

## **Crossrail Complementary Measures Hanwell – Public Realm Improvements**

### **1. Introduction**

Ealing Council have developed proposals to create a high-quality public realm space around Hanwell Station. The proposals will focus on creating a public space for the local community as well as ensure that the area feels safe and calm. The public space we are proposing will make the station and new lift step free, therefore this will make the station accessible for all users. We want to improve the experience for pedestrians and cyclists and provide drop off areas and parking for residents, visitors and essential users.

The proposals include:

- Substantially narrowing the carriageway space to accommodate a public space and promote more walking and cycling to the station.
- Encouraging people to use the space in a healthy and communal way by increasing the number of street trees as a key element to improve air quality.
- Rationalising street furniture, providing additional seating and cycle parking spaces to help make movement and accessibility to the station easier.
- Integrating existing heritage light columns to provide a more harmonious arrangement that has a positive impact on the 'look and feel' of the streetscape.
- Improve safety levels around the project area through thoughtful street furniture arrangement.

The scheme proposals are intended to deliver the following benefits:

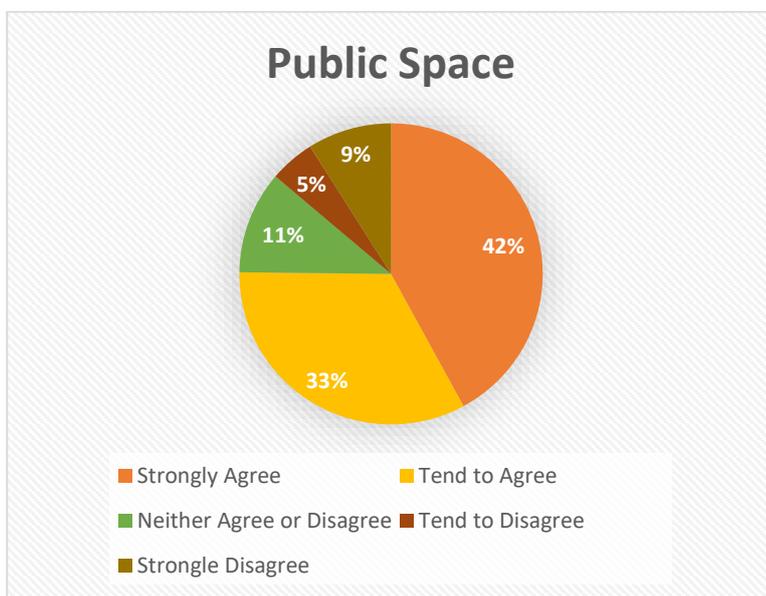
- Enhancing the public realm around Hanwell Station with a focus on creating a sense of place for the local community.
- Substantially upgrading the quality of the public realm by creating a better streetscape environment for pedestrians and cyclists.
- Improving the public space by narrowing the carriageway, reducing the parking areas and substantially increasing the pedestrian space.
- Create a high-quality public realm space that clearly improves the experience for pedestrians, cyclists and transport requirements.

## 2. Results

The public consultation leaflet for the scheme was posted out to residents on Monday 12<sup>th</sup> August 2019 inviting residents to complete the consultation online with a consultation end date of Friday 6<sup>th</sup> September 2019. The document consisted of double sided A5 leaflet with bullet points of the proposals and a plan of the proposals. Residents were encouraged to respond to the consultation online but could request a paper version if required. A total of 555 questionnaires were posted out and 157 responses were received. The response rate of the consultation was 28%.

The results are illustrated in the charts and tables below

### Q1: Do you agree or disagree with creating a public space at Hanwell station?



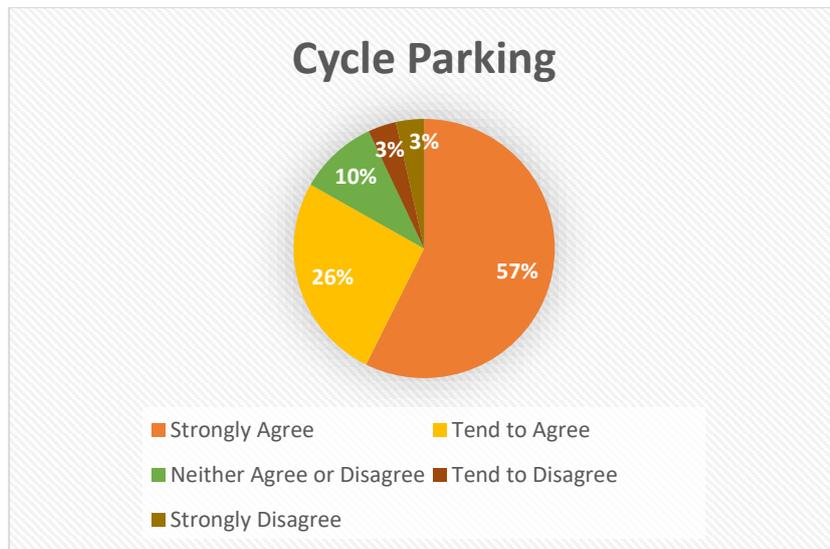
Response	Count	%
Strongly Agree	61	42%
Tend to Agree	48	33%
Neither Agree or Disagree	16	11%
Tend to Disagree	7	5%
Strongly Disagree	13	9%
<b>Total</b>	<b>145</b>	<b>100%</b>

### Q2: Do you agree or disagree with creating a public space instead of shared use parking bays outside Hanwell Station?



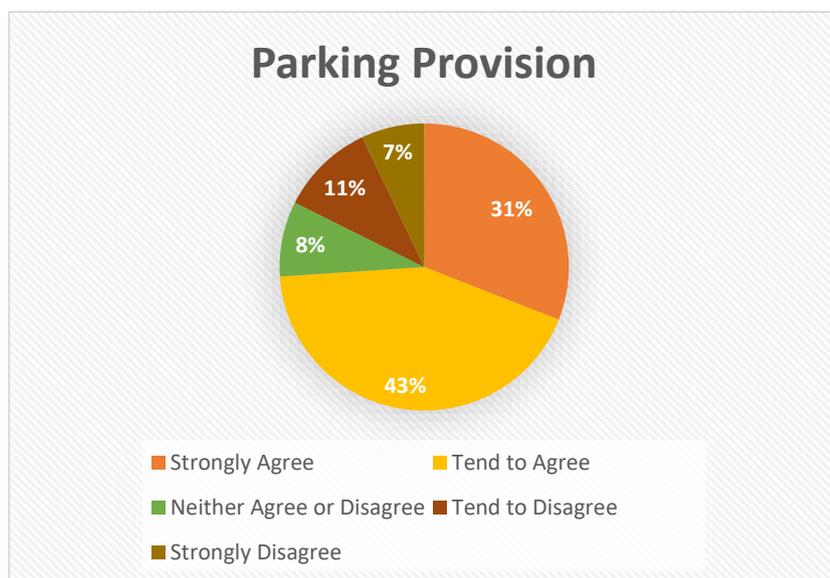
Response	Count	%
Strongly Agree	46	32%
Tend to Agree	38	27%
Neither Agree or Disagree	22	15%
Tend to Disagree	15	11%
Strongly Disagree	21	15%
<b>Total</b>	<b>142</b>	<b>100%</b>

**Q3: Do you agree or disagree with the installation of additional cycle parking outside Hanwell Station?**



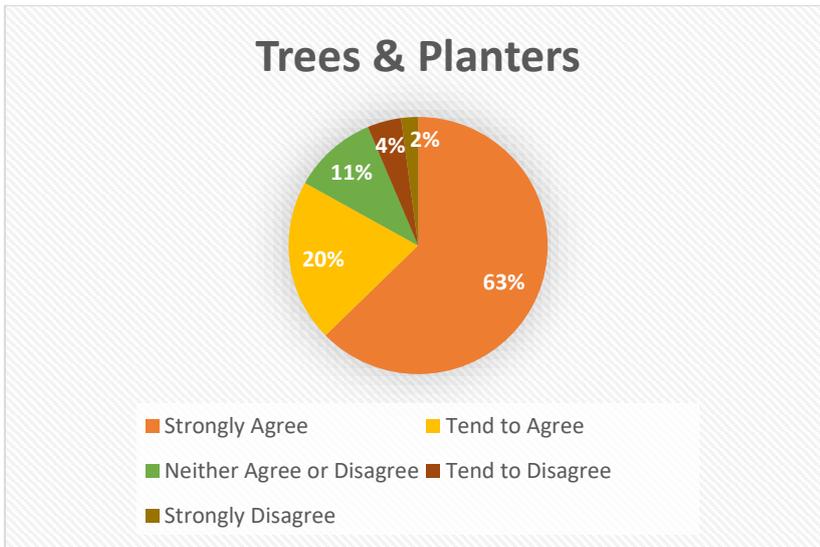
Response	Count	%
Strongly Agree	82	57%
Tend to Agree	37	26%
Neither Agree or Disagree	14	11%
Tend to Disagree	5	3%
Strongly Disagree	5	3%
<b>Total</b>	<b>143</b>	<b>100%</b>

**Q4: Do you agree or disagree with parking provision for disabled users, taxis and electric vehicles by Hanwell Station?**



Response	Count	%
Strongly Agree	44	31%
Tend to Agree	61	43%
Neither Agree or Disagree	12	8%
Tend to Disagree	15	11%
Strongly Disagree	10	7%
<b>Total</b>	<b>142</b>	<b>100%</b>

**Q5: Do you agree or disagree with the proposal to provide new trees and planters outside Hanwell Station?**



Response	Count	%
Strongly Agree	89	63%
Tend to Agree	29	20%
Neither Agree or Disagree	15	11%
Tend to Disagree	6	4%
Strongly Disagree	3	2%
<b>Total</b>	<b>142</b>	<b>100%</b>

**Q6: Do you agree or disagree with the proposal convert Campbell Road into a one-way road?**



Response	Count	%
Strongly Agree	32	23%
Tend to Agree	41	29%
Neither Agree or Disagree	41	29%
Tend to Disagree	9	7%
Strongly Disagree	17	12%
<b>Total</b>	<b>140</b>	<b>100%</b>

The concerns below were raised by residents followed by officers' comments in red.

### **Step Free Access**

There is a large level difference with the new station and the proposed new kerb line. How do we intend to tie these into the proposed design and are there any drainage plans for dealing with this large pedestrianised area?

We are proposing to install sustainable drainage systems to resolve the drainage issue, the proposed levels to accommodate the drainage for the forecourt have been finalised.

### **Campbell Road – Access Issues**

The road is currently narrow for accessibility for large vehicles and cars, the space outside the station on Campbell Road is used to turn vehicles around. The proposals show there will no longer be a turning area which will cause gridlocks.

Due to the current width of Campbell Road we are proposing to make Campbell Road a one-way road from Church Road to Golden Manor to improve safety and accessibility.

### **Parking Spaces**

There was an existing city car club parking bay, disabled parking bay and room for dropping off passengers.

The city car club and disabled bay will be reinstated along with a taxi bay and electric vehicle charging points.

### **Cycle Parking**

The provision of cycle parking at the station is very positive, however there does not seem to be very many included in the plan and they should be increased.

Although we are limited to available space for cycle parking. There will be an increase of cycle parking within the forecourt from 5 cycle stands to 14 cycle stands.

### **Cycle Path**

As Campbell Road is already narrow will cyclists have a segregated cycle lane to support the increase of cycle usage to the station.

As we are proposing a one-way road we will install this with a cycle exemption at the "No Entry" allowing cyclists to enter the road from either end to access the station.

### **Garden Areas**

The SuDS features at the new entrance area is very good but who would be responsible for the maintenance and tidiness.

We will be having discussions with the residents associations in the area regarding the ongoing maintenance of the proposed new planting in the forecourt.

## Trees

The existing trees outside the station are not showing on the proposals are these healthy trees going to be removed?

The three existing trees in Campbell Road outside the station will be removed as they will be causing a visual obstruction in front of the station and lift access. We will be replacing the existing trees with seven new trees with species which are environmentally friendly and easy maintenance.

## Benches

New seating and benches by the station may act as hubs for street drinking, drug dealing or other anti-social behaviour. Hanwell already has a problem around the Clocktower area of street drinking and the footfall in the area will transition if benches are installed.

Providing places for people to rest in the public realm, through use of benches or similar street furniture, is one of the ten Healthy Streets indicators. Adequate seating is important for those with limited mobility, those who tire easily or people with small children by providing a resting place. In addition, there is an existing CCTV camera in the area monitoring for any anti-social behaviour.

## Lighting

Adequate lighting should be provided at the main station entrance due to the increased usage to ensure safety of users as public spaces now attract dealers and gangs to the area.

The lighting outside the station will be improved to ensure it is lit in accordance with the British standard recommendations especially now as Hanwell Station is becoming a Crossrail station there is going to be an increase in usage to the station. Therefore, we will ensure the lighting levels are adequate outside the station and most importantly safe for pedestrians using the station.

## 3. Summary and recommendation

The main elements of the scheme are to narrow the carriageway space to accommodate a public space and promote more walking and cycling to the station. We will install new street furniture and provide more cycle parking for cyclists, but most importantly make the station and lift step free and accessible. This will encourage more people to use the space in a healthy and communal way rather than drive to the station and park using the commuter bays.

We will be substantially upgrading the quality of the public realm by creating a better streetscape environment for pedestrians and cyclists by reducing the parking areas and substantially increasing the pedestrian space. Finally, by creating a high-quality public realm space this will improve the experience for pedestrians, cyclists and residents.

There was an overall very positive response to the scheme with majority of the respondents in favour of all the proposals. The controversial change to Campbell Road from our proposals was converting Campbell Road into a one-way road for safety reasons

as the current width is inadequate for two-way traffic. However, there was good support to this change with 52% of respondents agreeing with the proposal and only 19% not in favour of the proposal, the remaining 29% of the respondent neither agreed or disagreed with this proposal.

We received various comments on the proposals mainly regarding the anti-social behaviour which could arise from installing benches and creating a public space. We have existing CCTV in the area monitoring for any anti-social behaviour therefore this should deter any potential issues in the future. All other comments have been addressed and summarised above and we will take these into consideration before the designs are finalised. Given the positive feedback we have received from the consultation it is recommended that the designs are finalised, and we proceed to statutory consultation and implementation phase with the project.