

# PETITION REGARDING PEDESTRIAN SAFETY IMPROVEMENTS IN HAYES TOWN CENTRE

|                             |   |
|-----------------------------|---|
| <b>Cabinet Member(s)</b>    | Councillor Keith Burrows  |
| <b>Cabinet Portfolio(s)</b> | Cabinet Member for Planning, Transportation and Recycling   |
| <b>Officer Contact(s)</b>   | Hayley Thomas<br>Residents Services Directorate   |
| <b>Papers with report</b>   | Appendix A - Station Road - original informal crossing layout<br>Appendix B - Station Road - new Zebra crossing layout<br>Appendix C - Botwell Lane, Coldharbour Lane, Pump Lane and Station Road roundabout layout<br>Appendix D, E and F - Botwell Lane and Coldharbour Lane 'Rhino Imprint' drawing and images |

## **1. HEADLINE INFORMATION**

|   |  |
|---|--|
| <b>Summary</b>                                  | To inform the Cabinet Member that the Council has received a petition regarding pedestrian safety improvements in Hayes Town Centre. |
| <b>Contribution to our plans and strategies</b> | The request can be considered as part of the Council's strategy for road safety.   |
| <b>Financial Cost</b>                           | There are no financial implications associated with the recommendations to this report.  |
| <b>Relevant Policy Overview Committee</b>       | Residents, Education and Environmental Services.   |
| <b>Ward(s) affected</b>                         | Botwell & Townfield.   |

## **2. RECOMMENDATION**

**Meeting with the Petitioners, the Cabinet Member for Planning, Transportation and Recycling:**

- 1. Discusses with petitioners their concerns with pedestrian safety within Hayes Town Centre;**
- 2. Considers the extensive consultation undertaken with residents and businesses, including the formation of the Hayes Town Centre Stakeholder Working Group;**
- 3. Takes into account the meeting held with petitioners in October 2018 to discuss their concerns;**

4. Notes the revised design to incorporate a new formal crossing in Station Road, outside the Hesa clinic;
5. Notes officers' request for Transport for London to carry out a review of the crossing time for the new signalised pedestrian crossings in Hayes Town Centre;
6. Acknowledges that the raised tables that have been implemented as part of the scheme have been built to their maximum permissible height and cannot be increased in height as a consequence;
7. Notes the implementation of 'Rhino Imprint' to support not only the traffic calming measures for the 20mph scheme but also assist pedestrians by providing a 'midway point' when using various informal crossing points;
8. Ask officers to carry out a review of all 20mph signage to determine if improvements can be made; and
9. Reassures the petitioners that in common with all improvement schemes, officers will continue to monitor the scheme to determine that the objectives of the improvements are being met.

#### **Reasons for recommendations**

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

#### **Alternative options considered / risk management**

These will be discussed with petitioners.

#### **Policy Overview Committee comments**

None at this stage.

### **3. INFORMATION**

#### **Supporting Information**

1. A petition with 478 signatures has been submitted by the Hayes Town Business Forum to the Council with the following request:

*'We the undersigned welcome the improvements to Hayes Town but believe that with the reintroduction of through traffic further action is needed by the Council to promote the safety of pedestrians by:*

- *Providing a controlled crossing near the Hesa Centre in Station Road;*
- *Addressing the risks to pedestrians crossing between the NatWest Bank and Lloyds Bank;*
- *Increasing the time for pedestrians on the new Botwell Lane crossing;*
- *Improving the markings for informal crossing points in both Coldharbour Lane and Station Road;*

- *Increasing the height of the road humps to slow down the traffic, and*
- *Enforcing both the 20mph speed limit and the controls on parking'*

2. As the Cabinet Member will recall, the Council successfully secured £6m worth of 'Major Scheme' funding from Transport for London to carry out a range of highways improvements within Hayes Town Centre. The Council undertook initial consultation with residents and businesses in Hayes Town to seek their views on possible options for town centre improvements in Hayes. Feedback gained from this consultation was used to shape the design and layout of the improvements for Hayes Town Centre, which included opening Station Road to two-way traffic, dedicated cycle lanes throughout the town centre and improved street lighting and tree planting.

3. A second consultation on a detailed design was then conducted to allow residents and businesses to view and comment on the new layout. Nearly 4,500 leaflets were delivered to businesses and residents in Hayes Town. Large scale plans were available to view in Botwell Green Leisure Centre and officers were on hand on specified dates to discuss the proposals with residents and businesses. Two main articles were placed in the local Gazette to promote the consultation as well as information being provided on the Council's website. A total of 652 responses were received during this consultation and where possible, amendments were made to the scheme to incorporate some of these suggestions.

4. A final scheme layout was submitted to Transport for London for approval to proceed to implementation and approval was subsequently given. Works began on the initial phase in 2015, with the majority of the scheme now subsequently complete.

5. Throughout the consultation and implementation stage, a total of 43 meetings were held with the Hayes Town Centre Stakeholder Working Group, which included representatives from the Hayes Town Business Forum, Hayes Town Partnership and ward members from both Botwell and Townfield wards. This provided an opportunity for business and resident groups to raise concerns and suggestions relating to the improvements.

6. The Cabinet Member will also be aware that the Council has also secured additional funding from Transport for London and through Section 106 development money to extend the town centre improvement scheme in Station Road, from its junction with Crown Close to North Hyde Road, to complement the forthcoming introduction of Crossrail services at Hayes & Harlington Station.

7. Following receipt of the petition, officers corresponded with the lead petitioner to demonstrate how the issues raised by them were acknowledged and were already being addressed as part of the Hayes Town Centre Major Scheme. The hope was to assist petitioners and the Cabinet Member alike by obviating the need for a full petition hearing, the process being the term 'Intelligent Intervention'. A subsequent meeting was held with members of the Hayes Town Businesses Forum to discuss their petition on 18 October 2018, followed by a letter outlining the issues discussed at the meeting and subsequent actions to be taken by officers. However, the petitioners have nevertheless asked to continue with the petition process to give them an opportunity to discuss their concerns directly with the Cabinet Member.

8. Accordingly, the next section of this report effectively serves to brief the Cabinet Member on what has already been explained to the lead petitioner and members of the Hayes Town Business Forum.

9. The first issue raised within the petition highlighted business and residents concerns with the lack of formal crossing facilities outside the Hesa Centre in Station Road. The junction of Station Road, Crown Close and St. Anselm's Road is the end point of the current phase of improvement works in Hayes Town Centre. The initial plans for this area were to introduce an informal crossing point at the proposed raised junction, similar to those implemented in Coldharbour Lane, as shown in Appendix A. In addition to the petition from the business forum, officers have also received a number of requests from residents and ward councillors asking for a formal crossing facility in this location. Further investigation has been undertaken by the lead designers of the next phase of improvements, including pedestrian count survey in this location, and an amended design has been proposed which includes the introduction of a Zebra crossing in this location, as shown in Appendix B.

10. The second point asked for the Council to address the risks to pedestrians crossing between the NatWest bank and Lloyds bank in Coldharbour Lane/Botwell Lane. The area referred to by the petitioners lies between the two newly implemented roundabouts and is shown on Appendix C. During the initial design phase of the Hayes Town Centre scheme, various traffic modelling work was undertaken to ensure the opening of Station Road and the implementation of the new roundabouts and traffic signals would not have a significant impact on traffic in all directions. The introduction of any form of controlled crossing between the new roundabouts could have significant impact on traffic movements. It is for this reason that four controlled crossings have been provided at each entry point to the new configuration in Botwell Lane, Coldharbour Lane, Pump Lane and Station Road to ensure adequate safe provision for pedestrians. These have also been fitted with TfL's 'Countdown' system which provides pedestrians with a timer showing the remaining crossing time in that sequence. The configuration has also met with all safety consideration of the independent road safety audit. As an additional measure, officers are investigating the possibility of introducing a coloured surface treatment on the approach to the roundabouts to highlight to drivers that caution is needed.

11. The petitioners requested that the crossing time for pedestrians is increased at the Botwell Lane signalised crossing. As the Cabinet Member will be aware, all traffic signals are managed and maintained by Transport for London. The signals in Botwell Lane are linked with nearby pedestrian crossings in Coldharbour Lane, Pump Lane and Station Road to ensure the network is operating at optimum capacity. Following receipt of the petition additional requests have been received from ward members to review the timings of the new crossing in Station Road. To determine if any further improvements can be made, officers have requested that TfL carry out a review of the signal timings at Botwell Lane and Station Road and the Council is awaiting the outcome of this review.

12. The petitioners also requested that improvements are made to the markings for informal crossing points in both Coldharbour Lane and Station Road and an increase is made to the height of the speed tables throughout the scheme. As the Cabinet Member may be aware, the final element of the town centre improvement works to be completed was the implementation of a 'Rhino Imprint' central median strip within Coldharbour Lane, Botwell Lane and the stretch of road linking the two new roundabouts as shown on Appendix D, E and F. Due to the narrow width of the carriageway, it was not possible to implement the 'imprint' in Station Road. Rhino Imprint is synthetic asphalt which gives a block paving effect on roads. The imprint marks an area of the carriageway which requires special consideration and highlights to drivers that the surface may be shared. The asphalt material used is durable and can cope with highly trafficked areas unlike standard block paving which has a tendency to come loose and fail. The implementation of the imprint is intended to assist pedestrians by providing an informal midway point when crossing at the various informal crossing points throughout the scheme. With

regards to the height of the speed tables throughout the scheme, these have been designed and implemented in accordance with Department for Transport guidelines. As the Cabinet Member will be aware, both Coldharbour Lane and Station Road accommodates a significant number of bus routes and any form of table or hump implemented has a maximum height and gradient to ensure they do not disrupt the buses movement across them. All speed tables and raised junctions within the scheme have been built to the maximum height and gradient possible for a bus route in accordance with the normal design standards, and therefore are unable to be amended.

13. The final point asked for further enforcement of the 20mph speed limit and parking controls throughout the scheme. As the Cabinet Member will be aware, the principle of a 20mph zone is that the associated traffic calming implemented slows vehicle speeds and in this way the zone becomes self-enforcing. Enforcement of speeds is strictly speaking a matter for the Metropolitan Police, as the Council does not have the necessary powers to undertake enforcement against speeding. As part of the Hayes Town Centre Major Scheme a number of measures have been implemented to allow the zone to become self enforcing such as speed tables, raised junctions, controlled crossings and roundabouts. As noted earlier, a 'Rhino Imprint' central median strip has also been implemented to support the 20mph zone, by giving the impression of a more confined carriageway and therefore reducing vehicle speeds. As a result of the follow up meeting with the petitioners, a review of the 20mph signage will be undertaken to ascertain if additional signage is needed. Officers will also explore whether 20mph roundels could be installed on the road surface itself. With regards to the enforcement of parking controls within the town centre, the Council's Civil Enforcement Officers carry out daily visits in two teams to the town centre for a maximum of 21 hours per day between them and do their utmost to capture those that contravene the parking controls. Targeted enforcement has also taken place at key times of the day which have been highlighted by residents and businesses. Since the opening of Station Road in January 2018, 371 penalty charge notices have been issued to vehicles contravening the parking restrictions in the town centre and a further 1281 for vehicles parking within the bus stops.

14. In summary, whilst noting the extensive dialogue already undertaken with the petitioners, the Cabinet Member may wish to meet with them and discuss their concerns with pedestrian safety in Hayes Town and what further solutions, if any, would be appropriate to address these issues. In common with all new improvement schemes, officers will continue to monitor the scheme to ensure the objectives of the scheme are being met.

### **Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the Major Schemes project for Hayes Town Centre.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss with petitioners their concerns in detail.

## **Consultation Carried Out or Required**

Two separate public consultations took place in September 2012 and December 2013. On both occasions, consultation leaflets were delivered to nearly 4,500 Hayes residents as well as local businesses. Plans were on display in Botwell Green Leisure Centre and officers were available to answer residents' and businesses questions. Both consultations were also advertised on the Council website with an option to submit their comments online as well as in writing.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed the report and concur with the financial implications set out above.

### **Legal**

In considering any informal consultation responses decision makers must ensure there is full consideration of all representations arising including those which do not accord with officer recommendations. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered at that time.

### **Corporate Property and Construction**

None at this stage.

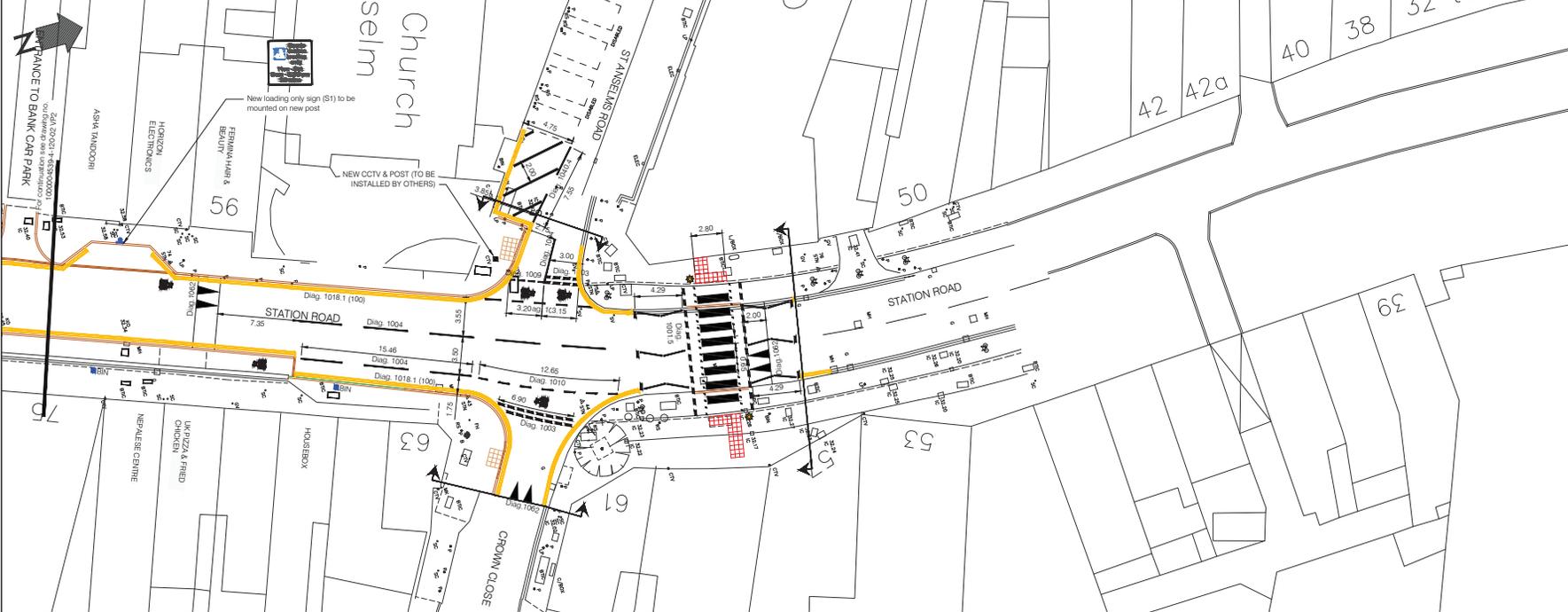
### **Relevant Service Groups**

None at this stage.

## **6. BACKGROUND PAPERS**

Petition received - July 2018.





- LEGEND**
- New 150x300mm Granite kerb
  - New 50x150mm PCC Edging kerb
  - New 200 x 127mm Marshalls Key kerb (half battered laid flat)
  - New 400x300mm granite Trief kerb
  - New PCC Blister Tactile Paving in red 400x400x65mm
  - New PCC Blister Tactile Paving in buff 400x400x65mm
  - New Belisha Beacon
  - New reflective keep left bollard (TMP Heritage or similar approved)
  - Proposed Sheffield cycle stand (3no)
  - New Give way road markings to Diag.no.1003 (200mm wide)
  - New Give way at roundabout markings to Diag.no.1003.3 (200mm wide)
  - New lane markings to Diag.no.1004 (100mm wide)
  - New lane markings to Diag.no.1009 (100mm wide)
  - New double yellow line road markings to Diag.no.1018.1 (100mm wide)
  - New Give way marking to Diag.no.1023
  - New Bus cape markings to Diag.no.1028.1 (100mm wide)
  - New directional arrow marking to Diag.no.1038 (4m height)
  - New hatched road marking to Diag.no.1040 (100mm wide)
  - New Elephant footprint markings to Diag.no.1055.3 (300mm wide)
  - New cycle logos to Diag.no.1057 (height varies)
  - New Lighting column (Subject to LBH approval)
  - New Falcoretex long seat (2.081m length)
  - New rubbish bin
  - New sign and post
  - New sign on existing post/lighting column
  - Relocated sign and post
  - Relocated sign on new post

| Rev        | Date       | Description    | DN | CS | App |
|------------|------------|----------------|----|----|-----|
| 09/11/2018 | 09/11/2018 | ORIGINAL ISSUE | BR | GS | KL  |

This drawing has been specifically prepared to meet the requirements of the associated contract and is not to be used for any other purpose without the written consent of the project manager.

**PROJECT CENTRE**

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FS 7/186

Client: HILLINGDON COUNCIL

Project: HAYES TOWN CENTRE CCM STATION ROAD

Drawing Title: TRAFFIC SIGNS, ROAD MARKINGS AND STREET FURNITURE SHEET 3 OF 3

Drawing Status: **FOR APPROVAL**

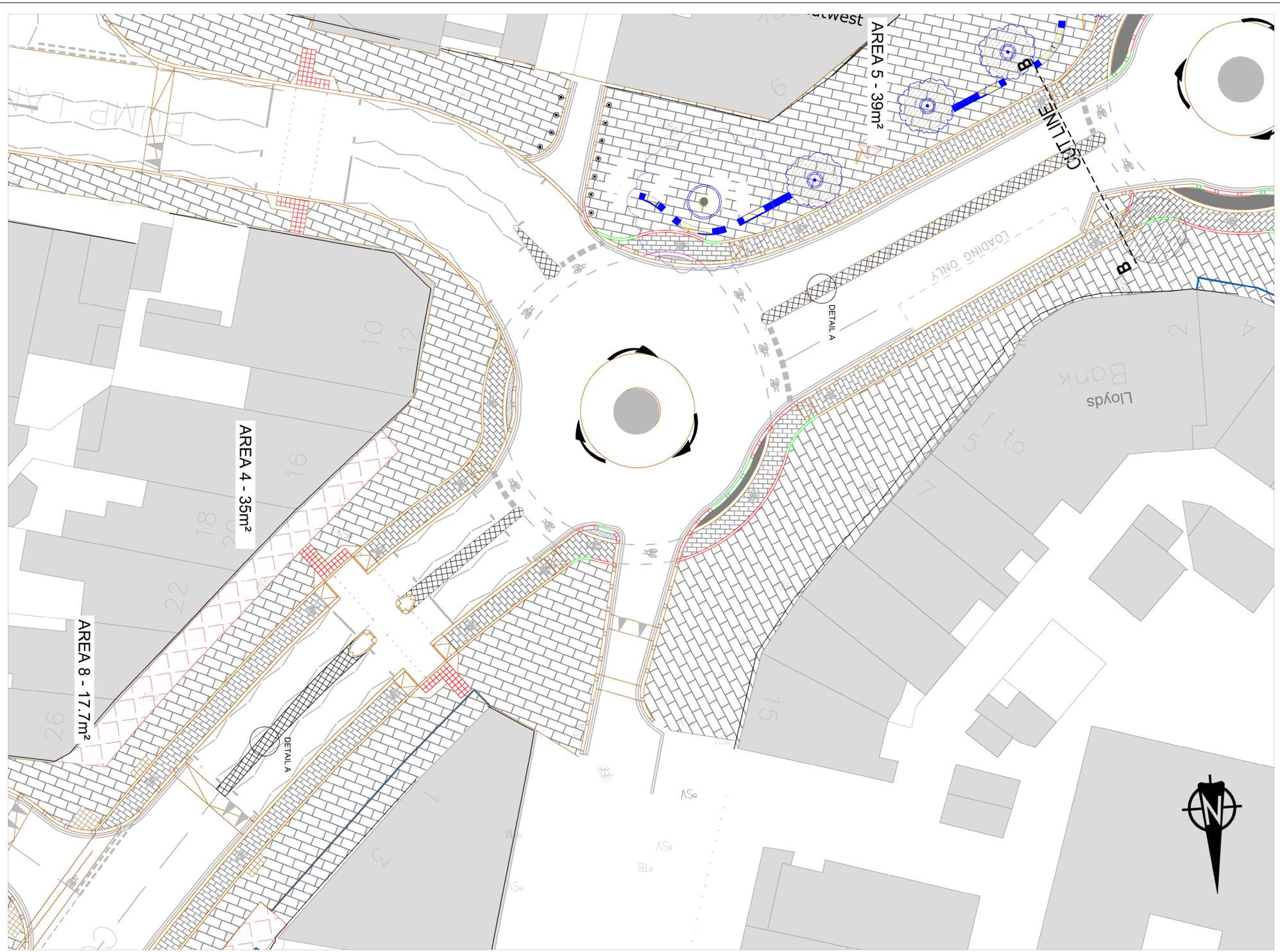
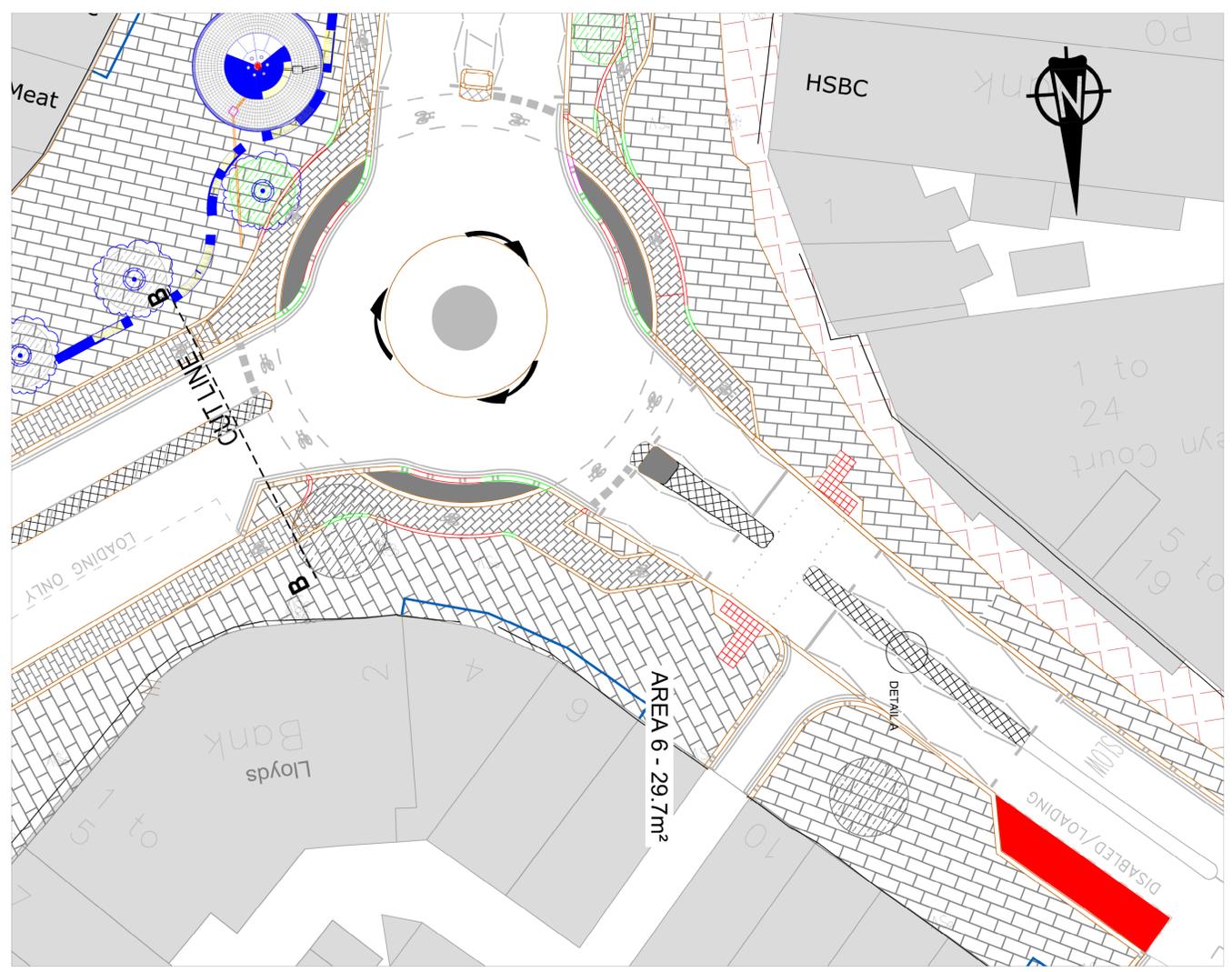
| Drawn | Design | Date      | Scale | Site |
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| BR    | GS     | JULY 2018 | 1:200 | A1   |

Drawing No: 100004539-4-120-03



ALL WORKS TO BE CARRIED OUT WITH THE CURRENT LOCAL AUTHORITY TERM MAINTENANCE CONTRACT EXCEPTS OF WORK TO BE CONFERRED ONSITE WITH COUNCIL AND LONDON BISS REPRESENTATIVES  
 OUTLINE DESIGN BASED ON INFORMATION PROVIDED BY STEER DAVIES GLEAVE 2014.  
 LAYOUT BASED ON TOPOGRAPHICAL SURVEY BY SURVEY SOLUTIONS COMPLETE 10 JANUARY 2012  
 DO NOT SCALE FROM THIS DRAWING  
 ALL IMPRINT AS A MEDIAN STRIP TO BE 15mm AT THE CENTER  
 THE EXACT START OR END OF THE MEDIAN IMPRINT AND CYCLE LANE AREAS TO BE AGREED ON SITE

- KEY**
-  IMPRINT MEDIAN STRIP IN GRANITE SETTS PATTERN WITH LONGITUDINAL EDGE LAD FLUSH WITH ADJACENT CARBARRGWAY FINISHED COLOUR BRISTOL WHITE
  -  IMPRINT CYCLE LANE ACROSS CARBARRGWAY IN TERULA PATTERN WITH LONGITUDINAL EDGE LAD FLUSH WITH ADJACENT CARBARRGWAY FINISHED COLOUR BRISTOL WHITE



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**HAYNES MAJOR PROJECTS**  
 RESIDENTS SERVICES  
 ONE CHURCH LANE, 20011 FINE TO, BRISTOL, AVON, BS20 7JH  
 PROJECT  
 TOWN CENTRE IMPROVEMENT PROJECTS  
 2014/15/16/17

**DESCRIPTION**  
 HAYNES TOWN CENTRE IMPROVEMENTS  
 PHASE 1 TO 3  
 RHINO IMPRINT SETTING OUT WORKS  
 SHEET (1 of 2)

**Scale**  
 1:200@A1  
**Project No.**  
 E/A1  
**Original Designer**  
 HW  
**Drawing No.**  
 2653-HI-R1-01

ALL WORKS TO BE CARRIED OUT WITH THE CURRENT LOCAL AUTHORITY TERM MAINTENANCE CONTRACT EXTENTS OF WORK TO BE CONFIRMED ON-SITE WITH COUNCIL AND LONDON BUSES REPRESENTATIVES

OUTLINE DESIGN BASED ON INFORMATION PROVIDED BY STEER DAVIES GLEAVE 2014.

LAYOUT BASED ON TOPOGRAPHICAL SURVEY BY SURVEY SOLUTIONS COMPLETE 10 JANUARY 2012

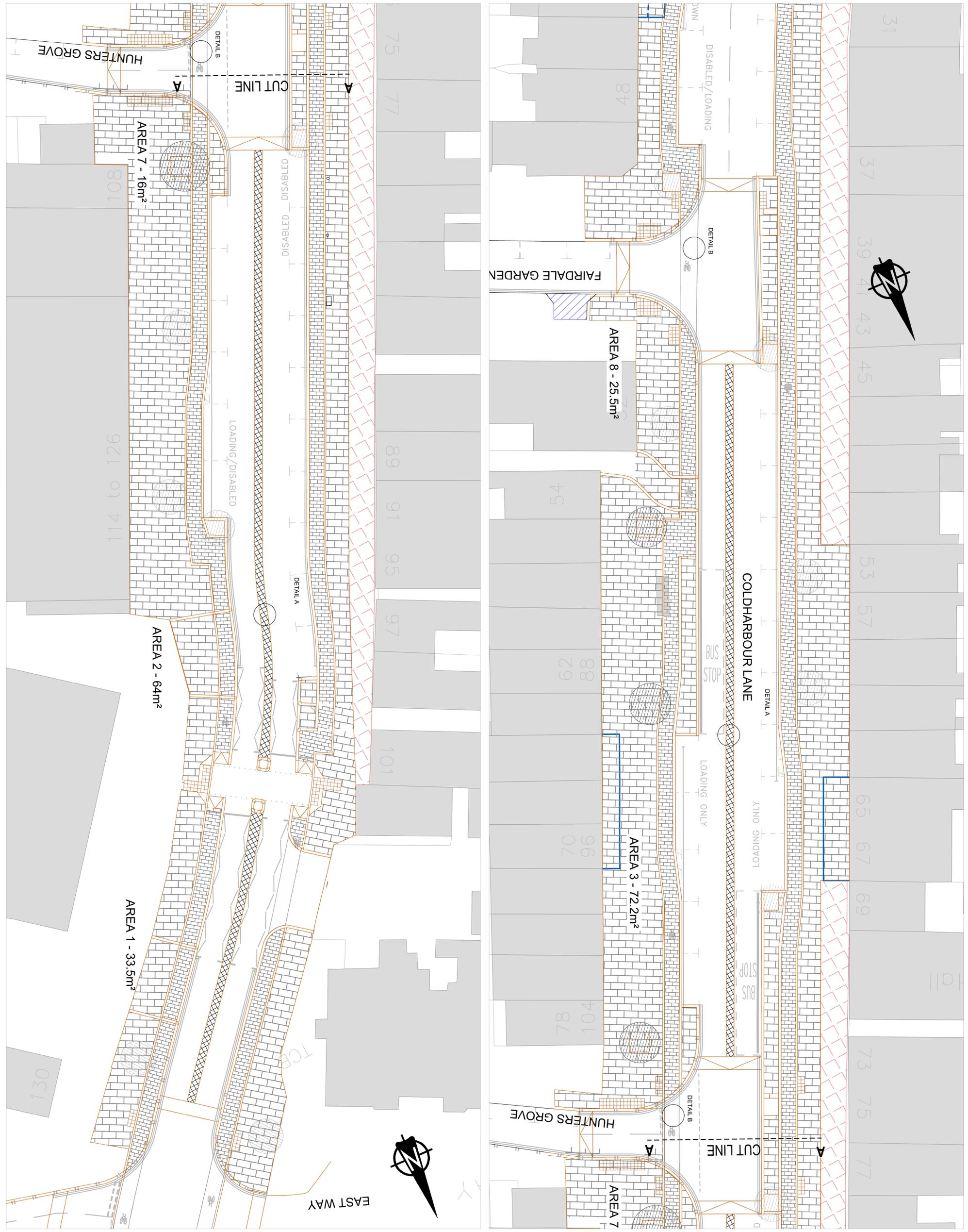
DO NOT SCALE FROM THIS DRAWING

ALL IMPRINT AS A MEDIAN STRIP TO BE 150mm AT THE CENTER

THE EXACT START OR END OF THE MEDIAN IMPRINT AND CYCLE LANE AREAS TO BE AGREED ON SITE

KEY

-  IMPRINT MEDIAN STRIP IN GRANITE SETTS
-  PATERN WITH LONGITUDINAL EDGE LIND FLUSH WITH ADJACENT CARRIAGEWAY A FINISHED SECTION IN THE MIDDLE
-  IMPRINT CYCLE LANE ACROSS CARRIAGEWAY IN TERRAZA PATERN WITH LONGITUDINAL EDGE LIND FLUSH WITH ADJACENT CARRIAGEWAY, FINISHED COLOUR BRISTOL WHITE



| REV | DATE | DESCRIPTION | ENG CHK |
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**HAYNES MAJOR PROJECTS**  
RESIDENTS SERVICES  
ONE DE WINE STREET, 2ND FLOOR, LONDON, W1B 3DB

**Project**  
TOWN CENTRE IMPROVEMENT PROJECTS  
2014/15/16/17

**Description**  
HAYNES TOWN CENTRE IMPROVEMENTS  
PHASE 1 TO 3  
RHINO IMPRINT SETTING OUT WORKS  
SHEET (2 of 2)

**Scale**  
1:200@A1

|             |               |       |           |
|-------------|---------------|-------|-----------|
| Designed    | HW            | Date  | JUNE 2018 |
| Checked     | KR            | Drawn | KR        |
| Project No. | 2663-HT-R1-02 | Rev.  | -         |



# Case Study



www.rhino-uk.com

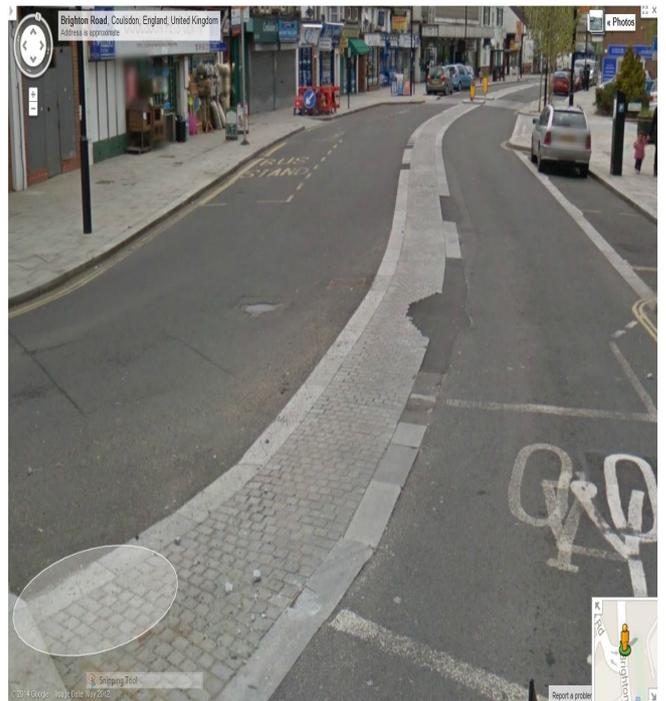
## Imprint : pattern imprinted synthetic asphalt

### Coulsdon High Street, London Borough of Croydon

Following a major diversion of the A23 around Coulsdon, a significant regeneration scheme was implemented and completed in the mid-2000s. The scheme was designed to improve pedestrian facilities. Over the following three years significant failure of the granite paving materials created a potential hazard for both pedestrians and motorists, becoming loose and unsightly .

An investigation carried out by EM Highways and the London Borough of Croydon determined that the best solution would be to remove the failed materials and revert to a standard asphalt construction topped with Imprint.

The Imprint material was used to define the crossing points and to replace the original median strip. The scheme was delivered ahead of the planned programme, resulting positive feedback from the client and multiple stakeholders



Potential hazards for pedestrians and motorists

