

# Lower Sloane Street and Royal Hospital Road – Proposed Pedestrian Improvements

Analysis of stakeholder consultation

September 2021

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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Introduction

## Background

The Council is proposing improvements to make it easier to cross the road at the traffic light-controlled junction of Royal Hospital Road with Lower Sloane Street, Pimlico Road and Chelsea Bridge Road. Currently there are no signalised pedestrian facilities at this junction site.

The Council conducted a consultation to gather views from the local residents and stakeholders about the proposals to inform decision making.

## Consultation methodology

This consultation ran from 8 June – 25 July 2021. A total of 1616 letters were sent to homes and businesses near to the area where the improvements have been proposed. Posters were put up around the area also, to notify passers by of the consultation. The consultation was also promoted via email correspondence with relevant resident associations and other stakeholders, and via Kensington and Chelsea's social media channels. Respondents were asked to look at the planned proposals, which are available to view on the consultation page, and complete a short survey.

## Report

A total of 46 surveys were returned by the closing date of 25 July 2021. A total of seven emails were sent directly to the Highways and Traffic team, and a summary of these emails can be seen in page 11 of this report. This report contains an analysis of survey responses. Due to the low number of responses, data tables have been included to show the total number of responses, alongside percentage of all responses. Where graphs are shown, percentage of responses are used and can be rounded.

A separate appendices document is also available on request, containing data tables (appendix one), all comments made by respondents to the survey (appendix two), as well as all email responses (appendix three).

## Acknowledgements

The Council would like to thank all respondents that took the time to feedback their views.



# Results at a glance

- Almost three quarters (74 per cent) of respondents were **residents** of Kensington and Chelsea, whilst a quarter (26 per cent) of respondents indicated they were **not a resident** of Kensington and Chelsea.
- Just over half (52 per cent) of respondents **supported** the proposed changes to the junction and pedestrian crossing at Lower Sloane Street, whilst a total of 39 per cent of respondents **did not support** the proposals.
- Just over half (57 per cent) of respondents **supported** new signalised pedestrian crossings at the main junction including the conversion of the zebra crossing to a signal controlled crossing
- Half (50 per cent) of respondents **did not support** new pedestrian countdown timers at the Holbein Mews pedestrian crossing
- A total of 70 per cent of respondents **supported** the proposed new Zebra crossing on Chelsea Bridge Road, 17 per cent of respondents **did not support** the proposals, whilst 13 per cent responded as **neutral**.
- When asked for comment about the proposals at Lower Sloane Street, respondents commented that they **did not support the proposals** (16 comments), whilst there were 7 comments outlining they **did support the proposals**

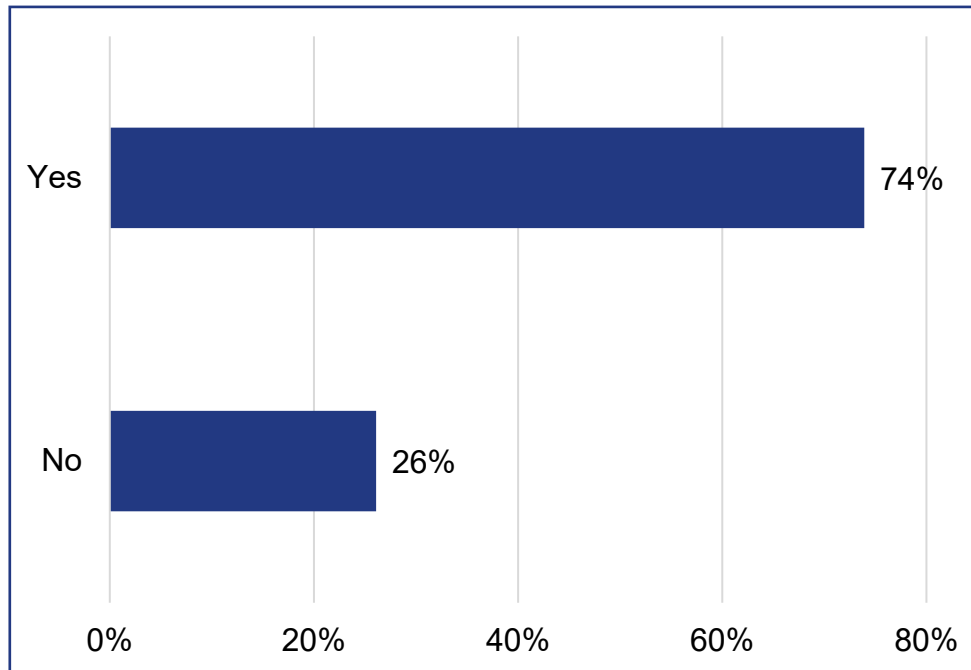


# Capacity in which responding

Respondents were asked if they were a resident of Kensington and Chelsea.

- Almost three quarters (74 per cent) responded **'yes'** when asked if they were a resident of Kensington and Chelsea.
- Around a quarter (26 per cent) of respondents indicated they were not a resident of Kensington and Chelsea.

Option	Total	Percent
Yes	34	74%
No	12	26%



*Base: All responses (46)*

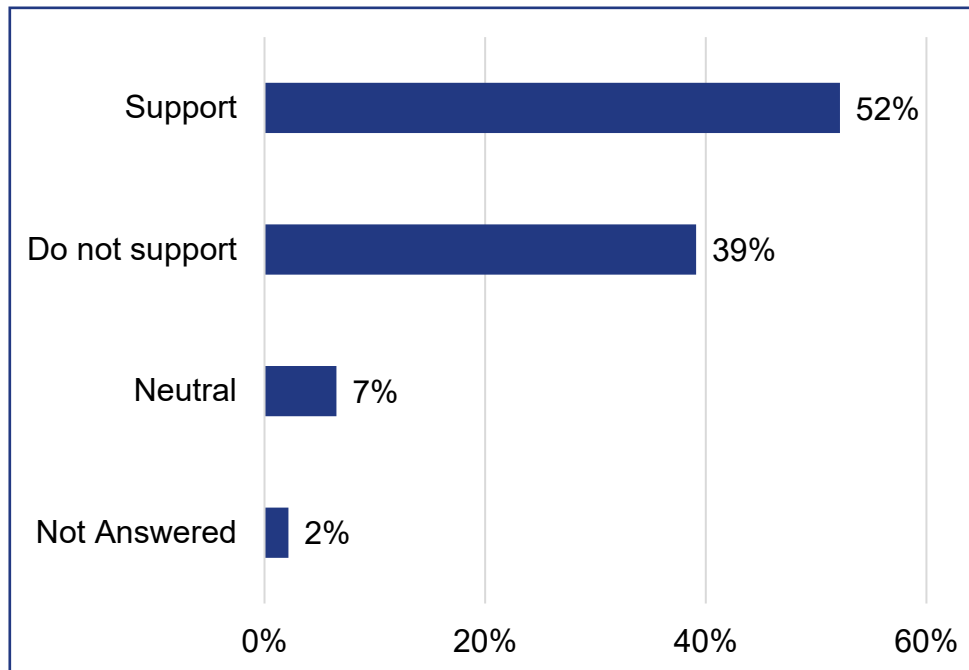


# Support for proposed changes to the junction and pedestrian crossing

Respondents were asked if they supported the proposed changes to the junction and pedestrian crossing at Lower Sloane Street:

- Just over half (52 per cent) of respondents supported the proposed changes to the junction and pedestrian crossing at Lower Sloane Street
- A total of 39 per cent of respondents did not support the proposals

Option	Total	Percent
Support	24	52%
Do not support	18	39%
Neutral	3	7%
Not Answered	1	2%



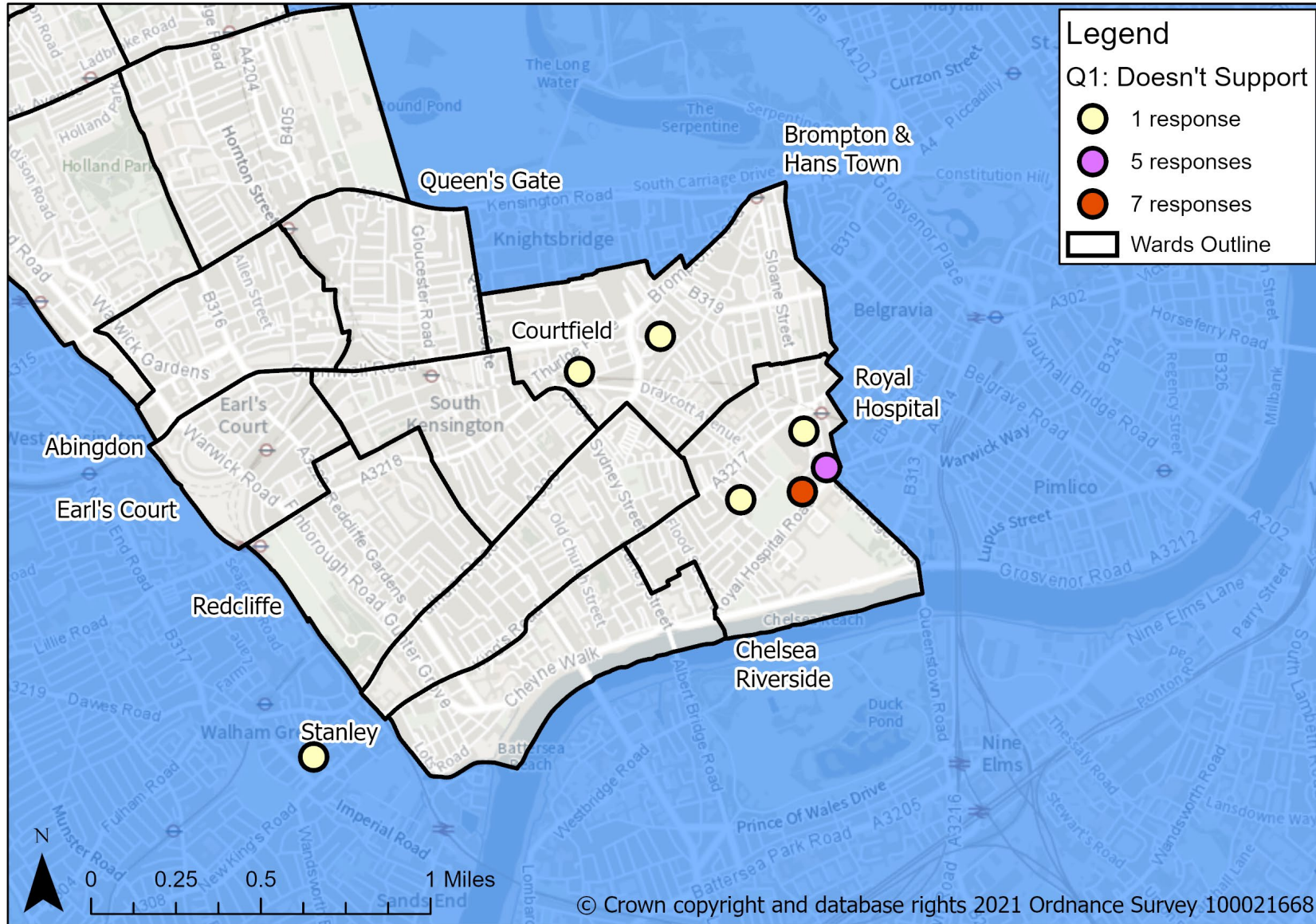
Base: All responses (46)







# Maps: Respondents who do not support proposed changes to the junction and pedestrian crossing on Lower Sloane Street

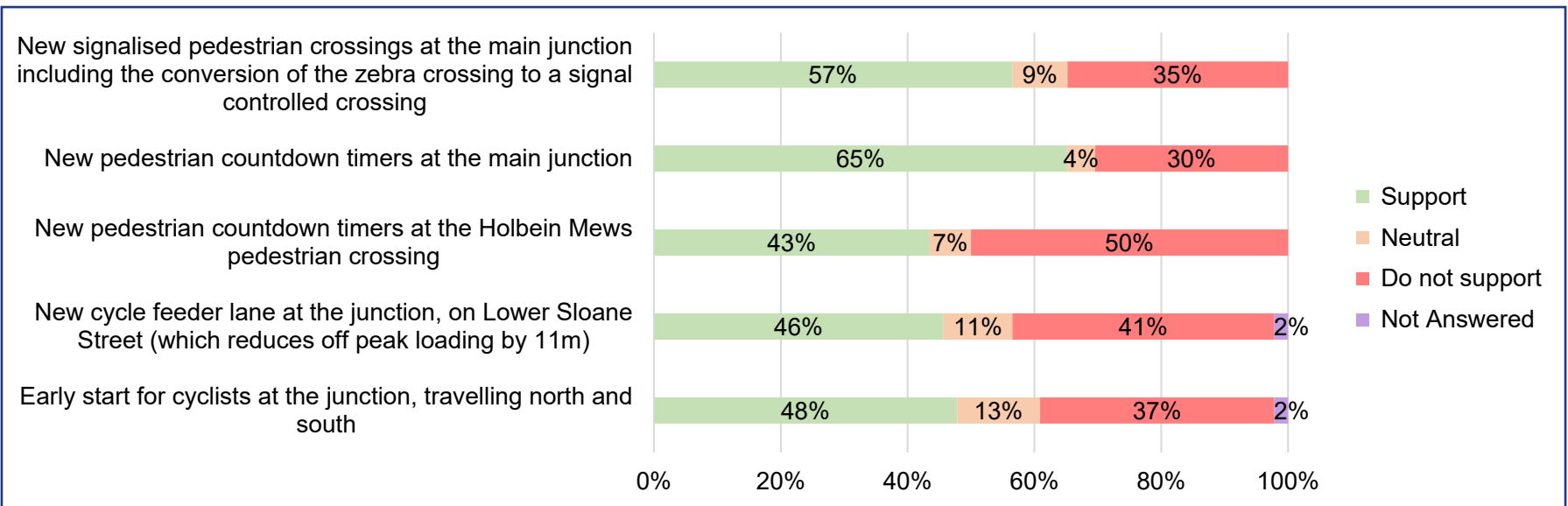


# Support for each of the proposed changes at the junction and the pedestrian crossing on Lower Sloane Street

Respondents were asked whether they supported, or did not support, each of the proposed changes to the junction and pedestrian crossing on Lower Sloane Street:

- Just over half (57 per cent) of respondents supported ***new signalised pedestrian crossings at the main junction including the conversion of the zebra crossing to a signal controlled crossing***
- Half (50 per cent) of respondents did not support ***new pedestrian countdown timers at the Holbein Mews pedestrian crossing***

Proposal	Support		Neutral		Do not support		Not Answered	
	%	Count	%	Count	%	Count	%	Count
<b>New signalised pedestrian crossings at the main junction including the conversion of the zebra crossing to a signal controlled crossing</b>	57%	26	9%	4	35%	16	0%	0
<b>New pedestrian countdown timers at the main junction</b>	65%	30	4%	2	30%	14	0%	0
<b>New pedestrian countdown timers at the Holbein Mews pedestrian crossing</b>	43%	20	7%	3	50%	23	0%	0
<b>Early start for cyclists at the junction, travelling north and south</b>	48%	22	13%	6	37%	17	2%	1
<b>New cycle feeder lane at the junction, on Lower Sloane Street (which reduces off peak loading by 11m)</b>	46%	21	11%	5	41%	19	2%	1



Base: All responses (46)



# Comments about the proposals at the junction and the pedestrian crossing on Lower Sloane Street

Respondents were offered the opportunity to comment on the proposed changes at the junction and pedestrian crossing on Lower Sloane Street. Comments made have been themed and are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in the appendix two. We received 34 comments in total, however comments can appear in multiple themes. The most commented on themes were in relation to **'does not support proposals'** (16 comments) and **'supports the proposals'** (seven comments).

Theme	Comments
Does not support proposals	16
Supports the proposals	7
Other	6
Pollution onto Turks Row	2
Does not support pedestrian crossing at Holbein Mews	1
Supports the proposals; does not support conversion of Holbein Mews to signal crossing	1
Co-ordinate pedestrian crossing with lights at main crossing	1
Does not support signal crossing that causes noise	1



# Comments about the proposals at the junction and the pedestrian crossing on Lower Sloane Street

*"I strongly disagree with the new pedestrian conversion of the zebra crossing at Holbein mews and proposed controlled pedestrian countdown timers as they will increase the rat running along Turks Row where there is a school. There are also children playing sports with their school in Burton Court and Duke of York square and this new traffic light will increase pollution there too."*

*Does not support proposals*

*"yes a pedestrian crossing is desperately needed as currently this area is unsafe for pedestrians. I have crossed many times feeling unsafe. Buses and cars come speeding and pedestrians can't always see them. Suggest to implement this urgently. Thank you!"*

*Supports the proposals*

*"Concerns over increased traffic in Turks Row. Increased pollution on Turks Row where children go to school."*

*Pollution onto Turks Row*



*"Rat run traffic is already unacceptable on Turks Row and Franklins Row. We are told that up to date traffic model data has not been sought and taken into account, which is therefore not fairly representative of all the development and changes in the area in the last number of years, and the proposed changes will only exacerbate the current problem."*

*Does not support proposals*

*"I love these changes! I always feel huge anxiety when crossing this intersection as there is no signal currently for pedestrians and I worry of getting hit by a car."*

*Supports the proposals*

*"There is no option to "not support" the new pedestrian crossing at Holbein Mews. It is not required as the crossing is safe and traffic (despite a fact the crossing is close to a curve) has been safe to use in years. The light signal will likely negatively impact the already jammed bus lanes and causing further back lo for TfL from both sites. Better install simple bilking light elements (charged by photovoltaic panels) on posts to increase awareness for cars if needed."*

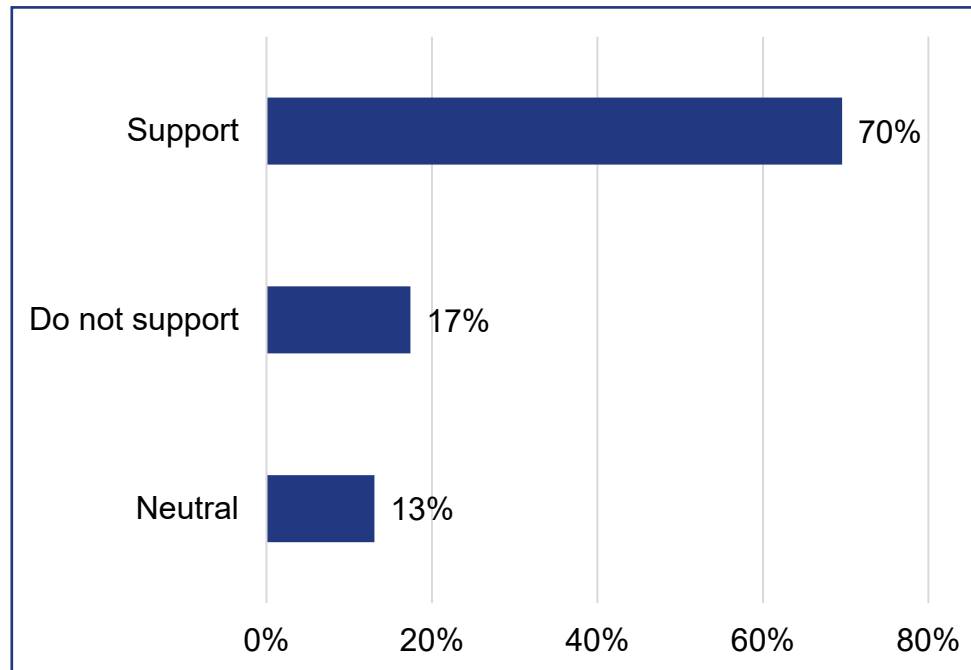
*Does not support pedestrian crossing at Holbein Mews*

# Support proposal for new Zebra crossing on Chelsea Bridge Road

Respondents were asked if they supported the proposed new Zebra crossing on Chelsea Bridge Road:

- A total of 70 per cent of respondents supported the proposed new Zebra crossing on Chelsea Bridge Road
- A total of 17 per cent of respondents did not support the proposals, whilst 13 per cent responded as neutral.

Option	Total	Percent
Support	32	70%
Do not support	8	17%
Neutral	6	13%



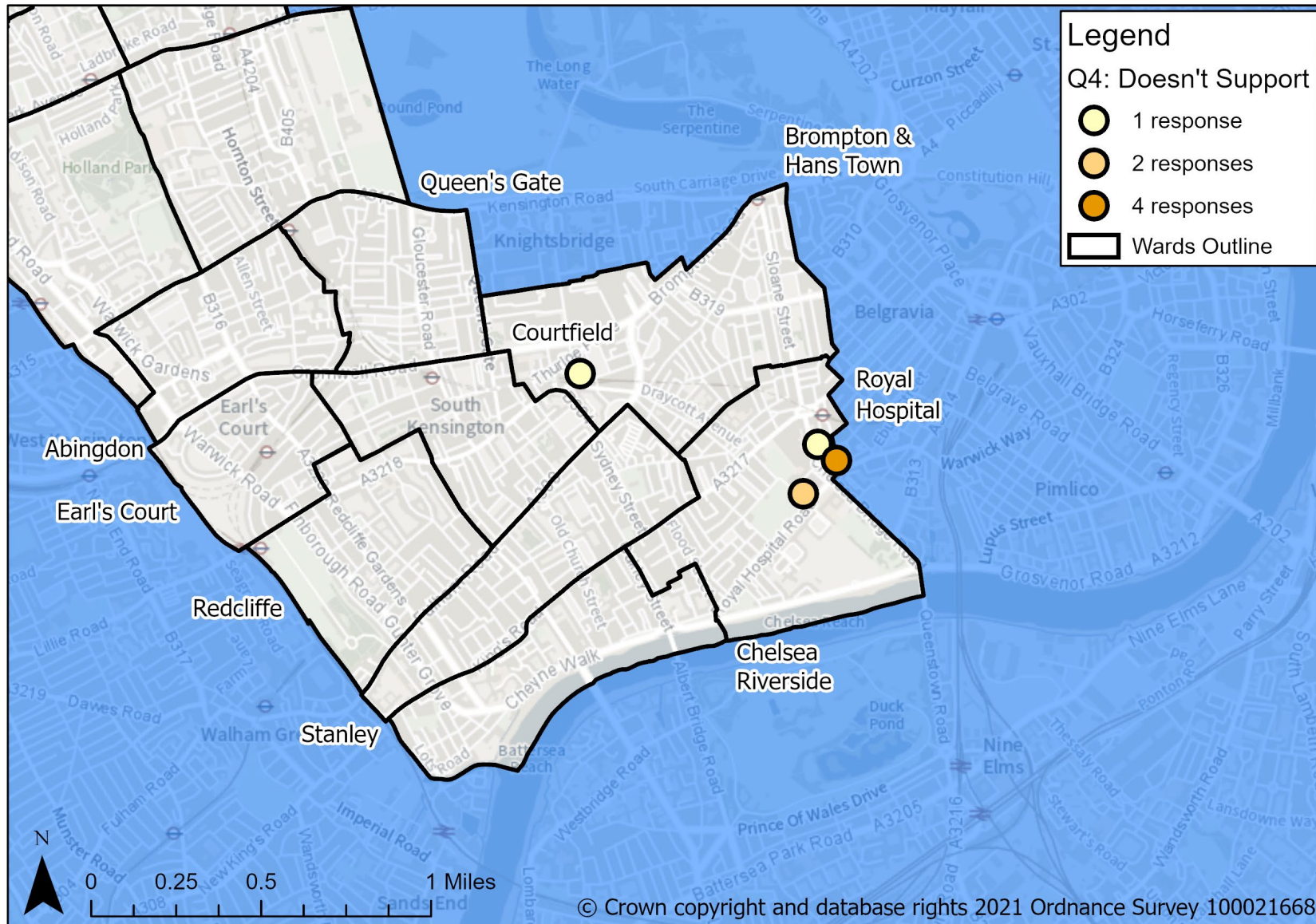
Base: All responses (46)







# Maps: Respondents who do not support proposals for the new Zebra crossing on Chelsea Bridge Road





# Comments about the proposals for the Zebra crossing at Chelsea Bridge Road

Respondents were offered the opportunity to comment on the Zebra crossing on Chelsea Bridge Road. We received 14 comments in total. Due to the low number of comments, theming wasn't suitable, and therefore all comments have been included below.



- *'Again - no timers needed'*
- *'See previous comments for the crossing on Royal Hospital Road'*
- *'Please do it asap'*
- *'Please implement quickly! This is much needed work for pedestrians!'*
- *'Chelsea Bridge Road is a Race Track at certain times, especially at weekend evenings. The crossing needs a refuge to increase pedestrian safety.'*
- *'This is a significant bus route. I support the crossing but do not see why a zebra crossing is good here but no longer suitable on Lower Sloane St.'*
- *'No'*
- *'I don't think this is really required as there is already an existing pedestrian crossing not far from this location and there is no real need to cross the road here anyway'*
- *'Councillors and RBKC staff, please be sensitive that Chelsea Bridge Road and Lower Sloane Street are main traffic routes, it goes against the grain of developing residential neighbourhoods to have any changes that will have a high likelihood of diverting traffic to Franklins Row and Turks Row.'*
- *'This will change this area and take away the little peace we have.'*
- *'Traffic calming is all well and good but at the expense of making other streets less safe. Why have you either not carried out (or disclosed if you have) the impact on Franklins Row, and other side streets, of this change'*
- *'Franklin's row, Chelsea bridge road and lower Sloane street as is now are very busy and most of the time have traffic queues because of the stop lights at the main junction. Adding zebra crossing will add to that traffic and will definitely send cars through Franklin's row which is a residential area and has a school around the corner , which can be both disruptive to neighbours and to students.'*



# Survey findings: Email responses

As part of the informal consultation process, the Council contacted a number of local Resident Associations to get their views, which was in addition to the letter distribution, site posters and website information directing residents to the online survey. The majority of the Resident Associations we contacted were in Kensington and Chelsea with the final one in Westminster. They included:

- The Chelsea Society;
- St. Leonards Terrace Residents Association;
- Ormonde Gate Residents Association;
- Smith St Residents Association;
- Cheltenham Terrace Residents Association;
- Duke of York's and Royal Hospital Area Residents' Interest Group;
- Franklins Row Residents Association;
- Holbein House Residents' Association;
- Lower Sloane Street Residents Association;
- Royal Avenue Residents Association;
- Whitelands House Residents Association;
- York House Residents Association;
- Royal Hospital Chelsea; and
- Gatliff Close Residents Association.

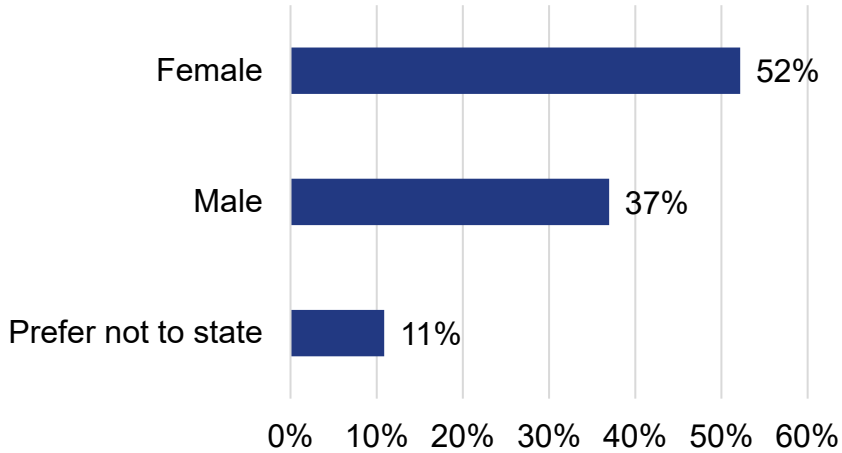
Most of the responses we received were via our online questionnaire, which may have included members of the various Residents Associations, but we did also receive some comments by email. We only received email comments from one of the Resident Association's listed above, but we also received comments from a Resident Association not listed above, a Property Management Company and a lobby group (Better Streets for Kensington and Chelsea).

Of the two Resident Associations which responded via email, neither supported the proposed changes to the junction due to the concern that traffic may choose to re-route away from the junction where the green man crossings are proposed and instead drive along smaller residential roads, such as Franklins Row. Full copies of the emails received, and the Councils responses, are included in the appendices report which is available upon request.



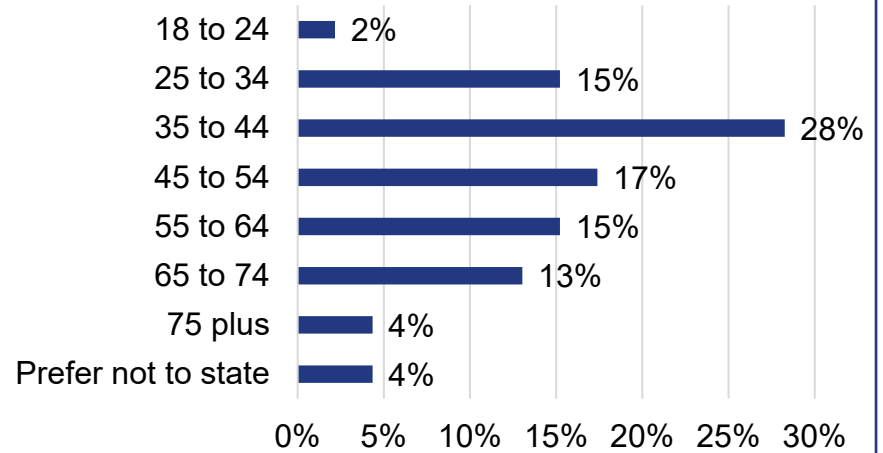
# Survey findings: About You

What is your sex?



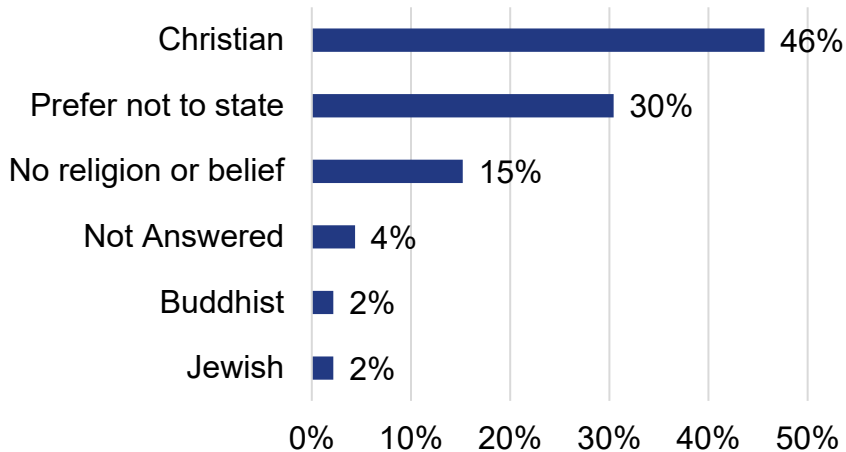
Base: All responses (46)

What is your age group?



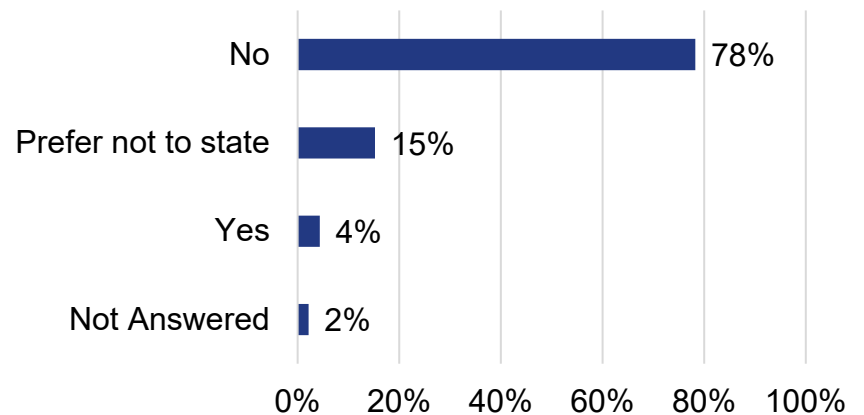
Base: All responses (46)

What is your religion?



Base: All responses (46)

Do you have a long-term health problem or disability?



Base: All responses (46)