

Safer, healthier, greener neighbourhoods

Engagement Report

January 2025

Prepared by ECF

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1. Introduction

To ensure a safer, greener and healthier borough, and to tackle the big challenges ahead like the growing inequalities that hold people back from leading happy and healthy lives and the climate emergency, Ealing Council is exploring ways to improve neighbourhoods across the borough, to:

- make people's streets more attractive and enjoyable.
- help make walking, cycling and wheeling safer and easier.
- take positive action against climate change.

Neighbourhood public realm improvement (NPRI) plan

As part of this Neighbourhood Public Realm Improvement (NPRI) plan, Ealing council has selected seven locations across the borough, which have had issues with traffic or safety, or could be improved with urban greening, to develop plans to allocate more space for active travel, to mitigate the effects of climate change and create greener community spaces.

Four of these locations were the subject of the engagement processes detailed in this report:

- Occupation Lane (Northfield)
- Adrienne Avenue (Lady Margaret)
- Culmington Road (Walpole)
- Elthorne Park Road and Leighton Road (Northfield and Walpole)

The council is committed to being open, transparent, and inclusive of local people, to make positive improvements that work for their street, following the principles set out in the Travel in Ealing Charter. Therefore, residents in the locations in question were invited to help shape the plans through a variety of means. Additionally, to fully understand the issues with traffic in these areas, the council carried out traffic and pedestrian data collection.

ECF, is an independent communications and engagement agency, was commissioned by LBE to design, deliver and report upon the engagement. On behalf of the London Borough of Ealing, ECF undertook community and stakeholder engagement regarding these potential improvements.

The engagement ran in several different periods (see below) between 27 September and 21 December 2024. This report summarises the engagement carried out by ECF on behalf of LB Ealing.

Kelvin Gardens

The local engagement for Kelvin Gardens was delivered by the council officers. All residents received a letter to for an in-person session to share some initial ideas and find out what improvements residents would like to see. The feedback from residents was used to develop some plans to address the illegal pavement parking and propose a green space that all residents can benefit from. Updates to the project were shared through another letter drop where residents can comment on the final proposals.

West Ealing liveable neighbourhoods (Green Man Passage)

For information purposes, this report also includes information on the engagement process for Green Man Passage undertaken as part of the West Ealing Liveable Neighbourhoods (Section 4.5). This was a separate engagement process to the sites referenced above, and data from this process does not form part of the totals given in the executive summary.

2. Executive Summary

Ealing Council are examining possible changes in a number of areas as part of a broader strategy to reduce congestion, improve air quality, improve people's health and create an attractive and safe environment for walking and cycling. ECF was commissioned to deliver a programme of community engagement, with the aim of gathering feedback on potential proposals.

Throughout the engagement period, there were a wide range of opportunities for people to have their say. People could participate in writing via the survey, which was available digitally and as a hard copy. Each of the areas being engaged on had its own webpage on LB Ealing's site, with an additional overarching page covering the overall plans for improvement. Six drop-ins were held to provide information and to give residents an opportunity to ask questions. The programme was designed to encourage input from residents to generate ideas and insights.

This report details the approach taken to engage the community and presents the findings from the engagement period.

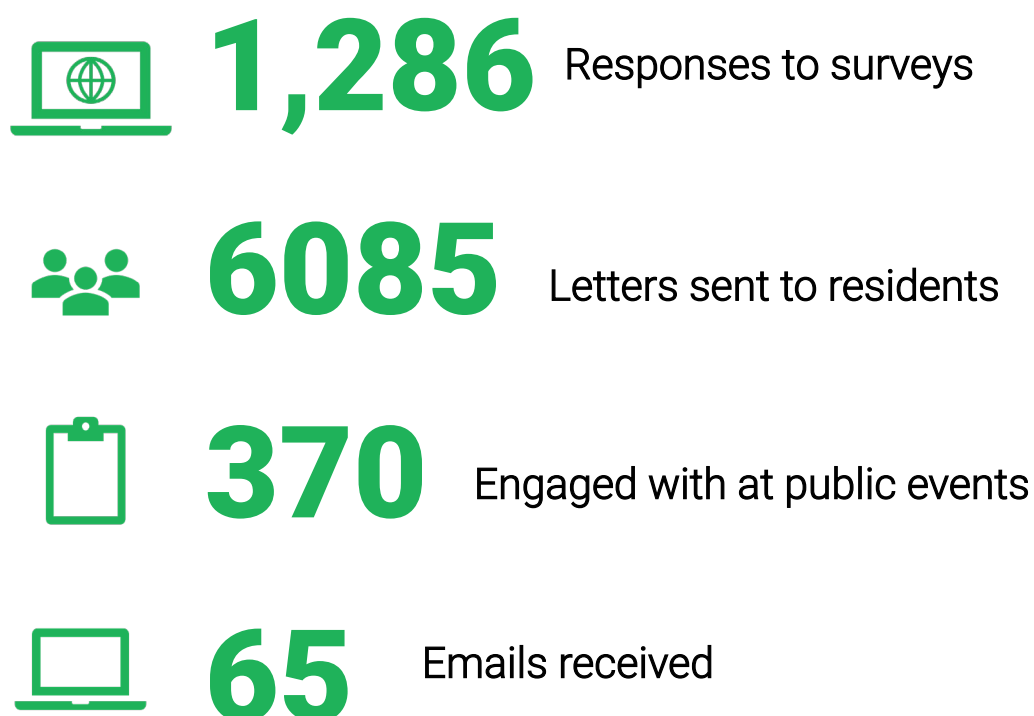


Fig 1. Key figures for the NPRI engagement across Occupation Lane, Adrienne Avenue, Culmington road, Elthorne Park Road and Leighton Road

3. Engagement approach

3.1 Project websites

An overall project website was launched to communicate information about the projects and the opportunity to engage:

https://www.ealing.gov.uk/info/201173/transport_and_parking/3404/safer_healthier_greener_neighbourhoods

As well as the main page covering the entire *Safer, healthier, greener neighbourhoods* scheme, Individual pages were also set up for each project:

- [Occupation Lane \(Northfield\)](#) - 27 September to 11 October
- [Adrienne Avenue \(Lady Margaret\)](#) - 7 October to 21 October
- [Culmington Road \(Walpole\)](#) - 10 October – 23 October
- [Elthorne Park Road and Leighton Road \(Northfield and Walpole\)](#) – 1 November to 21 November

3.2 Residents letter

Letters were sent to local residents to inform them about the engagement process, the potential proposals and events that were to take place. The following numbers of letters were sent out to residents in the following locations:

- Adrienne Avenue - 122
- Culmington Road - 269
- Elthorne Park Road and Leighton Road - 5694

A copy of the letter can be found in appendix A.

3.3 Councillors letter

A letter was sent to LB Ealing Councillors, informing them of the engagement process and drawing attention to any potential impact on their wards. A copy of this letter can be seen in appendix B.

3.4 Posters

Posters were placed around the areas in question to inform residents about the engagement process, the traffic data collection process and drop-in events. A copy of these posters can be found in appendix C.

- Occupation Lane - 10
- Adrienne Avenue - 10
- Culmington Road - 20
- Elthorne Park Road and Leighton Road - 30



Fig 2. Posters for Elthorne Park Road and Leighton Road

3.5 Drop-ins

The following drop-ins were held around Ealing in order to engage with the public and gather feedback.

- Occupation Lane (South Ealing Road junction) - Saturday 5 October (10am - 12pm)
- Adrienne Avenue - Saturday 12 October (10am -12pm)
- Culmington Road - Thursday 17 October (4.30pm -6.30pm)
- Culmington Road - Saturday 19 October (10am -12pm)
- Kingsdown Avenue (Kingsdown Methodist Church) - Thursday 14 November (4:30pm - 6:30pm)
- Leighton Road (Forrester Pub) – Saturday 16 November (11:00am -13:00pm)

3.6 Survey

There were a total of **1,286** responses to the engagement surveys across the four projects. These surveys were designed to gather a range of quantitative and qualitative feedback regarding Ealing in addition to any overall ideas and concerns that respondents wanted to add. Open text questions were included throughout that have been coded for themes.

- Occupation Lane – 60 survey responses
- Adrienne Avenue – 18 survey responses
- Culmington Road – 226 survey responses
- Elthorne Park Road and Leighton Road – 982 survey responses

A copy of these surveys can be found in appendix D.

Engagement findings by project

Occupation Lane

4. Engagement findings by project

4.1 Occupation Lane

This area currently features temporary traffic filters, which have helped reduce through traffic. However, there are concerns about security and the overall aesthetic of the temporary measures. The proposals focused on replacing the concrete planters with more permanent and visually appealing features, improving personal safety, and enhancing the cycling connection from Kew to Boston Manor. This was part of a broader effort to improve active travel infrastructure in the area, connecting it to the Supercycle Highway.

Making Occupation Lane safer and more pleasant for residents

Ealing Council is exploring ways to improve neighbourhoods across the borough. Proposed improvements to Occupation Lane include:

- Enhancing biodiversity, making the road greener and more pleasant.
- Creating sustainable drainage, reducing the risk and impact of flooding.
- Improving the cycling connection from Kew to Boston Manor.

Alongside the plans for Occupation Lane, the council will also install a pedestrian crossing to connect Murray Road and Occupation Lane, making it easier to cross South Ealing Road safely and create a better connection for those walking, wheeling and cycling.

4.1.1 Drop-in

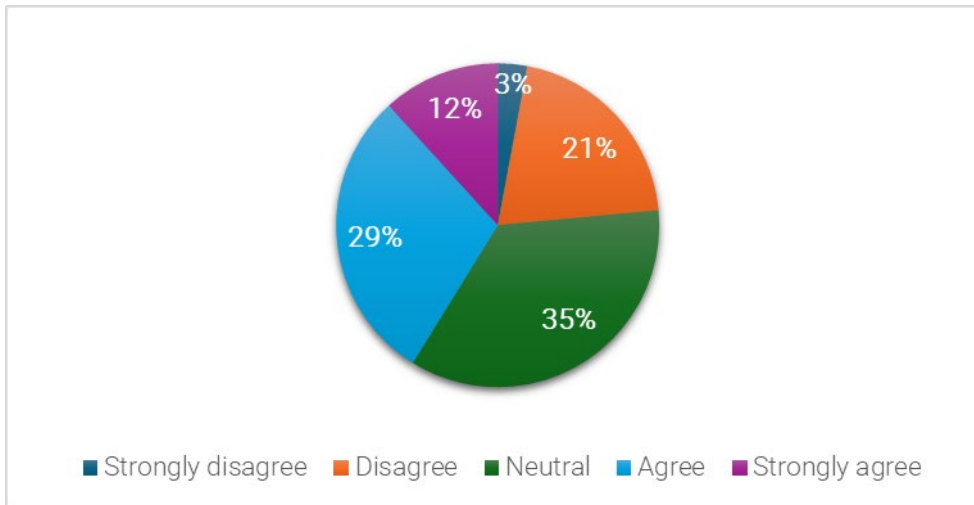
A drop-in was organised at the South Ealing Road junction of Occupation Lane on Saturday 5 October from 10am to 12pm. For this activity, a gazebo was set up, and materials presented included design suggestions, hardcopy surveys and digital surveys on iPads. The team spoke to passers-by and went to the back of Occupation Lane to survey nearby houses. The team spoke to around 60 people and received 41 completed surveys.



Fig 3. Drop-in at Occupation Lane

4.1.2 Survey

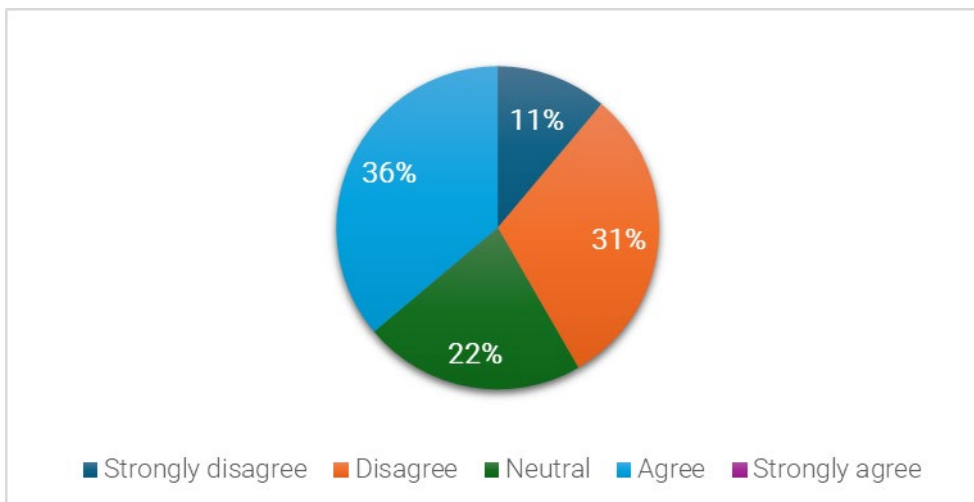
Q1. Occupation Lane is well used. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 32 responses

In response to Q1 of the survey, 12% of participants strongly agreed and 29% agreed that Occupation Lane is well used. 21% participants disagreed with the statement and 3% strongly disagreed. The remaining 35% participants responded neutrally.

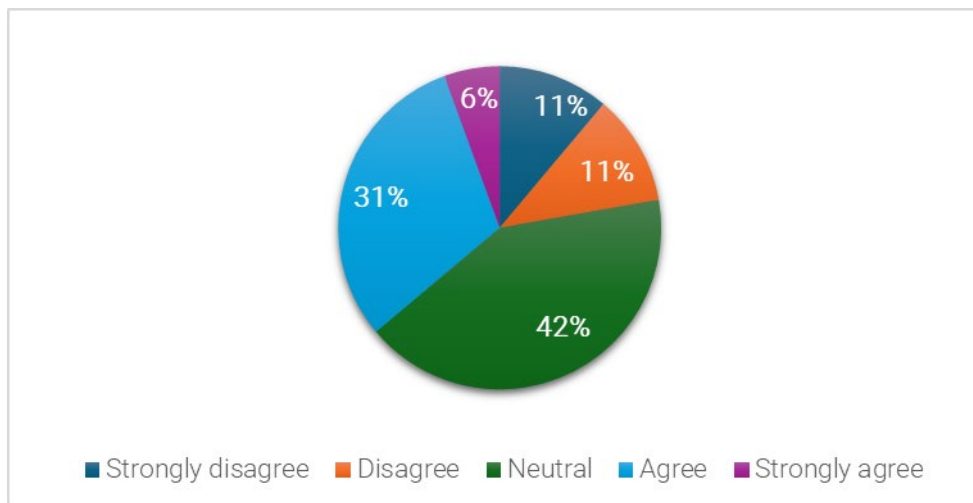
Q2. Occupation Lane is welcoming and attractive. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 32 responses

In response to Q2 of the survey, 36% of participants agreed that Occupation Lane is welcoming and attractive. 31% participants disagreed with the statement and 11% strongly disagreed. The remaining 22% participants responded neutrally.

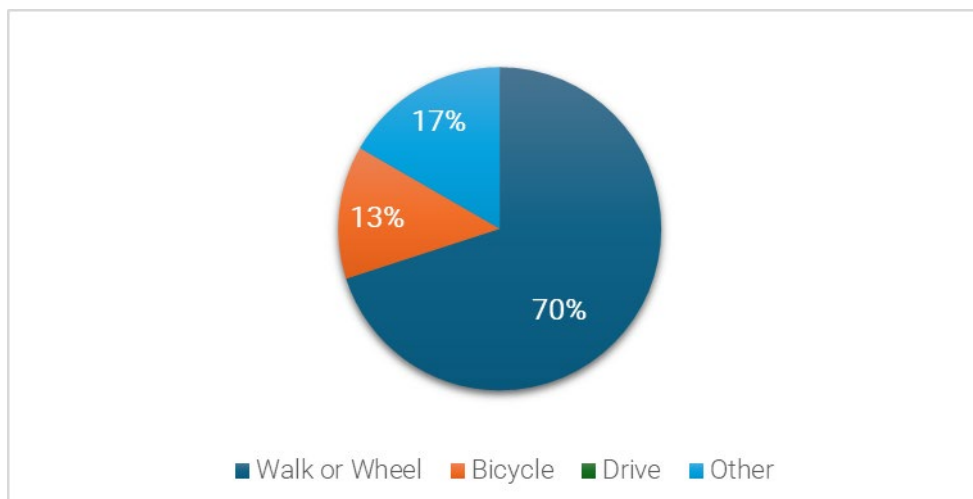
Q3. Occupation Lane is safe and pleasant to walk, wheel or cycle through.
Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 35 responses

In response to Q3 of the survey, 31% of participants agreed and 6% strongly agreed that Occupation Lane is safe and pleasant to walk, wheel or cycle through. 11% participants disagreed with the statement and 11% strongly disagreed. The remaining 42% participants responded neutrally.

Q4. How do you typically travel through Occupation Lane?



Based on 34 responses

In response to Q4 of the survey, 70% of participants selected walking or wheeling as their mode of travel through Occupation Lane and 13% selected bicycle. 17% selected 'Other', which included responses such as 'walk and cycle', 'mobility scooter' and 'used to drive'. No respondents chose driving as their typical mode of transport.

Q5. What changes would you like to see on Occupation Lane? (31 responses coded for common themes)

In response to changes participants would like to see on Occupation Lane, respondents gave suggestions of additions and changes. These included:

- Adding CCTV, lighting and better wayfinding to increase safety in Occupation Lane.
- Maintenance of the walls, increased cleanliness, trimming and removal of tree branches.
- Other suggestions included putting restrictions on delivery drivers and motorbikes entering Occupation Lane.
- Some participants suggested adding additional uses such as markets and play spaces in the lane.
- Planting, SuDS and different types of bollards were additional suggestions to make the space more welcoming and attractive.

Q6. Any other comments about Occupation Lane: (31 responses coded for common themes)

The feedback highlights a positive response to the lane's closure to traffic, with respondents enjoying the improved environment for walking and cycling. While the modal filters have been well-received by some, particularly for making the area child-friendly and safe, it has been highlighted that they can make the street inaccessible for wheelchair users. Planting and the creation of separate lanes for cyclists and pedestrians are seen as beneficial.

Respondents have highlighted concerns around safety at night due to poor lighting, blind spots, drug use, and anti-social behaviour. Suggestions include better lighting, CCTV, and clearer separation between cyclists and pedestrians. While some find the closure inconvenient for driving, most appreciate the quieter, greener space, especially for families. One respondent highlighted that there isn't a need for an additional pedestrian crossing as there are two each within 50 metres, and cyclists riding up Murray Road can simply cross over the main road.

4.1.3 Key findings

The key findings of the engagement process were:

- Occupation Lane has been greatly improved by pedestrianisation.
- Despite pedestrianisation, it is still unsafe at night due to the lack of visibility.
- Suggestions included utilising the space more, for example with markets.
- Adding more lighting and CCTV to improve safety was another popular suggestion.

Engagement Findings by Project

Adrienne Avenue

4.2 Adrienne Avenue

Adrienne Avenue connects to the nearby business centre, and residents have raised concerns about parking issues, particularly relating to goods vehicles. The proposals sought to address these issues, while also looking at how access to the canal can be improved for both pedestrians and cyclists. The engagement process offered an opportunity to reimagine how this area serves both the local community and businesses, balancing access needs with efforts to encourage active travel and green space use.

Proposed improvements to Adrienne Avenue:

- A community green space with plants.
- Improving the access path to the canal.
- Better pedestrian crossings.
- Secure cycle parking.
- Sustainable drainage system.

4.2.1 Drop-in

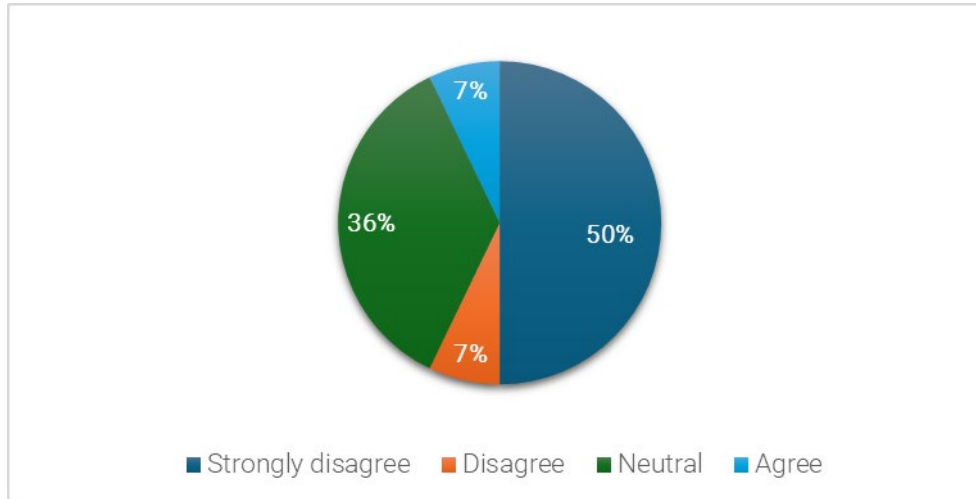
A drop-in was organised on Adrienne Avenue, Saturday 12 October from 10am to 12pm for which a gazebo was set up and iPads and hardcopy surveys were brought for surveying. The team spoke to residents of the street, passers-by and local businesses. In total, the team spoke to 23 people, and 18 completed surveys, including 2 from local businesses in the nearby business park.



Fig 4. Drop-in at Adrienne Avenue

4.2.2 Survey

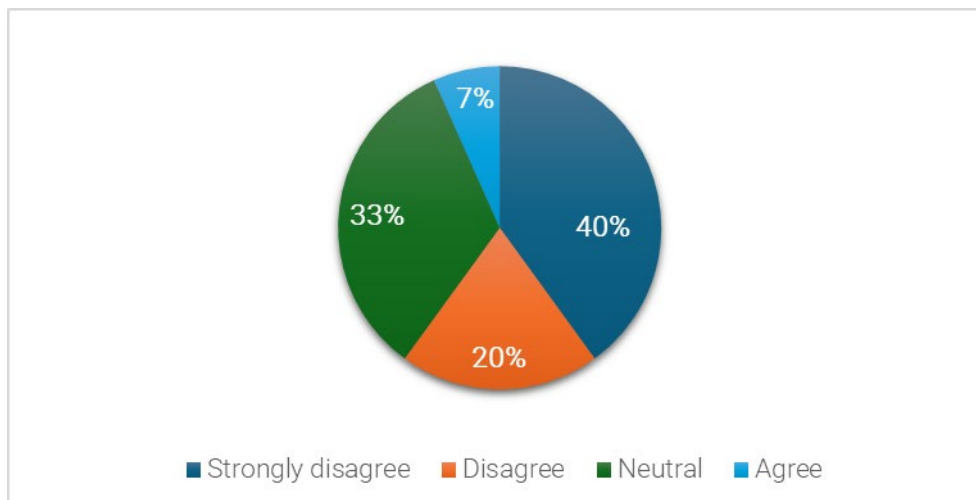
Q1. Adrienne Avenue is safe and pleasant to walk, wheel or cycle through. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 15 responses

In response to Q1 of the survey, 57% of participants disagreed or strongly disagreed that Adrienne Avenue is safe and pleasant to walk, wheel or cycle through while 7% each agreed. 36% of participants responded neutrally to the question.

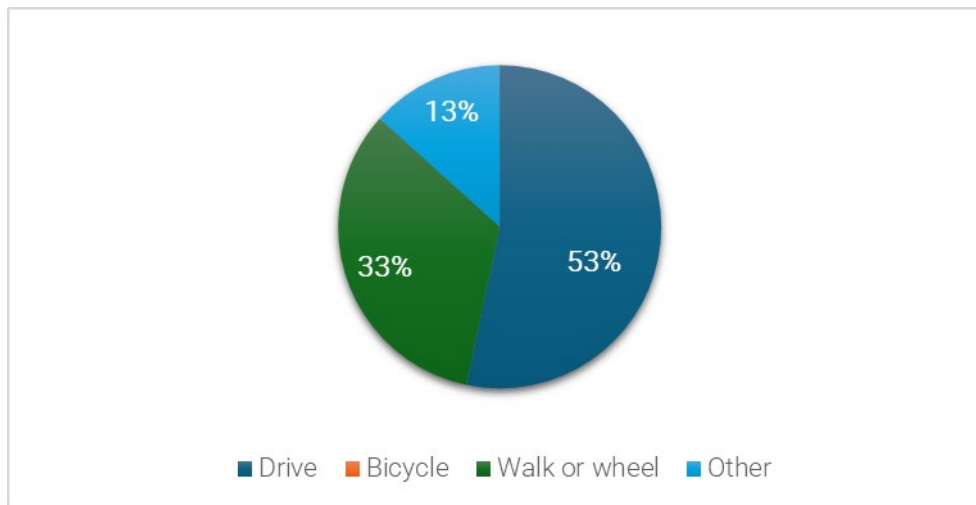
Q2. Adrienne Avenue is welcoming and attractive. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 15 responses

In response to Q2 of the survey, 40% of participants strongly disagreed, 20% of participants disagreed, and 33% of participants responded neutrally to the question. While 7% agreed with the statement, no one strongly agreed.

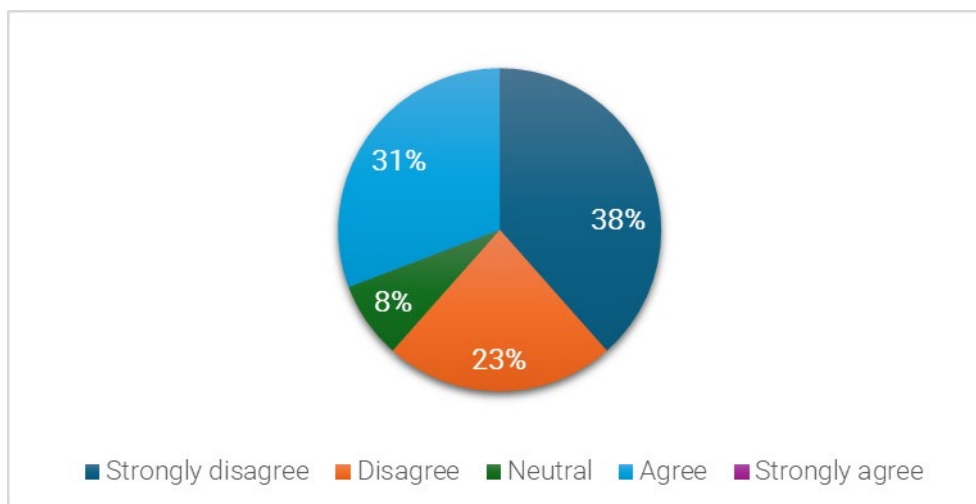
Q3. How do you typically travel through Adrienne Avenue?



Based on 15 responses

In response to Q3 of the survey, 53% of participants selected driving as their typical mode of travel through Adrienne Avenue and 33% selected walking or wheeling. 13% selected 'Other', both of which walk and drive. None of the participants selected 'bicycle' as a response.

Q4. I feel the path to the canal is safe and well used. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 15 responses

In response to Q4 of the survey, 38% of participants strongly disagreed that the path to the canal is safe and well used, while 23% disagreed. 31% agreed that the path is safe and well used, but none strongly agreed. 8% of respondents were neutral.

Q5. What changes would you like to see on Adrienne Avenue? (18 responses coded for common themes)

Below is a summary of the changes that participants would like to see on Adrienne Avenue:

- **Restrictions on lorries and large trucks:** Restrict lorries from accessing Adrienne Avenue, and address issues of trucks damaging pavements and disturbing residents, especially during early morning hours.
- **Improved street and pavement maintenance:** Repair broken footpaths and smooth out uneven paving to prevent tripping hazards and damage caused by large vehicles.
- **Better traffic and parking management:** Restrict parking for traders and businesses that create congestion, and ensure better access for residents, care homes, and emergency vehicles.
- **CCTV installation:** Install CCTV cameras to monitor anti-social behaviour, traffic violations, and enhance the overall safety of the area.
- **Enhanced street cleaning and litter management:** More regular street cleaning and litter removal, especially on the pathway to the canal, to improve cleanliness.

Q6. Do you have any comments on parking and vehicle access on Adrienne Avenue? (18 responses coded for common themes)

Below is a summary of the comments made by participants on parking and vehicle access on Adrienne Avenue:

- **Congestion from lorries and vans:** Large lorries and commercial vans from nearby warehouses and industrial parks create significant congestion, making two-way traffic difficult and blocking roads. This can cause access issues to the Grange Care Centre as well.
- **Parking issues for residents:** There is a lack of adequate parking for residents, as non-residents, particularly employees from nearby warehouses, park along Adrienne Avenue, taking up spaces.
- **Obstructed driveways:** Cars, vans, and lorries frequently block driveways, causing inconvenience for residents. Defined parking bays and double yellow lines are suggested to prevent this.

Q7. Any other comments about Adrienne Avenue? (14 responses coded for common themes)

Below is a summary of other comments made by participants about Adrienne Avenue:

- **Anti-Social behaviour and crime:** There are frequent issues with anti-social behaviour, including drug dealing. The area is used by criminals to cross over to Grand Union Village, and residents are concerned this will increase.

- **Noise pollution:** Noise from large lorries, commercial vehicles, and anti-social behaviour is a major concern for residents, leading to health impacts like difficulty sleeping.
- **Congestion:** Residents near Number 1 Adrienne Avenue are particularly affected by congestion and noise from a private hire car business next door.
- **CCTV installation for safety:** There is a strong demand for CCTV cameras to monitor criminal activities, deter anti-social behaviour, and enhance safety for both residents and care home inhabitants.
- **Cleanliness and greening:** Dog fouling, bird droppings, and littering (including gas canisters) are cited as significant issues. There are also requests to add greenery to the pavements to improve the aesthetic and environmental quality of the area.

4.2.3 Key findings

The key findings of the engagement were:

- There are problems with anti-social behaviour in the area, with some residents keen to see more CCTV.
- Restrictions on vans and lorries should be introduced to reduce congestion, noise pollution, and access issues for residents.
- People would like to see improved street and pavement maintenance. This includes street cleaning and litter collection.
- There is a lack of adequate parking for residents in the area.

**Engagement
Findings by
Projectproject**

Culmington Road

4.3 Culmington Road

This area is a former Low Traffic Neighbourhood (LTN), with residents expressing concerns about air quality, noise pollution, and through traffic. The engagement process focused on making crossing at the Elers Road and Lammas Park Gardens junction safer, improving access to Walpole and Lammas parks, and introducing more tree planting and rain gardens to enhance the area's green infrastructure. This aligned with ongoing efforts to create a more pleasant, sustainable urban environment that also prioritises pedestrian safety.

Proposed improvements to Culmington Road include:

- Better connection between Lammas Park and Walpole Park.
- Enhance biodiversity, making the road greener and more pleasant with plants and a community garden.
- Better pedestrian crossings.
- Improving the junction at Churchfield Road to make it safer for pedestrians.
- Build in-carriageway Electric Vehicle charging points.
- Reviewing the access of heavy and large vehicles.

4.3.1 Drop-ins

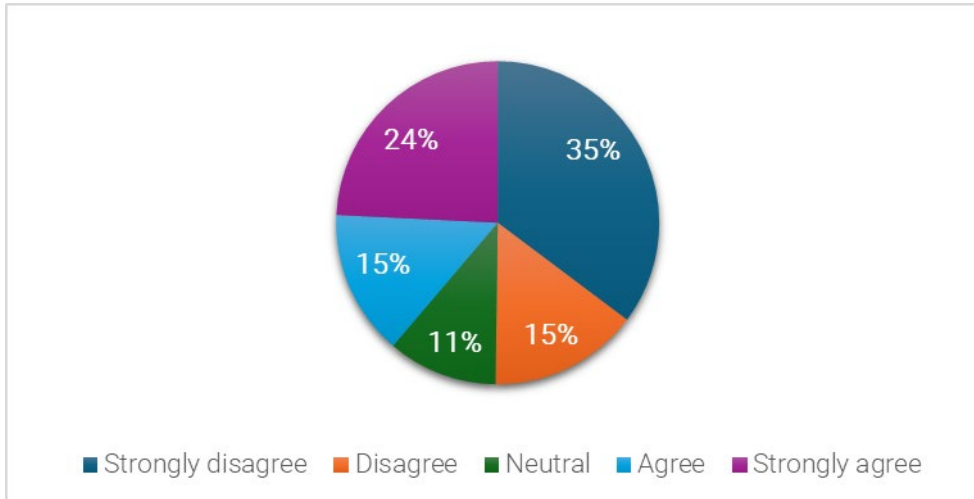
Two drop-ins were organised on Culmington Road, for which a gazebo was set up and iPads and hardcopy surveys were brought for surveying. These were held on Thursday 17 October from 4.30pm to 6.30pm and Saturday 19 October from 10am to 12pm. The team spoke to residents of the street and passers-by. In total, the team spoke to approximately 90 people, received 226 completed surveys and 13 emails with feedback on the proposals.



Fig 5. Drop-in on Culmington Road

4.3.2 Survey

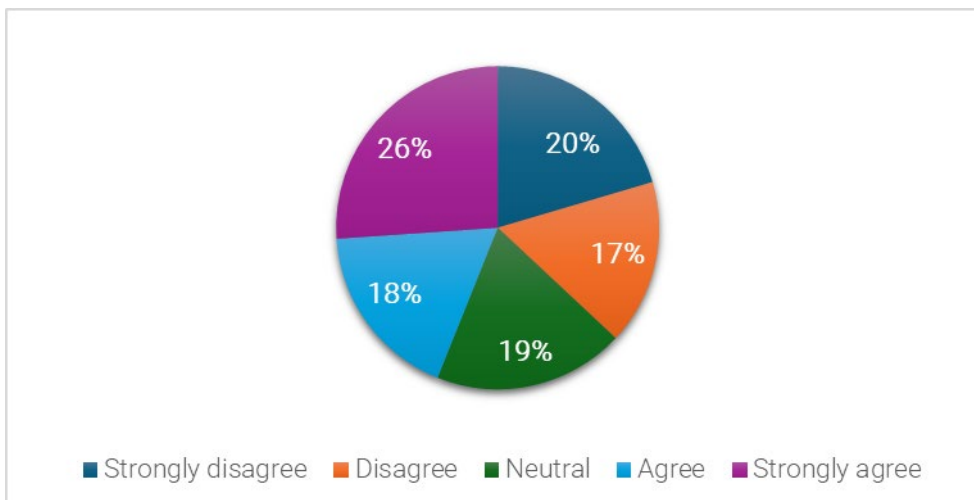
Q1. Culmington Road is safe and pleasant to walk, wheel or cycle through.
Rate from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 227 responses

In response to Q1 of the survey, 35% of participants strongly disagreed and 15% disagreed that Culmington Road is safe and pleasant to walk, wheel or cycle through. 15% agreed to the question and 24% strongly agreed. 11% of participants responded neutrally to the question.

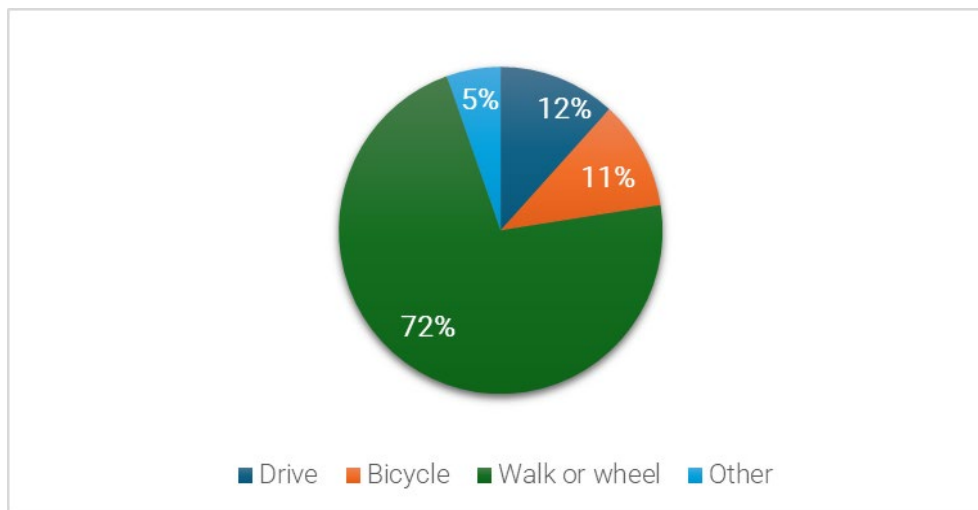
Q2. Culmington Road is welcoming and attractive. Rate from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 230 responses

In response to Q2 of the survey, 26% of participants strongly agreed and 18% agreed that Culmington Road is welcoming and attractive. 20% of participants strongly disagreed and 17% disagreed that Adrienne Avenue is welcoming and attractive. 19% of participants responded neutrally to the question

Q3. How do you typically travel through the Culmington Road area? Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 235 responses

In response to Q3 of the survey, 72% of participants selected walking or wheeling as their typical mode of travel through Culmington Road and 12% selected driving. 11% selected cycling and 5% of the participants selected 'other' as a response. Those that selected 'other' mentioned 'all of the above' and 'walking and cycling'.

Q4. What changes would you like to see at the junction of Culmington Road and Churchfield Road? (219 responses coded for common themes)

Below is a summary of the changes that participants would like to see at the junction of Culmington Road and Churchfield Road:

Safety improvements:

- Many residents expressed strong concerns about pedestrian and cyclist safety, highlighting instances of near misses and accidents, especially involving children and vulnerable individuals.
- Suggestions for pedestrian crossings, speed reduction measures, and traffic calming features like islands or narrowing the junction were prevalent.

Traffic management:

- A significant number of comments advocated for reducing traffic volume, particularly from Heavy Good Vehicles (HGVs) and rat-running motorists. Suggestions included width restrictions and Automatic Number Plate Recognition (ANPR) systems to limit access.
- Some residents proposed making the junction one-way or fully pedestrianised to enhance safety and reduce through traffic.

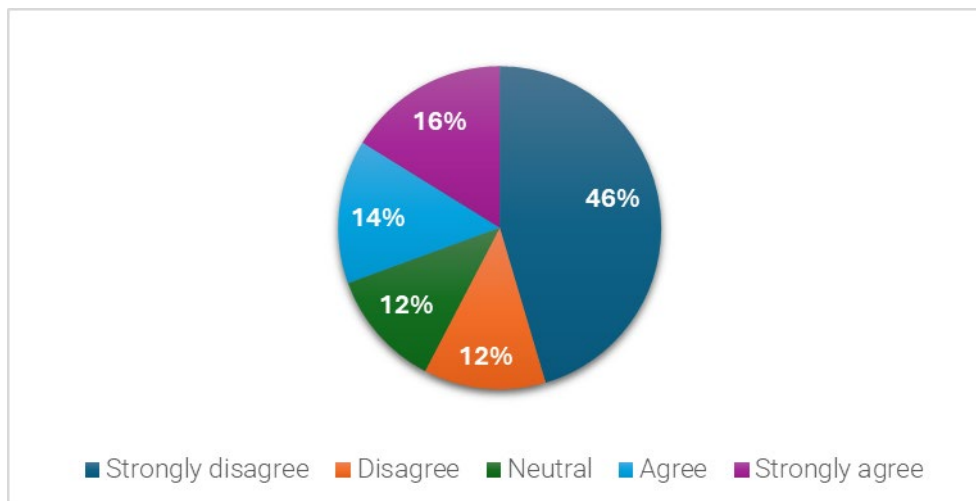
Road design changes:

- There were calls for design changes such as narrowing the road, creating raised crossings, or introducing mini roundabouts to slow traffic and improve visibility for pedestrians.
- Ideas for increasing greenery and creating community spaces were common, with calls for planting trees, flowers, and possibly turning parts of the area into parklets or play areas.

No changes:

- While a considerable number of comments highlighted the need for change, 10% of the survey respondents advocated for no changes, asserting that the junction functions adequately as it is.

Q5. I feel crossing Culmington Road near Elers Road and Lammas Park Gardens is safe. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.



Based on 229 responses

In response to Q5 of the survey, 46% of participants strongly disagreed and 12% disagreed that crossing Culmington Road near Elers Road and Lammas Park Gardens is safe. 14% agreed that crossing Culmington Road near Elers Road and Lammas Park Garden is safe and 16% strongly agreed. 12% of participants responded neutrally.

Q6. What changes would you like to see at the junction of Elers Road and Lammas Park Gardens? (218 responses coded for common themes)

Below is a summary of the comments made by participants on changes at the junction of Elers Road and Lammas Park Gardens:

- **Safety for pedestrians and cyclists:** A majority of comments emphasised the need for enhanced safety measures for pedestrians and cyclists, particularly families and vulnerable individuals. Many residents called for zebra crossings to facilitate safer passage between the parks. Residents repeatedly mentioned the need for clearer and more effective crossing points.
- **Traffic calming measures:** There were calls for measures to slow down traffic in the area. Suggestions included installing speed bumps, implementing width restrictions to deter heavy vehicles, and enforcing speed limits to enhance safety.
- **Pedestrianisation and reduced vehicle access:** Some comments suggested full or partial pedestrianisation of the area to limit through traffic and make it a safer environment for walkers and cyclists. Suggestions included making certain roads one-way or restricting access to residents only.
- **Community connectivity:** Several residents highlighted the importance of connecting the two parks and creating a more integrated community space. This includes better links for children and families accessing schools and recreational areas.
- **Concerns about heavy vehicles:** There were calls for restrictions on HGVs to reduce risks associated with fast-moving traffic and improve overall safety at the junction.
- **Visibility issues:** Visibility for both pedestrians and drivers was raised as a concern, with suggestions to remove obstructions (like trees and parked cars) that hinder sightlines at the crossing points.
- **Emergency response considerations:** Some participants proposed the addition of collapsible bollards for emergency vehicles while still restricting HGV access to ensure safety.
- **20% of respondents** suggested no changes in their responses.

Q7. Any other comments about Culmington Road? (168 responses coded for common themes)

Below is a summary of other comments made by participants about Culmington Road:

- **Traffic safety concerns:** Many residents expressed concerns about the increasing volumes of traffic, especially HGVs and speeding vehicles, and the dangers posed to pedestrians and cyclists, especially children.
- **Desire for reduced traffic:** Several comments advocated for reducing traffic on Culmington Road, including support LTN's, restricting access for HGVs, implementing traffic calming measures (like speed bumps and road narrowing), and enhancing pedestrian crossings to improve safety and reduce congestion.

- **Need for improved infrastructure:** Participants suggested a need for improved infrastructure such as better crossings, protected bike lanes.
- **Maintenance of infrastructure:** Repair and level pavements to enhance safety and accessibility for all road users. A number of residents emphasised the importance of addressing issues like road maintenance, potholes, and litter, suggesting that these should take precedence over new projects.
- **Community involvement:** Residents requested more effective communication from the Council regarding planned changes, expressing the need for consultations that involve the wider community and address the unique challenges faced by residents.
- **Community and residential impact:** Residents expressed concerns about the road being used as a cut-through, negatively impacting the quality of life in the neighbourhood. They emphasised the importance of preserving the residential nature of Culmington Road while accommodating necessary traffic.
- **Mixed opinions on LTNs:** There are divided opinions about LTNs, with some residents advocating for measures that prioritise pedestrian and cyclist safety, while others fearing that such initiatives may lead to increased congestion on adjacent roads.
- **20% respondents** suggested no changes in their responses.

4.3.3 Email

Thirteen emails were received with feedback on the Culmington Road proposals. The following themes have been extracted from this feedback:

- **Local democracy:** Feedback from residents directly affected by traffic changes should carry more weight in decision-making processes. Also, there is a call for more transparency regarding the criteria for selecting streets for interventions.
- **Increasing traffic and congestion:** The rise in traffic volumes, attributed to navigation apps such as Google Maps and Waze, has increased congestion and traffic at all hours.
- **Diversion of traffic:** There are concerns that changes to Culmington Road could divert more traffic to nearby streets like Elers Road and Churchfield Road, which are already experiencing issues with speeding vehicles and dangerous driving behaviours.
- **Safety concerns:** Residents mentioned that dangerous driving behaviours, such as speeding, overtaking, and unsafe manoeuvring at junctions, are common. These issues have led to damaged vehicles, near-misses, and pedestrian injuries, particularly at the Culmington Road T junction and Elers Road junction. Participants expressed frustration over the lack of effective traffic calming measures, and supported proposals to make crossings safer, particularly with the addition of zebra or pelican crossings at busy junctions such as those near Lammas Park and Churchfield Road.
- **Impact of HGVs:** There were concerns about the high volume of HGVs using residential roads to bypass congestion on major routes. The size and frequency of these vehicles are considered inappropriate for narrow streets, leading to traffic jams and damage to local infrastructure.

- **Health and pollution concerns:** There were concerns over rising pollution levels caused by increased traffic, particularly its impact on the health of children and families living near Culmington Road.
- **Prioritisation of cyclists:** Cycling improvements should be more proportionate to the number of cyclists, and cyclists should not receive disproportionate influence in planning decisions.
- **Maintenance:** There was some scepticism over the Council's ability to maintain new infrastructure. The lack of maintenance of nearby areas like Lammas Park was cited as an example.
- **Low traffic neighbourhoods:** Some residents who rely on vehicles for work expressed frustration over past experiences with LTNs, which they say disrupted their daily routines and ability to work.
- **Biodiversity and EV charging points:** Some residents questioned the need for enhanced biodiversity on Culmington Road, given its proximity to two large parks. Doubts were also expressed about the inclusion of EV charging points, as most residents already have access to off-street parking and at-home charging options.

4.3.4 Key findings

Common themes extracted from the feedback include:

- Traffic safety is a particular concern in this area, with resident reporting some drivers cutting corners, speeding etc.
- Many participants emphasised the need for enhanced safety measures, such as zebra crossings, to protect pedestrians and cyclists.
- There are widespread calls for traffic calming measures, including speed bumps, road narrowing, and restrictions on HGVs.
- Participants expressed a desire for improvements to existing infrastructure and road and pavement maintenance to support active travel and maintain the quality of the area.

Engagement findings by project

Elthorne Park Road and Leighton Road

4.4. Elthorne Park Road and Leighton Road

LB Ealing is looking for ways to address very high levels of through traffic on Elthorne Park Road and Leighton Road. In line with the [Travel in Ealing Charter](#), the council is looking at better ways of working with residents, and using more data, to develop proposals. The council would like to work with the residents throughout this project to develop proposed improvements. All proposed changes will be communicated to residents every step of the way until they are implemented. The possible works on Elthorne Park Road and Leighton Road provide residents with the opportunity to:

- Address concerns about through-traffic-related danger, air quality, noise and stand-offs.
- Improve crossing at Boston Road to the park.
- Create a valuable public space with the junction at Northfield Avenue.
- Review the effectiveness of the current width restriction.
- Pilot increased tree planting and rain-gardens.
- Create a much more valuable public space at the Northfield Avenue 'triangle' and to improve the connection with Elthorne Park at the Boston Road junction.

4.4.1 Drop-ins

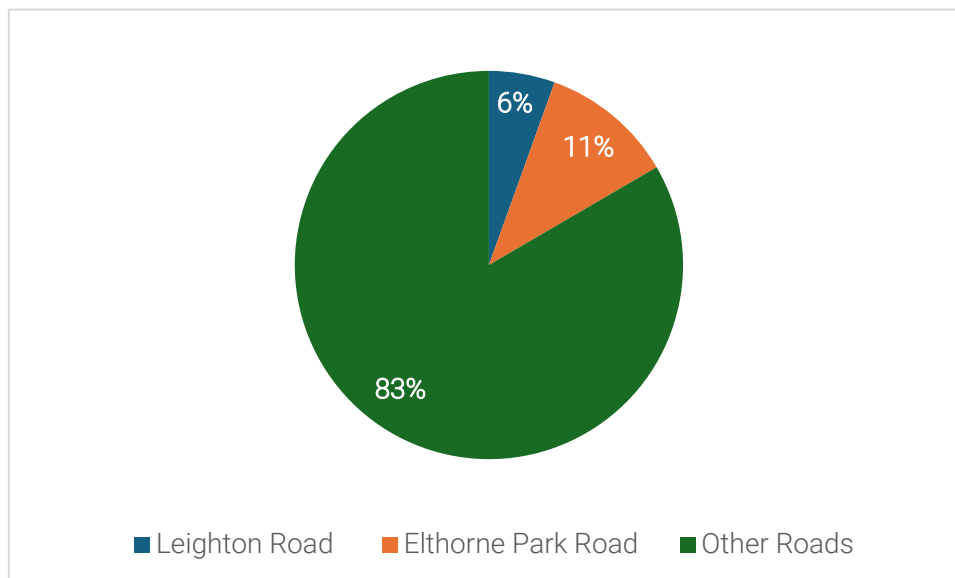
Two drop-ins were organised for the Elthorne Park Road and Leighton Road proposals, one at Kingsdown Methodist Church and one at the Forester Pub. For both events, tables were set up which displayed materials such as images and details of the proposals. Hardcopy surveys were brought for both events, and notes were also taken during conversations. The events were publicised on the [project website](#) and residents in the surrounding areas were sent a letter describing the scheme, the ways to engage and a QR code for the survey. In total, the team spoke to over 200 people, 38 hardcopy surveys were filled out and a total of 982 surveys were completed (online and offline). The team also received 53 emails with feedback on the proposals.



Fig 6. Drop-ins for Elthorne Park Road and Leighton Road

4.4.2 Survey

The responses for each question have been segregated based on respondents address i.e., residents of Elthorne Park Road, residents of Leighton Road and all other residents. 6% of responses were received from Leighton Road residents and 11% from those who live on Elthorne Park Road. The remaining 83% came from residents of other streets.



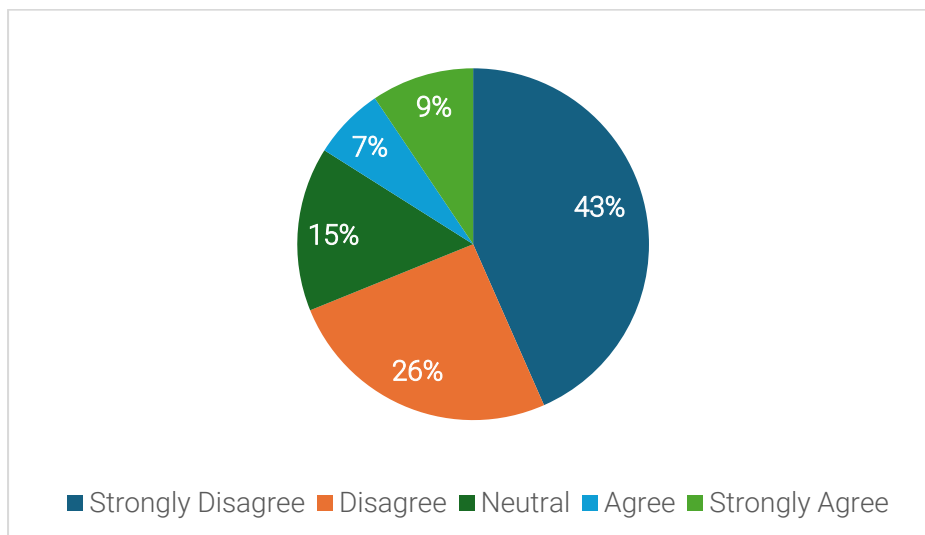
Based on 982 responses



Fig 7. Materials presented at Elthorne Park Roads and Leighton Road drop-in

Q1. Elthorne Park Road and Leighton Road are safe and pleasant to walk, wheel or cycle through Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

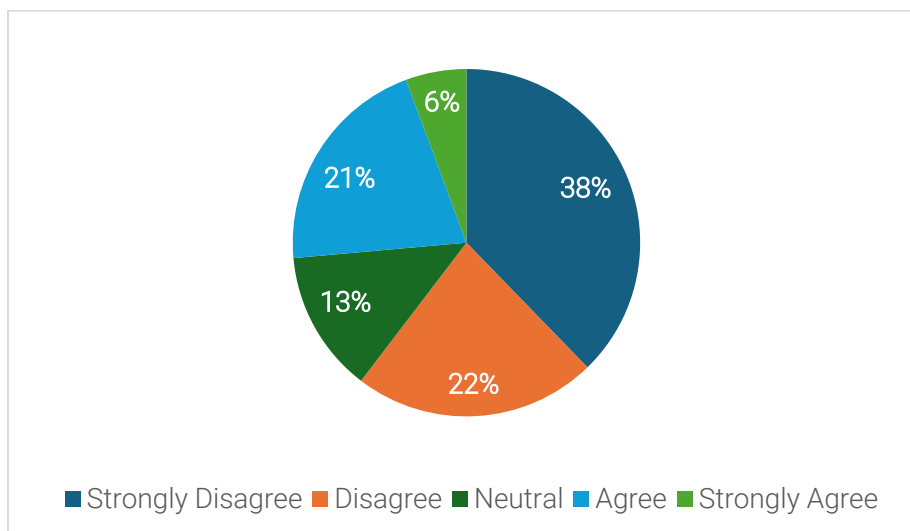
Elthorne Park Road residents



Based on 105 responses

The statement that Elthorne Park Road and Leighton Road are safe and pleasant to walk, wheel, and cycle through was disagreed with or strongly disagreed with by 69% respondents from Elthorne Park Road. 15% were neutral, while 16% agreed or strongly agreed.

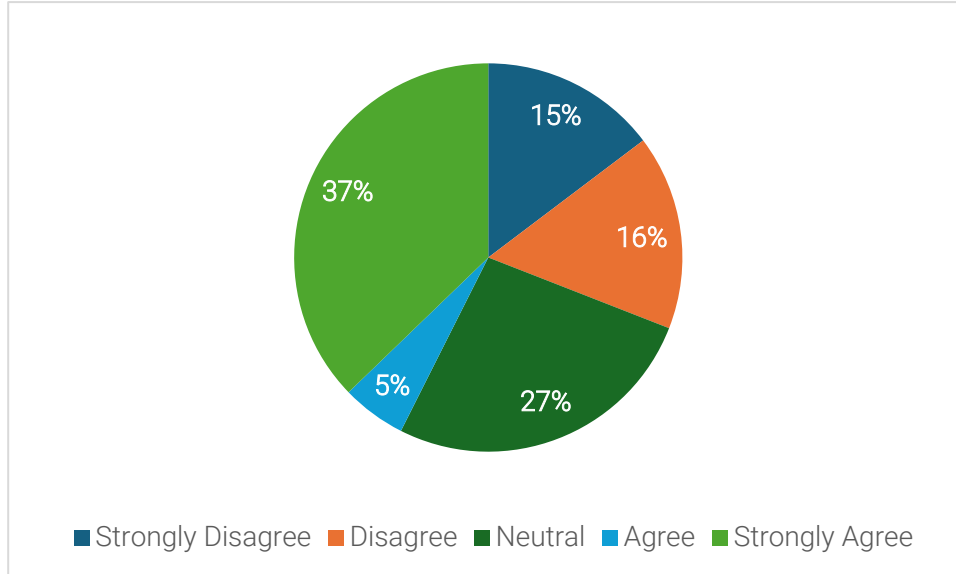
Leighton Road residents



Based on 53 responses

The statement that Elthorne Park Road and Leighton Road are safe and pleasant to walk, wheel, and cycle through was disagreed or strongly disagreed with by 60% of respondents from Leighton Road. 27% agreed or strongly agreed with the statement, while 13% of respondents were neutral.

Other residents



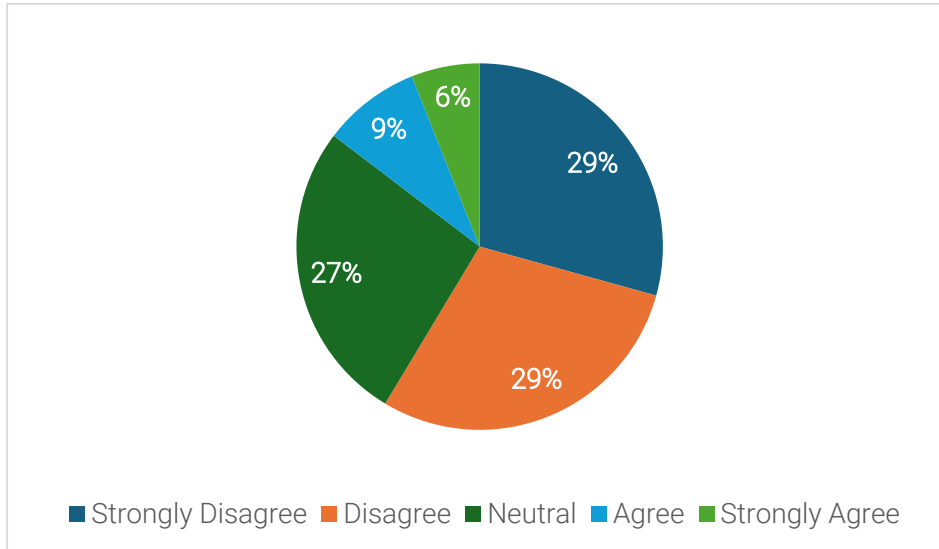
Based on 805 responses

The statement that Elthorne Park Road and Leighton Road are safe and pleasant to walk, wheel, and cycle through was agreed with or strongly agreed with by 42% of respondents from other roads. In contrast, 31% of respondents disagreed or strongly disagreed. 27% of respondents selected neutral.

This question demonstrates dissatisfaction with the current situation among residents of Elthorne Park Road, with a majority (69%) disagreeing with the statement. This is mirrored by Leighton Road residents, who also have a majority (60%) disagreeing, strongly suggesting that both these groups would like to see change. Residents of other roads are more likely to be satisfied with how things are now, with the largest group (42%) agreeing with the statement.

Q2. Elthorne Park Road and Leighton Road is welcoming and attractive. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

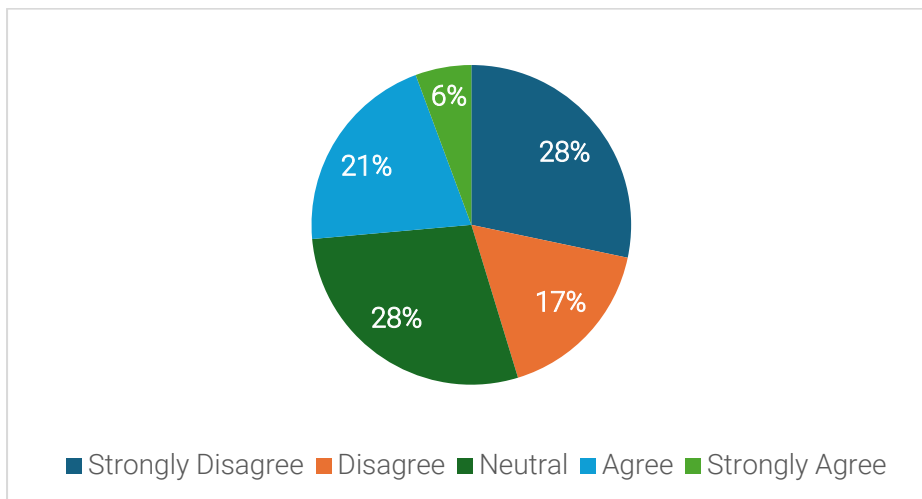
Elthorne Park Road residents



Based on 105 responses

The statement that Elthorne Park Road and Leighton Road are welcoming and attractive was disagreed with or strongly disagreed with by 58% respondents from Elthorne Park Road. Meanwhile, 27% respondents were neutral, and a further 15% agreed or strongly agreed.

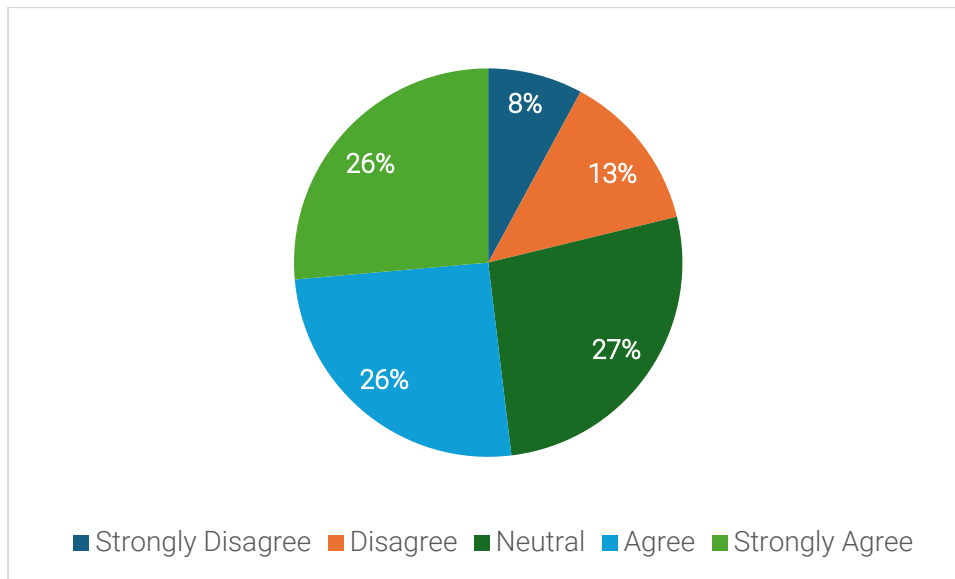
Leighton Road residents



Based on 53 responses

The statement that Elthorne Park Road and Leighton Road are welcoming and attractive was disagreed with or strongly disagreed with by 35% respondents from Leighton Road. Meanwhile, 28% respondents were neutral, while 27% agreed or strongly agreed

Other residents



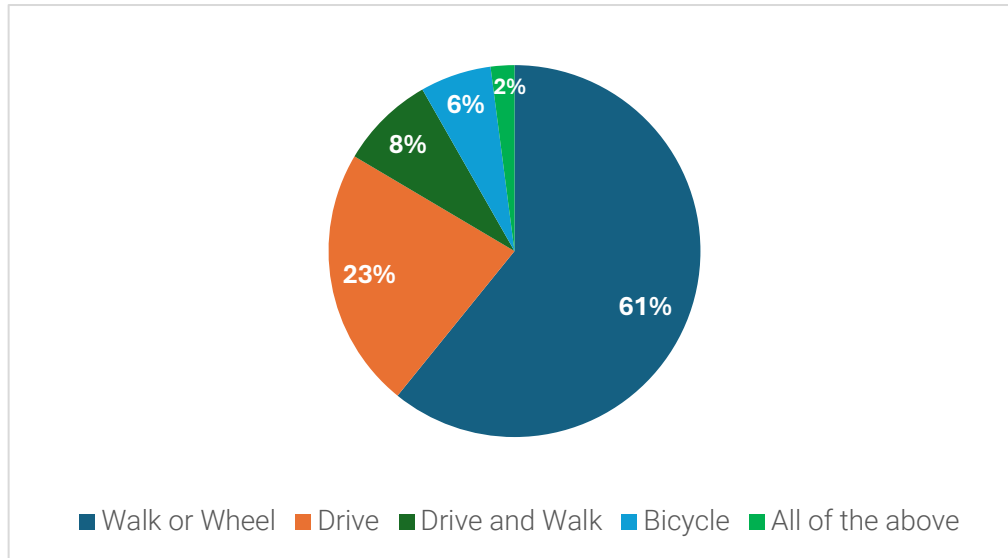
Based on 812 responses

The statement that Elthorne Park Road and Leighton Road are welcoming and attractive was agreed or strongly agreed with by 52% of respondents from other addresses. Meanwhile, 27% of respondents were neutral, while 21% disagreed or strongly disagreed.

These charts show the differences in viewpoints between residents of different roads. Among Elthorne Park Road and Leighton Road residents there is clearly much more dissatisfaction and desire for change. Residents of other streets however are more inclined to be satisfied with the way things are now.

Q3. How do you typically travel through Elthorne Park Road and Leighton Road?

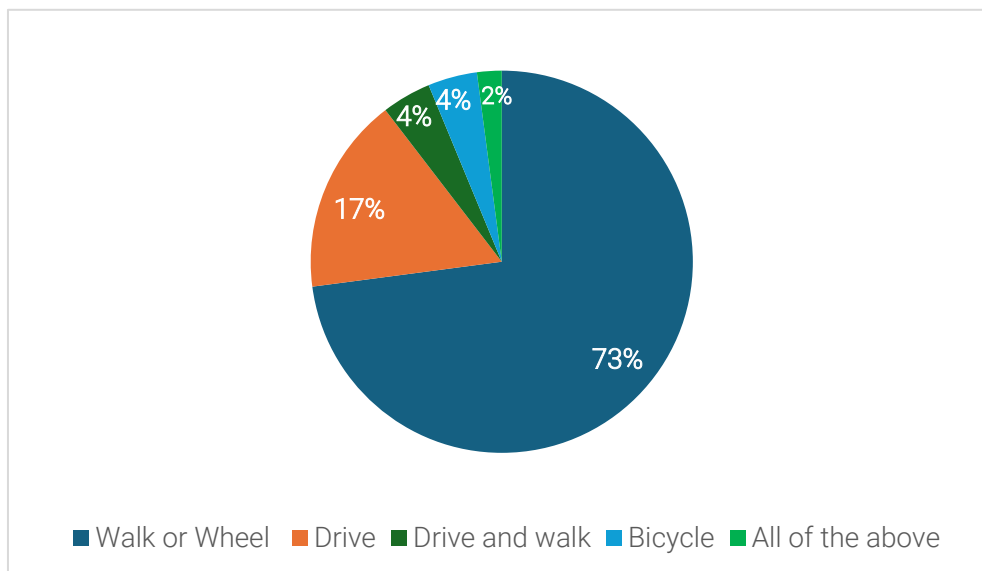
Elthorne Park Road residents



Based on 105 responses

Elthorne Park Road residents' most common form of transport is walking or wheeling (61%), followed by driving (23%) and some combination of walking and driving (8%). 6% respondents travelled by bike, while 2% used all the available options.

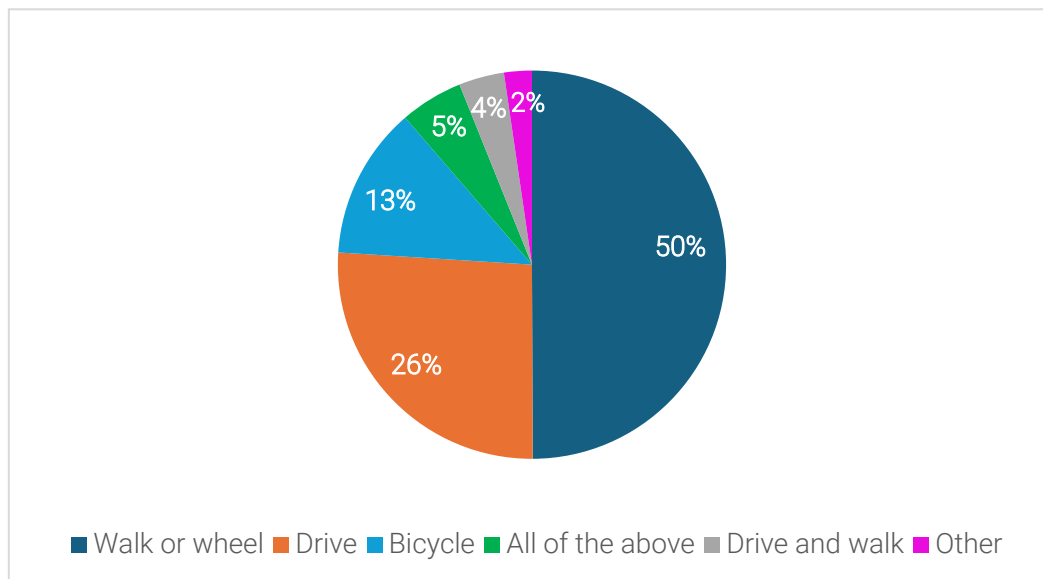
Leighton Road residents



Based on 50 responses

Leighton Road resident's most common form of transport is walking or wheeling (73%), followed by driving (17%) and some combination of walking and driving (4%). 4% of respondents travelled by bike, while 2% used a combination of other options.

Other residents



Based on 807 responses

The most common form of transport among residents of other addresses is walking or wheeling (50%), followed by driving (26%) and bicycle (13%). 4% of respondents principally walk and drive, while 5% used all the available means and 2% used other ways of getting around.

These charts show that walking and wheeling is the preferred mode of transport for residents of all roads, with driving the second most used. Residents of Leighton Road are most inclined to walk or wheel, followed by residents of Elthorne Park Road. Residents of other roads in the area are more likely to drive and less likely to use active transport.

Q4. What changes would you like to see on Elthorne Park Road and Leighton Road?

Below is a summary of the changes that residents would like to see on Elthorne Park Road and Leighton Road:

Elthorne Park Road Residents (105 responses coded for common themes)

- **Less traffic and rat running on Elthorne Park Road** - Residents are keen to see a reduction in traffic on the road, particularly those using it as a short cut to avoid busier routes. This leads to further issues, such as increased noise and air pollution from stationary cars and road rage incidents between frustrated people.
- **Speed reduction on Elthorne Park Road** – Residents feel that the 20mph speed limit is rarely adhered to and would like to see speed or Automatic Number Plate Recognition (ANPR) cameras installed to resolve this.
- **Implement one-way roads on Elthorne Park Road** – Some residents feel that the best way to manage traffic and speed issues would be to introduce a one way street, in conjunction with one way streets going in the opposite direction on other roads.
- **Implement a resident only LTN** – Some residents would like to see ANPR cameras used to close the street to non-residents, with exception for delivery vehicles and taxis.
- **Pavement improvements** – Residents complained of broken and uneven pavements making walking hazardous, especially for children and those with mobility problems.

Leighton Road Residents (53 responses coded for common themes)

- **Less traffic and rat running** – Similar to residents of Elthorne Park Road, residents are keen to see a reduction in traffic on the road, particularly those using it as a short cut to avoid busier routes.
- **Speed reduction on Leighton Road** – Residents of Leighton Road also feel that the 20mph speed limit is rarely adhered to and would also like to see speed or ANPR cameras installed to resolve this.
- **No changes** - A subset of residents are broadly happy with the current situation and would not wish to see any significant changes made to the road layout.
- **Width restrictions** – Width restrictions to slow traffic and prevent HGVs from gaining access to the streets is popular with some residents.
- **Better maintained pavements** - Residents complained of broken and uneven pavements making walking dangerous, especially for children and those with mobility problems. They also mentioned a failure to keep the pavements clean of leaves, especially in the Autumn, and would like LB Ealing to resolve this with regular cleaning.

Other Residents (786 responses coded for common themes)

- **No changes** – The most common request from other residents is to leave the road system as it is. There is a strong feeling that changes are not necessary, and that those proposed will make the transport situation significantly worse.
- **Traffic displacement** – Residents fear that the proposals will simply lead to congestion and its associated issues elsewhere, making the situation on other surrounding streets worse and making life harder for motorists. There is a feeling that the proposals are being pursued for the benefit of a small group of privileged and vocal residents on two roads, to the detriment of others.
- **Better maintained pavements** – As with other areas, these residents complained of broken and uneven pavements making walking dangerous. They also cited a failure to keep the pavements clean of leaves.
- **Implement one-way roads** – A popular alternative to traffic restrictions is alternating one way roads. Many residents feel that this would help resolve traffic issues without significantly impeding motorists who wish to travel through the area.
- **Improved street lighting** – Some residents are concerned with the level of street lighting. There is a concern, particularly among women, that the LED street lighting used is inadequate for safety purposes, as they cast narrow pools of light. They would like to see different bulbs used, even if this results in higher energy costs.
- **Swyncombe Avenue** – The closure of Swyncombe Avenue is felt to have caused significant transport problems. Residents would like LB Ealing to arrange with LB Hounslow to reopen the road.

Q5. Any other comments about Elthorne Park Road and Leighton Road?

Elthorne Park Road Residents (92 responses coded for common themes)

- **Traffic** – Residents commented on the high levels of traffic in the area. As well as blocking the road, this results in additional air pollution and noise pollution from arguments between drivers of vehicles.
- **Rat running** – As mentioned in the responses for the previous question, drivers using Elthorne Park road as an alternative to busier routes is unpopular among residents.
- **Speeding** – It is an issue on Elthorne Park Road, and residents would like to see speed cameras or other speed restrictions installed.

Leighton Road Residents (48 responses coded for common themes)

- **Traffic** – As with Elthorne Park Road, residents would like to see a reduction in the amount of traffic on the road. They identify various problems this causes beyond congestion, including air pollution, noise pollution and road rage.
- **Maintain access and parking** – It is important to residents that their accesses to their homes and their ability to park there is maintained.
- **Speeding** – It is also an issue on Leighton Road, and residents would like to see speed cameras or other speed restrictions installed.

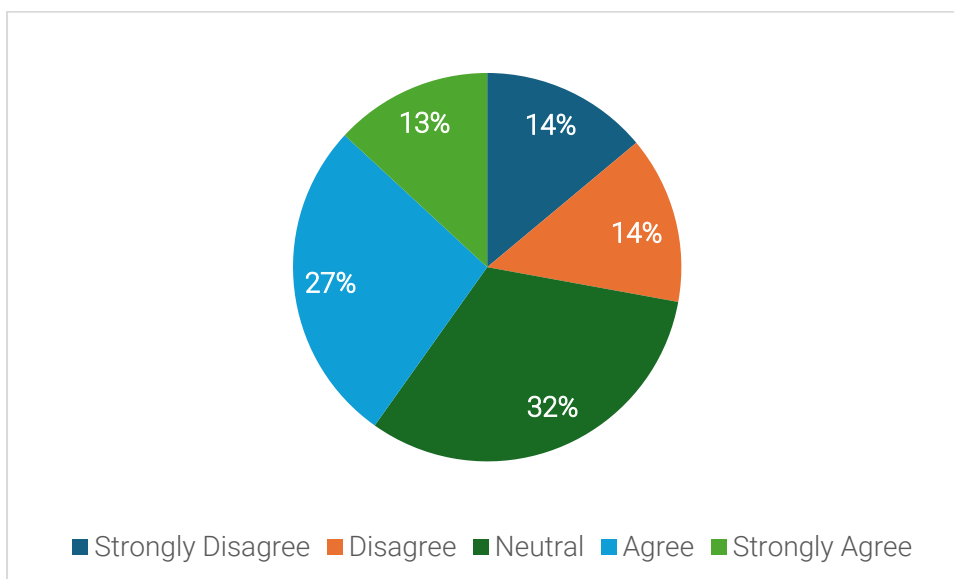
- **Litter pickup** – Litter is considered a significant problem by residents. They would like to see more action from LB Ealing, both in terms of street cleaning and enforcement.

Other Residents (88 responses coded for common themes)

- **Cycling** – Many residents report that cyclists do not feel safe in this area and would like to see separate bike infrastructure put in place to help resolve this.
- **Better maintained pavements** – As in other areas, residents complained of broken and uneven pavements which are not cleaned regularly.
- **More greenery and trees** – The introduction of additional trees and greenery into the area would be popular with residents.
- **Prioritise pedestrians** – More should be done to prioritise pedestrians over both motorists and cyclists. More pedestrian crossings and more steps to keep bikes off of pavements and paths were common suggestions.
- **Enforce parking restrictions** – Some motorists park irresponsibly in this area, and residents would like to see a significant increase in the number of traffic wardens.

Q6. On a scale of 1 to 5, how much do you agree with the following statement: I understand Ealing Council's wider active and sustainable transport goals and how it's relevant to me and where I live. Rate on a scale from 1 to 5, with 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

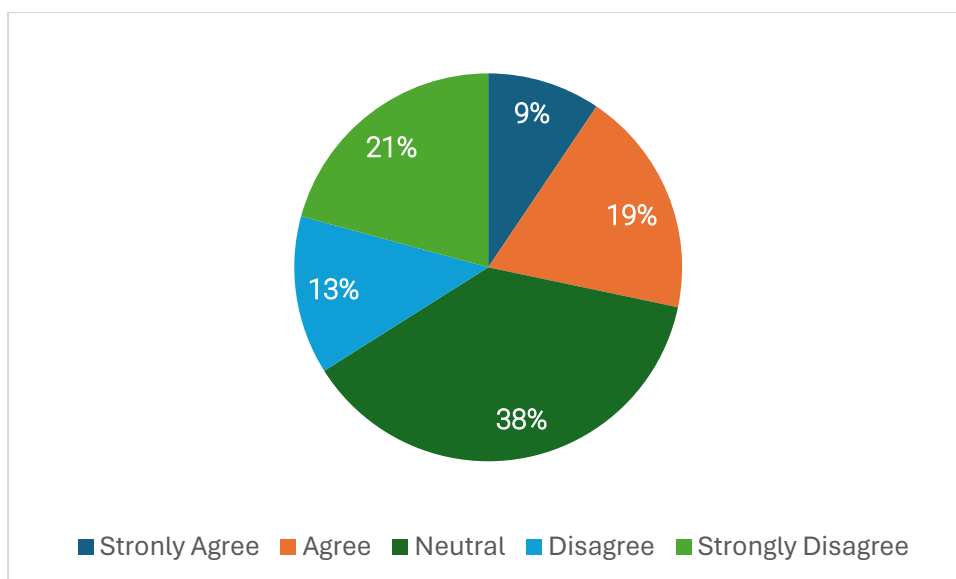
Elthorne Park Road residents



Based on 103 responses

The statement that “I understand Ealing Council’s wider active and sustainable transport goals and how it’s relevant to me and where I live” was disagreed with or strongly disagreed with by 28% respondents from Elthorne Park Road. 32% respondents were neutral, while 40% agreed, or strongly agreed.

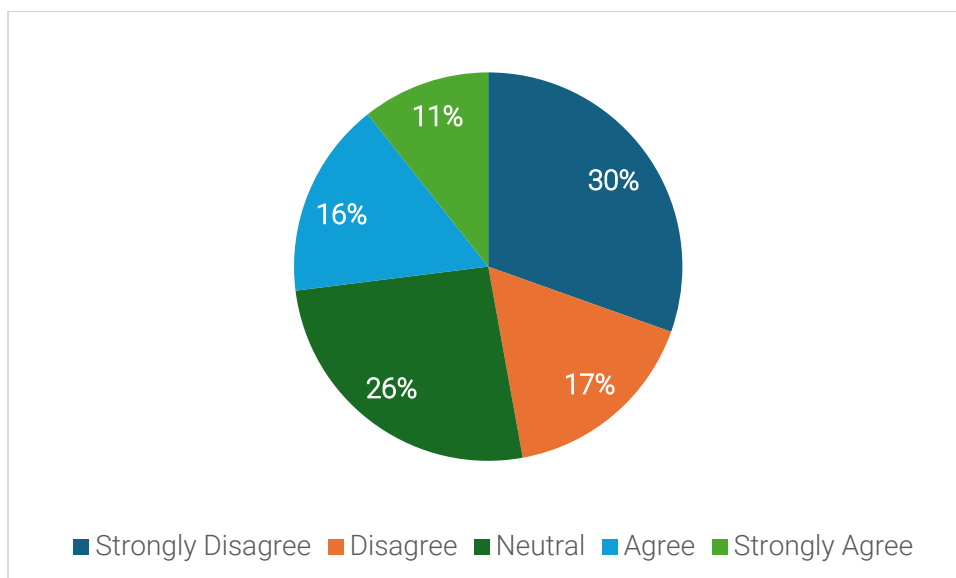
Leighton Road residents



Based on 53 responses

The statement that “I understand Ealing Council’s wider active and sustainable transport goals and how it’s relevant to me and where I live” was disagreed with or strongly disagreed with by 34% of respondents from Leighton Road. 38% of respondents were neutral, while 28% agreed or strongly agreed.

Other residents



Based on 809 responses

The statement that “I understand Ealing Council’s wider active and sustainable transport goals and how it’s relevant to me and where I live” was disagreed with or strongly disagreed with by 47% respondents from other addresses. 26% respondents were neutral, while 27% agreed or strongly agreed.

4.4.3 Emails

53 emails were received with feedback on the Elthorne Park Road and Leighton Road proposals. The following themes have been extracted:

1. Traffic and speeding concerns:

- **Traffic diversion:** Some residents are concerned that traffic calming measures on Elthorne Park and Leighton Roads will simply shift the traffic to surrounding streets like Salisbury Road and Raymond Avenue, leading to increased congestion elsewhere.
- **Increased traffic and safety concerns:** Many residents report that traffic flow has worsened following changes such as the closure of Swyncombe Avenue, which has forced drivers to reroute through narrower residential streets like Raymond Avenue and Haslemere Avenue. This has resulted in dangerous driving behaviours, including speeding and difficulty for cars to pass each other on narrow roads, especially where there are no natural passing points.
- **Exclusion of roads from traffic monitoring:** Many residents have pointed out that roads like Raymond Avenue, Woodstock Avenue, and Mervyn Road, which are heavily impacted by increased traffic, have not been included in traffic monitoring efforts.
- **Mayfield Avenue and Salisbury Road:** Speeding has been a long-standing issue. Residents express concern that changes to Elthorne Park Road and Leighton Road will push more traffic onto Mayfield Avenue, worsening safety.

2. Local residents and accessibility:

- **Loss of parking:** Some feedback indicated concern that any proposals to widen pavements and adding planters could reduce parking spaces, creating more pressure on local residents who already struggle to find parking, especially with permit systems in place.
- **Accessibility and disability needs:** Multiple residents highlight the lack of attention to disabled access, particularly the need for improved pavements and kerb cuts for wheelchair users. Concerns were also raised about the poor condition of pavements and road surfaces, which are dangerous to people with mobility challenges.
- **Older residents' needs:** There is a clear concern from older residents, who highlight the difficulties they face due to mobility challenges. They urge decision-makers to consider their needs and avoid assuming that everyone can walk or cycle.
- **Impact on local services and accessibility:** Some residents emphasised that the proposed changes could hinder access to important local services, such as the Elthorne Park Surgery, particularly for disabled drivers who rely on the roads being accessible. There is concern that restricting traffic flow will have a disproportionate impact on the ability of residents, particularly those with mobility issues, to access essential services.

- **Residents' quality of life:** The increased traffic volume has had a direct impact on daily activities, with residents reporting gridlock, road rage, and safety concerns. Feedback mentioned multiple incidents of damage to their vehicle while parked on Elthorne Park Road, citing difficulties in tracing the responsible party.

3. Safety concerns for pedestrians and cyclists:

- **Cyclist safety:** Several residents express concerns about the safety of cyclists, particularly at poorly designed intersections or insufficient bike lanes.
- **General road safety:** There are suggestions to improve visibility at junctions, including removing parking bays at key intersections to improve sightlines for pedestrians and drivers. Raised crossings and pedestrian crossings are also suggested to protect vulnerable road users.
- **Pedestrian crossing safety:** Residents express worry about the safety of pedestrians, particularly children, due to the increased traffic and the speed of vehicles. Several letters highlight how crossing the road during peak times is becoming dangerous, with children and families unable to cross safely.

4. Alternative solutions:

- **Road changes:** Residents propose a range of alternative solutions to improve traffic and safety, such as reopening roads (e.g. Swyncombe Avenue), making certain roads one-way, or rethinking plans for width restrictions, parking bays, and the use of planters. Other suggestions included expanding traffic calming measures to include Mayfield Avenue, Raymond Avenue, and other affected roads.
- **ANPR cameras:** Several residents suggest the use of ANPR cameras to manage and deter high-speed traffic.
- **EV charging points:** Some residents mention issues with unreliable electric vehicle (EV) charging points and suggest the addition of more chargers, particularly in well-lit areas for safety reasons.
- **Speed enforcement:** Residents requested the introduction of clearer and more prominent 20 mph signage on their roads to reinforce existing speed limits.
- **Crossings:** Some residents called for the introduction of raised pedestrian crossings across side roads, rather than north-south crossings, to address pedestrian safety, particularly for vulnerable groups like elderly residents and families with children.
- **Salisbury road:** Residents highlight speeding, dangerous driving, frequent stand-offs between drivers, and damage to parked cars on Salisbury Road. Suggestions to address this include implementing one-way systems, speed bumps, or speed cameras to address these issues.
- **Improved maintenance:** Several residents suggested improvements to infrastructure, such as repairing broken pavements and ensuring proper maintenance of existing traffic calming measures.

5. Further details:

- **Proposal impacts:** Residents are looking for more detailed explanations about how proposed measures will address flooding, traffic flow, and safety concerns.
- **Request for further details:** Questions regarding the proposal's impact on non-resident services like taxis, deliveries.

4.4.4 Key findings

Common themes extracted from the feedback include:

- The volume and speed of traffic on Elthorne Park Road and Leighton Road is an issue, with speed bumps and one-way systems suggested as potential solutions. This congestion and the narrowness of the street leads to frequent stand-offs between vehicles that are unable to pass each other.
- There is concern among some residents that the proposals are a means of reintroducing an LTN.
- There is concern that any interventions on Elthorne Park Road and Leighton Road will displace traffic to other roads. There is a strong feeling among those who live on other roads that no changes should be made unless they are made for the entire area rather than two particular roads.
- The combination of heavy traffic and narrow roads has led some respondents to feel unsafe while cycling. It was mentioned that this has a knock-on effect on pedestrians due to pavement riding, with some residents suggesting better separation between pedestrian and cyclists.
- Better maintained and cleaner pavements emerged as a major factor in discouraging people from walking in the area. Many felt that they were unsafe and created problems for those with mobility issues. Pavement improvements was a change a significant number of residents wished to see.

Engagement findings by project

Green Man Passage

4.5 Green Man passage

In March 2024, an engagement session drop-in took place on Green Man passage, where passers-by were asked for their views on safety and greening. They could also share any other views on the location. The responses collected at the session and additional data was used to develop a plan for the location, including new planting added along the eastern edge, making the road greener and feel safer for residents. The majority of works at Green Man Passage are now complete.

4.5.1 Engagement approach

This project is part of the wider [West Ealing Liveable Neighbourhood scheme](#). Feedback was collected on around 14 different proposals for West Ealing Liveable Neighbourhood, through an online survey, a series of engagement events, and written feedback from stakeholders. A survey with local businesses was also conducted by an external partner.

Events

During the engagement period, two drop-in events, open to the general public, were held at West Ealing Library. These events were held on Tuesday 27 February from 5pm - 8pm and Saturday 16 March from 11am - 2pm and were attended by around 100 people in total. Participants were asked to use sticky dots to rank how they felt about specific proposals, and leave general comments written on post it notes. We collected demographic data using anonymous demographic cards.

An accessibility workshop was held in West Ealing Library on Monday, 4 March between 1pm and 4pm, at West Ealing Community Library. This was open to those who self-identified as having accessibility issues, or supporting those with accessibility issues. Two drop-in events were held on Melbourne Avenue on the Thursday 14 March between 1pm and 4pm and Thursday 28 March between 1pm and 4pm.

Some additional engagement activities took place relating to the scheme at Green Man Passage specifically. Door knocking and a letter drop took place on properties that border Green Man Passage on Thursday 14 March. A drop-in event was held on Green Man Passage between 4.30pm and 6pm on Thursday 14 March. The church and nursery on Green Man Passage were also contacted via email.



Fig 8. Green Man passage signage

Online survey

The online survey was open from Monday 19 February 2024 until Sunday 31 March 2024, and could be accessed through the Live West Ealing website, where the proposals were also shown. Paper versions of the survey were available on request at West Ealing Library and could be left at the library when they were completed. A community 'postbox' and comment cards was set up in West Ealing Library, where visitors could leave informal comments about the proposals.

Promotion

A project website provided access to the scheme designs and background information. The survey was promoted by a mailout to households in the local area. Emails to stakeholders who had been involved in the project previously were sent, and stakeholders were asked to share the online survey and latest proposals with their networks.

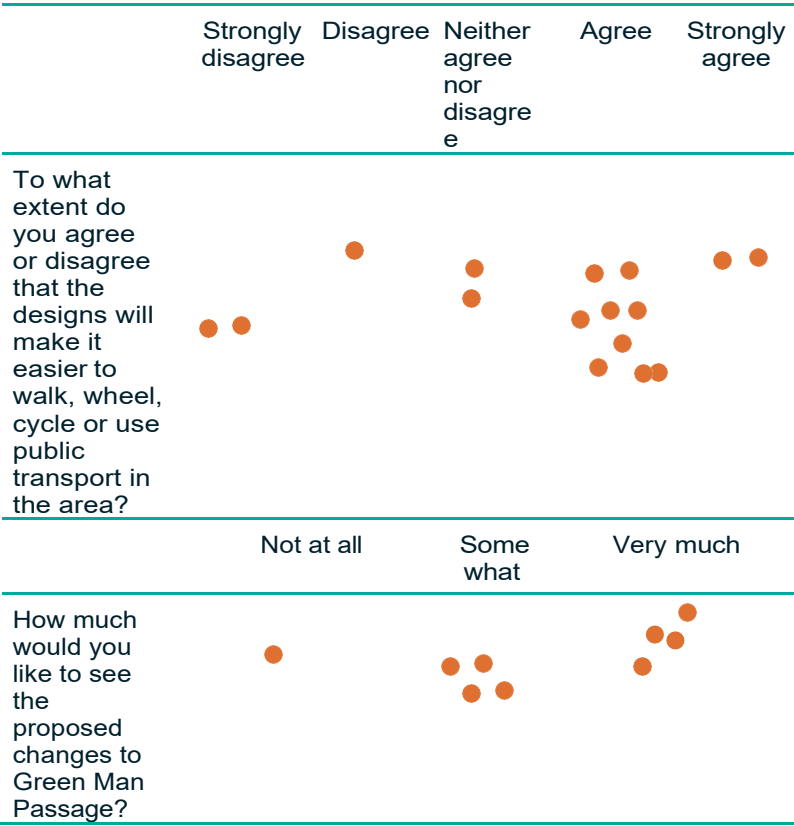
Large A0 Corex boards were installed at Dean Gardens, and smaller A2 boards were put up in the window of West Ealing Library. These displayed details about the project and showcased the proposals. The boards were supplemented by lamp post wraps, posters and flyers advertising this round of engagement. Leaflets were handed out at various times during the engagement period on, Broadway, Melbourne Avenue, Leeland Road, Lido Junction, Green Man Passage, Green Man Lane outside St John's Primary School and in Dean Gardens.

Door Knocking

23 properties were visited, with eight residents spoken to.

4.5.2 Engagement findings

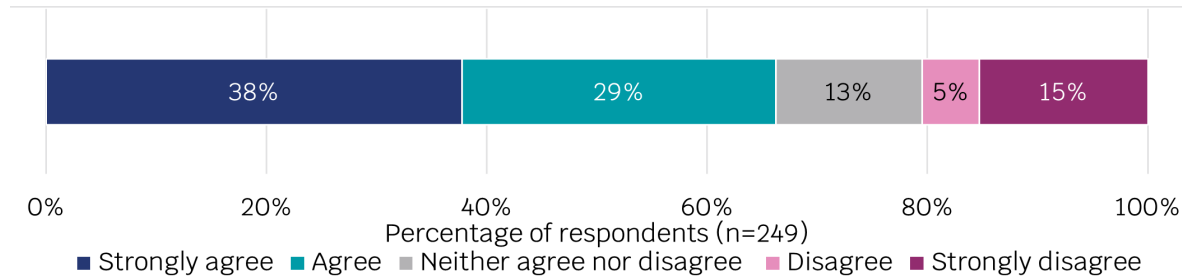
4.5.2.1 Sticky Dot Chart



Sticky dot results show that event attendees largely agreed that the designs would make it easier to walk, wheel, cycle or use public transport.

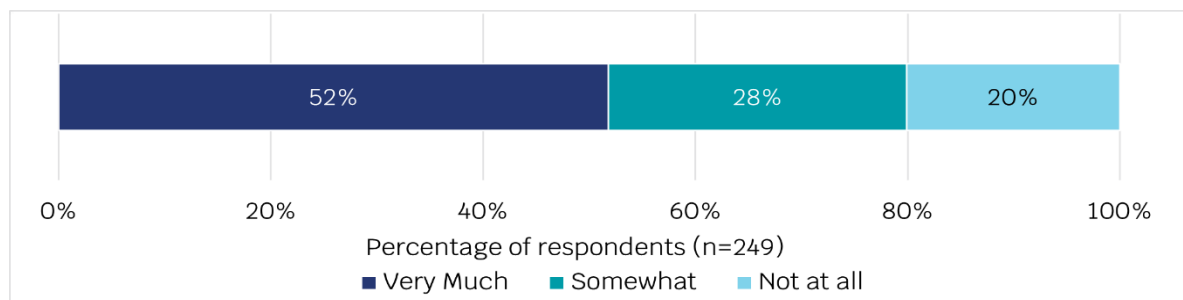
4.5.2.2 Survey findings

Q1. To what extent do you agree or disagree that the designs will make it easier to walk, wheel, cycle or use public transport in the area?



67% of 249 survey respondents agreed or strongly agreed that the designs would make it easier to walk, wheel, cycle or use public transport. 20% disagreed or strongly disagreed, while 13% were neutral.

Q2. How much would you like to see these changes made to Green Man Passage?



52% of 249 survey respondents very much wanted to see the proposed changes made, compared to 20% who do not want these changes at all. 28% somewhat wanted to see the changes.

There was a general consensus amongst respondents that the main issues were litter, uneven surfacing and antisocial behaviour. Respondents suggested prioritising lighting, surveillance, and resurfacing of Green Man Passage, over artwork and moving the crossing.

Some representative comments received during the course of the engagement include:

- “The crossing does not need to be moved east and money should be spent making Green Man Passage safe to use especially at night as it is a good route to West Ealing’s few shops & West Ealing station, but many people feel unsafe using it. Lighting improvements should take priority over moving the crossing and artwork.”
- “Moving the crossing might be nice. But planting and artwork in this area would be wasting your money. This is a prime location for drug dealing in West Ealing. Spend your money here on improved lighting and CCTV.”
- “We need so much lighting and re-pavement on the Green Man Passage. There are 2 nurseries there and especially in winter its terribly dark which gives way to drug dealers and suspicious people to be present while we are trying to collect our kids.”
- “I think the improvements will make it more pleasant but not necessarily provide significant improvement to this stretch. There is normally lots of donations dumped outside Cancer Research Charity shop and overspill of rubbish from the flats. The introduction of trees doesn’t address this issue.”

4.5.2.3 Door knocking findings

- List of feedback and concerns that were collected.
 - Table and chairs could become a magnet for ASB and substance abuse.
 - Nice as it is, lots of people use the passage as it is.
 - Negative view of proposed artwork – basically the same as graffiti, as are colourful crossings.
 - Good to do something for the children.
 - Concerns about drunks and addicts.
 - Questions about disruption of the work for residents whose property backs onto the passage.
 - Desire to see existing issues dealt with like trees' root damage and lack of light (number 32-36) – want trees lopped back from overhanging into gardens.
 - Issues with litter and tree leaves not collected.
 - Issues with trees not looked after (pruning is too infrequent).
 - Not enough green bins throughout the years for garden waste.
 - Greening is good only if there is someone tasked with maintenance.
 - Sounds more like beautification and superficial than meaningful.

4.5.2.4 Drop-in feedback findings

- Most people made a differentiation between how safe they felt at night or in the dark compared to during the day (so would place their sticky dot in the column for the most unsafe they felt). Feelings of safety often related to darkness and use of the passage by groups of people.
- Positive feelings about the passage and the proposed resurfacing and greening – it is beautiful along here when the trees are out and in flower.
- Heavily used by parents, small children and also older school children walking alone.
- Dog bins and regular bins are needed.
- More and better lighting is needed.
- CCTV cameras needed.

Conclusions

5. Conclusion and next steps

The Ealing NPRI engagement report demonstrates a collaborative and resident led approach is required towards creating a safer, greener and healthier Ealing. While different groups have shown varying concerns and interests, there is strong community desire to improve the area that can be seen throughout. This engagement process has highlighted important changes residents want to see for their areas, as well as what they value and wish to retain.

The consensus regarding Occupation Lane is that the pedestrianisation has been an improvement, making the area better to live in and travel through for most. Despite this, residents still feel that there are safety issues at night and would like to see additional lighting and CCTV. Additionally, consistent themes can also be seen across the wider area, principally as a desire for better maintained, flatter and cleaner pavements.

Anti-social behaviour is considered a problem by residents of Adrienne Avenue, who would like to see additional CCTV and enforcement. Also popular is the idea of restrictions on large vehicles such as HGVs, along with the addition of more resident parking.

On Culmington Road, residents have significant safety concerns, stemming chiefly from some rule breaking motorists and a lack of crossing points, particularly in the vicinity of Lammas Park.

Elthorne Park Road and Leighton Road are areas that invoke strong feelings among many. There is a need to balance the desire of the residents of these streets for a safe and clean road with the concerns of nearby residents regarding traffic displacement.

Regarding Green Man passage, respondents suggested prioritising lighting, surveillance, and resurfacing over artwork and moving the crossing.

Moving forward, the project will continue to involve comprehensive community engagement to refine the design and functionality aspects of Ealing's transport infrastructure. The development team will integrate this feedback into the proposals, which after additional consultation will be implemented, possibly after a trial period.

- **Development** - Plans will be developed further based on resident feedback from the in-person events, survey results and data collection.

- **Further engagement** – The final designs will be shared with residents, who will then have another chance to give their views.
- **Statutory consultation** – A statutory consultation will be undertaken with the relevant consultee organisations.
- **Trial period** – If appropriate, a trial period may be implemented to examine the practical real world ramifications and impacts of a given proposal.
- **Installation** – When the previous steps have been completed, the measures, if any, would be installed in the relevant area.
- **Post implementation data collection** – Traffic and usage data related to the sites will be collected in order to ensure the efficacy of the new works.

Appendices

Appendix A – Example of letter sent to residents



Data collection to help with neighbourhood improvements

Dear Resident,

To keep Ealing borough healthy, safe and green, we are exploring ways to improve neighbourhoods, in order to:

- make people's streets more attractive and enjoyable
- make walking, cycling and wheeling safer and easier
- take positive action against climate change.

Working with you to make improvements in your neighbourhood

Elthorne Park Road and Leighton Road are one of the six areas chosen for these improvements in 2024-25.

Before we do anything, we'd like to hear from you – the residents of Elthorne Park Road and Leighton Road and surrounding streets - to ensure your voices are heard and to design the proposed improvements together.

Following the principles set out in the Travel in Ealing Charter www.ealing.gov.uk/travelinealing, we are committed to being open, transparent, and inclusive in this process.

Using data to get a better picture

Along with gathering your views, we will carry out data collection to fully understand the unique issues on Elthorne Park Road and Leighton Road.

In early November, data collection will take place, using anonymised Automatic Number Plate Recognition cameras and Automatic Traffic Counts (black rubber tubes).

The data collection areas, shown on a map on the next page, have been chosen following conversations with local residents' associations, local interest groups and residents who have previously contacted us about traffic issues in the area.

The data will be available on our website once complete.

How to share your views

1. In person

To ask questions about this work and help shape the plans by sharing your views and ideas, please visit us at:

- Kingsdown Methodist Church, Kingsdown Avenue, W13 9PR on Thursday 14th November 2024 from 4:30pm to 6:30pm
- The Forester, 2 Leighton Road, W13 9EP on Saturday 16th November 2024 from 11am to 1pm



Appendix B – Example of letter sent to Councillors

2. Online

There will be a survey live from Friday 1st November to Friday 22nd November 2024, which you can complete either online or at the in-person meetings.

Complete the survey now at www.ealing.gov.uk/elthorne-leighton or scan the QR code on the right.



We understand that the proposals on Elthorne Park Road and Leighton Road may impact residents in the surrounding area. We welcome the opinions of all residents in this area. The survey asks for full names, addresses and postcodes, so we can check that all the responses come from local residents.

Sharing the results and final plans

We will share the findings from the survey, the data from the traffic counts and next steps on our website www.ealing.gov.uk/elthorne-leighton. You can also scan the QR code above.

The final plans will also be shared at in-person drop-in meetings in January 2025, giving you another chance to share your views.

Updated plans will then proceed to a Statutory Consultation (Traffic Management Order) before any changes take place.

Kind regards,

Ealing Council's Transport Planning team

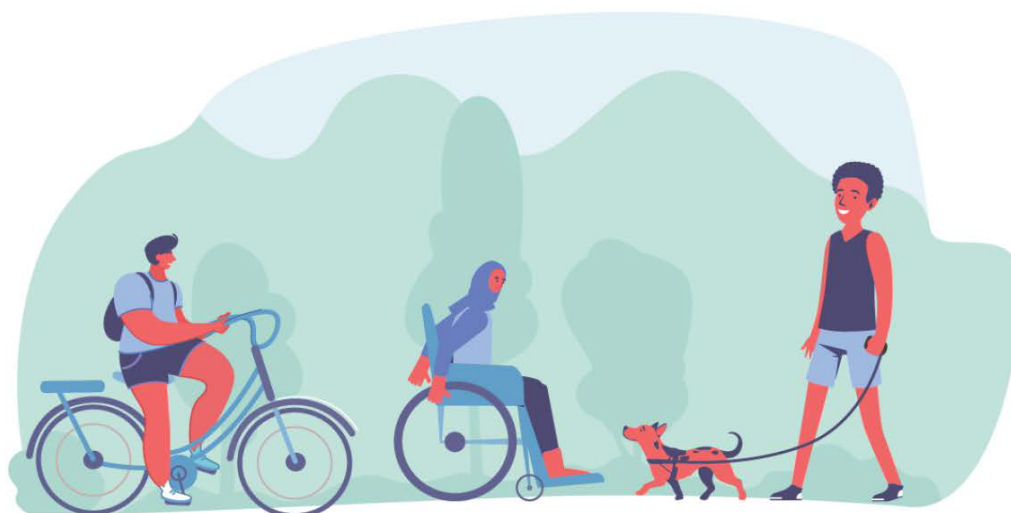


Anonymised Automatic Number Plate Recognition and Automatic Traffic Count cameras will collect traffic data along the Broadway, Northfield Avenue and Boston Road, and within the shaded area.



Appendix C – Example of posters displayed

MAKING CULMINGTON ROAD SAFER, HEALTHIER AND GREENER



Ealing Council is exploring ways to improve neighbourhoods to:

- make people's streets more attractive and enjoyable
- help make walking, cycling and wheeling safer and easier
- take positive action against climate change
- make streets more resilient to the effects of hot weather and flooding.

Help us make the right changes on Culmington Road by sharing your views:

📍 Junction of Culmington Road and Churchfield Road

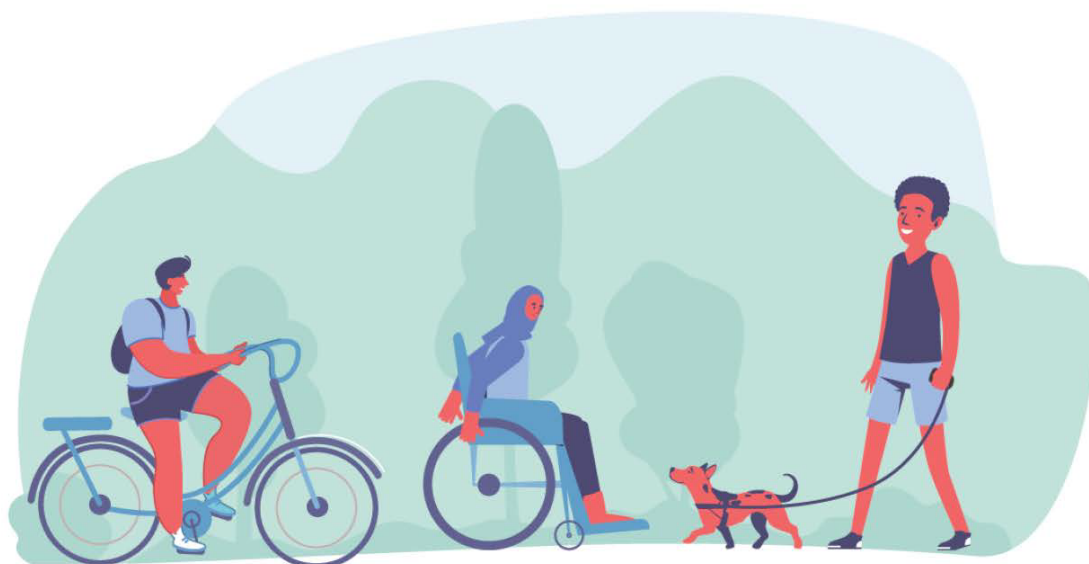
🕒 Thursday 17th October, 4:30pm to 6:30pm

Saturday 19th October, 10am to midday

Visit ealing.gov.uk/culmington-road to find out more.

DATA COLLECTION NOTICE

SAFER, HEALTHIER AND GREENER NEIGHBOURHOODS



As part of the Council's neighbourhood improvements scheme on Elthorne Park Road and Leighton Road, data collection is taking place in the surrounding area.

For more information about the data collection, to read the proposals, complete the resident survey or join the in-person sessions to share your views, scan the QR code or visit:
ealing.gov.uk/elthorne-leighton



Appendix D – Surveys