

APPENDIX A - CONSULTATION SUMMARY REPORT

1. INTRODUCTION

- 1.1. The London Borough of Camden conducted a public consultation on the Fitzjohn's Avenue Area Safe and Healthy Streets scheme between 9th June and 13th July 2025. This proposed scheme includes improvements for pedestrians, cyclists, bus priority, the public realm, loading and parking changes, as well as a Healthy School Street.
- 1.2. This report provides details on how the consultation was undertaken, the consultation responses, Officers' comments and how the proposed designs have been amended as a result of the consultation responses.

Who Was Consulted and Promotion of the Consultation

- 1.3. 4309 flyers containing a link and QR code to the online consultation (see **Appendix E** of the Decision Report) were hand-delivered to all properties (including residents, businesses, and organisations) within the Fitzjohn's Avenue Area Safe and Healthy Streets consultation area (see Figure 1 below).

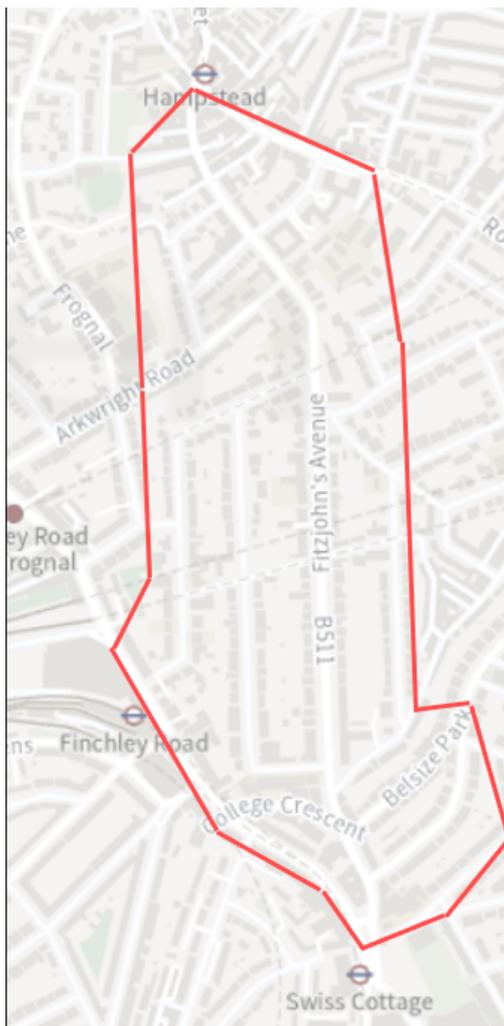


Figure 1 Fitzjohn's Avenue Area Safe and Healthy Streets Consultation Area (Outlined in red)

- 1.4. Emails containing a link to the online consultation were sent to Local and Statutory Groups, including various organisations representing the groups identified by the Equality Act 2010 and groups representing various transport users, the Emergency Services and Ward Councillors in the Belsize, Frognal and Hampstead Town Wards.
- 1.5. The consultation was available at WeAreCamden.org, where respondents could submit their views via an online questionnaire. Paper questionnaires were also available on request. The consultation web pages included details of the proposed amendments and layout plans. The consultation page for Fitzjohn's Avenue Area Safe and Healthy Streets can be viewed [here](#).
- 1.6. 234 street notices and collars, informing residents, businesses, and other stakeholders of the consultation, were put up on lamp columns within the Fitzjohn's Avenue Area Safe and Healthy Streets consultation area. A copy of the street notice is included in **Appendix E**.
- 1.7. The consultation was shared on social media as well as the Camden e-newsletter, which has over 18,000 subscribers.
- 1.8. Officers met with Ward Councillors in Belsize, Frognal and Hampstead Town Wards in person and online shortly before the launch of the consultation and during the consultation period. As the consultation designs had been finalised ahead of the launch, comments received from Ward Councillors were considered alongside all other consultation feedback and informed the post consultation design amendments, as set out in Section 2.8 of the decision report.
- 1.9. Officers received requests from Ward Councillors to extend the consultation. In response to the requests, the closing date of the consultation was extended by one week, to the end of Sunday 13th July 2025 (having previously been due to expire on Sunday 6th July 2025).
- 1.10. A second round of 4298 flyers with the extended consultation end date was delivered to all properties in the consultation area and is available in **Appendix E**. The original street notices were taken down and replaced with new street notices displaying the extended consultation end date. In addition, an email containing the extended consultation end date and a link to the online consultation was sent to Local and Statutory Groups, Emergency Services and Ward Councillors in Belsize, Frognal and Hampstead Town Wards.
- 1.11. University College School Pre-Prep was engaged prior to the public consultation, with officers visiting the school and meeting the head teacher to discuss the potential for a Healthy School Street (HSS) on College Crescent. Concerns were raised by the school with regard to the HSS both at this stage and in the subsequent public consultation. The points made by the school have been addressed in Section 3.12.3 of this report.

Consultation Approach

- 1.12. Questionnaires were used to gather respondents' views on the proposed changes in the Fitzjohn's Avenue Area. A copy of the questionnaire is included in **Appendix E**.
- 1.13. This report summarises the comments and suggestions provided by respondents in response to questions 8-19 and 21 of the questionnaire, along with officers' responses to these comments and suggestions.
- 1.14. An analysis of the comments provided in the consultation relating to the equality questions is available in the Equality Impact Assessment (EQIA), which is provided in **Appendix B** of the Decision Report.

2. SUMMARY OF CONSULTATION RESULTS

- 2.1. Overall, 971 responses were received via We Are Camden, and 16 responses were received via Safetravel email. Not all of the responses were valid. Valid responses are defined as those in which a valid UK postcode was provided for responses received via We Are Camden. Only 1 response per respondent was accepted. There were 18 duplicated responses received. The first response received from the duplicated pair was processed, and the other was removed.

In total, 953 valid responses to the consultation were received on We Are Camden, and these are discussed within this report. The 16 responses received via the Safetravel inbox have not been accounted for in the quantitative results discussed in this section, as they did not provide an answer to all questions included in the consultation questionnaire. However, any specific concerns raised in the responses by email were included in Section 3 ('Summary of Residents' and Local Stakeholders' Responses').

- 2.2. Respondents have been classified into the following categories shown in Table 1, based on the postcode that they registered for the consultation on the We Are Camden website. 31% of respondents live or work within the consultation area, as outlined in Figure 1.

Location	Respondents	
	Number	Percentage
LB Camden Residents/ Organisations/ Businesses within consultation area¹	300	31%
LB Camden Residents/ Organisations/ Businesses outside the consultation area²	432	45%
Respondents from outside Camden³	211	22%
Respondents from outside Greater London⁴	10	1%
Overall respondents (inside and outside Camden)⁵	953	100%

Table 1 Summary of responses received by respondent location – Fitzjohn's Avenue Area Safe and Healthy Streets Consultation Responses

¹ Within consultation area refers to all the respondents who provided a valid post code that was within the consultation area outlined in Figure 1.

² Within Camden refers to all the respondents who provided a valid post code within Camden but outside the consultation area.

³ Outside Camden refers to all the respondents who provided a valid post code outside Camden but within Greater London.

⁴ Outside Greater London refers to all the respondents who provided a valid response outside of Greater London.

⁵ Overall respondents refer to all the respondents that provided a valid response to the consultation via We Are Camden.

Question Response Analysis

2.3. Table 2 provides a breakdown of the respondents who responded as individuals, or on behalf of a group or an organisation, via We Are Camden website.

Category	Respondents	
	Number	Percentage
Individual	940	99%
On behalf of a group or organisation	12	1%

Table 2 Summary of responses per respondent category – Fitzjohn’s Avenue Area Safe and Healthy Streets Consultation Responses

2.4. Question 7: Does your household own, or have available for use, a car or van?

2.5. As illustrated in Table 3 below, overall 74% (222) of the respondents to the consultation stated that they live in a household that has access to a car or van. 25% (75) of respondents within the consultation area stated that they live in a household that does not have access to a car or van. However, the 2021 census data highlight that only 43%, 56%, and 54% of householders in Belsize, Frognal, and Hampstead Town Ward have access to a car or van, respectively. This shows that an above average number of respondents to the consultation were from households that have access to a car or van.

	Yes, I own a car		No, I do not own a car		N/A as responding for an organisation	
	Number	Percentage	Number	Percentage	Number	Percentage
LB Camden Residents/ Organisations/ Businesses within the consultation area	222	74%	75	25%	3	1%
LB Camden Residents/ Organisations/ Businesses outside the consultation area	305	71%	125	29%	2	0%
Respondents from outside Camden but within Greater London	113	54%	94	45%	4	2%
Respondents from outside Greater London	6	60%	4	40%	0	0%
Overall response	646	68%	298	31%	9	1%

Table 3 Number of households that own, or have available for use, a car or van in and around - Fitzjohn’s Avenue Area Safe and Healthy Streets Consultation Responses

2.6. Question 5: How do you usually travel in and around the Fitzjohn’s Avenue area? (You can choose more than one)

2.7. As illustrated in Figure 2 below, walking is the most frequent travel mode in and around Fitzjohn’s Avenue area (687 of the respondents), followed by car (496 of the respondents), bus (407 of the respondents) and cycle/scoot (362 of the respondents).

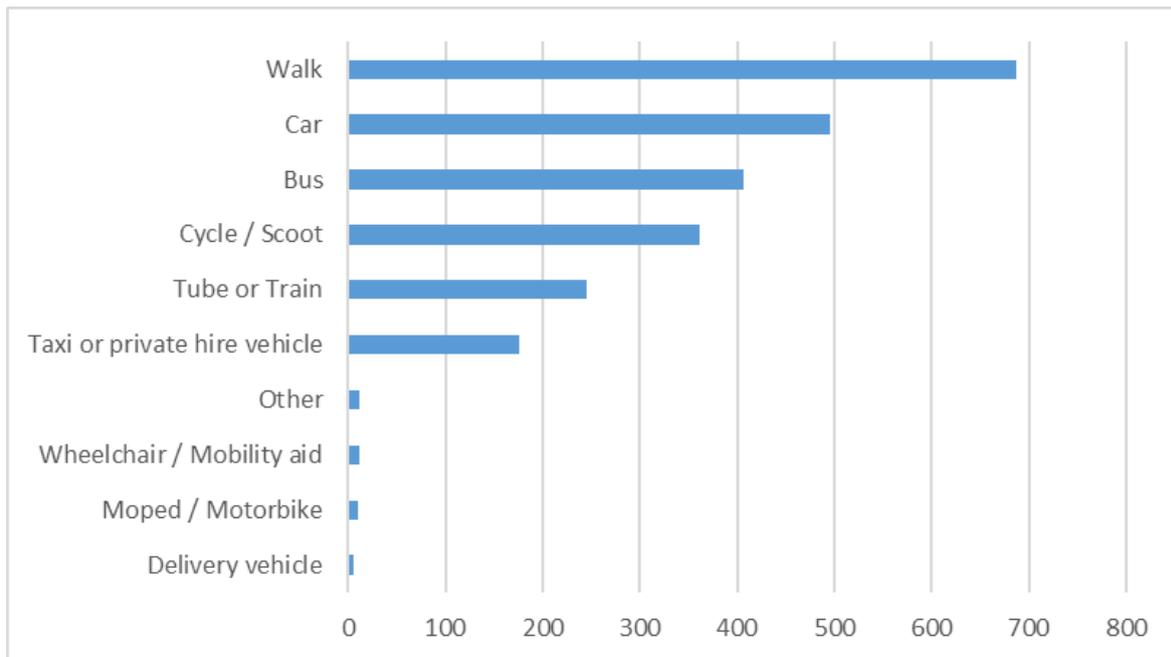


Figure 2 Travel mode in and around - Fitzjohn's Avenue Area Safe and Healthy Streets Consultation Responses

2.8. Responses to the Fitzjohn's Avenue Area Safe and Healthy Streets proposals

The scheme proposals were presented in three different sections in the consultation, as listed below:

- Fitzjohn's Avenue corridor Planting and Greening, Walking, Cycling and Bus Priority Improvements
- Heath Street Walking and Bus Priority Improvement
- College Crescent Healthy School Street (HSS) Proposals

2.9. Respondents were asked to what extent do you agree or disagree with the proposals in the Fitzjohn's Avenue Area. These questions were optional. Percentages given are calculated from the total number of valid responses to the consultation received via We Are Camden.

2.10. Respondents were also asked to give their views on why they agree/disagree/unsure/neutral to the following questions and to outline their comments/concerns regarding the proposals. The consultation responses were reviewed and considered by Officers, with key issues and concerns summarised in Section 3 below, alongside Officers' responses. Where appropriate, the feedback has informed amendments to the scheme, which are set out in Section 2.8 of the decision report.

2.11. Question 8: Overall, to what extent do you agree or disagree with the changes proposed as part of the Fitzjohn's Avenue Area Safe and Healthy Streets scheme?

2.12. As shown in Table 4 below, overall 43% (410) of respondents strongly agree or agree with the proposal, while 54% (512) strongly disagree or disagree.

Moreover, 3% (26) of the respondents were neutral or unsure about the proposal.

- 2.13. Within the consultation area, 23% (70) of respondents strongly agree or agree with the proposal, while 71% (214) strongly disagree or disagree. Moreover, 4% (13) of the respondents were neutral or unsure about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
LB Camden Residents/ Organisations/ Businesses within the consultation area	16% (48)	7% (22)	3% (9)	12% (35)	60% (179)	1% (4)	1% (3)
	23% (70)			71% (214)			
LB Camden Residents/ Organisations/ Businesses outside the consultation area	34% (147)	6% (28)	2% (8)	6% (28)	50% (218)	0% (2)	0% (1)
	41% (175)			57% (246)			
Respondents from outside Camden but within Greater London	71% (149)	5% (10)	0% (1)	1% (3)	22% (46)	1% (2)	0% (0)
	75% (159)			23% (49)			
Respondents from outside Greater London	60% (6)	0% (0)	0% (0)	0% (0)	30% (3)	0% (0)	25% (1)
	60% (6)			30% (3)			
Overall response	37% (350)	6% (60)	2% (18)	7% (66)	47% (446)	1% (8)	1% (5)
	43% (410)			54% (512)			

Table 4 Summary of responses received for question 8 (Note: Does not add up to 100% in some cases due to rounding)

- 2.14. Question 9: To what extent do you agree or disagree with the proposed greening and planting, walking, cycling and bus priority changes for Fitzjohn's Avenue?

- 2.15. As shown in Table 5 below, overall 44% (420) of respondents strongly agree or agree with the proposal, while 52% (492) strongly disagree or disagree. Moreover, 4% (32) of the respondents were neutral or unsure about the proposal.

- 2.16. Within the consultation area, 26% (78) of respondents strongly agree or agree with the proposal, while 69% (206) strongly disagree or disagree. Moreover, 5% (16) of the respondents were neutral or unsure about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
LB Camden Residents/ Organisations/ Businesses within the consultation area	17% (50)	9% (28)	4% (12)	10% (29)	59% (177)	1% (4)	0% (0)
	26% (78)			69% (206)			
LB Camden Residents/ Organisations/ Businesses outside the consultation area	36% (156)	5% (20)	2% (10)	9% (37)	46% (199)	1% (3)	2% (7)
	41% (176)			55% (236)			
Respondents from outside Camden but within Greater London	70% (147)	6% (12)	1% (3)	2% (5)	20% (42)	0% (0)	1% (2)
	75% (159)			22% (47)			
Respondents from outside Greater London	70% (7)	0% (0)	0% (0)	0% (0)	30% (3)	0% (0)	0% (0)
	70% (7)			30% (3)			
Overall response	38% (360)	6% (60)	3% (25)	7% (71)	44% (421)	1% (7)	1% (9)
	44% (420)			52% (492)			

Table 5 Summary of responses for question 9 (Note: Does not add up to 100% in some cases due to rounding)

2.17. Question 10: To what extent do you agree or disagree with the proposed walking and cycling changes for Akenside Road and Lyndhurst Road?

2.18. As shown in Table 6 below, overall 45% (427) of respondents strongly agree or agree with the proposal, while 48% (453) strongly disagree or disagree. Moreover, 7% (63) of the respondents were neutral or unsure about the proposal.

2.19. Within the consultation area, 26% (78) of respondents strongly agree or agree with the proposal, while 62% (186) strongly disagree or disagree. Moreover, 10% (31) of respondents were neutral or unsure about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
LB Camden Residents/ Organisations/ Businesses within the consultation area	17% (50)	9% (28)	8% (25)	10% (31)	52% (155)	2% (6)	2% (5)
	26% (78)			62% (186)			
LB Camden Residents/ Organisations/ Businesses outside the consultation area	35% (152)	7% (32)	5% (23)	7% (31)	44% (188)	0% (1)	1% (5)
	43% (184)			51% (219)			
Respondents from outside Camden but within Greater London	69% (146)	6% (12)	2% (5)	2% (5)	19% (40)	1% (3)	0% (0)
	75% (158)			21% (45)			
Respondents from outside Greater London	60% (6)	10% (1)	0% (0)	0% (0)	30% (3)	0% (0)	0% (0)
	70% (7)			30% (3)			
Overall response	37% (354)	8% (73)	6% (53)	7% (67)	41% (386)	1% (10)	1% (10)
	45% (427)			48% (453)			

Table 6 Summary of responses for question 10 (Note: Does not add up to 100% in some cases due to rounding)

2.20. Question 11: To what extent do you agree or disagree with the proposed walking and bus priority changes for Heath Street?

2.21. As shown in Table 7 below, overall 45% (432) of respondents strongly agree or agree with the proposal, while 46% (435) strongly disagree or disagree. Moreover, 9% (81) of the respondents were neutral or unsure about the proposal.

2.22. Within the consultation area, 26% (78) of respondents strongly agree or agree with the proposal, while 60% (180) strongly disagree or disagree. Moreover, 14% (42) of respondents were neutral or unsure about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
LB Camden Residents/ Organisations/ Businesses within the consultation area	14% (42)	12% (36)	11% (33)	13% (38)	47% (142)	3% (9)	0% (0)
	26% (78)			60% (180)			
LB Camden Residents/ Organisations/ Businesses outside the consultation area	32% (138)	12% (51)	6% (24)	8% (36)	41% (175)	1% (3)	1% (5)
	44% (189)			49% (211)			

Respondents from outside Camden but within Greater London	66% (139)	9% (19)	4% (9)	2% (4)	18% (37)	1% (3)	0% (0)
	75% (158)			19% (41)			
Respondents from outside Greater London	60% (6)	10% (1)	0% (0)	0% (0)	30% (3)	0% (0)	0% (0)
	70% (7)			30% (3)			
Overall response	34% (325)	11% (107)	7% (66)	8% (78)	37% (357)	2% (15)	1% (5)
	45% (432)			46% (435)			

Table 7 Summary of responses for question 11 (Note: Does not add up to 100% in some cases due to rounding)

College Crescent Healthy School Street specific proposals

2.23. Question 14: To what extent do you agree or disagree with the proposals to implement a trial Healthy School Street restriction on College Crescent outside University College School Pre-Prep?

2.24. As shown in Table 8 below, overall 44% (416) of respondents strongly agree or agree with the proposal, while 42% (401) strongly disagree or disagree. Moreover, 12% (119) of the respondents were neutral or unsure about the proposal.

2.25. Within the consultation area, 26% (76) of respondents strongly agree or agree with the proposal, while 54% (158) strongly disagree or disagree. Moreover, 20% (59) of respondents were neutral or unsure about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
LB Camden Residents/ Organisations/ Businesses within the consultation area	15% (43)	11% (33)	16% (46)	14% (41)	40% (117)	4% (13)	3% (7)
	26% (76)			54% (158)			
LB Camden Residents/ Organisations/ Businesses outside the consultation area	33% (138)	9% (40)	10% (42)	8% (33)	39% (164)	2% (7)	3% (8)
	42% (178)			46% (197)			
Respondents from outside Camden but within Greater London	67% (139)	8% (16)	4% (9)	3% (6)	18% (37)	1% (2)	3% (2)
	74% (155)			21% (43)			
Respondents from outside Greater London	60% (6)	10% (1)	0% (0)	0% (0)	30% (3)	0% (0)	0% (0)
	70% (7)			30% (3)			
Overall response	34% (326)	9% (90)	10% (97)	8% (80)	34% (321)	2% (22)	2% (17)
	44% (416)			42% (401)			

Table 8 Summary of responses for question 14 (Note: Does not add up to 100% in some cases due to rounding)

2.26. As shown in Table 9 below, overall 31% (17) parents/carers strongly agree or agree with the proposals, while 58% (32) strongly disagree or disagree. Moreover, 11% (6) of parents/carers were neutral about the proposal.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unsure	Not Answered
Parent/carer	25% (14)	5% (3)	11% (6)	5% (3)	53% (29)	0% (0)	0% (0)
	31% (17)			58% (32)			

Table 9 Summary of parents/carers for question 14 (Note: Does not add up to 100% in some cases due to rounding)

2.27. Question 16: How does/do your child/ren usually travel to/from school?

2.28. Parents/carers were asked how they normally travel to/from school. Respondents could select more than one option, and this question received 55 responses. Figure 3 illustrates that the most commonly used mode of travel is by car, with a total of 30 responses (55%). This is followed by bus/underground/train with 9 responses (16%) and walking with 7 responses (13%).

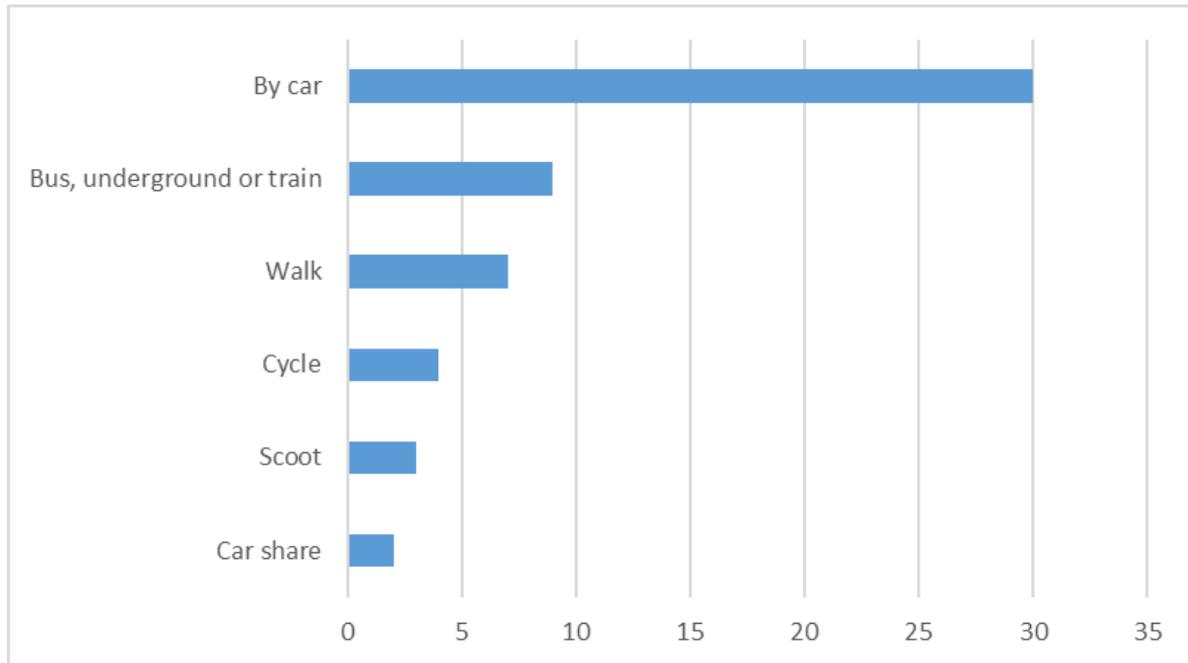


Figure 3 Summary of how parents/carers and their child/ren usually travel to/from school

2.29. Question 18: If implemented, what do you think you might like about the changes proposed? (you can choose more than one)

2.30. The reasons why respondents may like the proposed changes, if implemented, are summarised in Figure 4 below. The top three reasons respondents gave about what they might like about the proposed changes, if implemented, are: cycling will be easier and safer (369 respondents), walking will be easier and safer (357 respondents), and air quality will be better (344 respondents).



Figure 4 Summary of the reasons why the respondents may like the proposed changes

- 1.1. Question 18: If implemented, what do you think you might not like about the changes proposed? (you can choose more than one)
- 1.2. The reasons respondents might not like the proposed changes, if implemented, are summarised in Figure 5 below. The top three reasons respondents gave about what they might not like about the proposed changes, if implemented, are: traffic levels will still be bad or worse (385 respondents), journey times by motor vehicles will be longer (344 respondents), and driving will be harder and less safe (309 respondents).



Figure 5 Summary of the reasons why the respondents may not like the proposed changes

2. SUMMARY OF RESIDENTS' AND LOCAL STAKEHOLDERS' RESPONSES

2.1. This section provides a summary of the comments on the proposals received from residents and local stakeholders as part of the consultation.

2.2. Summary of Comments and Questions Raised

2.3. During the analysis, all comments were considered. However, identical and repeated comments from respondents were grouped together as part of the overall themes raised. For the purpose of analysis, comments were categorised into positive comments, negative comments, and comments/suggested improvements/concerns. Officers have reviewed these themes in detail and considered how the issues raised could be addressed through the scheme design. Where appropriate, this has resulted in changes to the proposed scheme, which are set out in Section 2.8 of the decision report, and are explained in direct response to consultation feedback in Section 3 of this report. Some comments pertained to other schemes in the general area and several comments related to areas outside the scope of the scheme. Officers have noted these comments and will consider opportunities to implement such improvements in the future, subject to the availability of funding and resources.

2.4. Comments provided in response to the equality questions are included in the Equalities Impact Assessment, which is provided as Appendix B of the Decision Report.

2.5. Positive comments

2.6. A range of positive comments were received for Fitzjohn's Avenue Area proposals, which are summarised below:

Some respondents voiced support for measures for pedestrian improvements in the area.

"Elements of the scheme will improve freedom of pedestrian movement for the disabled, children and indeed all residents."

"I strongly agree with the creation of additional zebra crossings on Fitzjohn's Avenue."

"I am in favour of incentivising as many people as possible to walk and cycle more (if they are able to do so). The proposed scheme improves safety for cyclists and pedestrians and is helping the wellbeing of residents."

"I also cross Fitzjohn's often to get to Finchley Road and these changes would improve the walking environment for me."

Some respondents voiced support for measures that improve cycling safety in the area.

"I ride up here frequently, it is a beautiful road but it is very risky for cyclists. Anything that can be done to improve the experience for cyclists, pedestrians & users of public transport is a good thing."

“Any safer proposals for cycling walking and public transport are necessary and needed.”

“As a woman, I feel safer cycling on dedicated cycle lanes, particularly in the dark”

“I currently don’t cycle on Fitzjohn’s because it doesn’t feel safe but these changes, particularly the protected bike lane, would make it safer to do so.”

“I cycle with my young child in my cargo bike in Fitzjohns and this will make it safer.”

Some respondents felt the proposals would contribute towards improving air quality.

“Air quality is also an important consideration, particularly given the number of schools present.”

“I go to school here and would finally like better air quality”

“As a local resident of a minority ethnic group, I would love to see my local air quality significantly improved.”

“With so many schools in the area, these measures will make it much safer for children to walk and cycle while also helping to reduce traffic and improve air quality.”

Some respondents felt the continuous crossings with side roads would make walking safer and easier.

“I’m particularly pleased to see raised crossings, pavement build-outs, and rain gardens — all simple but effective ways to make the area safer, healthier, and more welcoming for families.”

“Widened pavements, greenery, rain gardens, and continuous crossings create more pleasant, people-friendly streets.”

“100% for the continuous crossings!”

Some respondents felt the proposals would make crossing the street safer.

“As I am disabled I think the proposed changes would assist my mobility, particularly when crossing the road.”

“The additional pedestrian crossings will help: the elderly, pregnant women, families with young children, the sick, the handicapped”

“I strongly support these changes, especially the new cycle lane and safer crossings on Fitzjohn’s Avenue. With so many schools in the area, these measures will make it much safer for children to walk and cycle while also helping to reduce traffic and improve air quality.”

Some respondents felt that streets are unsafe and car dominated and that the proposed measures are needed and help to address this.

"I strongly support the objective of reducing car related congestion and pollution."

"I like to live in a city that gives equal space and rights to people walking and cycling, not dominated by motor vehicles as it is currently."

"The area is currently too congested and dominated by cars. This has a negative impact on the health of children that attend the local schools."

Some respondents felt the proposed public realm improvements would improve the area.

"Enhancements to the public realm to encourage active travel are vital to make London liveable and safe from Road traffic hazards"

"As a resident, I strongly agree with the proposed greening and planting, walking, and bus priority changes for Fitzjohn's Avenue and surrounding streets."

"We need greening measures and rain gardens in London especially with climate hearing and the likely erratic weather we are/will experience."

Some respondents voiced that the proposals have positive benefits for local businesses.

"Businesses do better when people can access them walking or cycling or on public transport."

"Will be easier to visit local businesses and shop for groceries"

"I am in favour of the changes which benefit residents, businesses and customers to the area."

Some respondents stated that they support the proposed bike hangars.

"I also massively support the bike hangars and all zebra crossing proposals."

"More cycle hangars is always great as it has been a game changer for me being able to use my bike."

"Also great to see that there will be more cycle hangars. Cycle parking is a big problem in London, especially for young people living in flats."

Some respondents were supportive of the Healthy School Street.

"School streets are a great idea and all these measures will improve the area for residents and visitors like myself."

"We agree with the proposal that College Crescent be closed during arrival and departure times of pupils in the school."

“Healthy School Street on College Crescent: We welcome the creation of a Healthy School Street and the reversal of traffic flow on College Crescent (a well known rat run)”

2.7. General Negative Comments

Some respondents had general negative comments on Fitzjohn’s Avenue Area proposals.

Example comments included:

“Nothing. There’s no problem to solve here.”

“Totally unnecessary”

“Waste of money”

Officer response:

One of the key objectives of Camden Transport Strategy (CTS) is to reduce car ownership and use due to their negative impacts such as toxic pollution, health effects, carbon emissions, climate change, congestion, delays, road danger, and inactivity. The strategy prioritises sustainable, active, and healthy travel modes, i.e., walking, cycling and using public transport. Walking, cycling and using public transport are space-efficient ways of moving people around cities. Particularly during peak travel times, walking and cycling are substantially more efficient at transporting individuals in private motor vehicles within the same road space. The CTS also has a key objective to transform our streets to enable easier and safer walking.

Motor vehicles, particularly diesel vehicles, are the main source of air pollution, while walking does not create such emissions. Creating an environment that favours walking is part of a broader strategy to reduce air pollution in Camden and is also supported by the Mayor of London. Investing in more sustainable modes of travel will bring significant health and economic benefits to the Borough in terms of reduced congestion and air pollution. The strategic justification for the scheme, including alignment with the CTS and wider Mayoral and national policy, is set out in Appendix G Strategic and Policy Alignment document.

2.8. General Comments, Suggested Improvements and Concerns

A considerable proportion of the comments received provided valuable feedback, highlighting concerns about aspects of the proposals or suggesting improvements. These comments have been grouped into common themes, as below:

[3.8.1 Businesses and Loading](#)

[3.8.2 Public Realm and Conservation](#)

[3.8.3 Pedestrians and Crossings](#)

[3.8.4 Cyclists, Cycle Lane and Cycle Parking Facilities](#)

[3.8.5 Buses](#)

[3.8.6 Motor Vehicles, Parking, Traffic and Pollution](#)

[3.8.7 Healthy School Street](#)

2.8.1. Businesses and Loading

3.8.1.1 Some respondents voiced that the removal of paid for parking would negatively impact local businesses as customers would not be able to park in the Hampstead Village.

“I am supportive in principle of improving bus speed and reliability and the area around Tesco, but the reduction in pay and display parking spaces likely to have a negative impact on local businesses. What provision is being made to make up for this with additional parking spaces elsewhere?”

“Will pay/visitor parking bays be maintained or will there also be a loss of these, which would be economically damaging for the retail businesses in Hampstead Village as well as hindering both residents/visitors wishing to shop.”

Officers’ response:

3 paid for parking spaces are proposed to be removed in order to alleviate the traffic pinch point on Heath Street outside of Tesco, particularly impacting buses. As set out in the CTS, the Council will remove parking provision if deemed necessary to accommodate the provision of sustainable transport infrastructure. This is the case with the removal of parking at this location to protect bus journey time and reliability, as there would be sufficient space for buses to pass by the loading bay safely, even when it is occupied.

There is evidence that businesses often overestimate the proportion of their business that comes from people who come by car. For example, a survey conducted by the London Borough of Waltham Forest found that businesses on Lea Bridge Road in Walthamstow thought that 63% of customers were travelling to their businesses by car. In reality, only 20% of customers travelled by car to the area. This is just as likely to be the case in Zone 2/3 (Heath Street, Hampstead) as it is in Zone 3 (Waltham Forest).

In London, as well as other cities, up to 80% of shoppers go to town centres by modes other than a car: walking is the most important mode for accessing local town centres.

Evidence from TfL, in fact, shows that just 7% of Londoners’ shopping trips to destinations in Camden, including in Hampstead, are made by car. Conversely, more than a quarter of such trips are made by public transport, and two-thirds by walking and cycling. In addition, 85% of Camden residents’ trips are not made by car. It is, therefore, unlikely that a significant volume of people visiting businesses in Hampstead are arriving by car.

Officers, therefore, consider that the proportion of people travelling to the Hampstead area by car is low and that the proposed paid for parking facilities, would be sufficient to accommodate those who do choose to travel by car. Furthermore, there are 21 retained paid for parking bays on Heath Street between Hampstead Station and Ellerdale Road, including immediate side street approaches. Hampstead is in close proximity to the Hampstead tube station and multiple bus routes, providing a high level of public transport accessibility for those who are able/need to use those services.

The measures make it easier for people to walk, cycle and bus to businesses in Hampstead and surrounding area. This means that visitors to local businesses have an opportunity to choose to travel by a more sustainable mode of travel and that the corridor can be reached easily and safely without using a car.

3.8.1.2 Some respondents were concerned about the loading bay outside of Tesco on Heath Street still being a pinch point for buses and other vehicles.

“I disagree with the expansion of the loading bay in front of Tesco. I don't think the proposed changes to this area will solve the issue of this infamous bottleneck; they will only accommodate the needs of a business (Tesco), which should not be driving such huge trucks on narrow London roads.”

“The pinch point mentioned at the Tesco on Heath Street will not be solved by simply relocating the bay.”

Officers' response:

Heath Street outside of Tesco currently suffers from a significant traffic pinch point, particularly impacting buses. When large vehicles occupy the loading bay outside Tesco (west side) while vehicles are parked or stopped on the opposite side (east side), the remaining road width restricts traffic flow, often preventing vehicles, including buses, from passing.

The proposal aims to alleviate the pinch point issue by relocating the existing loading bay and parking bays on the east side and extending the loading bay outside Tesco (west side) to ensure sufficient space for buses to pass safely when bays on both sides are in use. Following the feedback from the consultation, officers have reviewed the design and now propose to reduce the loading bay outside Tesco to 9 metres in length and 2 metres in width. This would improve bus tracking and lane alignment while maintaining adequate space for loading activities to serve nearby businesses.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the loading bay outside Tesco. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

2.8.2. Public Realm and Conservation

3.8.2.1 Some respondents were concerned that the public realm and rain gardens would not be well maintained.

"I am concerned about the greening and planting, not because of the principal, that is fantastic, but who will maintain this?"

"The council do not maintain the existing grass verges at all well and it seems pointless increasing the garden maintenance requirements."

Officers' response:

Public realm and rain gardens would be maintained regularly by the Council's greenspace grounds maintenance contractor.

3.8.2.2 Some respondents felt the proposals would negatively impact the character of the area.

"Endless street furniture, road markings and signage look terrible and detract from the historic character of the local area."

"The addition of Cycle Lanes and raised crossings and continuous pavements; will; in my view ruin the ambience off the lovely wide tree lined avenue that we now live in."

Officers' response:

The scheme runs through the Fitzjohn's/Netherhall and Hampstead Conservation Areas, and the design has been developed in consultation with the Council's Conservation Officer. The proposals, including the cycle lanes, rain gardens, and cycle hangars, are not considered to unduly alter the character or appearance of Fitzjohn's Avenue, which is a wide, tree-lined street of historic buildings. The rain gardens and planting would complement the verdant, leafy character of the area, while the cycle hangars, located within existing on street parking bays, and their green finish help them blend into the streetscape. Officers would continue to refine details such as surface colours and crossing design to ensure that materials and finishes remain sympathetic to the surrounding conservation areas.

3.8.2.3 Some respondents felt the rain gardens are unnecessary.

"While the introduction of rain gardens seems like a well-intentioned environmental initiative, it feels unnecessary in this context."

"There are already wide and leafy pavements, so no need for a rain garden, waste of money."

Officers' response:

Fitzjohn's Avenue corridor is a historically flooded road, which was flooded during the 2021 floods. Many properties along the road are at medium to high risk of flooding from surface water, according to surface water mapping done by the Environment Agency and the Greater London Authority. Given the historic and future flood risk, Camden is keen to implement measures to reduce the impact of future flooding events and to protect residents and communities along Fitzjohn's Avenue. One way to do so is by adding rain gardens along the sides of the road and on verges, which help to slow the flow of surface water and to store excess volumes of surface water in them, allowing the water to soak in. This could provide a high level of protection by storing runoff from up to a 1-in-30-year storm event. Rain gardens act differently than simple grass verges because they are designed with layers of materials that allow the captured surface water to filter through slowly, increasing the amount of reabsorption into the ground. They are also designed so that any excess surface water flow that is captured in the event of a flash flood will then be returned into the sewers, which are linked up underground to the rain garden. Including rain gardens in the Fitzjohn's Avenue Area scheme is a critical element to ensuring climate resilient, safe, and healthy streets.

2.8.3. Pedestrian and Crossings

3.8.3.1 Some respondents were concerned about the proposed pedestrian and cycle shared use area at the parallel crossings.

"introductions of shared pedestrian/cycle areas will make traveling so much more difficult and dangerous."

"The introduction of shared pedestrian and cycle areas raises important safety concerns for all residents, especially the most vulnerable, such as the disabled and children."

Officers' response:

Officers have noted the concern and would like to assure respondents that the design complies with Department for Transport (DfT's) LTN 1/20 guidance, ensuring safety and accessibility for all users. The shared use area at parallel crossings would improve the connection to the other side of the road or onto side roads for cyclists. Additionally, Officers would incorporate clear signage and markings to clearly indicate the extent of the shared use area, which would enhance safety for all users.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the proposed pedestrian and cycles shared use areas. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.3.2 Some respondents were concerned about the proposed narrowing of the pavement outside 88 Fitzjohn's Avenue.

“The proposed reduction of the pavement width by 0.5 metres is concerning. This stretch of pavement is already narrow and experiences heavy footfall, particularly during school drop-off and pick-up times. Further narrowing would compromise pedestrian safety and reduce the appeal of walking to school.”

“The proposed narrowing of pavements...poses a direct threat to student safety.”

Officers’ response:

In response to consultation feedback, including concerns about pedestrian safety and high footfall during school drop off and pick up times, officers have amended the design to increase the previously proposed footway width to 2 metres at the narrowest point, widening to approximately 2.3 metres towards Arkwright Road, to improve pedestrian comfort and accessibility. The cycle lane width would remain as proposed, and the revised layout maintains appropriate lane widths for buses and general traffic, ensuring the design continues to balance the needs of all road users.

2.8.4. Cyclists, Cycle Lane and Cycle Parking Facilities

3.8.4.1 Some respondents were concerned about ensuring clear visual separation between the proposed cycle lanes and the carriageway.

“Although your proposals include a special cycle lane, they also in some areas blur the distinction between pavement and roadway.”

“Segregated bike lanes are important for both cyclist and pedestrian safety as pedestrians tend to choose walking on bike lanes and cars breach unsegregated bike lanes often by driving through or parking.”

Officers’ response:

The cycle lane on Fitzjohn’s Avenue would be segregated to offer more protection to cyclists. There would be a clear separation between the cycle lane and carriageway.

3.8.4.2 Some respondents were concerned that the shared use areas at parallel crossings do not connect to side roads or cycle facilities.

“Some of the shared use areas at parallel crossings do not appear to connect in to the cycle lane or to the adjacent road turning.”

“There is a lot that can be done to improve the usability of the parallel crossings for making right turns into and out of side streets.”

Officers’ response:

In response to consultation feedback, officers have reviewed all proposed parallel pedestrian and cycle crossings on Fitzjohn’s Avenue and now propose to amend the two crossings outside 33 and 47 Fitzjohn’s Avenue, which are not located near

side roads, to zebra crossings (pedestrian only). For the remaining parallel crossings on Fitzjohn's Avenue, the shared use areas would be extended to provide clearer and more direct connections to adjoining side roads and cycle routes. These changes would improve usability and legibility for all users, while maintaining safe and efficient movement along the corridor.

3.8.4.3 Some respondents voiced that a cycle lane on Fitzjohn's Avenue is not needed, as cyclists could use side roads instead.

"There is ample provision for cyclists using side roads."

"There are better alternative side roads available for cycling."

Officers' response:

Under the Department for Transport's Local Transport Note 1/20 (LTN 1/20), segregation is recommended on routes with higher motor traffic volumes and speeds, as is the case along Fitzjohn's Avenue. Providing physical separation between cyclists and motor vehicles is essential to create conditions suitable for people of all ages and abilities to cycle confidently and safely.

Fitzjohn's Avenue forms part of the primary cycle network identified in the [Camden Transport Strategy \(CTS\)](#) and is in the [Camden Transport Strategy Delivery Plan 2025-28 and Local Implementation Plan](#), which prioritises the development of safe, accessible, and continuous cycle routes along main road corridors to cater for direct desire lines for cyclists. The CTS specifically notes that, where funding and space permit, cyclists should be separated from general vehicular traffic and pedestrians.

The corridor is also identified as a medium priority route based on analysis of historic and expected casualty harm presented in TfL's Healthy Streets Data Pack Spring 2024. This indicates that interventions here could have a significant impact on reducing collisions and injury severity, particularly for vulnerable road users. In addition, Fitzjohn's Avenue lies within an area of medium to high cycling potential in TfL's Strategic Cycling Analysis, reflecting its role as a north-south route connecting homes, schools, and local destinations.

A northbound, uphill, segregated cycle lane is proposed, as this direction presents greater difficulty for cyclists due to lower speeds and increased exposure to passing vehicles. Providing protection in the uphill direction therefore delivers the greatest safety and comfort benefit. This approach is supported by the LTN 1/20.

The scheme has been designed with the most sustainable modes at its core, prioritising safety and accessibility for people walking, wheeling, cycling and using public transport, while balancing the need to retain other important kerbside uses, including resident parking. Within the constraints of the street, protection is therefore prioritised in the uphill direction, where cyclists are most vulnerable. Southbound cyclists would continue to use the main carriageway, benefiting from good visibility and lower speed differentials with motor traffic on the downhill gradient.

3.8.4.4 Some respondents felt that Fitzjohn's Avenue is not a suitable location for a cycle lane due to the gradient of the hill.

"The road is too steep for cycling, thus dangerous to use, especially for young and inexperienced cyclists."

"I firmly believe that adding another cycle lane on the steep hill of Fitzjohn's Avenue will do nothing to attract cyclists."

Officers' response:

Providing dedicated cycling infrastructure along Fitzjohn's Avenue helps to remove some of the barriers that prevent more people from being able to access the benefits of cycling, particularly on routes with a gradient. Given the gradient of Fitzjohn's Avenue, Officers consider there is even more of a need to provide cyclists with a route that is separated from vehicles, as cyclists travel more slowly and are therefore more exposed to overtaking traffic. The proposed uphill, northbound, cycle lane would improve safety and comfort for cyclists, making the route more accessible for all cyclists, including those who are less confident. In addition, the increase use of electric bikes mean that gradients such as on Fitzjohn's Avenue are no longer a significant deterrent for some cyclists, further supporting the case for provide safe, dedicated infrastructure.

This is discussed further within the Equalities Impact Assessment. See also the reasons for the scheme set out in Section 2 of the decision report.

3.8.4.5 Some respondents were concerned about the speeding cyclists on Fitzjohn's Avenue.

"Cycling is a major problem to pedestrians and your proposals will only increase the number of bikes speeding down the street and putting pedestrians at risk."

"The danger of speeding cyclists going uphill on heavy electric bikes 90% of whom ignore traffic lights will lead to fatalities amongst the many children who go to school in the area."

Officers' response:

Officers have noted the concern. Traffic calming measures such as raised parallel crossings, continuous footways and raised tables at junctions are proposed as part of the scheme, which applies to motor vehicles as well as cyclists. No downhill cycle lane is proposed.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the proposed designs. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.4.5 Some respondents wanted more visitor cycle parking in the area.

“Dedicated visitor cycle parking should be provided to reduce pavement obstruction and improve accessibility for all.”

“To promote safe and inclusive access, appropriate and clearly designated visitor cycle parking should be incorporated into the plans.”

Officers’ response:

Officer has noted the comments. Officers would look into feasible locations for additional short stay cycle parking facilities as part of the detailed design for the scheme, if approved for final implementation.

3.8.4.6 Some respondents were unsure about the demand for cycle hangars in the area.

“BIKE HANGARS... more residents parking bays lost, and will hardly be used. Not as secure as you claim. People with bicycles on the Avenue already have places to keep and park them (large houses, lots of side access, rear access, places to keep bicycles).”

“I am not supportive of bike hangars, since they take up a lot of road space, are unsightly and are often left unused.”

Officers’ response:

The Council has installed 423 bike hangars to date across the Borough, with 83 of these having been installed in 2025. However, there is growing demand from residents living in high density dwellings that are common in the Borough and usually have limited space for covered and secure cycle parking. Waiting list data provided by Cyclehoop and Falco (the Council’s current, and previous bike hangar suppliers respectively) indicates that the majority of the hangars installed in the Borough, so far, are fully occupied with a combined waiting list of 6,384 people. The implementation of a hangar in an area usually increases the number of requests in that locality, such is the demand for bike hangar parking.

Cycle hangar locations for this scheme have been selected in areas with subdivided houses and apartment buildings, where residents typically have limited access to secure storage. Providing cycle hangars at these locations would help meet local demand, support cycle ownership among residents without off street storage, and contribute to Camden’s wider aim of promoting sustainable and active travel.

2.8.5. Buses

3.8.5.1 Some respondents were concerned about the consolidation of bus stops, particularly the removal of Bus Stop J outside St Mary’s School.

“do not remove the bus stop in front of St Mary’s northbound please.”

“Also the loss of bus stops will mean some uphill walking - not possible for elderly.”

Officers’ response:

Officers acknowledge concerns about the proposed consolidation of bus stops, particularly the removal of Bus Stop J outside St Mary’s School.

The consulted proposal to consolidate bus stops along Fitzjohn’s Avenue was developed to improve bus journey times and reliability, while maintaining access for passengers. TfL guidance recommends typical stop spacings of approximately 250-400 metres, and the existing layout included a number of stops within relatively short distances of one another.

In response to consultation feedback, the design has been amended to retain both northbound Bus Stops J (St Mary’s School) and K (Lyndhurst Road / Akenside Road), with both stops to be upgraded to bus stop bypasses. This change responds to accessibility concerns raised by local residents, parents, and St Mary’s School, while still delivering journey time and safety benefits. In the revised arrangement, the distances between the two northbound bus stops would be approximately 230 metres, which remains within TfL’s guidance. Buses would stop within the traffic lane, in line with TfL guidance, avoiding delays caused by pulling in and out of stops, and the bus stop bypass design would provide safe and continuous provision for people cycling.

Following review of consultation and operational concerns, the proposal to consolidate the southbound Bus Stops H (St Mary’s School) and S (Nutley Terrace) would proceed as consulted on, as the distance between the remaining stops remains within TfL’s recommended spacing of up to 400 metres. This rationalisation would help to reduce bus delays in the southbound direction and improve service reliability, while maintaining access for bus passengers, including those with limited mobility.

3.8.5.2 Some respondents were concerned about the safety of bus stop bypasses.

“Bus bypasses create a very unpleasant environment for pedestrians.”

“The proposed “bus stop bypasses” — which route cycle lanes between the bus stop and the pavement — raise safety issues for vulnerable passengers, especially children, the elderly, and those with visual impairments.”

Officers’ responses:

When a bus stops at a traditional kerbside bus stop on a busy route such as Fitzjohn’s Avenue, cyclists are required either to wait behind the bus or to move into the main carriageway to overtake, which can create conflict with general traffic, particularly on an uphill gradient where cyclists are travelling more slowly. Bus stop bypasses are therefore designed to separate cyclists from stopped

buses, reducing conflict and improving safety for both cyclists and bus passengers. This is in line with guidance as set out in Department for Transport's LTN 1/20 document and TfL's guidance on cycle infrastructure and accessible bus stops.

At the proposed bus stop bypasses, which are all located in the northbound direction (uphill) in this scheme, pedestrians have priority when crossing the cycle lane to access the bus stop, and tactile paving with a mini zebra crossing at these bus stops emphasises this pedestrian priority. The 'slow' and 'give way' road markings on the cycle track further highlight to cyclists that they need to give way to pedestrians. A curved entry taper on the cycle track and ramp would also be added on either side of this crossing, which would be raised, to encourage cyclists to slow down. TfL published a [bus stop bypass safety review](#) in 2024. This review has shown that the risk of pedestrians being injured at bus stop bypasses is very low.

Shared use bus boarders are not proposed in this scheme. The Council is staying up to date with TfL's ongoing review into shared use bus borders, which are a different kind of bus facility to the bus stop bypasses proposed for Fitzjohn's Avenue, but that also separates cyclists from moving traffic at bus stops. The proposed bus stop bypasses have been designed to comply with TfL standards. The Council would continue to review any forthcoming guidance from the government on the design of bus stops.

Officers would coordinate with TfL to set up aural announcements of cycle lanes for passengers getting off the buses on this corridor, should the scheme be approved for implementation.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the proposed designs. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.5.3 Some respondents felt that moving the bus stops into the carriageway would increase congestion and pollution.

"There are no major issues with buses working their way back into traffic currently and no justification for stopping the whole of the traffic in the road whilst a bus picks up passengers."

"there is likely to be increased congestion (with the bus stops built out into the road) as a result of the scheme."

Officers' response:

Moving the bus cage into the carriageway gives buses priority of position, making it easier and quicker for buses to serve passengers and continue their journey, without delay caused by pulling in and out of the bus stop. It also enables cycle

lanes to be continuous and completely separate from general traffic, allowing cyclists to pass behind stopped buses. While buses stopping in the carriageway may result in short, localised delays to general traffic, these benefits outweigh the potential disbenefit in terms of improved bus reliability and safety. Drivers would be expected to comply with the highway code and not overtake buses when they have stopped at a bus stop.

This approach aligns with TfL's wider bus priority objectives, which seeks to improve bus journey time reliability and efficiency, and with Camden's road user hierarchy, which is outlined in the CTS, where public transport is prioritised over general traffic. It is, therefore, considered that the benefits to bus passengers outweigh the impacts on the flow of general traffic and private car passengers.

2.8.6. Motor Vehicles, Parking, Traffic and Pollution

3.8.6.1 Some respondents were concerned that proposals would narrow the carriageway and make traffic and pollution in the area worse.

"Adding cycling lanes to Fitzjohn's Avenue will further narrow the avenue and put more pressure on congestion issues there."

"Fitzjohn's is a very narrow road already, and quite busy, and adding a segregated cycle lane will just make traffic flow worse, will increase jams, and will increase pollution."

Officers' response:

Reducing air pollution, in line with WHO guidelines is a top priority for the Council, along with reducing congestion. Motor traffic is the major cause of pollution (nitrogen dioxide and particulate matter) in Camden, while private cars are a very inefficient use of limited space contributing to congestion and delays, particularly on journeys that could be undertaken by more efficient modes such as walking and cycling. The view that cycle improvements will result in congestion and more pollution is often based on the assumption that traffic levels are fixed. It is a view that does not take account of travel behaviour change which should arise from, and forms the rationale behind, the improvements in the Fitzjohn's Avenue Area, especially when implemented alongside additional measures aimed at reducing car ownership and use.

The scheme proposed along Fitzjohn's Avenue itself has resulted in no removal of traffic lanes and no substantial reduction in road space for motor vehicles. The proposed northbound (uphill) segregated cycle lane would be delivered primarily by reallocating space currently taken up by central hatched road markings. Buses would continue to stop within the carriageway, in line with Transport for London's approach to bus priority, supporting more reliable and efficient bus services.

By promoting cycling, which is a sustainable and less polluting mode of travel, the scheme ultimately contributes to the reduction of emissions in London. The Council, and the Mayor of London, seek to encourage a shift to more journeys

being made by sustainable, healthy and active travel modes. This includes specific targets for walking, cycling and public transport, as these modes are the cleanest, healthiest and make the most efficient use of limited space.

Providing high quality infrastructure and an attractive environment helps overcome key barriers to more people walking and cycling, particularly the perception of road danger, and is therefore fundamental in encouraging this mode shift both now, and to ensure that growth in Camden is sustainable in the future. The council also recognises that high quality alternatives are not sufficient on their own to encourage people to switch to more sustainable and healthier modes, and therefore a two-pronged approach which also disincentivises car ownership and use is needed. Facilitating walking and cycling and reducing car ownership and use are therefore major policy objectives in our CTS. If the final scheme is approved for implementation, Officers would continue to undertake monitoring including traffic levels and air quality.

3.8.6.2 Some respondents considered that the scheme would increase traffic on adjacent side roads.

“As a local resident I do not want traffic pushed from a main road through the smaller residential roads.”

“Congestion in our side roads off Fitzjohns and in Belsize Village will get far worse.”

Officers’ response:

The view that cycle improvements will result in congestion and more pollution is often based on the assumption that traffic levels are fixed. It is a view that does not take account of travel behaviour change which should arise from, and forms part of the rationale behind, the improvements on Fitzjohn’s Avenue. Especially when they are implemented alongside other measures to minimise car ownership and use.

3.8.6.3 Some respondents were concerned about the loss of residents’ parking spaces.

“Any reduction in residential parking bays in the area must be opposed as there are already too few spaces available.”

“finding parking will become more difficult because spots are removed or access to them is limited”

Officers’ response:

Parking bays along the Fitzjohn’s Avenue corridor are proposed to be removed in order to provide a predominantly uninterrupted and segregated northbound uphill cycle lane on the west side of Fitzjohn’s Avenue. As stated in the CTS, the Council will remove parking provision if deemed necessary to accommodate the provision of sustainable transport infrastructure. This is the case with the removal of parking along the Fitzjohn’s Avenue corridor. A residents’ parking permit does not

guarantee a parking space but enables a permit holder to park within their Controlled Parking Zone (CPZ).

Fitzjohn's Avenue, between the junctions with Buckland Crescent and Lyndhurst Road, is located within CPZ CA-B Belsize. The controlled hours are: Monday to Friday: 09:00-18:30, Saturday: 09:30-13:30 and Sunday: No controlled hours. Fitzjohn's Avenue/Heath Street, between the junctions with Lyndhurst Road and Holy Bush Vale, is located within CPZ CA-H(b) Hampstead and Vale of Heath. The controlled hours are: Monday to Friday: 09:00-20:00, Saturday: 09:30-20:00 and Sunday: No controlled hours. The corridor has extensive off street parking provision.

Data from the 2021 census shows the percentage of households not owning a car or van for the wards Fitzjohn's Avenue/Heath Street is located in as: Belsize 57%, Hampstead Town 46% and Frognal 44%. This data shows that car ownership within these wards is higher than the borough average. There has been a trend in households giving up their cars in exchange for more sustainable modes of transport. TfL Borough wide data shows that the percentage of households in Camden not owning a car or van has increased to 69%, up from 61% in 2011.

Furthermore, of the car trips made within Camden around 70% of these are for journeys of less than 5km in distance, with around 40% under 2km, distances that for many trips can be converted to more sustainable modes. Most trips by Camden residents are not made by car. 85% of all such trips are made by sustainable modes, and almost 70% of households do not own a car. This scheme, and others, will contribute to making safer the existing 50% of all trips made by Camden residents on foot or by bike, and encourage even greater take up of these modes.

The removal of parking bays on Fitzjohn's Avenue provides the space necessary for a segregated cycle lane and in doing so help to remove some of the barriers, such as safety, that prevent more residents from making local journeys on foot or by cycle. This in turn discourages private car ownership and use, which, as discussed in more detail in Section 2 of the decision report, is an objective of CTS.

While some parking spaces would be removed to accommodate the northbound segregated cycle lane, a proportion of the resident parking bay loss results from improvements to parallel/zebra crossings and bus stops. These measures form an important part of the overall scheme and would enhance safety, accessibility, and comfort for all road users.

The consultation proposal included the removal of 20 residents' parking spaces in CPZ CA-B and 15 residents' parking spaces in CPZ CA-H(b). In response to consultation feedback, Officers have amended the design to help address concerns about the loss of residents' parking spaces. The following changes are now proposed.

In addition to the proposal to remove 20 residents' parking spaces in CPZ CA-B as consulted upon, and the removal of 3 further residents' parking bays required to retain both northbound Bus Stop J and K, Officers are proposing to convert 20

paid for bays into shared residents'/paid for parking bays within CPZ CA-B, which are located at:

- 3 spaces on Maresfield Gardens at the side of 3-7 Fitzjohn's Avenue (north side)
- 3 spaces on Maresfield Gardens outside South Hampstead High School (south side)
- 6 spaces on Nutley Terrace at the side of 37C Fitzjohn's Avenue (south side)
- 6 spaces on Maresfield Gardens opposite Netherhall House (east side)
- 2 spaces outside 46 Maresfield Gardens (east side)

In addition to the proposal to remove 15 residents' permit parking bays in CPZ CA-H(b) as consulted upon, Officers are proposing to convert 9 paid for bays on Fitzjohn's Avenue (east side), south of Spring Walk, within CPZ CA-H(b) into shared residents'/paid for parking bays.

3.8.6.4 Some respondents were concerned about the loss of paid for parking spaces on Heath Street.

"At the top end of Fitzjohns Avenue, there is a heavy demand for pay/visitor parking at peak shopping periods for people wishing to shop in Hampstead Village."

"Will pay/visitor parking bays be maintained or will there also be a loss of these, which would be economically damaging for the retail businesses in Hampstead Village as well as hindering both residents/visitors wishing to shop. This issue seems not to have been considered."

Officers' response:

Officers have noted the concern and have outlined a detailed response in Section 3.8.1.1.

3.8.6.5 Some respondents considered that the scheme would delay emergency vehicles travelling in the area.

"Emergency services, esp. police and ambulances, frequently use Fitzjohn's Avenue. You need to consider how the proposed changes will influence their ability to speed up and down the avenue."

"dedicated cycle lane will inhibit emergency vehicles."

Officers' response:

Emergency services, including London Ambulance Service, London Fire Brigade and the Met Police, have been consulted as part of this scheme (as statutory consultees) and they have not raised concerns on response times.

3.8.6.6 Some respondents were concerned about the speeding vehicles on Fitzjohn's Avenue.

“Cars and vans hurtle around at a terrifying speed making our streets no go areas for people like me who are not so young.”

“Many of the cars from my observation on Fitzjohn's avenue are speeding and creating dangerous situations.”

Officers' response:

Officers have noted the concern. Traffic calming measures such as raised parallel crossings, continuous footways and raised tables at junctions are proposed as part of the scheme.

3.8.6.7 Some respondents were concerned that the floating bays would create conflicts between cyclists and people opening vehicle doors.

“floating parking bays pose dangers of passengers opening their doors on the cycle lane side without due consideration of cyclists.”

“Floating parking bays are referred to but how safe will these be? Drivers of vehicles and passengers will not be able to reach the footpath safely and may need to open doors into the path of moving traffic and fast bicycles.”

Officers' response:

Officers have noted the concern on the floating bays by the cycle lane and acknowledge that there is the possibility of vehicle doors opening into the cycle lane. Officers are designing out this risk by including a buffer between the parking bay and the cycle lane to reduce the risk of vehicle doors opening onto the cycle lane.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the proposed designs. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.6.8 Some respondents felt that there are insufficient locations for taxis to pick up and drop off passengers.

“If I want to use a taxi I wonder how easy it will be to encourage a driver to enter restricted areas and park in front of my flat?”

“This would grossly inconvenience me as there will be nowhere for a taxi to stop to pick me up the same when bringing me home.”

Officers' response:

Pick-up and drop-off of taxi passengers continues to be allowed along the length of the Fitzjohn's Avenue/Heath Street corridor. Where a ramp needs to be deployed,

taxis will be able to use the bus stops and on side streets for the pick-up and drop-off of passengers. Officers do not recommend the 'breaking' of protected cycle lanes to facilitate kerbside access as this would represent a significant and disproportionate road safety risk to cyclists.

3.8.6.9 Some respondents were concerned about the removal of the car club bays.

"We strongly oppose the removal of two car club bays. Shared car schemes are essential to reducing private car ownership and complement broader sustainable transport strategies. We recommend increasing, rather than decreasing, the availability of car club bays."

"The scheme proposes the removal of two car club bays. Rather than removing them, I would encourage the addition of more car club bays in the area, as shared car schemes are essential to discouraging private car ownership."

Officers' response:

Officers have noted the concern regarding the removal of car club bays. Usage data indicates insufficient demand, and car club operators have confirmed that they no longer require the bays at this location. Since the consultation, there has also been a wider reduction in car club provision, with an operator withdrawing services. Officers would continue to monitor local car club demand and work with operators to identify suitable locations for additional bays should the need arise in the future.

2.8.7. Healthy School Street

3.8.7.1 Some respondents were concerned that the problem of poor air quality in the area is down to Finchley Road being located next to University College School Pre-Prep. They argued that introducing a Healthy School Street (HSS) restriction on College Crescent would have little impact.

"Are you suggesting that air pollution from the heavy traffic on Finchley Road doesn't affect College Crescent?"

Officers' response:

It is acknowledged that traffic on Finchley Road, near to the school, would have an impact on air quality in the area. However, it is also considered that vehicles driving past the front of University College School Pre-Prep during pick up and drop off times, contribute negatively to air quality, and road safety issues, directly outside the school. The proposed HSS restriction would help to mitigate against this, by reducing traffic volumes during school pick up and drop off times. The proposals also align with [Camden's Clean Air Action Plan](#), [Camden's Transport Strategy](#) and the [Camden Transport Strategy Delivery Plan for 2025/26 to 2027/28](#).

3.8.7.2 Some respondents were concerned that the restriction would simply displace traffic to other areas causing congestion and road danger.

“The restriction will increase traffic pressure and disruption in adjacent areas”

Officers’ response:

Traffic data gathered on existing HSS restrictions in the borough have shown that traffic volumes have often decreased not just on restricted streets but also on surrounding roads, as families switch to sustainable modes of transport such as walking, cycling and taking public transport. However, if the scheme is approved traffic volumes on several streets in the vicinity of University College School Pre-Prep would continue to be monitored, in conjunction with TfL, during the trial period in order to ascertain the impact of the scheme.

3.8.7.3 Some respondents were concerned that reversing College Crescent’s direction would cause an unnecessary inconvenience to residents trying to reach Belsize Park from Finchley Road.

“All reversing traffic on College Crescent achieves is increasing distances travelled by motor vehicles.”

Officers’ response:

College Crescent is a narrow one-way street featuring residential properties, businesses and University College School Pre-Prep. It is not considered an appropriate street to be used as a through route between Finchley Road and Fitzjohn’s Avenue. It is also not considered that reversing the direction of College Crescent would have a significant impact on residents driving in the area, with there being alternative routes into Belsize Park from Finchley Road, for example via the Swiss Cottage gyratory and Arkwright Road.

3.8.7.4 Some respondents were concerned that reversing the direction of College Crescent will cause road danger with vehicles having to make a dangerous left turn onto Finchley Road which has a high number of vehicles travelling at fast speeds.

“The proposal to reverse the one-way street is dangerous as drivers will then be turning left onto a very busy and fast Finchley Road.”

Officers’ response:

Finchley Road has a 20mph speed limit which drivers should comply with. There are other unsignalised junctions off Finchley Road, for example the Frognaal and Langland Gardens junctions which serve as a precedent for this proposal.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn’s Avenue Area scheme including the College Crescent HSS. The report did not highlight any significant road safety concerns relating to the proposed designs. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.7.5 Some respondents were concerned that reversing the direction of College Crescent would cause traffic problems at the Swiss Cottage gyratory.

“The proposed reversal of traffic flow on College Crescent will create unnecessary confusion and is likely to worsen traffic congestion, particularly at the already heavily burdened Swiss Cottage junction on Finchley Road.”

Officers’ response:

Finchley Road is a Red Route and major A Road, which is designed to accommodate higher traffic volumes. Officers consider it appropriate that through traffic is directed to Finchley Road and the Swiss Cottage gyratory rather than College Crescent. If approved, the scheme would be delivered as a trial and the impact would be carefully monitored, in conjunction with TfL, to understand its impact on the Swiss Cottage gyratory/Finchley Road (which is part of TfL’s “TLRN” road network).

3.8.7.6 Some respondents were concerned that, as University College School Pre Prep is a private school without a catchment area, families travel long distances and cannot reasonably walk, cycle, or use public transport options. They also felt the scheme would unfairly penalise working parents with children at different schools who cannot walk all their children to school and still get to work on time.

“UCS has a large majority of children who live too far away to walk and they are too young to cycle. That is the nature of independent schools - parents have chosen not to send their children to the local school but one of their choice which, for the most part, is further away.”

Officers’ response:

[Camden’s Transport Strategy](#) outlines the council’s commitment to reducing car use in Camden and motor traffic levels in the borough. The council’s [Healthy School Street](#) programme is part of that wider commitment, reducing traffic levels outside of schools during pick up and drop off times. The council is also committed to reducing road danger and improving air quality, particularly in the vicinity of schools.

It is noted that University College School Pre Prep is located 5 minutes’ walk from Swiss Cottage and Finchley Road tube stations, 10 minutes from Finchley Road & Frognal Overground Station and adjacent to numerous bus routes on Finchley Road and Fitzjohn’s Avenue. College Crescent has a PTAL rating of 6a, a reflection of its high accessibility.

3.8.7.7 Some respondents were concerned that many children attending the school are very young and must be accompanied to the gate. They noted that not all parents are able to walk or cycle to school, and that having to park and walk from further away would cause significant inconvenience.

“Children at this school are too young to go on their own”

Officers’ response:

Although some families who currently drive to school regularly would be impacted by the proposals, this has to be balanced against the potential positive impacts of Healthy School Streets creating a safer and healthier environment outside school during drop-off and pick-up times enabling more children to walk, cycle or scoot to school, with less air pollution, road danger, congestion, and more space for people to interact encouraging behavioural change. Parents/carers or children who require vehicle access because of a disability could apply for an exemption to the HSS restriction via our website <https://www.camden.gov.uk/healthy-school-streets>.

3.8.7.8 Some respondents were concerned that the introduction of a cycle contraflow would be dangerous. They specifically questioned whether the road was wide enough for cyclists and drivers to pass safely.

“The planned contraflow cycling proposal within a reversed one-way system introduces additional road safety risks without sufficient separation or clarity”

Officers’ response:

[Camden’s Cycling Action Plan](#) sets out Camden’s commitment to “converting all feasible one-way roads to two-way for cycling”. The introduction of two-way cycling on College Crescent would align with this commitment helping to improve cycle accessibility and connectivity in the area.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the proposed contraflow cycle lane on College Crescent. The report did not highlight any significant road safety concerns relating to the proposed design. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out once the scheme has been implemented, if approval is given to proceed to that stage.

3.8.7.9 Some respondents expressed concerns that the scheme could affect residents and businesses by making it more difficult to receive deliveries or accommodate visits from tradespeople. Others were worried that it might negatively impact individuals who rely on taxis to access essential services.

“The scheme will make life extremely difficult for residents, particularly the elderly and disabled, who have great trouble getting deliveries made and workers coming in.”

Officers’ response:

The purpose of the HSS proposal is to respond to relevant borough policies, to reduce the dominance of motor vehicles outside University College School Pre Prep, reducing road danger and supporting parents, children, and school staff to travel to school by active modes of transport. Deliveries and non-emergency visits by tradespeople would need to be arranged outside of the restriction times, or the

vehicle would need to be parked outside the restricted area if arriving during hours of restriction. Officers note that the restrictions would apply for one hour in the morning and an hour and a half in the afternoon only, Monday to Friday, during term time. This means that the street would remain unrestricted for approximately 95% of the year. Any vehicle already parked within the restricted area could be driven out at any time. Temporary exemptions would be available for emergency visits by tradespeople, subject to evidence.

Refuse vehicles, emergency services, statutory door-to-door services and home to school transport for children and young people with special educational needs or disabilities (SEND) do not need to apply for exemption. In addition, exemptions for other essential vehicle trips, such as taxi journeys for e.g. hospital or doctors' visits, carers' journeys, etc, can also be considered and discussed with officers. The eligibility for exemptions is outlined in the [Healthy School Street exemption policy](#) and is in line with all of the Council's HSS schemes and follows best practice guidance from Transport for London.

3.8.7.10 Some respondents were concerned that electric vehicles would not be exempt from the restriction.

"I would support the Healthy School Street scheme on College Crescent if electric cars were allowed"

Officers' response:

In the case of the majority of HSS restrictions in Camden electric vehicles are not exempt. This is because the aim of the HSS programme is to enable more children to walk, cycle or scoot to school, with less road danger, congestion, and more space for people to interact. While electric vehicles help to address poor air quality specifically, exempting electric vehicles would undermine these other objectives.

Electric Vehicles are currently exempt from the Neighbourhoods of the Future Healthy School Street Zone, also in the Belsize ward. However this is not a permanent exemption, and will be removed in 2026, and the zone covers a much wider area than the proposed restriction on College Crescent.

3.8.7.11 Some respondents were concerned about the impact on businesses in the local area.

"It will discourage people to go to these areas and businesses will suffer"

Officers' response:

The HSS restriction aims to reduce traffic volumes and dominance and create a safer environment outside schools during drop-off and pick-up times, and to enable more children to walk, cycle or scoot to school, with less road danger, congestion, and more space for people to stop and chat. Officers note that the HSS restrictions would operate only for a limited time of the day during school pick up and drop off times, Monday-Friday, during school term times only. This means that the street would remain unrestricted for approximately 95% of the year. Any vehicles already

present on the restricted street before the HSS hours can leave at any time during the restricted times. Hence, it is advised that vehicles trying to access businesses on College Crescent do so outside of the hours of restriction.

2.9. Ward Councillors' Responses

The Fitzjohn's Avenue Area scheme is located within the Belsize, Frognal and Hampstead Town Wards. Ward Councillors in all 3 Wards were notified of the consultation. 4 Councillors made comments on the scheme.

Points Raised	Officers' Response
<p>Councillors supported the proposals for the following reasons:</p> <ul style="list-style-type: none"> • Welcome improved pedestrian safety, especially zebra/parallel crossings on Fitzjohn's Avenue and Akenside Road (3 Councillors). • Support for continuous crossings at junctions (4 Councillors). • Support for the proposed northbound cycle lane as a key step in improving the local cycle network and promoting sustainable travel, reducing pressure on roads and the public transport system (3 Councillors). 	<p>Officers have noted the supportive comments.</p>
<p>4 Councillors expressed concerns that removing the bus stop outside St Mary's School would disadvantage older and less mobile residents, reduce school bus use, and offer little benefit to bus journey times.</p>	<p>Officers have noted the concern and have outlined a detailed response in Section 3.8.5.1 (bus stop consolidation).</p>
<p>3 Councillors expressed concerns that the proposed floating bus stops exclude visually impaired, elderly, and less mobile people from safe bus use.</p>	<p>Officers have noted the concern and have outlined a detailed response in Section 3.8.5.2 (bus stop bypass). In addition, concerns about the impact of bus stop bypasses on the elderly and disabled people are addressed within the Equality Impact Assessment, Appendix B of the decision report.</p>
<p>3 Councillors were concerned about the loss of residents' parking spaces.</p>	<p>Officers have noted the concern and have outlined a detailed response in Section 3.8.6.3 (residents' parking).</p>

3 Councillors expressed concerns that reversing the traffic direction of College Crescent could create congestion at Finchley Road and Swiss Cottage.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.5 (reverse direction of College Crescent).
4 Councillors expressed concerns that blue surfacing would be out of keeping with the conservation area.	Officers have noted the concern and have outlined a detailed response in Section 3.8.2.2 (conservation).
A Councillor expressed concerns that expanded loading bays on Heath Street, particularly outside Tesco, would worsen congestion.	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).
A Councillor was unsure about the need for cycle hangars.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.6 (cycle hangars).

2.10. Member of Parliament (MP) Responses

An MP enquiry was received during the consultation period. A response was provided to the MP office.

2.11. Statutory Consultees' Responses

In line with the Council's standard consultation procedure, the consultation materials for the proposed changes were sent to the Council's list of statutory consultees. This includes London Ambulance Service, Metropolitan Police, London Fire Brigade, and other services such as Royal Mail and NHS transport services. A response was received from the Metropolitan Police, which is summarised in the table below. No responses were received from other statutory emergency services.

3.11.1 The Metropolitan Police	
Points Raised	Officers' Response
Contraflow cycle lane on College Crescent is missing signage details.	This would be incorporated into the detailed design.
Double yellow lines are not permitted within the controlled area of a parallel crossing.	This would be amended in the detailed design.
Shared use areas at parallel crossings are insufficiently delineated.	This would be incorporated into the detailed design.
Concerned about the lack of cycle connections at the shared use areas at parallel crossings.	Officers have noted the concern and have outlined a detailed response in

	Section 3.8.4.2 (connections at parallel crossings).
Concerned that there are no jug-handle or on-ramp, which could create conflicts with pedestrians at crossings and risk sudden cyclist movements into the path of vehicles.	This would be incorporated into the detailed design.
Concerned that the widening of the loading bay on Heath Street outside Tesco may reduce visibility for pedestrians crossing	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).

2.12. School Responses

Four schools responded to the consultation.

3.12.1 University College School Pre-Prep	
University College School Pre-Prep is supportive of sustainable travel however has the following concerns.	
Points Raised	Officers' Response
Some families attending the school have no choice but to drive to school because of their family situation and the location in which they live.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.6 (school travel patterns).
Pupils attending the school are very young and need to be dropped off at the school gate.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.7 (young pupil and access).
Concerned about the impact on receiving deliveries and maintenance teams visiting the school.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.9 (delivery and access).
The scheme would cause traffic displacement with vehicles being pushed on to neighbouring roads because of the restriction.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.2 (traffic displacement).
The School felt they were being unfairly targeted as other schools in the area such as on Fitzjohn's Avenue would not be part of a Healthy School Street restriction.	The HSS restriction on College Crescent would be part of a wider HSS programme covering 36 schools in the borough. There is a commitment in Camden's Transport Strategy Delivery Plan for 2025 -2028, to deliver HSS restrictions in

	<p>the majority of feasible locations by 2026.</p> <p>There are however limits to where it is feasible to put HSS restrictions. For example, it would not be possible to put restrictions on main roads, such as Fitzjohn's Avenue, that form part of the strategic road network, due to the potential consequences of pushing traffic onto smaller neighbourhood streets which are not designed to carry heavy volumes of traffic, particularly large heavy vehicles and buses. However, officers do consider other measures to improve road safety and reduce the dominance of traffic on main roads as part of our Main Road Healthy School Street programme.</p>
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3.12.2 St Mary's School, Hampstead

St Mary's School is supportive of measures to reduce pollution, traffic, and improve road safety, but objects to the proposed consolidation and relocation of the bus stops outside their premises, stating that the existing stop is essential for pupils who use it daily.

Officers' response:

Officers have noted the concern and have outlined a detailed response in Section [3.8.5.1](#) (bus stop consolidation).

3.12.3 Holy Trinity CE Primary School

Holy Trinity CE Primary School welcomed the introduction of rain gardens as part of the scheme, however has the following concerns.

Points Raised

The School expressed concerns that narrowing Fitzjohn's Avenue would disrupt deliveries and coach pick-ups, increase stationary traffic, leading to more air pollution.

Officers' Response

Officers have noted the concern and have outlined a detailed response in Section [3.8.6.1](#) (narrowing carriageway).

The School expressed concerns at Trinity Walk, a steep narrow slope by the school entrance, where cyclists descend at speed.

Officers have noted this concern. While it is outside the scope of the scheme, Officers would consider it for future schemes.

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3.12.4 South Hampstead High School

South Hampstead High School supports creating a healthier environment and encouraging sustainable travel, however has the following concerns.

Points Raised	Officers' Response
The School expressed concerns that narrowing pavements and introducing shared space with cyclists would be dangerous to pupils, particularly at peak times.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.2 (pavement outside 88 Fitzjohn's Avenue) and Section 3.8.4.1 (shared use areas).
The School is concerned that the loss of parking would disproportionately impact staff with mobility issues and those who cannot travel by cycle or public transport.	Staff who require vehicle access because of a disability could apply for an exemption to the HSS restriction via our website .
The School expressed concerns that removing traffic lanes and narrowing Fitzjohn's Avenue would increase congestion.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.1 (narrowing carriageway).
The School expressed concerns about the relocated bus stops.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.1 (bus stop consolidation).
The School expressed concerns that restrictions on College Crescent would disrupt access for deliveries, school coaches and emergency vehicles.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.9 (HSS access).

2.13. Borough-Wide Stakeholders, Local Groups and Other Organisations' Responses

In line with the Council's standard consultation procedure, the consultation materials were sent to the Council's list of Borough-wide stakeholders and local groups and organisations. Responses were received from Camden Cycling Campaign, United Cabbies Group, Northwest Pedal Express - Bike Bus, Haringey Cycling Campaign, Green School Runs, Hammersmith and Fulham Cycling, Belsize Mews Residents, The Heath & Hampstead Society, Residents of Hampstead Mansions, Guide Dogs, Hampstead Neighbourhood Forum, London Living Streets, and Fitzjohn's Neighbourhood Action Group.

3.13.1 Camden Cycling Campaign (CCC)

CCC strongly supports the proposals, recognising them as a long-awaited improvement to cycling conditions. They welcome the protected cycle lane,

continuous pavements, raised crossings, bus stop bypasses, and greening, but have several concerns about the design, as detailed below.

Points Raised	Officers' Response
<p>The scheme provides a cycle lane in only one direction. A southbound (downhill) lane is also needed to protect cyclists, particularly school children and parents.</p>	<p>A northbound, uphill, segregated cycle lane is proposed, as this direction presents greater difficulty for cyclists due to lower speeds and increased exposure to passing vehicles. Providing protection in the uphill direction, therefore, delivers the greatest safety and comfort benefit. This approach is supported by the LTN 1/20. It is not feasible to provide a matching southbound, downhill, segregated cycle lane without removing a significant number of on street parking spaces, which would have substantial local impacts. Southbound cyclists would continue to use the main carriageway, benefiting from good visibility and lower speed differentials with motor traffic on the downhill gradient.</p>
<p>Parallel crossings are not well located to help cyclists join or leave the cycle lane safely.</p>	<p>Officers have noted the concern and have outlined a detailed response in Section 3.8.4.2 (connections at parallel crossings).</p>
<p>Support the proposed measures on Heath Street but believe further parking removal is required to create space for cycle lanes.</p>	<p>Officers have noted this suggestion. Heath Street is narrow and it is not feasible to provide a segregated cycle lane without removing all on street parking, which would have substantial local impacts. Opportunities to improve conditions for cyclists on Heath Street may be explored for future schemes.</p>
<p>The contraflow cycling on College Crescent would lead to conflict with oncoming vehicles, especially when loading bays are in use. CCC suggested providing a kerb segregated contraflow lane or relocating the loading bays.</p>	<p>Officers have noted the concern and would review this location at detailed design stage to make it safer for cyclists.</p>
<p>Upgrade existing speed cushions near 8 College Crescent to a speed table, potentially with a new crossing near University College School Pre-Prep.</p>	<p>Officers have noted the suggestion and would review it at detailed design stage.</p>

3.13.2 United Cabbies Group

The United Cabbies Group supports the pedestrian crossing improvements, however has the following concerns.

Points Raised

They are concerned about the impact on taxi drivers' ability to pick up passengers, particularly when they need to access the kerbside to use wheelchair ramps for loading or unloading passengers.

They request that licensed taxis be granted full access exemptions under the Healthy School Street scheme.

Officers' Response

Officers have noted the concern and have outlined a detailed response in Section [3.8.6.8](#) (taxis).

Exemptions for essential vehicle trips, such as taxi journeys for e.g. hospital or doctors' visits, carers' journeys, etc, can be considered and discussed with officers. The eligibility for exemptions is outlined in the [Healthy School Street exemption policy](#) and is in line with all of the Council's HSS schemes and follows best practice guidance from Transport for London.

3.13.3 Northwest Pedal Express - Bike Bus

Northwest Pedal Express supports the proposals to improve safety for children cycling to school and reduce car dominance.

Officers' response:

Officers have noted the supportive comments.

3.13.4 Haringey Cycling Campaign

Haringey Cycling Campaign supports the proposals as a balanced package that meets the needs of residents and all transport users. They raised concerns about the shared use areas at parallel crossings not aligning with cycle lanes and turning movements.

Officers' response:

Officers have noted the supportive comments.

Officers have noted the concern regarding the shared use areas at parallel crossings and have outlined a detailed response in Section [3.8.4.2](#) (connections at parallel crossings).

3.13.5 Green School Runs

Green School Runs strongly supports the proposals, noting the proposed changes would make walking, cycling and scooting to school safer and easier, both with adult guardians and independently. They have several concerns regarding the scheme.	
Points Raised	Officers' Response
The removal of two car club bays, which they believe should be increased rather than reduced.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.9 (car club).
Lack of real-time information boards at bus stops.	Officers have noted the suggestion and will coordinate with TfL to install real-time information boards at bus stops.
The proposed loading bay extension on Heath Street outside Tesco would not resolve congestion and safety issues.	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).
Narrowing the pavement outside 88 Fitzjohn's Avenue by 0.5 metres would compromise pedestrian safety.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.2 (pavement outside 88 Fitzjohn's Avenue).

3.13.6 Hammersmith and Fulham Cycling

Hammersmith and Fulham Cycling supports the proposals, noting they would make travel safer, and benefit people who use cycles as mobility aids.

Officers' response:

Officers have noted the supportive comments.

3.13.7 Belsize Mews Residents

Belsize Mews Residents oppose the proposals and have several concerns.

Points Raised	Officers' Response
The proposed Healthy School Street on College Crescent does not account for the age of University College School Pre-Prep pupils, most of whom cannot travel independently and whose families often travel from outside walking distance.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.7 (young pupil and access).
Floating bus stops and floating parking bays are unsafe for passengers and cyclists.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.2 (bus stop bypass) and 3.8.6.7 (floating bays).

Cycle lane on Fitzjohn's Avenue is not needed, cyclist could use side roads instead.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.3 (cycle lane).
Rain gardens are unnecessary as there are existing mature trees and grass verges.	Officers have noted the concern and have outlined a detailed response in Section 3.8.2.3 (rain gardens).
The proposals would harm the historic character and visual appeal of Fitzjohn's Avenue.	Officers have noted the concern and have outlined a detailed response in Section 3.8.2.2 (conservation).

3.13.8 The Heath & Hampstead Society

The Heath & Hampstead Society supports the aim of improving safety and transport in the Fitzjohn's Avenue area but has a few concerns.

Points Raised	Officers' Response
Concerned that there is a lack of plans for the Arkwright Road/Fitzjohn's Avenue and Prince Arthur Road/Fitzjohn's Avenue junctions.	Officers have noted the concern and would be reviewing these junctions for future phases of the scheme.
The proposed loading bay extension on Heath Street outside Tesco would not resolve congestion and safety issues.	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).
Questions whether permanent stepped segregated cycle tracks are the best option for one-way cycle traffic uphill on Fitzjohn's Avenue.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.3 (cycle lane).
Supports the Healthy School Street on College Crescent but opposes reversing traffic direction due to potential congestion impacts at the Swiss Cottage gyratory.	Officers have noted the concern and have outlined a detailed response in Section 3.8.7.5 (reversing direction of College Crescent).
Concerned about the safety of shared use pedestrian and cycle areas near crossings.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.1 (shared use areas).
Need more visitor cycle parking facilities.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.5 (visitor cycle parking).

Concerned that the impact of narrowing Fitzjohn's Avenue and Heath Street would affect traffic flow, including buses and emergency vehicles.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.1 (narrowing carriageway).
Narrowing the pavement outside 88 Fitzjohn's Avenue by 0.5 metres would compromise pedestrian safety.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.2 (pavement outside 88 Fitzjohn's Avenue).
Opposed to the reduction of car club bays.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.9 (car club).

3.13.9 Residents of Hampstead Mansions

Residents of Hampstead Mansions are concerned that two-way cycling is dangerous.

Officers' response:

Officers have noted the concern and have outlined a detailed response in Section [3.8.7.8](#) (contraflow).

3.13.10 Guide Dogs

Guide Dogs supports the segregated cycle lanes, bike hangars, and dockless bike hire bays, but has several concerns.

Points Raised

Continuous pavements, parallel crossings and shared use areas could be hazardous for people who are visually impaired.

Officers' Response

Officers have noted the concern about navigation difficulties for vision-impaired people in relation to parallel crossings, continuous pavements, and shared use areas. The design of these measures complies with DfT's LTN 1/20 guidance, ensuring safety and accessibility for all individuals, including those with vision impairments.

An independent Road Safety Audit (RSA) Stage 1 has been undertaken on the Fitzjohn's Avenue Area scheme. The report did not highlight any significant road safety concerns relating to the proposed designs. A Stage 2 RSA would be carried out on completion of the final detailed design (prior to implementation) and a Stage 3 RSA would be carried out

	once the scheme has been implemented, if approval is given to proceed to that stage.
Increasing distances between bus stops may disadvantage disabled and older people.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.1 (bus stop consolidation).
Objects to bus stop bypasses.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.2 (bus stop bypass).

3.13.11 Hampstead Neighbourhood Forum

Hampstead Neighbourhood Forum supports the overall aims of the proposals, but has several concerns.

Points Raised	Officers' Response
Materials, surfaces, and street furniture should respect Hampstead's historic character and conservation objectives.	Officers have noted the concern and have outlined a detailed response in Section 3.8.2.2 (conservation).
Concerned about the safety of shared use pedestrian and cycle areas near crossings.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.1 (shared use areas).
Loading bay changes may not resolve traffic issues outside Tesco on Heath Street.	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).
Need more visitor cycle parking facilities.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.5 (visitor cycle parking).
Concerned that the impact of narrowing Fitzjohn's Avenue and Heath Street would affect traffic flow, including buses and emergency vehicles.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.1 (narrowing carriageway).
Concerned that there is a lack of plans for the Arkwright Road/Fitzjohn's Avenue and Prince Arthur Road/Fitzjohn's Avenue junctions.	Officers have noted the concern and would be reviewing these junctions for future phases of the scheme.
Opposed to the reduction of car club bays.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.9 (car club).

3.13.12 London Living Streets

London Living Streets strongly supports the proposals, particularly the pedestrian improvements, greening, additional crossings, continuous pavements, and the Healthy School Street.

Officers' response:

Officers have noted the supportive comments.

3.13.13 Fitzjohn's Neighbourhood Action Group

Fitzjohn's Neighbourhood Action Group supports the aims of improving safety and reducing traffic dominance but has the following concerns.

Points Raised	Officers' Response
The cycle lane would be on a steep hill.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.4 (gradient).
Concerned that there is a lack of plans for the Arkwright Road/Fitzjohn's Avenue and Prince Arthur Road/Fitzjohn's Avenue junctions.	Officers have noted the concern and would be reviewing these junctions for future phases of the scheme.
Concerned about the shared use areas at parallel crossings not aligning with cycle lanes and turning movements.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.2 (connections at parallel crossings).
Objects to bus stop bypasses.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.2 (bus stop bypass).
Objects to the proposed consolidation and relocation of the bus stops.	Officers have noted the concern and have outlined a detailed response in Section 3.8.5.1 (bus stop consolidation).
Narrowing the pavement outside 88 Fitzjohn's Avenue by 0.5 metres would compromise pedestrian safety.	Officers have noted the concern and have outlined a detailed response in Section 3.8.3.2 (pavement outside 88 Fitzjohn's Avenue).
Concerned about the loss of residents' parking bays.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.3 (residents' parking).

Lack of connectivity to other cycle routes.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.3 (cycle lane).
The proposed loading bay extension on Heath Street outside Tesco would not resolve congestion and safety issues.	Officers have noted the concern and have outlined a detailed response in Section 3.8.1.2 (loading bay outside Tesco).
Objects to the reduction of car club bays.	Officers have noted the concern and have outlined a detailed response in Section 3.8.6.9 (car club).
Unsure about the demand for cycle hangars.	Officers have noted the concern and have outlined a detailed response in Section 3.8.4.6 (cycle hangars).
The proposals would harm the historic character and visual appeal of Fitzjohn's Avenue.	Officers have noted the concern and have outlined a detailed response in Section 3.8.2.2 (conservation).

2.14. Local Businesses

There were no responses received from local businesses.

REPORT ENDS