

The Royal Borough of Kensington and Chelsea
Royal Hospital Road Zebra Crossing Consultation March 2026

Report by the Transport Projects Officer

29 May 2026

1. Background

- 1.1 This paper summarises the responses received to the recent consultation proposing to introduce a raised zebra crossing on Royal Hospital Road, by Ormonde Gate. The proposals, including a plan of the zebra crossing, can be found on the [Consultation and Engagement Hub](#).

The proposals involve removal of the central traffic island in favour of a zebra crossing on a raised table, with footway buildouts to narrow the crossing distance and improve visibility between pedestrians and drivers. The design of the zebra crossing would require the conversion of 23 metres of double yellow line and 23 metres of single yellow line, requiring further statutory consultation.

- 1.2 Each year we receive numerous requests for new zebra crossings all across the borough. With limited funds available, to prioritise locations based on need, each year we review our list of crossing requests and rank the priority of each site based on various criteria, for example as how difficult it is for pedestrians to cross in a particular location, whether there have been any collisions injuring pedestrians at the location, and whether there is likely to be a demand to cross based on which local amenities are nearby. We can then prioritise our resources where they will give the most benefit.
- 1.3 This location was ranked as a priority due to the relatively high volumes of traffic throughout the day, and as the proposed crossing would serve multiple amenities, such as Royal Hospital Chelsea, as well as a nearby businesses, amenities and schools.
- 1.4 If introduced, the zebra crossing is expected to cost in the region of £70k, subject to detailed design, and would be funded from the Council's 2026-27 TfL Local Implementation Plan allocation.

2. Consultation

- 2.1 Between 16 March and 26 April 2026, the Council undertook non-statutory public consultation on the introduction of a raised zebra crossing on Royal Hospital Road. Residents living near each proposal (c. 3669 households/businesses) received letters signposting them to the consultation on the Council's Consultation and Engagement Hub. Local ward councillors, residents' associations and community groups were made aware of the consultations by email.

- 2.2 Key stakeholders, such as the emergency services, utility companies, refuse collection teams and neighbouring boroughs were also informed of the consultation by email.
- 2.3 One response was received from the Metropolitan Police suggesting that the proposed tactile paving be finished in a high-contrast colour, such as red. It was also suggested that if the Single Yellow Line in the north-eastern arm of the proposal allows vehicular parking, that this instead be replaced with an additional four zebra crossing zig zags.

Officer Response

- 2.4 Officers will consider both suggestions in the detailed design stage, following approval from the Director of Highways & Regulatory Service.
- 2.5 There were 37 total responses to the consultation via the online portal, and one response received by email. The responses can be found in full in Appendix 1. In summary:
- Twenty-three responses (60 per cent) supported the proposal in full, believing that the proposal would increase safety and reduce speeds.
 - Six (sixteen per cent) supported the proposals in part and offered views on neighbouring schemes and existing crossings on Royal Hospital Road.
 - Nine (24 per cent) objected to the scheme stating that there are existing crossings nearby and coupled with the existing traffic island, this proposal would be unnecessary.

Analysis of key themes arising from consultation responses

- 2.6 The table below summarises key themes regularly mentioned by respondents across the consultation. Officers have not responded to comments out of scope of the proposals, for example upgrades to existing crossings.

Issue	Officer Response
<p>The proposal is unnecessary</p> <p>Nine respondents stated that there are a sufficient number of crossings nearby already.</p> <p>Three respondents stated that the proposal was unnecessary as the existing traffic islands were sufficient, two of which also stated that the</p>	<p>The Council's zebra crossing prioritisation process assesses all requests based on a number of variables, including collision and injury data, speeds, volume, proximity to existing crossings and amenities to name a few. The criteria in which officers assess our sites is based on guidance in Chapter 6 of the Department for Transport's Traffic Signs Manual. The proposed location for this crossing on Royal Hospital Road was</p>

Issue	Officer Response
<p>existing traffic island provides a safe and easy crossing point.</p>	<p>chosen based on the area having high volumes of traffic in both directions, and requests from residents. The nearest pedestrian crossing is located on Royal Hospital Road, at the junction with Tite Street (140 metres west of the proposed site). The gap of over 100 metres between the existing crossing provides a reasonable justification for a zebra crossing at this site.</p> <p>The nearest signalised crossing is on Royal Hospital Road, approximately 225m away east from the proposed zebra crossing site. By reducing the distance between controlled crossing points, a zebra crossing at this location would improve convenience and accessibility for pedestrians.</p> <p>The Council aims to provide safe and reliable crossings around the borough to improve connectivity and reduce the risk of injury and harm. This aim is one of the key priorities for the Lead Member for Planning and Environment.</p> <p>By their nature, zebra crossings provide far greater amenity to pedestrians over traffic islands, as they require traffic to stop for pedestrians to cross. Under the proposals, footway buildouts would reduce the crossing distance as well as further increase visibility. The proposal also reduces the stages required to cross to one, as the crossing would no longer be separated by an island.</p>
<p>Waste of resources</p> <p>Three respondents stated that that the crossing was a waste of Council funds, and that funding should be spent elsewhere.</p>	<p>Funding for the crossing is from the Council's Local Implementation Plan allocation from Transport for London. The funding is therefore ringfenced for the purpose of delivering zebra crossing schemes within the borough.</p>

Issue	Officer Response
<p>Further crossings are desirable / alternative locations for proposal</p> <p>One respondent suggested moving the crossing to the western junction of Royal Hospital Road and Ormonde Gate.</p> <p>One respondent stated that it would be useful to have a crossing to facilitate better access to the bus stop.</p> <p>One respondent stated that it would be better to have a crossing closer to Christchurch Street.</p>	<p>The Council complete a prioritisation exercise for all zebra crossing requests received, including on-site and desktop analysis, feasibility review and pedestrian, traffic and topographical surveys.</p> <p>The prioritisation exercise for Royal Hospital Road indicated that a crossing by Ormonde Gate (eastern arm) would provide the greatest benefits by reducing vehicle speeds on the junction approach. The proposed zebra crossing is not outside residential dwellings, meaning that the impact on residents would be reduced, compared to alternative proposals.</p> <p>The Council has not received a request for a crossing on Royal Hospital Road, by its junction with Christchurch Road, however this location can be included for assessment and review during our next prioritisation exercise.</p>
<p>Proposals will cause an increase in congestion.</p> <p>Two respondents raised concerns that there would be an increase in congestion as vehicles would be slowing and stopping at a zebra crossing and would thus impact public transport journey times.</p>	<p>Should the crossing be installed, drivers may need to stop more frequently at this point than they currently do. But it is not expected that the zebra crossing will cause congestion, queuing or cause any significant delays or increases to journey times, especially not to the same extent as a signal-controlled crossing or junction.</p> <p>Vehicle delays are typically five seconds for a single person crossing but may increase where irregular streams of people cross over extended periods. This is highly unlikely at this location.</p>

Issue	Officer Response
<p>The proposed location would have low visibility.</p> <p>One respondent commented on the lack of visibility of pedestrians due to buses servicing the local bus stop.</p>	<p>The bus stop on Royal Hospital Road, west of the proposal area, is approximately 50m away from the proposed zebra crossing. This distance provides ample intervisibility between vehicles and pedestrians. Visibility splays have been assessed to ensure that no existing features, such as bus stops, trees, cars, and proposed features would impede the visibility of pedestrians and motorists. The proposed footway buildouts will further ensure there will be ample visibility between pedestrians and drivers.</p> <p>It is expected that the increased visibility coupled with slower speeds as a result of the proposed raised table should reduce the risk of collisions at the slight bend in the road (south of the proposal).</p>
<p>Proposal would further clutter the street</p> <p>One respondent stated that the addition of a zebra crossing, along with relevant road marking, signage and lighting, would clutter the street and be visually intrusive.</p>	<p>The proposed designs are in line with the Council's Streetscape Policy which states that only necessary signage and road markings be used, to minimise visual clutter and ensure that the heritage of the streets in RBKC can be retained at all times.</p>
<p>Impact on horses</p> <p>One respondent mentioned that horses frequently utilise Royal Hospital Road and that the proposal would force them to stop/slow down unnecessarily. The respondent also suggested that the raised table could pose a hazard for horses, particularly in winter.</p>	<p>It is expected that the introduction of a raised zebra crossing would help lower speeds along Royal Hospital Road, providing a safer environment for horse riders. It is true that under Rule 195 of the Highway Code, all road users, including horses, must give way to pedestrians at crossings. However, as there are already pedestrian crossings in Royal Hospital Road and elsewhere across the borough, it is expected that riders and their horses are familiar with these facilities. Similarly, any horse and rider used to navigating London</p>

Issue	Officer Response
	<p>streets is likely to be familiar with raised tables or speed ramps. In their natural environment, inclines are something that horses are able to navigate – in all weathers. The Council also uses a sinusoidal profile for all new raised tables and speed ramps, meaning a far gentler gradient than some other types.</p>

3. Next steps

- 3.1 Following consideration of all comments received, the Director of Highway and Regulatory Services has decided to proceed to detailed design and implementation of the proposed zebra crossing on Royal Hospital Road, subject to statutory consultation in relation to the changes to single and double yellow line provision.
- 3.2 The Council is required to give statutory notice of new zebra crossings under section 23 of the Road Traffic Regulation Act 1984. Officers would arrange this following completion of the detailed design.

Appendix 1: Consultation responses received

Objection	
1	<p>There is already a zebra crossing approximately one hundred metres west of the proposed site of the new crossing. This is stupid, it will have no impact at all on whether journeys are undertaken by foot rather than by an other form of transport and it will simply adversely interfere with traffic flow (which would be an illegitimate local authority objective).</p>
2	<p>There is a perfectly good zebra crossing by Tite Street!, probably 50 yards away! As a resident who often goes to the Post Office at the Royal Hospital (both the Post Office and the Coffee Shop), I simply can't believe based on the traffic and pedestrian flow, the Council is even contemplating this.</p> <p>There are so many more areas that need improvement/urgent works - look at the massive effect of closing Albert Bridge is having on our community.</p> <p>As a resident who lives so close, I am totally 100% against this, complete waste of resident's money.</p> <p>[Additional Comment]</p> <p>I have already given feedback, but thinking about this again - there are 8 crossings on the Royal Hospital Road which takes about 5 minutes maximum to walk one end to the other:</p> <ol style="list-style-type: none"> 1. Traffic lights on the Embankment 2. Crossing by Christchurch Street 3. Zebra crossing with Tite Street 4. Crossing by the south bound bus stop 5. Crossing by the entrance to the Post Office for the Royal Hospital (ie to the right of Ormande Gate) 6. Crossing by the entrance to the Post Office for the Royal Hospital (ie to the left of Ormande Gate) 7. Crossing by the other end of the Royal Hospital 8. Traffic lights on the corner of Chelsea Bridge Road <p>There is a 20mph speed limit with a warning sign, there are a handful of people walking down the two pavements - with Council Tax going up, this is completely unnecessary spending by the Council.</p>
3	<p>I don't think it is necessary and have to believe there are better places to put a zebra crossing in the borough because:</p> <ol style="list-style-type: none"> 1. There is already a zebra crossing nearby at the Tesco 2. There are already central islands on Royal Hospital Road either side of Ormonde Gate 3. The volume of traffic on RH Road is not that heavy so it is usually very easy to cross there
4	<p>Unsure why this is deemed to be better than the existing zebra by Tite St - or is it just an excuse to put a hump in? If the latter, why not "raise" the Tite St 4 way intersection?</p>
5	<p>This is a complete waste of time and money and would cause additional congestion for necessary public transport down Royal Hospital Road.</p> <p>There is an existing well lit Zebra Crossing at the junction with Tite Street less than 200 yards from the proposed location. There is a bus stop a few yards from this proposed location. If a bus is at the local stop it will not be possible for traffic on Royal Hospital Road to see someone near the new crossing It is NOT desirable to cause further congestion for National Coaches coming from Victoria nor local bus service when there is a better pedestrian crossing a few yards away.</p>

6	<p>I am resident of Tite Street of some 64 years standing. I would like to object for the following reasons.</p> <p>There is already adequate facility for crossing the Royal Hospital Road zebra in the near vicinity and another crossing so close by is unnecessary. There is a traffic Island in the which is perfectly adequate for those who do not wish to walk to the zebra crossing. Another crossing means pedestrians spread themselves over an even larger area as they 'jay walk' close to crossings and increasing danger, particularly in the dark.</p> <p>Another crossing, which involves painted zig zag lines, signage, flashing lighting, zebra crossing, traffic lights would further 'cluttered' the appearance of a historic highway, which was built by Christopher Wren in 1662 once cobbled route, close to the route that linked the Royal Hospital up to Kensington Palace. The lights, signage and flood lights are ugly and detract from the visual tranquility of these magnificent buildings. It is one of the few uncluttered stretches of road for miles in the vicinity, and should be preserved as that.</p> <p>In addition, it is regularly used by the Mounted regiments, for their 'morning watering' exercise routes. We are fortunate to have them use this road as they are a nice feature of the area. The road is straight and uninterrupted for horses. They would not wish to have to slow down and stop unnecessarily, or have a raised piece of road which might present a hazard for horse shoes in the winter months.</p> <p>It would be a substantial cost to install the crossing, together with management and maintenance, and a waste of money since there is already a crossing so close by. Moreover, we are not talking about large crowds of people every hour of the day, it's more like a 'trickle' of visitors. Where there are 'coaches' of people arriving, this is usually to the lay by at the National Army Museum, which is very close to the existing zebra crossing anyway. It would be far more effective to put a crossing outside Waitrose rather than here!</p> <p>The RH Road is sometimes very busy, with slow moving traffic jams from the Embankment to the traffic lights at Chelsea Bridge Road. At other times the route can be very quiet indeed, and foxes and hedgehogs are frequent road users at night.</p> <p>A second crossing would cause yet more delays to traffic particularly when the area is busy, eg in rush hours or where there are diversions elsewhere in the vicinity. The road is heavily used by national buses from Victoria Coach Station, as well as the 170 bus. The extra crossing could add on to journey times delaying large numbers of people travelling on public transport.</p> <p>The potential slowing down and revving up uses addition fuel and increased fumes and air pollution from petrol and diesel vehicles and is danger in itself as some vehicles rev up quickly after a crossing and would then have to slow down for the next crossing.</p>
7	<p>There is already a zebra crossing on the corner of Tite Street and Royal Hospital Road (approximately 100m from the proposed crossing here) which should suffice for the purpose.</p> <p>Further the area (the corner of Ormonde Gate and Royal Hospital Road) is not a high traffic area for pedestrians. With the divider in the road at this location already as well as lowered pavements for mobility scooters already in place, the route can be easily traversed in a safe manner by any passerby.</p> <p>Adding the zebra crossing, so close to the bus stop and the junction, as well as the area</p>

	provided for e-bikes on the corner of Ormonde Gate, will actually cause greater safety concerns on the road and create congestion where none exists today
8	There is already a crossing very close to this one outside the Tesco. It would probably be better to have one further west, closer to Christchurch Street
9	There are already 2 crossings close by. The Road is easy to cross as it is with an Island in the road. Traffic tends to be light. A waste of public money.
Yes, in Part	
1	I support a crossing but not a raised basis in such a sensitive area. More importantly crossings over Tite Street and Ormond Gate so that one can get to the bus stop. Cars do shoot across those roads which makes crossing them some what scary. Also Tite Street next to Tesco needs a crossing by the Post box.
2	Consider moving crossing to the existing section of road with the barriers in the middle of the road outside the entry to Chelsea Pensioners where people access the post office. This retains the proposed crossing in the same section of road (between the 2 Ormonde Gates) as both bus stops and moves the crossing a little further away from the existing crossing outside Tesco.
3	I fully support the zebra crossing as planned, but would like clarity on what is planned for the existing zebra crossing relatively close by at Tite Street. I would not support the substitution of the existing Tite Street zebra crossing with the new proposed one. My preference is that both are retained.
4	<ul style="list-style-type: none"> - Please ensure the turn on to it and off it is suitable for a scooter (disabled and RH soldiers) as currently very narrow pavement to turn onto mid road waiting area. - Please please can you put a 'courtesy Shield' on the belisha Beacon outside Tesco as well, and maybe update whilst you are here - Please also put the much needed double yellow lines on the corner of Tite Street opposite the corner where the Tesco trucks pass - so everyone can enter Tite Street and not be blocked by parked cars - Please also take into consideration the New Development being buit at 29 Tite Street whose car park lift leads out onto Royal Hospital Road. <p>Hopefully this will slow down the Massive Coaches that come down Royal Hospital as well</p>
5	<p>This web site and particularly the plan/drawing of the site of the proposed new zebra crossing is poor and difficult to fully understand as the location as road names are missing. You also do not state whether this is to be a replacement, or an additional crossing, to the one near Tite Street.</p> <p>However, my views of the proposed new crossing are as follows:</p> <p>The current zebra crossing near Tite Street is, in my view, potentially quite dangerous? It is one I use quite frequently to access Tesco Metro and I have witnessed a number of near misses by vehicles not spotting pedestrians and travelling at too fast a speed, particularly at night. It is also at the junction of three roads, so not ideal, as vehicles moving from both sides of Tite Street complicate matters and increase the dangers to pedestrians.</p> <p>A new zebra crossing further east would be a good idea if it is to be a replacement. I suspect a new crossing should have, what used to be termed Balesha Beacons, to warn motorists of it's presence and to make it a safer place to cross. The proposed site would however still retain the complications of being near the junction with Ormonde Gate, but less complicated than the existing crossing.</p> <p>It may be worth, instead, considering improving the safety of the Tite Street crossing with Balesha Beacons and more lighting, as I suspect pedestrians will still try and cross at this</p>

	<p>point, even if the zebra crossing is replaced, due the Tesco Metro shop.</p> <p>I hope these comments are helpful in your decision process.</p>
6	<p>There is no objection in principle to another zebra crossing on the Royal Hospital Road (which is what this proposal is). There are two more within relatively short distances in the eastern and western directions. However, there is no special reason why this section of a heavily used road (see below) should be subjected to narrowing and a raised table. It is difficult enough to persuade the relevant authorities to impose raised tables and humps in residential streets where vehicles are passing at pace within close proximity to residential properties. Some special reason would be needed to impose a narrowed road and raised table on a stretch of main road that has become increasingly heavily used (and therefore involving slower rather than a faster traffic) due to the changes by TFL to the movements of traffic on and off the Embankment and nearby bridges. As a consequence, Royal Hospital Road is now a major throughfare, and particularly so for example for National Express and other coaches moving to and from Victoria Coach Station. There are no special features such as terraced properties close to the edge of the road, and no good reason why we should be slowing traffic down or creating unnecessary congestion, particularly with the increasing number of cyclists, by narrowing a road in this area. All relevant safety considerations can be proportionately be achieved by the pedestrian crossing, particularly if it is controlled by lights. That said, I would not support the introduction of lights. It has become increasingly common for pedestrians to use them and then cross as soon as there is space in the traffic, leaving oncoming traffic to deal with the frustration of a red light at a crossing with no pedestrians using it. More generally I would urge reconsideration of traffic policy to encourage a greater free flow of vehicles on main roads, matched by concomitant calming of traffic on narrow residential roads abutting residential properties. On that basis this is not an appropriate site to narrow a main road and raise a table within it. The pedestrian crossing is enough.</p>
Yes, in Full	
1	Remove the pedestrian light crossing on the other side of Ormonde Gate (or reduce its reaction time to that of the lights adjacent to Chelsea Quai)
2	Much needed since the post office was moved. Thank-you for the proposal which we strongly support.
3	[No comment received]
4	Despite the 20mph warning sign so many cars speed along that road and it's busy with large vehicles. As a mother it's always felt an awkward place to cross when trying to visit the museum.
5	[No comment received]
6	I wholeheartedly support this proposal on behalf of visitors, staff and volunteers who regularly walk along Royal Hospital Road and would value additional safe places in which to cross this busy road.
7	[No comment received]
8	[No comment received]
9	<p>I strongly support the proposal to introduce a raised zebra crossing on Royal Hospital Road near Ormonde Gate.</p> <p>This section of road can be difficult for pedestrians to cross safely, particularly for children and older residents. A raised zebra crossing would both improve visibility and encourage drivers to slow down, making the area safer and more accessible for people walking through the neighbourhood.</p> <p>Measures that make it easier and safer to cross the road are an important part of creating a more walkable borough, and this location appears well suited for such an improvement.</p>

	I hope the Council proceeds with the proposal.
10	We absolutely support a new zebra crossing across RHR northeast of Ormonde Gate. It would make a busy road safer to cross for everyone young and old.
11	This is a great idea as traffic does not respect the 20mph speed limit and the coaches that use the road are a big hazard.
12	Gives easier access to the post office and cafes.
13	Will ease access to the post office.
14	[No comment received]
15	[No comment received]
16	[No comment received]
17	Pedestrians need safer crossing in RBKC, particularly on streets known for speeding. Additionally, Royal Hospital Road is a very busy road and many families needing to cross here.
18	A good idea, for those like me who visit the area occasionally (eg arriving on the 170 bus to go to the Royal Hospital or the National Army Museum) It's normally easy to cross the road (traffic is usually light outside peak times) but I'm sure a new pedestrian crossing will make that safer
19	Because of speed on Royal Hospital Road, the crossing needs to be raised to level of pavement. I know it's in the proposal, but I would not support it if that part of the proposal was withdrawn. I would not trust a zebra if I thought a motorcycle racing down the road might not stop for me. It's very dangerous for people like me who walk slowly.
20	[No comment received]
21	Yes but you must execute as proposed including RAISING the crossing up to the same level as the footway. This is the only way you will get cars, buses, trucks, motorcycles and other vehicles to slow down and respect the safety of pedestrians.
22	I am in favour of the new zebra crossing and I stress that it must have a raised footway to make the crossing safer. I wish the council would do this for the crossing on Royal Hospital Road near London Gate of Royal Hospital. That would benefit a raised crossing to reduce speeding traffic.
23	[Email Response] Thank you for your letter dated 26 March and I am happy to support the proposed pedestrian crossing at Ormonde Gate. It will certainly assist people crossing and unlikely to cause any traffic build up. While writing may I say that the introduction of the 30 metre bus lane on the embankment at Battersea Bridge is a disaster and serves no purpose. Because of the congestion caused by cars having to move lanes for 30 metres the bus takes longer to get to the stop and cars going straight on in the right lane are blocked by cars avoiding the bus lane and then queuing up to turn left. Also this stop serves one bus which comes every 15 minutes ! Please have your team re-look at the consequences of this lane.