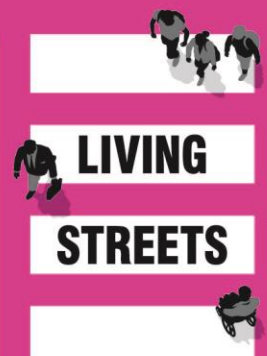


City Of London Pedestrian Priority Programme Perception Survey Report

September 2021

We are Living Streets, the charity for everyday walking. Our mission is to achieve a better walking environment and inspire people to walk more.



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Executive summary

In connection with its Pedestrian Priority Programme to enhance the comfort and safety of people walking, The City of London of London asked Living Streets to carry out on-street pedestrian perception surveys at six sites where measures had been put in place during the Covid-19 pandemic to increase pedestrian space. The surveys were to collect both quantitative and qualitative information which would help support the decision-making process about which of these measures (or any additional measures) should be made permanent.

The six sites were:

1. Cheapside east of Bread Street between Wood Street and Queen Street.
2. Old Jewry between Cheapside and Gresham Street.
3. King Street between Cheapside and Gresham Street.
4. Chancery Lane between Carey Street and Southampton Buildings.
5. King William Street from Cannon Street to the Bank junction, and Abchurch Lane from Cannon Street to King William Street.
6. Threadneedle Street from the Bank junction to Gracechurch Street and Old Broad Street from Threadneedle Street to London Wall.

Various traffic restrictions had been introduced and space reallocated to walkers and cyclists at every site. Cheapside and Chancery Lane also had additional greening and outdoor seating in the form of small ‘parklets’ on the carriageway.

A total of 186 pedestrians, at least 30 at each site, were interviewed during September 2021, using a simple and brief questionnaire.

Most respondents were familiar with the locations, with 75% overall, and at least 66% at each site, saying they had used the street in question before March 2020. Of these, a healthy 64% overall believed the recent changes were for the better, though this varied considerably by site, from 85% at Chancery Lane to 45% at King William Street. Only 17% believed the changes were for the worse, varying from 10% at King William Street (where 25% thought there had been no change and 20% didn’t know) to 38% at Threadneedle Street/Old Broad Street.

Respondents were then asked to approve specific interventions from a list, although not all of these applied across all the sites. Overall, the most popular choice was more space for walking at 57%, though at the two sites with greening and outdoor seating, these interventions earned positive scores of 79% and 73% respectively.

Respondents were asked to rate pavement width, ease of crossing, traffic levels and overall attractiveness on a score of 1 to 5, where 1 was poor. The ratings for all these features were high overall, with average scores clustering around 4, though there were some notable variations. Pavement width was rated lowest at Old Jewry (3.1) and highest at Cheapside (4.5). Ease of crossing was notably lower at King William Street and Threadneedle and Old Broad Streets (3.9) than at Old Jewry (4.7). Ratings for traffic levels varied between 4 (Old Jewry, King William Street) and 4.4 (Chancery Lane). Ratings for attractiveness varied between 3.5 (Old Jewry) and 4.3 (Chancery Lane).

Respondents were finally asked what further improvements they would like to see, with a set list and a field for other suggestions. The most popular item on the list was greening, mentioned by 47% of respondents, almost twice the number of the second most popular option, outdoor seating at 24%. Greening was also the most popular option at all the individual locations, with scores varying from 32% at Old Jewry to 65% at King William Street. Outdoor seating was selected by only 7% of respondents at King Street but 41% at Chancery Lane.

Several themes emerged from responses to the 'Other' field, in particular suggestions to resurface the streets more appropriately, mentioned by 25% of respondents overall, sometimes in connection with calls to improve the overall streetscape or entirely pedestrianise the street.

Though there were some expressions of concern for the impact on drivers and fears that congestion would simply shift elsewhere, there were very few calls to reverse the changes and lift the restrictions on vehicles: overall only 15 people (8%) suggested this as an improvement.

It became clear through discussions that while many respondents recognised that the interventions were temporary and experimental, some found that aspects of the current implementation were problematic in themselves. This was particularly clear with the on-carriageway pedestrian lanes and with the various temporary traffic signs, which some saw as contributing to street clutter and a poor-quality environment which in places felt less safe for pedestrians. There were also some local concerns, particularly at Old Jewry where bollards at the junction with Poultry had caused a problem with reversing vehicles. But respondents who raised these issues were more likely to believe that the solution was to make the changes permanent and do them 'properly' rather than reversing them.

Background and methodology

The City of London of London's Pedestrian Priority Programme is a three-year programme, running from 2021 to 2024, implementing pedestrian priority across the Square Mile to enhance the comfort and safety of people walking. It includes continuing some measures put in place for the Covid-19 pandemic and introducing new measures to improve the walking environment.

The City of London of London asked Living Streets to carry out on-street research at selected locations where temporary interventions had been made. The focus was to collate people's views about the current measures installed as a result of the pandemic, such as the widening of footways. The surveys were to collect both quantitative and qualitative information which would help support the decision-making process about which of these measures (or any additional measures) should be made permanent.

The City of London of London identified six specific sites for the initial phase of surveys:

1. Cheapside east of Bread Street between Wood Street and Queen Street.
2. Old Jewry between Cheapside and Gresham Street.
3. King Street between Cheapside and Gresham Street.
4. Chancery Lane between Carey Street and Southampton Buildings.
5. King William Street from Cannon Street to the Bank junction, and Abchurch Lane from Cannon Street to King William Street.
6. Threadneedle Street from the Bank junction to Gracechurch Street and Old Broad Street from Threadneedle Street to London Wall.

At least 30 completed surveys were required at each site, covering the morning, lunchtime and evening peak.

The City of London provided some key messages when communicating with the public on the Pedestrian Priority Programme: it was intended to improve the look and feel of the area, improve safety and provide cleaner air and a better place for walking

The questionnaire

The key research tool was a questionnaire agreed with the City of London and Living Streets. This needed to be both simple and brief, given the necessity to stop people who were likely predominantly to be local workers in a hurry, but rich enough to elicit useful responses. The final questionnaire used was as follows:

Please answer the following questions based on your experience as a pedestrian.

1. Did you travel along this street before March 2020? Yes/No: if no, got to Question 3.
2. Do you find this street to be better/more pleasant than it was prior to March 2020? Yes/No/Don't know
3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)
 - More space for people walking
 - Greening (e.g. planters, parklets or trees)
 - Space for cycling (cycle lanes)
 - Cycle parking
 - Outdoor seating
 - Other (please specify below)

For questions 4-7, please rate on a scale of 1-5, where 1 is poor and 5 is excellent.

4. How do you rate the width of the pavement along this street?
5. How easy do you think it is to cross this street?
6. How do you find traffic levels on this street?
7. Do you find this street an attractive/enjoyable place to walk and spend time?
8. What additional improvements would you like to see on this street? (choose all that apply)
 - More space for people walking
 - Greening (e.g. planters, parklets or trees)
 - Space for cycling (cycle lanes)
 - Cycle parking
 - Outdoor seating
 - Other (please specify below)



The surveys and data analysis

The surveys took place over six weekdays in September 2021, working at one location per day. Two Living Streets surveyors were present on the specified sites in the mornings, lunchtimes and early evenings, except on the first day when due to late confirmation of the details all the surveys were collected at lunchtime and early evening. We chose two survey sites at each location, on different sections of the street and/or on different sides to cover a variety of pedestrian routes, and alternated positions from one session to the next to randomise for potential interviewer bias. One surveyor, Des de Moor, was present at all the surveys and is the author of this report. Des was supported at various times by three other experienced members of Living Streets staff.

To make the exercise as quick and easy for respondents as possible, the surveys were conducted as interviews with the surveyor filling in the form rather than asking respondents to fill it in. As expected, we were able to stop only a minority of passers-by, no more than one in ten: many people are naturally suspicious of strangers attempting to stop them in the street and their first assumption is that they are being asked to buy something or make a charity donation. Even when passers-by understood what we were doing, they often said they were in too much of a hurry for various reasons – late for work, late for a meeting, needing to catch a train. Even so, enough people were prepared to talk to us (in some cases while we walked alongside them) and we had no problems meeting our targets. Some respondents make a special effort to stop as they had noticed the changes and had clear views about them, either positive or negative, which they wanted to communicate.

We found it helpful to make clear that we were surveying on behalf of the City of London and to stress that the survey was very short. In practice it could be completed in little more than a minute and respondents often appeared pleasantly surprised that it was so quick and easy.

As we weren't collecting any personal data, there were no data protection requirements to satisfy.

While there was no requirement to collect any demographic information about respondents, we tried to stop a wide variety of people in terms of age, gender,

ethnicity and appearance and to avoid making any prior judgements about who was more or less likely to talk to us (except if people were obviously talking on the phone or something similar).

Within the overall limitations of time, as well as recording quantitative responses, we captured as many open text comments as we could to provide qualitative information. We quickly found in practice that there were a couple of common possible responses missing from the survey as it stood and subsequently tried to record these consistently. For question 2, it was helpful to make a distinction between better, no change, worse or 'don't know'. Many people spontaneously offered no change as a response to this question, often in locations where they hadn't noticed the changes. For question 3, many people spontaneously offered 'reduced traffic' as a positive change, and we began systematically to note this as a possible response.

Data analysis

The responses, together with information identifying the dates, time periods and locations where they were collected, were transferred to an Excel spreadsheet. They have been analysed below both location by location and on an overall basis.

Reviewing the open text responses and other notes of conversations with respondents, several recurring themes have been identified and analysed statistically, as well as providing a selection of comments which may prove interesting and helpful.

Most respondents were familiar with the sites in question before the changes were made so answered 'yes' to question 1. As the numbers who were not familiar with the locations were relatively low and likely not statistically significant, we have not drilled down into the data to explore correlations between their familiarity and their responses to other questions.

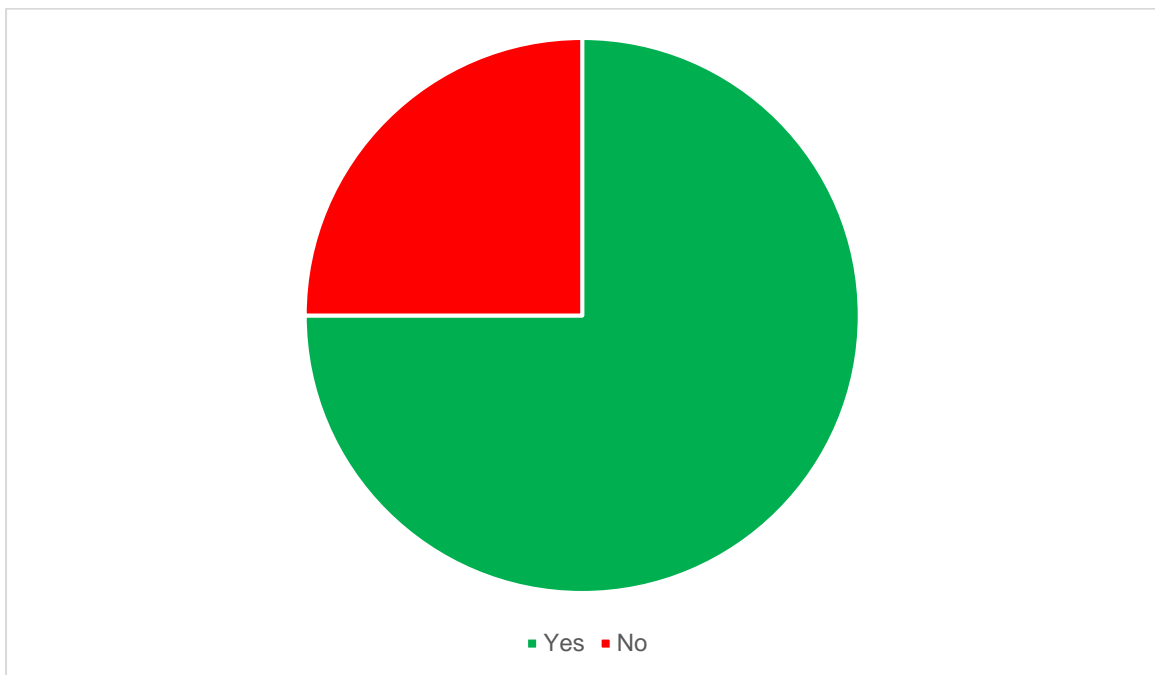
The Excel spreadsheet of the data is attached as an appendix.

Overall results

1. Did you travel along this street before March 2020?

Overall, we collected **186** responses, of whom **139** (75%) had travelled along the streets before March 2020.

Yes	%	No	%
139	75%	47	25%

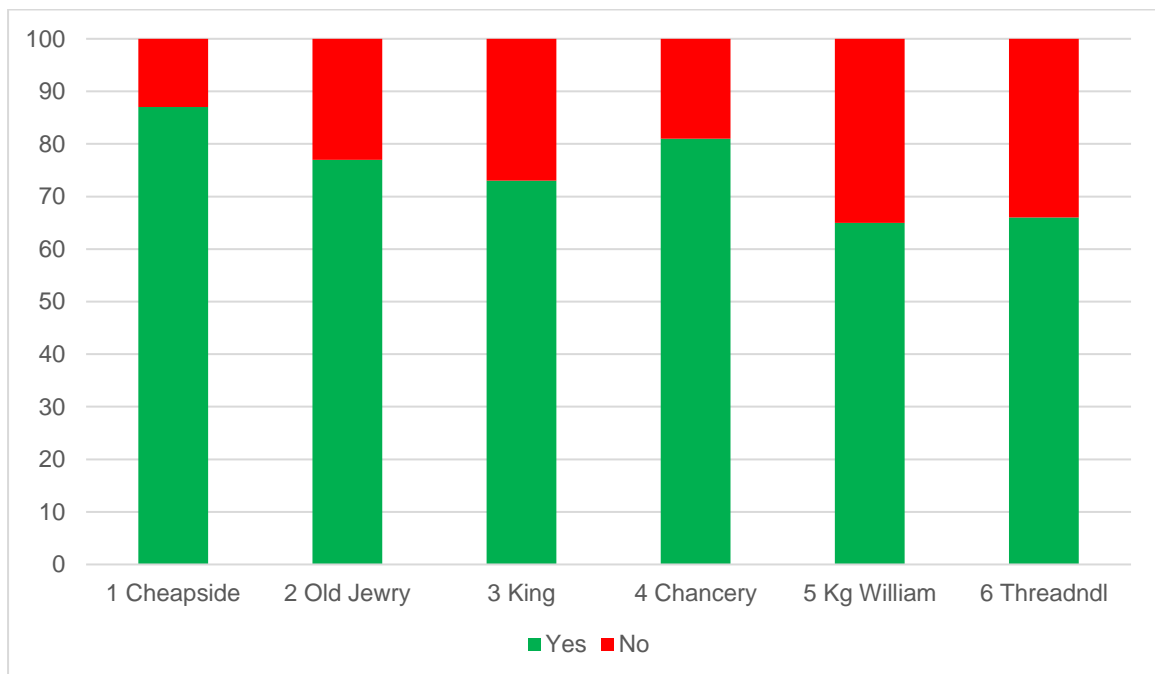


The proportions varied between sites as shown below, but the majority of respondents at every site were familiar with it from before 2020, as would be expected in a working area like the City at a time when tourism is considerably reduced. The lowest proportion of respondents familiar with the street was 65% at King William Street, the highest 87% at Cheapside. Sites 5 and 6, King William Street and Threadneedle/Old Broad Street, yielded notably higher proportions of respondents who either hadn't walked along the street before or only knew it from very recently: this may be due to these streets providing through routes between key destinations.

Each location is described in more detail below, under Locations. See the table overleaf for a breakdown of responses to question 1 site by site.

Location	Street	Respondents	Pre-2020?	%
1	Cheapside	30	26	87
2	Old Jewry	31	24	77
3	King Street	30	22	73
4	Chancery Lane	32	26	81
5	King William Street	31	20	65
6	Threadneedle/Old Broad Street	32	21	66
Totals		186	139	75

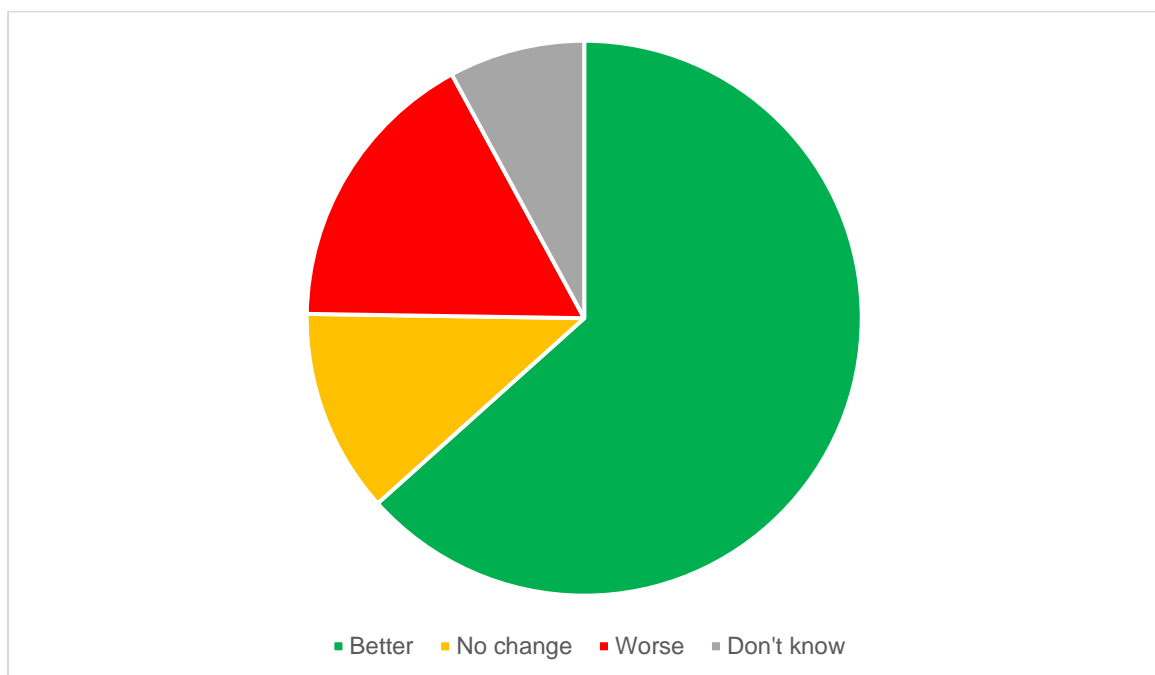
The graph below shows the proportions at each location:



2. Do you find this street to be better/more pleasant than it was?

Of the 139 respondents eligible to answer this question across all sites, 89 (64%) found the changes to their site to be for the better, a notably high approval rating. As mentioned above, we distinguished between those who said the changes had been for the worse, and those who had not noticed a change. In the latter group were several respondents who had not noticed the interventions, particularly at sites where changes were entirely to do with traffic management and carriageway lanes. But when the changes were pointed out to them, some of these respondents expressed positive responses to question 3 below.

Better	%	No change	%	Worse	%	Don't know	%	Total
89	64	16	12	23	17	11	8	139



At every site the greatest number of respondents found the changes for the better, though the proportions varied significantly. The highest approval for the changes was at Chancery Lane where 85% of respondents considered them for the better, and only 12% considered them for the worse. In contrast, only 45% of respondents considered the changes for the better at King William Street, while 35% either considered them for the worse or that they had made no difference.

After Chancery Lane, Cheapside and King Street both have approval ratings of 73%. It may be relevant here that both Chancery Lane and Cheapside have more obvious interventions in the form of greening and outdoor seating, though there are none of these at King Street, where the results are very similar to Cheapside, and arguably slightly better as fewer people found the changes here for the worse.

In most cases, the proportion who believed the changes were for the worse varied between 10-15%. The exception is at Threadneedle Street and Old Broad Street where a significant 38% of respondents found the changes for the worse.

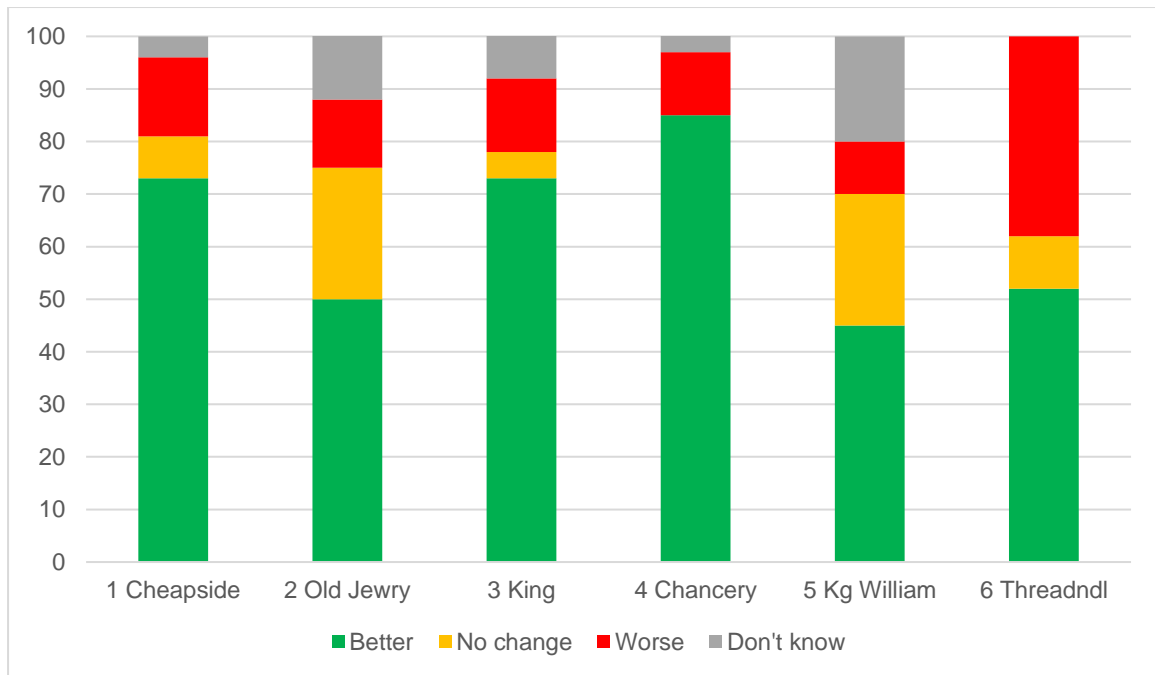
Anecdotally, the people who didn't like the changes split into two groups. By far the largest of these comprised those who generally approved of the principal but thought the temporary nature of the current interventions was either insufficient or had made things worse. At several sites, and particularly at Threadneedle Street and Old Broad Street, numerous respondents either hadn't noticed the on-carriageway pedestrian lanes, assumed they were cycle lanes, thought they were confusing and had sometimes made it more difficult to cross, or thought they would be unsafe to use. At Old Jewry there was a particular problem with motor vehicles caught out by the closure at the southern end having to reverse out, and several respondents pointed out that this might be solved with a more permanent solution, for example involving better signing and resurfacing the street to make it more clearly a vehicle-free space.

A second, smaller group objected to the changes because of their impact on traffic, often arguing that it had simply displaced congestion to elsewhere. A few people also raised concerns about the cost of the interventions, arguing that there were higher priorities for local authority spending.

More details are captured in our observations and in selected respondent comments in the sections on specific sites.

The table and graph below compare the responses to this question across sites.

Location	Street	Better	No change	Worse	Don't know
1	Cheapside	73	8	15	4
2	Old Jewry	50	25	13	13
3	King Street	73	5	14	9
4	Chancery Lane	85	0	12	4
5	King William Street	45	25	10	20
6	Threadneedle/Old Broad Street	52	10	38	0
Overall		64	12	17	8



3. Evaluating on-street changes

On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

The specific changes suggested in the questionnaire were:

- More space for people walking
- Greening (e.g. planters, parklets or trees)
- Space for cycling (cycle lanes)
- Cycle parking
- Outdoor seating
- Other (please specify below)

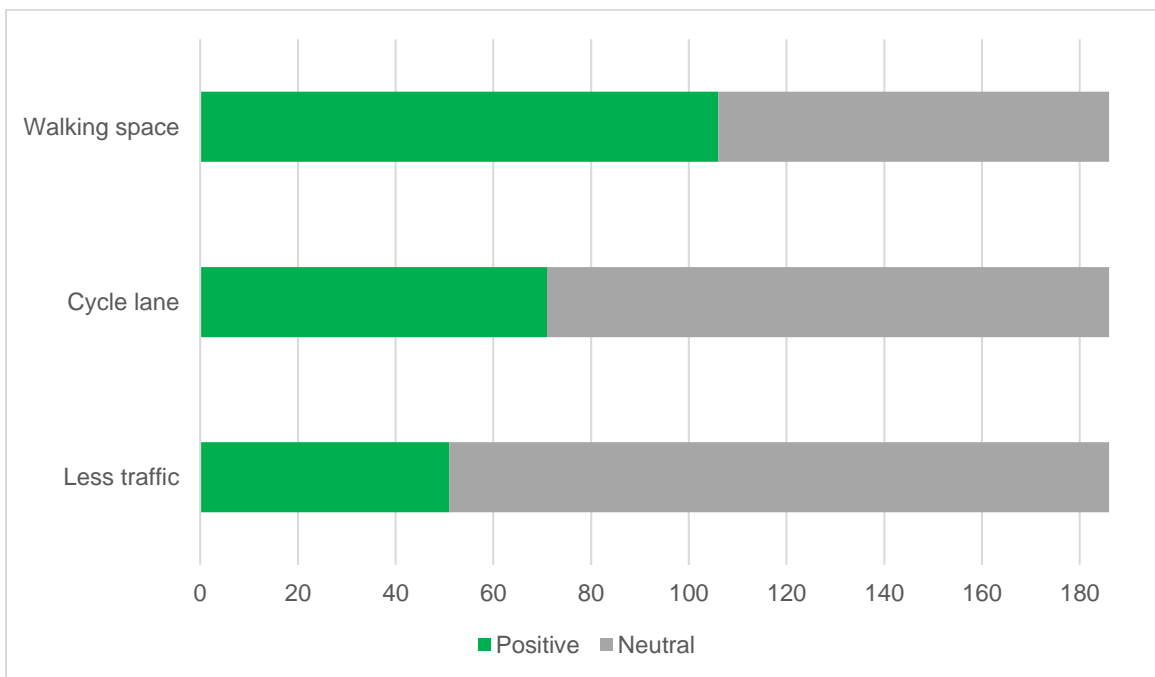
Of these, only two – more space for walking and more space for cycling – were relevant across all the locations. Greening and outdoor seating were relevant at two locations, while none of the locations had additional cycle parking. We only asked for people’s views on changes relevant to the location.

As mentioned under Background and methodology above, many people spontaneously offered ‘reduced traffic’ as a positive change. While this is clearly related to some of the other changes like more space for walkers and cyclists, it also seems to be appreciated as an independent benefit of traffic restrictions, in terms of improved air quality, less noise, improved perceptions of safety and so on. We therefore began noting it systematically and it’s included in the analyses below as relevant across all the locations.

The only other positive change mentioned by a small handful of respondents was improved air quality.

The following table and graph show the results from all 186 respondents to the changes relevant to all the locations. 'Positive' refers to the number of respondents who mentioned the specific change, with the percentage of total respondents shown.

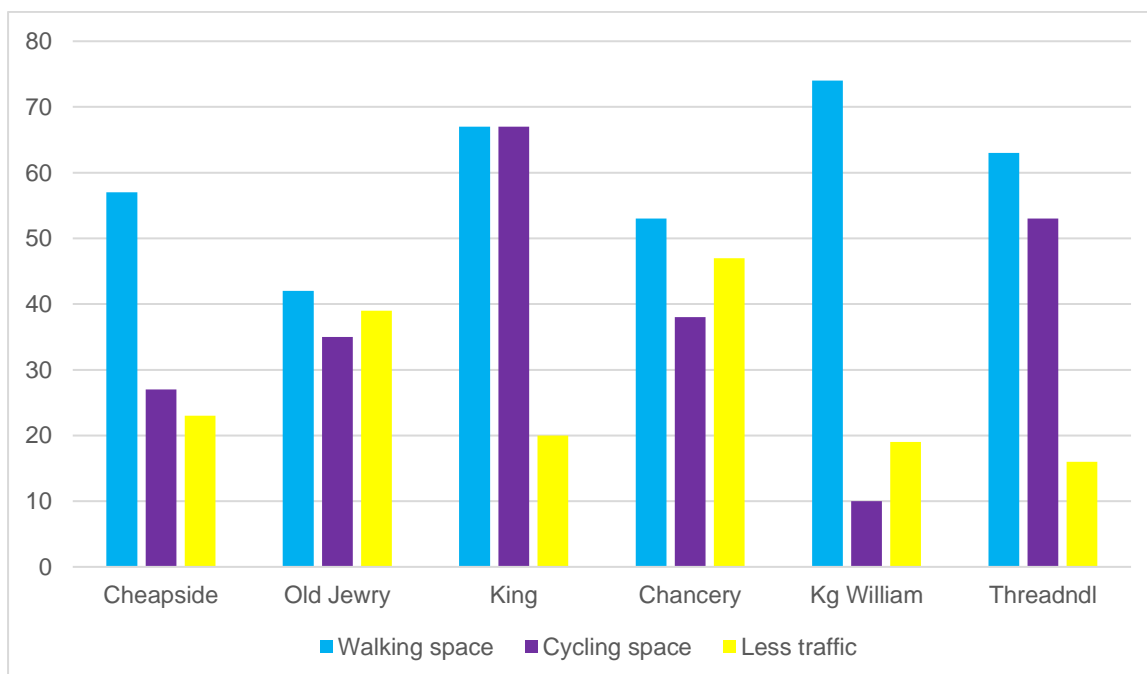
Intervention	Positive	%
Walking space	106	57%
Cycle lane	71	38%
Reduced traffic	51	27%



The table and graph below compare positive responses to each of these changes across all the locations, in terms of percentages.

From these it's clear that more walking space was overall the change with the most positive response among the three, except at King Street where it scored equally with additional cycling space. It was mentioned positively by over 50% of respondents in all but one location, Old Jewry, where the pavement remains narrow. At King William Street it was much more frequently mentioned than the other changes. The highest proportion of positive mentions for increased cycling space was at King Street, the lowest in King William Street. Reduced traffic was most noticed in Chancery Lane, and least noticed in King William and Threadneedle/Old Broad Streets.

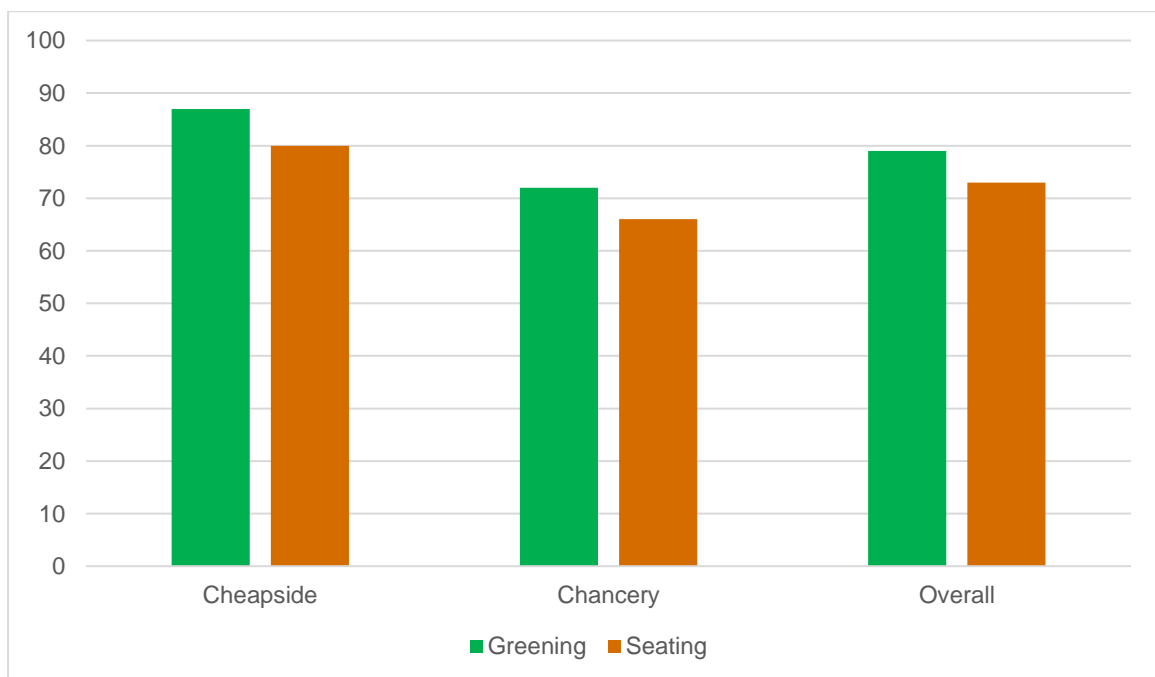
Loc	Street	Walking space	Cycling space	Reduced Traffic
1	Cheapside	57	27	23
2	Old Jewry	42	35	39
3	King Street	67	67	20
4	Chancery Lane	53	38	47
5	King William Street	74	10	19
6	Threadneedle/Old Broad Street	63	53	16
Overall		59	38	27



Greening and outdoor seating were only relevant in two locations, but they were significantly appreciated in both. Considering the aggregate of 62 respondents at both Cheapside and Chancery Lane, 49 (79%) positively mentioned greening and 45 (73%) outdoor seating.

More details, in terms of percentages, are given in the table and graph below, which suggests that at Cheapside the greening and seating were even more appreciated than at Chancery Lane, perhaps because of the more compact and concentrated space, compared to Chancery Lane where the treatments are more spread out. Although based on only two sites, the overall level of approval of greening is notably stronger than for the other interventions except additional walking space, and this was borne out by the suggestions for further improvements elicited by question 8.

Location	Street	Greening	Outdoor seating
1	Cheapside	87	80
4	Chancery Lane	72	66
Overall		79	73



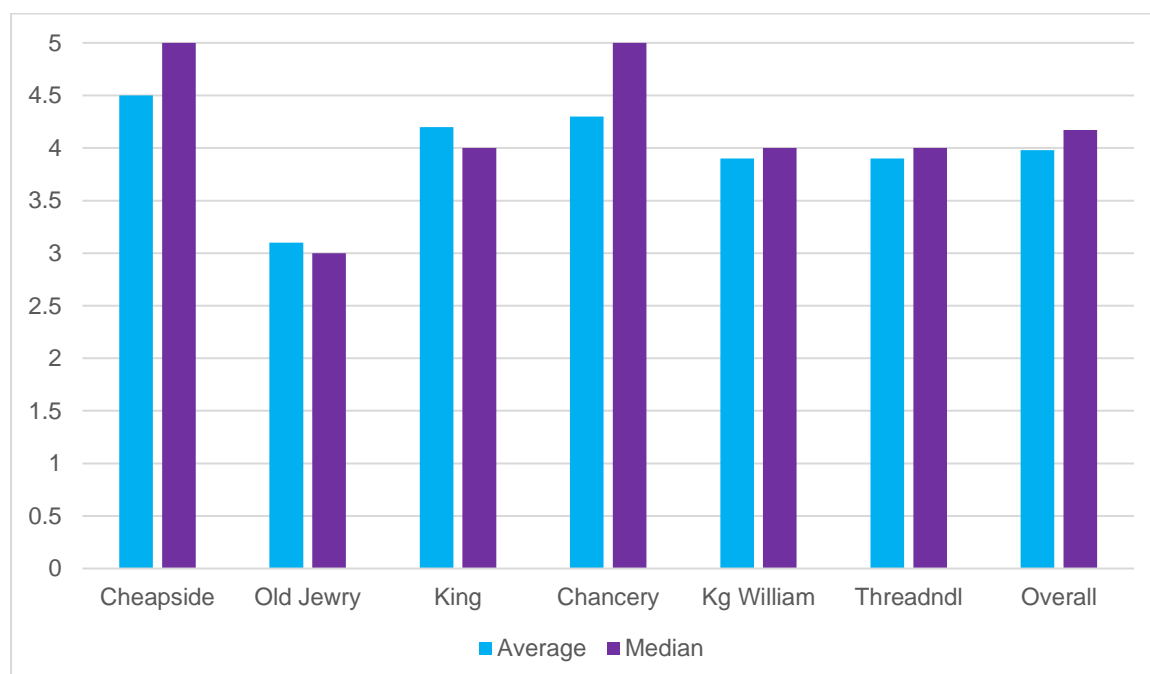
4. Pavement width

How do you rate the width of the pavement along this street?

For this and the following three questions, respondents were asked to give a score out of 5, where 1 was poor and 5 was excellent. From these, both an average score and a median score were calculated for all the locations. It should be noted that overall scores are relatively high, clustering around 4.

The following table and graph compare average and median scores for pavement widths at all the locations, with an overall average and median for interest. The lowest average score, 3.1, is at Old Jewry, while the highest, 4.5, is at Cheapside, unsurprisingly given the infrastructure in these locations. For more detail see the individual locations.

Location	Street	Average score	Median score
1	Cheapside	4.5	5
2	Old Jewry	3.1	3
3	King Street	4.2	4
4	Chancery Lane	4.3	5
5	King William Street	3.9	4
6	Threadneedle/Old Broad Street	3.9	4
Overall		3.98	4.17



5. Crossing the street

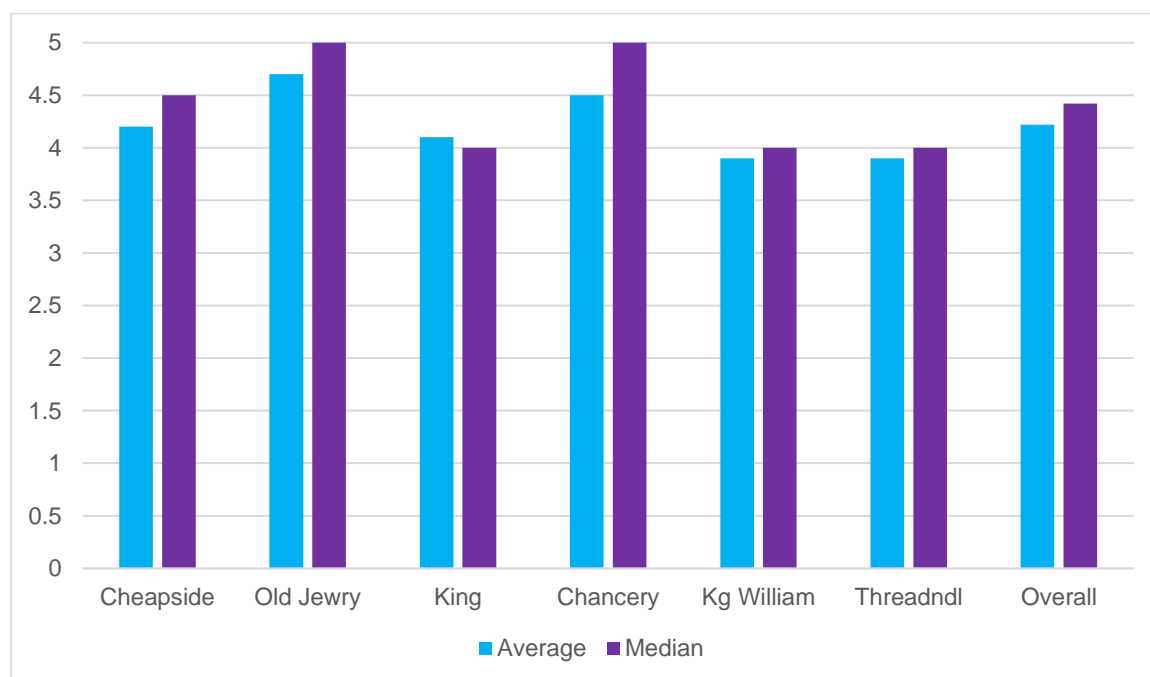
How easy do you think it is to cross this street?

This question used a scale of 1 to 5: see question 4 for further explanation.

The following table and graph compare average and median scores for crossing the street at all the locations, with an overall average and median for interest.

Respondents found it easiest to cross the street at Old Jewry, closely followed by Chancery Lane, while King William Street and Threadneedle Street/Old Broad Street earned the worst scores. This tallies with some of the comments made on the latter. For more detail see the individual locations.

Location	Street	Average score	Median score
1	Cheapside	4.2	4.5
2	Old Jewry	4.7	5
3	King Street	4.1	4
4	Chancery Lane	4.5	5
5	King William Street	3.9	4
6	Threadneedle/Old Broad Street	3.9	4
Overall		4.22	4.42



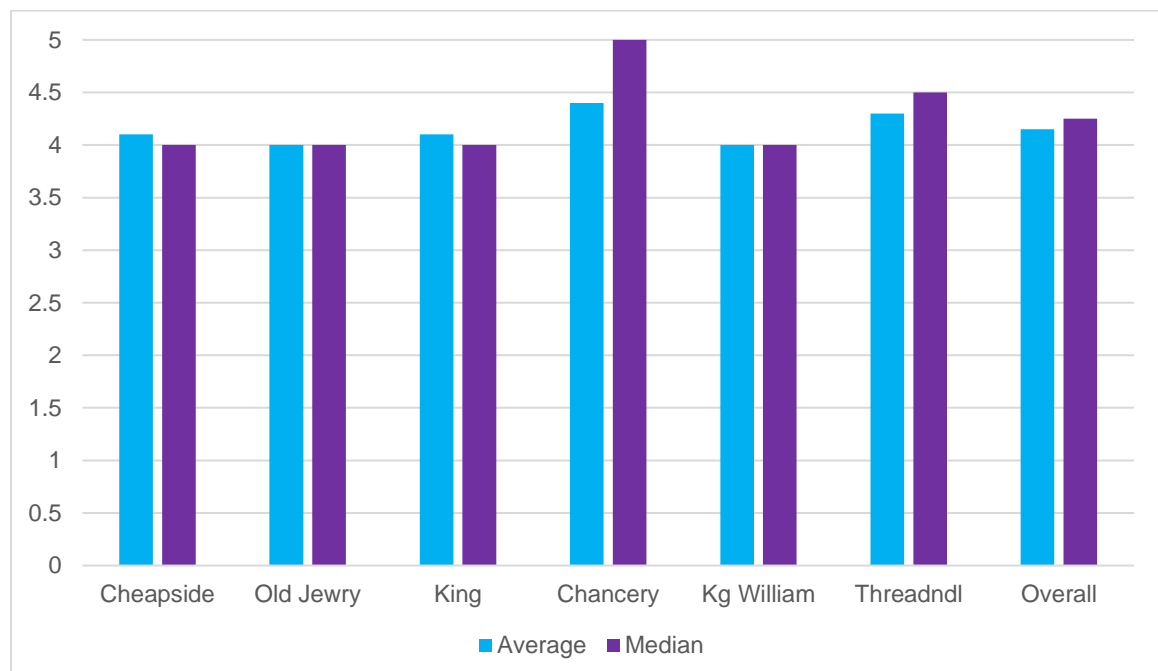
6. Traffic levels

How do you find traffic levels on this street?

This question used a scale of 1 to 5: see question 4 for further explanation.

The following table and graph compare average and median scores for crossing the street at all the locations, with an overall average and median for interest. There are very small differences in the ratings here, though Chancery Lane and Threadneedle and Old Broad Streets appear to be rated subjectively slightly quieter than the others. It's noteworthy that even though one-way motor traffic is permitted at some sites but technically excluded from others, this doesn't seem to have made a significant difference to the scores: indeed location 6, with one way motor traffic, scored second highest. During the surveys, overall traffic levels seemed overall low and intermittent at all the sites.

Location	Street	Average score	Median score
1	Cheapside	4.1	4
2	Old Jewry	4	4
3	King Street	4.1	4
4	Chancery Lane	4.4	5
5	King William Street	4	4
6	Threadneedle/Old Broad Street	4.3	4.5
Overall		4.15	4.25



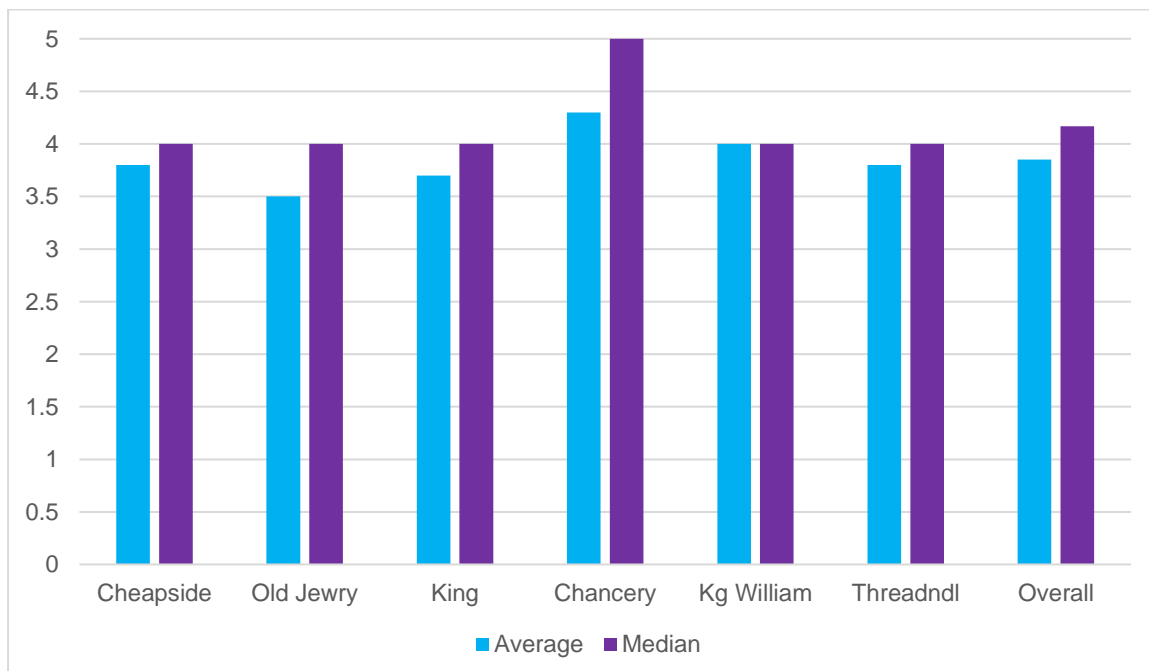
7. Attractiveness

Do you find this street an attractive/enjoyable place to walk and spend time?

This question used a scale of 1 to 5: see question 4 for further explanation.

The following table and graph compare average and median scores for the reported attractiveness of the street across all locations, with an overall average and median for interest. Chancery Lane scored a little higher than the others in terms of attractiveness, while Old Jewry appears marginally the least attractive, but all the scores are relatively close. Some respondents found this question surprising, as they tended to think of the streets in functional terms such as getting to work rather than as attractive in their own right. Buildings and streetscape were often mentioned as important in evaluating attractiveness

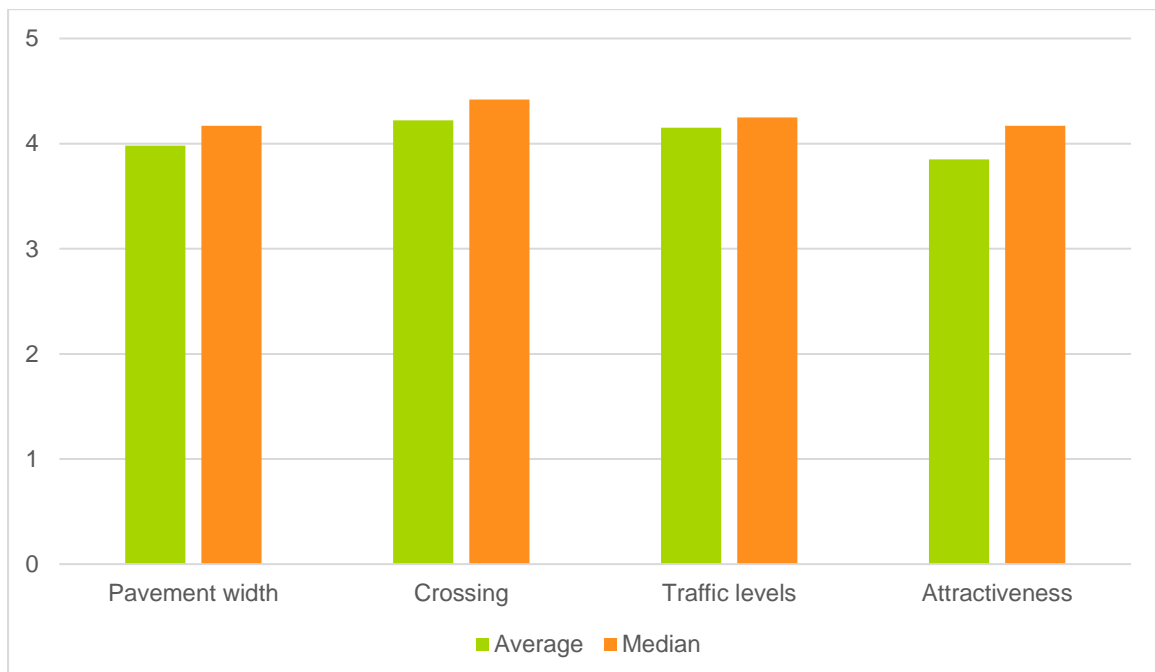
Location	Street	Average score	Median score
1	Cheapside	3.8	4
2	Old Jewry	3.5	4
3	King Street	3.7	4
4	Chancery Lane	4.3	5
5	King William Street	4	4
6	Threadneedle/Old Broad Street	3.8	4
Overall		3.85	4.17



4-7. Comparison of feature scores across all locations

In the sections on individual locations, we've found it useful to compare all the features rated on a 1-5 scale. Below we compare the average and median scores for all these features across all the locations. Ease of crossing seems the most positive feature reported, though the differences are slight and given the limited sample and the differences between sites, no firm conclusions should be drawn.

Feature	Average score	Median score
Pavement width	3.98	4.17
Crossing	4.22	4.42
Traffic levels	4.15	4.25
Attractiveness	3.85	4.17



8. Additional improvements

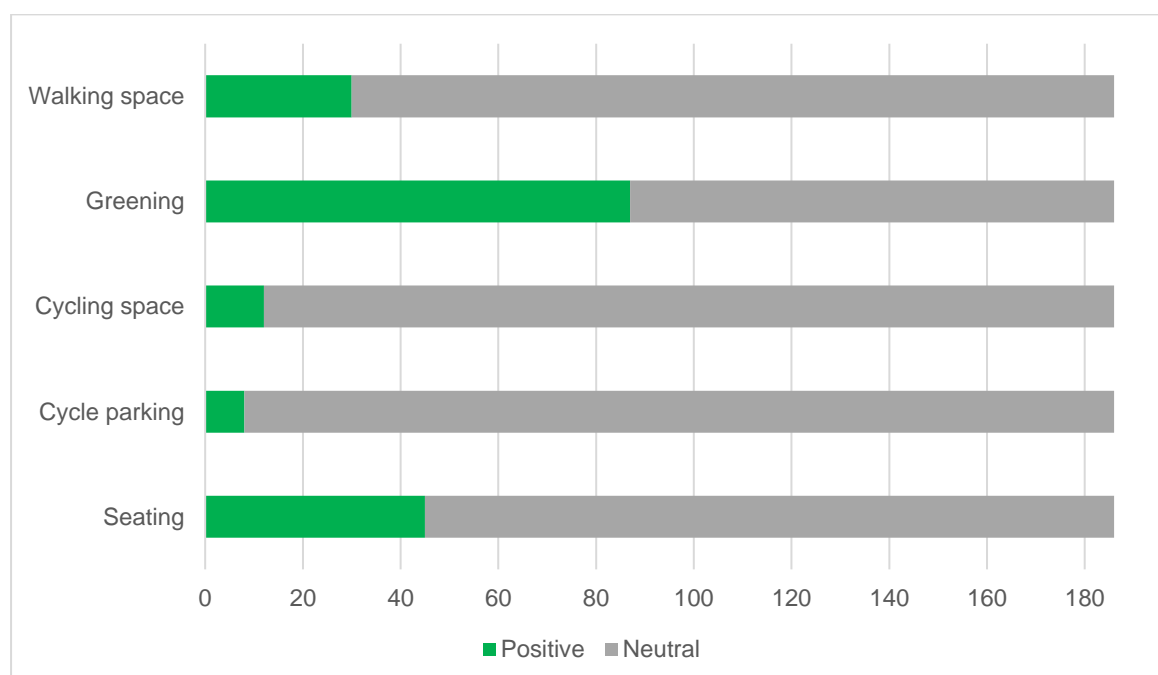
What additional improvements would you like to see on this street? (choose all that apply)

The specific changes suggested in the questionnaire were the same as for question 3:

- More space for people walking
- Greening (e.g. planters, parklets or trees)
- Space for cycling (cycle lanes)
- Cycle parking
- Outdoor seating
- Other (please specify below)

The following table and graph show the results from all 186 respondents to the specific suggestions. 'Positive' refers to the number of respondents who singled out that suggestion positively, with the percentage of total respondents shown. Greening is a clear winner here at 47%, mentioned enthusiastically by many of the respondents. This is followed by outdoor seating at 24%, though we also heard comments at sites like King Street and Old Broad Street that such measures weren't appropriate and could obstruct pedestrians. Cycle parking attracted the lowest score at only 4%, though of course we weren't targeting cyclists specifically.

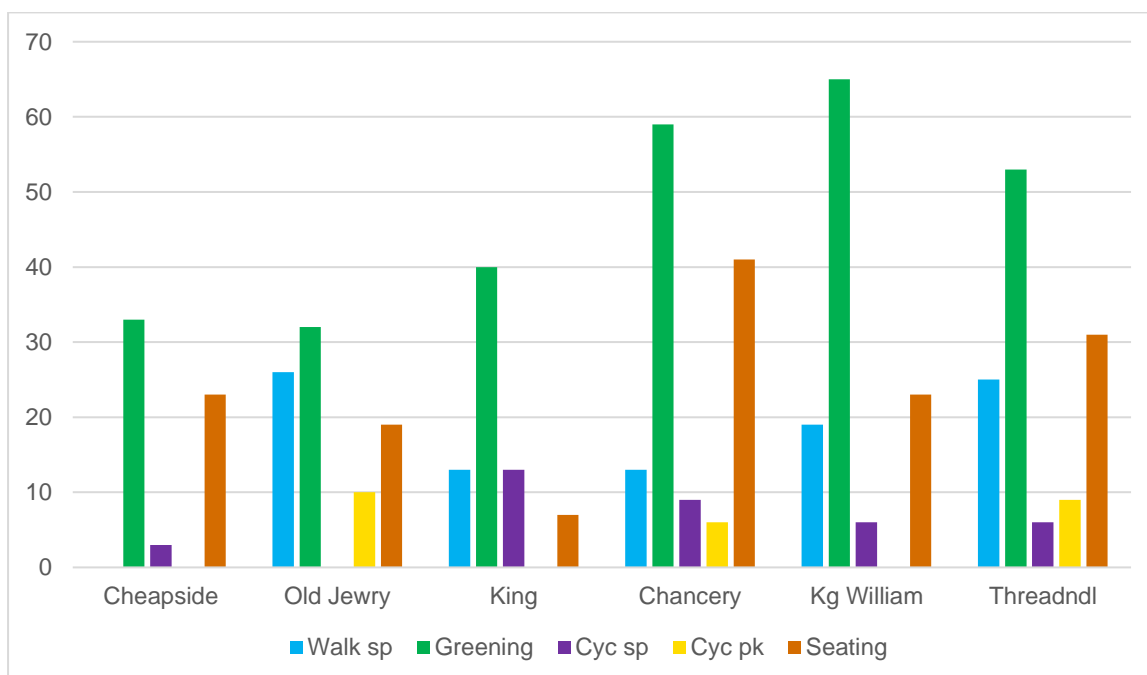
Intervention	Positive	%
Walking space	30	16
Greening	87	47
Cycling space	12	6
Cycle parking	8	4
Outdoor seating	45	24



The table and graph below compare positive responses to each of these changes across all the locations, in terms of percentages.

Once again the preference of respondents for greening is clear, particularly at King William Street (65%), where very little greenery is currently evident, and at Chancery Lane (59%), where the existing greening is sporadic. Outdoor seating is most favoured at Chancery Lane (41%), and least favoured at King Street (7%). More space for walkers was most requested at Old Jewry, where the footways are particularly narrow, and not all at Cheapside where they are exceptionally broad. Neither of the cycling options attracted wide support, though there seems more interest in cycle lanes at King Street and cycle parking at Old Jewry.

Loc	Street	Walk sp	Greening	Cyc sp	Cyc pk	Seating
1	Cheapside	0	33	3	0	23
2	Old Jewry	26	32	0	10	19
3	King Street	13	40	13	0	7
4	Chancery Lane	13	59	9	6	41
5	King William St	19	65	6	0	23
6	Threadndl/Old Broad St	25	53	6	9	31
Overall		59	16	47	6	4



8a. Other improvements suggested

'Other' responses to question 8 (What additional improvements would you like to see?) were more complex and varied. 11 recurring themes have been identified. More detailed and specific responses on some of these themes have been included in the comments sections at each location.

1. **Accessibility.** Accessibility to wheelchair users and less able walkers, including drop kerbs, level surfaces and uneven paving. Such comments often overlapped with other themes such as resurfacing and crossings but we thought it helpful to highlight where the needs of people with disabilities were specifically mentioned.
2. **Attractions.** More cafes and hospitality venues, shops and other attractions. This was often mentioned in connection with Covid-19, as numerous retailers have not reopened following the lockdowns.
3. **Cleanliness.** Improving street cleaning, removing litter, providing bins and so on.
4. **Crossings.** Improving crossings, sometimes in connection with accessibility, for example where the current continuous kerbs prevent wheelchair users from crossing easily even where motor vehicles are excluded. This also includes concerns about sightlines and continuing crossing hazards from buses, cycles and other permitted traffic.
5. **Cycling issues.** A few respondents felt that even where motor traffic was excluded, cyclists remained a hazard to pedestrians, which in some cases had increased as more cyclists were now using traffic-free roads, and variously proposed that measure should be taken to improve cyclist behaviour or that cyclists should be excluded.
6. **Lift restrictions.** Not everyone was in favour of the interventions: a minority wanted all the restrictions lifted and things returned to the way they were before, or restrictions lifted for specific vehicles, such as taxis.
7. **Pedestrianisation.** Blocking motor traffic entirely, including buses, and of remodelling the space accordingly. A few respondents were also in favour of banning cyclists (see above).
8. **Resurfacing.** Improvements to the footway surface, extending the physical footway and/or replacing the current carriageway with a surface more appropriate to shared use and pedestrian/cyclist priority. This often arose in connection with pedestrian lanes on the carriageway, and sometimes in with concerns about uneven or unattractive surfaces.
9. **Signing.** Making the allocation of space clear both through street signs and road markings, with more effective encouragement for walkers and cyclists to use the space and more effective discouragement to drivers not to use it.
10. **Smoking.** A few people specifically mentioned smoking, sometimes in connection with cleanliness, with concerns about smoking litter around outdoor seating and at certain locations.
11. **Streetscape.** Improving the design and the overall standards of the environment, clearing street clutter and making the layout of junctions and space for different users more obvious and less confusing.

A few other suggestions were mentioned by very small numbers and these are captured in the sections on individual locations.

One further recurring comment that overlaps with a number of the themes above is the request to make the changes permanent. While respondents recognised that the

interventions were temporary and experimental, some found that aspects of the current implementation were problematic in themselves. This was particularly clear with the on-carriageway pedestrian lanes and with the various temporary traffic signs, which some saw as contributing to street clutter and a poor-quality environment.

Totalling positive mentions of recurring themes across all 186 respondents produces the following results, with the highest scoring themes highlighted:

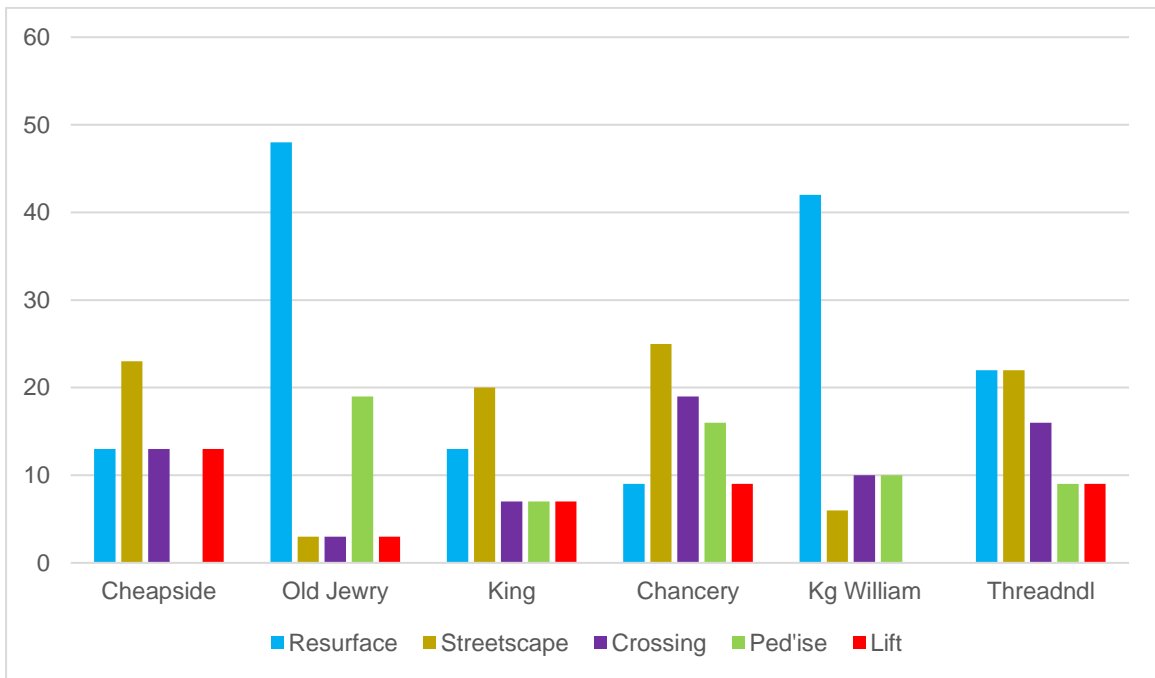
Intervention	Positive	%
Accessibility	8	4
Attractions	6	3
Cleanliness	10	5
Crossings	21	11
Cycling issues	6	3
Lift restrictions	15	8
Pedestrianise	19	10
Resurface	46	25
Signing	11	6
Smoking	3	2
Streetscape	33	18

The table and graph overleaf compare the five most popular of these across all six sites. They show that by far the most prominent of these other suggestions were the calls for resurfacing the street more appropriately at Old Jewry and King William Street. Old Jewry also had the highest numbers in support of pedestrianisation. There were also some calls for pedestrianisation at Chancery Lane, though the lowest numbers here raised issues with the surface. More people raised the need to improve the overall streetscape at Chancery Lane, but there was also some support for this at Cheapside, King Street and Threadneedle Street/Old Broad Street. The need to improve crossings was highlighted at Old Jewry and there was notable concern too at Threadneedle Street/Old Broad Street.

The numbers of people who think the partial or complete lifting of restrictions and a return to the previous situation would be an improvement are relatively small, only 15 people in our sample or 8% of the total. The highest proportion calling for this was at Cheapside.

It's important to note these figures weren't obtained by specific questions and the overall numbers are low in several cases, but they may still indicate issues worthy of more systematic investigation.

Loc	Street	Resurf	Streetsc	Crossing	Ped'ise	Lift
1	Cheapside	13	23	13	0	13
2	Old Jewry	48	3	3	19	3
3	King Street	13	20	7	7	7
4	Chancery Lane	9	25	19	16	9
5	King William St	42	6	10	10	0
6	Threadndl/Old Broad St	22	22	16	9	9



Locations

A map provided by the City of London showing all the locations is provided at the end of the report. Note this map also shows several other locations which weren't surveyed in the current research, and the numbering is different to the order used in the report.

1. Cheapside

Cheapside east of Bread Street between Wood Street and Queen Street (2 on map).

Intervention: Point 'no entry' in both directions except buses, cycles, emergency services and London Buses incident response unit. Planters and seating adjacent to point closure.

Survey points

- a. North footway of Cheapside between closure points.
- b. South footway of Cheapside between closure points.

Date: Wednesday 8 September 2021.


Staff: Des, Jakub.

Weather: Unusually warm and sunny all day.

Responses: 30

This is a busy area for walkers on an important and historic City street close to St Mary-le-Bow church and with plentiful takeaway food outlets nearby. It was in many respects the easiest to research as the intervention is arguably the most visually obvious and dramatic of all the sites surveyed, blocking Cheapside as a through route to ordinary motor traffic using seating and planters in a very contained space.

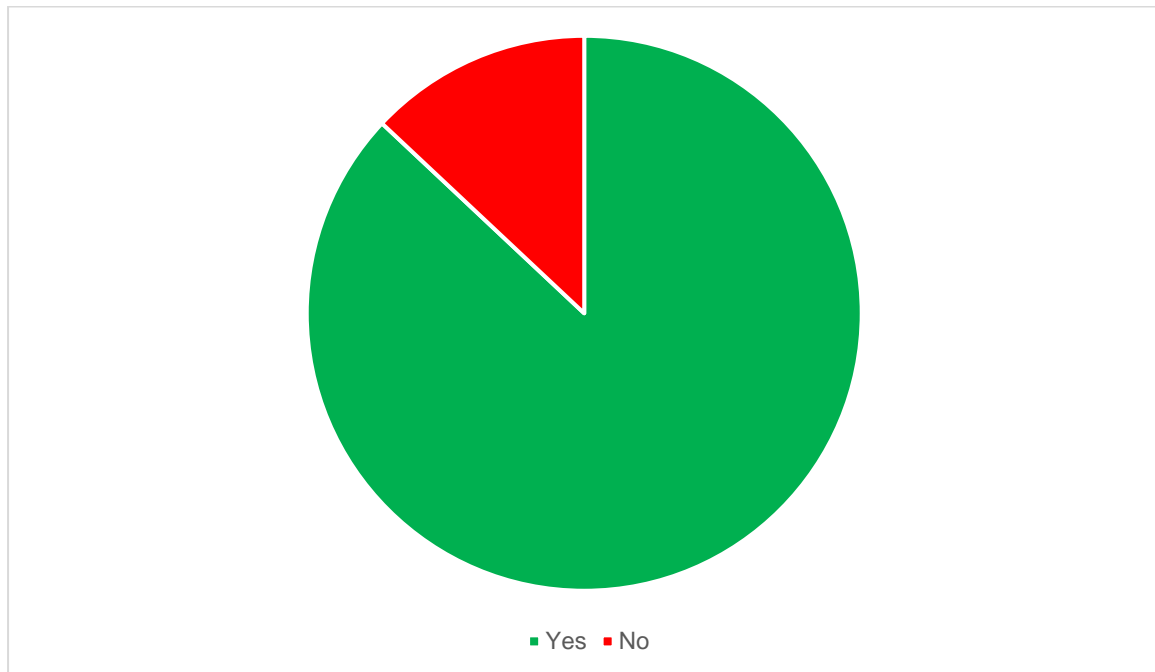
Overall, we heard very positive feedback on this scheme, and more respondents than usual stopped deliberately to express their praise. Seating is well used particularly at lunchtimes though mainly by construction workers on the day of the survey. The footway is unusually wide particularly on the north side: some respondents said it might even be too wide and some of it might be used for other purposes like more planters and seating. Some seating is on the former carriageway, with poles used to delineate a central 'channel' for cyclists, buses and emergency vehicles. Some temporary road signs are still in place around the site. The cycle traffic seemed relatively heavy. We witnessed only one private car driving through illegally.



As the arrangements for the project weren't confirmed until mid-morning on the first day, we weren't able to cover the morning period at this location: our responses are all from lunchtime and evening.

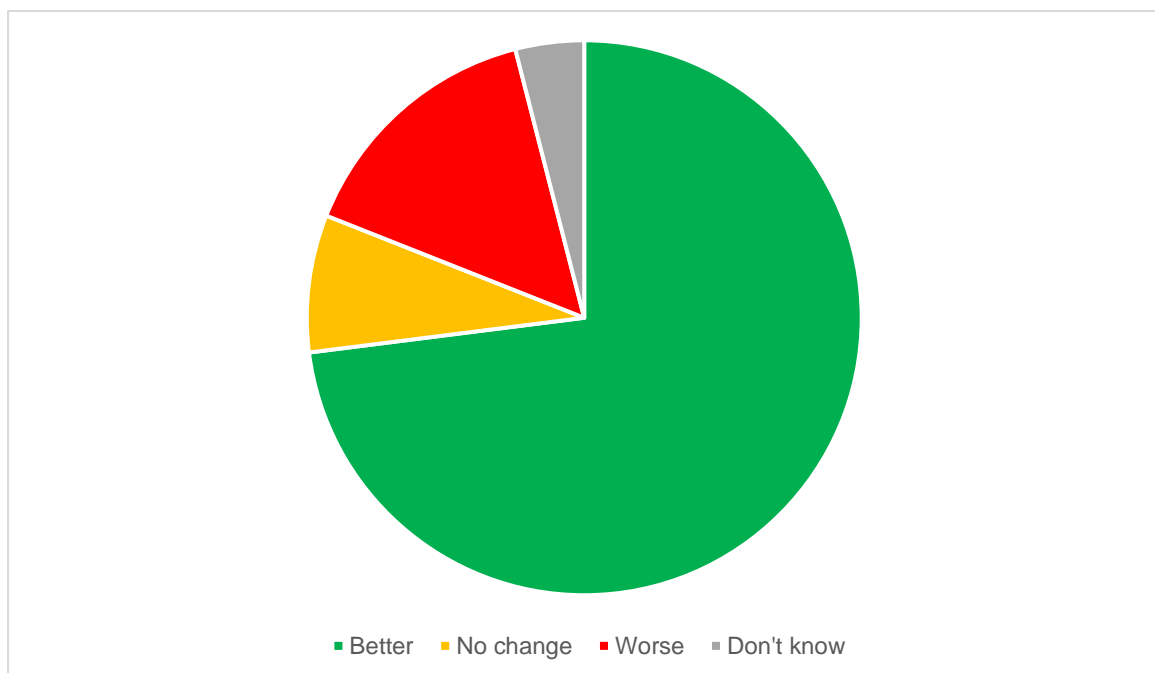
1.1. Did you travel along this street before March 2020?

Yes	%	No	%
26	87%	4	13%



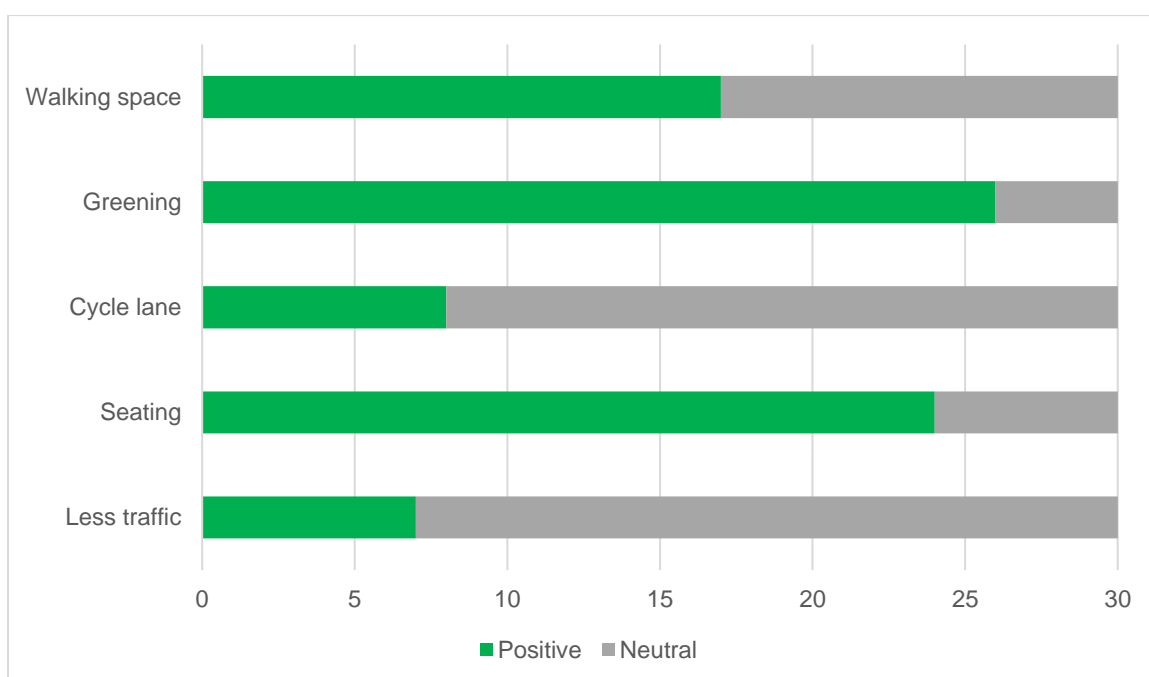
1.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
19	73	2	8	4	15	1	4	26



1.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

Intervention	Positive	%
Walking space	17	57
Greening	26	87
Cycle lane	8	27
Cycle parking	NA	NA
Outdoor seating	24	80
Reduced traffic	7	23

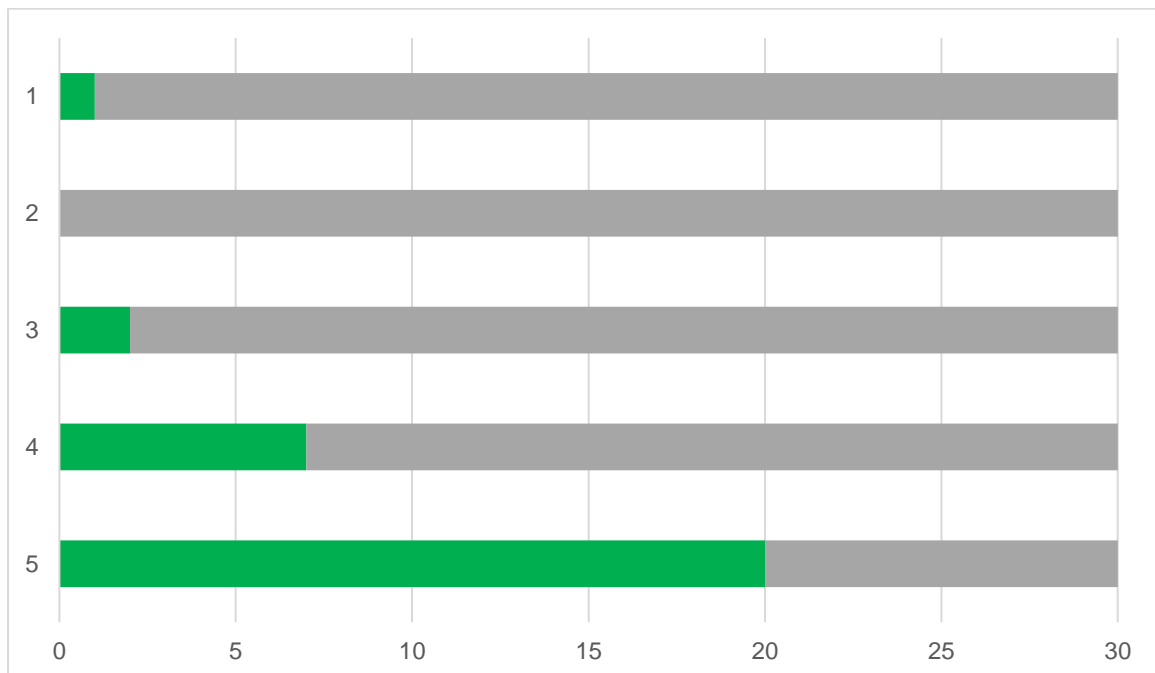


One respondent also mentioned cleaner air.

1.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

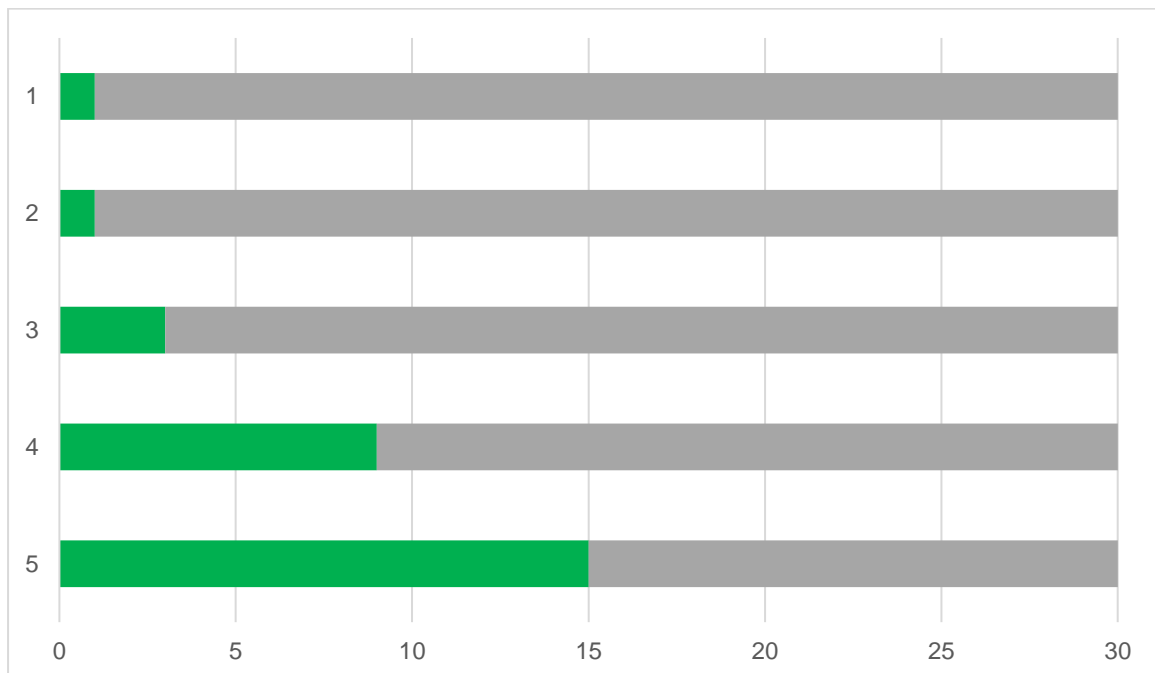
Score	Number of responses	%	Subtotal score
1	1	3	1
2	0	0	0
3	2	7	6
4	7	23	28
5	20	67	100
Total score			135
Max possible			150
Mean response			4.5
Overall %			90
Median response			5
Mode			5



1.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

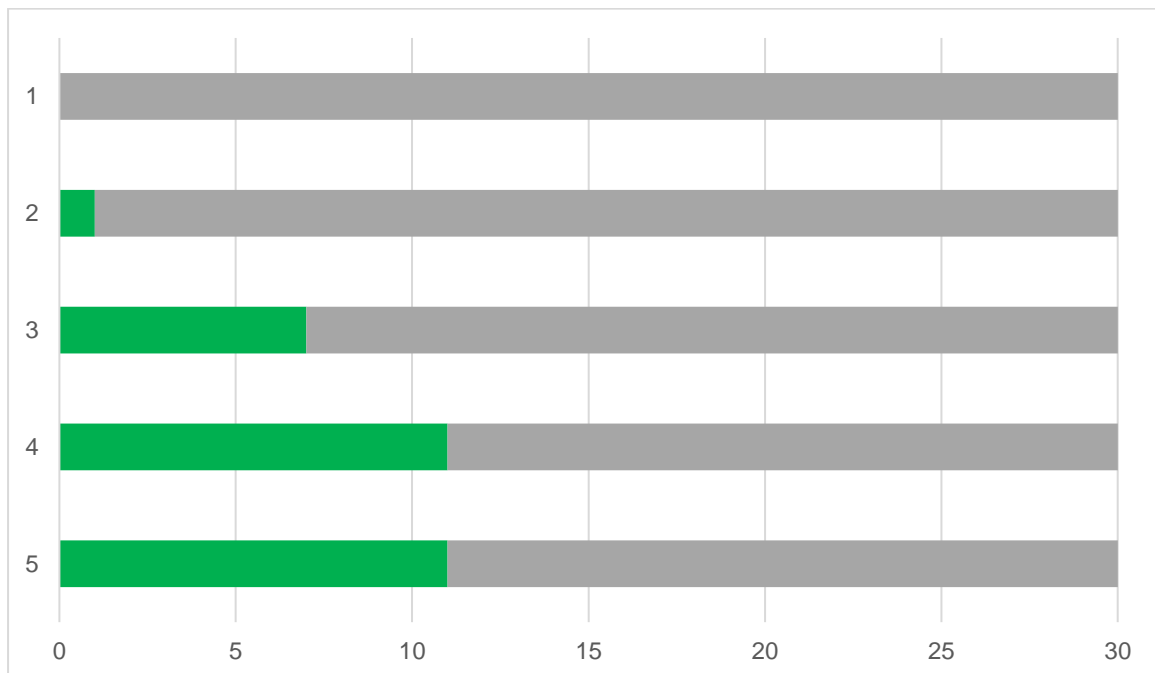
Score	Number of responses	%	Subtotal score
1	1	3	1
2	1	3	2
3	3	10	9
4	9	30	36
5	15	50	75
Total score			123
Max possible			150
Mean response			4.2
Overall %			82
Median response			4.5
Mode			5



1.6. How do you find traffic levels on this street?

(1 poor → 5 excellent)

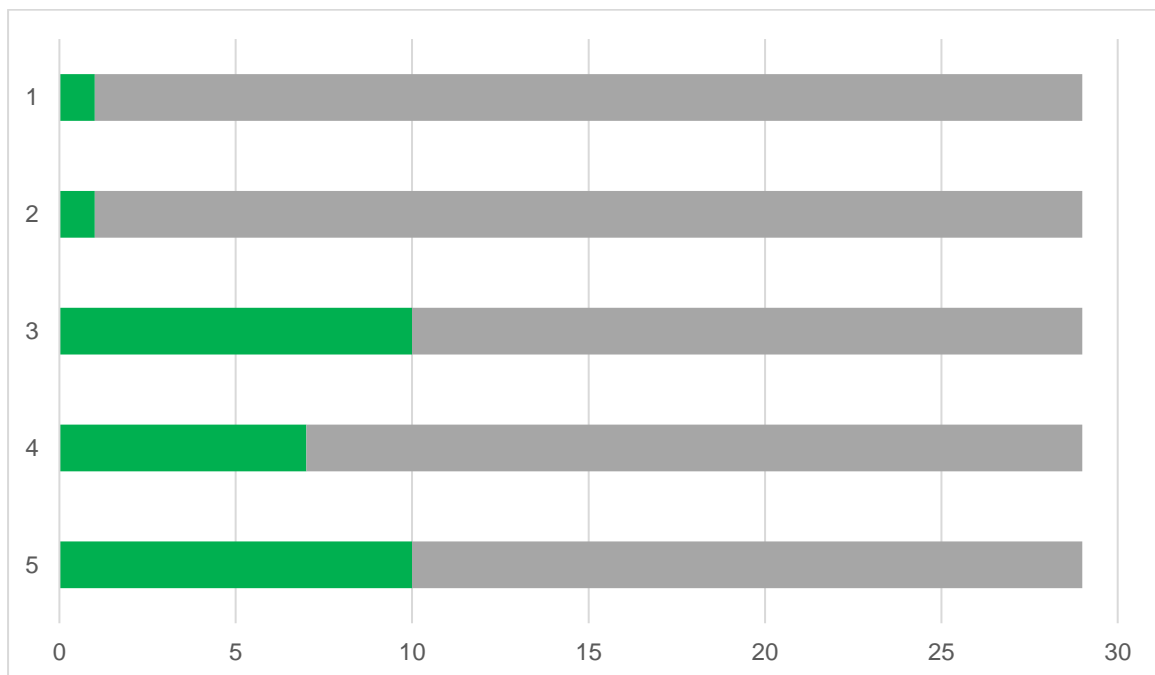
Score	Number of responses	%	Subtotal score
1	0	0	0
2	1	3	2
3	7	23	21
4	11	37	44
5	11	37	55
Total score			122
Max possible			150
Mean response			4.1
Overall %			81
Median response			4
Mode			4



1.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

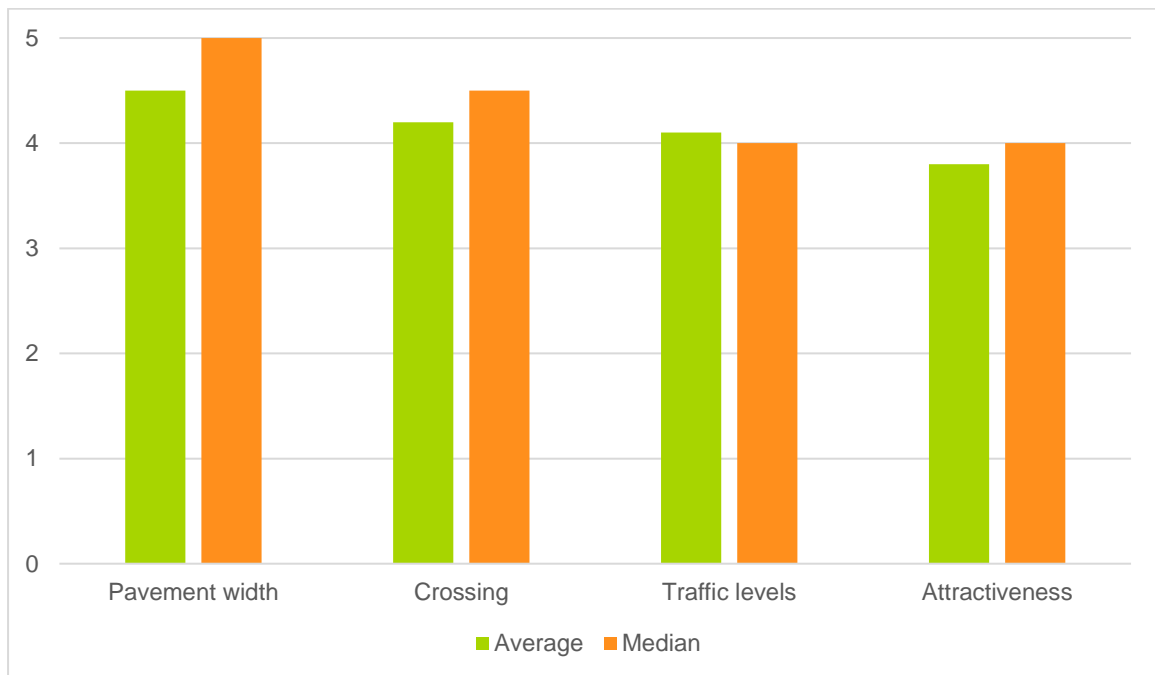
Score	Number of responses	%	Subtotal score
1	1	3	1
2	1	3	2
3	10	34	30
4	7	24	28
5	10	34	50
Total score			111
Max possible			145
Mean response			3.8
Overall %			77
Median response			4
Mode			5

Note one respondent declined to answer this question.



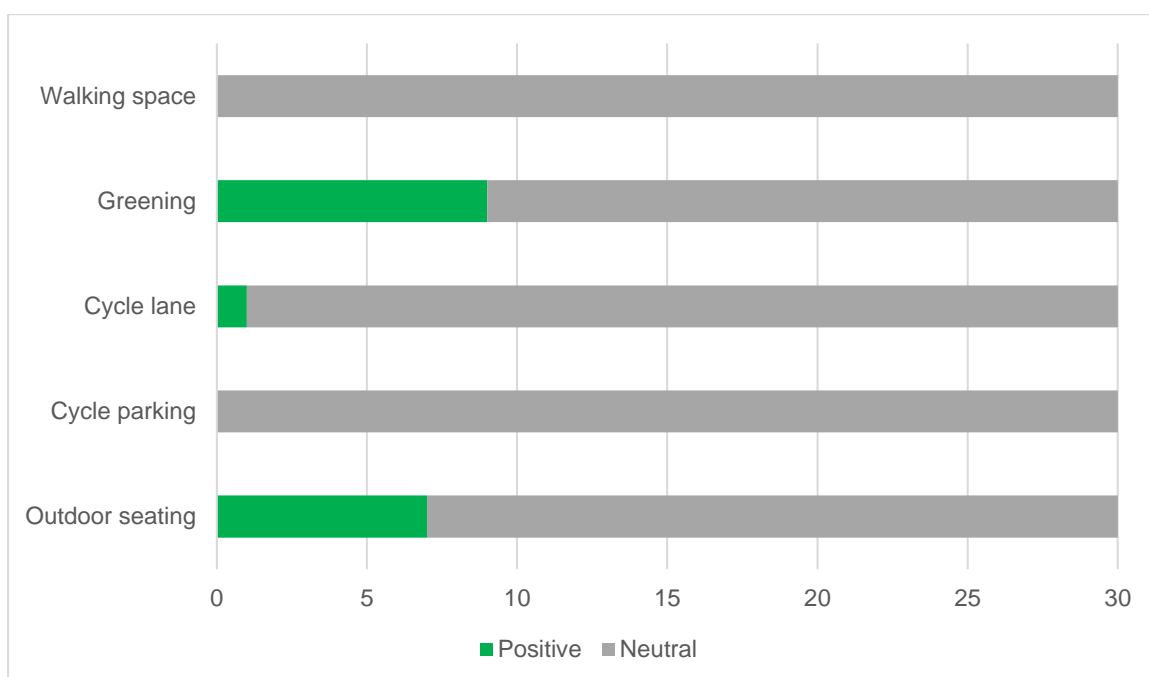
1.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	4.5	5
Crossing	4.2	4.5
Traffic levels	4.1	4
Attractiveness	3.8	4



1.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	0	0
Greening	9	33
Cycle lane	1	3
Cycle parking	0	0
Outdoor seating	7	23



1.8a Other improvements suggested

Intervention	Positive	%
Accessibility	0	0%
Attractions	0	0%
Cleanliness	4	13%
Crossings	4	13%
Cycling issues	0	0%
Lift restrictions	4	13%
Pedestrianise	0	0%
Resurface	4	13%
Signing	0	0%
Smoking	1	3%
Streetscape	7	23%

One respondent suggested involving businesses and the local community more in supporting changes to the street.

1.9. Selected comments

- The City is a great place overall and this is improving it, it's good to have spaces where you can breathe and think. But if you were to take out all the traffic it would lose its bustle, which is part of the atmosphere.
- There was more than enough space on pavement here, but this is aesthetic and stops a bit of the traffic, which is positive.
- You need to strike a balance, so it's good that buses can still go through. But all the smoking and cigarette ends negate the quality.
- More plants as well as trees please.
- Improve the style of the seating, it doesn't look very inviting. I'm concerned too that restrictions can simply drive traffic to side streets.
- It's not really a space you could sit in a talk to people, perhaps seats around tables would be better, and good for businesses too.
- You could grass it over but then cyclists and buses couldn't get through. Or put raised flower beds on the pavement. Still an issue to cross, you have to be careful of cyclists and scooters.
- You can taste the air is cleaner. And I'd never say no to more trees but what about a bit of colour, some flowers?
- It looks temporary, 90% of people on the benches are workmen and there are still road signs on the pavement so it makes me think is this a space for me or something temporary for the workmen?
- I wouldn't want the City to spend too much money when there are so many other priorities. How about getting local businesses involved in maintaining these things with volunteers, for example lunchtime gardening sessions?
- This has displaced traffic into Bread Street which is now much less pleasant. Please let traffic use the street again.
- The City needs more outdoor seating, but off the road and in courtyards would be better.
- I wouldn't have considered cycling to work before these changes but I do now.
- There are lots of hidden green spaces in the City but most of them are churchyards and that might be a deterrent to people from other backgrounds, so it's good to have non-churchyard space. More flowers and plant baskets would be good.
- I'm a cyclist: it's massively better than before. They should do loads more like this and plant more trees.
- If anything the pavement is too wide, half of it could be a garden.
- Traffic levels are more bearable now but there are too many buses with hardly anyone on them.
- The placement is odd and a bit offputting with the seats in the road: it would work better if the whole area was pavement. Not sure about the colour scheme! It's a bit more difficult to cross now as there are more obstacles.
- This has created more rubbish on the street and caused congestion around St Paul's so it's harder to cross near the school.

2. Old Jewry

Old Jewry between Cheapside and Gresham Street (8 on map).

Intervention: Full closure (except for pedal cycles) on Old Jewry between Cheapside (Poultry) and Frederick's Place. Remainder of Old Jewry from Frederick's Place to Gresham Street converted to two-way.

Survey points

- a. South corner of Old Jewry and Frederick's Place, by pillar box.
- b. Footway on east side of Old Jewry, halfway between Poultry and Frederick's Place.

Date: Thursday 9 September 2021.

Staff: Des, Jakub.

Weather: Cloudy but mild and dry.

Responses: 31

A moderately busy side street with numerous offices, some bars and specialist shops though some businesses haven't reopened following lockdowns. The streetscape along the closed section is relatively undistinguished though the northern section opens out with more imposing architecture. There's a notable narrowing of the western footway just north of the junction with Poultry. People walking north on this side are mainly heading for Frederick's Place; those heading further north or walking through tend to cross at a diagonal to avoid the narrowing on the west side: walkers are reluctant to walk in the carriageway for extended periods. Frederick's Place, adjoining, has been resurfaced relatively recently with setts rather than tarmac, and some respondents pointed to this as a more appropriate and attractive surface for a street where vehicle access is restricted.

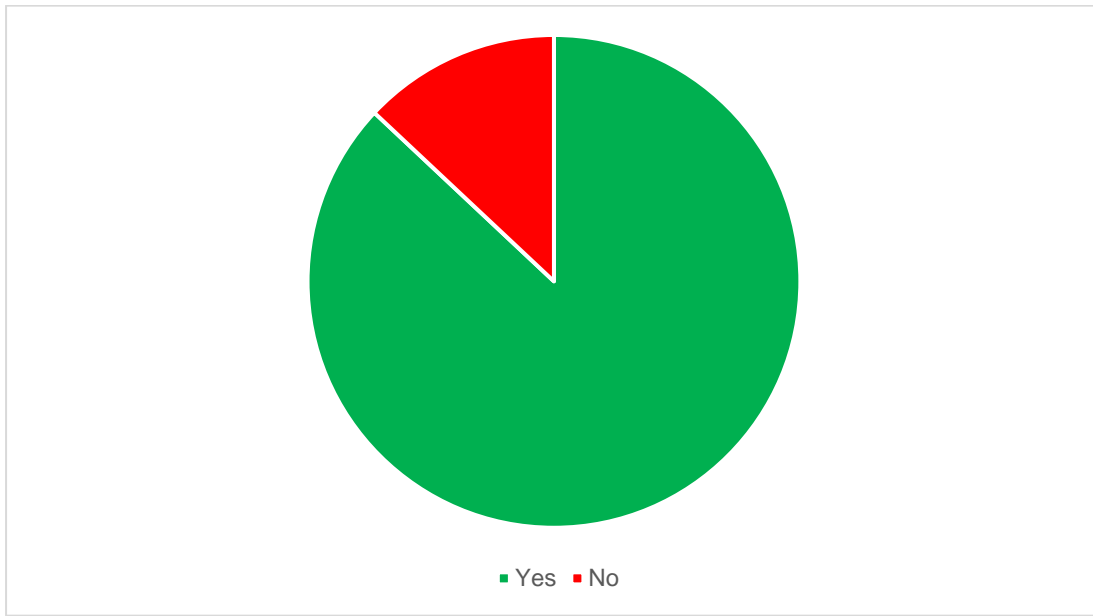
Although the intervention has affected traffic along the entire length of Old Jewry, the only clearly visible physical changes are the bollards at the southern end, so we concentrated our survey at this end where the intervention is easier to point out to respondents, several of whom had not noticed the changes. There are no 'no through road' signs at the north end of Old Jewry and although there are bases for bollards at the north end of the full closure by Frederick's Place, the bollards themselves were not present on the day of the survey. A bollard on the northern corner of the junction with Frederick's Place had been knocked down, presumably by a reversing vehicle, and was surrounded by safety fencing.

We witnessed numerous vehicles continuing south into the closed section before noticing the blockage and then having to reverse back to the junction and turn around, often when space was limited by parked delivery vans, with many instances of vehicles mounting the footway and temporarily blocking both pedestrian and cyclist access. Some of our respondents said this is a regular occurrence. We also

noted several motorcycles passing through. The route is well-used by cyclists but not too busy with them.

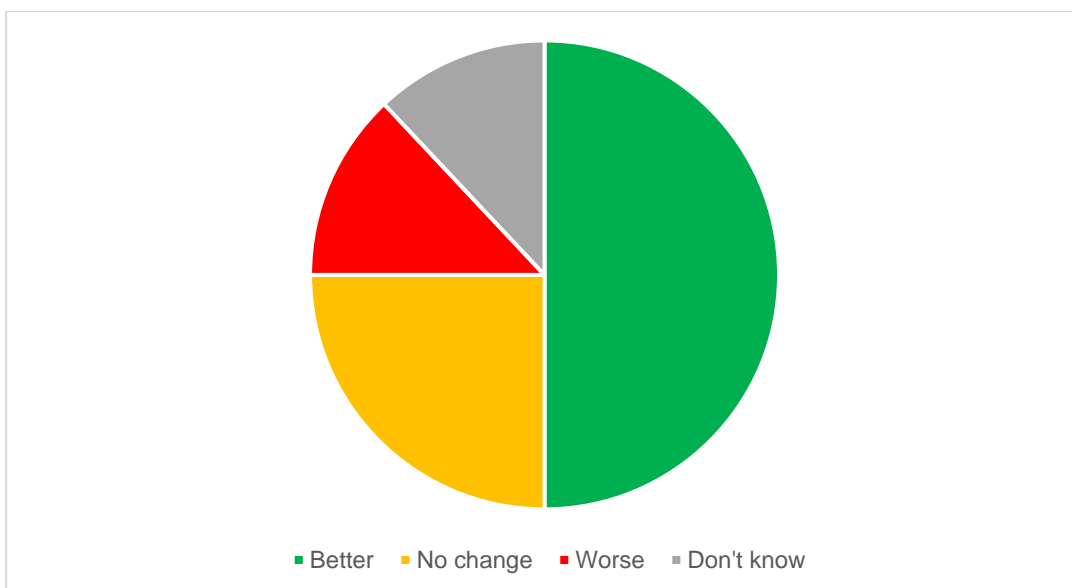
2.1. Did you travel along this street before March 2020?

Yes	%	No	%
24	87%	7	13%



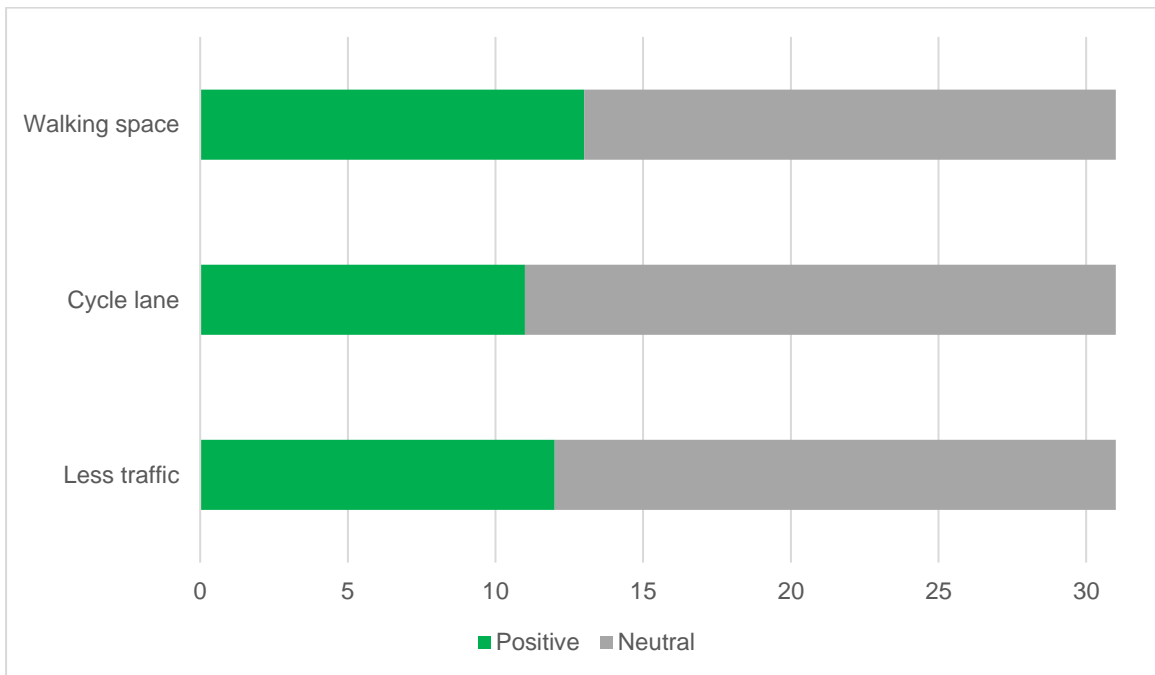
2.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
12	50	6	25	3	13	3	13	24



2.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

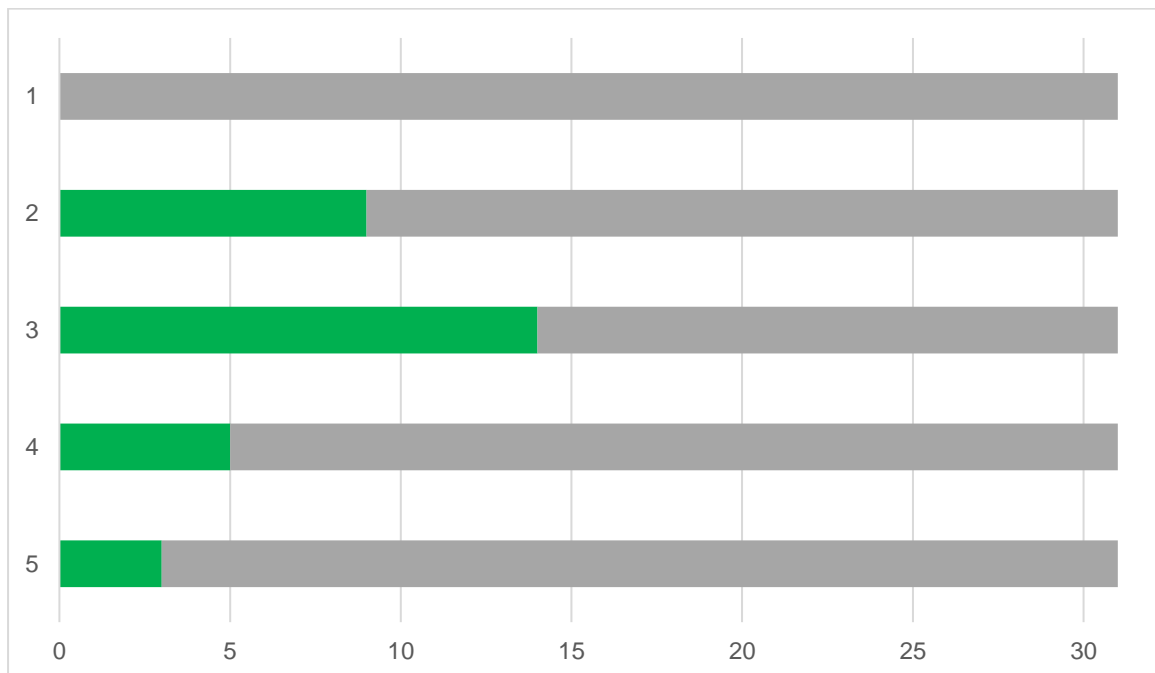
Intervention	Positive	%
Walking space	13	42
Greening	NA	NA
Cycle lane	11	35
Cycle parking	NA	NA
Outdoor seating	NA	NA
Reduced traffic	12	39



2.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

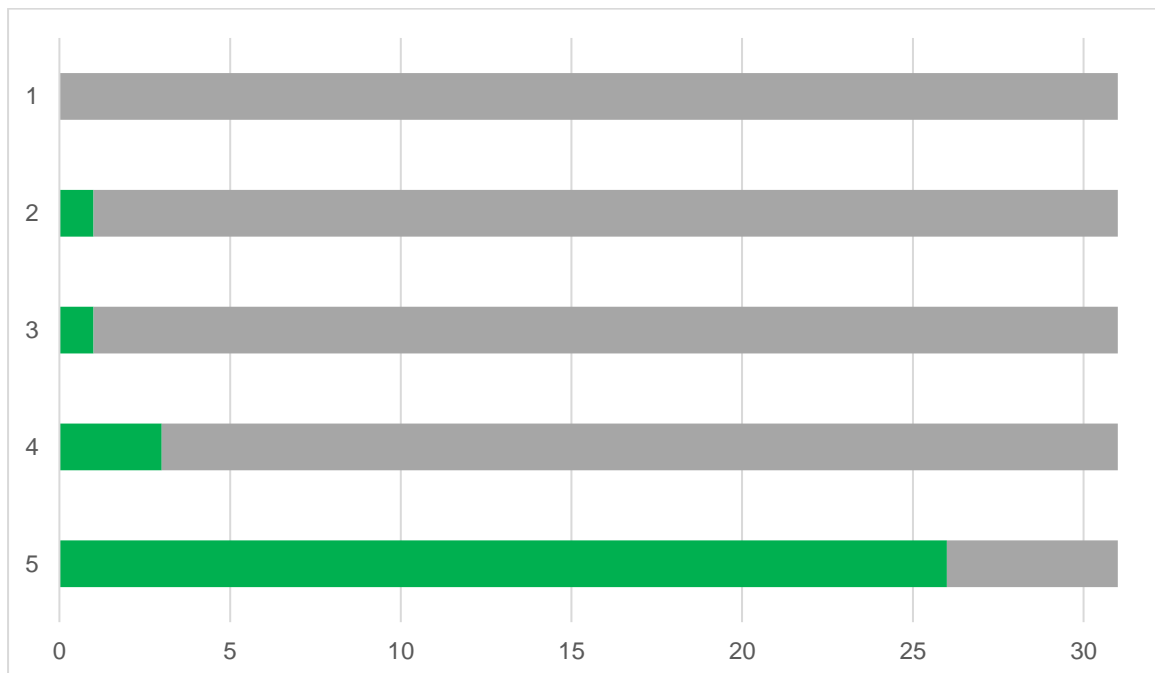
Score	Number of responses	%	Subtotal score
1	0	0	0
2	9	29	18
3	14	45	42
4	5	16	20
5	3	10	15
Total score			95
Max possible			155
Mean response			3.1
Overall %			61
Median response			3
Mode			3



2.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

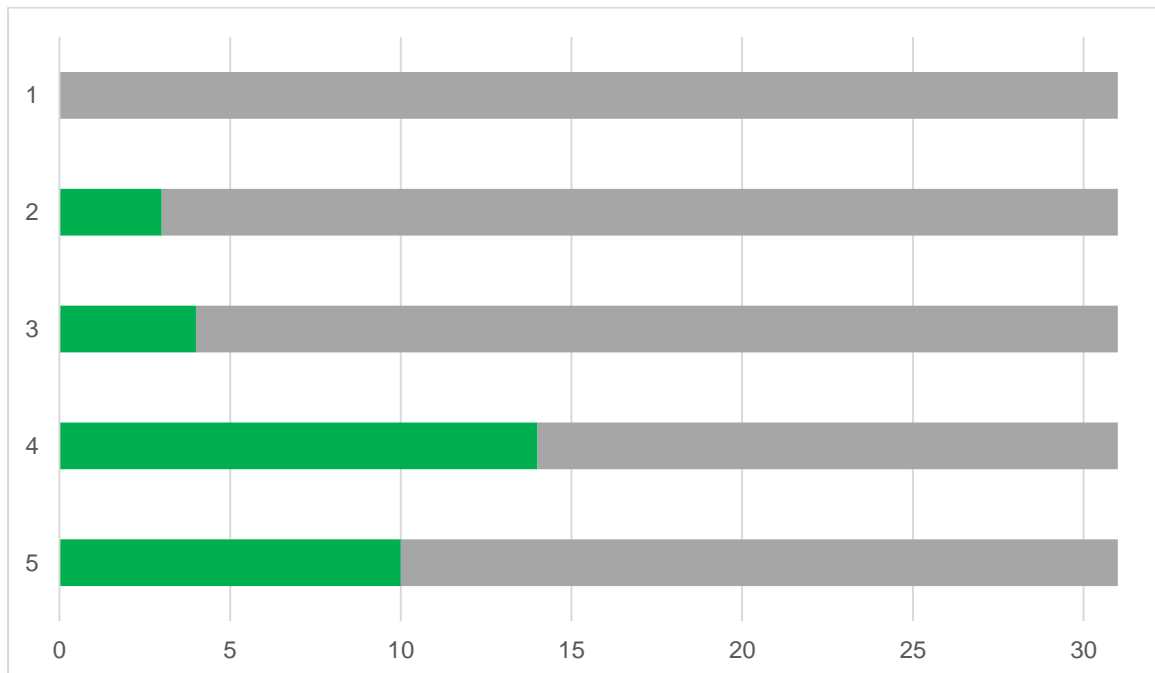
Score	Number of responses	%	Subtotal score
1	0	0	0
2	1	3	2
3	1	3	3
4	3	10	12
5	26	84	130
Total score			147
Max possible			155
Mean response			4.7
Overall %			95
Median response			5
Mode			5



2.6. How do you find traffic levels on this street?

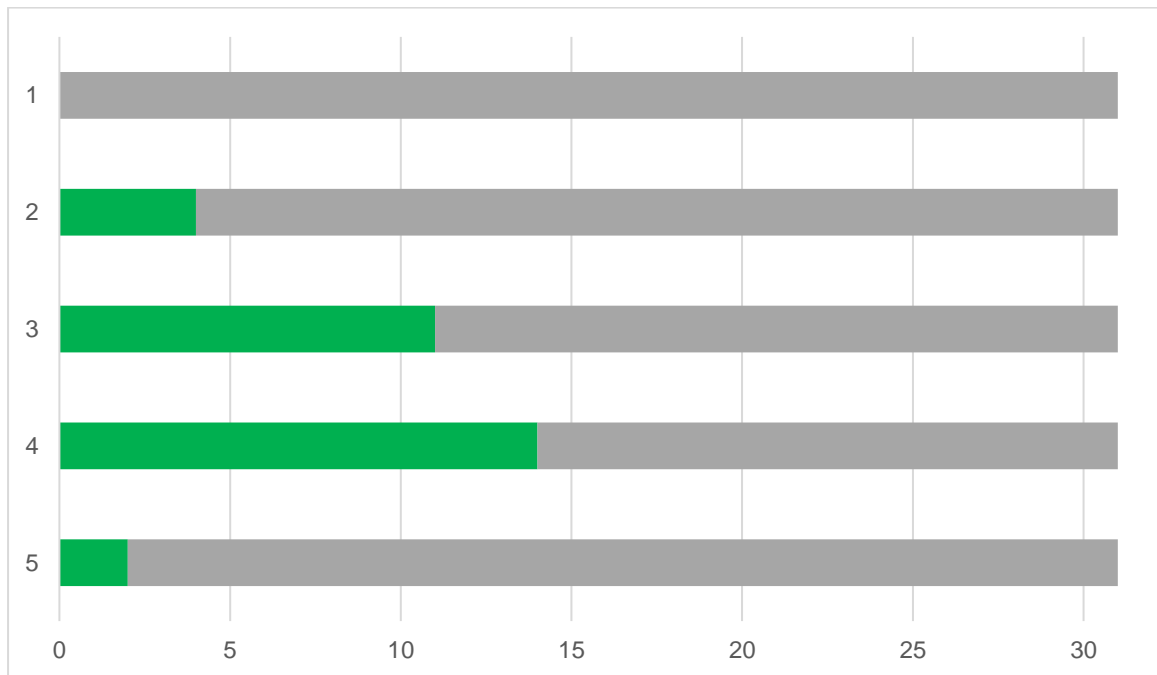
(1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	3	10	6
3	4	13	12
4	14	45	56
5	10	32	50
Total score			124
Max possible			155
Mean response			4
Overall %			80
Median response			4
Mode			4



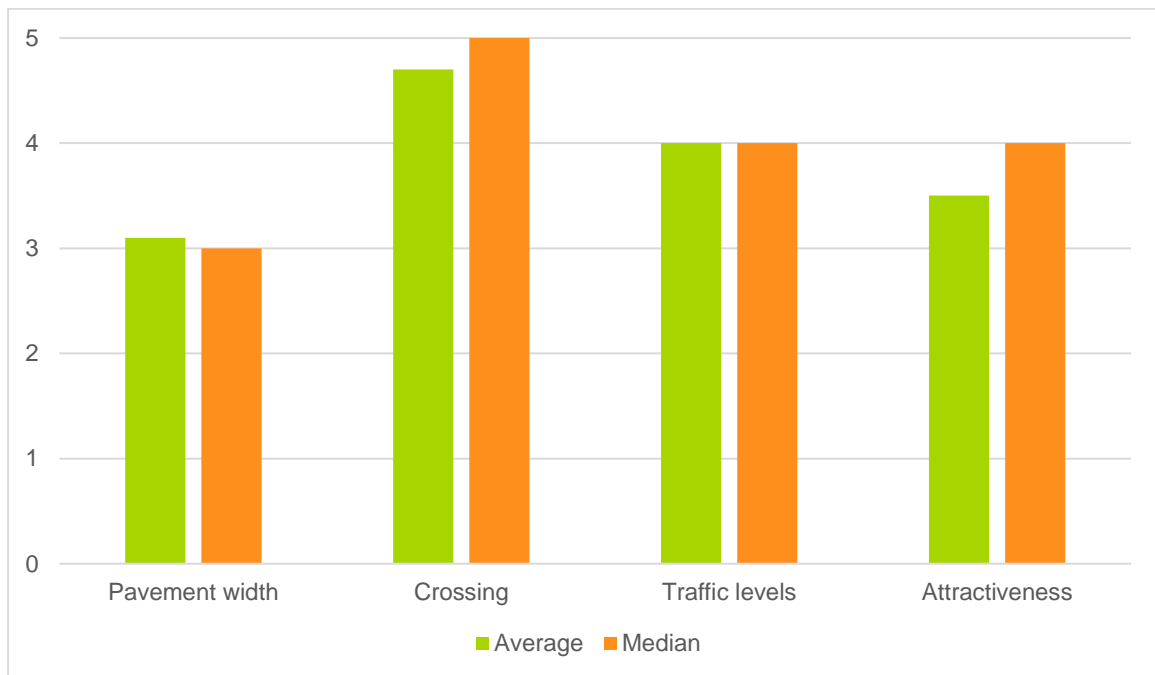
2.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	4	13	8
3	11	35	33
4	14	45	56
5	2	6	10
Total score			107
Max possible			155
Mean response			3.5
Overall %			69
Median response			4
Mode			4



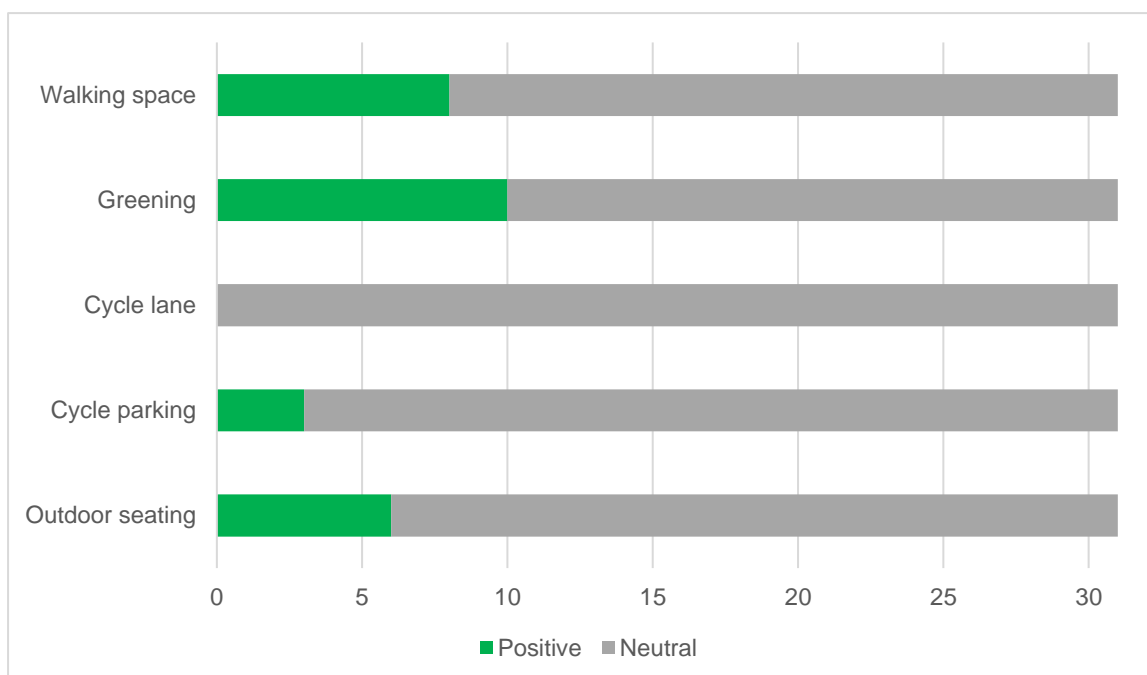
2.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	3.1	3
Crossing	4.7	5
Traffic levels	4	4
Attractiveness	3.5	4



2.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	8	26
Greening	10	32
Cycle lane	0	0
Cycle parking	3	10
Outdoor seating	6	19



2.8a Other improvements suggested

Intervention	Positive	%
Accessibility	1	3
Attractions	0	0
Cleanliness	1	3
Crossings	1	3
Cycling issues	0	0
Lift restrictions	1	3
Pedestrianise	6	19
Resurface	15	48
Signing	2	6
Smoking	1	3
Streetscape	1	3

One respondent suggested the street should have better lighting, while another was in favour of extending the Congestion Charge to weekends.

2.9. Selected comments

- It's quite a short street anyway so there's not much you could do.
- Potted plants would be nice.
- Good to block to traffic as it's a narrow side street and there are plenty of wider ones. But it needs a uniform aesthetic and perhaps some trees.
- You don't really notice the changes but it's definitely made a difference to the traffic levels. It needs resurfacing to make it more pedestrian friendly. Traffic should be restricted to main roads.
- At the moment there's a big problem with reversing vehicles which is making it unsafe. It should be properly blocked off as it's a narrow street with lots of offices.
- Do something similar to Cheapside, that's good.
- The closed bars are an eyesore, almost derelict.
- It's easy to cross unless you're in a wheelchair!
- Now all you get all day long is vehicles reversing which is noisy and dangerous. We need ashtrays for all the dogends.
- Widen the pavements.
- There's clearly a problem with reversing vehicles, properly closing and resurfacing the street might solve it.
- I'm a cyclist so it's a good thing to block traffic on a street like this.
- At the moment it's worse, all this additional turning causes air quality problems and is dangerous. Make it properly pedestrianised. There's not much opportunity for planters or seating as doesn't get much sun.
- They should make it a complete walkway, and do the same all over the City (but allow black cabs).
- It's become a nightmare for cars and vans, reversing and up on the pavement. This isn't needed, it isn't a busy street.
- Cars need as many routes as possible so closures like this can increase congestion, though it might not make a big difference for small connecting streets.
- It would be better if the surface was more like in Frederick's Place.
- I'm a cycle courier so very happy with anything that reduces traffic.

3. King Street

King Street between Cheapside and Gresham Street (9 on map).

Intervention: One way working, contra-flow cycling. Footway widening. Loading bay in Gresham Street.

Survey points

- a. Western footway just north of Cheapside junction, where there is an area with plentiful footway space.
- b. Eastern footway just north of Prudent Passage.

Date: Wednesday 15 September 2021.

Staff: Des, Jakub.

Weather: Fine, mild.

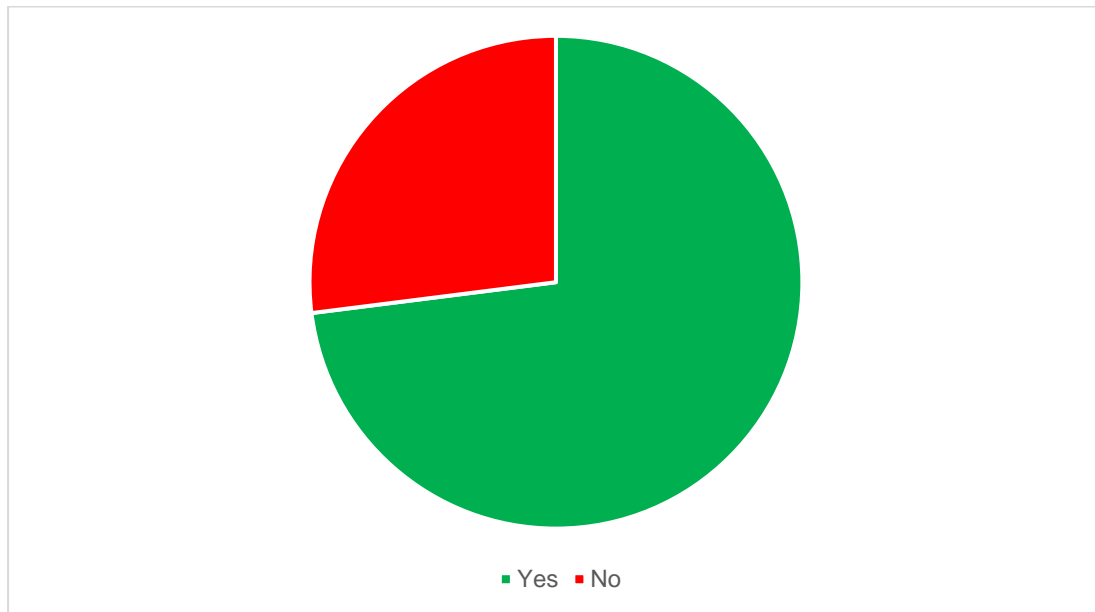
Responses: 30

This is a straight north-south street that seems primarily used as a through route by walkers: there are some offices along it and a couple of side alleys and courts, but some offices are currently empty and there are no cafes, bars or shops. The west footway appears moderately busier than the east, and in the morning more people seemed to be walking north. The architecture is relatively undistinguished but walking north there's a good view of the Guildhall ahead. A business on the east side of the southern end of the street has placed flowering planters on windowsills and several respondents commented positively on this.

The footway widening currently comprises a narrow painted strip on the carriageway and this and the cycle lane are delineated by lines of poles with frequent gaps for crossing points. We witnessed cyclists using the pedestrian strip. There are some obviously temporary signs, for example a contraflow cycle lane sign near the corner of Trump Street (facing the wrong way?). There are Legible London monoliths at both ends. The street is overall quiet in terms of traffic levels and both cyclists and motor vehicles tend to pass in bursts due to the light-controlled junction with Cheapside at the south end. This junction has a relatively short pedestrian phase and both cyclists and walkers often 'jump the lights': we witnessed some conflicts particularly with walkers who have failed to notice cyclists.

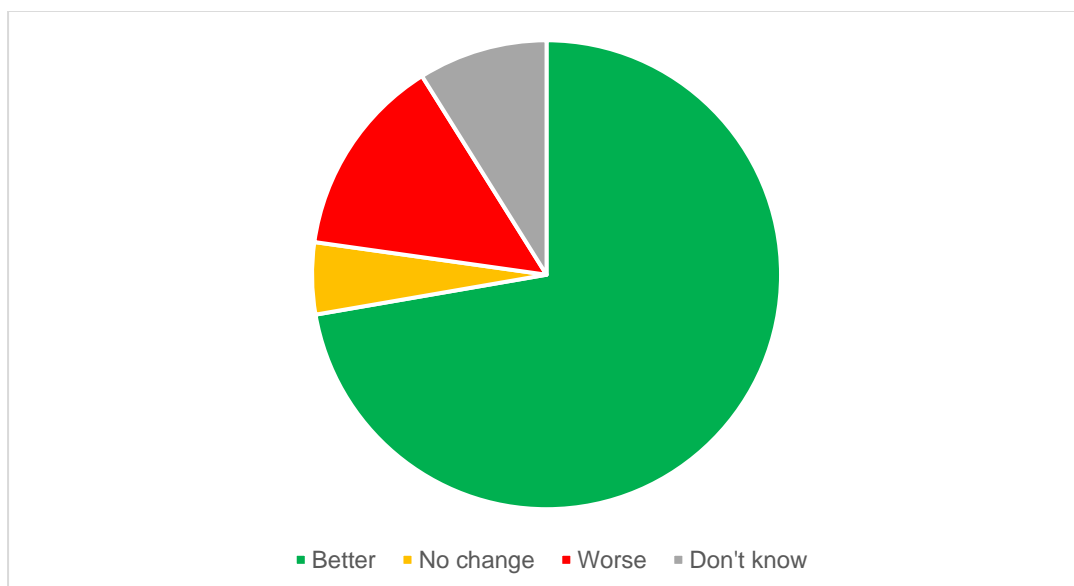
3.1. Did you travel along this street before March 2020?

Yes	%	No	%
22	73%	8	27%



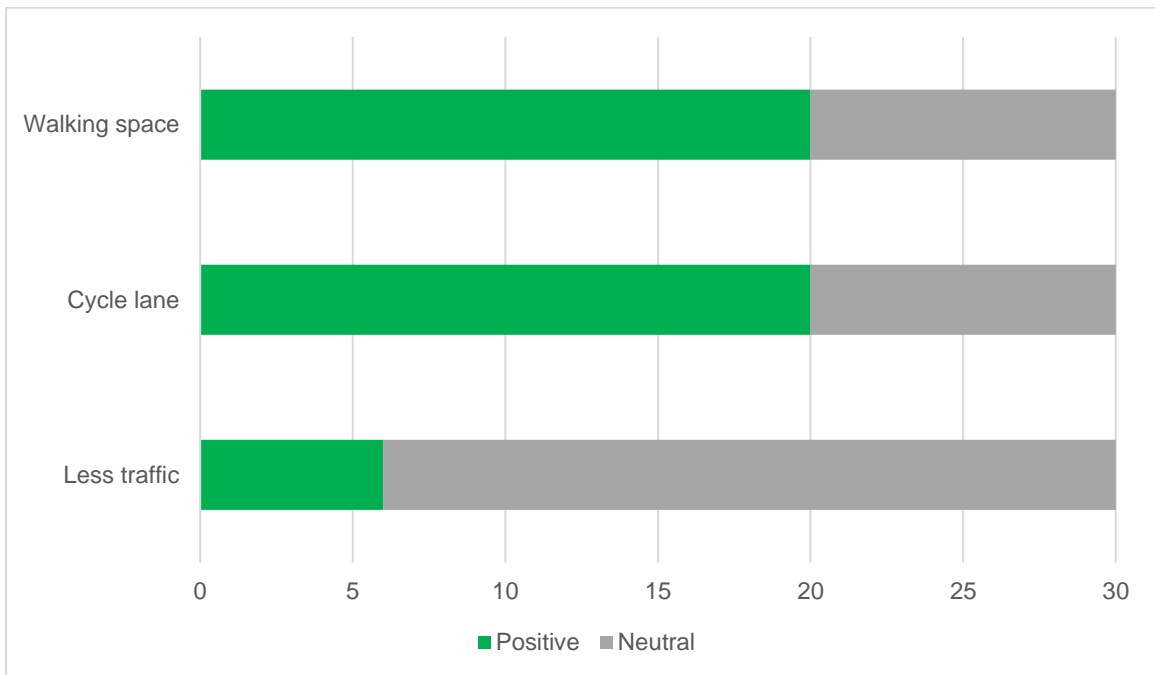
3.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
16	73	1	5	3	14	2	9	22



3.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

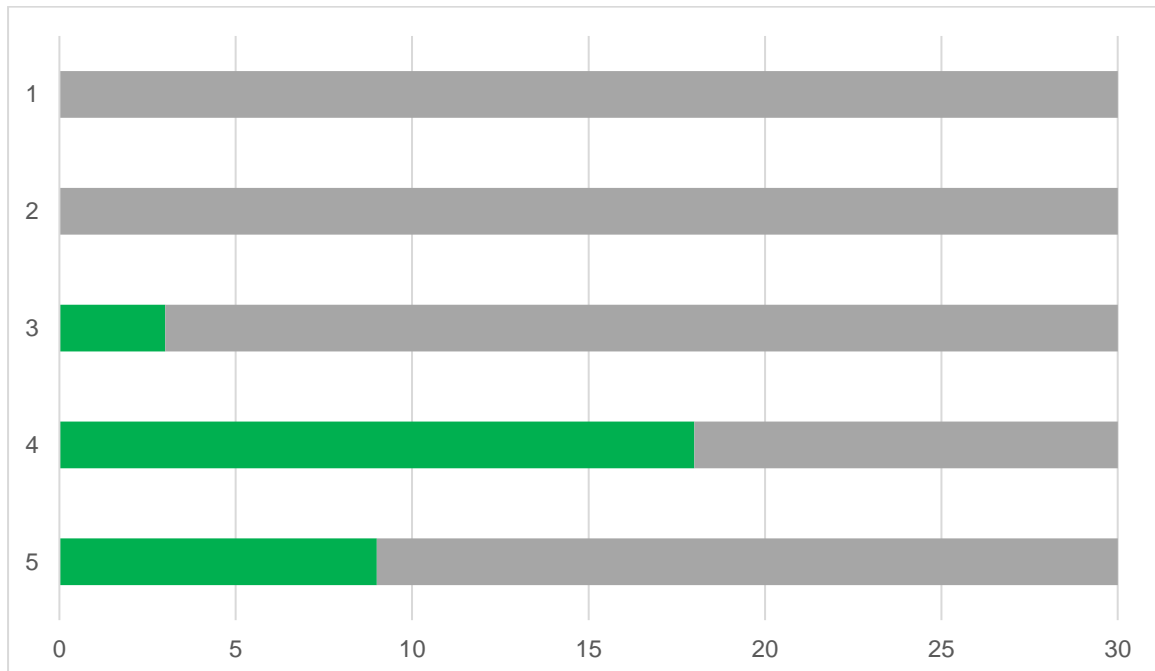
Intervention	Positive	%
Walking space	20	67
Greening	NA	NA
Cycle lane	20	67
Cycle parking	NA	NA
Outdoor seating	NA	NA
Reduced traffic	6	20



3.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

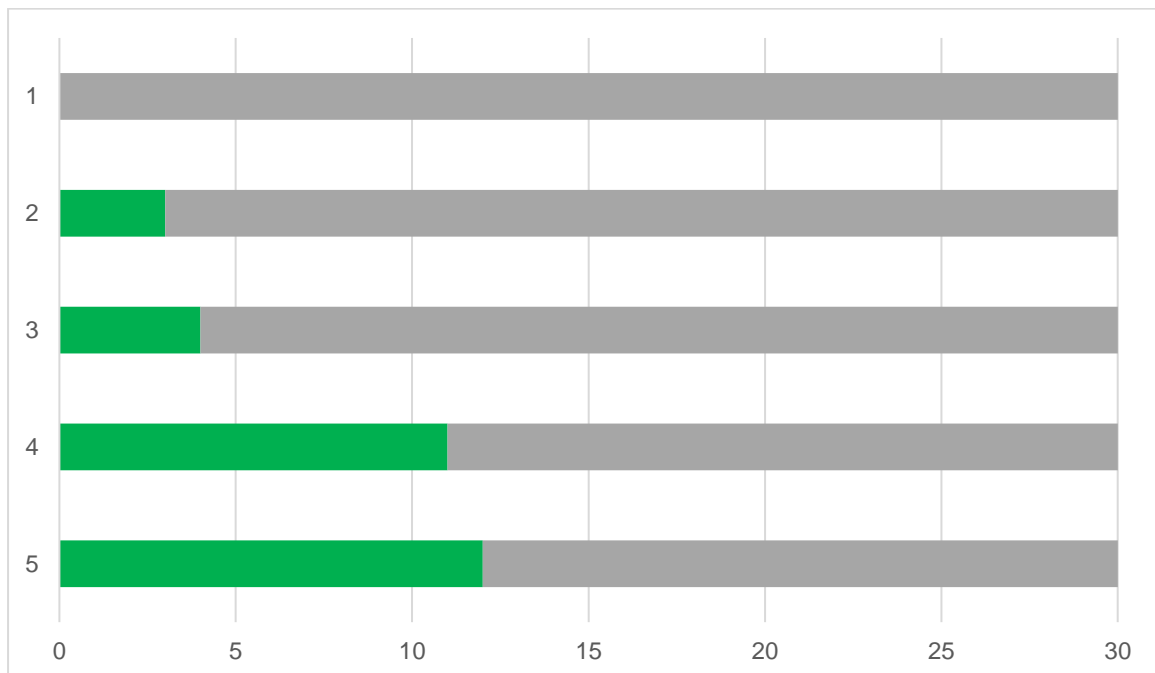
Score	Number of responses	%	Subtotal score
1	0	0	0
2	0	0	0
3	3	10	9
4	18	60	72
5	9	30	45
Total score			126
Max possible			150
Mean response			4.2
Overall %			84
Median response			4
Mode			4



3.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

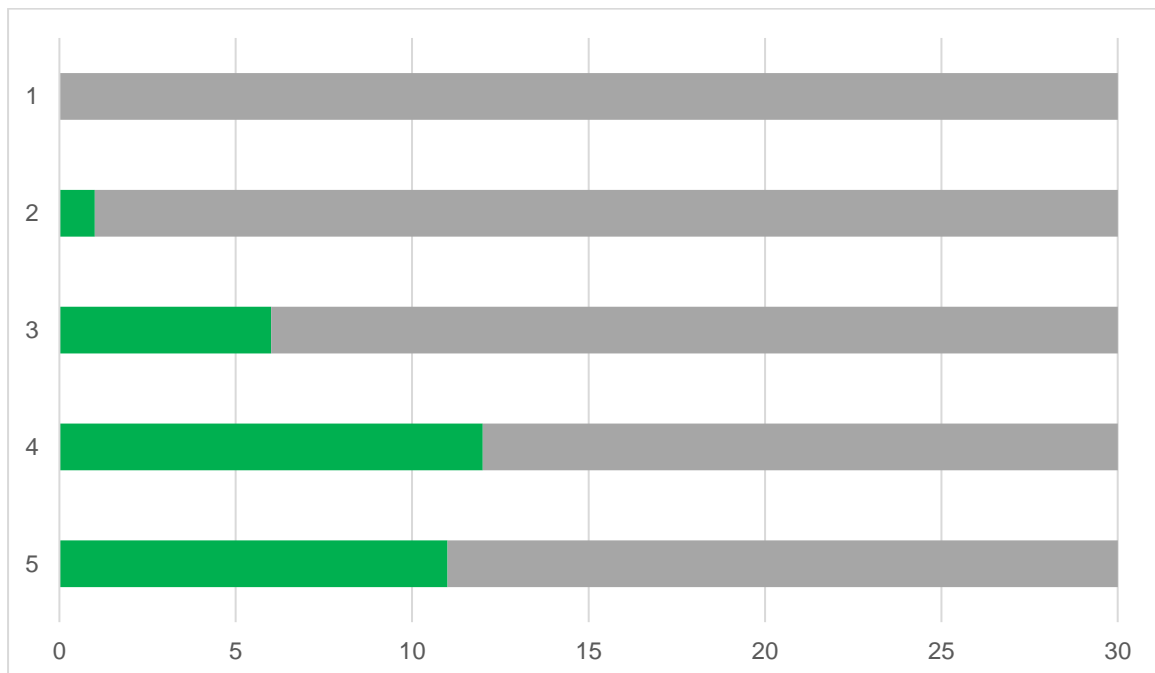
Score	Number of responses	%	Subtotal score
1	0	0	0
2	3	10	6
3	4	13	12
4	11	37	44
5	12	40	60
Total score			122
Max possible			150
Mean response			4.1
Overall %			81
Median response			4
Mode			5



3.6. How do you find traffic levels on this street?

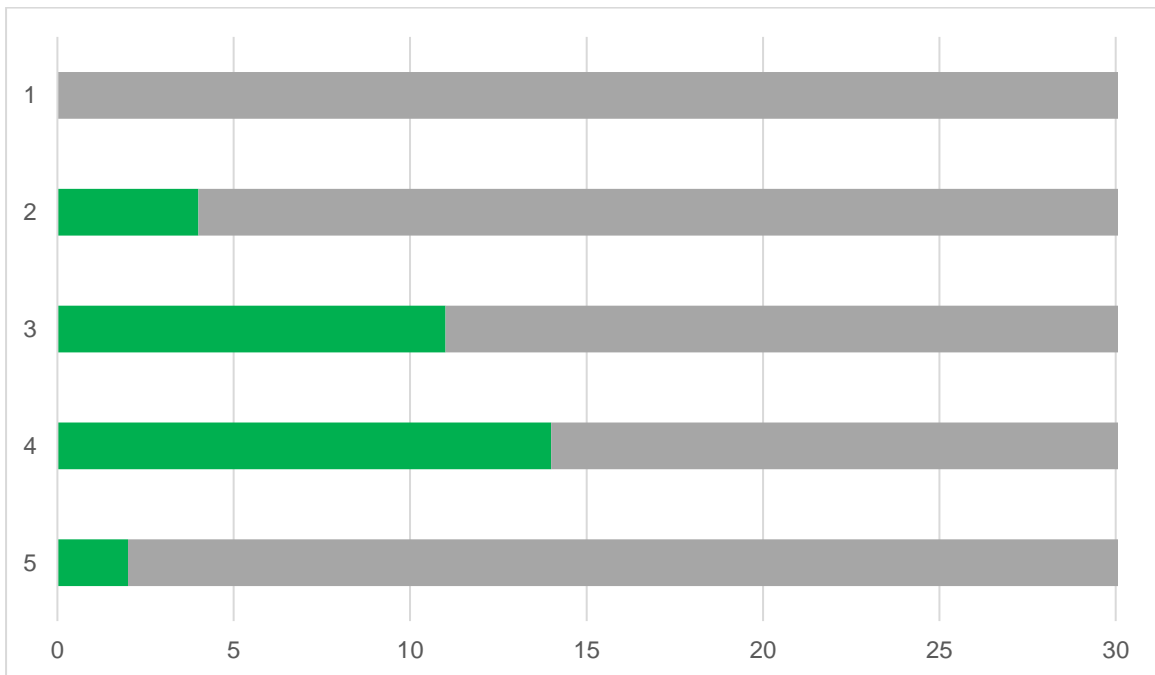
(1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	1	3	2
3	6	20	18
4	12	40	48
5	11	37	55
Total score			123
Max possible			150
Mean response			4.1
Overall %			82
Median response			4
Mode			4



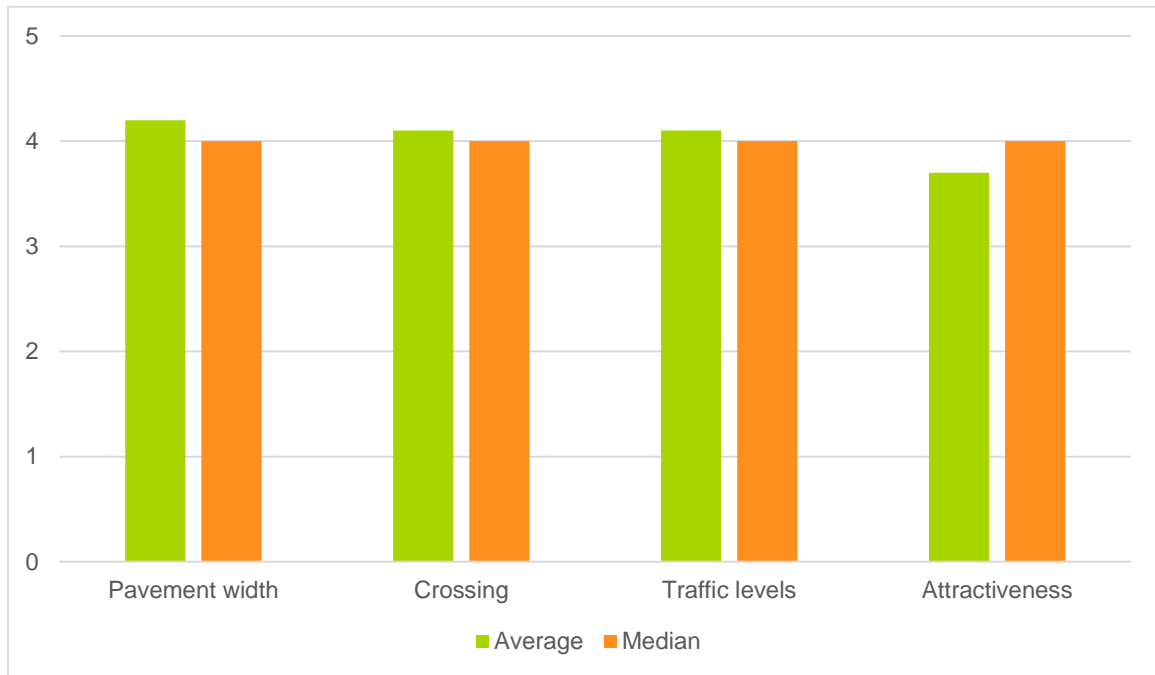
3.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	4	13	8
3	9	30	27
4	10	33	40
5	7	23	35
Total score			110
Max possible			150
Mean response			3.7
Overall %			73
Median response			4
Mode			4



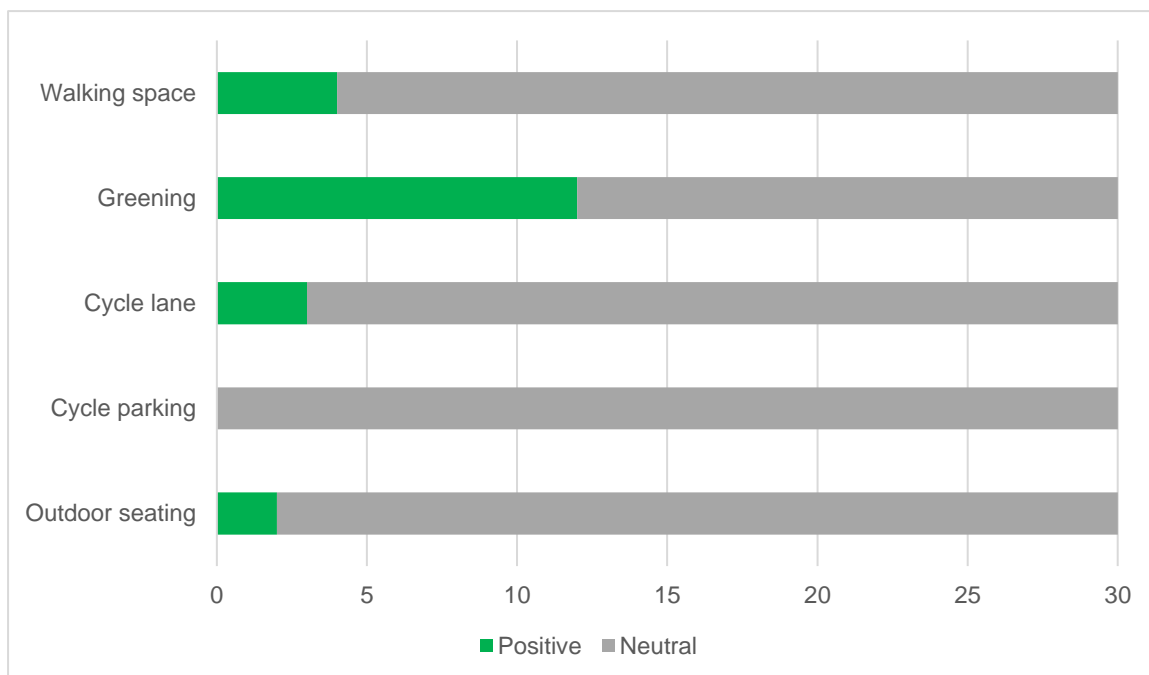
3.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	4.2	4
Crossing	4.1	4
Traffic levels	4.1	4
Attractiveness	3.7	4



3.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	4	13
Greening	12	40
Cycle lane	4	13
Cycle parking	0	0
Outdoor seating	2	7



3.8a Other improvements suggested

Intervention	Positive	%
Accessibility	0	0
Attractions	1	3
Cleanliness	0	0
Crossings	2	7
Cycling issues	1	3
Lift restrictions	2	7
Pedestrianise	2	7
Resurface	4	13
Signing	3	10
Smoking	0	0
Streetscape	6	20

3.9. Selected comments

- Lanes should be colour marked with improved junctions that work better for cyclists
- A popup coffee shop would be good.
- If I was in a van, it would annoy me. As a pedestrian I'm not bothered so long as it doesn't cost a lot.
- It's a nice balance as it is and the pavements are admirably clean.
- Quieter streets are good for business.
- I'm from France and I find crossing roads in London very difficult, vehicles don't give way to you. Some interesting decorations or lights would be good.
- It's marginally more pleasant and less busy than it was, but it wasn't that busy anyway and the cycle lanes might be a bit excessive. There's a balance to be struck.
- There's too much space for cycling, it's fine already in the City for cyclists. Parts of London are becoming undriveable, like Euston Road. The flowers are great, more of them please.
- The whole thing is a confusing mess and a waste of money. Nobody knows where they should be cycling, walking or driving. The map sign [Legible London] is pointless, nobody uses them, everyone has phones and it's just causing an obstruction.
- Use plants that soak up pollution and are resilient and cheap to maintain.
- I wouldn't have noticed that extra walking bit!
- That pedestrian thing on the road isn't safe, it looks like a cycle lane to me.
- Block it to traffic completely and extend the pavement.
- Don't do anything to obstruct the narrower sections of pavement.
- The street scene here is very cluttered and confusing. There's still very little room in the cycle lane and there could be conflict with pedestrians. Cycle lanes should be better marked. They should be on one side only and time limited, with LEDs along the site to show whether they're open to cars or not. On streets like this we only need cycle lanes in peak hours, the rest of time we're inconveniencing motor traffic unnecessarily.
- A diagonal crossing at the north end would be great, we used to have one.
- Better signage for cycle lane as people currently walk in it. More cycle lanes in surrounding area.
- I'm concerned about traffic pushed to other areas.
- Pedestrianise it properly all the way down to the Bloomberg building, convert the unoccupied offices to shops and cafes and make it a lively street. The current layout is confusing, and the poles make it difficult to cross, also cyclists use walkers' lane.
- The current flowers are nice but don't put planters on the street, they'll get in the way

4. Chancery Lane

Chancery Lane between Carey Street and Southampton Buildings.

Intervention: “No motor vehicles” restriction (Monday to Friday between 7 am – 7 pm) except emergency services, refuse collection and local authority service vehicles. Parking bay suspended in places. Planters and parklets.

Survey points

- a. Eastern footway by pedestrian space at junction of Cursitor Street, halfway along treated section.
- b. Western footway just north of Carey Street junction, outside Knights Templar pub, at southern end of treated section.

Date: Friday 17 September 2021.

Staff: Des, Paul.

Weather: Cloudy but mild and dry.

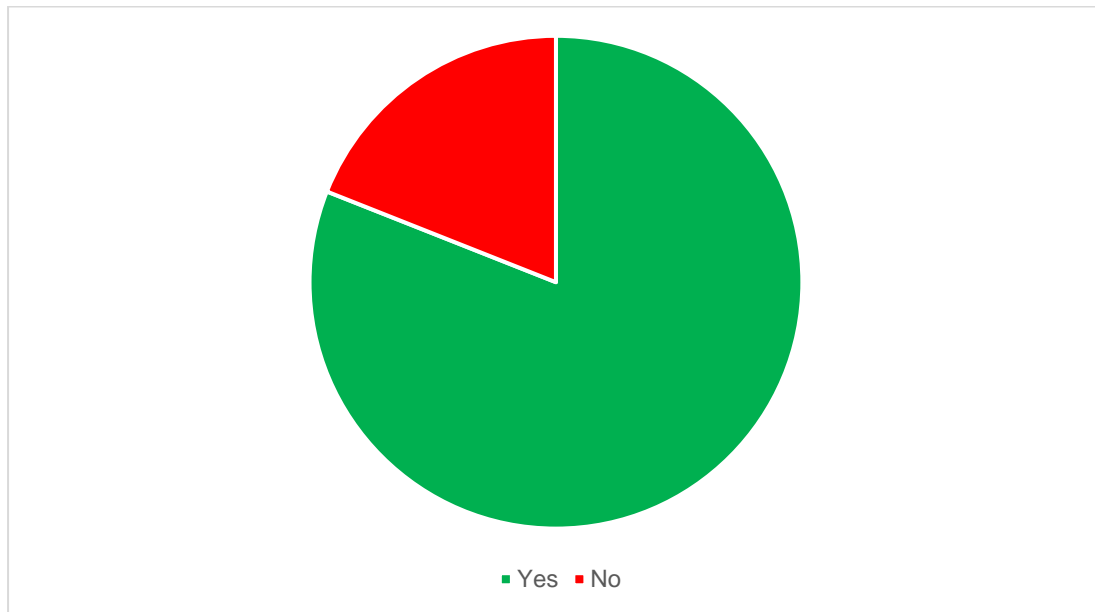
Respondents: 32

This is a relatively quiet north-south route along a street with historic character: strong and obvious links to the legal profession, built heritage, blue plaques and a small visitor attraction, the London Silver Vaults. There are several cafes and shops and a large and well-known Wetherspoon pub. It’s on the extreme western boundary of the City of London: the west side of the treated stretch (including the pub) falls into LB Camden, while south of Carey Street the boundary is with the City of Westminster. It seems relatively little-used by cyclists though we witnessed several motor vehicles passing through illegally, particularly in the lunchtime period.

The interventions here are obvious to respondents and easy to explain. There’s a parklet on decking placed on the carriageway in a former parking bay and further seating and planters just off the street on the pedestrianised section of Cursitor Street between modern office buildings. The southern end of the traffic restriction is clearly marked with traffic signs in temporary bases, a slight width restriction and small trees in pots on the carriageway. The northern end was unmarked on the day of the survey except by a width restriction: a respondent said there were previously trees in pots here too (and presumably traffic signs) but these were removed a few weeks previously when a film crew used the street and haven’t been returned.

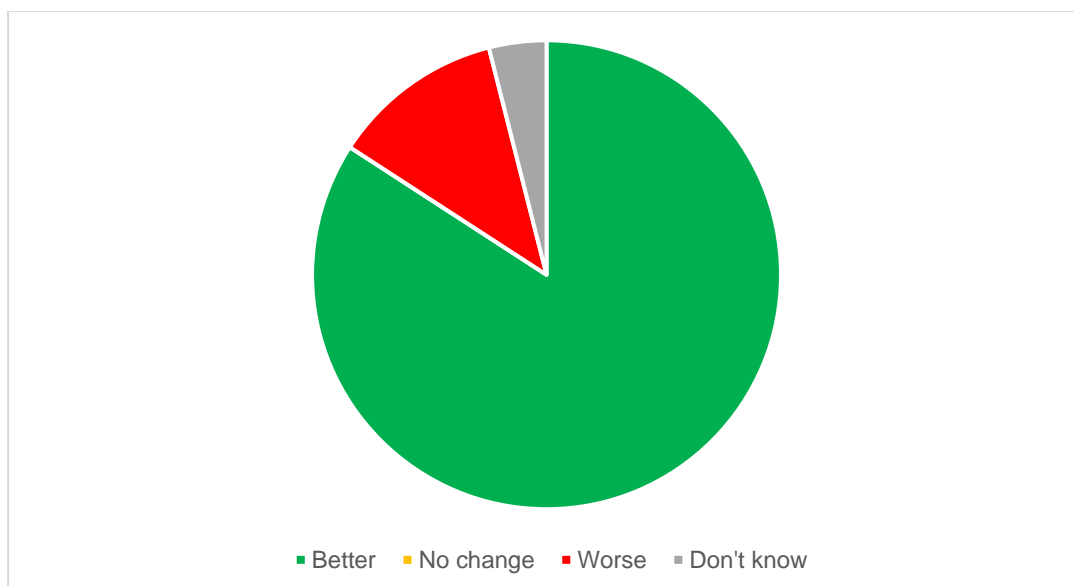
4.1. Did you travel along this street before March 2020?

Yes	%	No	%
26	81%	6	19%



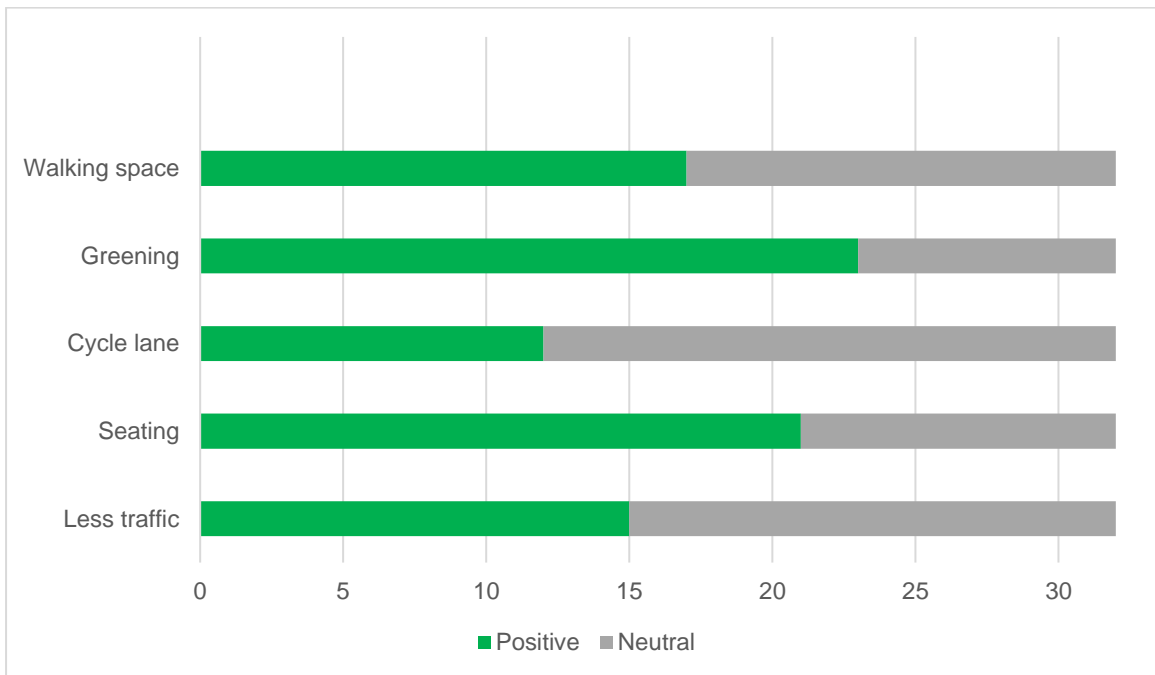
4.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
22	85	0	0	3	12	1	4	26



4.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

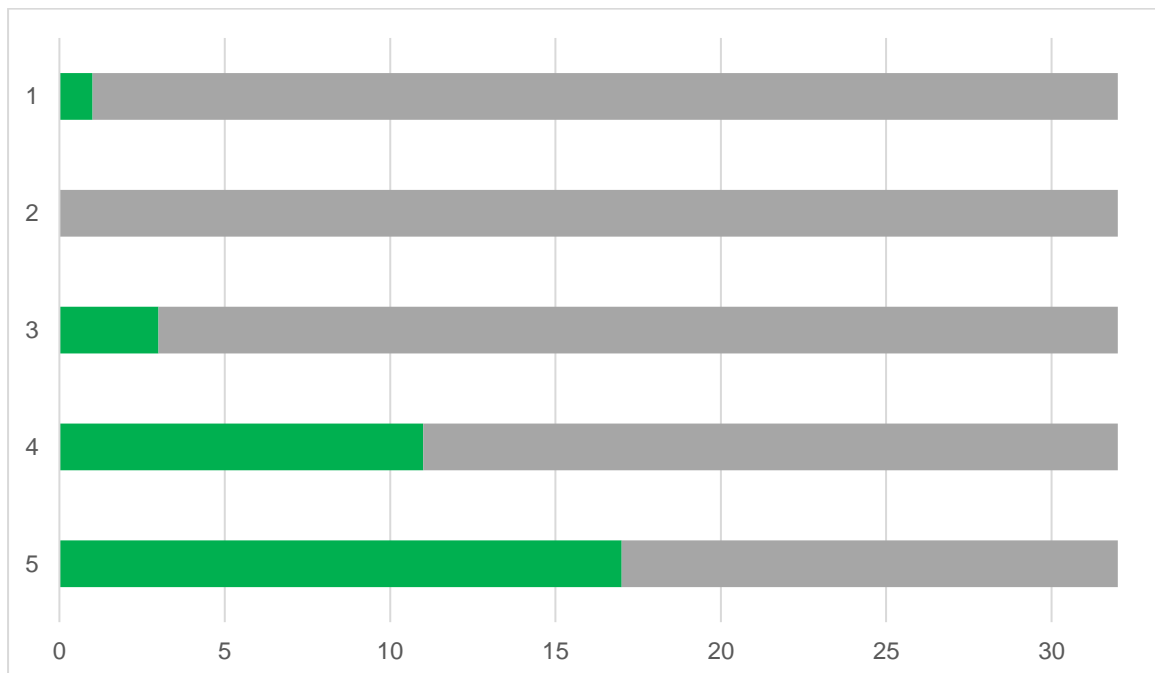
Intervention	Positive	%
Walking space	17	53
Greening	23	72
Cycle lane	12	38
Cycle parking	NA	NA
Outdoor seating	21	66
Reduced traffic	15	47



4.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

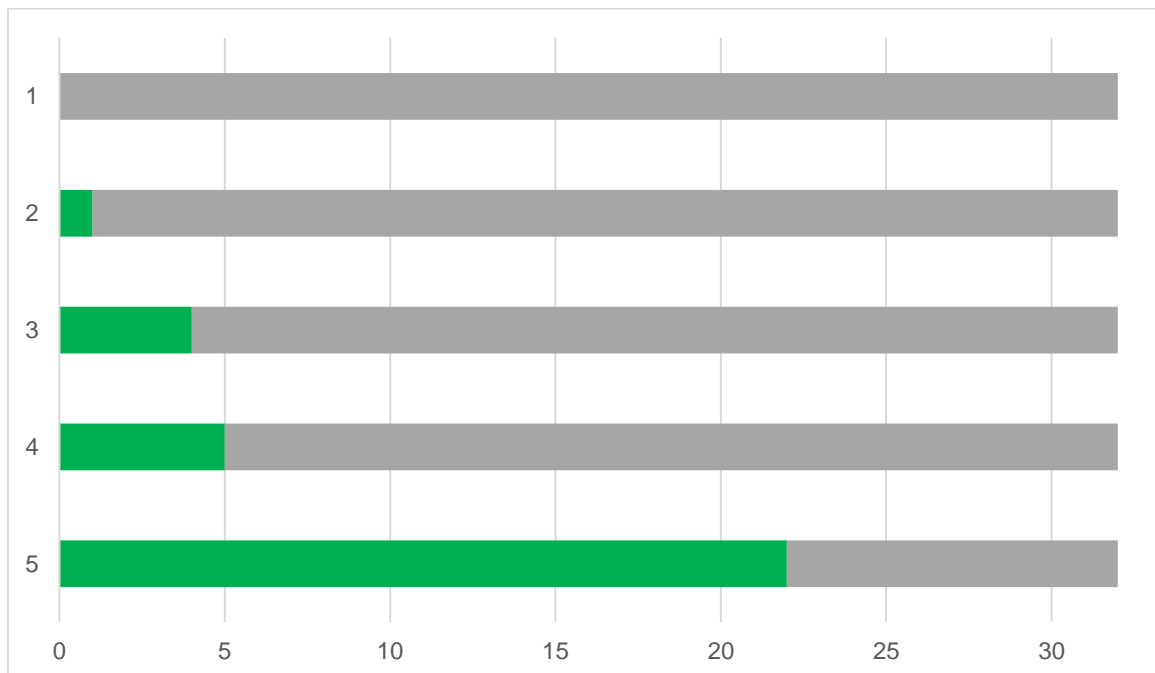
Score	Number of responses	%	Subtotal score
1	1	3	1
2	0	0	0
3	3	9	9
4	11	34	44
5	17	53	85
Total score			139
Max possible			160
Mean response			4.3
Overall %			87
Median response			5
Mode			5



4.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

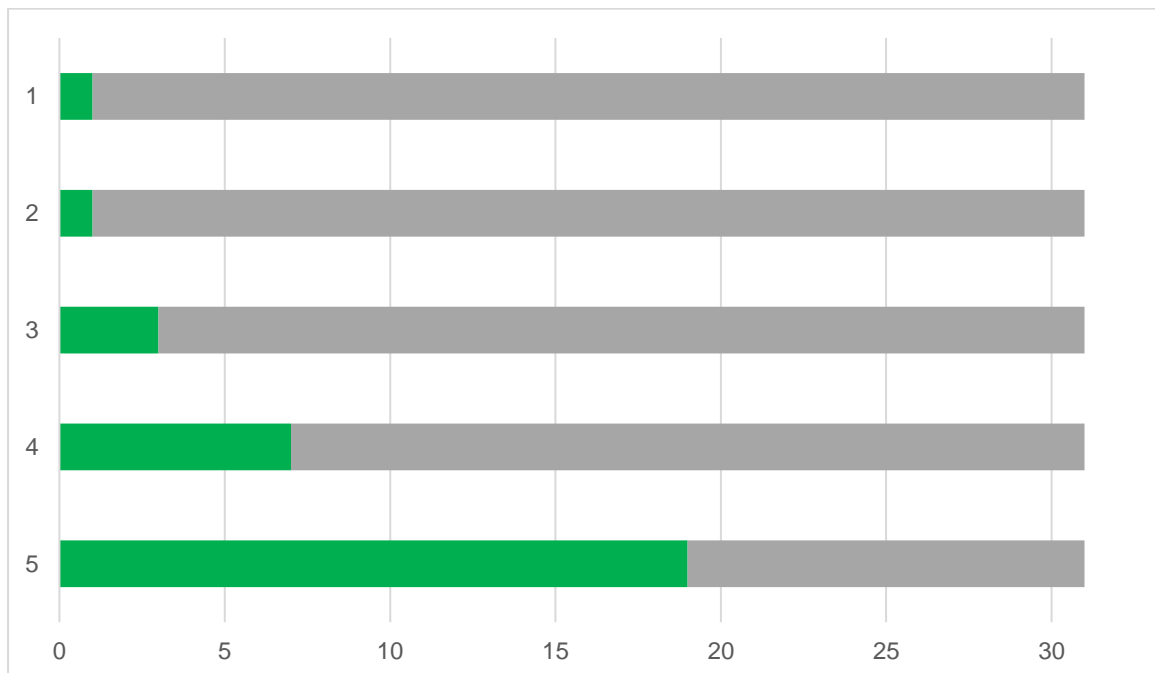
Score	Number of responses	%	Subtotal score
1	0	0	0
2	1	3	2
3	4	13	12
4	5	16	20
5	22	69	110
Total score			144
Max possible			160
Mean response			4.5
Overall %			90
Median response			5
Mode			5



4.6. How do you find traffic levels on this street?

(1 poor → 5 excellent)

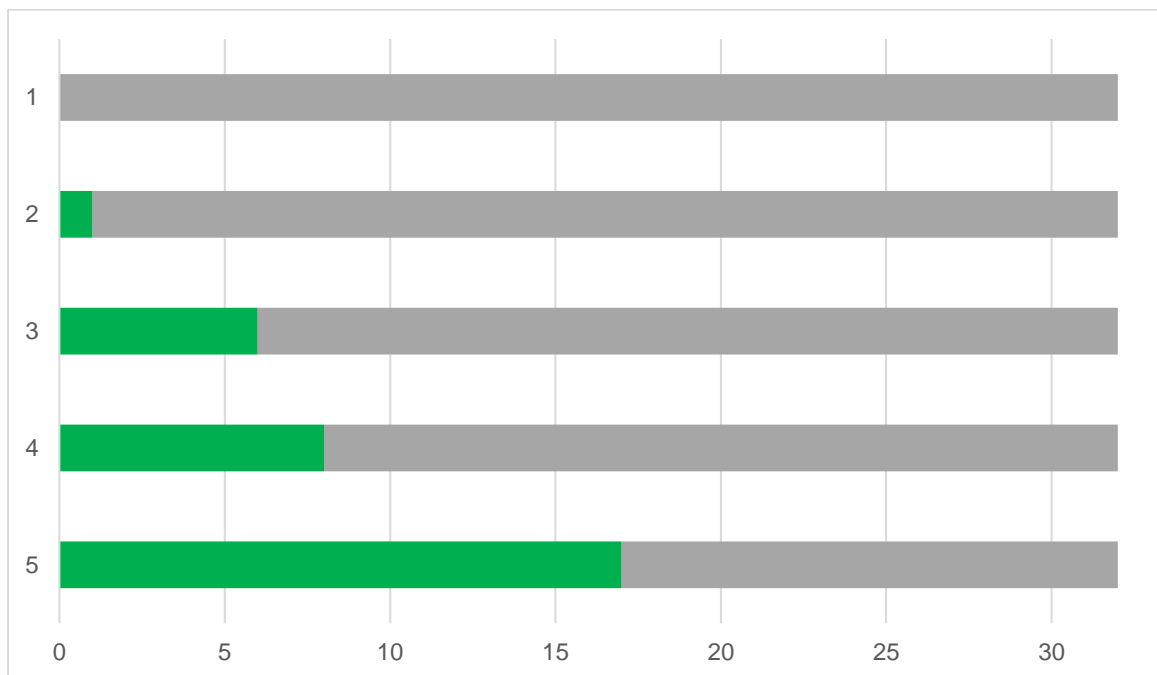
Score	Number of responses	%	Subtotal score
1	1	3	1
2	1	3	2
3	3	10	9
4	7	23	28
5	19	61	95
Total score			135
Max possible			155
Mean response			4.4
Overall %			87
Median response			5
Mode			5



Note one respondent declined to answer this question.

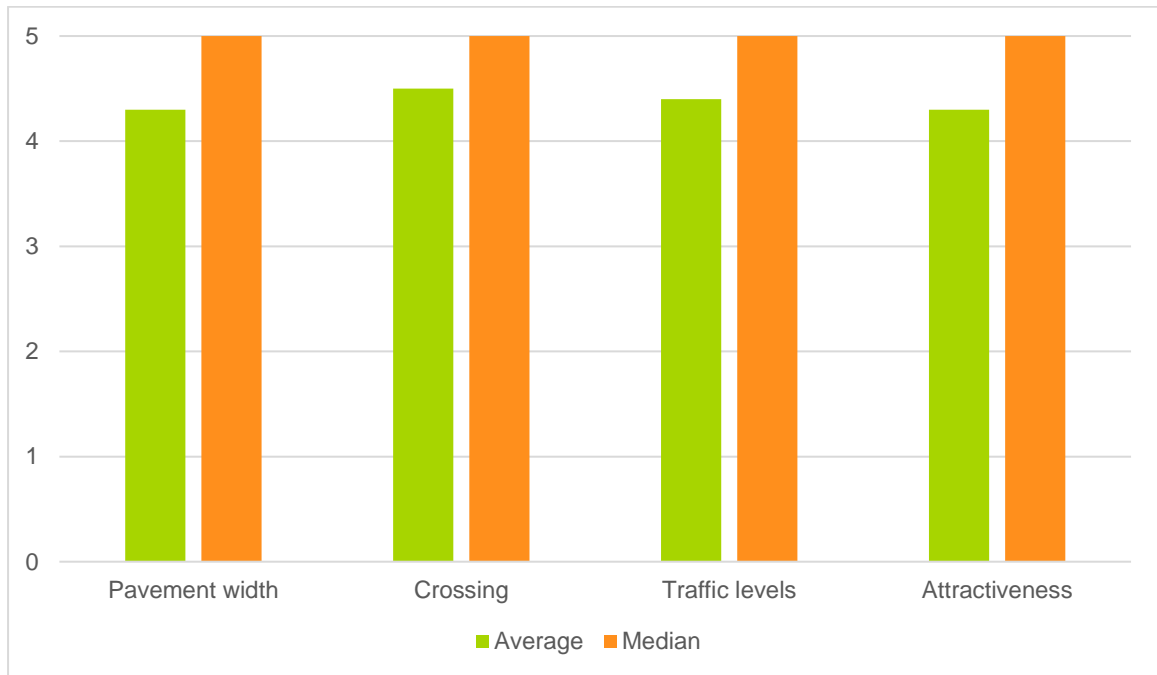
4.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	1	3	2
3	6	19	18
4	8	25	32
5	17	53	85
Total score			137
Max possible			160
Mean response			4.3
Overall %			86
Median response			5
Mode			5



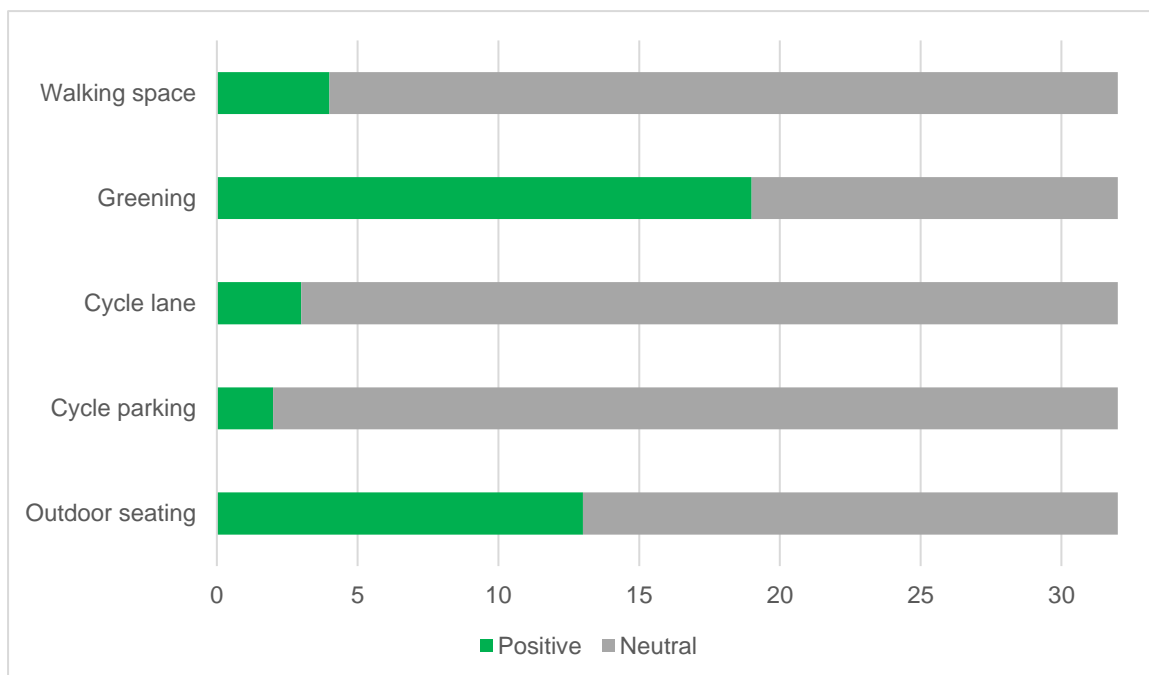
4.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	4.3	5
Crossing	4.5	5
Traffic levels	4.4	5
Attractiveness	4.3	5



4.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	4	13
Greening	19	59
Cycle lane	3	9
Cycle parking	2	6
Outdoor seating	13	41



4.8a Other improvements suggested

Intervention	Positive	%
Accessibility	3	9
Attractions	3	9
Cleanliness	2	6
Crossings	6	19
Cycling issues	1	3
Lift restrictions	3	9
Pedestrianise	5	16
Resurface	3	9
Signing	2	6
Smoking	1	3
Streetscape	8	25

One respondent suggested public art.

4.9. Selected comments

- Add another two parklets please.
- The parklet is a bit odd, I wasn't sure if it was public or private.
- I've known the street since 1987. It's good to have less traffic but there are too many inconsiderate cyclists now, making it difficult to cross.
- Too many smokers, make it non-smoking. There are problems with street clutter and A-boards on the Westminster side.
- I'm a cabbie and for me it's a pain!
- If you're going to block to traffic, let's make better use of the space. I don't get the current planters and seating.
- My desk overlooks the street, and the reduced traffic has made it much quieter and easier to work.
- The crossing at the southern end is difficult, there needs to be a proper crossing there. Greening could be more colourful.
- The contraflow cycle lane makes it confusing and difficult to cross.
- There's a particular problem with commercial refuse at the junction with High Holborn which attracts rats.
- It's now very quiet, a great improvement.
- I can't get in a taxi outside the office anymore, it was better before.
- Better to have a segregated cycle lane.
- It's an improvement for walkers but not for drivers, the layout is confusing with poor signing and information. Quality overall needs to be improved, with more thought and better design.
- The greenery is very spread out with big gaps, there should be more all the way along.
- As a walker it's improved, though it was already quite quiet and attractive. As a driver I hate it with a vengeance and can't see the advantage overall. When they do things like this they don't think through the knock-on effect, especially when there are roadworks elsewhere.
- Traffic doesn't bother me, and I miss the bustle. I'm very much in favour of greening but not with planters obstructing the road. They're doing this where I live in west London, and I don't like it.
- This is my first visit since the lockdowns, and you can smell the improvement in air quality.
- My partner is a wheelchair user who would find major problems here, there are no drop kerbs, the paving stones are uneven.
- It looks messy at the moment; it could be resurfaced with paving (but that might cost too much).
- Anything else than what they've done would be ridiculous, this is the 21st century! As a wheelchair user, crossing it isn't ideal for me.
- Perhaps a popup coffee place?
- Make it more like Exmouth Market, make the whole street like a garden. It needs dropped curves or continuous surface for wheelchairs.

5. King William Street and Abchurch Lane (south)

King William Street from Cannon Street to the Bank junction, and Abchurch Lane from Cannon Street to King William Street (map 5).

Intervention: “No motor vehicles” restriction (Monday to Friday between 7 am – 7 pm) except buses, loading, vehicles accessing off street premises, for refuse collection, emergency services, local authority service vehicles and London Buses incident response unit. Footway widening in locations.

Date: Wednesday 22 September 2021.

Survey points

- a. King William Street west footway, on northwest corner of junction with Abchurch Lane, near restriction sign.
- b. King William Street east footway near northern end, at junction with Post Office Court.

Staff: Des, Russ.

Weather: Fine, sunny.

Respondents: 31

King William Street is a relatively broad connecting thoroughfare between the entrances to Monument and Bank Tube stations. There are several older buildings though the architecture isn't particularly distinguished, except for two important buildings at the northern end: St Mary Woolnoth Church and, next door, 1 King William Street with its distinctive dome. There are views of the dome from further south in the street which emerges at the north end onto a view of the Royal Exchange and the Bank of England. There are several shops and cafes although fewer than before the lockdowns.

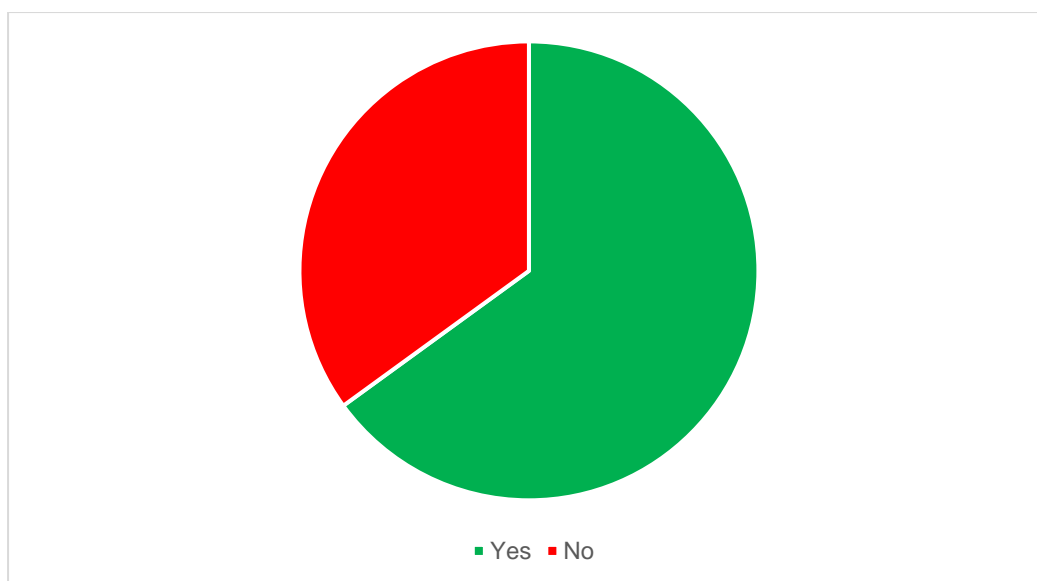
The footways are relatively narrow and restricted in places by street furniture, though additional space is currently provided with pedestrian lanes on the adjoining carriageway, segregated by poles and low separators. We didn't witness many people walking on these and those that did tended to use them as 'overtaking lanes', returning to the built footway as soon as possible. Several respondents told us they hadn't noticed them, mistaken them for cycle lanes or thought they didn't look safe.

Abchurch Lane is a short narrow street with narrow footways running southwest to Cannon Street, currently restricted further by construction work, with the eastern footway blocked by hoardings. It did not seem very busy with foot traffic. Off the lane just north of Cannon Street is an attractive square in front of St Mary Abchurch with mainly private seating for adjoining restaurants and a small number of public benches. There is also private and some informal public stone seating in Post Office Court, but no outdoor seating or greening along the streets themselves.

There are currently traffic restriction signs in temporary bases on King William Street by the Abchurch Lane junction and at the southern (Cannon Street) end but not at the northern end by the Bank junction, though some other approaches to this junction have restriction signs. There is a further Pedestrian Priority sign near Abchurch Lane advising a 15 mph speed limit. Traffic levels overall seem low with moderate use by buses and cyclists: we also witnessed occasional apparently unauthorised vehicles using the street as a through route.

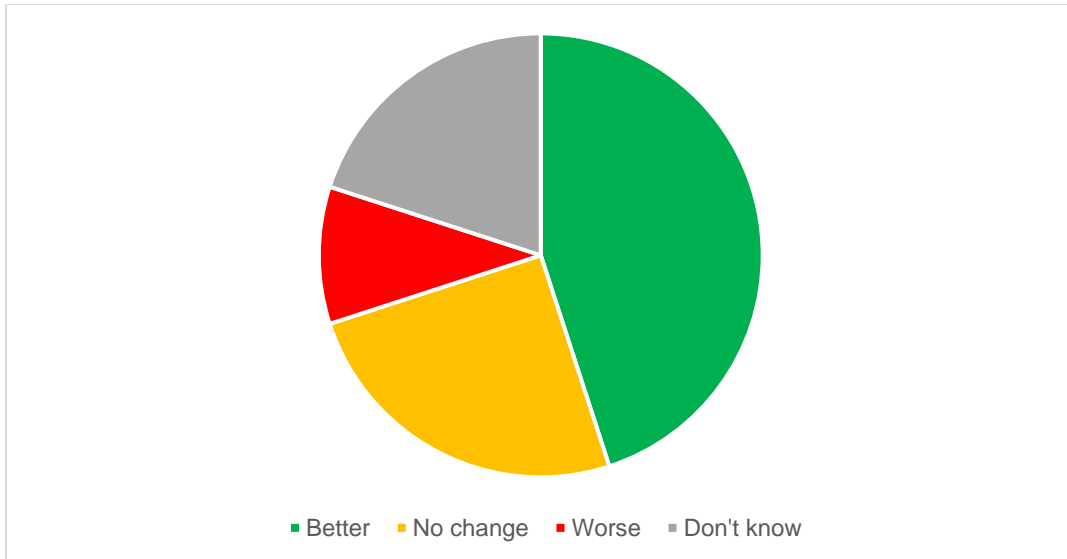
5.1. Did you travel along this street before March 2020?

Yes	%	No	%
20	65%	11	35%



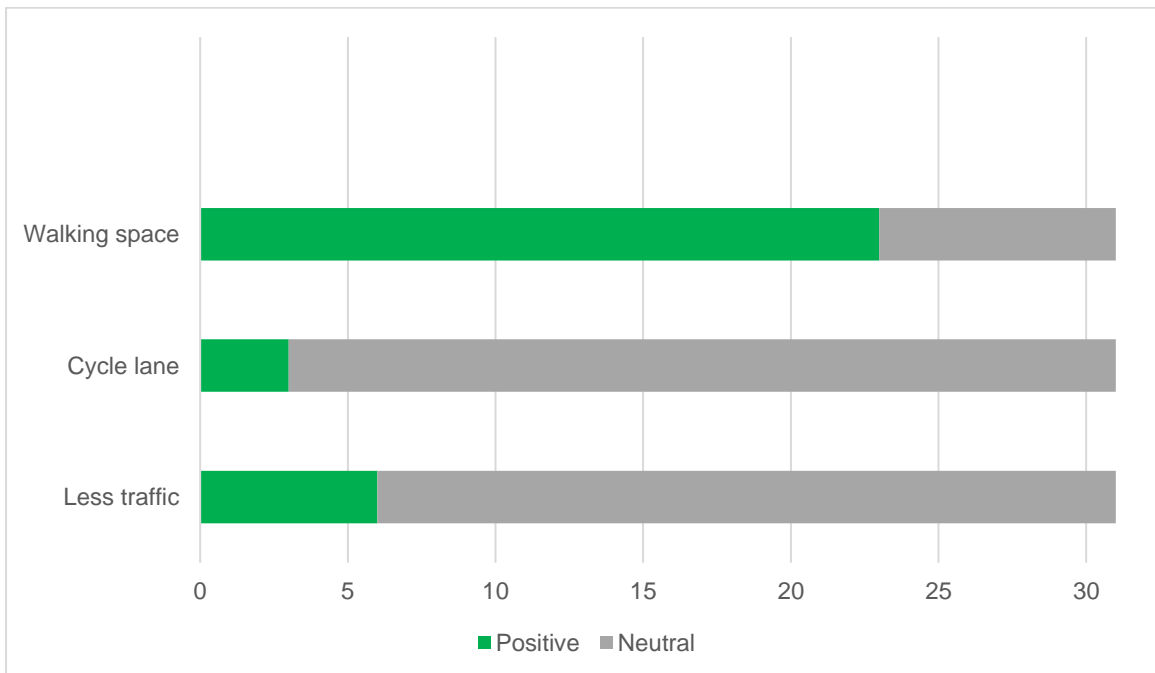
5.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
9	45	5	25	2	10	4	20	20



5.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

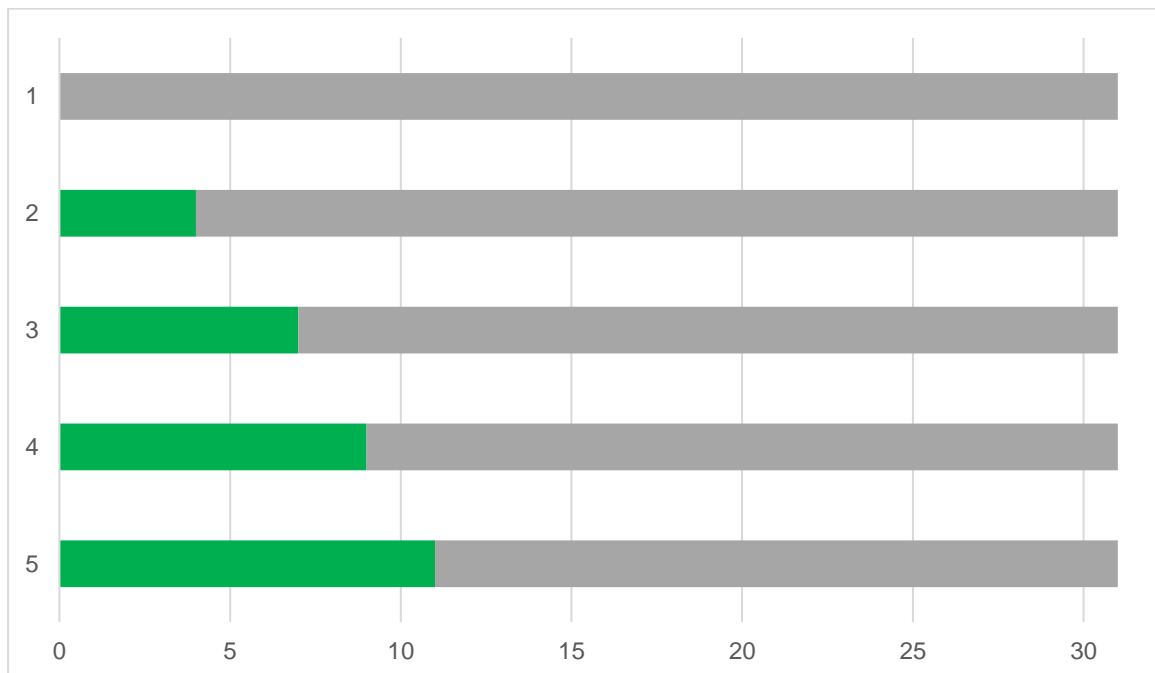
Intervention	Positive	%
Walking space	23	74
Greening	NA	NA
Cycle lane	3	10
Cycle parking	NA	NA
Outdoor seating	NA	NA
Reduced traffic	6	19



5.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

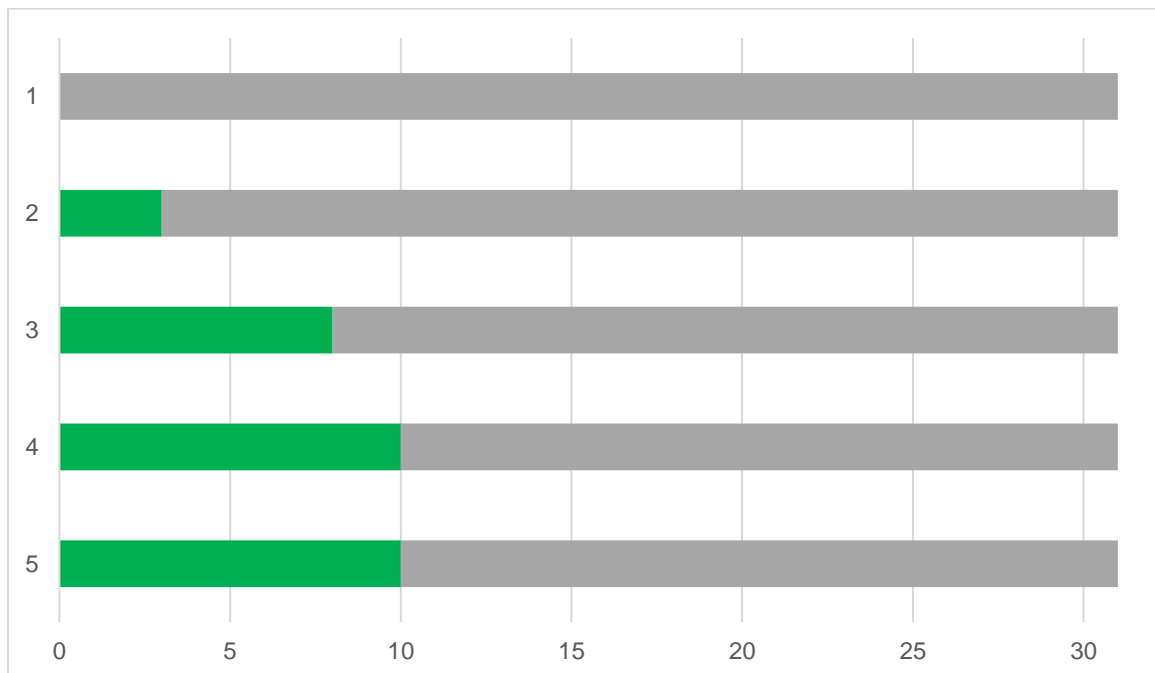
Score	Number of responses	%	Subtotal score
1	0	0	0
2	4	13	8
3	7	23	21
4	9	29	36
5	11	35	55
Total score			120
Max possible			155
Mean response			3.9
Overall %			77
Median response			4
Mode			5



5.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

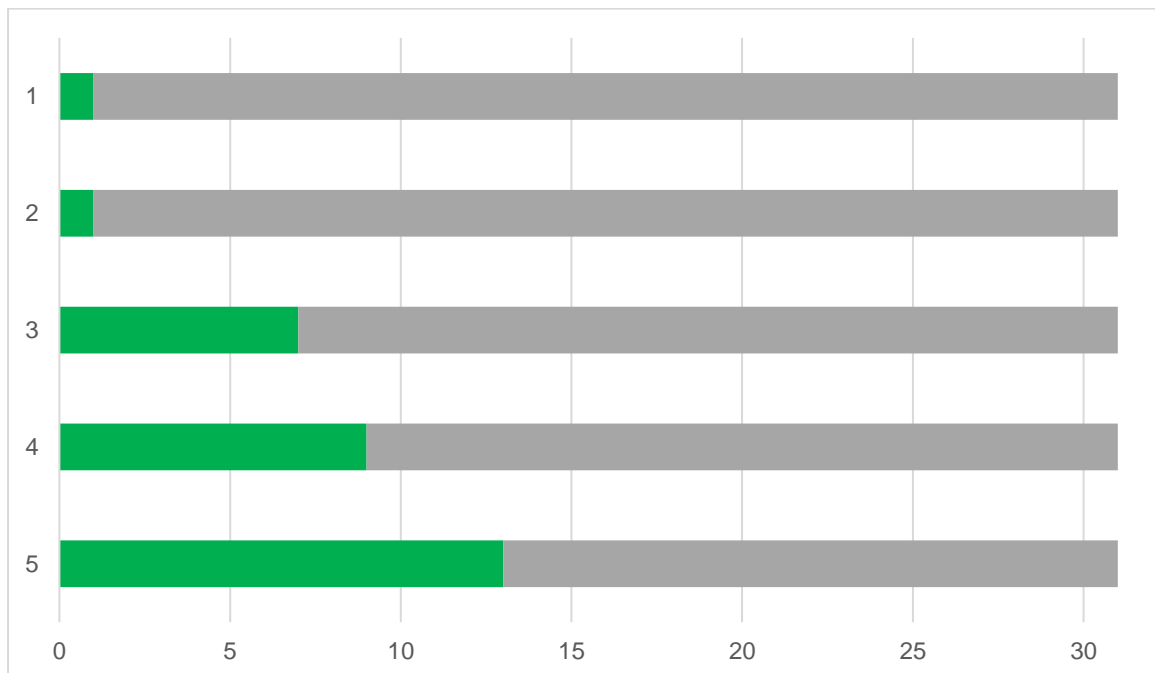
Score	Number of responses	%	Subtotal score
1	0	0	0
2	3	10	6
3	8	26	24
4	10	32	40
5	10	32	50
Total score			120
Max possible			155
Mean response			3.9
Overall %			77
Median response			4
Mode			5



5.6. How do you find traffic levels on this street?

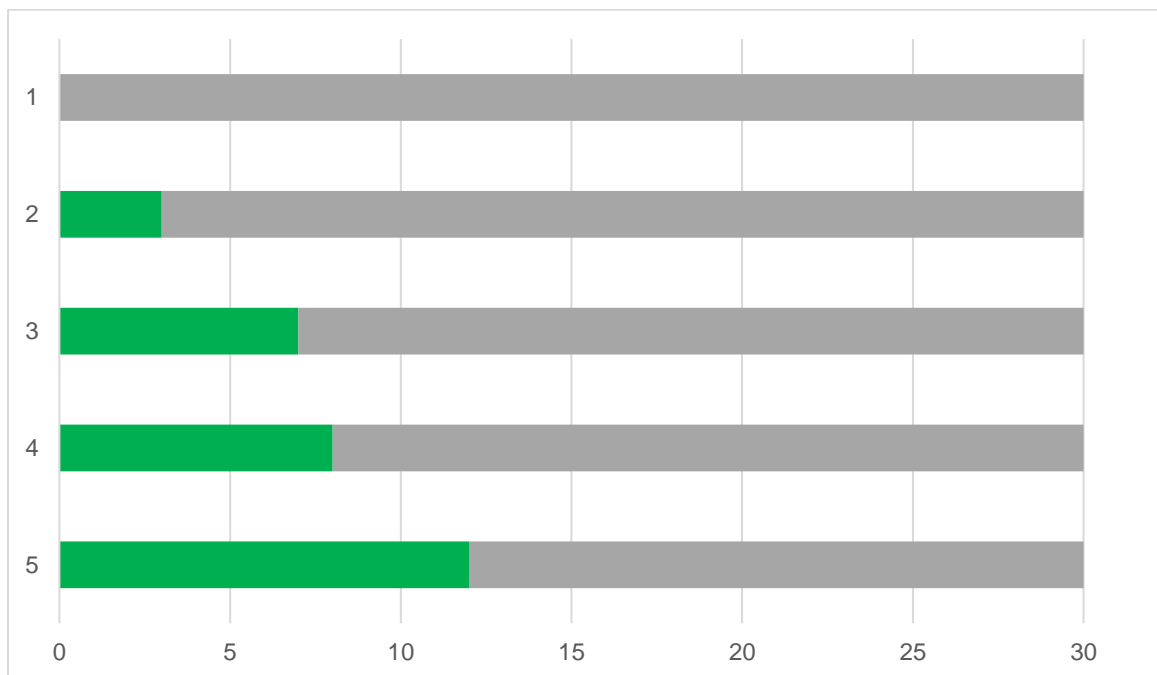
(1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	1	3	1
2	1	3	2
3	7	23	21
4	9	29	36
5	13	42	65
Total score			125
Max possible			155
Mean response			4
Overall %			81
Median response			4
Mode			5



5.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

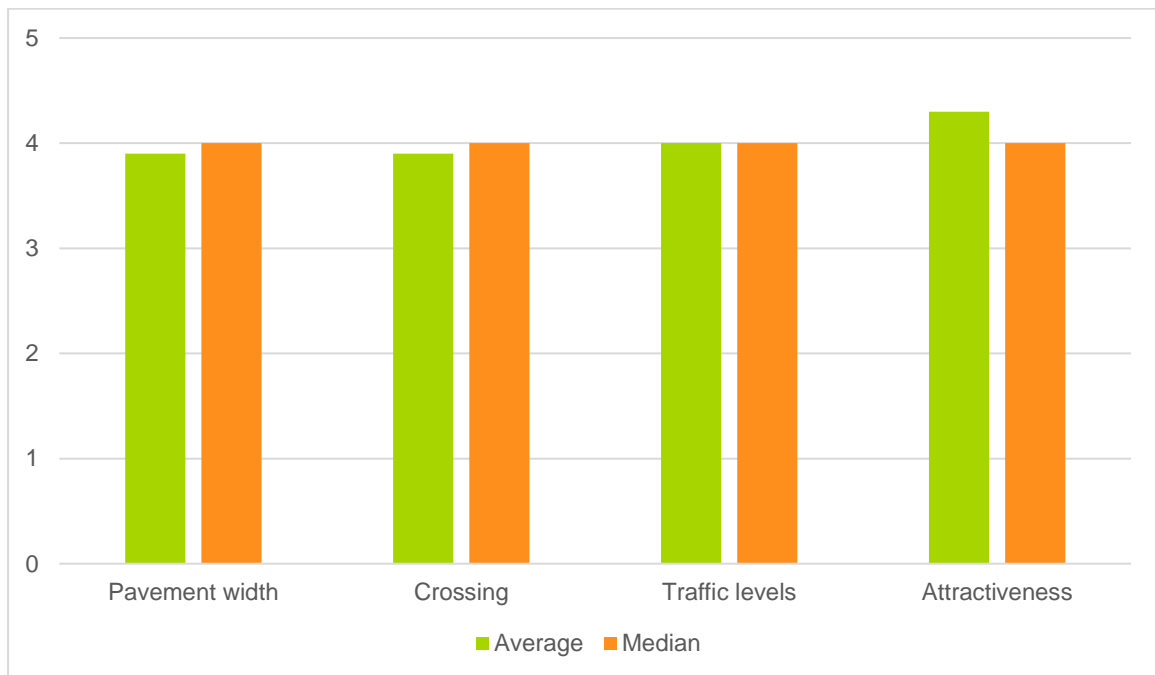
Score	Number of responses	%	Subtotal score
1	0	0	0
2	3	10	6
3	7	23	21
4	8	27	32
5	12	40	60
Total score			119
Max possible			150
Mean response			4
Overall %			79
Median response			4
Mode			5



Note one respondent declined to answer this question.

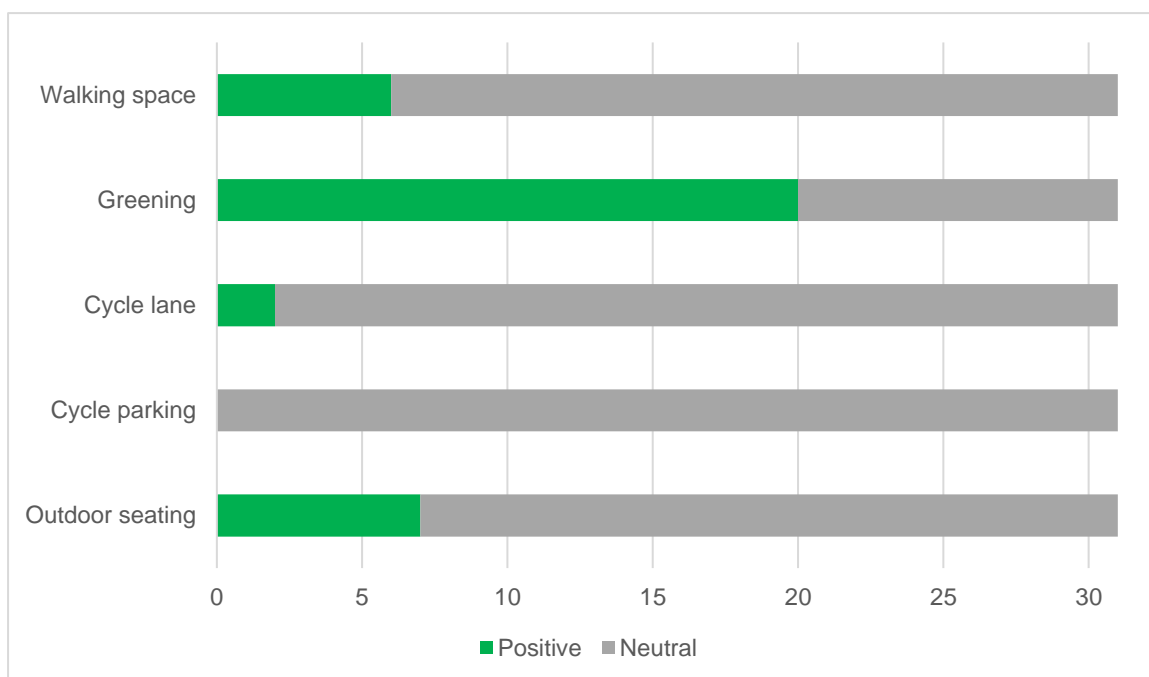
5.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	3.9	4
Crossing	3.9	4
Traffic levels	4	4
Attractiveness	4.3	4



4.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	6	19
Greening	20	65
Cycle lane	2	6
Cycle parking	0	0
Outdoor seating	7	23



4.8a Other improvements suggested

Intervention	Positive	%
Accessibility	3	10
Attractions	2	6
Cleanliness	2	6
Crossings	3	10
Cycling issues	2	6
Lift restrictions	0	0
Pedestrianise	3	10
Resurface	13	42
Signing	5	16
Smoking	1	3
Streetscape	2	6

One respondent suggested general measures to improve the air quality.

4.9. Selected comments

- It's a functional street and fine as is.
- I'd not really noticed before, but it's better than it was, no better for cyclists though.
- It would be fine if they extended the pavement to include the current lane, or even banned all vehicles. Cyclists are still a problem and don't respect people, as are construction vehicles.
- Lots more plants are needed.
- I thought the difference was due to Covid and hadn't noticed the changes. A more European al fresco feel would be good.
- Fine as it is, anything else would be a waste of money.
- Didn't notice the pedestrian lane, it looks like a cycle lane. It needs resurfacing, people don't understand it and don't feel safe walking in the road.
- It needs another formal crossing in the middle.
- I didn't notice it, make it an actual pavement then more people will use it.
- Not clear what that lane is for, looks like a cycle lane. Greening would be good but has to be maintained.
- I don't think I would walk on the road.
- The pavement surface has too many trip hazards.
- Proper infrastructure, not temporary. I thought the pedestrian lane was a cycle lane: it isn't safe to walk on.
- It's definitely better, but I'd be happier with no traffic at all. Would be better like Exhibition Road with a continuous surface, and also more accessible.
- Back in 2016 there were regularly queues of buses, it's definitely improved with better air quality.
- Smoking should be banned on streets like in California.
- I'm answering positively as a pedestrian, as a driver like my husband it's a nightmare!
- There's less traffic but still constant buses so it can sometimes feel unsafe to cross and it still seems quite polluted.
- Beautifying with green would be good but seating wouldn't be practical.
- There are problems of antisocial behaviour on Abchurch Lane with drunk people from the bars urinating on the street.
- Nobody uses the pedestrian lane, it's too close to the buses. Cyclists are now a problem, making it difficult to cross.
- The pedestrian lane looks like a cycle lane and needs to be better signed.

6. Threadneedle Street and Old Broad Street (south)

Threadneedle Street from the Bank junction to Gracechurch Street and Old Broad Street from Threadneedle Street to London Wall (map 6: note the survey site was originally planned to include Bartholomew Lane and Lothbury up to Princes Street/Moorgate as shown on the map).

Intervention: One way working, contra-flow cycling. Footway widening. Loading bays.

Survey points

- a. Threadneedle Street eastern section, on northern footway outside no 14.
- b. Old Broad Street northern section, eastern footway by public-private space outside no 25 (Signature by Regus at Tower 42).

Date: Friday 24 September 2021.

Staff: Des, Paul.

Weather: Cloudy but mild and dry in the morning, fine and sunny by lunchtime.

Respondents: 32

This was the longest and most varied site surveyed. Threadneedle Street starts at the main Bank junction, with the Tube station beneath and surrounded by famous landmarks including the Bank of England, the Royal Exchange with its prominent equestrian statue outside, and the Mansion House. Threadneedle Street runs east-northeast alongside the Bank and on to meet the major thoroughfare of Gracechurch Street (A10). About halfway along, Old Broad Street branches northeast, past the redevelopment around Tower 42 to cross London Wall a short distance south of Liverpool Street main line rail terminal and Underground station.

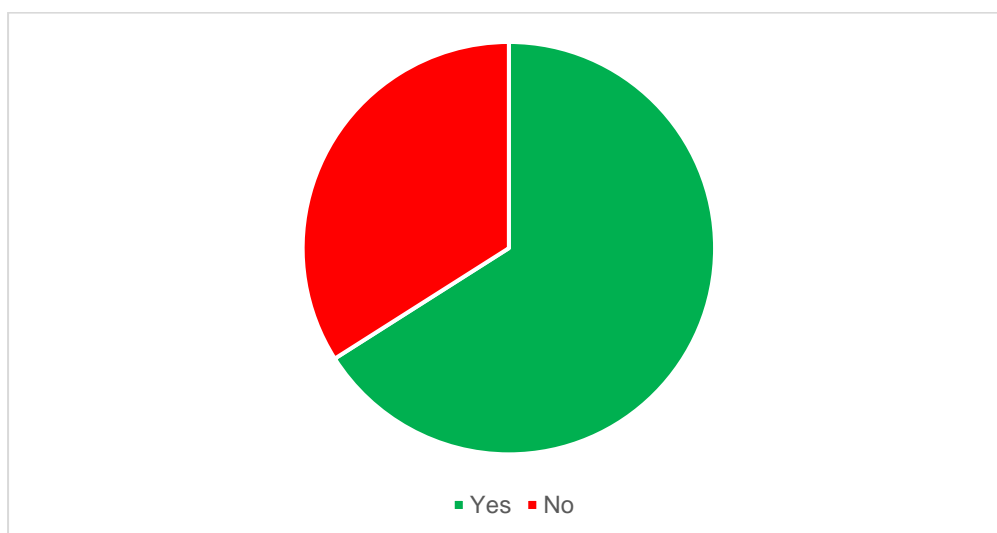
The footway along Threadneedle Street past the Bank is relatively busy with architectural features like a colonnade set back from the street where passers-by sometimes linger. Past the Old Broad Street junction, the street narrows slightly to a section with fewer retail businesses and becomes notably less busy with pedestrians, more of whom continue up or down Old Broad Street. This section has a more enclosed feel, overlooked by tall buildings. There are numerous cafes, shops and other retail on the south side of the western section of Threadneedle Street (the upmarket Royal Exchange shopping centre) and along Old Broad Street. There's no public seating or greening along the streets themselves, though there is public space at the main junction in front of the Royal Exchange and various areas of public-private space with public art around the Royal Exchange and Tower 42.

The most visible interventions are the temporary cycle and walking lanes on the carriageway along nearly the whole length of the survey area. These are separated from one way traffic by poles and low separators, but there are lengthy stretches

where the cycling and pedestrian lanes are only demarcated by road markings, and we witnessed several incidents of cyclists using pedestrian lanes, which are always the closest lane to the footway. In places the pedestrian lane is interrupted by poles and separators near-perpendicular to the footway marking vehicle access to buildings; in some places the pedestrian lane ends at a kerb but the cycle lane continues along the carriageway. A section of the pedestrian lane along Threadneedle Street is unusually narrow; in contrast, at the northern end of Old Broad Street the pedestrian lane is broader than the cycle lane. There are several closed bus stops on the streets.

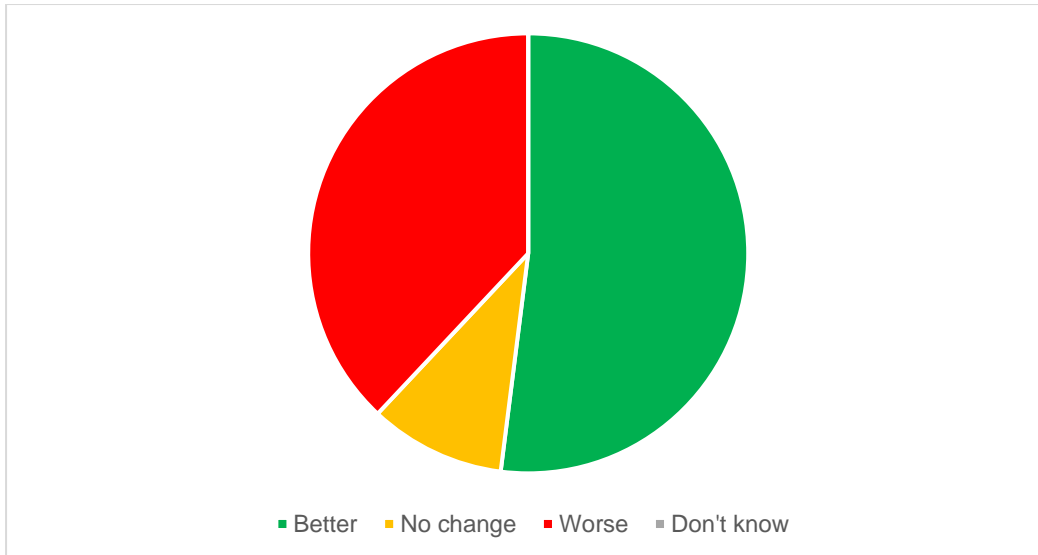
6.1. Did you travel along this street before March 2020?

Yes	%	No	%
21	66%	11	34%



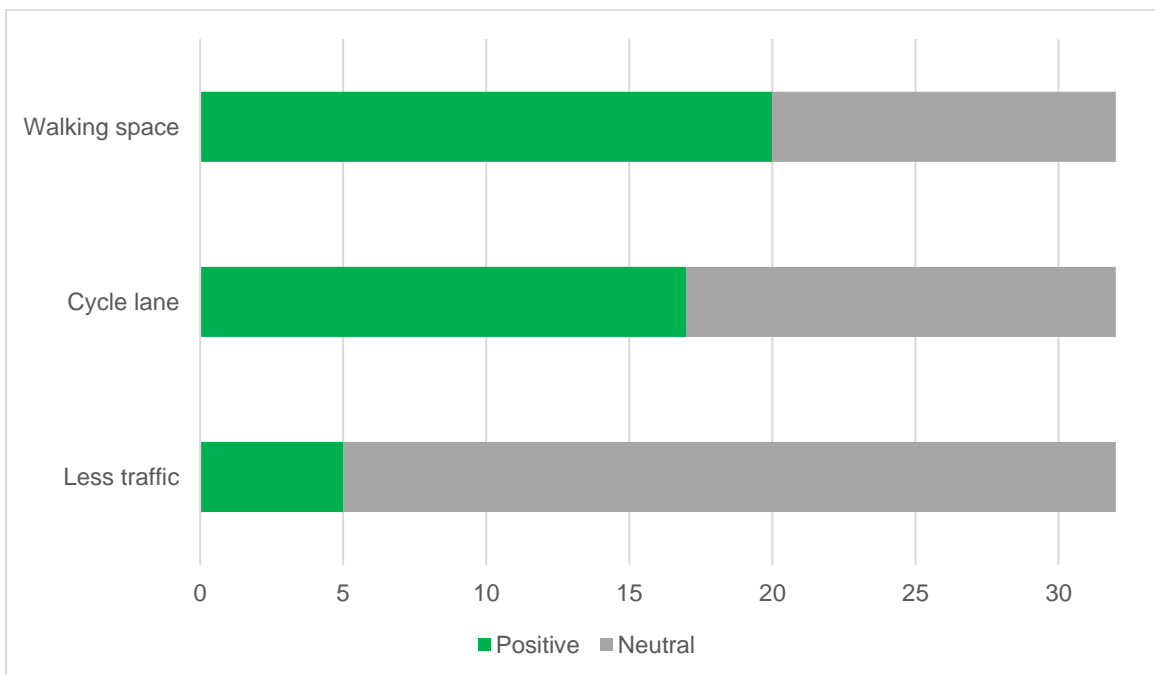
6.2. Do you find this street to be better/more pleasant than it was?

Better	%	No change	%	Worse	%	Don't know	%	Total
11	52	2	10	8	38	0	0	21



6.3. On-street changes were made in the summer of 2020, do you feel any of these have improved this street? (choose all that apply)

Intervention	Positive	%
Walking space	20	63
Greening	NA	NA
Cycle lane	17	53
Cycle parking	NA	NA
Outdoor seating	NA	NA
Reduced traffic	5	16

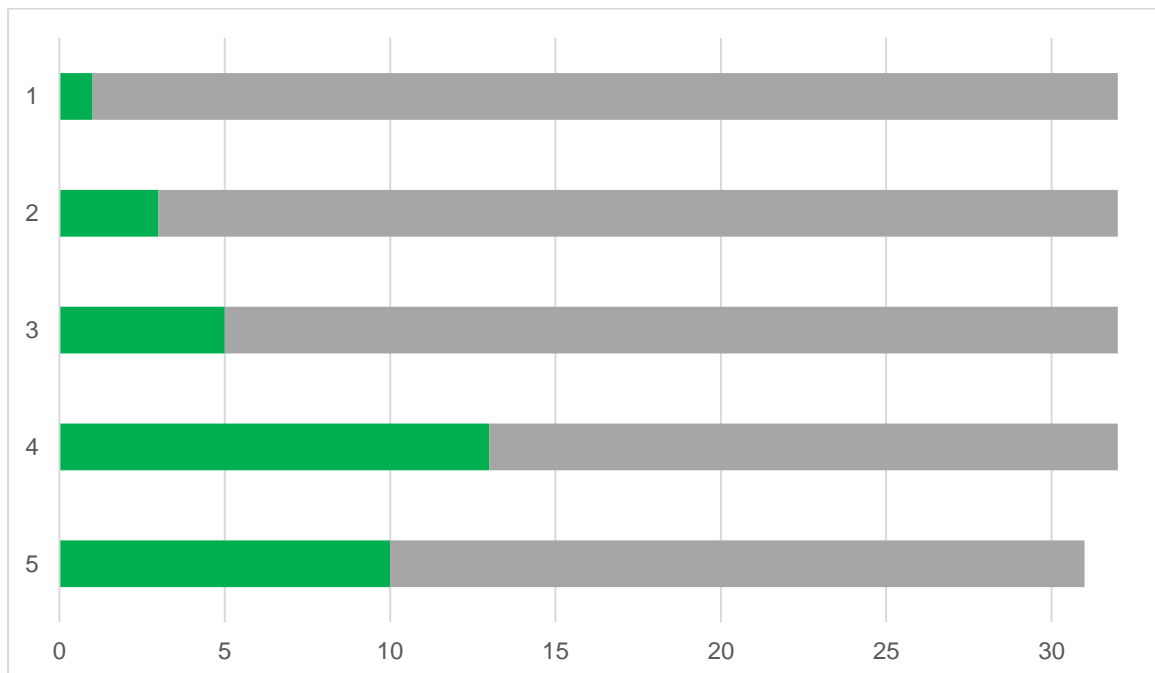


Two people also mentioned cleaner air.

6.4. How do you rate the width of the pavement along this street?

(1 poor → 5 excellent)

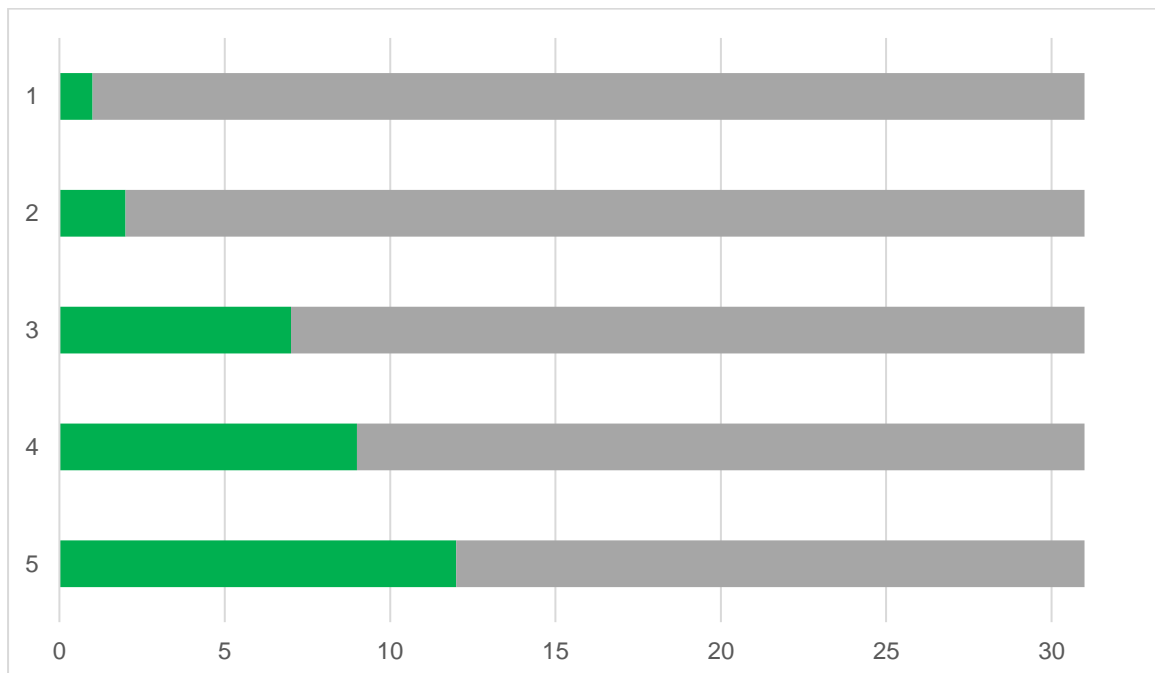
Score	Number of responses	%	Subtotal score
1	1	3	1
2	3	9	6
3	5	16	15
4	13	41	52
5	10	31	50
Total score			124
Max possible			160
Mean response			3.9
Overall %			78
Median response			4
Mode			4



6.5. How easy do you think it is to cross this street?

(1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	1	3	1
2	2	6	4
3	7	23	21
4	9	29	36
5	12	39	60
Total score			122
Max possible			155
Mean response			3.9
Overall %			79
Median response			4
Mode			5

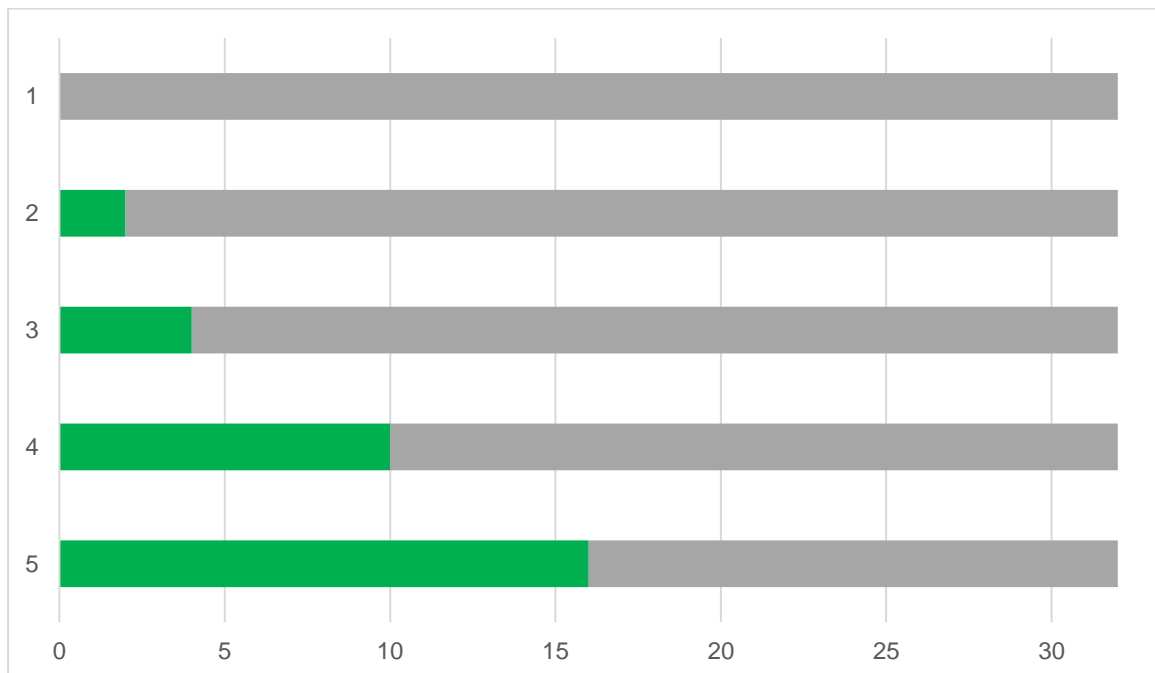


Note one respondent declined to answer this question.

6.6. How do you find traffic levels on this street?

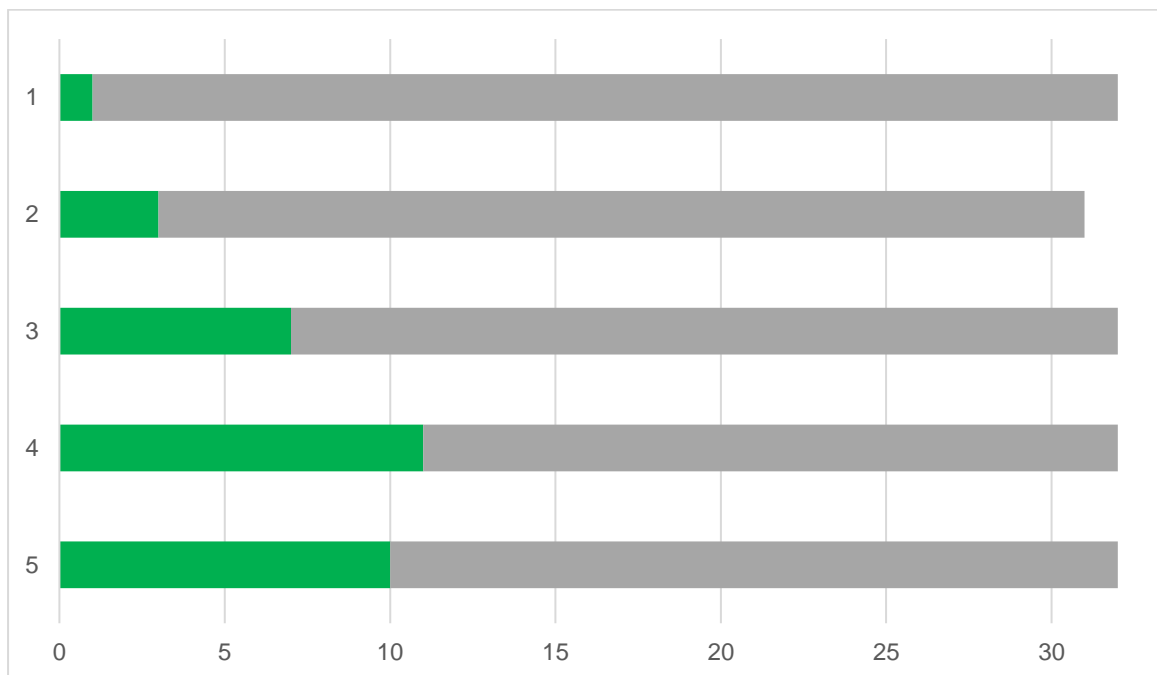
(1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	0	0	0
2	2	6	4
3	4	13	12
4	10	31	40
5	16	50	80
Total score			136
Max possible			160
Mean response			4.3
Overall %			85
Median response			4.5
Mode			5



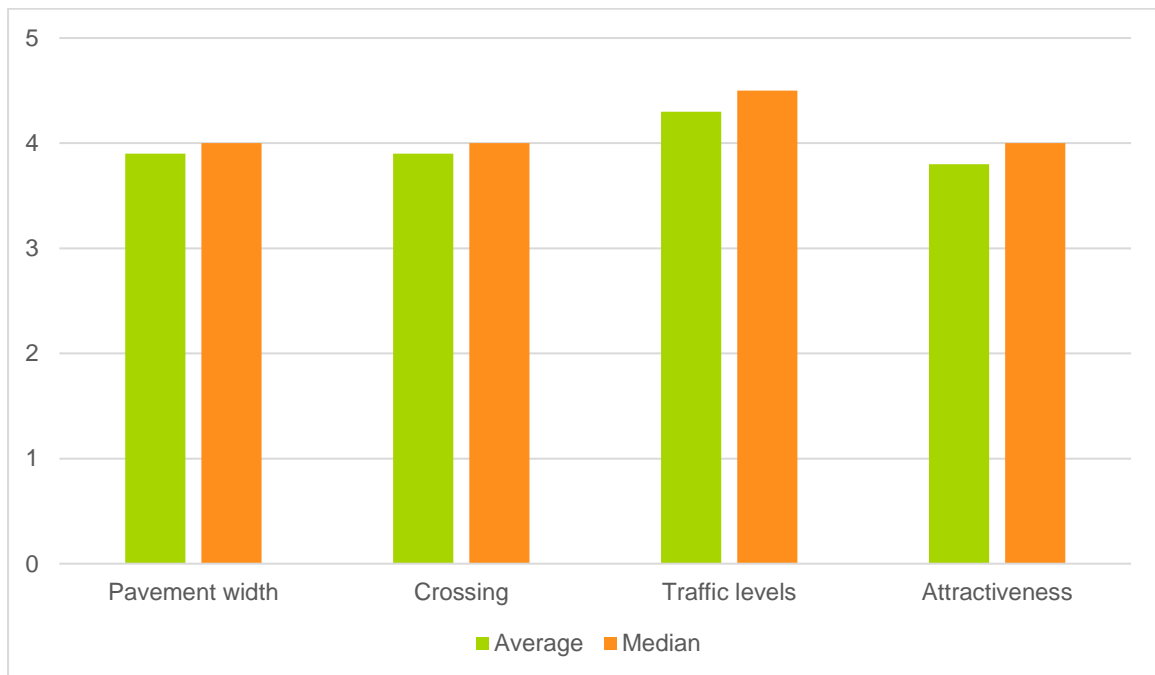
6.7. Do you find this street an attractive/enjoyable place to walk and spend time?
 (1 poor → 5 excellent)

Score	Number of responses	%	Subtotal score
1	1	3	1
2	3	9	6
3	7	22	21
4	11	34	44
5	10	31	50
Total score			122
Max possible			160
Mean response			3.8
Overall %			76
Median response			4
Mode			4



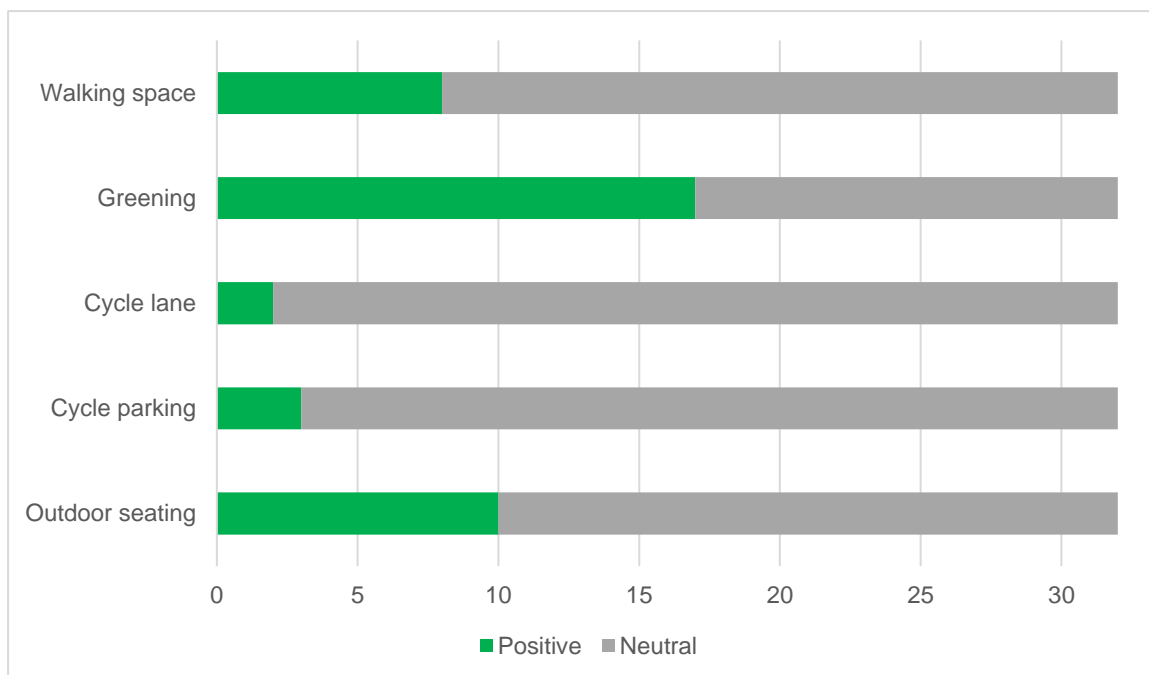
4.4-7. Comparison of feature scores

Feature	Average score	Median score
Pavement width	3.9	4
Crossing	3.9	4
Traffic levels	4.3	4.5
Attractiveness	3.8	4



4.8. What additional improvements would you like to see on this street? (choose all that apply)

Intervention	Positive	%
Walking space	8	25
Greening	17	53
Cycle lane	2	6
Cycle parking	3	9
Outdoor seating	10	31



4.8a Other improvements suggested

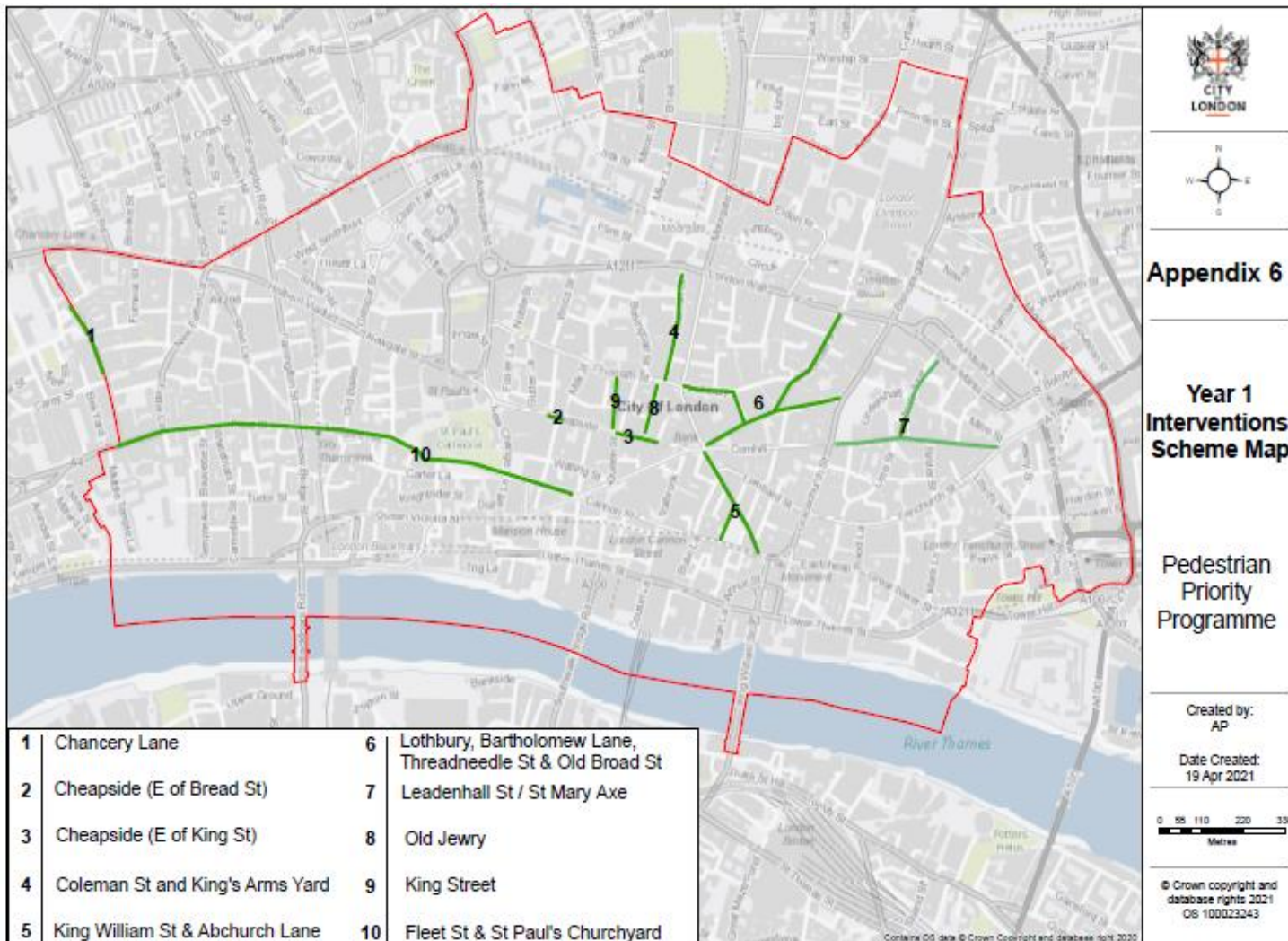
Intervention	Positive	%
Accessibility	1	3
Attractions	0	0
Cleanliness	1	3
Crossings	5	16
Cycling issues	2	6
Lift restrictions	3	9
Pedestrianise	3	9
Resurface	7	22
Signing	0	0
Smoking	0	0
Streetscape	7	22

One respondent suggested designated parking bays.

4.9. Selected comments

- It's too busy for outdoor seating here.
- It's ugly, and confusing when you're trying to cross particularly at junctions with cyclists and cars from unexpected directions. You need set crossing points with islands.
- The one way traffic has made it easier to cross but it needs to be clearer, the pedestrian lanes are unexpectedly blocked by poles.
- All these lanes on the road are crazy, what are they for, it's just confusing with no continuity and people don't want to walk on the road. I'm wheeling luggage so I couldn't get up and down these kerbs. The pavement surfaces are cracked and uneven.
- It's blinking ludicrous! If you're going to do it, do it properly.
- It's badly done, and I don't want to walk in the road. Better to pedestrianise the whole street and remove the bus stop: there's not enough space for traffic plus pedestrians and cyclists.
- The measures are too complicated and hazardous for both pedestrians and cyclists. Remove all bollards, trip hazards and obstacles
- It's all ugly, make it well designed with properly paved pavement
- It's confusing as to where to walk, and cyclists just ignore everything anyway
- Fully pedestrianise the street.
- I would only use those pedestrian lanes if the pavement was really busy.
- At the end of the day, it's all in good condition already.
- More bins please, I can't see one.
- It used to get very congested, but too much of this sort of thing will drive traffic to other streets and access is needed for deliveries etc
- Hanging baskets would be good.
- Walkers have the pavement; they don't need separate lanes on the road. The layout would make it very difficult for new drivers.
- I didn't notice the pedestrian lane; it actually looks like it's been blocked off because of Covid. The cycling lane is more prominent than the walking lane
- This is a working area and people are going into the office they're not going to hang around so there's no point in outdoor seating.
- The kerbs are too high, particularly if you walk with a stick or have a wheelchair.
- All this extra space for social distancing is completely ridiculous, unnecessary, and dangerous, I'm very against it and it's made the street ugly.
- Traffic was already slow and self-regulated here. This has just created danger from cyclists, especially cycle couriers, made it a free for all and much more difficult to cross.
- Planters and seating would be fine so long as they don't block the pavement.
- It's brilliant, I love it! And happy to walk in the walking lane.

Map of locations



We are Living Streets, the charity for everyday walking. Our mission is to achieve a better walking environment and inspire people to walk more.

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