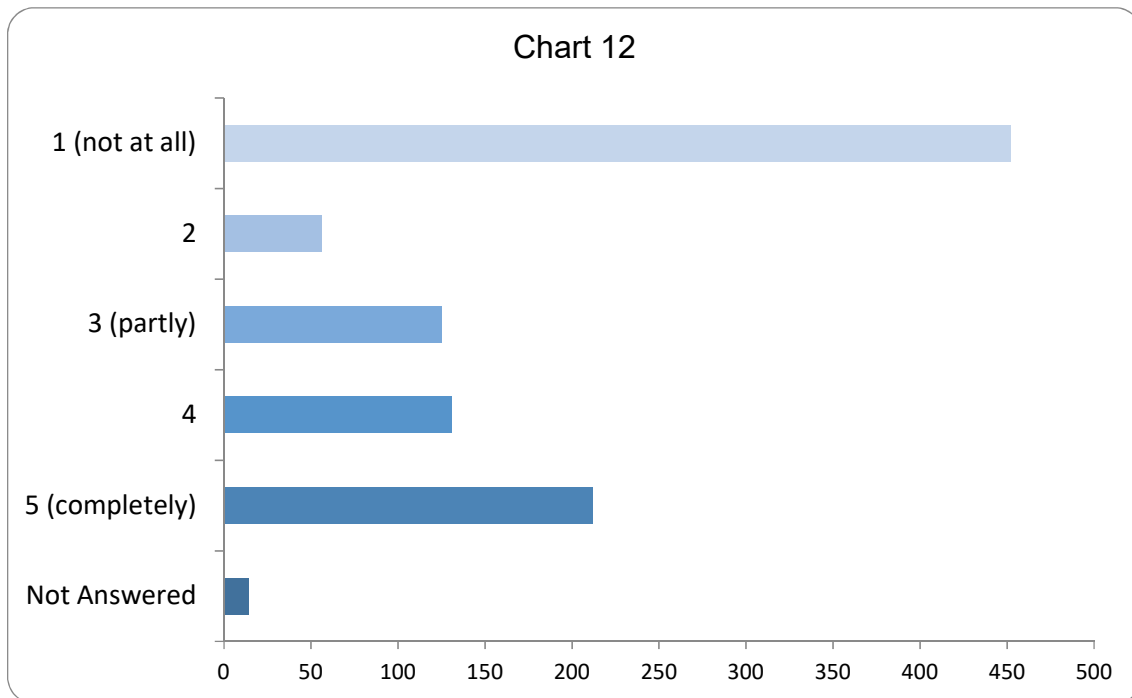
Ethnic background

The below chart shows the ethnic composition of respondents.

Chart 11



To what extent do you think these measures achieve the ‘Streets for Communities’ objective?



| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 452 | 45.66% |
| 2 | 56 | 5.66% |
| 3 (partly) | 125 | 12.63% |
| 4 | 131 | 13.23% |
| 5 (completely) | 212 | 21.41% |
| Not Answered | 14 | 1.41% |

Table 5

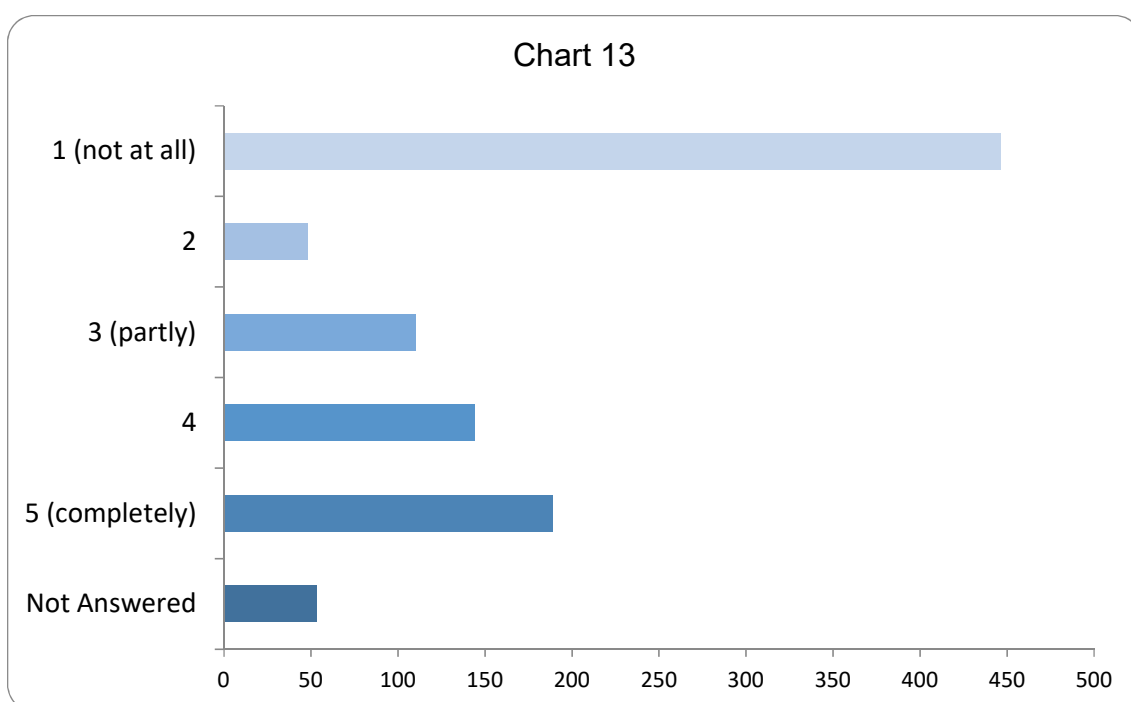
This question yielded a total of 655 comments, the highest number of comments received across all the questions; this is typical for the first question to generate the most commentary.

The most frequent themes that arose from this question are noted below -

- Most comments were based on wider traffic issues in the Dulwich area and the impact of existing traffic restrictions. Majority of respondents did not directly answer the question regarding ‘Streets for Communities’ or commented on the design proposal.

- Some of the comments expressed support and agreed the proposal would create a good communal space to socialise, hold events, encourage people to spend time in the public space and benefit the local economy.
- Concerns over safety, particularly regarding cyclists and pedestrian conflict and provided recommendations on how to tackle this.
- Some comments were about the layout arrangement and suggestions to further improve the design. Suggestions included additional measures to slow down cyclists and the positioning of the pedestrian crossings to maximise safety.

To what extent do you think the measures at the Dulwich Village/Calton Avenue junction achieve the ‘Streets for Journeys’ objective’?



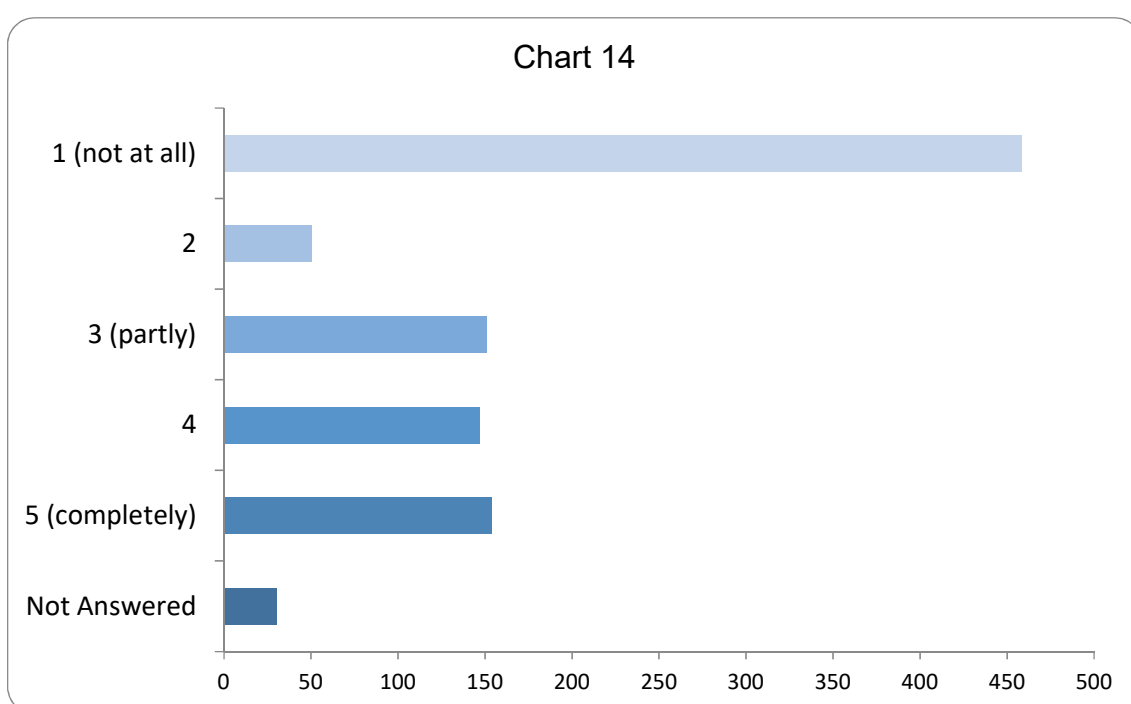
| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 446 | 45.05% |
| 2 | 48 | 4.85% |
| 3 (partly) | 110 | 11.11% |
| 4 | 144 | 14.55% |
| 5 (completely) | 189 | 19.09% |
| Not Answered | 53 | 5.35% |

Table 6

This question was specifically about the measures at the Dulwich Village/Calton Avenue junction. This question generated 527 comments, the most frequent themes that arose from this question are noted below:

- Concerns regarding safety and cyclist behaviour. Some of these issues included a lack of clear delineation between cyclists and pedestrians and dangerous speeding from cyclists. Some suggestions include providing cyclists their own signal phasing and implementing speed bumps to reduce speeds.
- Some comments noted the benefits of the proposal in achieving its objective. Specific comments noted the benefit of separating cyclists and providing them with a dedicated cycle lane.

To what extent do you think these measures at the Dulwich Village/Red Post Hill junction achieve the ‘Streets for Journeys’ objective?



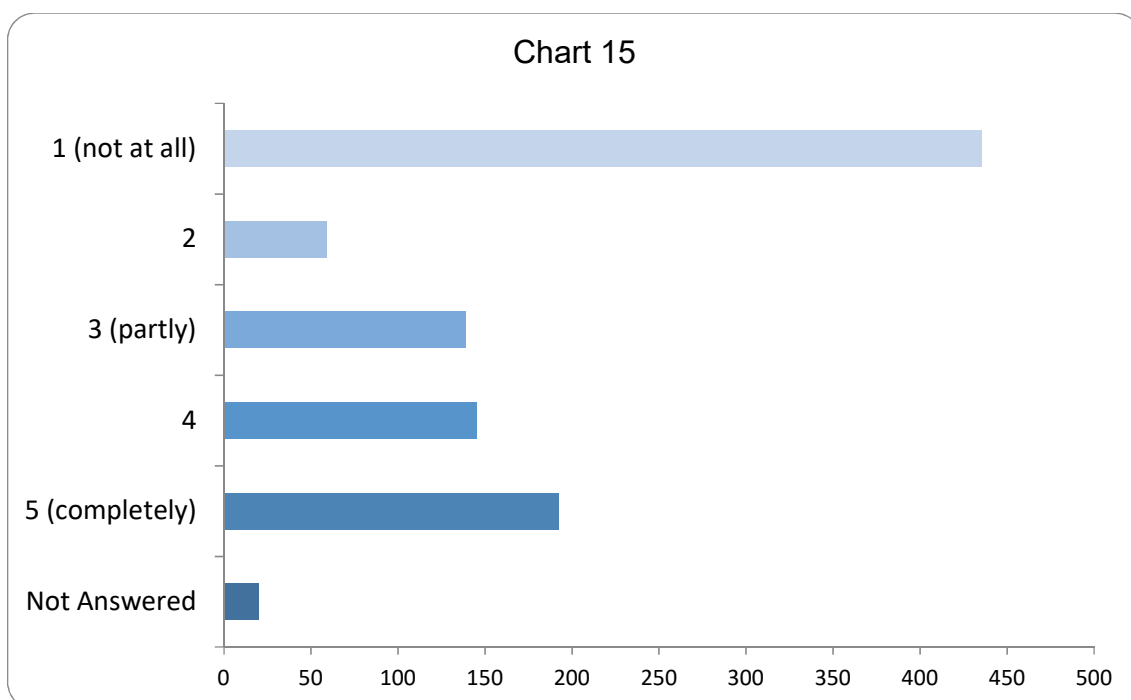
| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 458 | 46.26% |
| 2 | 50 | 5.05% |
| 3 (partly) | 151 | 15.25% |
| 4 | 147 | 14.85% |
| 5 (completely) | 154 | 15.56% |
| Not Answered | 30 | 3.03% |

Table 7

This question was specifically regarding the measures at the Dulwich Village/Red Post Hill junction. This question received 499 comments, the main themes that arose from this question are noted below:

- This question received the most positive comments, with many referencing the benefits of the new two lane approach for vehicles on Dulwich Village.
- Many of the respondents commented on the increase in northbound congestion and longer journey times currently happening.
- Some commented on removing the cycle lane at Red Post Hill in order to reduce congestion.
- Some comments related to safety concerns, particularly about the risk of removing the islands that are currently being used by pedestrians as a waiting area when crossing. This was highlighted by many as a particular concern for young children, the elderly and disabled who may walk slower and therefore rely on the islands as a refuge point. Some suggested retaining the islands or additionally changing the crossings to a diagonal crossing with increased pedestrian timings.

To what extent do you think these measures achieve the ‘Streets for Nature’ objective?



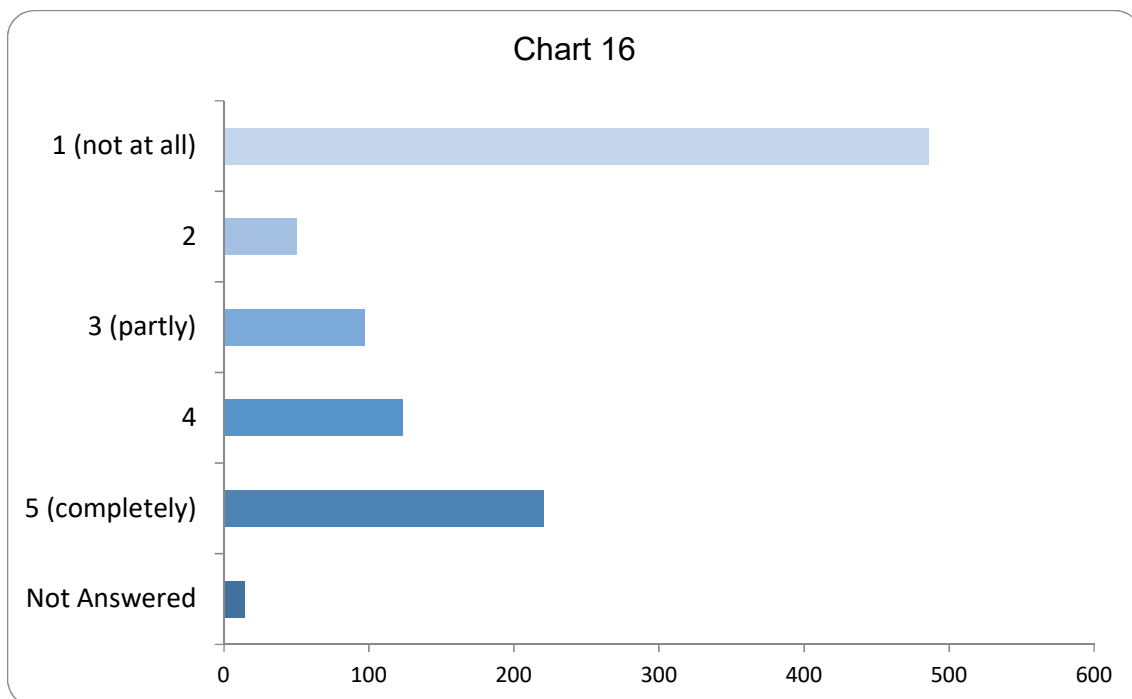
| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 435 | 43.94% |
| 2 | 59 | 5.96% |
| 3 (partly) | 139 | 14.04% |
| 4 | 145 | 14.65% |
| 5 (completely) | 192 | 19.39% |
| Not Answered | 20 | 2.02% |

Table 8

This question yielded 519 comments, the main themes summarised below:-

- The most frequent comment received was in support of the proposal and its introduction of more trees and greenery, with some suggestions that low maintenance planting should be considered when determining the species.
- Comments in support of greening, biodiversity and sustainable drainage systems (SUDS). Many respondents emphasised the importance of having sustainable drainage, particularly in the areas with hard landscaping to ensure the space is climate resilient and withstands extreme weathers. Other suggestions included more trees, permeable surfaces and more shaded areas.

To what extent do you think these measures achieve the ‘Streets for the Economy’ objective?



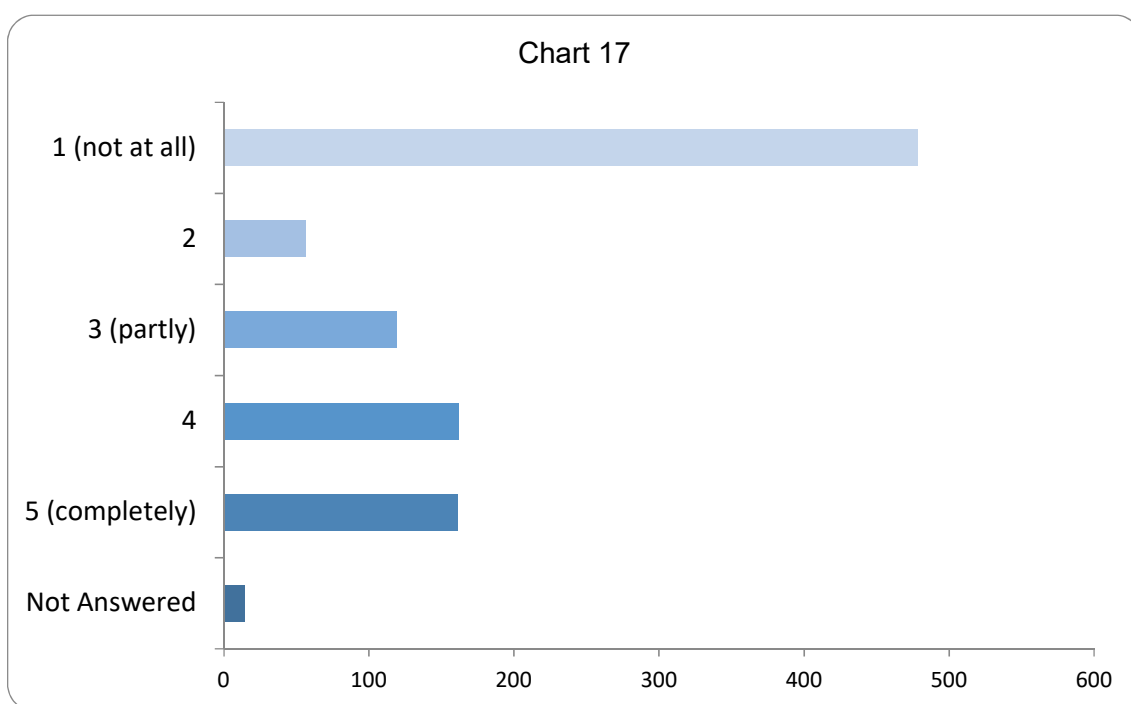
| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 486 | 49.09% |
| 2 | 50 | 5.05% |
| 3 (partly) | 97 | 9.80% |
| 4 | 123 | 12.42% |
| 5 (completely) | 220 | 22.22% |
| Not Answered | 14 | 1.41% |

Table 9

This question produced 532 comments, the main themes include:-

- Concerns about the impact on local businesses. Majority of this feedback centred on reopening the existing traffic filters.
- Comments in support of the proposal, with specific support regarding the new seating that would encourage dwell time in the area.
- Concern over the loss of parking and feel the restrictions deter visitors from visiting the Village by making it inaccessible and therefore further negatively impacting local businesses.
- Suggestions for layout changes, particularly about the need for careful consideration on the placement of seating in a way that's inclusive and welcoming by different groups of people such as the disabled by ensuring there's shaded seating. Ensuring the seating feels safe by placing seats away from cyclists.

To what extent do you think these statutory measures will improve safety and minimise congestion and disruption to all traffic?



| Option | Total | Percent |
|-----------------------|-------|---------|
| 1 (not at all) | 478 | 48.28% |
| 2 | 56 | 5.66% |
| 3 (partly) | 119 | 12.02% |
| 4 | 162 | 16.36% |
| 5 (completely) | 161 | 16.26% |
| Not Answered | 14 | 1.41% |

Table 10

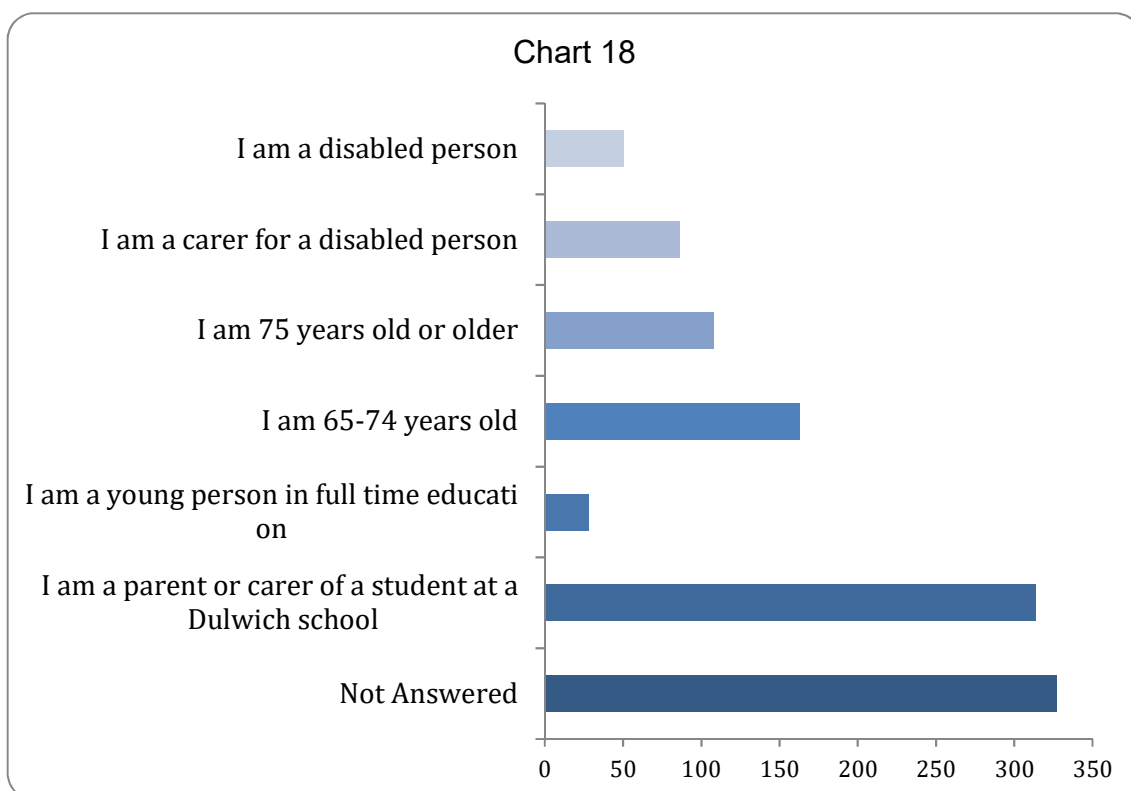
A total of 492 comments were received for this question. The main themes that arose are:-

- Concern over the displaced traffic caused by the existing road closure, that the closures caused congestion and longer journey times.
- Some respondents stated that the proposed double yellow lines is not enough to offset this congestion and further measures should be taken.
- Safety concerns, specifically the echelon parking that many find dangerous due to potential conflict between vehicles trying to reverse and oncoming cyclists. Many respondents shared their preference to replace the echelon parking with parallel parking.
- Concerns regarding the lack of clear delineation between the cycle path and pedestrianised areas leading to conflict.
- Positive feedback, specifically about the gateways and introduction of double yellow lines at Calton Avenue and Court Lane.

Protected characteristic groups

Respondents were asked if they belong to a protected characteristic group, specifically:-

- I am a disabled person
- I am a carer for a disabled person
- I am 75 years old or older
- I am 65-74 years old
- I am a young person in full time education
- I am a parent or carer of a student at a Dulwich school



| Option | Total | Percent |
|--|-------|---------|
| I am a disabled person | 50 | 5.05% |
| I am a carer for a disabled person | 86 | 8.69% |
| I am 75 years old or older | 108 | 10.91% |
| I am 65-74 years old | 163 | 16.46% |
| I am a young person in full time education | 28 | 2.83% |
| I am a parent or carer of a student at a Dulwich school | 314 | 31.72% |
| Not Answered | 327 | 33.03% |

Table 11

There was a total of 663 respondents who identified as having a protected characteristic. From these respondents we received a total of 937 comments across all questions, providing us with valuable insight and feedback.

The main themes that derived from these comments are noted below:-

- A lack of clear delineation between pedestrian and cyclist spaces, specifically between cycle path and pavement
- Concerns over the cyclists and vehicles mounting pavement, further safety measures need to be implemented

- Concern over cyclists speed that could lead to conflict with pedestrians
- Concern over the safety of the junction design and pedestrian crossings
- Paved area creates confusion to children as they will perceive cycle area as play area/pedestrian space – link this to first point

Are you disabled?

There were 75 respondents who identified themselves as disabled, the below tables show a summary of their responses for each question.

| Streets for Communities | | | | | | |
|--------------------------|---------------|---|-----------|---|---------------|-------------|
| 'I am a disabled person' | 1- not at all | 2 | 3- partly | 4 | 5- completely | Grand Total |
| Yes | 38 | 5 | 13 | 8 | 11 | 75 |

| Streets for Journeys – Dulwich Village/Calton Avenue | | | | | | |
|--|---------------|---|-----------|---|---------------|-------------|
| 'I am a disabled person' | 1- not at all | 2 | 3- partly | 4 | 5- completely | Grand Total |
| Yes | 39 | 6 | 8 | 9 | 10 | 75 |

| Streets for Journeys – Dulwich Village/Red Post Hill | | | | | | |
|--|---------------|---|----------|----|---------------|-------------|
| 'I am a disabled person' | 1- not at all | 2 | 3-partly | 4 | 5- completely | Grand Total |
| Yes | 39 | 4 | 11 | 11 | 8 | 75 |

| Streets for Nature | | | | | | |
|--------------------------|--------------|---|----------|----|---------------|-------------|
| 'I am a disabled person' | 1-not at all | 2 | 3-partly | 4 | 5- completely | Grand Total |
| Yes | 38 | 5 | 15 | 11 | 6 | 75 |

| Streets for Economy | | | | | | |
|--------------------------|--------------|---|----------|---|---------------|-------------|
| 'I am a disabled person' | 1-not at all | 2 | 3-partly | 4 | 5- completely | Grand Total |
| Yes | 40 | 7 | 8 | 7 | 13 | 75 |

| Statutory Measures | | | | | | |
|--------------------------|--------------|---|----------|---|--------------|-------------|
| 'I am a disabled person' | 1-not at all | 2 | 3-partly | 4 | 5-completely | Grand Total |
| Yes | 41 | 8 | 9 | 6 | 10 | 75 |

Table 12

Table 13 shows the disability type by respondents.

| Option | Total | Percent |
|---|-------|---------|
| Hearing / Vision (e.g. deaf, partially deaf or hard of hearing; blind or partial sight) | 29 | 2.93% |
| Physical / Mobility (e.g. wheelchair user, arthritis, multiple sclerosis etc.) | 47 | 4.75% |
| Mental health (lasting more than a year. e.g. severe depression, schizophrenia etc.) | 16 | 1.62% |
| Learning disability (e.g. dyslexia, dyspraxia etc.) | 18 | 1.82% |
| Long-term illness or health condition (e.g. Cancer, HIV, Diabetes, Chronic Heart disease, Rheumatoid Arthritis, Chronic Asthma) | 54 | 5.45% |
| Other | 13 | 1.31% |
| Prefer not to say | 27 | 2.73% |
| Not Answered | 836 | 84.44% |

Table 13

Pan-impairment workshop

A pan-impairment workshop was also held in which we invited individuals (13 attendees) with a range of disabilities to provide feedback and suggestions on the designs, this included:-

Concerns:

- Concerns regarding the echelon parking, particularly regarding the blind spots that can cause conflict between drivers and cyclists. As well as those with disabilities finding it difficult unloading and loading into the boot of the car whilst there is oncoming traffic.
- Concerns over the right turn for cyclists at junction, specifically the lack of a waiting area for cyclists, the lack of clear separation between cyclists and drivers, the early release not being long enough for less experienced cyclists to go.

Suggested modifications:

- Contrast in colour between pavement and cycle path to create clear delineation between pedestrian space and cyclists space, this is particularly important for those with a visual impairment.
- Disabled bays closer to the village to ensure the proposal is inclusive of those dependent on their vehicles.
- Formalise crossing at Red Post Hill junction to make it safer for pedestrians and give them more time to cross by having a diagonal
- A separate phasing or longer early release for cyclists to allow for enough time for cyclists to go ahead and have greater separation from vehicles.