

Kensington and Chelsea Citizens' Panel – Improving our streets: travel options for Kensington High Street and beyond

Consultation report and findings February 2023



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**THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA**

Introduction

Background

The Citizens' Panel is a large, demographically representative group of residents from across the borough who are regularly invited to give public preferences and opinions to inform Council decision-making. The Panel was launched in April 2021.

In 2021 the Council commissioned a [report from the Centre for London](#) (CfL) to investigate the changing way residents and visitors get around the borough as the Covid pandemic receded. The Council also sought suggestions about how our streets and places could be adapted to improve walking, cycling and the use of public transport. The report also had a particular focus on Kensington High Street as a primary east-west corridor linking Kensington and Chelsea to other boroughs.

The CfL study concluded that there was a need to improve Kensington High Street, to plan for an anticipated growth in cycling and e-scooter use and provide a more pleasant environment on the High Street. The study proposed several different approaches that could be taken to achieve these objectives. The Panel survey on 'Improving our streets: travel options for Kensington High Street and beyond' launched in January 2023 and sought the views of the Panel on the ideas from CfL, firstly in general terms and then specifically in relation to Kensington High Street.

Methodology and report

The survey was developed with colleagues from Transport services as well as the Lead Member for Planning, Place and Environment. The Panel survey was launched on 16 January 2023. Three subsequent reminder emails and two reminder texts were sent to encourage Panel members to complete the survey. The survey closed on 17 February and 321 completed surveys were received (303 online and 18 paper). ***Please note that throughout this report where the term Panel members is used, this refers to the 321 Panel members who responded to this survey.***

Where appropriate, questions have been analysed to identify any demographic differences in support of proposals (a combination of those who support and strongly support). They have also been analysed for differences between those who said they or their family had access to a car or not

Equalities

Equalities data is presented in the '**About Respondents: Demographic Breakdown**' section.

Acknowledgements

The Council would like to thank Panel members that took the time to participate and gave their views.



Results at a glance – Panel survey findings

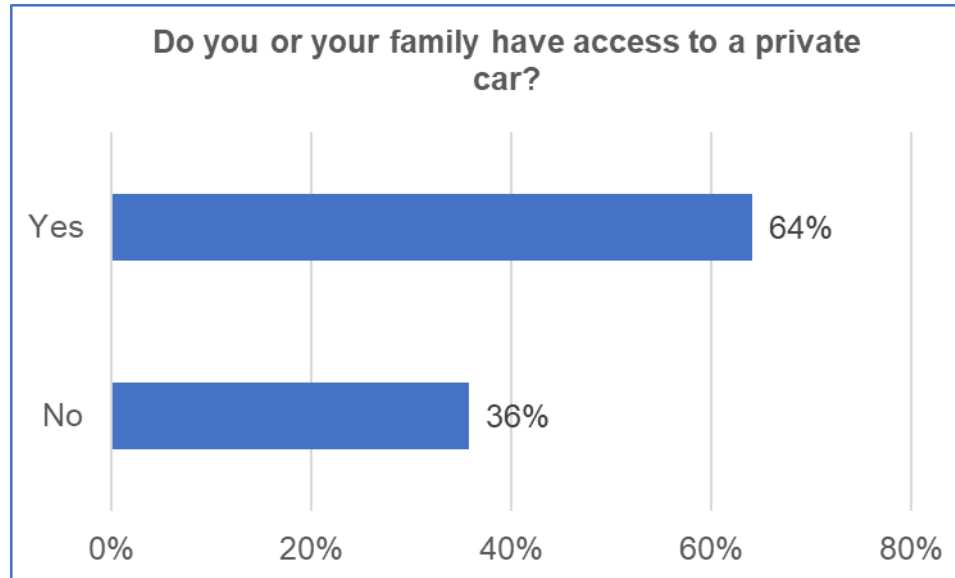
- **Access to a private car** – Panel members were asked if they or their family have access to a private car. Almost two thirds (64 per cent) said that they did and just over a third (36 per cent) that they didn't.
- **Getting around Kensington and Chelsea** – The most popular modes of transport for getting around Kensington and Chelsea were walking (72 per cent did this more than five times a week) and buses (37 per cent did this more than five times a week). These were also the most popular modes of transport for getting around Kensington High Street itself. Twenty eight per cent of Panel members never use a car to get around the borough and 63 per cent never use a bicycle/e-bike whilst 43 per cent never use a car on Kensington High Street and 70 per cent never use a bicycle/e-bike. Post pandemic, there have been overall increases in Panel members walking, using buses and cycling. There have been decreases in car use, tube/National Rail and taxis/minicabs.
- **Cycle lanes** – Fifty nine per cent of Panel members support painted line only cycle lanes and 20 per cent oppose them. There is less support for this specifically on Kensington High Street (43 per cent support, 24 per cent oppose). Panel members were less supportive overall for cycle lanes physically separated from the traffic (42 per cent support, 41 per cent oppose) and again there was less support for these protected cycle lanes on Kensington High Street (31 per cent support, 53 per cent oppose).
- **Timed bus lanes** - The majority of Panel members expressed support for timed bus lanes (68 per cent) whilst 16 per cent were opposed. There was less support for such bus lanes on Kensington High Street (51 per cent support, 24 per cent oppose).
- **Widening of pavements** - There was a mixed response to this with 46 per cent of Panel members expressing support and 39 per cent expressing opposition. On Kensington High Street, 40 per cent supported the widening of pavements and 45 per cent opposed.
- **Reliability of buses** - In general, Panel members were satisfied with the reliability of buses in and around Kensington and Chelsea. Half (50 per cent) were satisfied with bus reliability whilst a further 17 per cent were very satisfied.

Results at a glance – Panel survey findings

- **Cycle lane design on Kensington High Street** – Panel members were asked for their views on cycle lane designs for Kensington High Street in terms of safety and visual appearance. Thirty six per cent stated they would never cycle in London regardless of any safety measures. The most popular design for safety whilst cycling on Kensington High Street was the wand cycle track (17 per cent) and for best visual appearance painted line only (37 per cent). When asked about preferences between with-flow and bi-directional cycle lanes, views were fairly evenly split with 18 per cent preferring with-flow and 17 per cent bi-directional, whilst 22 per cent had no preference. Forty one per cent stated that they did not want a cycle lane on Kensington High Street.
- **Floating bus stops on Kensington High Street** - Floating bus stops received more opposition than support from Panel members with 47 per cent opposed and 23 per cent supportive of the proposal.
- **Replacing pedestrian crossings on Kensington High Street** - Half of Panel members (50 per cent) supported replacing staggered pedestrian crossings with straight across crossings whilst 19 per cent opposed this idea.
- **Time eastbound sustainable travel lane** – There was more opposition to the proposal to introduce an eastbound timed sustainable travel lane, with 45 per cent opposed to and 29 per cent supportive of this idea.
- **Removal of kerbs on Kensington High Street** - Over half of Panel members (55 per cent) expressed opposition to this proposal. There was support from less than a quarter of Panel members (23 per cent).
- **Improving Kensington High Street** – Panel members were given a list of proposals and were asked which would improve something specific about Kensington High Street. Each question attracted a high ‘none of the above’ or ‘don’t know’ response. The top idea chosen for each improvement are summarised below:
 - *Making cycling more attractive* – two-way cycle lane on the north side (18 per cent).
 - *Making walking more attractive* – widening pavements by narrowing the carriageway (30 per cent).
 - *Making bus use more attractive* – bus lanes next to the traffic lane (26 per cent).
 - *Reducing congestion* – Bus lanes next to the traffic lane (16 per cent).
 - *What could make conditions worse for people with disabilities* – floating bus stops (16 per cent).

Access to a private car

Panel members were asked if they or their family have access to a private car. Almost two thirds (64 per cent) said that they or their family did have access to a private car, whilst just over a third (36 per cent) did not.



Base: 321 (all responses)

Modes of transport getting around the borough

Panel members were asked about which mode of transport they use to get around Kensington and Chelsea. The most used mode of transport was walking with 72 per cent of Panel members walking more than five times a week. This was followed by buses which were used more than five times a week by a quarter of Panel members (25 per cent) and at least once a week by 37 per cent.

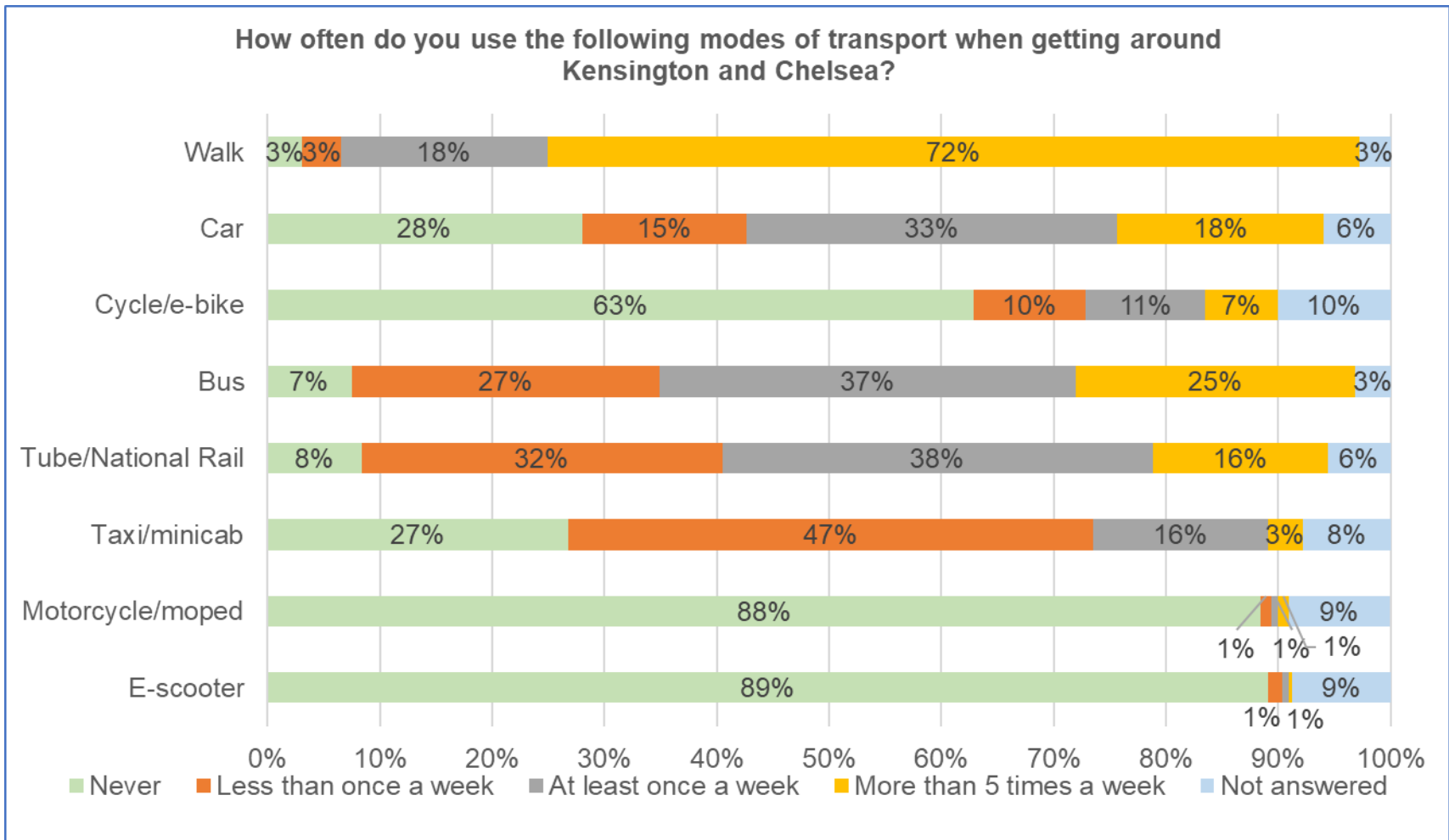
Sixteen per cent of Panel members use the tube/National Rail more than five times a week to get around Kensington and Chelsea and 38 per cent at least once a week. Eighteen per cent of Panel members use a car at least five times a week and a third (33 per cent) at least once a week. However, 28 per cent of Panel members never use a car to get around the borough.

Almost two thirds (63 per cent) of Panel members never use a bicycle/e-bike whilst seven per cent cycle more than five times a week and 11 per cent at least once a week. Over a quarter (27 per cent) stated that they never use a taxi/minicab, whilst just under half (47 per cent) use them less than once a week. Three per cent stated they use a taxi/minicab at least five times a week.

Around nine out of ten Panel members stated that they never use a motorcycle/moped (88 per cent) to get around the borough or an e-scooter (89 per cent).

A graph of the results can be found on the next page.

Modes of transport used getting around the borough



Base: 321 (all responses)

Modes of transport used post pandemic

Panel members were asked which modes of transport they use more or less often compared to the period before the pandemic.

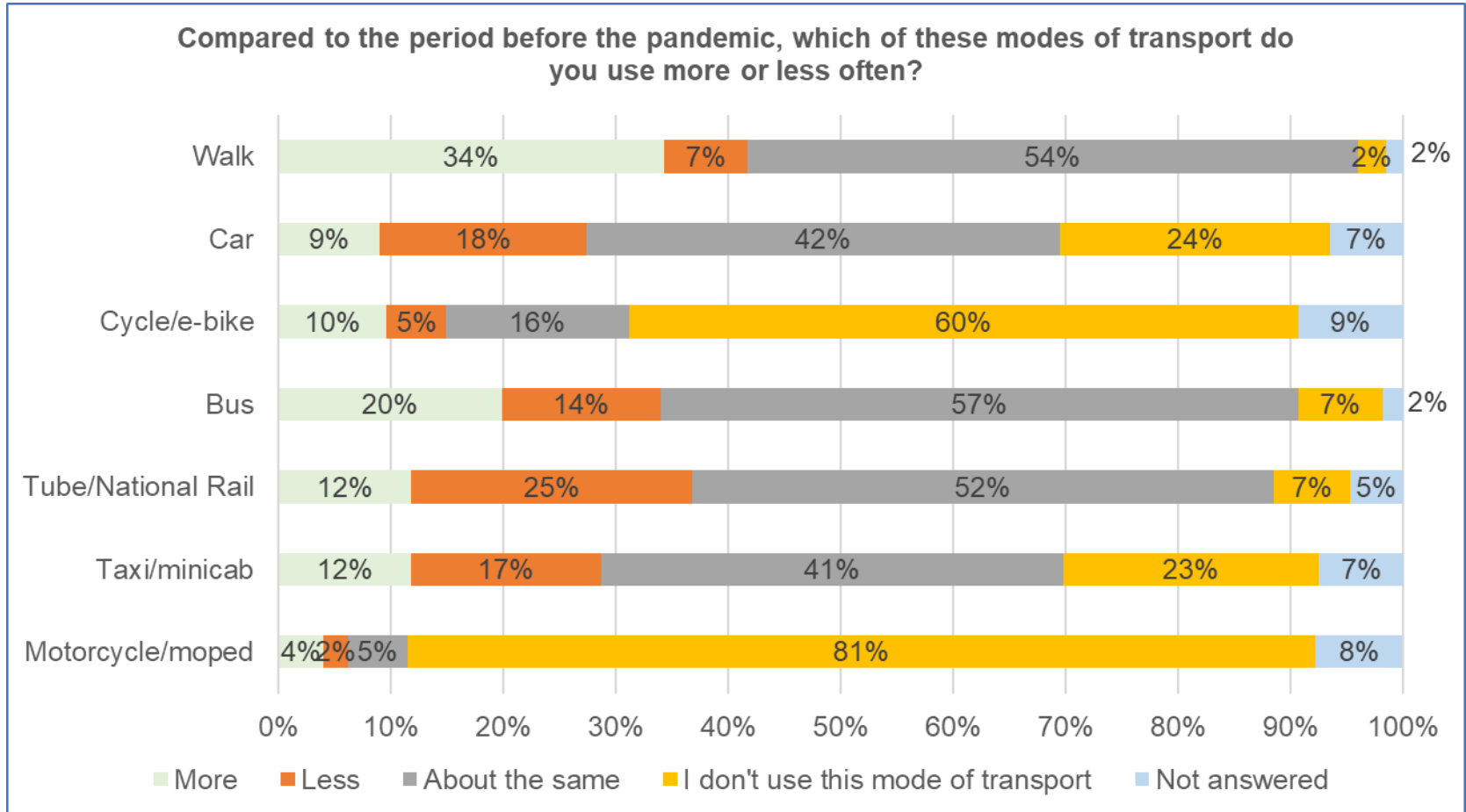
Post pandemic, there would appear to be an increase in walking with over a third (34 per cent) of Panel members walking more and seven per cent less. Buses were used more by one in five Panel members (20 per cent) and less by 14 per cent. There was also a slight increase in bicycle/e-bike use with ten per cent using these more and five per cent less, although 60 per cent of Panel members never cycle.

There was also a slight decrease in the use of cars with 18 per cent using a car less and eight per cent more. Tube/National Rail also appears to be used less with 12 per cent using it more and 25 per cent less. Twelve per cent also use taxi/minicabs more whilst 17 per cent use them less since the pandemic.

Eighty one per cent of Panel members stated they don't use a motorcycle/moped as a mode of transport.

A graph of the results can be found on the next page.

Modes of transport used post pandemic



Base: 321 (all responses)

Cycle lanes - designs

Below, are some images of the different designs of cycle lanes which are referred to throughout this report – the first three show cycle lanes physically separated from the traffic and the fourth is separated by a painted line only.

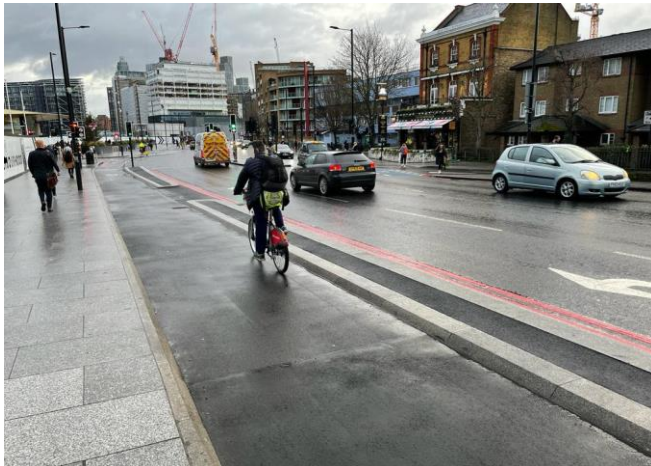
Wand cycle lane



Stepped cycle lane



Full kerb cycle lane



Painted line only cycle lane

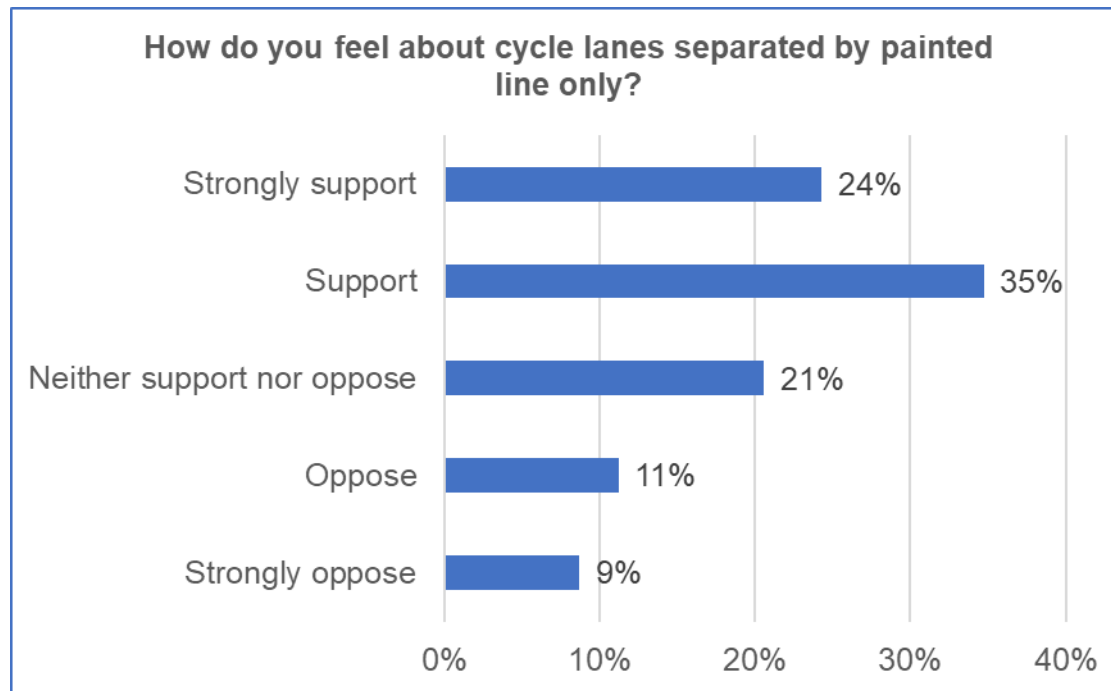


Cycle lanes separated by painted lines only

There are a lot of different designs of cycle lanes, with different ways of separating cyclists from the traffic. Panel members were asked how they feel about cycle lanes separated by a painted line only (i.e. with no physical barrier to drops offs and loading). Just under a quarter (24 per cent) strongly supported this kind of cycle lane whilst 35 per cent supported them. Twenty one per cent gave a neutral response whilst 11 per cent opposed painted line cycle lanes and nine per cent strongly opposed them.

Demographic differences

There was more support for painted line cycle lanes from Panel members living in the centre (61 per cent) and south of the borough (62 per cent) compared with those living in the north (51 per cent). Males were also more in favour of them than females (61% compared to 56%) as were those with access to a car (64 per cent) compared to those without access to a car (50 per cent).



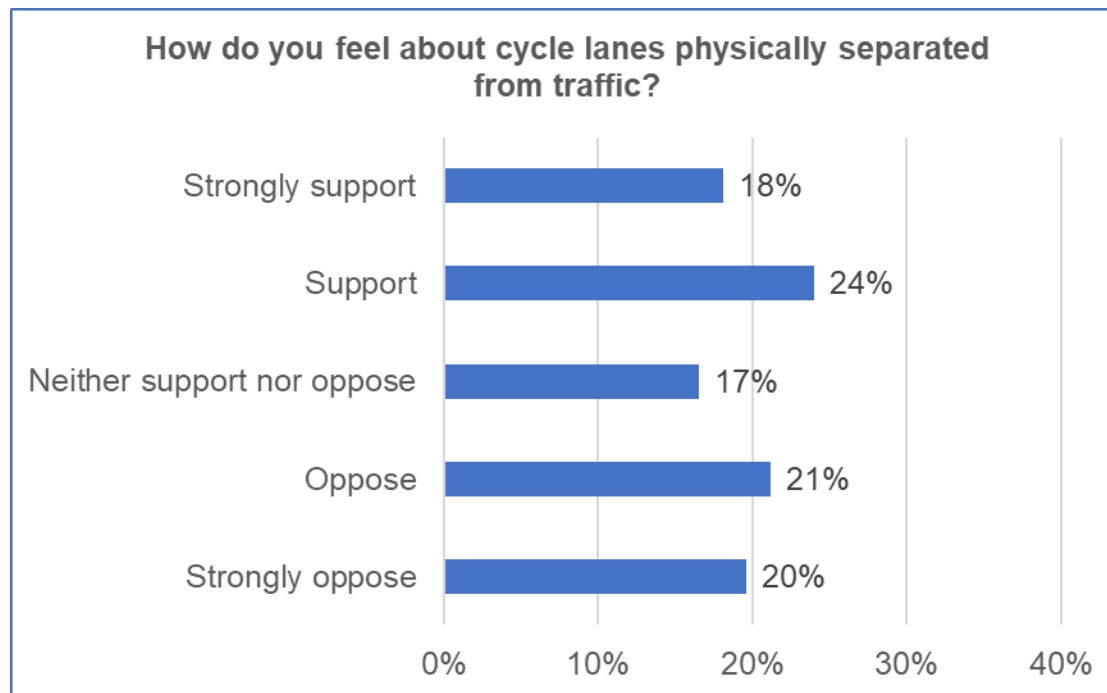
Base: 321 (all responses)

Cycle lanes physically separated from traffic

There was less support amongst Panel members for cycle lanes physically separated from traffic (e.g. with kerbs, traffic wands or bollards). Eighteen per cent expressed strong support for them with a further 24 per cent supporting them. Seventeen per cent gave a neutral response, whilst 21 per cent opposed physically separated cycle lanes and a further 20 per cent strongly opposed them.

Demographic differences

Panel members without access to a car showed more support for physically separated cycle lanes (50 per cent) compared to those with access to a car (37 per cent).



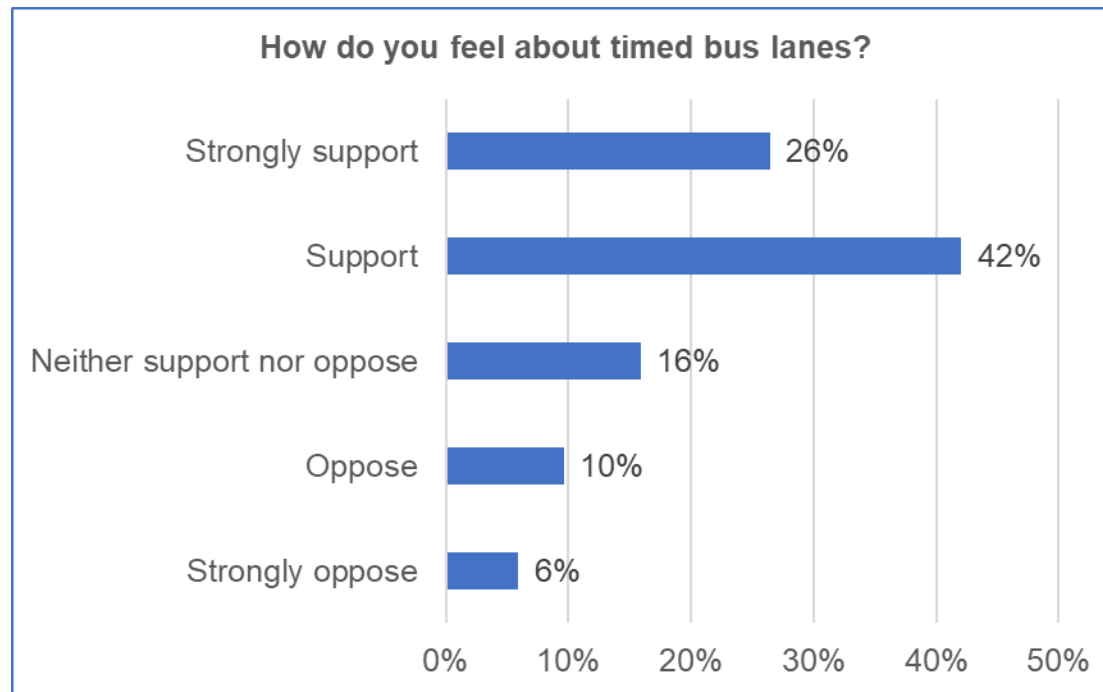
Base: 321 (all responses)

Timed bus lanes

Timed bus lanes are traffic lanes reserved for buses, bicycles, e-scooters, emergency services and taxis usually only at 'rush hours'. Panel members were asked how they feel about timed bus lanes. The majority of Panel members expressed support for timed bus lanes with 26 per cent strongly supporting them and a further 42 per cent supporting them. Ten per cent opposed timed bus lanes and six per cent strongly opposed them, with 16 per cent of Panel members giving a neutral response.

Demographic differences

There was more support for timed bus lanes from Panel members living in both the north (71 per cent) and the south of the borough (70 per cent) compared to those living in the centre (66%).



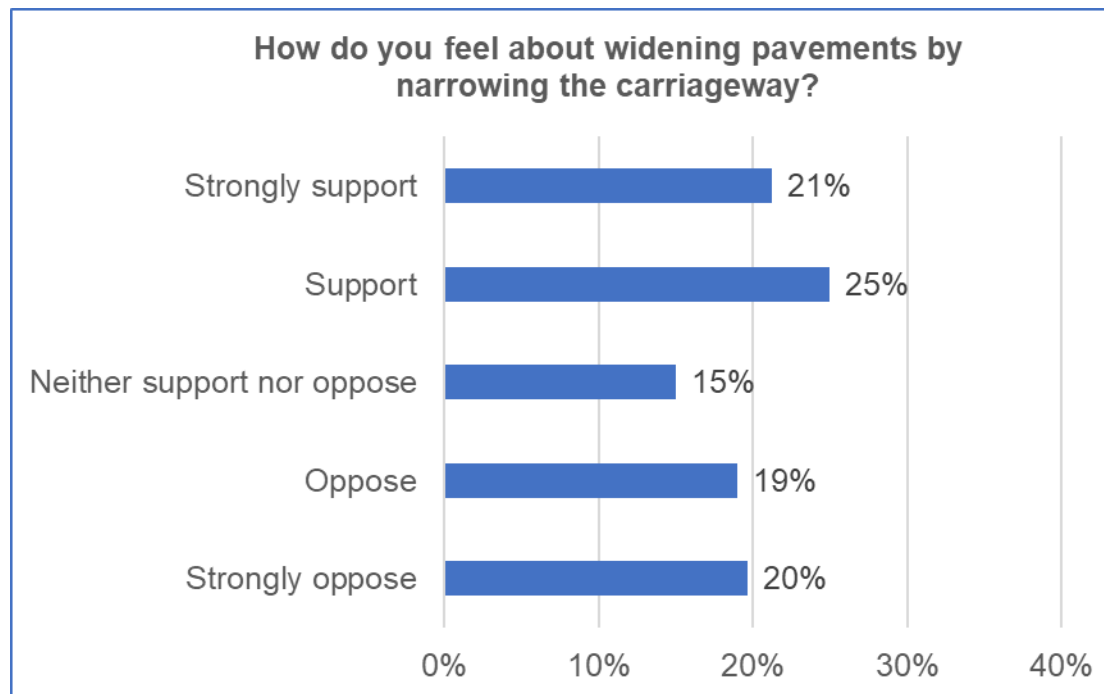
Base: 321 (all responses)

Widening of pavements

Panel members were asked how they felt about the widening of pavements by narrowing the carriageway (i.e. road), in order to create opportunities for trees and greenery and more space for pedestrians and opportunities for public seating. There was a mixed response to this with 46 per cent of Panel members expressing support (21 per cent strongly support, 25 per cent support) and 39 per cent expressing opposition (19 per cent oppose, 20 per cent strongly oppose).

Demographic differences

The widening of pavements received the most support from Panel members living in the north of the borough (55 per cent) compared to those living in the centre (44 per cent) and in the south (38 per cent). This proposal was also more popular amongst those without access to a car (61 per cent) compared to those with access to a car (38 per cent).



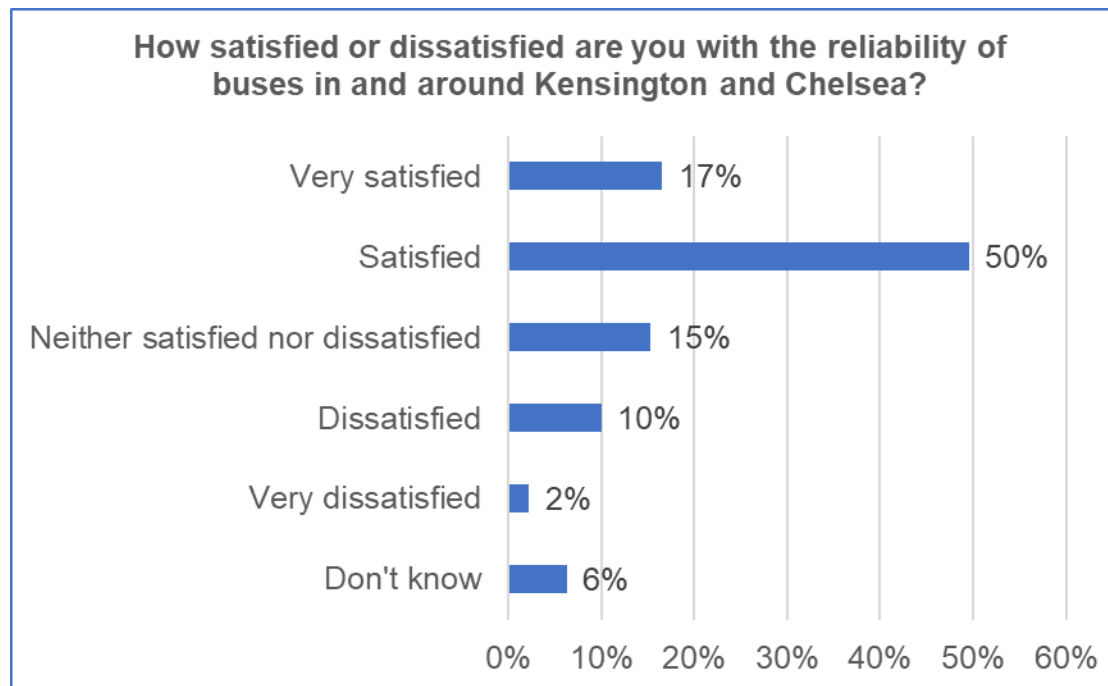
Base: 321 (all responses)

Reliability of buses

In general, Panel members were satisfied with the reliability of buses in and around Kensington and Chelsea. Half were satisfied with bus reliability whilst a further 17 per cent were very satisfied. Ten per cent were dissatisfied and two per cent very dissatisfied.

Demographic differences

Satisfaction with the reliability of buses in and around Kensington and Chelsea was highest amongst Panel members living in the north of the borough (72 per cent), then those living in the centre (65 per cent) and then those living in the south of the borough (59 per cent). Males were also more satisfied than females with bus reliability (70 per cent compared to 63 per cent).



Base: 321 (all responses)

Modes of transport on Kensington High Street

Panel members were asked how often they used different modes of transport when getting around Kensington High Street itself. Again, walking was the most often used mode of transport with 31 per cent walking more than five times a week and 34 per cent at least once a week.

Buses were used at least five times a week by 11 per cent of Panel members and at least once a week by 28 per cent whilst 21 per cent stated they never use a bus to get around Kensington High Street. Cars were used more than five times a week by six per cent of Panel members and at least once a week by 22 per cent, whilst 43 per cent stated they never use a car on the High Street.

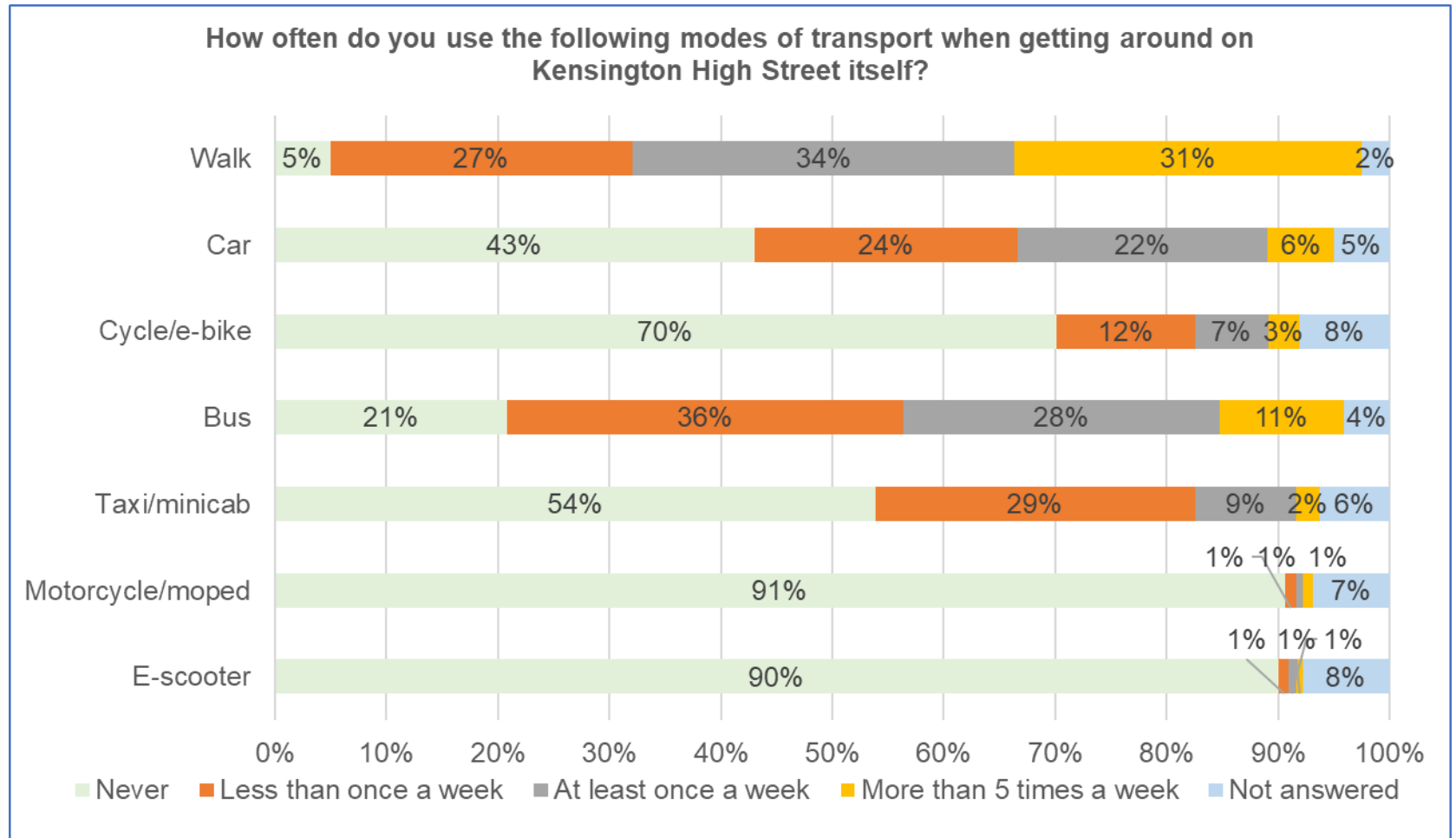
Seventy per cent of Panel members never cycle or use an e-scooter to get around Kensington High Street, with three per cent doing this more than five times a week and seven per cent at least once a week.

Over half of Panel members (54 per cent) do not use a taxi/minicab with two per cent using them more than five times a week and nine per cent at least once a week.

Nine out of ten Panel members never use a motorcycle/moped (91 per cent) or an e-scooter (90 per cent) to get around Kensington High Street.

A graph of the results can be found on the next page.

Modes of transport on Kensington High Street



Base: 321 (all responses)

Potential changes to Kensington High Street

In their report, the Centre for London suggested some potential changes to the current layout of Kensington High Street. Panel members were asked how they felt about their ideas.

Painted line only cycle lanes

Cycle lanes on Kensington High Street separated by a painted line only were strongly supported by 11 per cent of Panel members and supported by 32 per cent. This compares to 24 per cent who strongly supported and 35 per cent who supported painted line only cycle lanes more generally in the borough. Painted line only cycle lanes on Kensington High Street were strongly opposed by 17 per cent of Panel members and a further 17 per cent opposed them.

Demographic differences

There was more support for painted line cycle lanes in Kensington High Street from those living in the centre (44 per cent) and the north (43 per cent) of the borough compared to those living in the south (39 per cent). There was also more support amongst females (45 per cent) compared to males (40 per cent) and amongst BAME Panel members (53 per cent) compared to White Panel members (41 per cent).

Cycle lanes physically separated from traffic

Cycle lanes physically separated from the traffic were strongly supported by 12 per cent of Panel members and supported by 19 per cent. This compares to 18 per cent who strongly supported and 24 per cent who supported this kind of cycle lane more generally in the borough. There was strong opposition to cycle lanes physically separated from traffic from over a third of Panel members (36 per cent) and a further 17 per cent opposed them on the High Street.

Demographic differences

BAME respondents also supported physically separated cycle lanes more than White respondents, 41 per cent compared to 29 per cent. Those without access to a car were also more supportive than those with access to a car (43 per cent compared to 24 per cent). Support was higher from those living in the north (38 per cent) compared to those living in the south (28 per cent) and centre (28 per cent) of the borough.

Potential changes to Kensington High Street

Timed bus lanes

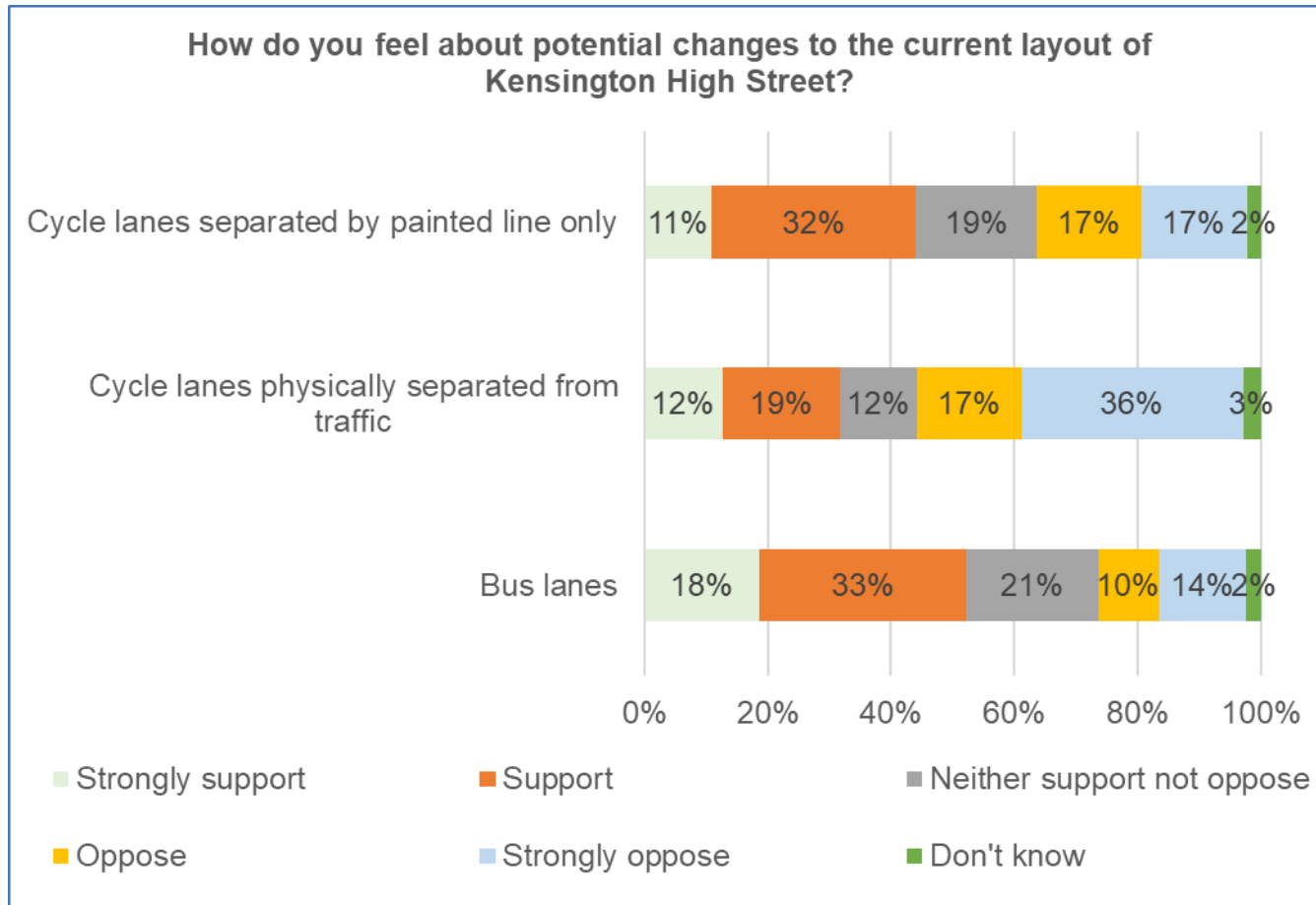
Timed bus lanes on Kensington High Street were strongly supported by 18 per cent of Panel members and supported by a third (33 per cent). This was again lower than the support for timed bus lanes more generally in the borough (26 per cent strongly support and 42 per cent support). Fourteen per cent of Panel members strongly opposed timed bus lanes on the High Street and ten per cent opposed them.

Demographic differences

Timed bus lanes on Kensington High Street were supported most by Panel members living in the north (57 per cent) compared to those living in the south (53 per cent) and the centre (47 per cent) of the borough. There was also more support for them amongst those without access to a car compared to those with access to a car (61 per cent compared to 47 per cent).

A graph of the results can be found on the next page.

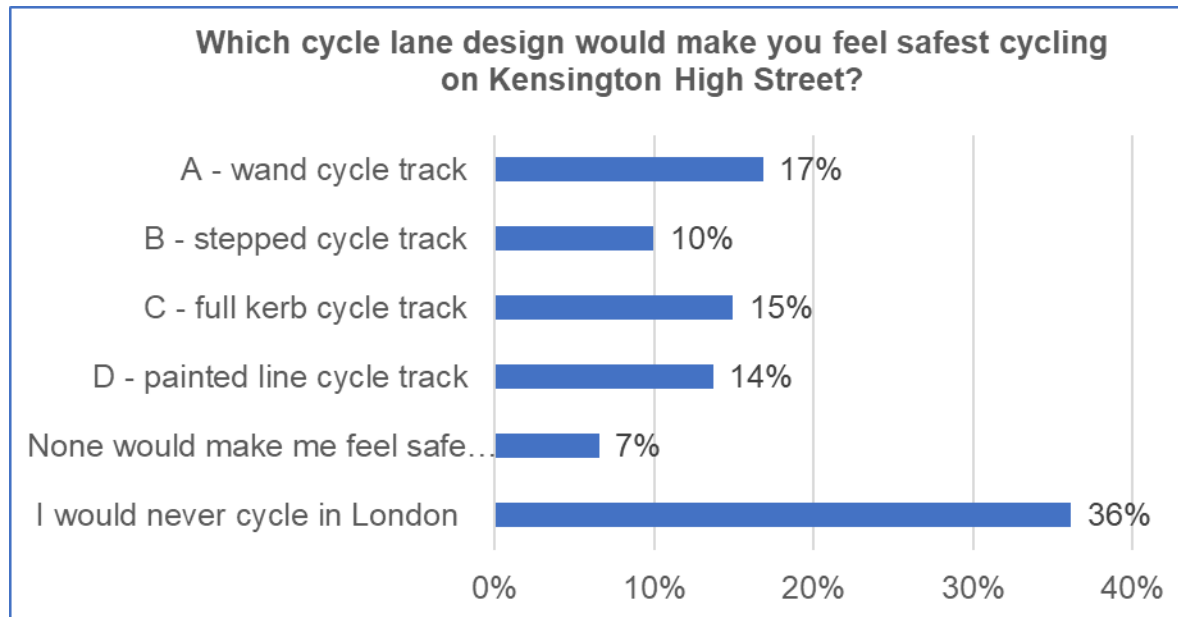
Potential changes to Kensington High Street



Base: 321 (all responses)

Preferred cycle lanes: feelings of safety

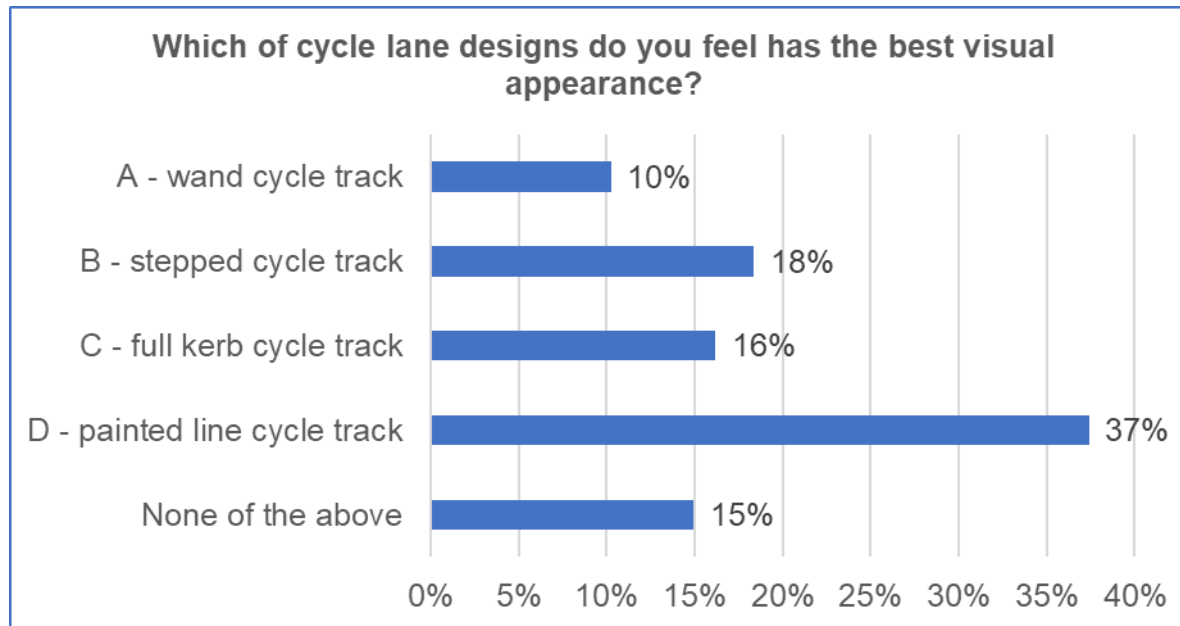
Panel members were asked for their feedback on cycle lane designs specifically on Kensington High Street. They were shown a number of cycle lane designs (these images can be found towards the beginning of this report) and asked which of them would make them feel safest when cycling on Kensington High Street. Over a third (36 per cent) of Panel members said they would never cycle in London regardless of any safety features introduced whilst seven per cent did not think any of the cycle lane designs would make them feel safe cycling on Kensington High Street. The most popular design in terms of safety was the wand cycle track (17 per cent) closely followed by full kerb cycle track (15 per cent) and then the painted line cycle track (14 per cent). The stepped cycle track received the least support (ten per cent).



Base: 321 (all responses)

Preferred cycle lanes: visual appearance

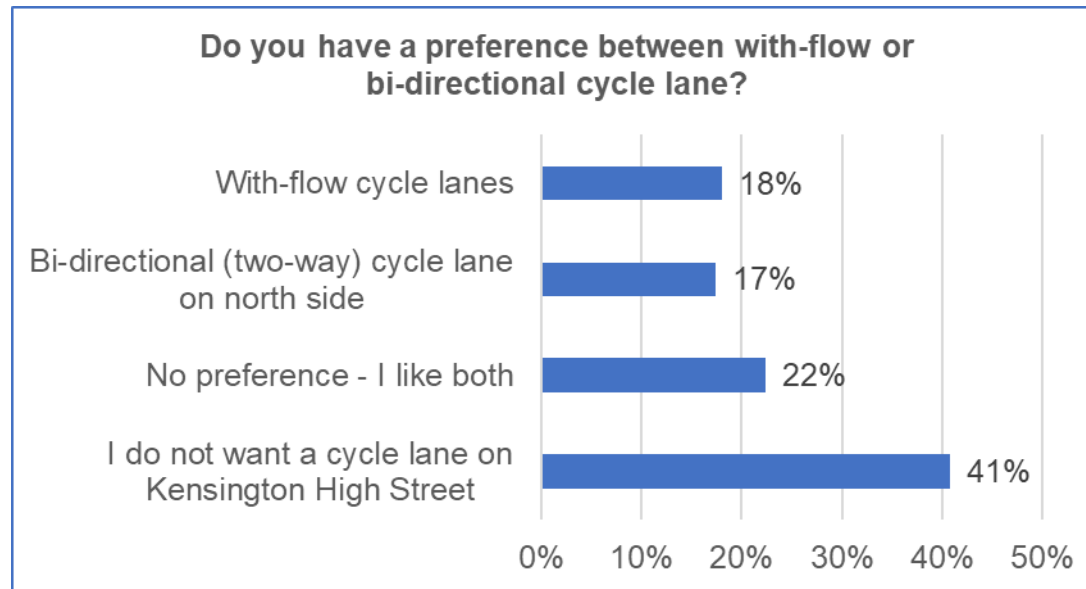
Panel members were asked which of the cycle lane designs they thought would have the best visual appearance on Kensington High Street. The painted line cycle track received the most support from Panel members (37 per cent). There was less support for the stepped cycle track (18 per cent) and full kerb cycle track (16 per cent), whilst the wand cycle track received the least support (ten per cent). Fifteen per cent of Panel members stated that none of the designs would have the best visual appearance.



Base: 321 (all responses)

Cycle lane preference on Kensington High Street

Bi-directional (two-way) cycle lanes allow cyclists to ride in both directions on one side of the road; they use less space than two with-flow lanes. Panel members were asked if they have a preference between with-flow cycle lanes or a bi-directional cycle lane on the north side of the road only. Very similar percentages expressed a preference for with-flow cycle lanes (18 per cent) and bi-directional on the north side (17 per cent) whilst a further 22 per cent stated that they didn't have a preference between the two. However, 41 per cent of Panel members stated that they did not want a cycle lane on Kensington High Street.



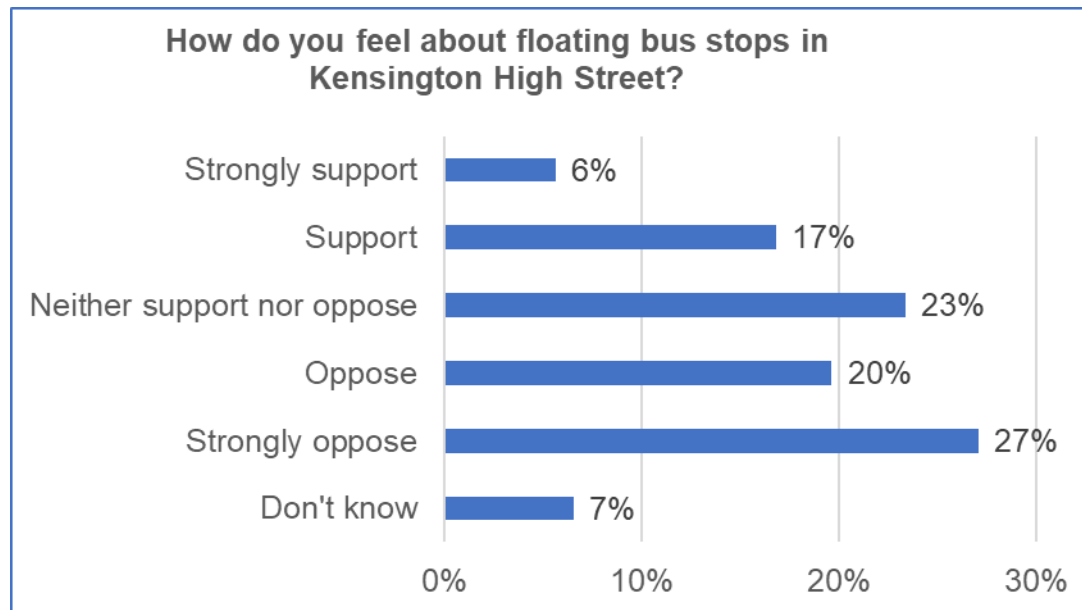
Base: 321 (all responses)

Floating bus stops on Kensington High Street

Panel members were asked how they feel about floating bus stops on Kensington High Street, where bus passengers cross a cycle lane to reach the bus stop. Floating bus stops received more opposition than support from Panel members with 47 per cent opposed (20 per cent oppose, 27 per cent strongly oppose) and 23 per cent support (six per cent strongly support, 17 per cent support). Twenty three per cent gave a neutral response.

Demographic differences

There was slightly more support for floating bus stops on Kensington High Street amongst Panel members living in the north of the borough (26 per cent) compared to those living in the centre and south (21 and 22 per cent respectively).



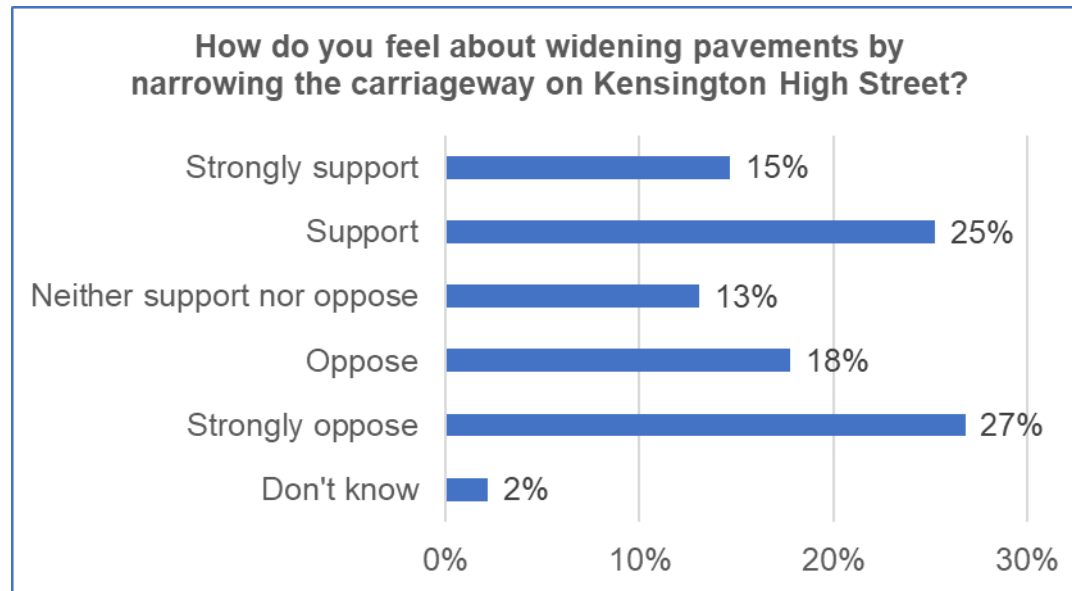
Base: 321 (all responses)

Widening pavements on Kensington High Street

Panel members were asked how they felt about widening the pavements in Kensington High Street by narrowing the carriageway (i.e. road), in order to create opportunities for trees and greenery and more space for pedestrians and opportunities for public seating. This idea was strongly supported by 15 per cent of Panel members and supported by a further quarter (25 per cent). However, opposition was higher with 27 per cent strongly opposed and 18 per cent opposed. This compares to 21 per cent of Panel members who strongly supported and 25 per cent who supported the widening of pavements more generally in the borough.

Demographic differences

The widening of pavements in Kensington High Street received more support from those without access to a car (57 per cent) compared to those with access to a car (31 per cent). This was also supported more by Panel members living in the north of the borough (48 per cent) compared to those living in the centre (38 per cent) and the south (33 per cent).



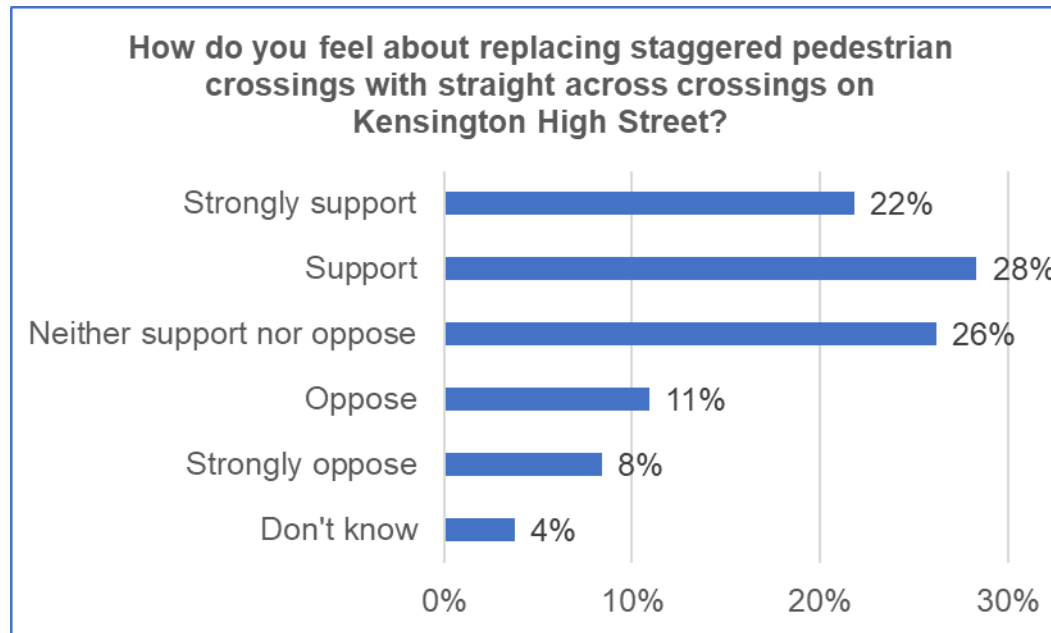
Base: 321 (all responses)

Pedestrian crossings on Kensington High Street

Panel members were asked how they feel about replacing staggered pedestrian crossings with straight-across crossings (traffic is held at a red light while pedestrians cross the whole road in one movement) in Kensington High Street. Twenty two per cent of Panel members strongly supported this suggestion and a further 28 per cent supported it. There was strong opposition from eight per cent of Panel members and a further 11 per cent opposed the idea. Around a quarter (26 per cent) gave a neutral response.

Demographic differences

The changing of pedestrian crossings on Kensington High Street received more support from those without access to a car (57 per cent) compared to those with access to a car (47 per cent).



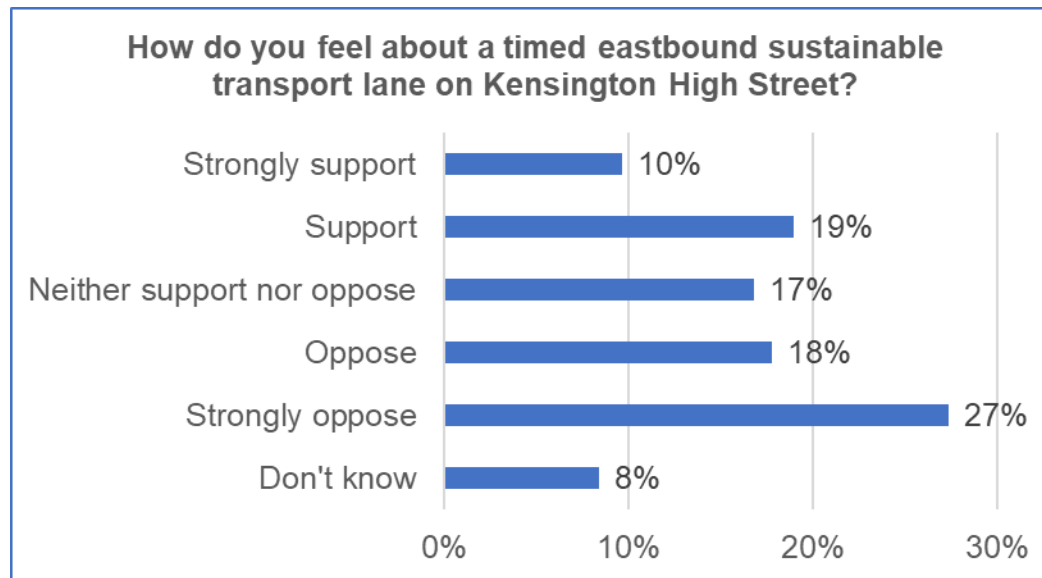
Base: 321 (all responses)

Sustainable transport lane on Kensington High Street

Panel members were asked how they feel about a timed eastbound lane for use only by buses, bicycles, e-scooters, taxis, motorcycles, disabled badge holders, emergency services Kensington and Chelsea residents (a 'sustainable transport lane'). This would mean closing the lane eastbound to all other vehicles and non-residents. Outside the controlled hours, the lane would be open to all traffic. There was strong opposition to this proposal from over a quarter of Panel members (27 per cent) whilst a further 18 per cent opposed it. Ten per cent strongly supported the idea and a further 19 per cent supported it.

Demographic differences

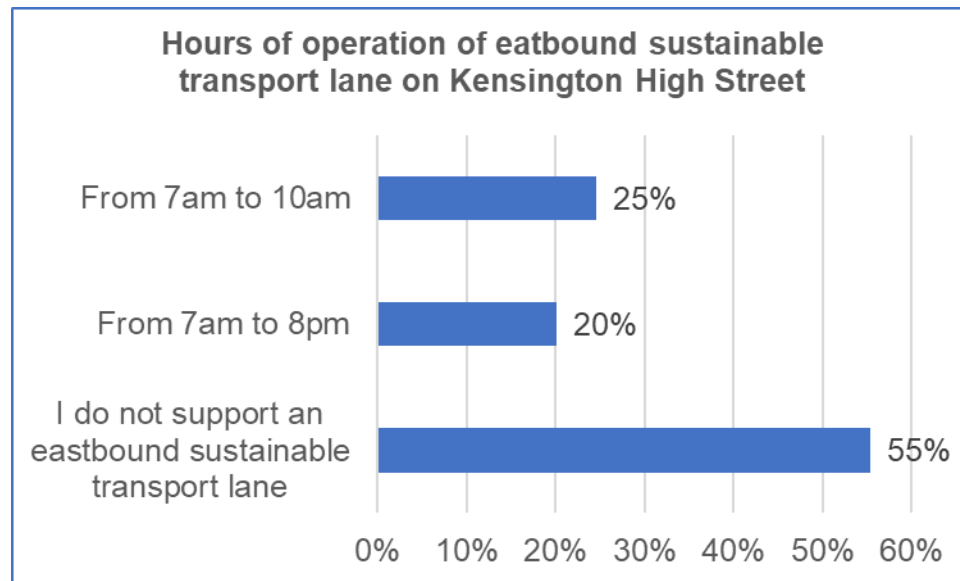
The proposal for a timed eastbound sustainable transport lane on Kensington High Street received the least support from Panel members living in the centre of the borough (24 per cent) compared to those living in the north (33 per cent) and the south (32 per cent).



Base: 321 (all responses)

Sustainable transport lane hours of operation

Panel members were asked, if they supported the idea of a timed sustainable transport lane eastbound then what hours did they think it should operate. This question was answered by less Panel members, of those that did respond a quarter (25 per cent) thought the hours of operation of an eastbound sustainable transport lane should be from 7 am to 10 am whilst 20 per cent felt it should be 7 am to 8 pm. Fifty five per cent of those who answered stated that they do not support an eastbound sustainable transport lane.



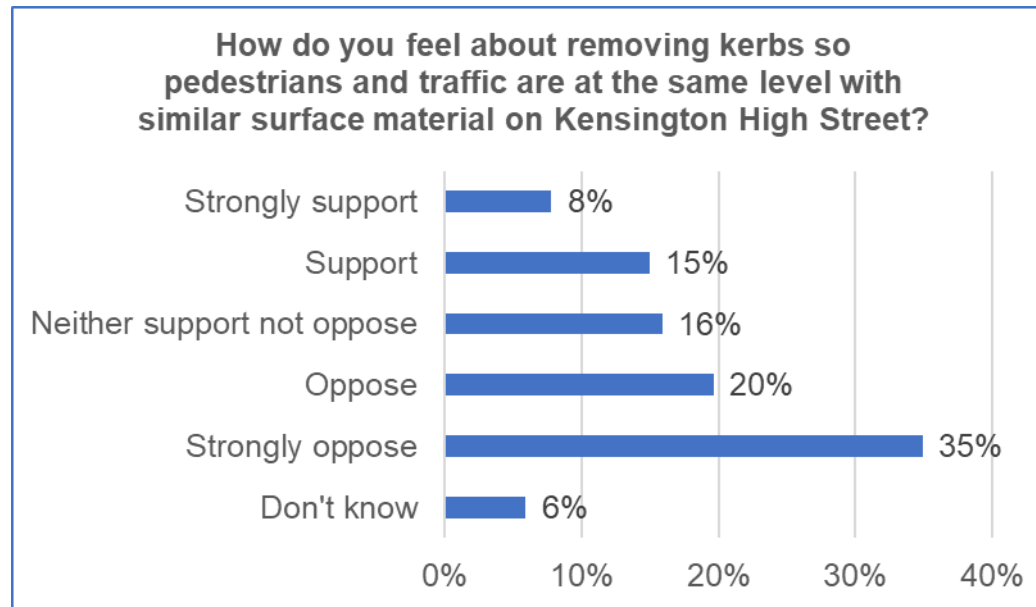
Base: 269 (all responses)

Removal of kerbs on Kensington High Street

Panel members were asked how they feel about removing kerbs on High Street Kensington so that pedestrians and traffic are at same level with similar surface material (such as Exhibition Road). Over half of Panel members expressed opposition to this proposal with 35 per cent strongly opposing the idea and 20 per cent opposing it. There was support from less than a quarter of Panel members with eight per cent strongly supporting the idea and 15 per cent supporting it.

Demographic differences

Panel members living in the south of the borough were least in favour of the removal of kerbs on Kensington High Street (19 per cent) compared to those in the centre (24 per cent) and in the north of the borough (27 per cent).

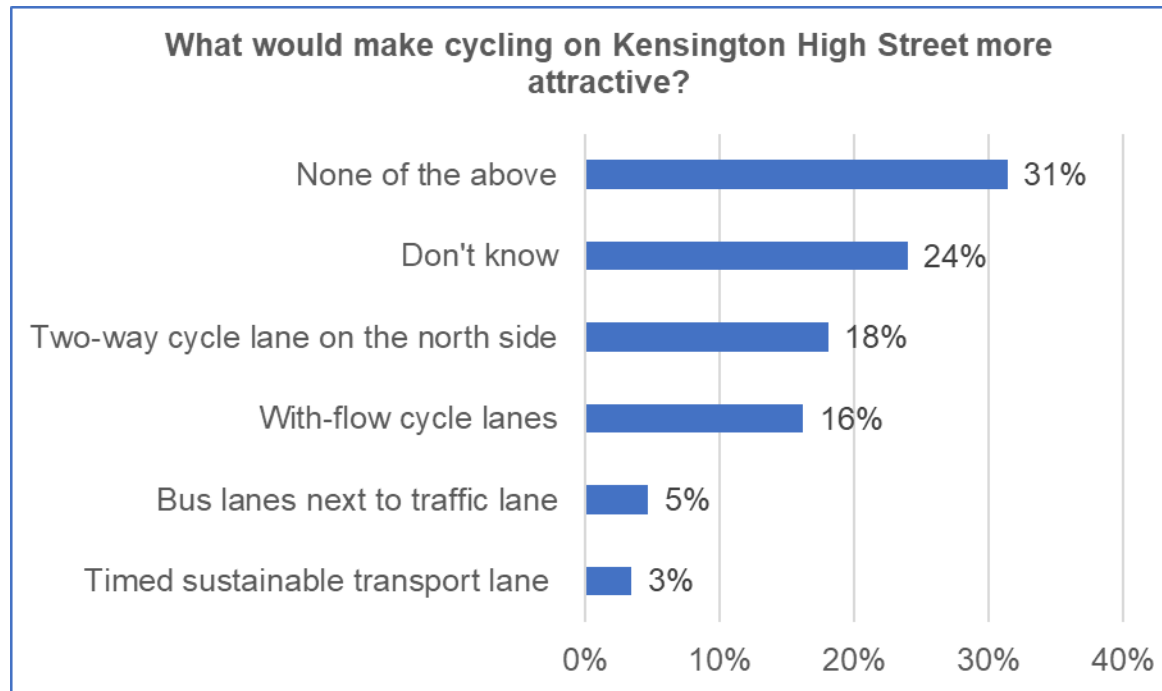


Base: 321 (all responses)

Making cycling more attractive

Panel members were asked what one thing from a list of proposals would make cycling on Kensington High Street more attractive. Thirty one per cent of Panel members selected 'none of the above' whilst almost a quarter (24 per cent) didn't know.

The most popular of the proposals was a two-way cycle lane on the north side of the road (18 per cent) followed by with-flow cycle lanes (16 per cent). A small percentage of Panel members felt bus lanes (five per cent) or a timed sustainable transport lane (three per cent) would make cycling on Kensington High Street more attractive.

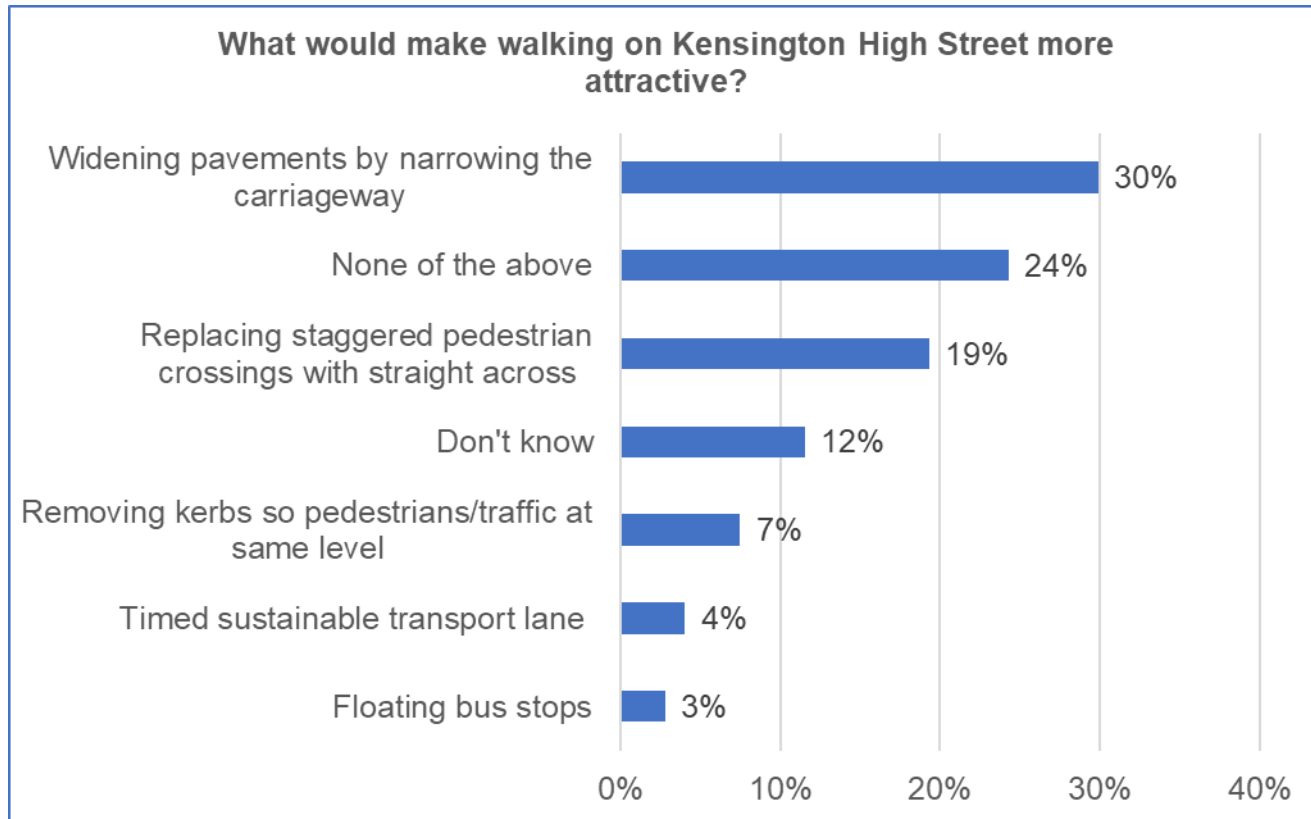


Base: 321 (all responses)

Making walking more attractive

Panel members were asked what one thing from a list of proposals would make walking on Kensington High Street more attractive. Around a quarter (24 per cent) stated 'none of the above' whilst 12 per cent didn't know.

The most popular proposals were the widening of the pavements by narrowing the carriageway (30 per cent) and replacing staggered pedestrian crossings with straight across crossings (19 per cent). A smaller percentage of Panel members felt removing the kerbs (seven per cent), a timed sustainable traffic lane (four per cent) and floating bus stops (three per cent) would make walking on Kensington High Street more attractive.

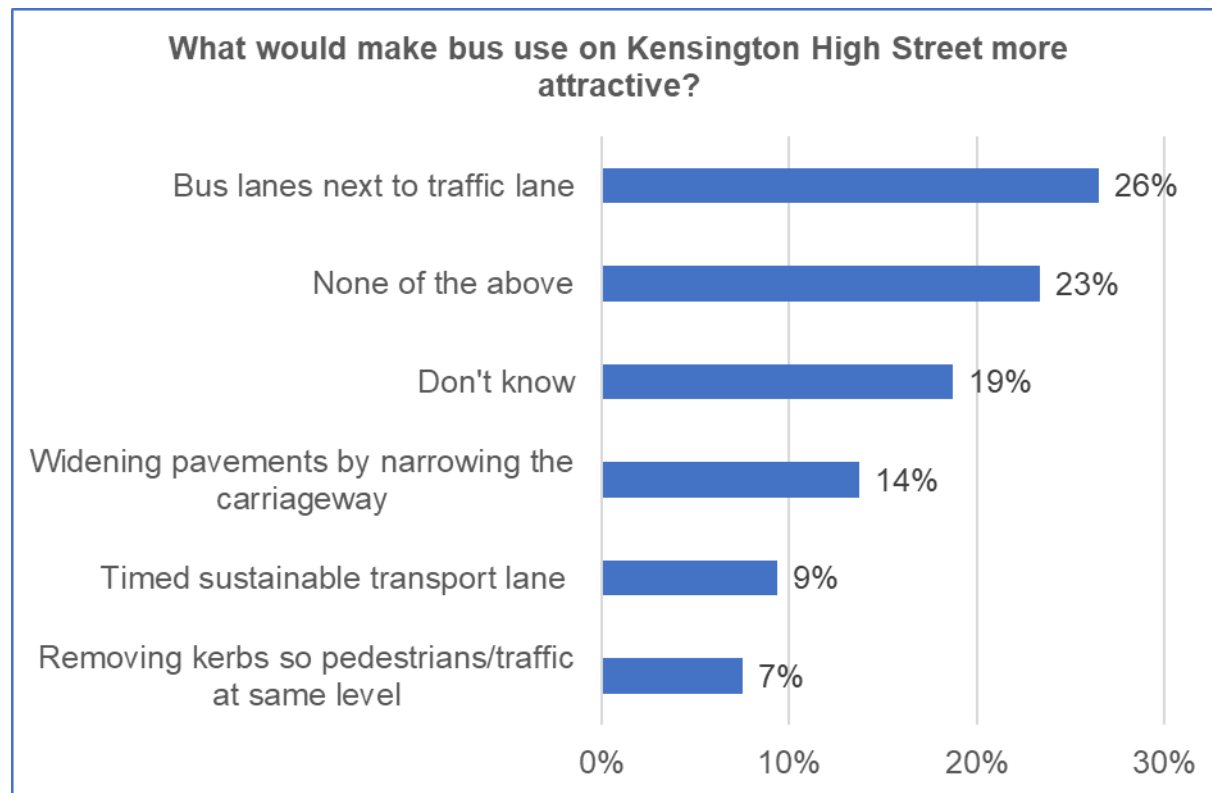


Base: 321 (all responses)

Making bus use more attractive

Panel members were asked what one thing from a list of proposals would make bus use on Kensington High Street more attractive. Twenty three per cent of Panel members selected 'none of the above' whilst 19 per cent didn't know.

Just over a quarter (26 per cent) felt bus lanes next to the traffic lane would make bus use more attractive, followed by widening the pavements by narrowing the carriageway (14 per cent). A smaller percentage felt that a timed sustainable transport lane (nine per cent) or removing the kerbs (seven per cent) would make bus use more attractive.

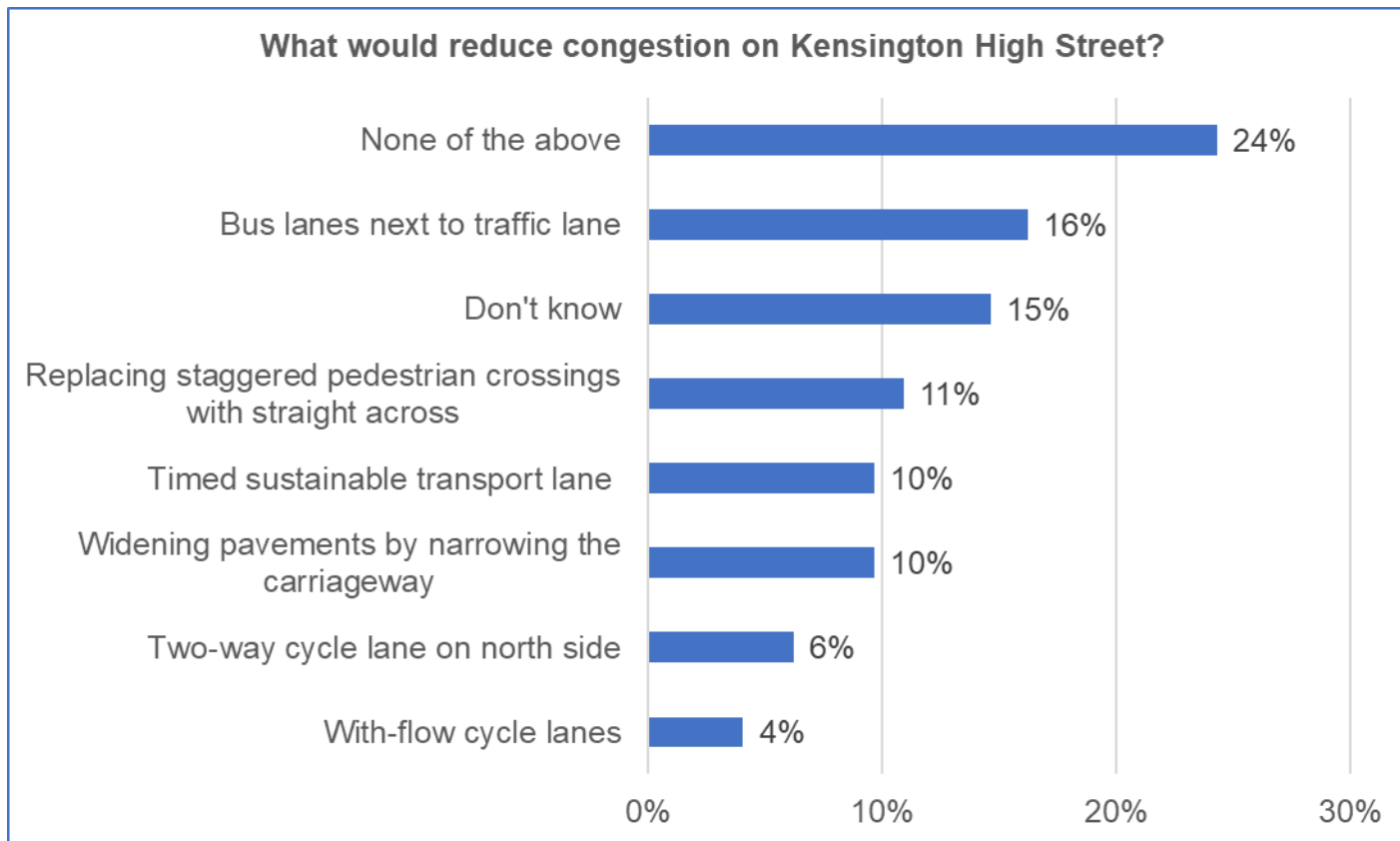


Base: 321 (all responses)

Reducing traffic congestion

Panel members were asked what one thing from a list of proposals would reduce traffic congestion on Kensington High Street. Just under a quarter (24 per cent) selected 'none of the above' whilst 15 per cent didn't know.

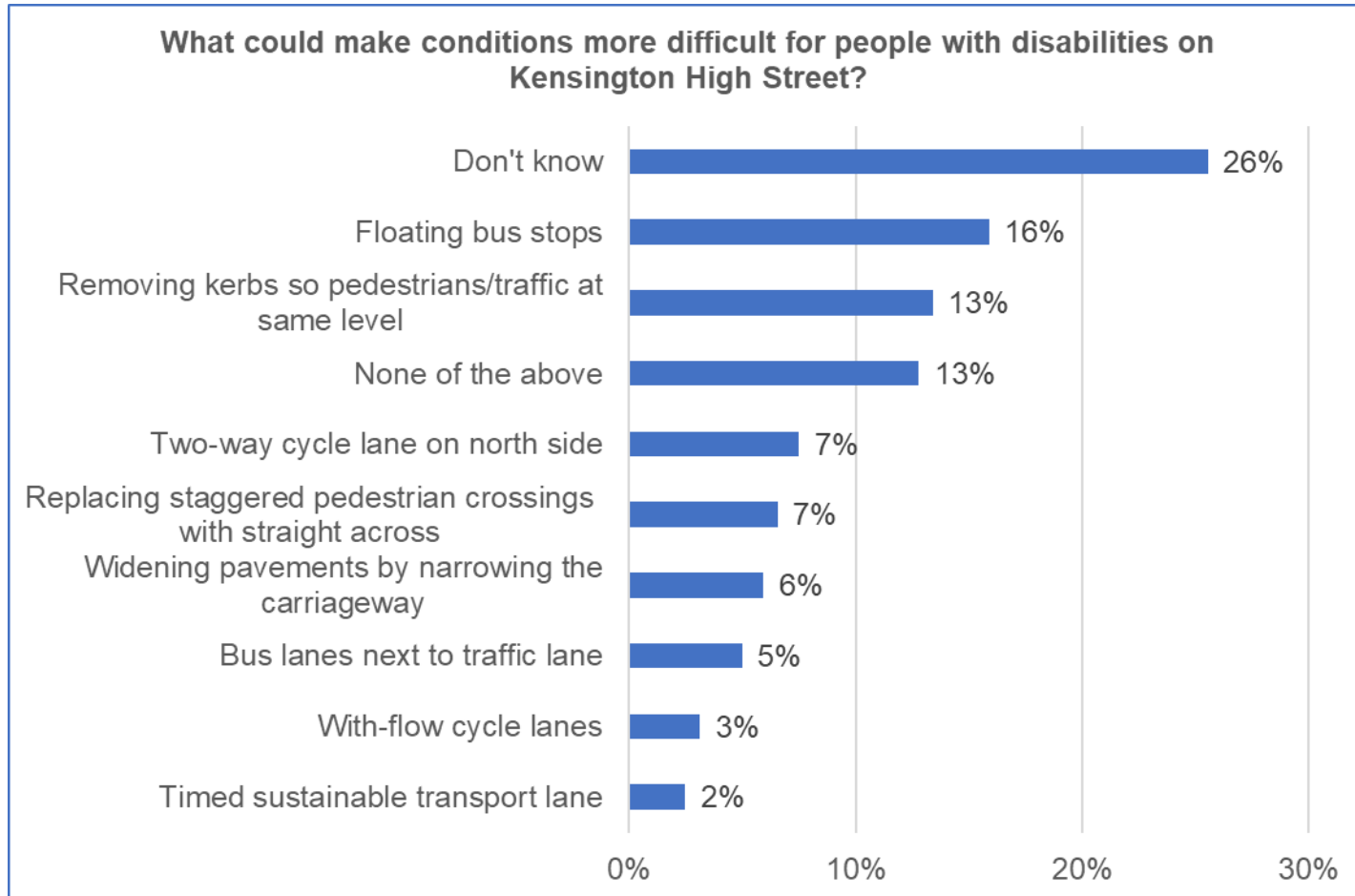
Sixteen per cent felt that bus lanes next to the traffic lane would help reduce congestion followed by replacing staggered pedestrian crossings with straight across crossings (11 per cent). Timed sustainable transport lane and widening pavements received 10 per cent each whilst six per cent though two-way cycle lanes would help and four per cent with-flow cycle lanes.



Base: 321 (all responses)

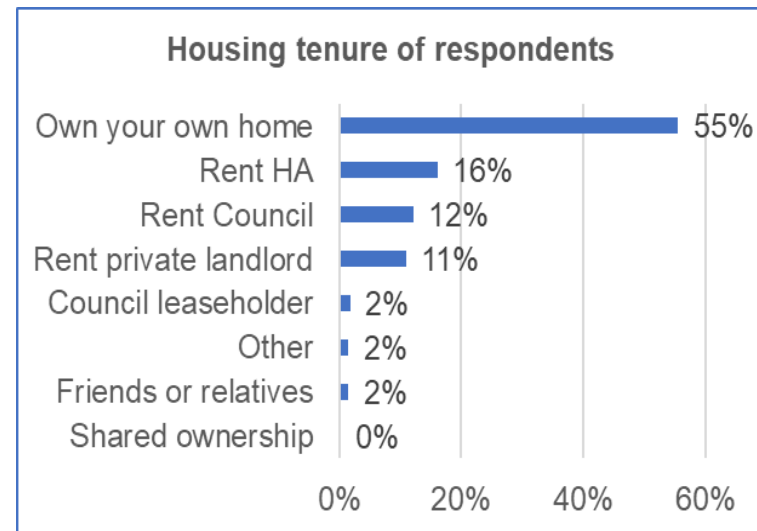
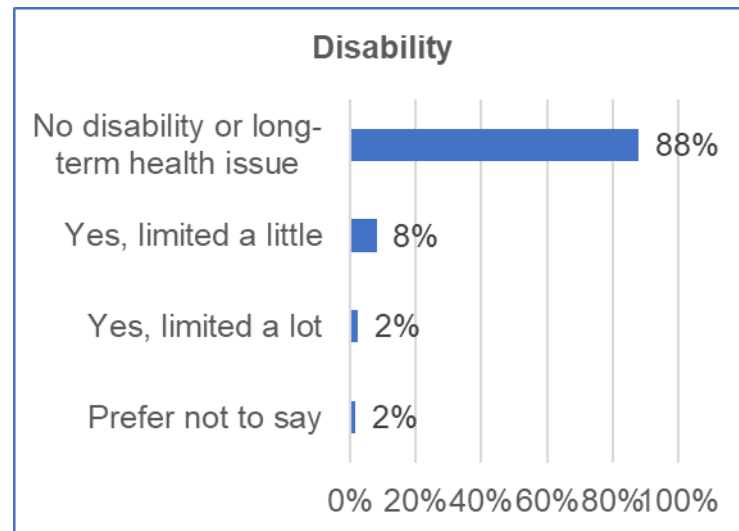
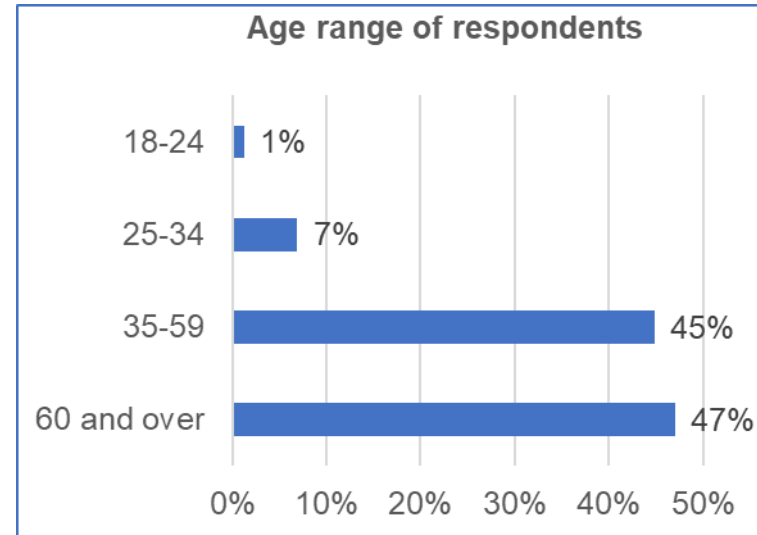
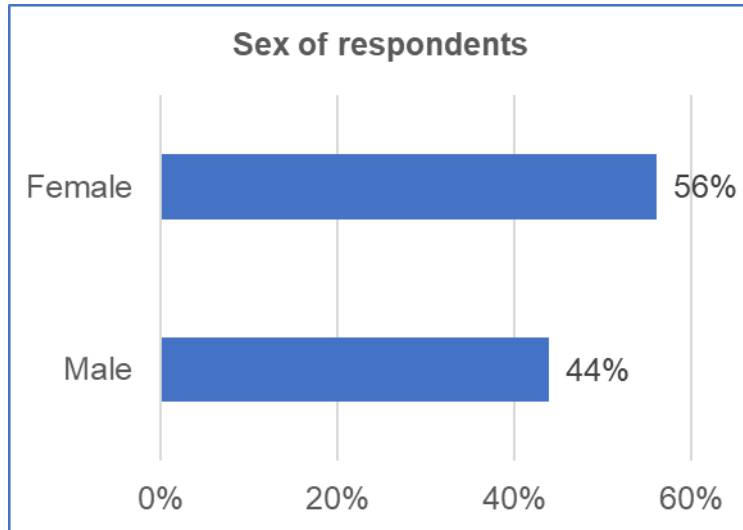
Conditions for people with disabilities

Panel members were asked what one thing from a list of proposals could make conditions more difficult for people with disabilities on Kensington High Street. Just over a quarter (26 per cent) didn't know and 13 per cent stated 'none of the above.' Floating bus stops (16 per cent) and removing kerbs (13 per cent) were the top two things Panel members thought could make conditions more difficult for those with disabilities.



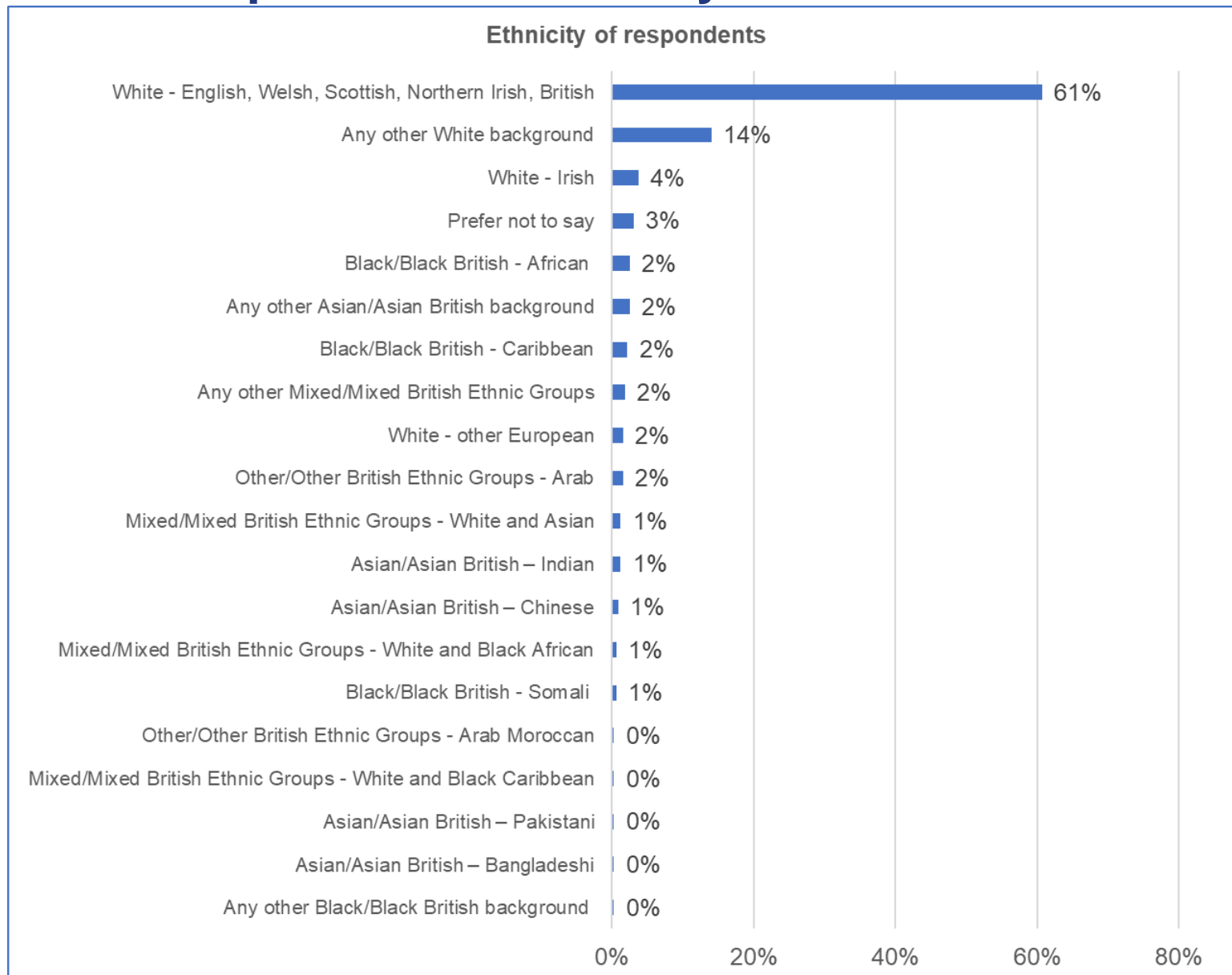
Base: 321 (all responses)

About respondents: Demographic Breakdown



Base: 321 (all responses)

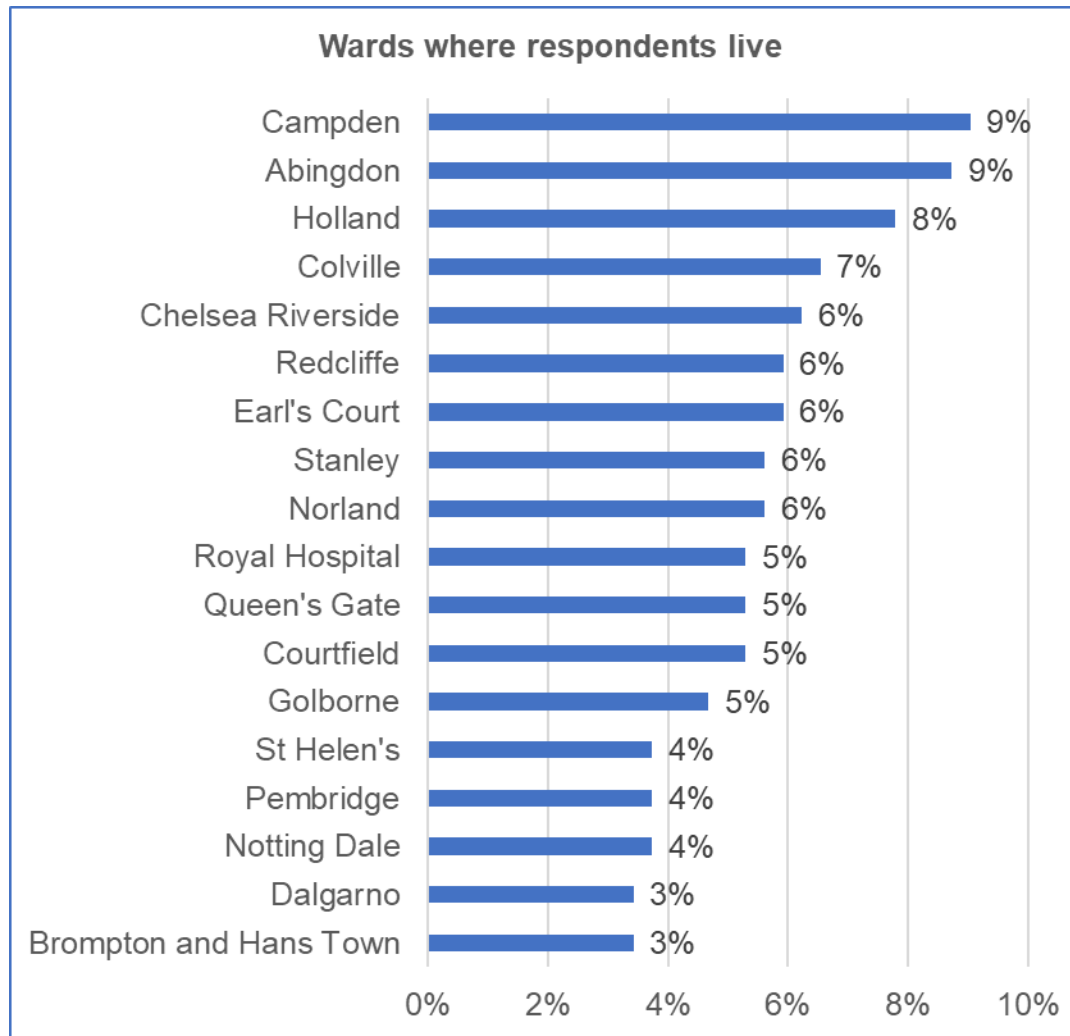
About respondents: Ethnicity Breakdown



Base: 321 (all responses)



About respondents: Ward Breakdown



It should be noted that there was a higher proportion of response from those living in the centre of the borough compared to the north and south, perhaps due to their closer proximity to Kensington High Street.

Base: 321 (all responses)