



Appendix A - Engagement and Consultation Report

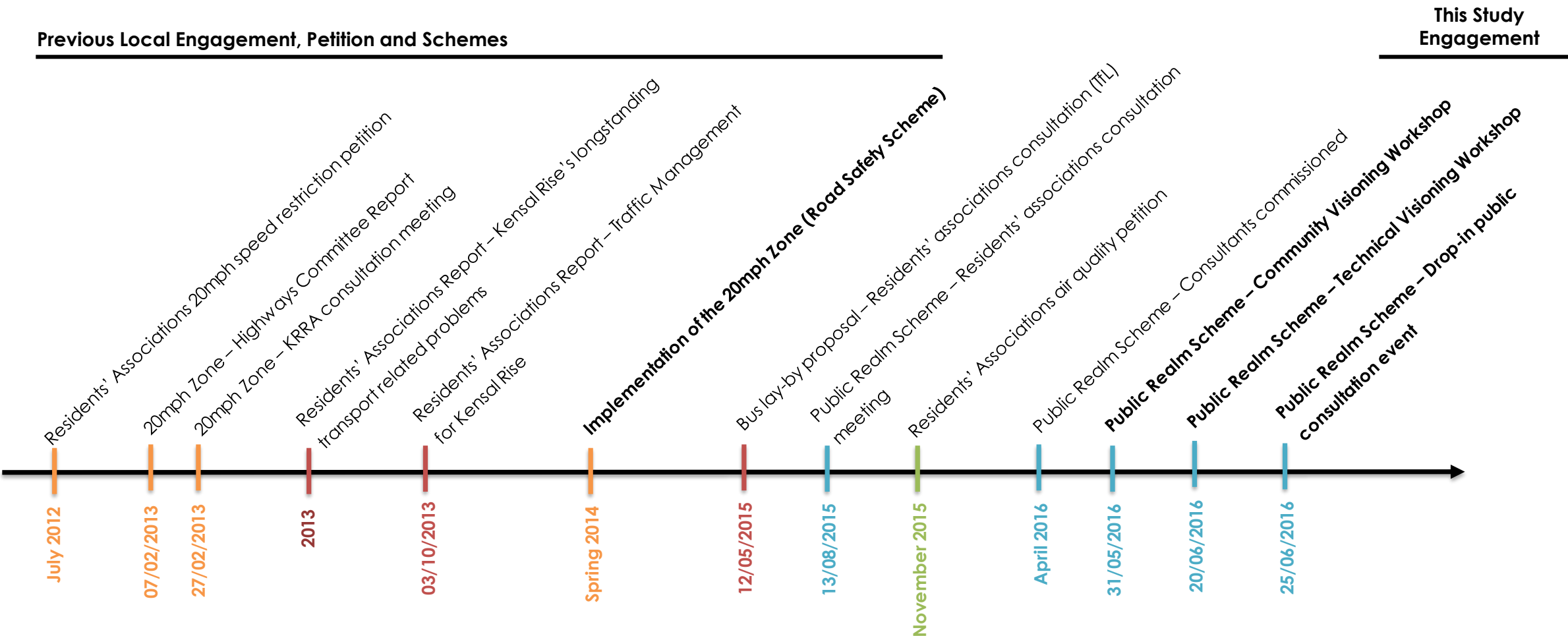
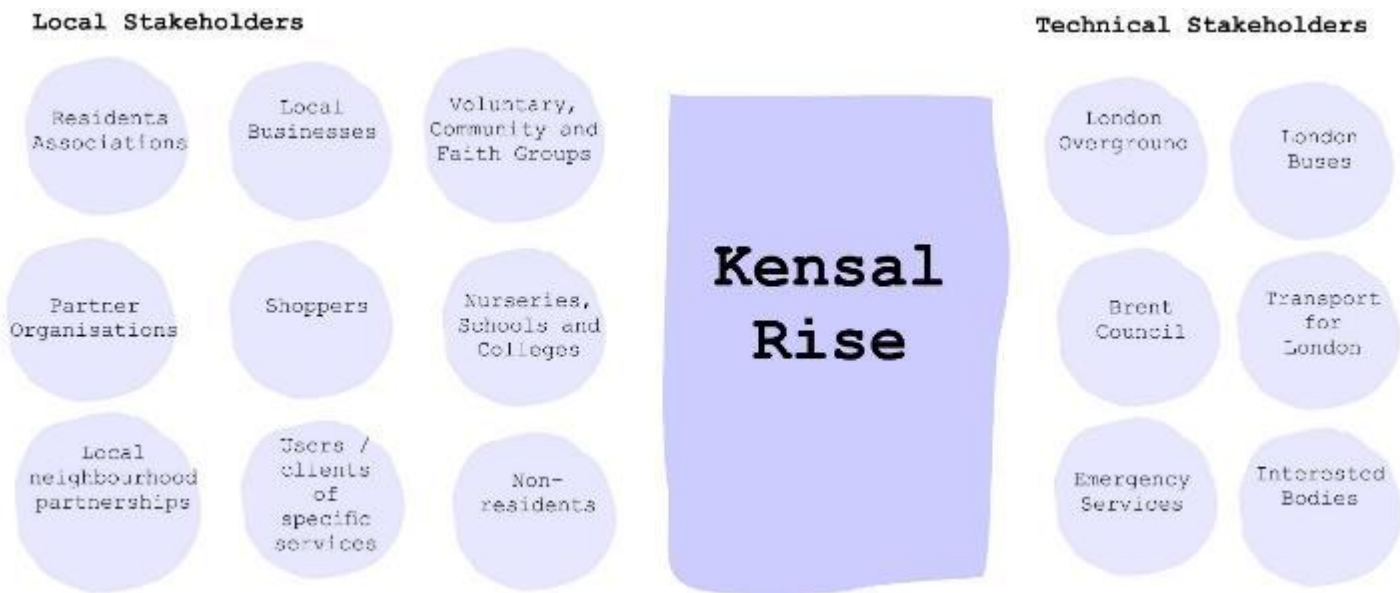
Chamberlayne Road Corridor Study

August 2016

Introduction

A comprehensive community and technical stakeholder engagement strategy was devised and implemented to help enable meaningful and inclusive engagement and shape the scheme opportunities. Specialist consultants Deck Social assisted the project design team with engagement liaison and activities

This summary report summarises the engagement approach, findings and conclusions.



1. Community and Technical Stakeholder Visioning Workshops

Identified Issues from Visioning Workshop

Visioning Workshop

Following a brief presentation of a range of issues identified by the design team, attendees were asked to identify and discuss issues relating to Chamberlayne Road.

In general, the issues focused on street arrangement, features and function, including; curtilages, pedestrian crossings, cycle and bus facilities, parking and loading.

The constraints of the carriageway widths were noted, and the varying footway width provision along the high street in particular.

Bus stop and lay-by provision was discussed at some length, noting both the difficulties related to significant number of bus routes and the opportunities and constraints in improving matters.

Traffic Management

- Congestion
- Narrow carriageway
- Traffic enforcement needs strengthening

Bus

- Pressure from the number of buses
- Empty 'ghost' buses

Parking

- Illegal parking problems
- Parking by shop keepers
- Parking spaces at sub-optimal location (more shop keepers than customers)

Servicing

- Loading insufficient and creating pinch points.

Pedestrians

- Footways can be hazardous in use owing to the often constrained footway width along much of the corridor
- As a shopping and leisure destination with attractive shops, cafes, pubs, Tesco, the area also experiences various movement conflicts with people exiting / entering shops, waiting on the footway, crossing in-between buses and cars, etc.
- Crossing the road conveniently can be difficult especially when traffic is fast moving (around midday for example)

Cycling

- Cycling infrastructure is generally poor, inconsistent and sometimes absent
- Little cycle parking along the corridor except for some near Kensal Rise station
- Chamberlayne Road is on a strong cyclist desire line though compromised by congestion levels and the gradient parallel to Station Terrace
- Cycle lanes seen as beneficial by some to address gradient concerns, though road/footway space issues acknowledged

Public Realm

- Though thought to possess clear character and a number of key physical assets (attractive buildings etc.), the area's full *place* potential is not being realised
- Station Terrace arrangement and public realm condition considered poor
- Pocket Park (entry treatment) poorly maintained
- Neglected and sometimes bland building / shop frontages

Other Issues

- Building / shop curtilages mentioned as problematic to movement along the corridor
- Varying views on shop types – some appreciated the variety and independence of units, though also mentioning some upkeep and operation issues.


Street Performance – Gap Analysis

A questionnaire was passed to all attendees principally to gather their views on the 'gap' in high street performance between where they rate it – out of a maximum score of 10, and the score they think it could reasonably be expected to achieve post-improvement.

It should be noted that the only guidance given regarding the improvement achievability scenario was that it should be considered by the individual as realistic and deliverable within reasonable limits, everything being equal.

To further help the design team, attendees were also asked to provide examples of comparable high streets, and those considered representative of a reasonable expectation of improvement.

Space was also left for attendees to make further supporting written comments.



Kensal Rise Local Area

Context and Priority Setting

31/05/2016

What's the Gap?

Rate your Kensal Rise against the following criteria from 1 (poor) to 10 (excellent)

1. As a Destination – desirability to visit for local / borough-based people – shopping, leisure, and facilities

Present score

Achievable score

Comparable places

Aspirational places

Comment

2. As a Place – quality of public realm, streetscape, place to dwell, sociability

Present score

Achievable score

Comparable places

Aspirational places

Comment

3. Pedestrian Environment – ease of getting around, pedestrian friendliness

Present score

Achievable score

Comparable places

Aspirational places

Comment

PTO

4. Cyclist Environment – ease of getting around, cycle friendliness

Present score

Achievable score

Comparable places

Aspirational places

Comment

5. Access for People with Disabilities – ease of getting around, access to facilities

Present score

Achievable score

Comparable places

Aspirational places

Comment

6. Bus Services – how easy to use, facilities, information, reliability

Present score

Achievable score

Comparable places

Aspirational places

Comment

PTO

7. Rail Services – access from street, awareness, appearance, integration

Present score

Achievable score

Comparable places

Aspirational places

Comment

8. Functional Street – traffic carrying, business access, servicing, parking, flexibility

Present score

Achievable score

Comparable places

Aspirational places

Comment

Additional Comments

END

Gap Analysis – Existing and Potential

The table below shows the results of the gap identification exercise – as shown to the attendees at the Community and Technical Stakeholders Workshops following their completion of the questionnaire. For information (only), combined scores for both workshops are also shown (far right)

		COMMUNITY												TECHNICAL													COMBINED			
		Community Stakeholders Visioning Workshop												Technical Stakeholders Visioning Workshop													Total			
		Responses										Averages	Gap	Responses												Averages	Gap	Averages	Gap	
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10	11	12	13				
1	As a destination																													
	Present Score	7	5	5	3	6	2	5	5	6	5	4.9		1	3	6	7	5	5	9	6	5	4	5	2	4	4.8		4.8	
	Achievable Score	8	10	8	10	8	7	8	8	9	8	8.3	3.5	5	6	7	9	8	8	10	8	8	7	8	3	6	7.2	2.4	7.7	2.8
2	As a place																													
	Present Score	8	2	3	3	3	2	3	3	3	2	3.2		1	4	8	6	3	4	3	5	6	4	5	4	4	4.4		3.8	
	Achievable Score	9	8	10	6	7	7	10	5	9	7	7.7	4.6	2	8	9	9	8	8	10	9	8	7	7	5	6	7.3	3.0	7.5	3.7
3	Pedestrian environment																													
	Present Score	5	5	4	2	3	5	8	5	4	2	4.3		1	3	7	6	4	5	4	4	4	5	4	3	2	4.0		4.1	
	Achievable Score	7	6	8	8	8	8	8	8	9	8	7.7	3.5	3	7	8	8	7	8	9	7	8	6	8	6	7	7.1	3.1	7.3	3.2
4	Cyclist environment																													
	Present Score	5	5	3	2	3	1	5	6	3	1	3.4		1	1	5	5	4	2	4	3	3	4	5	3	4	3.3		3.4	
	Achievable Score	7	5	5	8	6	1	5	6	9	6	5.8	2.4	1	3	6	8	6	7	7	9	6	6	8	6	5	6.0	2.6	5.9	2.5
5	Access for people with disabilities																													
	Present Score	4	2	3	2	6	1	5	6	3	1	3.3		1	1	4	4	3	2	3	2	3	5	4	2	4	2.9		3.1	
	Achievable Score	7	8	5	10	7	6	5	8	9	4	6.9	3.6	10	4	10	8	8	6	8	6	6	6	7	7	6	7.1	4.2	7.0	3.9
6	Bus services																													
	Present Score	10	8	5	8	8	10	10	6	7	8	8.0		5	8	8	4	7	6	8	7	7	6	5	8	6	6.5		7.2	
	Achievable Score	8	10	10	10	8	10	10	4	9	6	8.5	0.5	7	9	10	7	8	8	9	9	9	8	8	8	7	8.2	1.7	8.3	1.2
7	Rail services																													
	Present Score	8	8	7	8	7	10	5	8	7	4	7.2		3	6	6	7	3	5	3	8	6	8	6	6	6	5.6		6.3	
	Achievable Score	10	10	10	10	7	10	9	8	9	6	8.9	1.7	10	10	7	8	8	8	9	9	8	9	8	8	8	8.5	2.8	8.7	2.3
8	Functional street																													
	Present Score	3	2	6	5	3	1	5	2	4	3	3.4		4	4	5	6	5	6	4	6	5	6	5	7	5	5.2		4.4	
	Achievable Score	6	8	8	9	7	7	8	8	9	7	7.7	4.3	10	6	7	8	6	7	6	7	8	8	8	7	7	7.3	2.1	7.5	3.0

Gap Analysis – Existing and Potential COMMUNITY Visioning Workshop

The results we viewed by the **Community** Stakeholder Visioning Workshop attendees with great interest, noting the consensus in overall views on topics even though the detail of individual concerns may vary.

The results are summarised below:

Strong Achievable Position scores were given to Place and Street arrangement matters. Though the associated gaps were substantial 3.5 – 4.6, the rewards were considered substantial, c. 7.7 – 8.3.

Access for disabled people scored similarly with a 3.6 gap, though a notably poorer starting position at 3.3. As above, the results illustrated that attendees were optimistic that a positive outcome could be achieved, though requiring considerable effort.

Bus services were viewed very favourably with the service availability valued by attendees. The gap was small at 0.5.moving from a good present day position to 8.5.

The cyclist environment scored poorly though attendees considered there to be limited potential for change given the area’s physical constraints.

The presence of the rail service was highly valued together with its central location. It was though noted that station profile and connections could be better.

	Starting Position	Achievable Position	GAP
Strong potential for positive change – greatest gap to bridge			
o As a Destination – desirability to visit for local/borough-based people	4.9	8.3	3.5
o As a Functional Street – traffic, business access, servicing, parking, servicing	3.4	7.7	4.3
o As a Place – quality of public realm, streetscape, place to dwell, sociability	3.2	7.7	4.6
o Pedestrian Environment – ease of getting around, pedestrian friendliness	4.3	7.7	3.5
o Access for disabled people – ease of getting around, access to facilities	3.3	6.9	3.6
Strongest potential for positive change – smaller gap to bridge			
o Bus Services – how easy to use, facilities, information, reliability	8.0	8.5	0.5
o Rail Services – access from street, awareness, appearance, integration	7.2	8.9	1.7
o Cyclist Environment – ease of getting around, cycle friendliness	3.4	5.8	2.4

Gap Analysis – Existing and Potential

TECHNICAL Visioning Workshop

The **Technical** Stakeholder Visioning Workshop attendees also identified a consensus in overall views, though again there were variances in the detail of individual issues.

The results are summarised below:

As with community workshop, technical stakeholders gave strong Achievable Position scores to Place and Street arrangement matters though the gap was smaller given a more positive view of present conditions.

	Starting Position	Achievable Position	GAP
Strong potential for positive change – greatest gap to bridge			
○ As a Destination – desirability to visit for local/borough-based people	4.8	7.2	2.4
○ As a Functional Street – traffic, business access, servicing, parking, servicing	5.2	7.3	2.1
○ As a Place – quality of public realm, streetscape, place to dwell, sociability	4.4	7.3	3.0
○ Pedestrian Environment – ease of getting around, pedestrian friendliness	4.0	7.1	3.1
○ Access for disabled people – ease of getting around, access to facilities	2.9	7.1	4.2
Strongest potential for positive change – smaller gap to bridge			
○ Bus Services – how easy to use, facilities, information, reliability	6.5	8.2	1.7
○ Rail Services – access from street, awareness, appearance, integration	5.6	8.5	2.8
○ Cyclist Environment – ease of getting around, cycle friendliness	3.3	6.0	2.6

The Access for Disabled people matter scored similarly to the community workshop with attendees viewing the present position as particularly poor but with potential for substantial improvement, though requiring considerable effort.

The performance of present bus services was viewed less favourably by the technical stakeholders though the gap at 1.7 suggested a strong improvement to a score of 8.2 is achievable.

The cyclist environment scored very similarly to the community workshop given the limited opportunities for change given the area's physical constraints. Present day conditions were noted as substandard.

The technical stakeholders saw greater opportunity to improve the profile of the station and access to it, from broadly acceptable to good quality at a score of 5.6, rising to 8.5.

Questionnaire Supplementary Responses – 1

As a Destination

Community Stakeholders

- There have been some great recent improvements: Lexi, Minkies, new shops (Rise, Verauta, etc.)
- Nice to visit, good independent shops
- Need space for shop visitors to dwell and quieter to stop/talk outside
- Need to encourage shops – businesses
- Very random and inconsistent
- Putting the village "back into Kensal" is the aspiration!

Technical Stakeholders

- There is already good base of independent retailer offer, restaurants, cafes, other nice shops and aspirational community
- There isn't an anchor to enable the area to be a desired destination for visitors. If you are local you will use it, other than that you travel through it.
- Decluttering of on-street parking would assist with improving the area
- Nice shops and houses which adds to the character
- High potential to become a nicer destination for local residents however due to the volume through traffic this will be limited.

Comparable Town Centres

- Clapham Junction / Northcote Road
- Hampstead Heath station / High Street (West Hampstead)
- Exhibition Road
- Camden
- Salisbury Road
- Crouch End
- Upper Street, Islington
- Dalston
- Kilburn High Road (south)
- Wood Green (pre major scheme)
- Kensington Church Road
- Willesden High Street

Aspirational Town Centres

- Kendal High Street
- Kew Gardens Station
- Northcote Road, Clapham
- Kensington
- Salisbury Road
- Hampstead Heath High Street / West Hampstead
- Crouch End
- Primrose Hill
- Walworth Road
- Wood Green (post scheme)
- Ladbroke Grove
- Clapham south
- Salisbury Road
- Kings Road



Street Image from Google Street View

Questionnaire Supplementary Responses – 2

As a Place

Community Stakeholders

- Currently busy, loud, visually messy (too many different materials)
- Nothing inspires people to move here unless they work in Central London
- Need outside space to sit/drink glass of wine, drink coffee under trees
- Needs to look better: greener, less clutter, more people friendly, with benches
- Shopfronts need to smarten up.

Technical Stakeholders

- Currently lots of shops, cafes, independent traders and a supermarket and restaurants found on Chamberlayne Road which attracts a mix of people
- Not very desirable to dwell, this is largely impacted by the through traffic
- Streetscape is lacking and needs to be smarten up - needs declutter, would benefit from palette of simple quality materials and street furniture, more outside seating spaces
- Remove parking north of Kilburn Lane
- High PTAL attracts young people - buses provide night services, trains don't
- Nice big trees
- Potential for improvement at the junction with residential roads that have been closed.

Comparable Town Centres

- West Hampstead
- West End Lane by tube / Overground station
- Old Place
- Denbigh Street
- Green Lanes Harringey (pre Outer London Fund)
- Salusbury Road
- Camden High Street
- Crouch End

Aspirational Town Centres

- Lytham St Annes
- Marylebone High Street
- Salusbury Road
- Queens Park
- Kew Gardens, Richmond
- The Cut
- Green Lanes Harringey (post Outer London Fund)
- Clapham High Street



Street Image from Google Street View

Questionnaire Supplementary Responses – 3

Pedestrian Environment

Community Stakeholders

- Currently, the pedestrian environment is very poor in the area, especially on Station Terrace
- Crossing road is precarious / dangerous with children and there are only limited options
- Fairly accessible
- Maintain and repair pavements / surfaces
- Improve consistency of materials (visually confusing)
- Tree replacement
- Need quieter flow of traffic
- Investigate the opportunities to use pedestrian crossings as traffic calmer.

Technical Stakeholders

- Currently, it is reasonably easy to get around but pedestrian environment remains poor
- Limited crossing points, congestion and high traffic flow act like a barrier from one side to the other
- Footways seem narrow in places and added to road works and congestion, the area feel unsafe and confusing
- Signage is missing
- Remove clutter
- Improve access to rail and bus services
- Identify desire lines where additional crossing infrastructures are needed and can be provided.

Comparable Town Centres

- Gloucester Rd (Bristol - St Andrew's area)
- Sauchiehall St – Glasgow
- Hampstead
- Lewisham High Street
- Station Road, Harrow
- Salisbury Road
- King Street, Twickenham
- Willesden High Road

Aspirational Town Centres

- Winchester
- Bermondsey St (London Bridge)
- Sauchiehall St – Glasgow
- Exhibition Road
- Hounslow High Street
- Ealing Broadway
- Kensington High Street



Street Image from Google Street View

Questionnaire Supplementary Responses – 4

Cyclist Environment

Community Stakeholders

- Currently, cycle infrastructure is poor, especially at Kilburn Lane / Ladbroke Grove junction and at the top of the railway bridge at proximity of Kensal Rise station (where cycle lane narrows)
- There is no strong cycling community at the moment
- Need appropriate cycle infrastructure along Chamberlayne Road / Kilburn Lane corridor to avoid cyclists riding on pavements
- Reallocate road space – reduce bus priority to increase cyclists safety.

Technical Stakeholders

- Currently, the area is not cycle friendly - road layout doesn't lend itself to promote
- It is recognised that road and footway widths govern what can be done (limited width on the corridor)
- Provide more and better cycle parking - on side-street, off the footway, on Kensal Rise station forecourt
- It is essential to find the balance between cycle and pedestrian facilities
- Need to determine what desire lines are for the surrounding area rather than squeeze substandard facilities in
- HGV are banned on a section of the corridor which is a positive.

Comparable Town Centres

- Winchester
- West End Lane / West Hampstead
- Lupus Street
- Ponders End, Enfield
- Ladbroke Grove
- Kilburn High Road
- Nothing Hill Gate

Aspirational Town Centres

- Bristol
- Embankment - Segregated lane
- Wandsworth Road
- Uxbridge Road, Shepherd's Bush
- Tavistock Place (pre-2016 scheme)



Street Image from Google Street View

Questionnaire Supplementary Responses – 5

Access for People with Disabilities

Community Stakeholders

- Very limited access to facilities despite station having a lift - but only for one platform
- Too short traffic lights phase for pedestrians and disabled to cross the road
- Pavements and steps need to be maintained
- Shops' access difficult for disabled.

Technical Stakeholders

- Area felt disconnected - not very well joined up
- Fairly accessible
- Limited step-free access to station and rail services with limited footway
- Currently disabled people have only accessible buses. It would be good if the rail would also be improved
- Care needs to be taken to ensure inclusive as well as accessible, especially when considering informal crossings
- Needs better crossings - consider the provision of an additional zebra crossing as the road is very busy
- More seating needed
- Topography a serious constraint.

Comparable Town Centres

- Kings Road
- Lavender Hill

Aspirational Town Centres

- Lamb's Conduit Street

Note: Out of the two Visioning Workshops, none of the attendees provided an example of aspirational place for people with disabilities



Street Image from Google Street View

Questionnaire Supplementary Responses – 6

Bus Services

Community Stakeholders

- Great bus options and services
- Review bus routes at a local and strategic scale to avoid bus services duplication and empty buses
- Reallocate road space and public realm to others street users as at the moment it feels like too much priority is given over to buses and their accommodation
- Reduce number of buses to achieve better traffic flow and improve air quality
- Provide real-time information (electronic display) for bus stop KR and KH.

Technical Stakeholders

- Frequent bus services and lots of bus stops available – Station Terrace is a clear place to wait for buses (interchange)
- Bus issues need to be addressed, reorganisation of standing space, better facilities at stops
- Improve bus infrastructure near Kensal Rise overground station
- Add lay-by on Chamberlayne Road instead of Station Terrace for through routes
- Access to buses is good but private frontage and footway space can limit access
- Investigate the possibility of making Chamberlayne Road buses only at mid-section
- Review parking along the length of the road to increase bus reliability.

Comparable Town Centres

- Putney bus / train station
- Muswell Hill
- Uxbridge
- Wood Green
- Eden Street, Kingston
- St John's Road, Clapham Junction
- Kilburn High Road
- Oxford Road

Aspirational Town Centres

- Walthamstow
- Harlesden / Station Road, Harrow
- Harlesden High Street



Street Image from Google Street View

Questionnaire Supplementary Responses – 7

Rail Services

Community Stakeholders

- Train services are good
- New entrance (i.e. old one) on-street is brilliant
- The low lying building is non-descriptive
- Provide a lift for the other platform
- Station name on the hill could be more architectural
- Would be good to make Station Terrace like the one at Kew Garden station.

Technical Stakeholders

- Easy access from either side of entrance
- Limited step-free access
- Provide lift and ramps at rail station
- High frequency services would be great
- Needs better presence. Gateway ! Needs to be celebrated as arrival point
- Improve wayfinding - new, clearer signage
- Needs to be treated as an interchange location with future changes in the area that may affect how people will travel
- Two entrances to station, not a lot can be done apart from smartening up the look of the station and for it to be part of public realm.

Comparable Town Centres

- Dollis Hill
- Willesden Junction
- Crouch Hill
- Brondesbury Street
- Camden High Street

Aspirational Town Centres

- Shoreditch High Street



Street Image from Google Street View

Questionnaire Supplementary Responses – 8

Functional Street

Community Stakeholders

- Too many businesses that require a lot of parking for goods and for which you need to park to shop
- Very dependant on TfL (buses) and Brent enforcing illegal parking
- More thought given to facilitate short term parking to encourage local shopping
- Review parking arrangements
- Ensure enforcement
- Parking dismal as priority given to buses, and not cyclists, residents or businesses.

Technical Stakeholders

- Works reasonably well given range of competitive domains
- Parking regime needs attention to ensure parking supply / arrangements are of maximum benefit to the community and not bus interest only
- Find a better balance between flow / place functions
- Improve loading facilities and investigate the opportunity to have deliveries timed at certain hours only due to limited space / volume of through traffic
- Pedestrianised certain areas if possible
- Remove on-street parking where bays are identified for shopkeepers use
- Integrating all elements / road users to ensure that a place is created but functionality is kept
- Investigate the opportunity to use side streets off Chamberlayne Road for parking, loading, taxis.

Comparable Town Centres

- Cricklewood Lane
- Richmond Town Centre
- Wembley High Road

Aspirational Town Centres

- Battersea Park Road
- Dalston High Road
- Green Lanes, Harringey
- Kensington High Street



Street Image from Google Street View

2. Drop-in Public Consultation Event

Brent Connects - Kilburn

The project team was first present the week before at Brent Connects – Kilburn to present the boards to the local community for the first time. The community forum took place at Queens Park Community School on Wednesday 15 June 2016 from 7pm to 9pm.

The event was well attended with approximately 30 people visiting.

A dedicated email address (urbanflow@kensalrise.co.uk) was created and available for local residents to send their comments directly to the project team.

Over the whole project period, 23 emails from 13 people were received, actively engaging and describing changes and opportunities for the corridor (see one of them opposite).



I am very excited to here you are working on improving the Kensal Rise High Streets. I would love to contribute my thoughts to the project. I don't know fully understand the scope so some of these may exceed the mandate.

First, I hope the project puts pedestrians first. When I think of this project I think mostly of the area on Chamberlayne Road around the Overground Station. This could be a beautiful High Street but unfortunately it has become a train/bus depot first and a local high street second. I would like to reverse the order.

More trees, more ground maintenance. Wide sidewalks and level crosswalks with traffic. I would even like a completely level area from Clifford Gardens to Harvist Road to give it a truly pedestrian feel.

I know we cannot remove the buses but they are overwhelming. They don't really fit. All the metal trailers along Station Terrace should be removed (how did they get there in the first place! Is this private land?) and all the busses should only stop there not at Tesco.

Remove the ugly TFL toilet facility. New steps.

Create a nice pedestrian atmosphere along Chamberlayne that flows to Station Terrace. Vintage street lighting, Kensal Village signage, benches and manicured gardens with daily street sweeping (what a wish list!), lots of bins (the garbage on the streets is incredible).

These changes would have an enormous impact on the community. Bring life to the high street, help the retailers and a clean, well maintained high street would encourage people to keep the rest of the neighbourhood clean.

I don't know if Chamberlayne is the best street to introduce bike paths, it is too thin and busy as is. I would widen pedestrian paths calm traffic and allow traffic and bikes to mix.

Good luck with the project, Paul

Public Drop-In Event Observations

The consultation event took place on Saturday the 25th of June 2016 from 10am to 4pm at Kensal Rise, next to Minkies Deli. The weather was mostly cloudy and windy in the afternoon.

The event was set up under the cover of a marquee with the five boards on display as well as a table with chairs for attendees to sit and write their comments.

The event was well attended with approximately 100 people actively engaging with the project team and another 150 people visiting and consulting the boards during the course of the day. A number of valuable one-to-one discussions took place throughout the day.

A total of 267 post-it were collected over the four questions asked to the public as well as an additional four A4 paper sheets with comments.

Most of those attending were residents of the local area who had received the leaflet or were informed of the event through social media (like Facebook or Twitter) the week before or even on the day. There were also a number of people who attended as they were in the area while the event took place.



Public Responses

What do you like?

- Great transport links on Chamberlayne Road corridor.
 - Frequent Bus Network
 - High frequency of overground services towards Clapham
- The amount of cafés and the café culture of the area
- The sense of community and diversity amongst the people in the area
- The shopping experience: small local retailers, independent businesses and boutiques
- Various gardens, trees and outside seating areas

What do you dislike?

- The amount of pollution and noise caused by traffic
- Lack of trees
- Potholes
- Too many cars and buses
- Antisocial behaviour
- Damaged / low quality pavements
- Constant road works
- Littering / Lack of rubbish collections and street cleaning / lack of bins
- Traffic flow and congestion
- Lack of parking and speeding enforcement
- Cycling on pavements / no space for safe cycling.

“Kensal Rise is great for transport links” Victoria

“I don’t feel safe myself cycling up this [Chamberlayne] Road”
China

“This could be a beautiful High Street but unfortunately it has become a train/bus depot first and a local high street second. I would like to reverse the order.”
Paul

“It’s a fantastic place to live with excellent public transport links, lots of places to eat and a good feel.” John

“The area has changed a lot over the past few years, and it needs an uplift, and change of feel to be more like a little town centre, in keeping with the local architecture.” Matthew

“The buses are noisy, cause significant vibration, cause significant damage to the road surface, discharge pollution and often cause the traffic to come to halt blocking roads.”
Jeremy



“These aspects [bus stop KR, Tesco deliveries, narrow footways] create an extremely unpleasant environment” Tom

Public Responses

“The space opposite [Tesco] is under-used and there must be an opportunity to rationalise this and create more space around the bus stop.” Tom

“I think station terrace could be a fantastic local amenity without (so many) buses.” Jeremy

“Allocate space for a Farmer’s Market ideally on the pedestrianised Station Terrace along the railway” Stine



What improvements would you like to see?

Traffic Management

- Reduce / discourage / eliminate traffic, especially diesel-fuel vehicles
- Encourage and incentivise low-emission and electric vehicles
- Taxi rank would be ideal
- Improve the road surface
- Slowdown of traffic
- Improve the roadworks so that potholes do not reappear as soon as they’ve finished / Better road repairs
- Narrow roads
- Stop rat run up Clifford Gardens
- Ban HGV Lorries
- Stop congestion outside Tesco
- Develop station terrace area for better traffic flow
- Fewer traffic lights
- Repair curb at Station Terrace

Parking

- Not enough parking bays
- Parking at Station Terrace
- No more than 2 parking permits per household

Servicing

- Lorries do deliveries only between 6-7 am or in evenings only.

Bus

- No buses looping past Kensal Rise Station
- Rationalise number of buses on Chamberlayne road / Less 452/52 buses
- Pay attention to buses on Chamberlayne Road and consider alternate routes
- Remove buses from Station Terrace / Abolish bus terminal / Remove bus layby extend bus garage to compensate for this
- Easy access for disabled people on buses
- Bus stops should be less frequently placed
- Less diesel and more hybrid / electric buses
- Smaller buses in non-rush hour to cut pollution
- Priority bus lane
- Buses should stop destroying road around Dagmar Gardens and Station Terrace
- Move bus stop on Kilburn Lane north / Protect Kilburn Lane bus stop
- Next bus indicator at Tesco bus stop
- More bus stops.

Cycling

- More cycle parking (especially at the upper station entrance / on the bridge)
- More cycle lanes
- Remove cycle paths by Tesco
- Chamberlayne Road north/south cycle way
- Make traffic lights for bikes/motorbikes

Pedestrians

- Should re design all of Station Terrace, make it more pedestrian friendly
- Pedestrianise Station Terrace
- Improve / repair / new pavements
- Need zebra crossings / More pedestrian paths
- Pedestrian lights and crossing at Harrow Rd / Ladbroke Grove
- Safer crossing on Kilburn Lane

Public Realm

- More greenery at back of station / More trees and open spaces / layered plants / More frequent weeding of side roads / More flowerbeds
- Design a pedestrianised area outside the Tesco / Partial pedestrianisation
- Sort area between shop fronts and pavement (curtilages) and declutter
- Recycling facilities and green space on Station Terrace
- Celebrate the diversity and creativity of the neighbourhood
- Outside Kensal Rise station would benefit from a more defined area i.e. gardens, shops.
- Station Terrace Island could be smartened up (improve gardens)
- New public area with less traffic.

Public Responses

What improvements would you like to see? (cont.)

Others

- o More public toilets
- o Introduce a Farah Charity Shop
- o More bins (x4)
- o Local shops by the bus station
- o Better air quality
- o Community brewery
- o Stop fly tipping / More street cleaning
- o Charity shop wants to put bicycle pop up repair container by station
- o Farmers market in Station Terrace area.

“The junction at Kilburn Lane and Buller Road needs improvements for drivers and pedestrians.”

Victoria

“More trees, more ground maintenance” Paul

“It [cycle lane] doesn’t connect in any logical manner and should be reduced or relocated” John

“Create a community garden space on the banks between Station Terrace and Chamberlayne Road” Stine

“Station Terrace must be a priority to be redesigned” Tom

“I think this section of Chamberlayne Rd as huge potential. The shops and cafes are independent and the area is a great focus for the residents of the area” Jeremy

“Create a nice pedestrian atmosphere along Chamberlayne Road that flows to Station Terrace. Vintage street lighting, Kensal Village singing, benches and manicured gardens with daily street sweeping ..., lots of bins.” Paul

Any other comments?

- Why is there parking on Chamberlayne Road?
- Do not cut down big trees
- Area outside station could be much improved if buses did not turn down there
- Could buses terminate at places other than the station terrace to ease congestion?
- Buses in residential roads?
- Why do so many buses travel up Chamberlayne Road?
- Think about local resident drivers
- What was the reason for putting a ‘no right turn’ at Dagmar Gardens?
- Please keep public toilets
- Residents will not accept the reinvention of the area to accommodate a re-designed layby
- The gentrification of it is enough, it will lose all its character
- Road digs should be coordinated between different agencies.



3. Station Terrace Businesses Engagement

Business Questionnaire Responses

Nature of Business

Most of the shops interviewed whom completed the questionnaire were in catering – 6 out of 11 shops (55%).

Retailers accounted for 2 of the premises out of the 11 interviewed (18%).

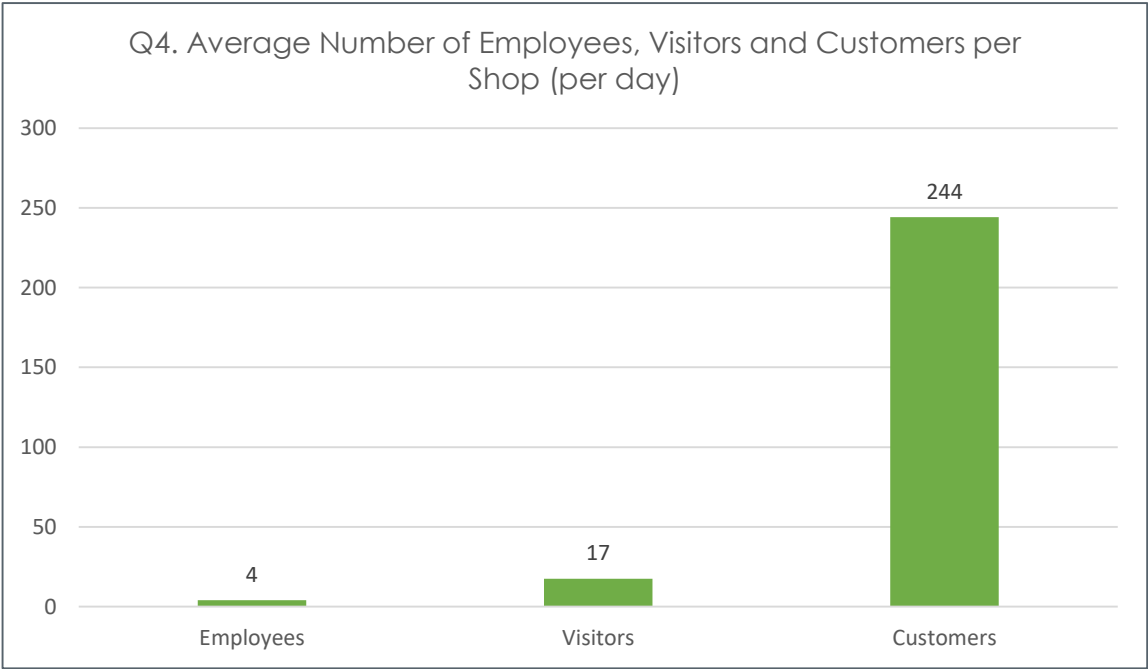
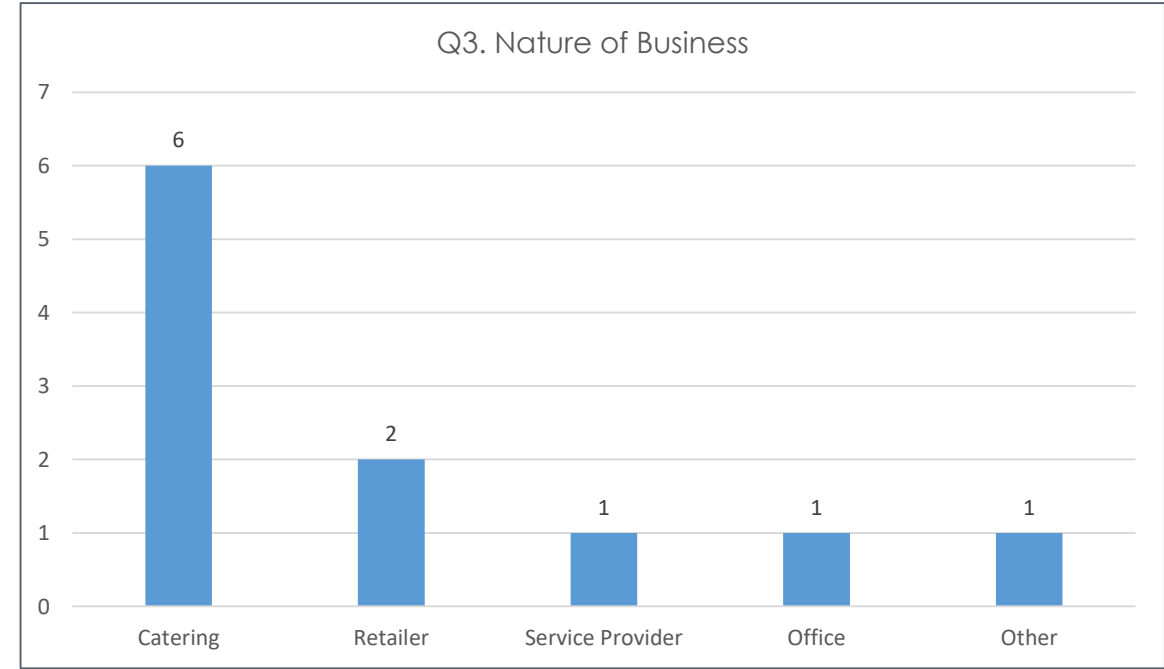
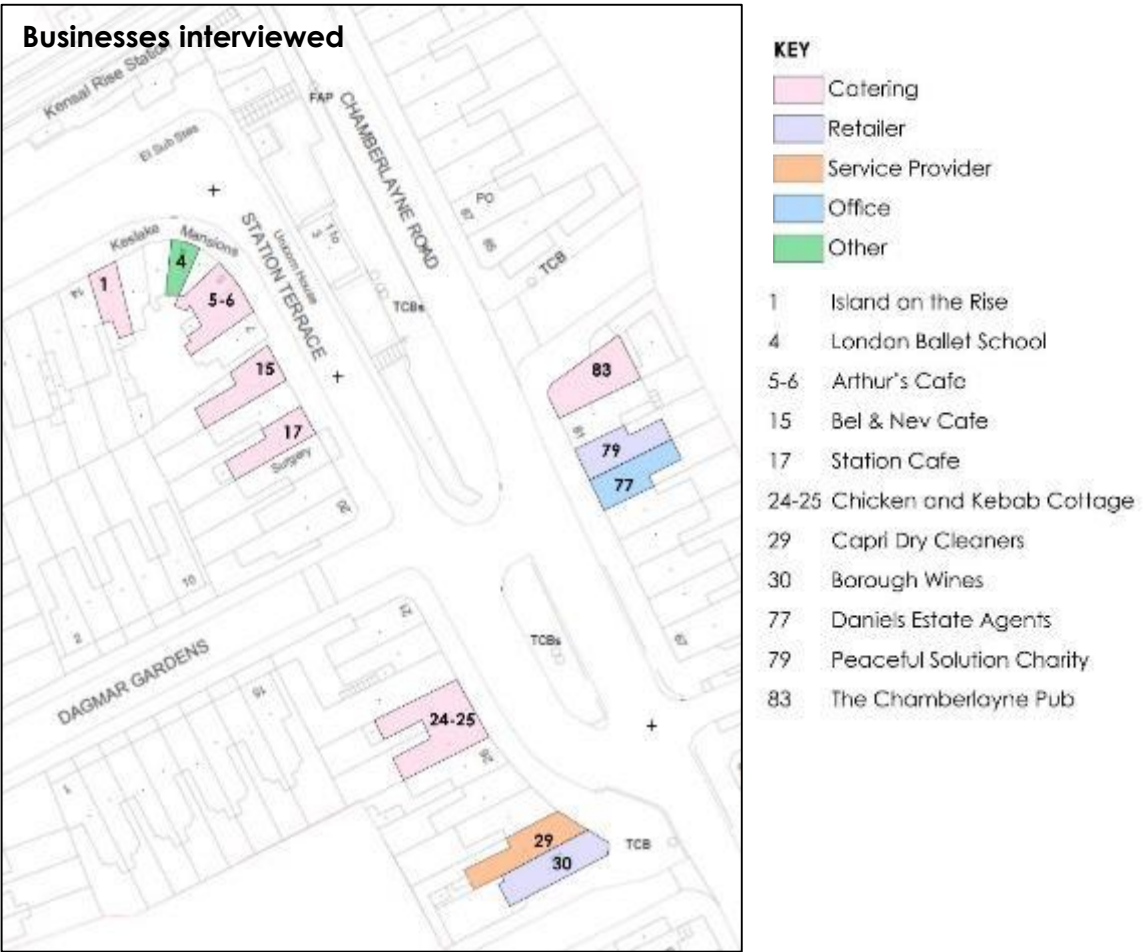
Service provider, office and other (dance school) accounted respectively for 9% (1 out of 11 shops).

Approximately how many employees / customers / visitors do you have?

On average per day, shops have 4 employees, 17 visitors and 244 customers (these data extrapolated from 11 business questionnaires only).

Out of the 11 businesses interviewed, the Chamberlayne pub and Steak House and Station Cafe accounts for the most employees (respectively 15 and 6) and the most customers (respectively 700 and 300-350).

Overall catering records an average of 6 employees, 3 visitors and 344 customers.

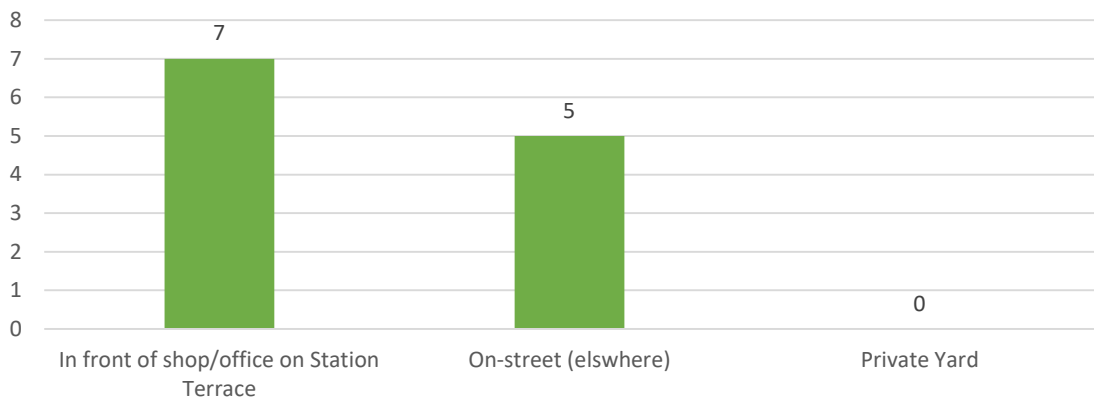


Business Questionnaire Responses (Q5, Q6 and Q7)

Where are deliveries or collections to your premises normally made?

Deliveries are mainly taken place in front of the shops on Station Terrace (58%) and on-street elsewhere (42%).

Q5. Deliveries Locations



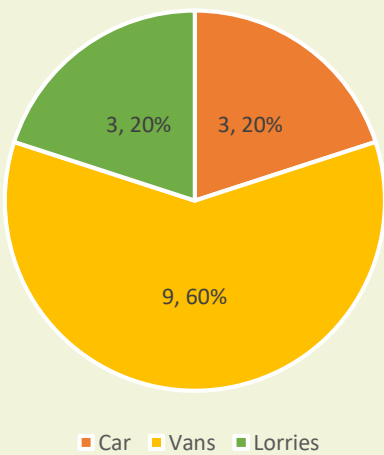
Q7. Which vehicle types are used for delivery / collection at your premises?

How are the good carried from the vehicle to your premises?

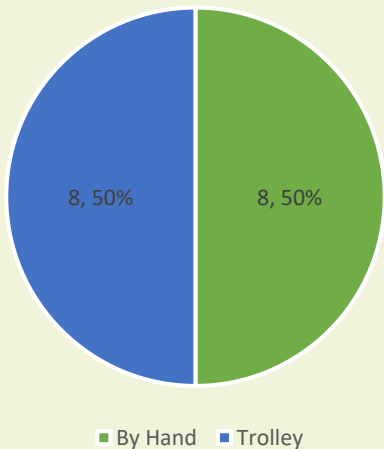
Vans account for most of the delivery vehicle in the local area with 60 % while car and lorries account for 20% respectively.

Goods are then transported between the vehicle and shops by either hand or trolley.

Q7. Type of Vehicle for delivery



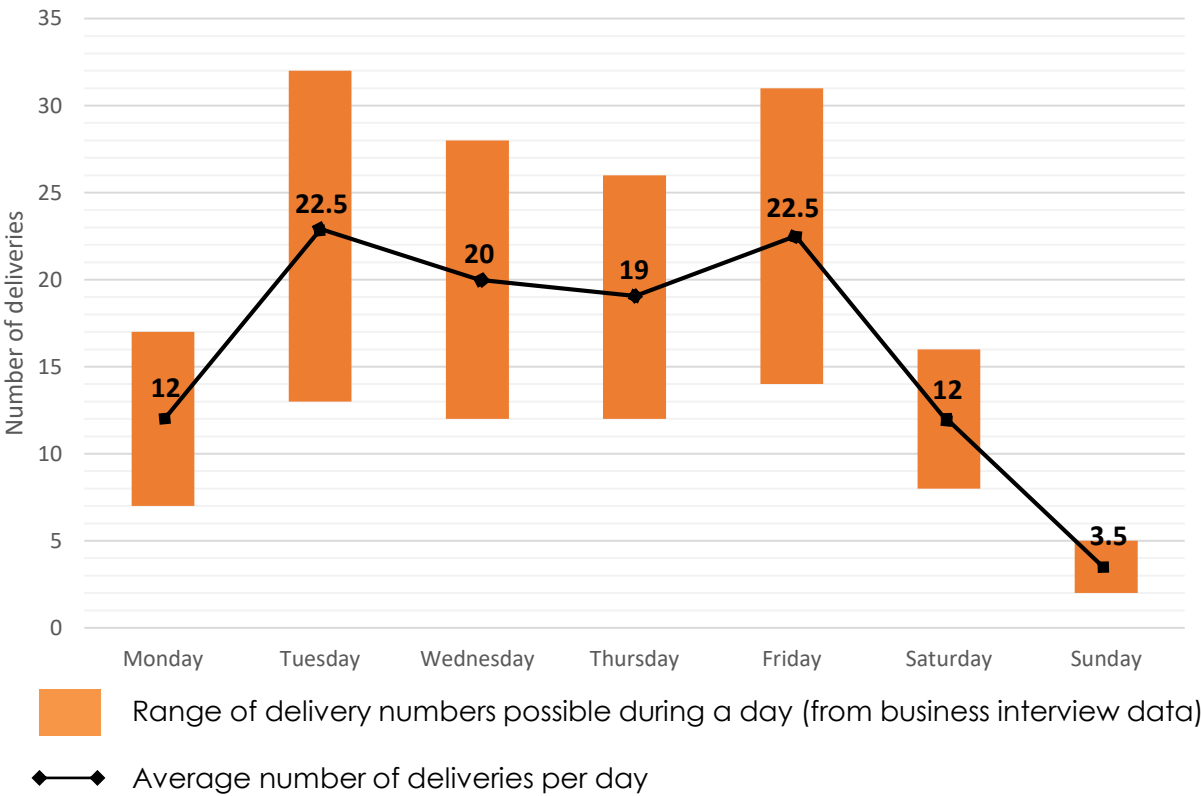
Q7. Ways Goods are carried between vehicles and premises



Where are deliveries or collections to your premises normally made?

Delivery number is at its highest on Tuesday and Friday (average of 22.5 deliveries per day) whilst Sunday is the lowest (average of 3.5 deliveries per day).

Q6. Number of Deliveries (per day)



Out of the 11 businesses interviewed, Peaceful Solutions Charity is the one recording the highest number of deliveries (every day and up to 10 on Thursday, Friday and Saturday).

On the other hand Borough Wines and Daniels Estate Agents expect deliveries only once a week.

Business Questionnaire Responses

Are there any improvements that could be made to deliveries and servicing to your premises?

- Parking isn't always available and due to bus movements it is not always possible to park for loading
- Buses and Tesco deliveries together block out Station Terrace
- Provide more loading bays as there are currently no loading bays
- Allowing short stops for delivery and servicing
- The pavement is in a very poor state
- Significant number of buses coming through Station Terrace all the time.
- Loading bays and half hour visitors parking bays
- Provide parking spaces outside premises.

Where do your customers park?

- There is a “huge” shortage of customer parking - there is no parking space so wherever they can
- In front of the shop
- Street nearby
- Side roads
- Pay and Display bays
- Pay and Display on Dagmar Gardens and Chevening Road
- All over Kensal Rise and the corridor
- Wherever they can - sometimes as far as Kempe / Keslake Road
- Customers of the Chicken Cottage shop are mainly locals while some take away while waiting for their bus
- Most customers are local and use residents bays on nearby roads but the new 'no right turn' onto Bolton Gardens issue upset a number of customers.

Are there any improvements that could be made to customer parking?

- Provide more parking
- Reduce space accommodating buses (lay-by)
- Improve accessibility to premises i.e. disabled parking
- Extend the permitted stay duration for customer parking
- Reduce cost of parking / make it free
- Provide a loading or parking bay for at least 20 minutes parking
- Provide short-stay parking spaces on Station Terrace (possibly 20 minutes free parking would be good for local businesses)
- Provide residents parking six days a week and half-hour visitors bays (like Westminster).

Other comments

- The number of buses is very high and the space to accommodate them is significant which makes it difficult to walk around Station Terrace which can affect business.
- The exhaust fumes from both buses and the large number of Tesco delivery vehicles is not pleasant.
- A pedestrian zone would be welcome so would be the removal of the public toilet.
- Additional bike and moped parking spaces would be good
- Provide more parking / Pay and Display areas
- Business owners to get subsidised parking especially if they are also Brent residents.
- For the Chicken Cottage shop, “having the bus stop further away from the shop will affect our business”
- “The buses are quite dangerous as the road is narrow. Also a lot of children attend my business (London Ballet School) and there are no speed bumps so cars and buses are quite fast around the bend”.

4. Project Promotional Material

Event Promotional Materials

In order to raise awareness of the consultation event a range of promotional materials were prepared.

Leaflets and Posters

Leaflets were delivered to approximately 10,000 local residents informing them of the location and date of the event.

Posters of the same design as the leaflets were printed to display on the day of the event.



Brent Website

In addition to the posters and leaflets, a new dedicated page detailing Chamberlayne Road Public Realm Improvement Study was produced. The website address was included on the leaflets whilst the website contained details of the consultation event as well.

<https://www.brent.gov.uk/chamberlayneroad>

Chamberlayne Road

In partnership with Transport for London (TfL), we have appointed a project team to prepare concept design proposing ways to improve the public realm and movement conditions for people in the Kensal Rise area.

The Chamberlayne Road public realm study includes the length of Chamberlayne Road / Kilburn Lane from Whitmore Gardens to Harrow Road and including Station Terrace.

Output from the study will form the basis of a bid for future funding from TfL's Local Implementation Plan (LIP) or Major Scheme programmes. This funding is essential for the civil engineering works associated with a proposed programme.

The study is programmed to run for four months.

A public drop-in session will be held on Saturday 25 June from 10am to 4pm on Chamberlayne Road, adjacent to Minkies Deli, NW10 5RQ.

For more information about the study read the questions and answers below. If you have any comments, let us know by sending them to kensalrise@urban-flow.co.uk.

More general comments about Kensal Rise can be sent to transportation@brent.gov.uk.

- ▶ What is the Chamberlayne Road Public Realm Improvement Study?
- ▶ What is public realm?
- ▶ What is meant by concept design?
- ▶ What areas are included in the study?
- ▶ How long will this study take?
- ▶ What will happen once the study is complete?
- ▶ How much is it costing?
- ▶ Could the money not have been spent elsewhere within the area?
- ▶ Will the public get a chance to provide their views on the public realm design?
- ▶ Who are the consultants delivering the study?
- ▶ Will the scheme include provision for cyclists and pedestrians?
- ▶ Will you be considering the needs of wheelchair users, the visually impaired and people using prams?
- ▶ What happens to my feedback once it is received?
- ▶ I can't make the events can I send my comments to you?
- ▶ What about other issues regarding Kensal Rise?

Facebook Page

Following the Community Stakeholders Visioning Workshop, residents' association advertised the drop-in event on Facebook encouraging residents to attend the event and give their point of views.

<https://www.facebook.com/groups/collegeroadresidents/>



Frequently Asked Questions (FAQs) and Business Questionnaire

FREQUENTLY ASKED QUESTIONS

What is the Chamberlayne Road Public Realm Improvement Study?

The Chamberlayne Road Public Realm Improvement Study is working towards the preparation of a concept scheme design for public realm and movement improvements in the Kensal Rise area.

More specifically, it will look to provide improvements along the length of Chamberlayne Road/Kilburn Lane from Whitmore Gardens to Harrow Road and including Station Terrace. Along with the public realm, it will consider improvements for pedestrians, cyclists, bus and rail users.

What is public realm?

Public realm is defined as any publicly owned streets, pathways, right of ways, parks and publicly accessible open spaces. Public Realm features include paving, lighting, planting, seating, signage and public art.

What is meant by concept design?

The Council has funding sufficient at present to investigate issues, consult with local people and identify the measures which may address those issues. Those issues will be tested for initial feasibility and subsequently presented to Transport for London (TfL) as concept designs for possible further development funding for detailed design.

What areas are included in the study?

The Chamberlayne Road corridor is that section of road from Chamberlayne Road/Kilburn Lane from Whitmore Gardens to Harrow Road and including Station Terrace. Other than the Station Terrace area it does not include the adjoining side roads.

How long will this study take?

The consultation and concept design preparation work is scheduled to run from May 2016 to August 2016.

What will happen once the study is complete?

The outputs from the study are intended to form the basis of a bid for future funding from TfL's Local Implementation Plan (LIP) or Major Scheme programmes to finance the design and civil engineering work associated with a proposed scheme.

How much is it costing?

Brent Council with funding from Transport for London (TfL) have committed up to £42,000 for the study.

Could the money not have been spent elsewhere within the area?

Brent Council has received funding from TfL specifically for the public realm study. There is not an option to use this funding for any alternative causes within the area.

Will the public get a chance to provide their views on the public realm design?

The aspirations and comments of local people, community groups and businesses will help shape the design of the proposed scheme. A public event will be held on Saturday 25 June from 10am-4pm on Chamberlayne Road, adjacent to Minkies Deli, NW10 5RQ where members of the project team will be available to get feedback and answer questions.

Who are the consultants delivering the study?

Brent Council has appointed Urban Flow, BDP and DECK Social to carry out the study.

There will be a strong focus on community engagement as well as design solutions and the project team have a proven track record working on similar studies including; Deptford High Street, Catford Broadway, The Parade in Watford, and Baldock in Hertfordshire.

Will the scheme include provision for cyclists and pedestrians?

Improving accessibility for pedestrians and cyclists along the route is a central objective and will be carefully considered alongside the needs of all users.

Will you be considering the needs of wheelchair users, the visually impaired and people using prams?

Yes, we will be actively consulting with disability groups to best understand their concerns and aspirations related to the area.

What happens to my feedback once it is received?

Any comments received, either through informal correspondence or as part of the public events, will be considered by the project team. Where appropriate, we will refine the design in response to the feedback we receive from consultation, as well as incorporating any mitigation and design changes to respond to the findings of the environmental assessment work.

Following the consultation period, we will continue to refine the concept design until submission to Brent Council. Details of the consultation process and changes made to address comments and feedback will be published in September 2016.

I can't make the events can I send my comments to you?

Yes, comments on the study can be sent to kensalrise@urban-flow.co.uk

What about other issues regarding Kensal Rise?

General comments about Kensal Rise can be sent to transportation@brent.gov.uk



KENSAL RISE BUSINESS QUESTIONNAIRE

Brent Council in partnership with Transport for London (TfL), have appointed a project team to prepare concept design proposing ways to improve the public realm and movement conditions for people in the Kensal Rise area. The Chamberlayne Road public realm study includes the length of Chamberlayne Road/Kilburn Lane from Whitmore Gardens to Harrow Road and including Station Terrace.

Output from the study will form the basis of a bid for future funding from TfL's Local Implementation Plan (LIP) or Major Scheme programmes. This funding is essential for the civil engineering works associated with a proposed programme. The study is programmed to run for four months.

We would like your help in identifying issues for you and our business which you feel may be addressed as part of this work. Please consider the questions on the following pages.

For more information about the study, read the Frequently Asked Questions on the back.

If you have any comments about the study, let us know by sending them to kensalrise@urban-flow.co.uk.

More general comments about Kensal Rise can be sent to transportation@brent.gov.uk.

1 BUSINESS NAME	8 ARE THERE ANY IMPROVEMENTS THAT COULD BE MADE TO DELIVERIES AND SERVICING TO YOUR PREMISES?																																
2 CONTACT INFORMATION Name: Telephone number: Email Address:	9 WHERE DO YOUR CUSTOMERS PARK?																																
3 NATURE OF BUSINESS a) Retailer <input type="checkbox"/> c) Catering <input type="checkbox"/> e) Other <input type="checkbox"/> b) Service Provider <input type="checkbox"/> d) Office <input type="checkbox"/> (Please specify)	10 ARE THERE ANY IMPROVEMENTS THAT COULD BE MADE TO CUSTOMER PARKING?																																
4 APPROXIMATELY HOW MANY EMPLOYEES/CUSTOMERS/VISITORS DO YOU HAVE (WEEKDAY AND WEEKEND IF RELEVANT)? Employees Visitors Customers	11 OTHER COMMENTS																																
5 WHERE ARE DELIVERIES OR COLLECTIONS TO YOUR PREMISES NORMALLY MADE? (TICK ALL THAT APPLY) a) Private Yard <input type="checkbox"/> b) In front of shop/office on street (see map) <input type="checkbox"/> c) On street (elsewhere) <input type="checkbox"/>																																	
6 APPROXIMATELY HOW MANY DELIVERIES/COLLECTIONS TO YOUR PREMISES ARE THERE PER WORKING DAY? <table border="1"><thead><tr><th></th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr></thead><tbody><tr><td>1-2</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>3-5</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>5-10</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>		Mon	Tue	Wed	Thu	Fri	Sat	Sun	1-2								3-5								5-10								
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7 WHICH VEHICLE TYPES ARE USED FOR DELIVERY/COLLECTION AT YOUR PREMISES? a) Car <input type="checkbox"/> b) Van <input type="checkbox"/> c) Lorries <input type="checkbox"/> How are the goods carried from the vehicle to your premises? a) By hand <input type="checkbox"/> b) Trolley <input type="checkbox"/> c) Other (please specify) <input type="checkbox"/>																																	

Consultation Boards – What's Happening

Five consultation display boards were prepared for the consultation event to help inform the public of the study and provoke discussion with those attending the event.

