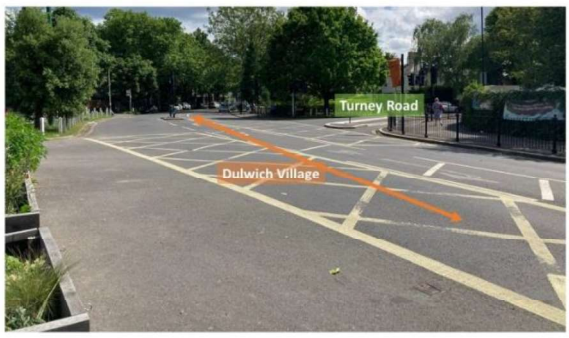
Dulwich Village Street for People: Junction Redesign

Key findings from Phase 1 Engagement

Introduction

This summary report is to highlight the key outcomes of the Phase 1 engagement activities and a technical review of the space at **Calton Avenue / Court Lane** area which is currently closed to motor traffic (except emergency access) and **Turney Road / Dulwich Village junction**. The feedback from the Phase 1 activities will inform the planning and design of both locations shown below.

Location 1 Calton Avenue, Court Lane and Dulwich Village



Location 2 Dulwich Village and Turney Road

Executive summary

- Southwark Council carried out a Phase 1 engagement from May – June 2022 to ascertain how the current Calton Avenue/Dulwich Village/Turney Road junction was performing and how the junction could be improved in the design of the permanent layout.
- The outcome of the engagement led to a list of interim improvements to mitigate the main concerns raised regarding the current junction performance. These interim improvements included:
  - Improving lane discipline for cyclists
  - Safety and access for pedestrians
  - More accessible footway
  - Improving compliance
  - More public seating and chairs
  - De-cluttering and making the space more attractive
- A number of key improvements were also highlighted to include in the re-design of Calton Avenue/Dulwich Village and Turney Road junction. The key improvements needed to ensure the junction works better for the community are:
  - Prioritise pedestrian safety and accessibility
  - Support all vulnerable road users
  - Improve experience of users in the space through public realm design
  - Improve safe movement for pedestrians and cyclists across the junction
  - Improve junction efficiency to help bus journey times

The main outcomes of the Phase 1 process are:

- Volume of feedback received from the polling survey is far more than the numbers needed to be **statistically representative**. The target was 400 but over 500 representative feedback samples received.
- Generally, the Calton Avenue area was **rated better by respondents** across all healthy street indicators and design check than the Turney Road/Dulwich Village junction.
- Feedback from the polling survey highlighted the following**:**
    - The street needs to work better for **the elderly and children**
    - **Shelter** from rain and sun
    - Better **access to pavements**
- **Interim measures** are needed at Calton Avenue to improve safety, clarity and the appearance for the space to be more inclusive and accessible for everyone to enjoy.
- **Improve compliance** to the 'no-motor traffic' prohibition
- The volume and patterns of pedestrians and cyclists using the space highlights the need to design the space to **prioritise active travel** to be safe and pleasant for everyone.
- The design of the space should **support the local economy** since the majority of those visiting the area do so for shopping.
- The volume of traffic on Dulwich Village is relatively high outside the timed restricted hours. The design of entire junction should **accentuate priority for active travel across Dulwich Village** and the **community space** and **place**. This may impact on the junction capacity available.
- More cyclists turn into Calton Avenue than cars turning into Turney Road at the peak hours. The **opposing turning pocket** poses safety concerns for vulnerable cyclists.
- The redesign needs to improve **physical infrastructure**, **sensory and communication elements** of the junctions and the surrounding areas, expanding on and addressing the points raised in the pan-impairment accessibility audit.

Phase 1: What we wanted to know

- Identify **interim improvements** required to make the Calton Avenue space work better as a pleasant and safer place for everyone to enjoy
- Understand how the Calton Avenue / Court Lane and Turney Road / Dulwich Village junction currently functions in **meeting the basic human experience** needs on all streets, for everyone. The Health Streets framework was used to undertake this review.
- Understand **traffic movement** patterns along Dulwich Village and on Turney Road and available capacity for the junction
- Understand how the Calton Avenue space currently **functions for disabled people** and the potential improvements needed to ensure an inclusive and accessible space.
- Understand **highway and underground services constraints** and **opportunities**
- Review how the current **Calton Avenue space functions** for active travel this will inform the planning and the permanent layout.
- Review any **non-compliance issues** at Calton Avenue /Court Lane area due to access needs for emergency services and any resulting safety concerns.
- Understand the **needs and aspirations of local businesses and the community**

- **Feedback from pupils** - their experience when using the junction

Phase 1: What we did

- Healthy Streets Design check
- Healthy Streets survey using polling to get a representative sample of the population stats for Dulwich Village ward (in-person and online surveys)
- Bespoke engagement with pupils using Healthy Streets questions
- Pan-impairment accessibility audit – walking and cycling
- Technical review of the junction - Constraints and opportunities
- Review traffic movement pattern at Dulwich Village / Turney Road junction
- Review of pedestrian and cycle movement pattern at Calton Avenue
- Review of non-compliance statistics
- Review feedback from previous consultations and engagements
- One-to-one meetings with local businesses

Phase 1: What we excluded

Potential use and appearance of the space on Calton Avenue. This will be part of Phase 2 engagement.

How we are responding

1. **Interim improvements** - Based on what you told us the following improvements will be implemented at Calton Avenue for the area to function better and safer for all road users:
   - Improve **lane discipline for cyclists** to improve clarity and safety for pedestrians
   - Improve **pedestrian access and safety** by re-introducing green man pedestrian phase across Calton Avenue
   - Provide a **more direct and accessible crossing for pedestrians** across the pedestrian area of Calton Avenue
   - Make the **footway more accessible** to all pedestrians by re-locating licenced tables and chairs to the road space
   - Improve safety for vulnerable road users by **improving compliance to the 'No Motor' vehicle prohibition –** enforcement and specialised signage
   - Explore opportunities for more **public seating, chairs and tables** to support local economy
   - Make the space more **attractive and pleasant** by decluttering the area i.e. redundant signal posts, orange bags and unsightly planters
   - Improve signage and clarity for echelon parking to support customers accessing local shops.

All the above measures are being actioned urgently by the council. The signal changes for the green man pedestrian crossing is to be implemented by TfL in Autumn 2022.

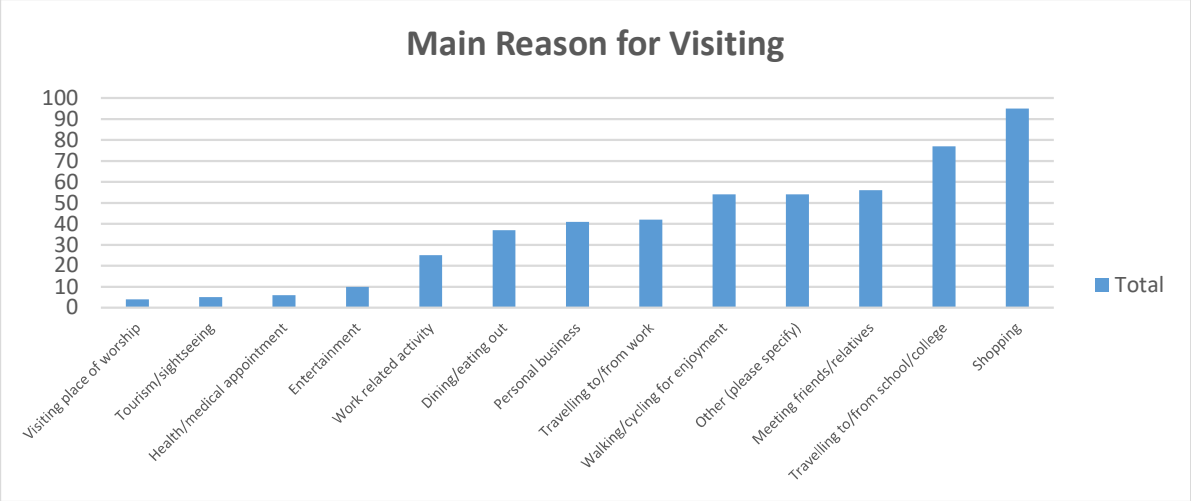
2. **Key findings to inform the permanent design:**
   - Feedback from the representative polling shows that **shopping and traveling to / from school are the top two main reasons for being in this area**. This highlights the importance of **pedestrian priority and safety** in the design of the space to make the shopping experience a pleasure for all to enjoy.
   - The design needs to prioritise measures that makes the entire junction area work better **for vulnerable road users**, improve safer access to pavements for older ones and children **and provide shelter** from rain and sun.

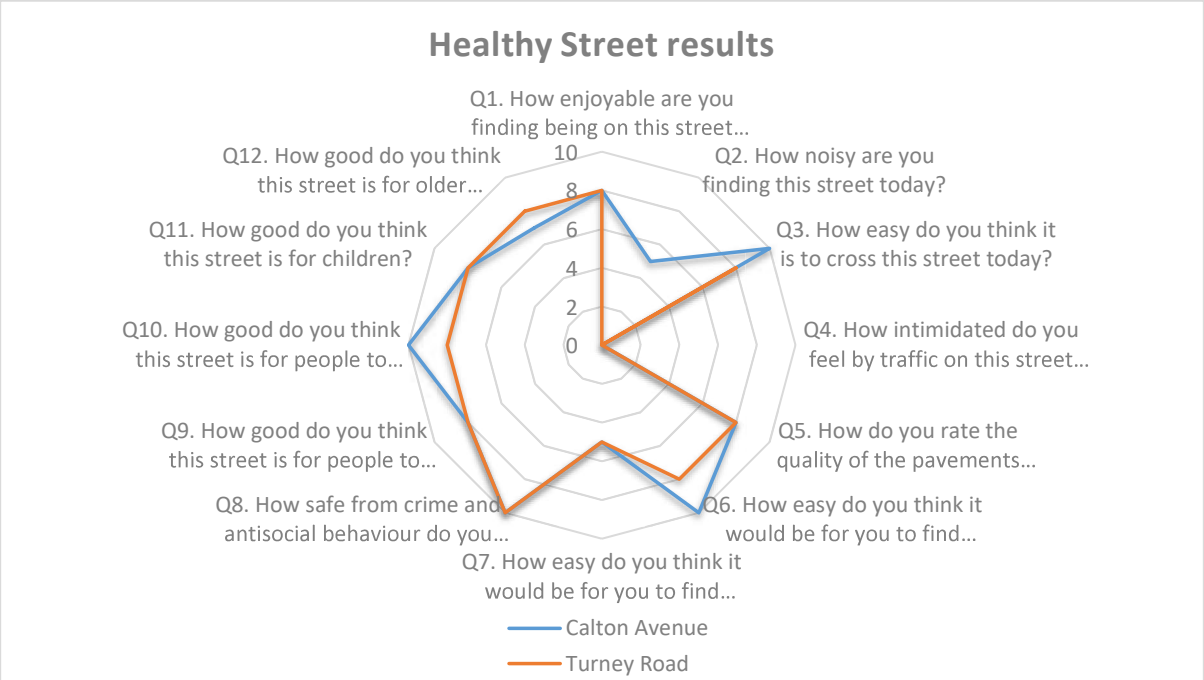
- Feedback from pupils indicates safety **concern or uncertainty about walking, cycling or crossing the road at Dulwich Village/Turney Road.**
- The Calton Avenue/Court Lane area had a healthy streets score of 87 out of 100, however more needs to be done to make the space more comfortable and inclusive for those actively travelling and enjoying the space**. The quality and the space for walking needs to inclusive and accessible for everyone.**
- The Turney Road / Dulwich Village junction has a much lower healthy streets score, 44 out of 100. More needs to be done to:
    - improve the ease of crossing side roads
    - prioritise space and movement for walking and cycling
    - enhance the quality of the space on Turney Road adjacent to Dulwich Village Infants' C of E school
    - Improve safety for the high volume of cyclists making a right turn into Calton Avenue, with opposing traffic
- High pedestrian footfall and cycle flow may require the need for segregation and infrastructure to accommodate all types of cycles and the high volume of cyclists
- Appropriate gateway features needed at entry point to ensure compliance to 'No-Motor' prohibition
- Inclusive and accessible design of the space
- Measures to improve the experience of using the space and attract more footfall to the area
- Improve and prioritise the safe movement from Calton Avenue across Dulwich Village into Turney Road, and to Dulwich Village South for those walking, cycling and wheeling.
- Concerns about the volume of traffic on Dulwich Village outside the timed restrictions, however improvements to junction saturation.
- Explore options to improve junction efficiency so traffic flows better and more timing for pedestrians and cycle phases, consider reducing signal stages

1. What we found out – Facts sheets:

Polling Survey/Engagement - Refer to full report

	Gender:			**Age Brackets:**					**Ethnic Group**		
	No. of surveys:	**Male:**	**Female:**	**prefer not to say:**	**16-29yrs:**	**30-49yrs:**	**50-69yrs:**	**70+ yrs:**	**prefer not to say:**	**White British:**	**BME:**
Target	400	130	130	0	53	96	79	32	0	210	50
Actual	506	203	301	2	62	222	157	63	11	298	68
Diff	+106	+73	+171	+2	+9	+126	+78	+31	+11	+88	+18





Feedback from Businesses:

Officers spoke to 12 out of 16 businesses. The main feedback was:

- Generally very positive about customer footfall.
- Cycling is uncontrolled and lacks discipline, often unsafe speeding.
- This can create safety issues with pedestrians and children playing.
- Longer-term there needs to be safer separation of cyclists and pedestrians.
- Planting needs to be maintained and improved.
- More seating and space for businesses.
- Would like to see an event and performance space in the future, or street food vendors.

- Customers are confused regarding how to apply for parking on echelon bays, needs clarity on the App.

Feedback from schools:

- Generally majority of students at all schools felt confident walking or cycling in both locations.
- Some concern or uncertainty about walking, cycling or crossing the road at Dulwich Village/Turney Road.
- Make it easier cycle/scoot in the area around Calton Avenue/Court Lane.

2. Technical Review Issues, Constraints and Opportunities

Issue / Constraint	Opportunity	Potential Impact
	Spare capacity exists at the junction. Potential to utilise this to improve conditions for cyclists and pedestrians.	Would require design and traffic modelling to assess feasibility. Adding facilities for pedestrians and/or cyclists is likely to remove capacity from the junction, increasing congestion and impacting bus journey times.
Long northbound queues block back from Red Post Hill and East Dulwich Grove at times, particularly in the AM peak.		Traffic queueing through the junction could be a safety issue and would impact the capacity of any future scheme
	Low volumes of traffic entering Turney Avenue. Potential to ban movements to enable more efficient junction operation and improve conditions for pedestrians / cyclists / public transport.	Would require design and modelling.
	Very low traffic volumes exit Turney Road throughout the day. Potential to close Turney Avenue to motorised traffic to improve junction operation and improve conditions for pedestrians / cyclists / public transport.	Would require design and traffic modelling to assess feasibility.
	Very low traffic volumes exit Turney Road throughout the day. Potential to remove traffic signals from junction, with only signalised crossings remaining	Would require design and traffic modelling to assess feasibility.

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	Low volumes of traffic entering Turney Avenue. Potential to ban movements to enable more efficient junction operation and improve conditions for pedestrians / cyclists / public transport.	Would require design and modelling.
	Very high cycle times throughout the day. Potentially unchanged from before the temporary scheme was implemented.	Liaise with TfL to consider lowering the cycle time to improve conditions for cyclists and pedestrians. Modelling required to assess impacts on bus journey times.
	Maintain the bus gates, which have been successful in significantly reducing traffic volumes through the junction. Spare capacity created could be utilised to improve conditions for pedestrians / cyclists / public transport.	Would require design and traffic modelling to assess feasibility.
Stage 3 is currently not called in very often. Increasing volumes of cyclists / pedestrians will cause it to be called more frequently.		If it is called more frequently, less green time will be given to Dulwich Village, potentially increasing congestion and impacting bus journey times.
The hours of operation of the bus gate have been significantly reduced		This has caused the peak hour to move, with traffic potentially rushing to avoid the hours of operation. This means any measures that reduce capacity could have a large impact on congestion and bus journey times during these peak hours.

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	Low volumes of traffic entering Turney Avenue. Potential to ban movements to enable more efficient junction operation and improve conditions for pedestrians / cyclists / public transport.	Would require design and modelling.
	Pedestrian crossings are staggered and/or not on pedestrian desire lines. Closure of Calton Avenue provides an opportunity to significantly improve facilities for pedestrians	Would require design and modelling. Narrower pedestrian crossing could improve capacity. Removing the stagger from Turney Road could reduce capacity.
Buses travel north/south through the junction.		Any reduction in capacity is likely to have a negative impact on bus journey times.
Existing cycle facilities in both directions on Dulwich Village are poor and could be improved.		Would require design and modelling and may impact other modes.
Cyclists on Calton Avenue and Turney Avenue currently run with pedestrians, often causing conflict.		Potential to reconfigure the junction to remove this conflict. Would require design and modelling and could increase delays for all modes
Emergency access required on through Calton Avenue		To be considered during design process. Access could reduce journey times for emergency vehicles

3. Motor traffic/non-compliance and Emergency access:

The table below shows number of emergency vehicles accessing the area.

Month	From Dulwich Village into Calton Avenue	From Court Lane	from Calton Avenue	Grand Total
Feb	3	3	1	7
Mar	3	4	3	10
Apr	10	4	2	16
May	7	4	2	13
Jun	6	4		10
July	6	10	2	18
Grand Total	**35**	**29**	**10**	**74**

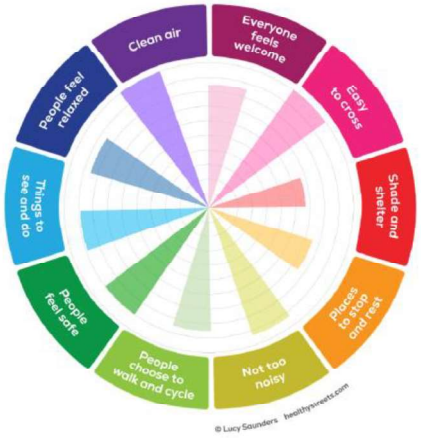
- Most non-compliance occurs on the weekends, around 11:00 and 12:00, 17:00 and 1800, 19:00 and 20:00
- In the weekdays, non-compliance is highest around 12:00, 17:00 and 19:00
- The worse arm for non-compliance is from Court Lane.

The table below shows the location of PCN contraventions issued so far at the Calton Avenue and Court Lane junction.

PCNs issued				
Week Commencing	**from Calton Avenue**	**From Dulwich Village into Calton Avenue**	**From Court Lane**	**Grand Total**
07/03/2022	3	1	15	19
14/03/2022	11	3	7	21
21/03/2022	12	1	17	30
28/03/2022	6	2	10	18
04/04/2022	5	3	5	13
11/04/2022	5	3		8
18/04/2022	8	3	31	42
25/04/2022	7	7	20	34
02/05/2022	4	2	1	7
09/05/2022	5	3		8
16/05/2022	7	3	12	22
23/05/2022	4	3	15	22
30/05/2022	3	1	2	6
06/06/2022	7	6	10	23
13/06/2022	12	8	10	30
20/06/2022	13	5	4	22
27/06/2022	12	8	12	32
04/07/2022	8	7	9	24
11/07/2022	15	5	9	29
18/07/2022	4	4	16	24
Grand Total	**151**	**78**	**205**	**434**

4. Healthy Streets Design Check

- Healthy Streets is a human-centred framework for embedding public health in transport, public realm and planning. The 10 Healthy Streets Indicators focus on the human experience needed on all streets, everywhere, for everyone. It is a tool for measuring existing streets and proposed designs for how healthy they are and it produces a score out of 100.
- Calton Avenue - existing healthy streets score is **87 out of 100**

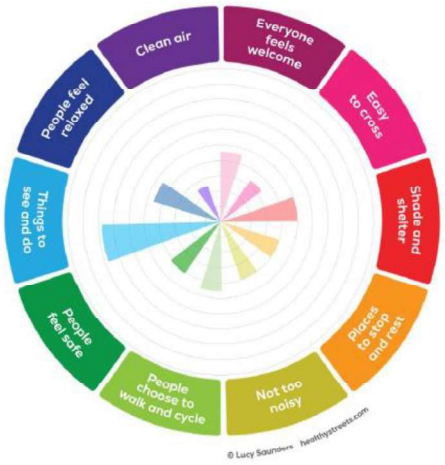


	Existing Layout Score
Healthy Streets Score	87
Everyone feels welcome	85
Easy to cross	100
Shade and shelter	67
Places to stop and rest	75
Not too noisy	93
People choose to walk and cycle	85
People feel safe	90
Things to see and do	89
People feel relaxed	85
Clean air	100

Of the 18 applicable metrics in this tool two scored zero. These were metrics relating to:

- Quality of the footway surface
- Space for walking

- Turney Road / Dulwich Village junction - existing healthy streets score is **44 out of 100**.



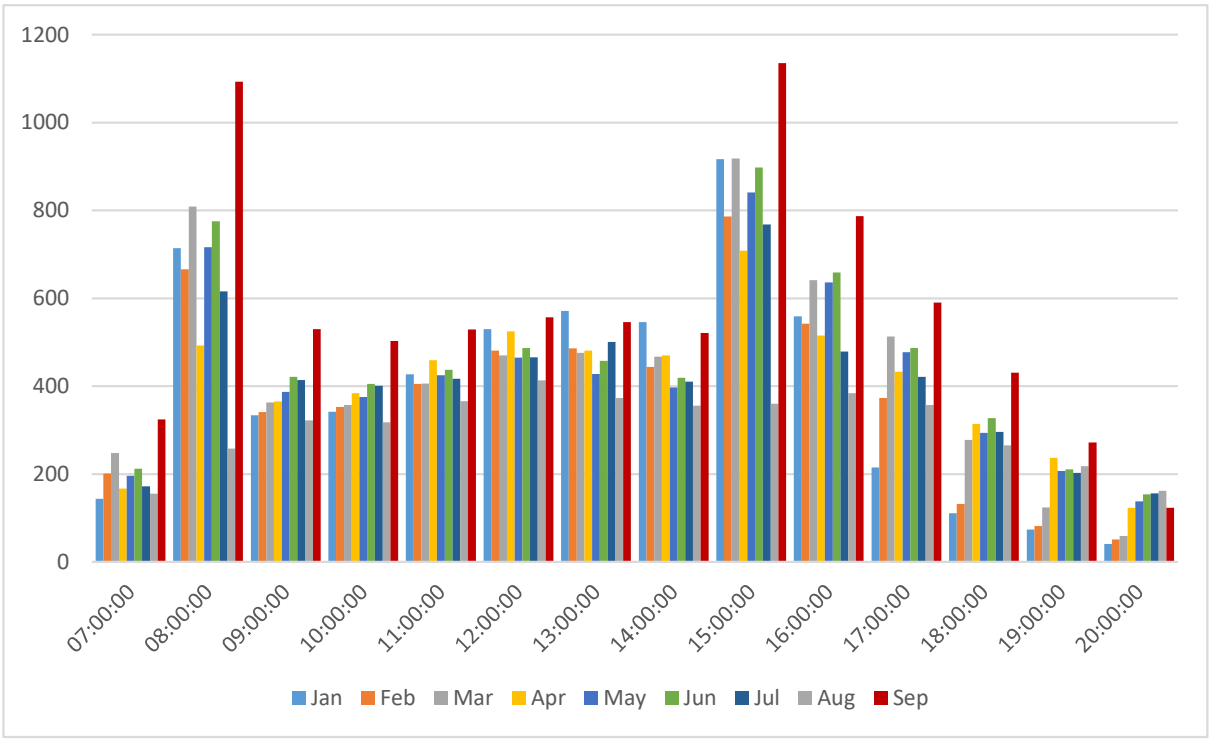
	Existing Layout Score
Healthy Streets Score	44
Everyone feels welcome	46
Easy to cross	33
Shade and shelter	50
Places to stop and rest	40
Not too noisy	40
People choose to walk and cycle	46
People feel safe	41
Things to see and do	78
People feel relaxed	46
Clean air	25

Of the 19 metrics in this tool five scored zero. These were metrics relating to:

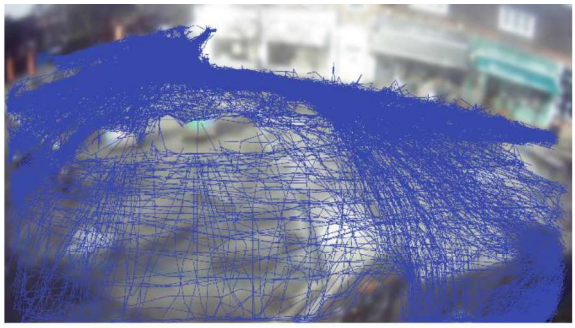
- Proportion of large vehicles
- Ease of crossing side roads
- Quality of the footway surface
- Space for walking
- Space for cycling

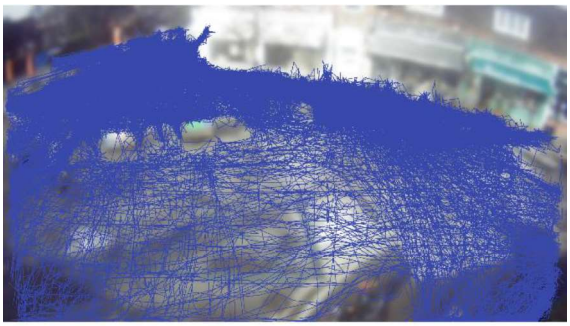
5. Pedestrian Movements

- In June 2022, on average we had **6500 - 7000 pedestrians** using the space per day.
- The busiest period is at the school rush hours, but pedestrian volumes remain high throughout the day.



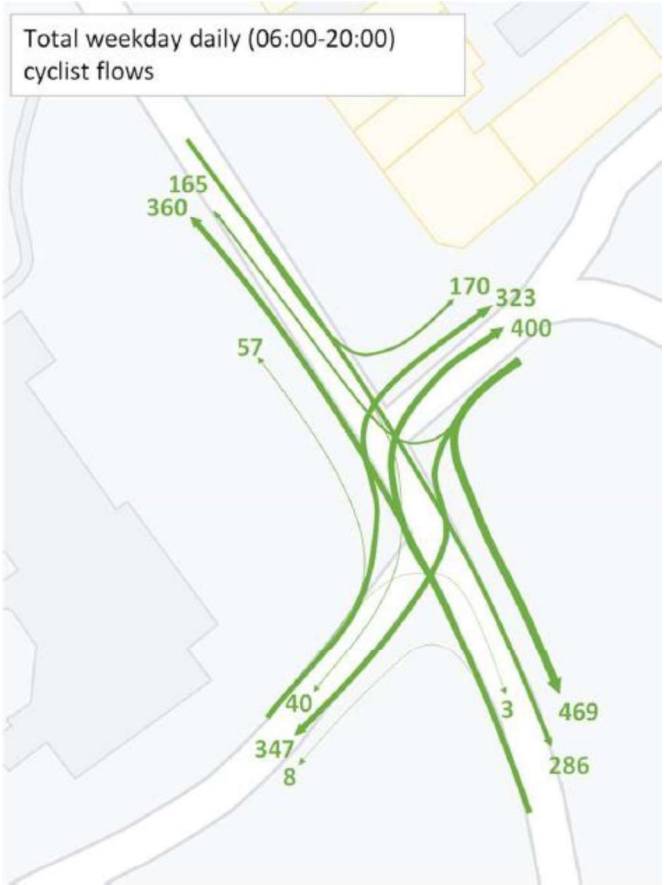
- The pedestrian tracking shows the entire space is well used by pedestrians.



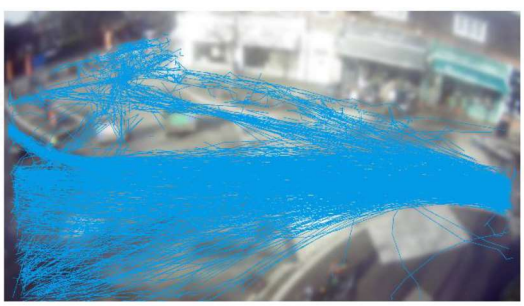


6. Cyclists movement and flows

- A junction count in May 2022 showed that:
  - almost **900 cyclists** turn into and **1000 out of Calton Avenue** between 06:00 and 20:00, from Dulwich Village and Turney Road.
  - **Over 2600 cyclists use the junction between 06:00 and 20:00**, which is more than total volume of traffic to/ from Turney Road at the same period -1328 vehicles
- The busiest route for cyclists is along Dulwich Village South to / from Calton Avenue.



- Cyclists using this route are likely to come in to conflict with vehicles turning into Turney Road.
- Cycle tracking below shows some cyclists are using the pedestrian area



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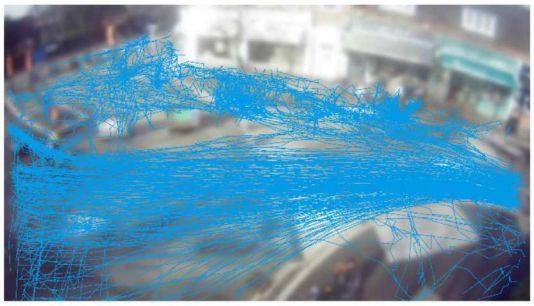

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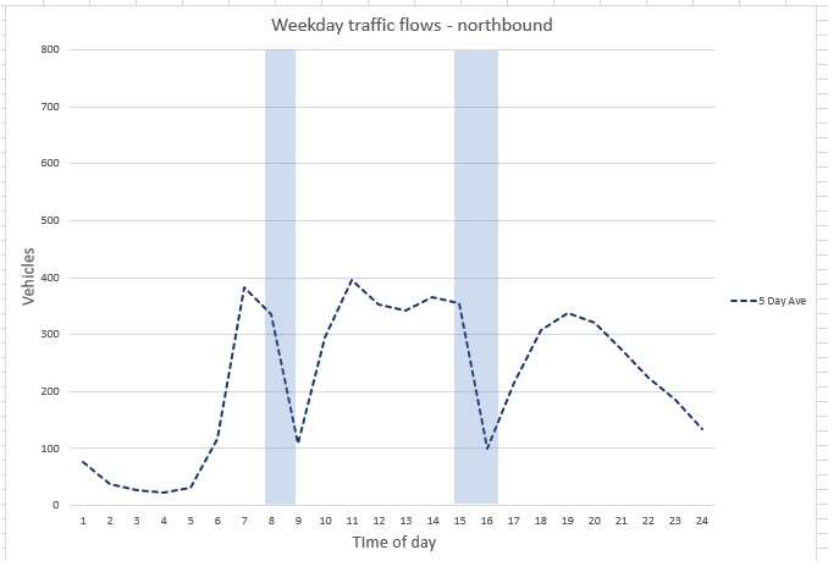
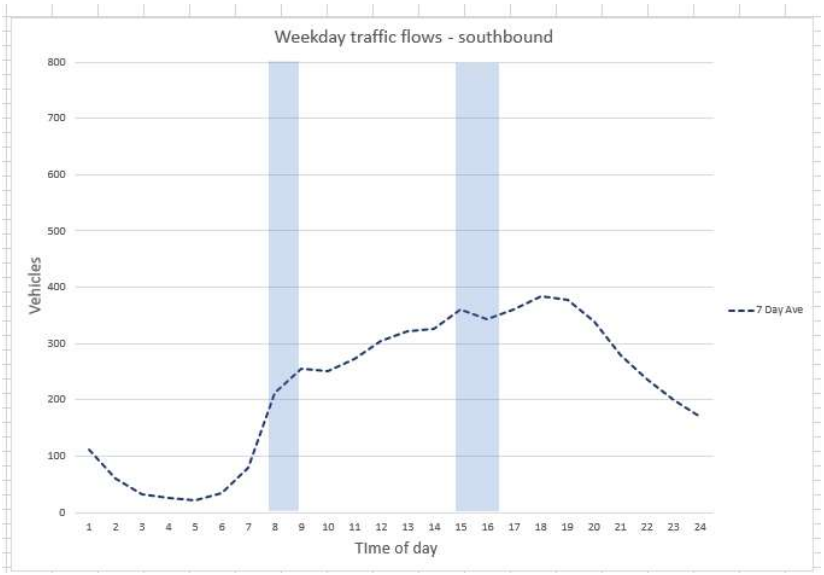
7. Dulwich Village/Turney Road junction – traffic patterns:

- Traffic levels on Dulwich Village remain constant throughout the day, both Northbound and Southbound (except during restricted hours). This will require the junction to become more efficient to help discharge traffic and avoid congestion.

- The 5-day average northbound traffic flow is shown below.



- The 5-day average southbound traffic flow is shown below.



- Compared to pre-scheme traffic levels, the changes at Calton Avenue have significantly reduced traffic on Turney Road at peak hours. However the traffic reduction along Dulwich Village northbound outside the restricted hours is marginal.

Modelled Flows (Excluding buses and cyclists)									
	AM			PM			Saturday		
Approach	Pre COVID	2022	Diff	Pre COVID	2022	Diff	Pre COVID	2022	Diff
Dulwich Village Southbound	330	280	-50	385	429	-44	No data	404	n/a
Dulwich Village Northbound ahead and left	325	424	99	236	346	-110		360	
Dulwich Village Northbound right turn	245	0	-245	217	0	217		0	
Turney Road	224	56	-168	329	51	278		89	

8. Transport for All - Pan-impairment disability audit:

Objective

A group from Transport for All conducted the visit, including people with mobility impairments, visually impaired people, people with long term health conditions, people with energy impairments, neurodiverse people and people living with mental health conditions. Some people had more than one impairment. The participants used mobility aids including manual wheelchairs and assistance dogs.

No comments was received about the need for blue badge holders to drive through the junction.

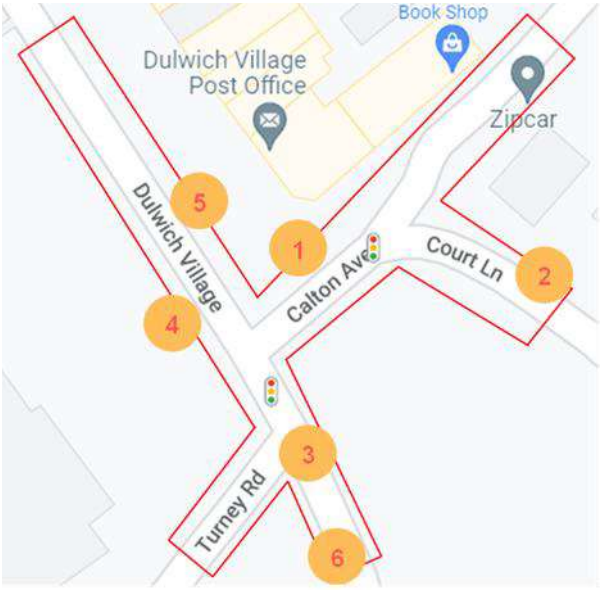


Image 1 Areas covered by pan-impairment audit

Approach

The visit involved walking and wheeling around the junctions, identifying both barriers and enablers for disabled people within the street space.

The site visit focused on three key areas:

1. Physical infrastructure e.g., crossings and pavements
2. Sensory environment e.g., colour and contrast
3. Communication e.g. signage and information provision

Recommendations

Immediate actions could include:

- Reviewing and amending signage to ensure clear information for all road users
- Addressing the safety of the Calton Avenue cycle lane controlled crossing
- Reviewing the enforcement of pavement dining licences on Calton Avenue.

Longer term actions could include:

- Reviewing and changing the physical infrastructure, sensory and communication elements of the junctions and the surrounding areas.
- Co-producing designs for the junction with local disabled people from across the impairment groups
- Using existing tools to review infrastructure designs, such as the City of London Streets Accessibility Tool
- Reviewing future plans and proposals from a pan impairment perspective to remove any unintended consequences that create access barriers.

9. Wheels for Wellbeing – Cycling Accessibility Audit

Wheels for Wellbeing supports Disabled people to cycle, several times a week, at the Herne Hill Velodrome and on regular cycle rides through and/or around Dulwich. Our participants use bicycles, tricycles, handcycles, tandems (including side-by-side tandems and wheelchair tandems), etc. We support people of all ages, with all manners of impairments (from mobility issues to learning disabilities, to sensory impairments, neurodivergence, etc.). One thing they have in common is that cycling is easier than walking and provides a rare opportunity to be physically active and to access the local area.

Objective

To review the existing layout of the junction to consider an inclusive walking/wheeling & cycling perspective

Approach

Site visit with users of accessible cycles. We audited the accessibility of Dulwich Village/Turney Road/Calton Avenue junction from the point of view of Disabled people who cycle and from that of wheeled pedestrians (wheelchair users/mobility scooter users/rollator users), we identified a number of accessibility flaws with the current junction as it is and huge opportunities for improving the safety and comfort of anyone walking, wheeling or cycling around the area. Examples of what we found:

- Car movements in and out of Turney Road limit the numbers of people willing to cycle independently (let alone with children) and forces pedestrians/wheelers to cross in 2 stages. There is an opportunity here to increase safety and attractiveness of cycling/wheeling through this junction.
- Current layout at the entrance of Calton is confusing for everyone (unclear where cycles should go; too much like shared-space; and the fact that occasional cars drive through here causes alarm to pedestrians/cyclists. Good opportunity to simplify and narrow the crossing for pedestrians/wheeled pedestrians and to increase safety through providing a clear space for cyclists (separate from the footway) and possibly retractable bollards to stop all but emergency vehicles.
- The footway in front of Au Ciel is overly cluttered, which reaching the crossing point, uphill towards Court Lane near impossible without help. Big opportunity to improve this part of the junction by de-cluttering/repositioning cycle parking.
- There is currently no dedicated larger cycles parking bay. We recommended they be positioned near the rest of the cycle parking near the Chemists on Dulwich Village.
- There is an opportunity to correct the currently steep camber along the front of the elementary school, to make crossing the road and tricycling along Dulwich Village a lot more comfortable and attractive.

Recommendations

Immediate actions could include:

- Reviewing street clutter

- Create a more simple crossing for pedestrians across Calton Avenue at junction of Dulwich Village
- Clearer signage
- Create more space for wider/longer cycles

Longer-term actions could include:

- Reviewing junction layout and signal phasing to make cycling turning manoeuvres safer
- Create a safer route for cyclist going toward Dulwich Village South
- Improve quality finish of pavements so more conducive with accessible environment
- Increase cycle parking capacity for adapted bikes

Conclusion

The results of the Dulwich Village Streets for People Phase 1 engagement and technical review will be used in the development of an initial design for a permanent re-design of the junction.

We will respond to feedback received in the short-term by making interim improvements to the current junction layout.

The outcome of the Phase 1 has informed the design objectives which will be the foundations on which the junction is re-designed. These design objectives are:

- **Community –** A place for people from the local and wider area to enjoy so that Dulwich Village is inclusive for all
- **Safety –** the whole junction should be safe and easier to use from all approaches, whether you walk, wheel, cycle and/or drive
- **Destination and connection –** the space will help make Dulwich Village a place for people to visit and connect people across south London