

SLOUGH BOROUGH COUNCIL

REPORT TO: Cabinet **DATE:** 16th July 2012
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PORTFOLIO: Councillor James Swindlehurst, Commissioner for Neighbourhoods & Renewal

PART I

KEY DECISION

HIGHWAY CHANGES IN CHALVEY

1 Purpose of Report

The purpose of this report is to detail the results of the recent public consultation on the experimental highway changes in Chalvey that were completed in February 2012. It is Cabinet's responsibility to decide the outcome of this experimental project, and to decide which of the roads involved should remain one-way permanently, and which should return to two-way operation.

In November 2009 the council consulted residents of Chalvey to identify the most important priorities for the council to address in the context of the Chalvey Regeneration Project. The top three priorities identified by respondents to this consultation were:

- 1st "Better parking for residents and local shoppers"
- 2nd "Improvements to the look of streets and open places"
- 3rd "Changes to roads to deter rat running and reduce accidents"

The report also highlights a number of concerns and technical issues identified during the public consultation, that will need to be addressed depending on the decisions made.

2 Recommendation(s)/Proposed Action

Officers have not recommended which roads should remain one-way, and which should return to two way operation. Given the range of responses received it has not been possible to identify an undisputed preferred outcome, for any of the roads involved. Therefore these are political decisions, rather than technical decisions. Cabinet should take into account all the evidence gathered during the public consultation in making their decisions in respect of each of the roads involved. Key decisions:

- **Should Chalvey Road West remain one-way or return to two-way operation?**
- **Should Chalvey Road East remain one-way or return to two-way operation?**
- **Should Ledgers Road remain one-way or return to two-way operation?**
- **Should Ragstone Road remain one-way or return to two-way operation?**

The decisions made by Cabinet will necessitate either the making of permanent traffic regulation orders, or the rescinding of the existing experimental orders in respect of each of the roads involved.

As a result of testing the layout as a live experiment, and as part of the consultation feedback a number of concerns and technical issues were identified, which will need to be addressed depending on the decisions made. Therefore the following recommendations are conditional:

- **Regardless of the outcome:**
 - 1) Work with the local community to finalise the design of the permanent solution;
 - 2) Consider lowering the classification of the roads through Chalvey;
 - 3) Review direction signage in and around Chalvey to discourage through traffic;
 - 4) Review the pedestrian crossing points of all arms of the junction underneath the railway bridge, especially Ledgers Road, to ensure adequate visibility and promote safety of pedestrians;
 - 5) Introduce a 20mph zone covering Chalvey Road West, Chalvey Road East, Ledgers Road (and its side roads), Montem Lane (and its side roads), Ragstone Road, Martin Road, College Avenue, The Crescent, and King's Road.
- **If Chalvey Road West remains one-way:**
 - 6) Consider introduction of bus contra-flow to facilitate improved bus services and improve access for emergency services;
 - 7) Review the pedestrian crossing on the road hump between Alexandra Place and King Edward Street, to improve visibility and also consider installing a Zebra Crossing at this location;
 - 8) Review the junction of High Street, Chalvey Road West and Church Street to clarify who has priority, and to assist right turns from High Street into Chalvey Road West;
 - 9) Retain cycle contra-flow, but review the design to improve compliance and safety for cyclists, for example provision of coloured surfacing.
- **If Chalvey Road West returns to two-way operation:**
 - 10) Provide as much formal parking as feasible for the benefit of the local businesses and their customers – at the time of writing the feasibility of retaining parking on the northern side of Chalvey Road West is unproven, and there is a risk that this parking would have to be removed if two-way operation was restored;
 - 11) Consider measures to prevent Chalvey Road West being re-established as a significant through route.
- **If Chalvey Road East remains one-way:**
 - 12) Consider introduction of bus contra-flow to facilitate improved bus services and improve access for emergency services;
 - 13) Retain cycle contra-flow, but review the design to improve compliance and safety for cyclists, for example provision of coloured surfacing.
- **If Chalvey Road East returns to two-way operation:**
 - 14) Provide as much formal parking as feasible for the benefit of the local businesses and their customers – at the time of writing the feasibility of retaining parking in Chalvey Road East is unproven, and there is a risk that all the parking in Chalvey Road East would have to be removed if two-way operation was restored;
 - 15) Consider measures to prevent Chalvey Road East being re-established as a significant through route.

- **If Ledgers Road remains one-way:**
 - 16) Provide traffic calming to slow traffic;
 - 17) Review the design of the junction with Montem Lane;
 - 18) Extend the double yellow line across the front gate of the Methodist Church, to provide access for funeral vehicles, and at the same time extend the parking bay on the western side of Ledgers Road northwards by an equivalent distance, so there is no net reduction in parking for residents;
 - 19) Provide as much formal parking as feasible for the benefit of local residents
 - 20) Review the southern entrance to Hillside with a view to introducing additional parking;
 - 21) Retain cycle contra-flow, but review the design to improve compliance and safety for cyclists, for example provision of coloured surfacing.
- **If Ledgers Road returns to two-way operation:**
 - 22) Provide as much formal parking as feasible for the benefit of local residents – noting that restoring two-way operation is likely to result in reduced parking provision;
 - 23) Provide parking restrictions to ensure footways and driveways are not obstructed by parked vehicles;
 - 24) Consider measures to prevent Ledgers Road being re-established as a significant through route.
- **If Ragstone Road remains one-way:**
 - 25) Review the junctions with Martin Road, College Avenue and King's Road and in particular which road should have priority at these junctions;
 - 26) Review traffic calming and remove the crooked speed cushions;
 - 27) Reverse the one-way operation of College Avenue and Martin Road to improve access to College Avenue, Martin Road, and the northern end of Ragstone Road, and also to resolve concerns over visibility at the junction of Martin Road with Chalvey Road East;
 - 28) Provide as much formal parking as feasible for the benefit of local residents;
 - 29) Retain two-way access to Kings Road and the three places of worship, and ensure the detailed design does not interfere with access to the three places of worship;
 - 30) Retain cycle contra-flow, but review the design to improve compliance and safety for cyclists, for example provision of coloured surfacing.
- **If Ragstone Road returns to two-way operation:**
 - 31) Provide traffic calming to ensure safety around the school entrance;
 - 32) Provide as much formal parking as feasible for the benefit of local residents – noting that restoring two-way traffic would result in significantly reduced parking provision;
 - 33) Provide parking restrictions to ensure footways and driveways are not obstructed by parked vehicles
 - 34) Consider measures to prevent Ragstone Road being re-established as a significant through route.

3 **Sustainable Community Strategy Priorities**

- **Health and wellbeing**

Regeneration in Chalvey is the Council's response to the identified needs of the area, which suffers from high levels of deprivation ranking amongst the 10% most deprived in the South East Region. Significant progress has already been made, with a new Early Years Centre, and a new community hub providing a number of new community facilities including a library and adult learning facilities.

- **Safer Slough**

A number of accidents involving pedestrians were recorded in 3 years prior to the start of the experiment, including on designated crossing points and near to local schools. Standing traffic increases the difficulty of pedestrians to cross busy road junctions, and by working to address these issues the safety and wellbeing of residents can be supported while the environmental quality of the area can be improved, both aesthetically and in terms of pollution.

- **Regeneration and environment**

Another of the stated aims of the regeneration is the improvement of the urban environment which can be achieved in part by reducing congestion and standing traffic. The declaration of an Air Quality Management Zone along the town centre section of the A4 has been made necessary by increased volumes of traffic and congestion. In this location the increased pollution is being addressed by improvements to the road network around the former Brunel roundabout and investment in smart technology to manage traffic flow. Due to the previous road layout in Chalvey and the complexity of some of the junctions standing traffic used to be a common feature, which not only increased pollution output but presented difficulties for residential traffic.

- **Economy and skills**

Regeneration taking place in a number of areas of the town, coupled with continued investment in education, skills training, parks and open spaces and key public services all contribute to individual wellbeing and personal development. The quality of the townscape influences the propensity of businesses to locate in Slough, so efforts to make the town more attractive will also have positive effects on the local economy.

4 **Other Implications**

- (a) **Financial**

As part of the Chalvey Roads project, the council has implemented a range of permanent improvements, alongside the experimental measures.

Those measures that are purely experimental may have to be removed or changed depending on Cabinet's decisions. The cost of the purely experimental measures is approximately £93,000. These include the one-way systems in Ledgers Road, Ragstone Road, and Chalvey Road East and West – notably the build outs, traffic islands, signage (including illuminated signs), and cycle contra-flow.

The permanent improvements that have been implemented alongside the experimental measures represent a significant investment in Chalvey regardless of the outcome of the experiment. The cost of these permanent improvements is approximately £384,000. These permanent improvements include, for example:

- The new parking outside Ambala;
- Removal of traffic lights at either end and in the centre of Chalvey Road West.

- The widened footway at the northern end of Ragstone Road to provide a safer route to the school entrance;
- The road table in the centre of Chalvey Road West;
- Drainage repairs that were identified during the works;
- Bridge painting;
- The resurfacing of the carriageway in Chalvey Road West;
- Footway resurfacing on the north side of Chalvey Road West, alongside Heer's Chemist;
- Modifications to the approaches to Three Tuns crossroads to ease movement of traffic at the left hand turn;
- Planters;
- Christmas Lights.

There are contributions from a number of budgets, including Chalvey Regeneration, routine maintenance, traffic management, and traffic signals maintenance.

The cost some of the works is relatively high due to the method of delivery. Ordinarily a design would be developed and completed, and a cost calculated and agreed according to the volume of work required. The Chalvey scheme was delivered very quickly, and there were numerous changes to the design in response to feedback from the community. This meant that much of the civil engineering needed to deliver the scheme was delivered on the basis of day-works rates for the operatives involved.

(b) Risk Management

<i>Recommendation</i>	<i>Risk/Threat/Opportunity</i>	<i>Mitigation(s)</i>
<i>Key decisions in respect of Chalvey Road West, Chalvey Road East, Ledgers Road and Ragstone Road</i>	<i>Parts of the community will be disappointed regardless of the decisions made. This could undermine efforts to deliver the permanent solution. The disappointed part of the community might not accept the decisions made, and continue to campaign for their favoured outcome.</i>	<i>Cabinet should take account of all the evidence gathered as part of the public consultation, and make measured and reasoned decisions for each of the roads involved.</i>
<i>Detailed conditional recommendations relating to the concerns raised</i>	<i>The detailed design may not address the various concerns raised.</i>	<i>The detailed design should be completed in consultation with the local community, to ensure the best possible permanent solution.</i>

(c) Human Rights Act and Other Legal Implications

No Human Rights Act implications.

Various experimental Traffic Regulation Orders made under the Road Traffic Regulation Act 1984, as detailed in various reports to Cabinet. The experimental procedure is as follows:

- The council makes the orders and implements the experimental measures;
- For the first 6 months the council is legally obliged to consider any objections;

- The council then has a further 12 months to decide whether to make the measures permanent, or rescind the experimental orders and return the roads to how they were.

The experimental orders were made in August 2011. The council is obliged to consider any objections received up to February 2012. The council must decide before February 2013 whether to make any of the measures permanent, or whether any of the roads should return to two-way operation.

Mindful of the fact that the legal process is not widely understood, and that it took some time to deliver the experimental measures on the ground, the council has undertaken an extensive public consultation in Spring 2012, to ensure that everyone within the Chalvey community has adequate opportunity to have their say.

Cabinet's decisions will necessitate either the making of permanent orders, or the rescinding of the existing experimental orders, in respect of each road involved.

(d) Equalities Impact Assessment

The EIA has been drafted to assess the potential impact of the experimental measures, and also to inform the second phase of public engagement. The EIA is included as Annex A to this report. An analysis of the equalities and diversity information returned with questionnaire responses is included as Annex B.

5 Supporting Information

History of the Chalvey Roads project

- 5.1 In November 2009 the council consulted residents of Chalvey to identify the most important priorities for the council to address in the context of the Chalvey Regeneration Project. The top three priorities identified by respondents to this consultation were:
 - 1st "Better parking for residents and local shoppers"
 - 2nd "Improvements to the look of streets and open places"
 - 3rd "Changes to roads to deter rat running and reduce accidents"
- 5.2 Officers began to develop possible solutions early in 2011. These options were developed in consultation with the traffic sub-committee of the Chalvey Forum. Officers met this group in February 2011 to review the most pressing concerns and to discuss, in principal, the kind of solutions that might be appropriate and acceptable to the community. The discussion included suggestions from the consultation in 2009, including road closures and one-way systems, and these were considered by those present to be appropriate options for consideration. It was acknowledged by both officers and the Forum that all options – including doing nothing – carried advantages and disadvantages.
- 5.3 This initial consultation and feasibility work by officers resulted in three options being tabled to Cabinet on 31st May 2011, seeking approval to undertake further consultation with residents' groups to identify a preferred option by consensus.
- 5.4 Following Cabinet's approval, on 15th June 2011 the Commissioner and officers met with approximately 40 members of the Chalvey community. The options were presented. All those present were able to ask questions about the options, and to make new suggestions. This meeting was dominated by members of the business community, many of whom are also residents of Chalvey, who expressed concern that any change to the road network in Chalvey would be detrimental to their business interests.
- 5.5 The Commissioner and officers subsequently met and corresponded with a range of individuals and residents' groups. It was not possible to achieve a consensus on a

preferred option, as had been anticipated by Cabinet on 31st May 2011. Responses to the options varied considerably among different groups and individuals.

- 5.6 The situation was reported to Cabinet on 18th July 2011. Cabinet approved the implementation of the following measures on an experimental basis:
- Closure and pedestrianisation of Chalvey Road West;
 - One-way operation of Chalvey Road East, Ledgers Road and Ragstone Road.
- 5.7 Cabinet gave a degree of flexibility to officers, in consultation with the Commissioner, to be able to respond to feedback from the community, and the impact on the surrounding road network. The choice of the experimental procedure was intended to allow the community to experience the proposed measures at first hand, with their advantages and disadvantages, and provide feedback to the council before any decision is made to make a permanent change.
- 5.8 Cabinet was updated on 19th September 2011, by which time works to implement the experimental measures were in progress. A protest led by members of the business community on 11th August 2011 resulted in the closure and pedestrianisation of Chalvey Road West being put on hold, and a one-way system being implemented in Chalvey Road West instead. Cabinet's decision on 18th July gave flexibility *"to be able to respond appropriately to both the impact on the Highway network, and any representations made"*. The decision not to pedestrianise Chalvey Road West was possible because of the flexibility afforded by Cabinet. The protest and subsequent discussions with the protest leaders made it clear to the council that pedestrianisation was not welcome, and so in response to this a compromise was made to the original scheme.
- 5.9 In October 2011, an information leaflet was delivered to every household in Chalvey between the A4, M4, Windsor Road and Tuns Lane, describing the experimental scheme.
- 5.10 Cabinet was updated again on 12th December 2011. By this time one-way systems had been implemented in Chalvey Road West, Chalvey Road East, Ledgers Road and Ragstone Road, although at this stage the physical works had not yet been completed in all these roads. Thames Water working in the area and the council needed to wait until Thames Water had finished before completing its own works. Thames Water's works caused significant disruption within the community at the time, and many people were very unhappy with the length of time taken by Thames to complete their works. Some of the initial reaction to the council's experimental measures may have been influenced by the difficulties caused by Thames Water's works.
- 5.11 The experimental works were completed in Chalvey by the end of February 2012.

Experimental measures

- 5.12 Experimental measures have been implemented as follows:
- Chalvey Road West: one-way eastbound (towards the railway bridge) with a contra-flow cycle lane and new parking.
 - Chalvey Road East: one-way westbound (towards the railway bridge) between College Avenue and Ragstone Road, with a contra-flow cycle lane, and new parking.
 - Ledgers Road: one-way northbound (away from the railway bridge) between Chalvey Road West and Montem Lane, with a contra-flow cycle lane and formalised parking for residents.
 - Ragstone Road: one-way southbound (away from the railway bridge), between Chalvey Road East and King's Road, with a contra-flow cycle lane, formalised

parking for residents, and a wide shared pedestrian/cycle surface between the railway bridge and the entrance to Slough and Eton College.

- A new give-way junction at High Street / Church Street / Chalvey Road West to suit the one-way operation of Chalvey Road West.
 - A new give-way junction underneath the railway bridge to suit the one-way operation of Chalvey Road East, Chalvey Road West, Ledgers Road and Ragstone Road.
- 5.13 The one-way systems were implemented on an experimental basis to enable the community to experience the measures at first hand before providing feedback to the council.

Public engagement

- 5.14 In March 2012 the council launched a wide scale public consultation in Chalvey to obtain as much feedback from the community as possible. The main catchment area for the consultation was the area between the A4, M4, Windsor Road and Tuns Lane. The consultation has included:
- Questionnaires posted to every address in the catchment area – where permissible, questionnaires were individually addressed to electors to increase the likelihood of people responding;
 - Signs were installed on site;
 - Press releases;
 - Articles in Citizen;
 - A reminder leaflet hand-delivered to all addresses within the catchment area;
 - Public meetings with the roads most directly affected;
 - A public exhibition to which everyone within the catchment was invited;
 - Direct approaches to community groups within Chalvey;
 - A dedicated “Chalvey Roads” e-mail address and telephone number were established;
 - Information was posted on the council’s website;
 - An online survey.
- 5.15 In addition to the council’s own consultation effort, a number of petitions have been received, and many individuals have written to the council to express their views. All the feedback received has been included in this report, and is described below.

Consultation results – coverage and response rate

- 5.16 The catchment area for the consultation was the area between the M4, A4, Tuns Lane and Windsor Road. This is the area that is most affected by the experimental measures. It is acknowledged that residents from outside this catchment area are also affected – for example commuters that use Chalvey as a through route, visitors, shoppers, etc. The publicity for the consultation extended beyond the boundaries of the catchment area, and feedback was encouraged from anyone outside the catchment area who showed an interest.
- 5.17 For all previous traffic and transport consultations, one questionnaire is provided to each household. However previous consultations have only attracted a very low response rate – typically around 5%. As mentioned above, to try to improve the response rate, questionnaires were posted to individual electors within the catchment area, where their names and addresses were available to the council for this purpose. For any property where the electors’ details were unavailable, the

questionnaire was posted to “The Occupier”. For business premises, a single questionnaire was posted to “The Manager”. A panel was included in a number of different languages known to be spoken within the Chalvey community, offering a translating service.

- 5.18 To be consistent with previous traffic and transport consultations, the results are first of all counted by property. As the information is available the results are then counted by individual. It is evident from the results that for each question, over 90% of households returned an identical response within the household. This suggests that the previous approach of providing one questionnaire for each household is quite appropriate. There is also evidence of collaboration between households, for example officers discovered 13 questionnaires with identical responses, including identical comments, returned from 3 different addresses.
- 5.19 Chalvey has a relatively high density of HMO properties compared to other areas in Slough.
- 5.20 The catchment area contains 3,444 properties in 60 roads. Responses were received from 561 properties within the original catchment area. This represents a response rate by property of 16%. Responses were also received from 54 properties outside the catchment area, including responses from Cippenham, Langley, Britwell, Colnbrook, Upton, Manor Park, Burnham, Datchet, Windsor, Iver, Wraysbury, Wokingham, Crowthorne and Leeds. Responses were received from 615 properties altogether.
- 5.21 A total of 5,874 questionnaires were posted in the initial mail out. 4,859 questionnaires were individually addressed to electors. 852 were posted to “The Occupier” of residential addresses, where electors at that address could not be identified. 163 were posted to “The Manager” of business premises. Responses were received from 928 individuals within the catchment area. This represents a response rate by individual of 16%. Responses were also received from 59 individuals outside the catchment area. Responses were received from 987 individuals altogether.
- 5.22 Only 4 of the returned questionnaires have not been included in the analysis. For two it was not possible to identify the address. One was returned too late (26th June 2012). For the other it was not possible to tell which options were preferred due to the way the questionnaire had been completed.
- 5.23 The initial mail out was unfortunately delayed. The council’s printing contractor passed the mail out to a third party handling agent for sorting, who in turn passed it to Royal Mail for delivery. The third party handling agent accidentally quarantined half the mail out in their depot for approx a week. This caused considerable confusion and delayed the arrival of the questionnaires to some parts of the catchment area. Officers took a number of steps to ensure that everyone within the catchment area knew about the consultation and had the opportunity to respond. For example questionnaires were hand-delivered to Ragstone Road, following the public meeting with residents of Ragstone Road, where it was reported to officers that most of those present had not yet received their questionnaires. For example a leaflet was hand delivered to the entire catchment area, informing residents that the consultation was underway, providing details of the on-line survey, and inviting residents to get in touch if they had not already received a paper questionnaire.
- 5.24 There were 117 questionnaires submitted online. Twelve of these have been removed because they were either nonsense (for example one individual submitted their name as ‘eZfQBWPslzhGTI’) or incomplete (for example one individual submitted their entire name as ‘Deep’ and didn’t include their address). A further

eight were removed because they were duplicates of paper questionnaires. Therefore, the total number of online questionnaires included in the analysis is 97.

- 5.25 The catchment area includes 60 roads. Responses were received from all but two of these roads. This together with the very high response rate suggests that in spite of the postal delays with the questionnaires, the vast majority were eventually delivered, and that the council's publicity was adequate in making people aware of the consultation. Annex C shows the catchment area with the response density plotted by post code. This geographical presentation shows that the responses were fairly evenly distributed across the catchment area.

Consultation results – questionnaires and online survey

- 5.26 The main objectives of the experimental measures were to address the top three priorities identified in the 2009 consultation:

- 1st "Better parking for residents and local shoppers"
- 2nd "Improvements to the look of streets and open places"
- 3rd "Changes to roads to deter rat running and reduce accidents"

- 5.27 A number of questions were designed to measure whether the experimental measures had achieved these objectives:

Question 1 Do you feel the experimental measures have reduced the volume of traffic in Chalvey and made the environment quieter?

Question 6 Do you feel that the experimental measures have provided better parking for residents of Chalvey?

Question 7 Do you feel that the experimental measures have provided better parking for local shoppers in Chalvey?

Question 8 Do you feel that the experimental measures have provided improvements to the look of streets in Chalvey?

Question 9 Do you feel that the experimental measures have deterred rat running?

Question 10 Do you feel that the experimental measures have reduced the likelihood of road traffic accidents on the road network in Chalvey?

- 5.28 The results for these questions are shown below, counted by property. Respondents were asked to answer "yes", "no", or "no opinion", and also to submit any comments they might have. All the comments submitted to all the questions are included in Annex D.

- 5.29 Cabinet should be aware that for questions 1, 6, 7, 8, 9 and 10, a minority of respondents answered "yes" but did not consider the changes to be positive. For example among those who responded "yes" to question 1 the following comments were made:

"All SBC have done is transfer traffic from the road to the neighbouring roads"

"At a cost to the business owners"

"Not happy with this experiment at all!"

"One way traffic has made a problem or bus 8 passengers going to Cippenham"

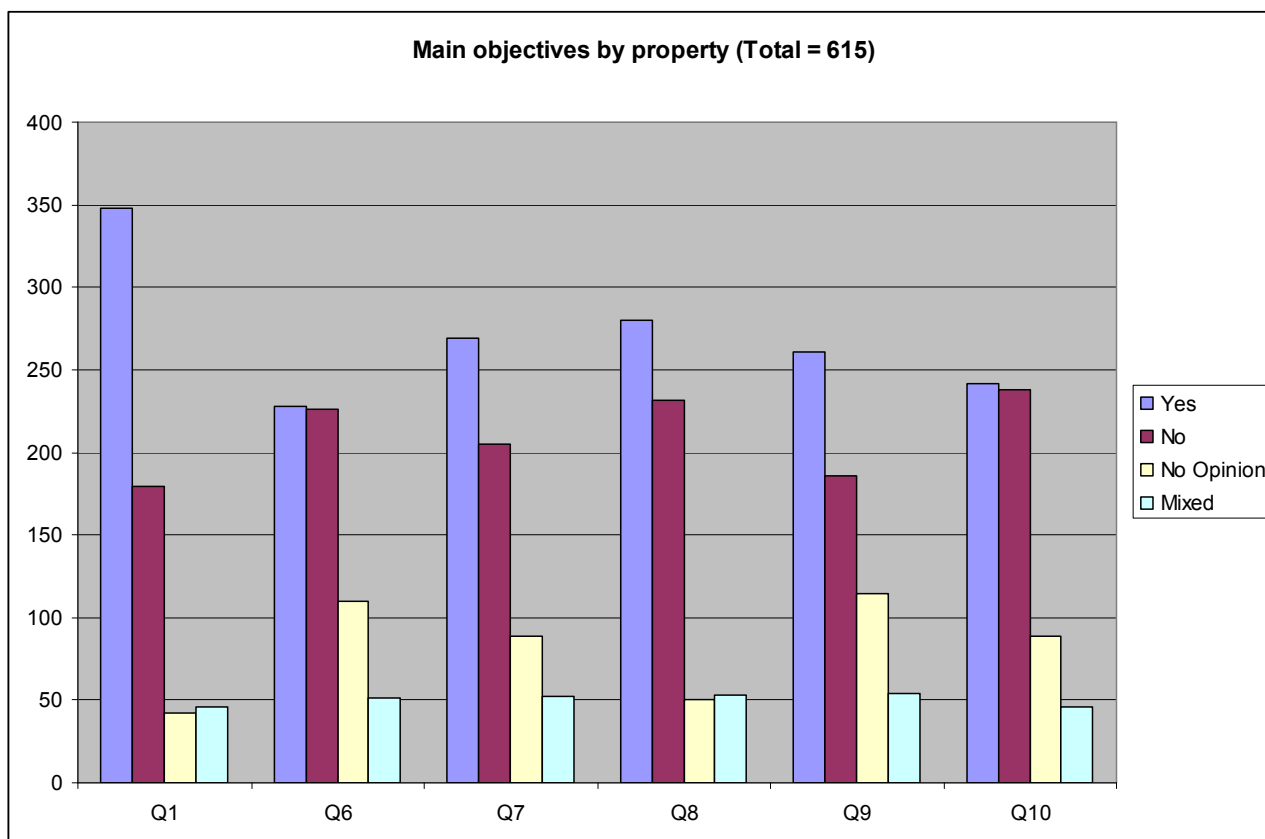
"Have turned the village into a ghost town"

- 5.30 Cabinet should also be aware that for question 9, a number of respondents did not understand the phrase "rat running".

Questions to measure whether the experimental measures have addressed the priorities identified in 2009. **All responses.**

Count by property

	Q1 (Less traffic and quieter)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	348 (57%)	228 (37%)	269 (44%)	280 (46%)	261 (42%)	242 (39%)
No	179 (29%)	226 (37%)	205 (33%)	232 (38%)	186 (30%)	238 (39%)
No Opinion	42 (7%)	110 (18%)	89 (14%)	50 (8%)	114 (19%)	89 (14%)
Mixed*	46 (7%)	51 (8%)	52 (8%)	53 (9%)	54 (9%)	46 (7%)



*A "mixed" response has been counted where differing responses to a question were received from the same property.

5.31 There were four key questions designed to measure support for the experimental measures themselves:

Question 2 Do you support the introduction of a new one-way system, new 30 minute parking and new cycle lane in **Chalvey Road West**?

Question 3 Do you support the introduction of a new one-way system, new 30 minute parking and new cycle lane in **Chalvey Road East**?

Question 4 Do you support the introduction of a new one-way system, new parking and new cycle lane in **Ledgers Road**?

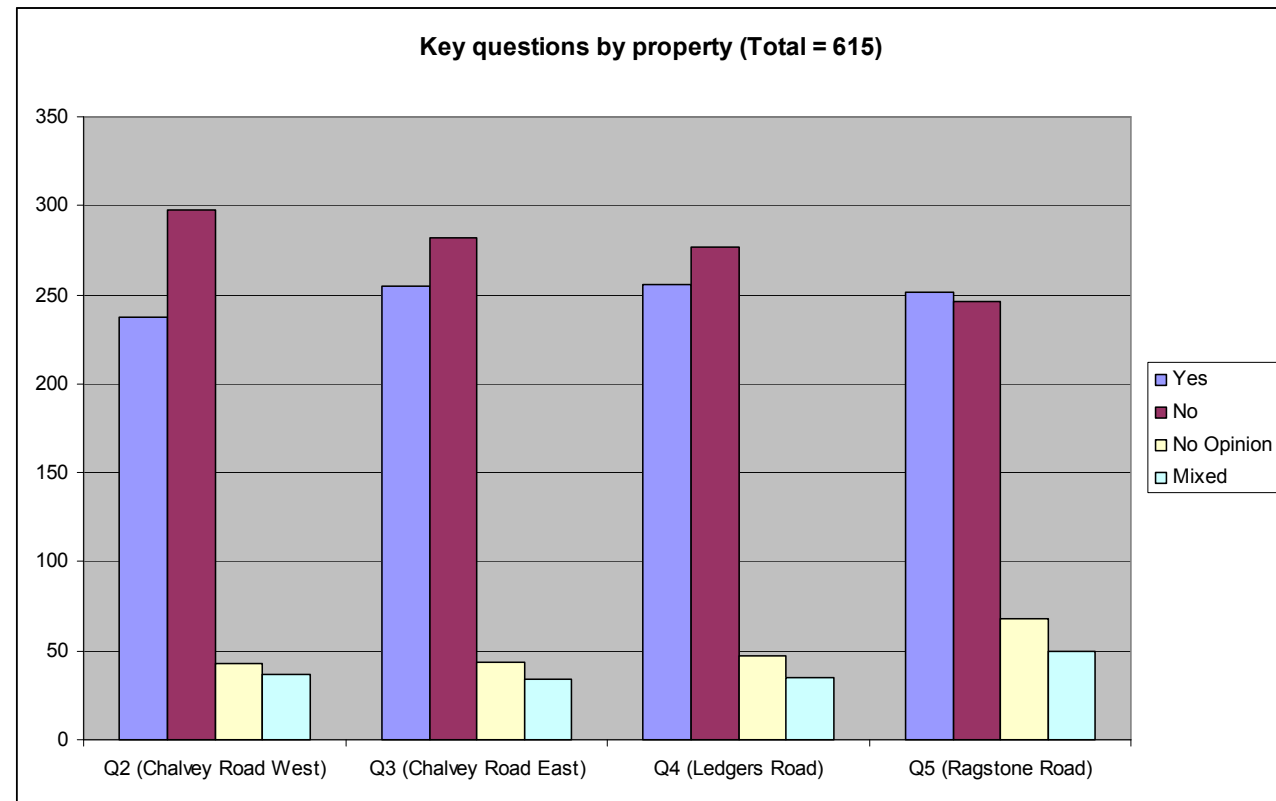
Question 5 Do you support the introduction of a new one-way system, new parking and new cycle way in **Ragstone Road**?

5.32 The results for questions 2, 3, 4 and 5 are shown below, counted by property. Respondents were asked to answer "yes", "no", or "no opinion", and also to submit any comments they might have. All the comments submitted to all the questions are included in Annex D.

Key questions – all responses

Count by property

	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)
Yes	237 (39%)	255 (41%)	256 (42%)	251 (41%)
No	298 (48%)	282 (46%)	277 (45%)	246 (40%)
No Opinion	43 (7%)	44 (7%)	47 (8%)	68 (11%)
Mixed	37 (6%)	34 (6%)	35 (6%)	50 (8%)



5.33 The questionnaire explained that in each road, the experimental measures were mutually dependent. For example in Chalvey Road West and Chalvey Road East, the new parking is feasible because these roads were made one-way. A layout was submitted during the consultation that includes additional parking in a two-way scenario, but the suggested layout would require the acquisition of private forecourts. Officers are currently investigating whether or not this would be feasible. The land required is in part unregistered, and therefore it would not be straightforward to acquire this land. At the time of writing, there is no guarantee that it would be feasible to retain any of the new parking in Chalvey Road West and Chalvey Road East, if these roads were to return to two-way operation. In addition alternative measures would have to be identified to ensure these roads did not become re-established as through routes.

5.34 Similarly in Ragstone Road, the questionnaire explained that if two-way traffic was restored the new parking between the school and the railway bridge would have to be removed. Further parking would have to be removed from the opposite side to the school in parts of the road that are too narrow for two-way traffic and a parked vehicle.

5.35 Historically drivers in Ragstone Road have routinely parked on the footway on both sides of the road. This is unlawful and dangerous – especially for pedestrians who at times were forced to walk into the road. Drivers would also park routinely so as to obstruct driveways. In the context of the experimental scheme, formalised parking

was provided, but only in locations that did not obstruct driveways, and only in locations where parking could be accommodated safely.

- 5.36 If Ragstone Road were to be returned to two-way operation, the council could not allow the previous practice of footway parking to be re-established, and would need to introduce new parking controls to protect the safety of pedestrians, and ensure that driveways remained unobstructed. This means that if Ragstone Road were to revert to two-way operation, the overall parking provision in Ragstone Road would reduce significantly.
- 5.37 For residents of Ragstone Road this was very difficult to bear, as the council had allowed the problem of footway parking to develop unchecked for many years. By parking on the footway, residents were able to fit in more vehicles than can actually be accommodated safely and lawfully. This meant that the experimental layout reduced availability of parking, and the residents now have no opportunity to return to the previous parking situation. Some residents were very unhappy to be put into this situation by the council. This is reflected in the response to question 6 from properties in Ragstone Road, and the comments made at the Ragstone Road public meeting.

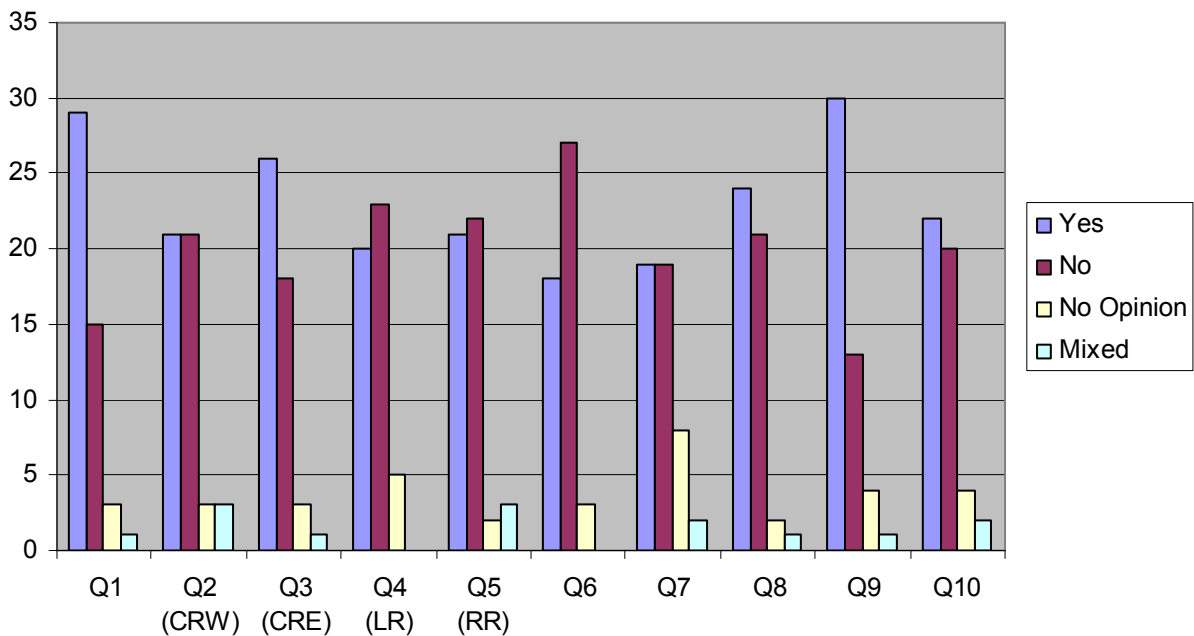
5.38 The results have been separated out for a number of specific groups, which have been affected most profoundly by the experimental measures. The results received from properties in Ragstone Road are shown below.

Overall result – **Ragstone Road only**

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	29 (60%)	21 (44%)	26 (54%)	20 (42%)	21 (44%)	18 (38%)	19 (40%)	24 (50%)	30 (63%)	22 (46%)
No	15 (31%)	21 (44%)	18 (38%)	23 (48%)	22 (46%)	27 (56%)	19 (40%)	21 (44%)	13 (27%)	20 (42%)
No Opinion	3 (6%)	3 (6%)	3 (6%)	5 (10%)	2 (4%)	3 (6%)	8 (17%)	2 (4%)	4 (8%)	4 (8%)
Mixed	1 (2%)	3 (6%)	1 (2%)	0 (0%)	3 (6%)	0 (0%)	2 (4%)	1 (2%)	1 (2%)	2 (4%)

Results by property - Ragstone Road (Total = 48)



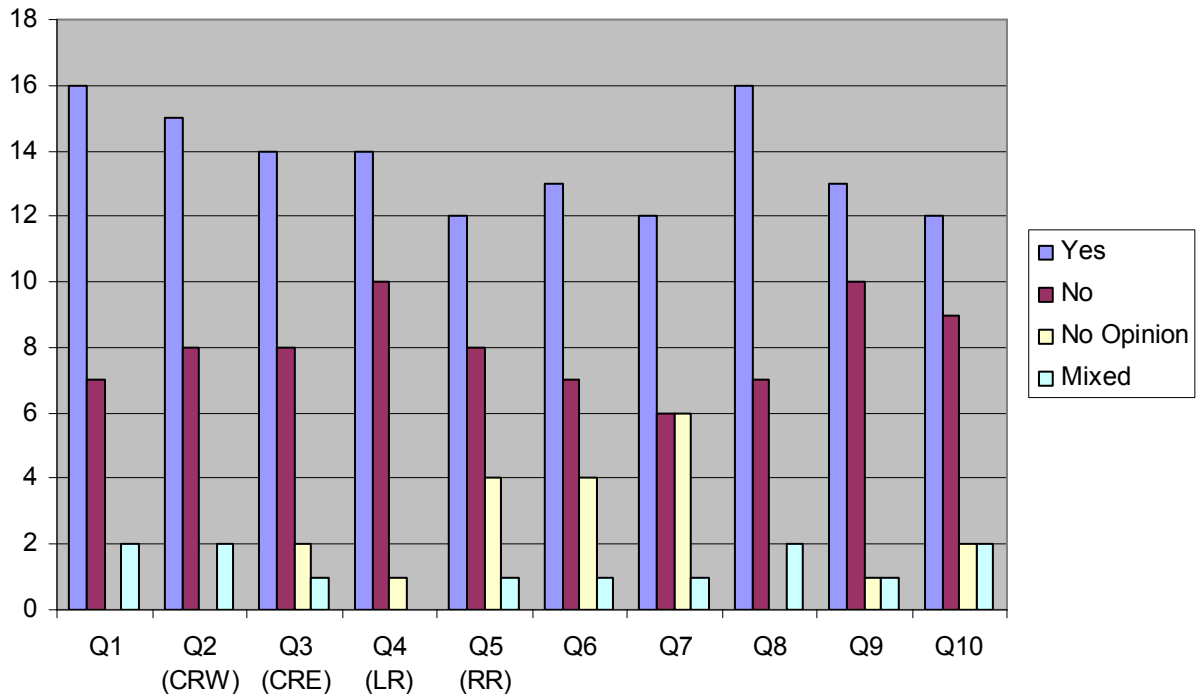
5.39 The results received from properties in Ledgers Road are shown below.

Overall result – **Ledgers Road** only

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	16 (64%)	15 (60%)	14 (56%)	14 (56%)	12 (48%)	13 (52%)	12 (48%)	16 (64%)	13 (52%)	12 (48%)
No	7 (28%)	8 (32%)	8 (32%)	10 (40%)	8 (32%)	7 (28%)	6 (24%)	7 (28%)	10 (40%)	9 (36%)
No Opinion	0 (0%)	0 (0%)	2 (8%)	1 (4%)	4 (16%)	4 (16%)	6 (24%)	0 (0%)	1 (4%)	2 (8%)
Mixed	2 (8%)	2 (8%)	1 (4%)	0 (0%)	1 (4%)	1 (4%)	1 (4%)	2 (8%)	1 (4%)	2 (8%)

Results by property - Ledgers Road (Total = 25)



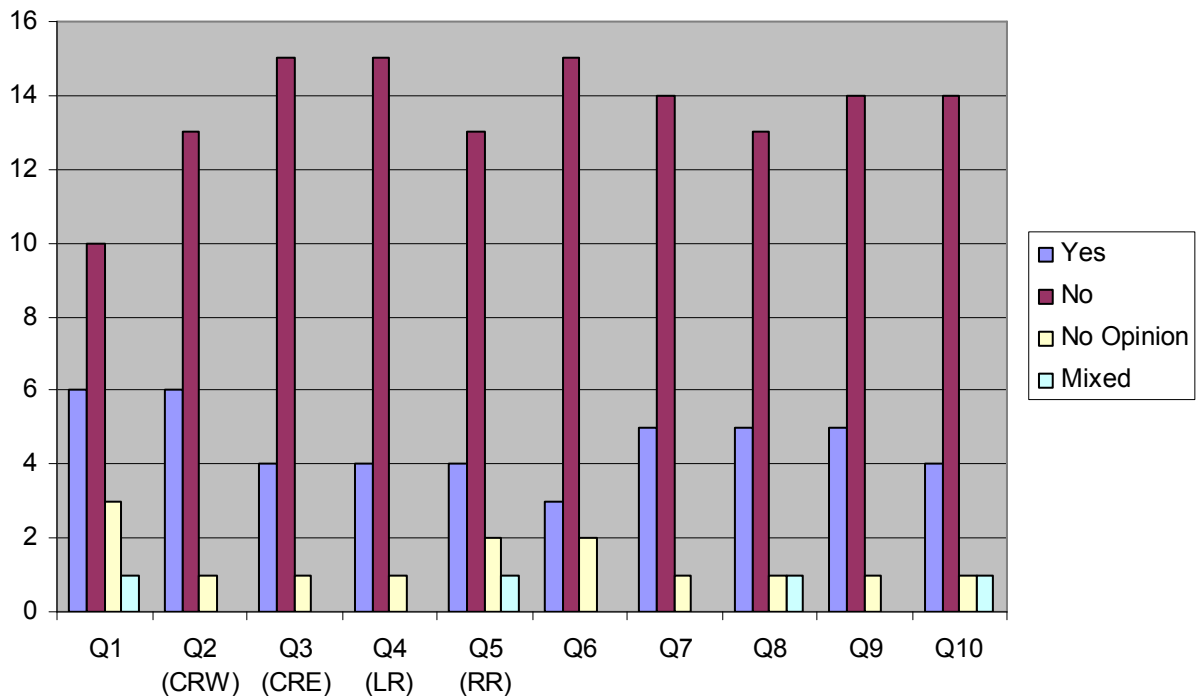
5.40 The results received from properties in Chalvey Road West are shown below.

Overall result – **Chalvey Road West** only

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	6 (30%)	6 (30%)	4 (20%)	4 (20%)	4 (20%)	3 (15%)	5 (25%)	5 (25%)	5 (25%)	4 (20%)
No	10 (50%)	13 (65%)	15 (75%)	15 (75%)	13 (65%)	15 (75%)	14 (70%)	13 (65%)	14 (70%)	14 (70%)
No Opinion	3 (15%)	1 (5%)	1 (5%)	1 (5%)	2 (10%)	2 (10%)	1 (5%)	1 (5%)	1 (5%)	1 (5%)
Mixed	1 (5%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)	0 (0%)	0 (0%)	1 (5%)	0 (0%)	1 (5%)

Results by property - Chalvey Road West (Total = 20)



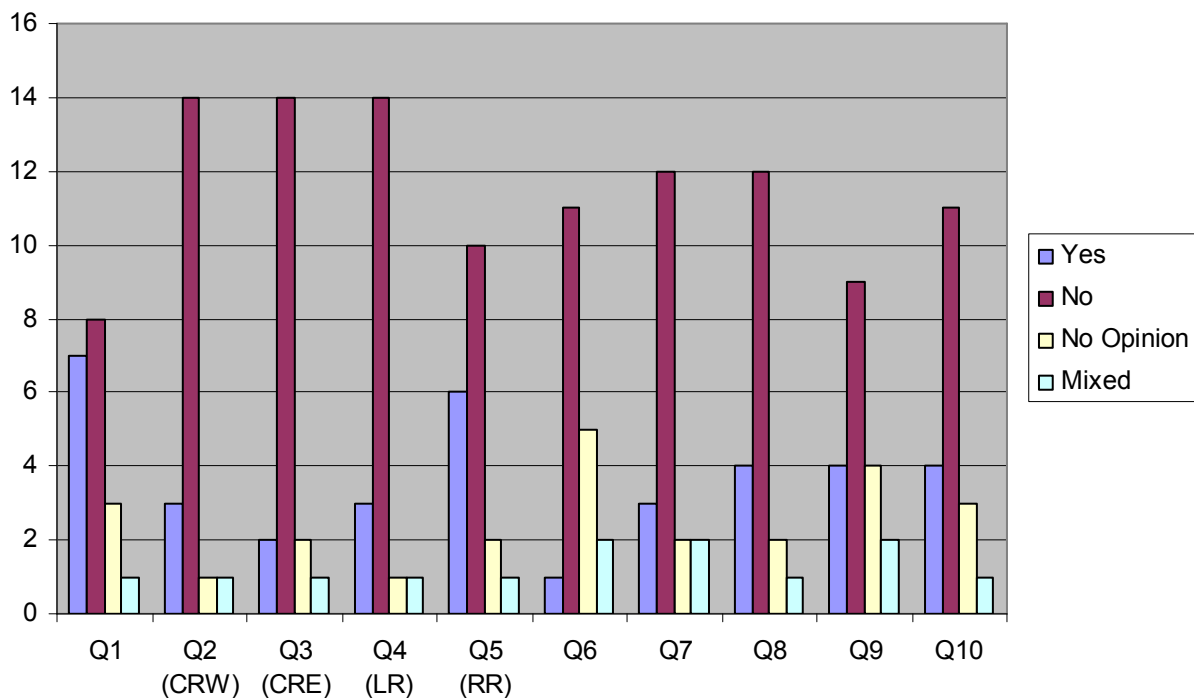
5.41 The results received from properties in Chalvey Road East are shown below.

Overall result – **Chalvey Road East** only

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	7 (37%)	3 (16%)	2 (11%)	3 (16%)	6 (32%)	1 (5%)	3 (16%)	4 (21%)	4 (21%)	4 (21%)
No	8 (42%)	14 (74%)	14 (74%)	14 (74%)	10 (53%)	11 (58%)	12 (63%)	12 (63%)	9 (47%)	11 (58%)
No Opinion	3 (16%)	1 (5%)	2 (11%)	1 (5%)	2 (11%)	5 (26%)	2 (11%)	2 (11%)	4 (21%)	3 (16%)
Mixed	1 (5%)	1 (5%)	1 (5%)	1 (5%)	1 (5%)	2 (11%)	2 (11%)	1 (5%)	2 (11%)	1 (5%)

Results by property - Chalvey Road East (Total = 19)



5.42 Responses were received from 493 residential properties within the catchment area, from individuals with no declared business interest. This provides a measure of the views of those within the catchment area whose primary interest is that they are residents. Cabinet should be cautious with these results, as many of those who did not declare a business interest use the local shops and businesses as customers; 67% of all the individuals who responded use the shops in Chalvey. These results are shown below.

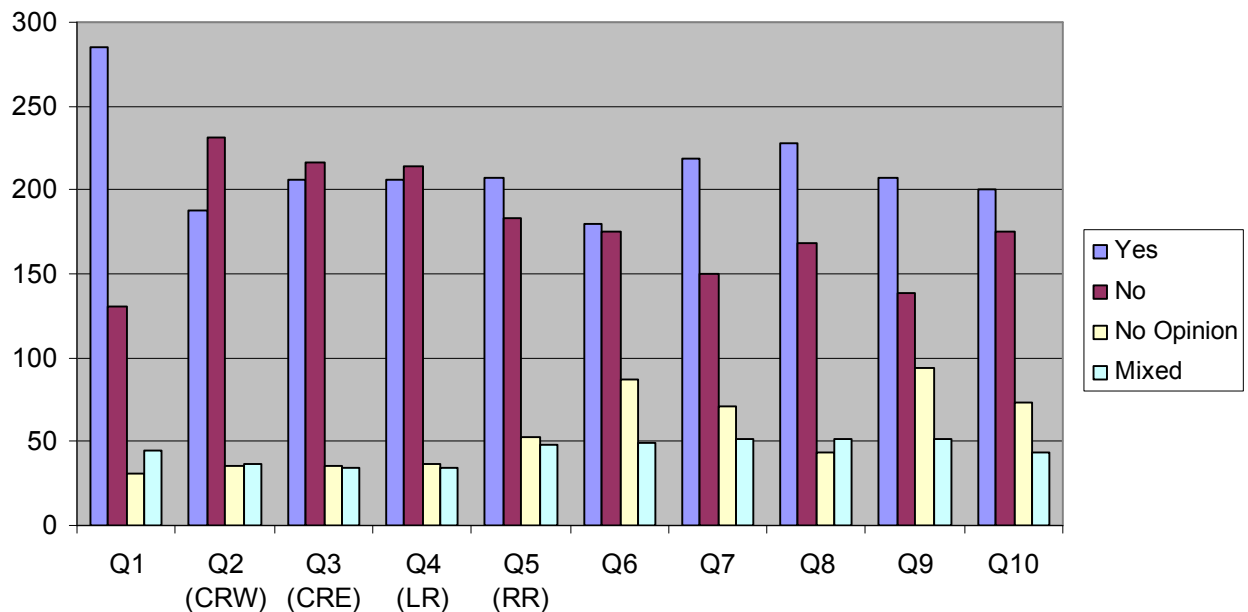
Overall result – residents within catchment only

(business interest and non-catchment excluded)

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	285 (58%)	188 (38%)	206 (42%)	206 (42%)	207 (42%)	180 (37%)	219 (45%)	228 (46%)	207 (42%)	200 (41%)
No	130 (26%)	231 (47%)	216 (44%)	214 (44%)	183 (37%)	175 (36%)	150 (31%)	168 (34%)	138 (28%)	175 (36%)
No Opinion	31 (6%)	35 (7%)	35 (7%)	37 (8%)	53 (11%)	87 (18%)	71 (14%)	43 (9%)	94 (19%)	73 (15%)
Mixed	45 (9%)	37 (8%)	34 (7%)	34 (7%)	48 (10%)	49 (10%)	51 (10%)	52 (11%)	52 (11%)	43 (9%)

Result by property - residents within catchment (Total = 493)
(business interest and non-catchment excluded)



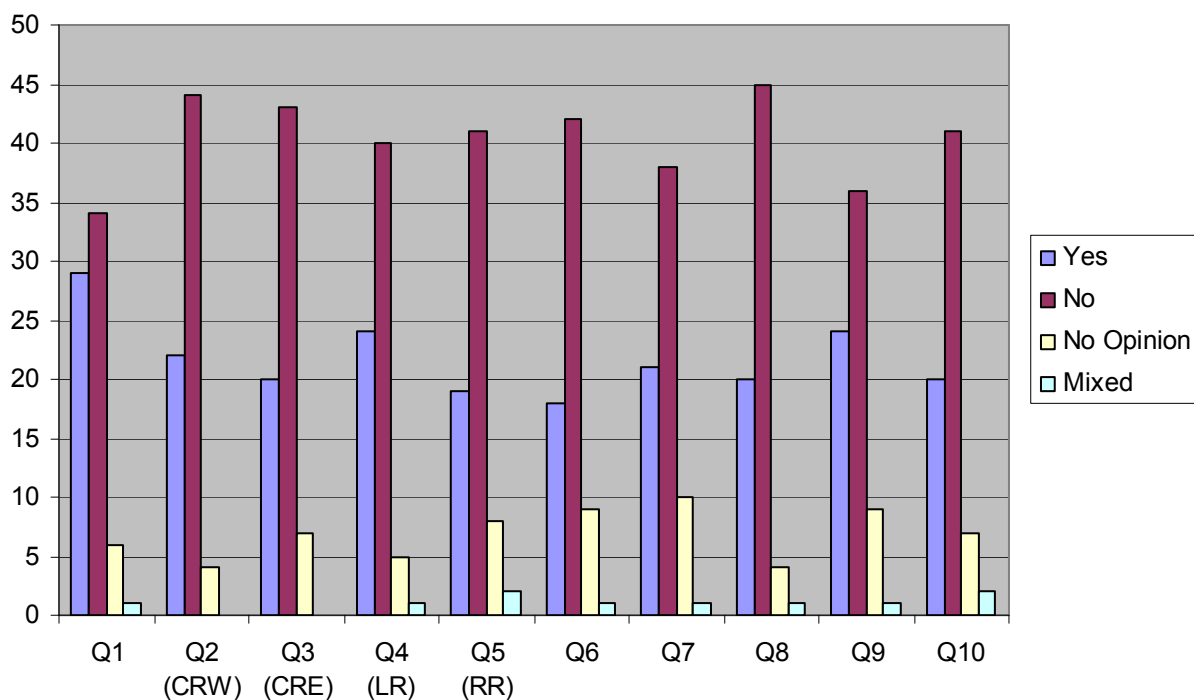
5.43 Responses were received from 70 properties with a declared business interest. Most of these were business premises. The responses included business owners, employees, managers, directors, partners, and self employed residents. The results received from business premises are shown below.

Overall result – **Business Interest** only

Count by property

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	29 (41%)	22 (31%)	20 (29%)	24 (34%)	19 (27%)	18 (26%)	21 (30%)	20 (29%)	24 (34%)	20 (29%)
No	34 (49%)	44 (63%)	43 (61%)	40 (57%)	41 (59%)	42 (60%)	38 (54%)	45 (64%)	36 (51%)	41 (59%)
No Opinion	6 (9%)	4 (6%)	7 (10%)	5 (7%)	8 (11%)	9 (13%)	10 (14%)	4 (6%)	9 (13%)	7 (10%)
Mixed	1 (1%)	0 (0%)	0 (0%)	1 (1%)	2 (3%)	1 (1%)	1 (1%)	1 (1%)	1 (1%)	2 (3%)

Results by property - Business Interest (Total = 70)



5.44 As mentioned above, questionnaires were individually addressed to electors within the catchment area. This means that it is possible to count the results by individual as well as by property. The next sets of results show the same analyses as above, but presented by individual. Cabinet will see that some of the results appear quite differently when they are counted by individual – the result for Ledgers Road responses is a good example of this effect. This is due to the varying number of individuals that live at different properties. As mentioned above, it would appear from the responses that over 90% of households have responded as a block. This pattern of responses is evident among both supporters and opponents of the project.

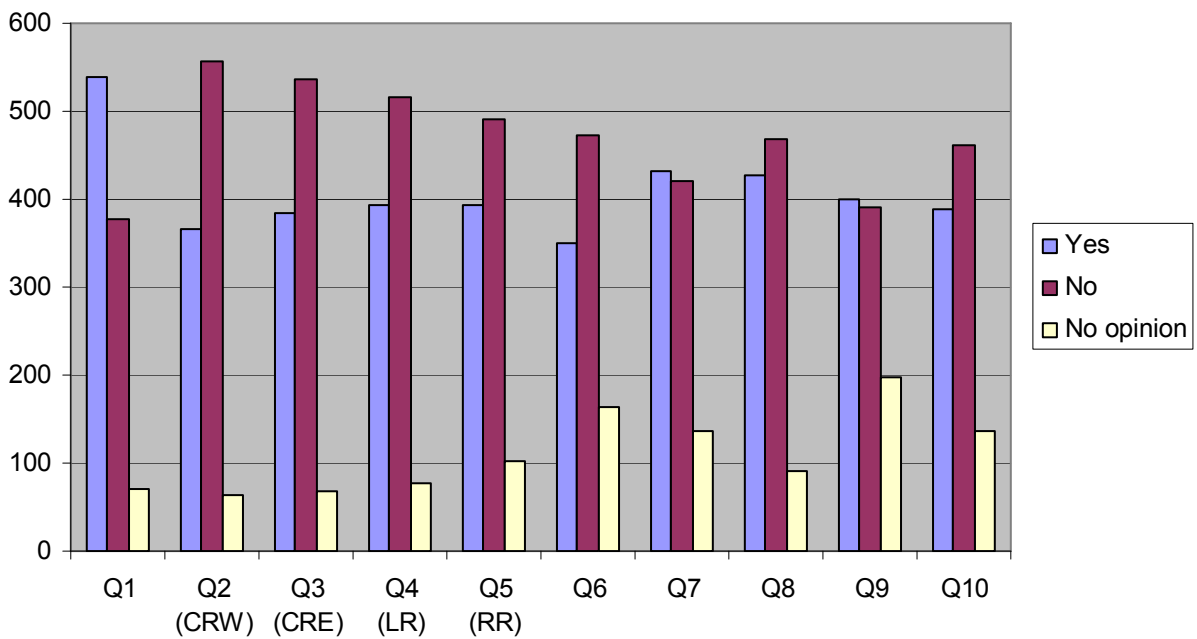
5.45 The overall result with all responses counted by individual is shown below.

Overall result – all responses

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	539 (56%)	366 (38%)	383 (40%)	393 (41%)	394 (41%)	351 (37%)	431 (45%)	427 (44%)	400 (42%)	389 (41%)
No	378 (39%)	557 (58%)	536 (56%)	516 (54%)	490 (51%)	472 (49%)	420 (44%)	469 (49%)	390 (41%)	461 (48%)
No Opinion	70 (7%)	64 (7%)	68 (7%)	78 (8%)	103 (11%)	164 (17%)	136 (14%)	91 (9%)	197 (21%)	137 (14%)

Result by individual - all responses (Total = 987)



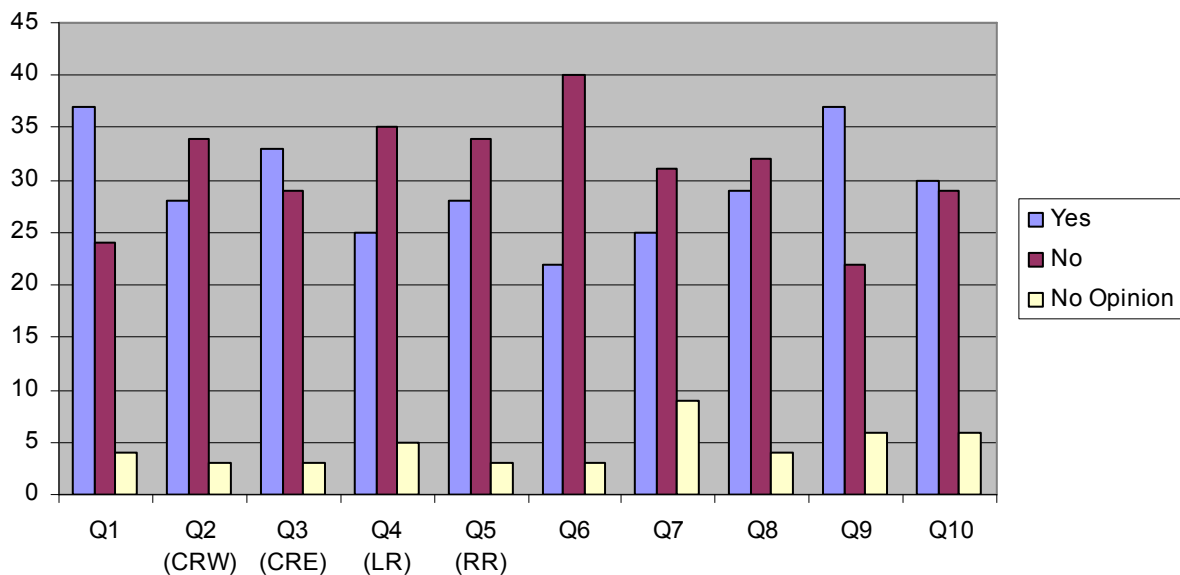
5.46 As above the results have been separated out for a number of specific groups, which have been affected most profoundly by the experimental measures. The results received from individuals in Ragstone Road are shown below.

Overall result – **Ragstone Road** only

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	37 (57%)	28 (43%)	33 (51%)	25 (38%)	28 (43%)	22 (34%)	25 (38%)	29 (45%)	37 (57%)	30 (46%)
No	24 (37%)	34 (52%)	29 (45%)	35 (54%)	34 (52%)	40 (62%)	31 (48%)	32 (49%)	22 (34%)	29 (45%)
No Opinion	4 (6%)	3 (5%)	3 (5%)	5 (8%)	3 (5%)	3 (5%)	9 (14%)	4 (6%)	6 (9%)	6 (9%)

Result by individual - Ragstone Road (Total = 65)



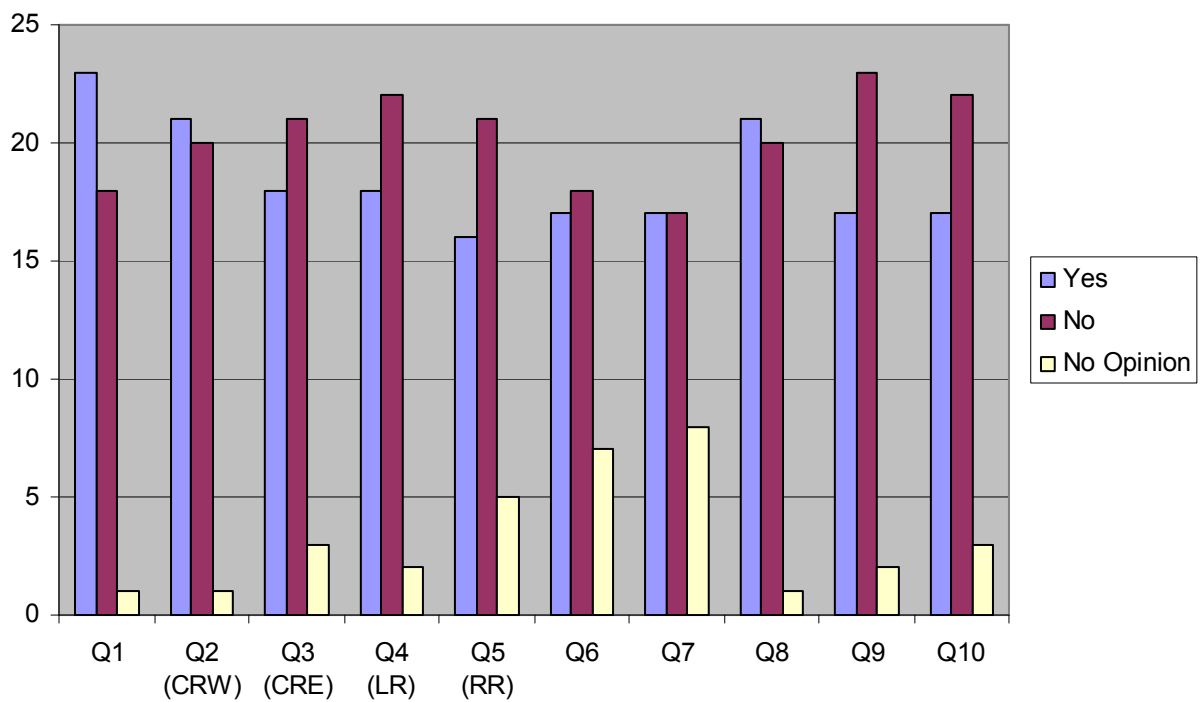
5.47 The results received from individuals in Ledgers Road are shown below.

Overall result – **Ledgers Road** only

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	23 (55%)	21 (50%)	18 (43%)	18 (43%)	16 (38%)	17 (40%)	17 (40%)	21 (50%)	17 (40%)	17 (40%)
No	18 (43%)	20 (48%)	21 (50%)	22 (52%)	21 (50%)	18 (43%)	17 (40%)	20 (48%)	23 (55%)	22 (52%)
No Opinion	1 (2%)	1 (2%)	3 (7%)	2 (5%)	5 (12%)	7 (17%)	8 (19%)	1 (2%)	2 (5%)	3 (7%)

Result by individual - Ledgers Road (Total = 42)



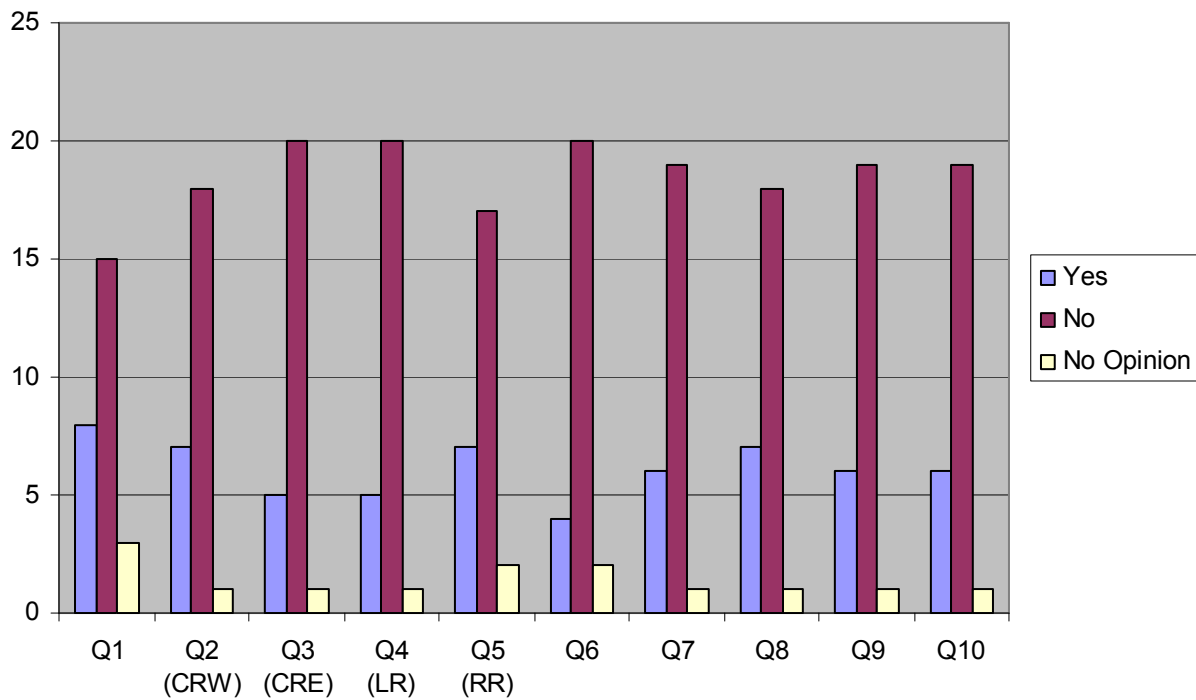
5.48 The results received from individuals in Chalvey Road West are shown below.

Overall result – **Chalvey Road West** only

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	8 (31%)	7 (27%)	5 (19%)	5 (19%)	7 (27%)	4 (15%)	6 (23%)	7 (27%)	6 (23%)	6 (23%)
No	15 (58%)	18 (69%)	20 (77%)	20 (77%)	17 (65%)	20 (77%)	19 (73%)	18 (69%)	19 (73%)	19 (73%)
No Opinion	3 (12%)	1 (4%)	1 (4%)	1 (4%)	2 (8%)	2 (8%)	1 (4%)	1 (4%)	1 (4%)	1 (4%)

Results by individual - Chalvey Road West (Total = 26)



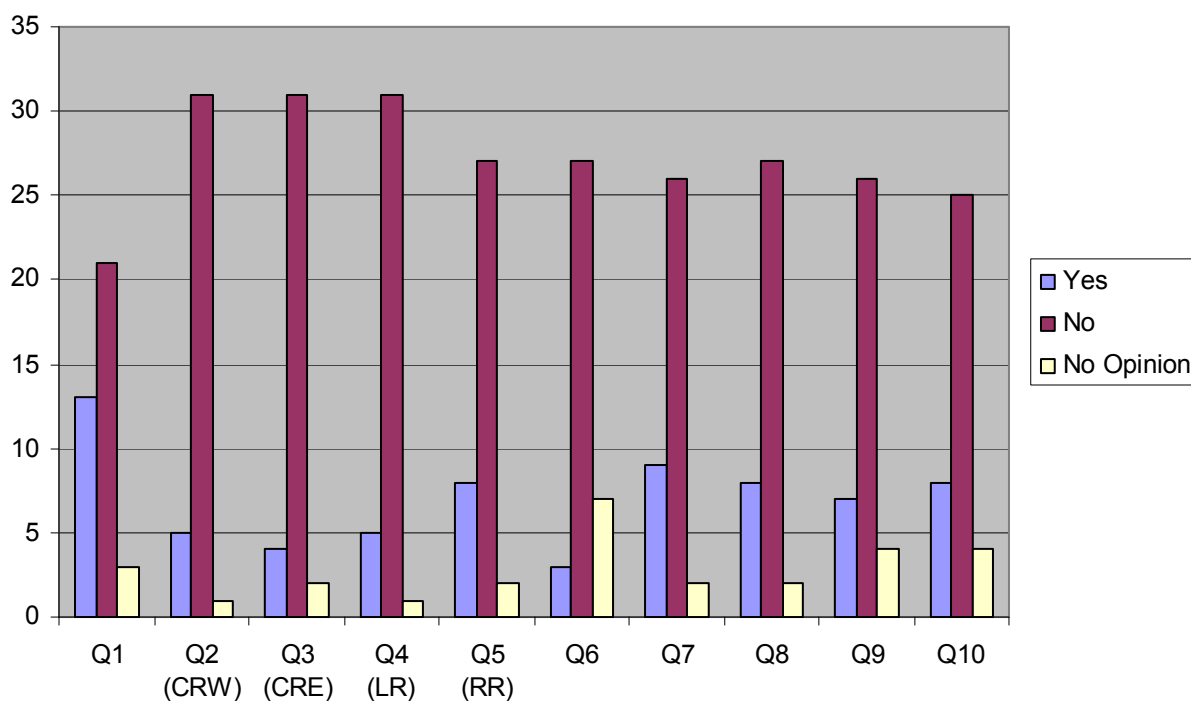
5.49 The results received from individuals in Chalvey Road East are shown below.

Overall result – **Chalvey Road East** only

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	13 (35%)	5 (14%)	4 (11%)	5 (14%)	8 (22%)	3 (8%)	9 (24%)	8 (22%)	7 (19%)	8 (22%)
No	21 (57%)	31 (84%)	31 (84%)	31 (84%)	27 (73%)	27 (73%)	26 (70%)	27 (73%)	26 (70%)	25 (68%)
No Opinion	3 (8%)	1 (3%)	2 (5%)	1 (3%)	2 (5%)	7 (19%)	2 (5%)	2 (5%)	4 (11%)	4 (11%)

Result by individual - Chalvey Road East (Total = 37)



5.50 Responses were received from 845 individuals within the catchment area with no declared business interest. This provides a measure of the views of those within the catchment area whose primary interest is that they are residents. Cabinet should be cautious with these results, many of those who did not declare a business interest use the local shops and businesses as customers; 67% of all the individuals who responded use the shops in Chalvey. These results are shown below.

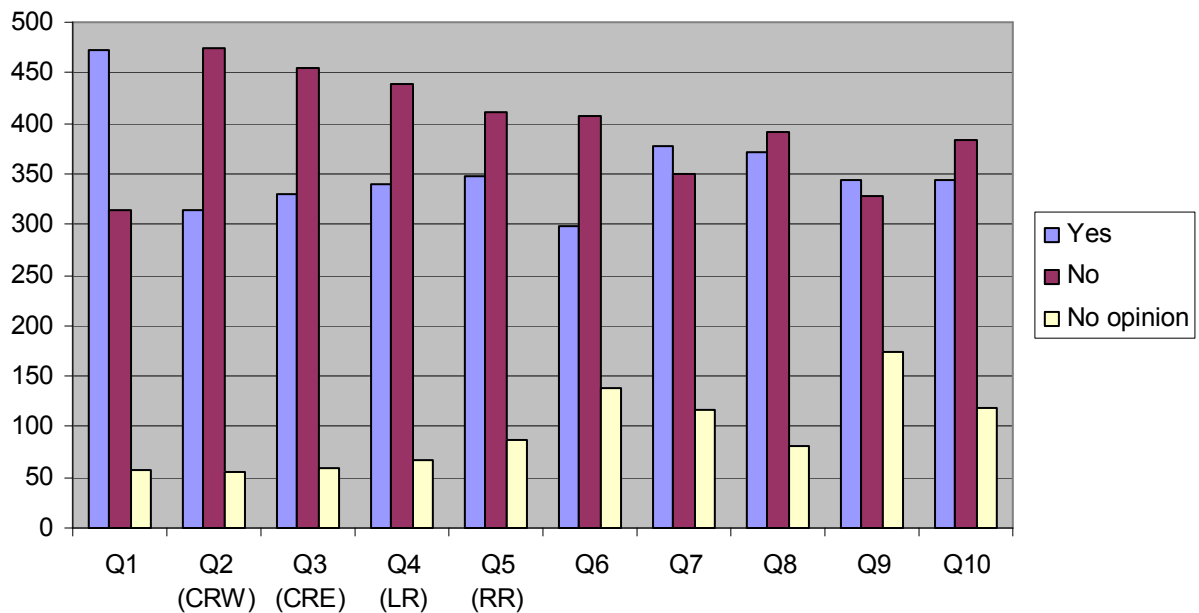
Overall result – residents within catchment only

(business interest and non-catchment excluded)

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	472 (56%)	314 (37%)	331 (39%)	340 (40%)	347 (41%)	299 (35%)	378 (45%)	372 (44%)	343 (41%)	344 (41%)
No	315 (37%)	475 (56%)	455 (54%)	438 (52%)	412 (49%)	407 (48%)	350 (41%)	391 (46%)	329 (39%)	383 (45%)
No Opinion	58 (7%)	56 (7%)	59 (7%)	67 (8%)	86 (10%)	139 (16%)	117 (14%)	82 (10%)	173 (20%)	118 (14%)

Result by individual - residents within catchment (Total = 845)
(business interest and non-catchment excluded)



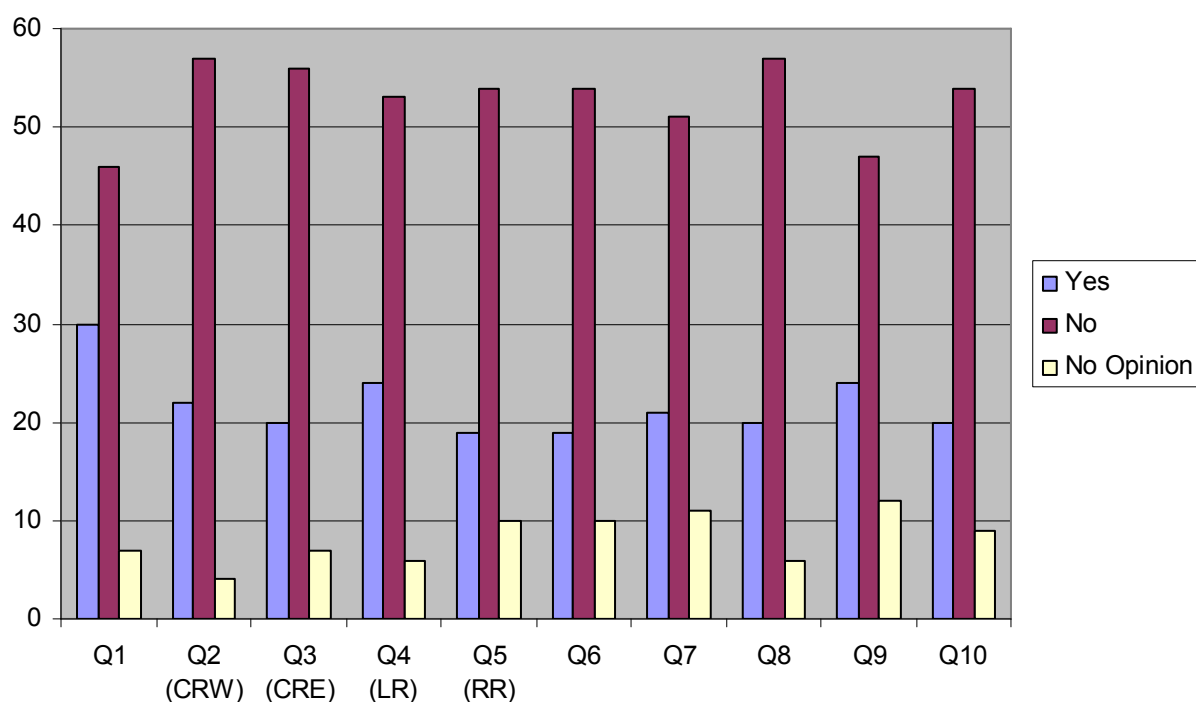
5.51 The results received from individuals with a declared business interest are shown below.

Overall result – **Business Interest** only

Count by individual

	Q1 (Less traffic and quieter)	Q2 (CRW)	Q3 (CRE)	Q4 (LR)	Q5 (RR)	Q6 (Better residents parking)	Q7 (Better shoppers parking)	Q8 (Improved look)	Q9 (Less rat running)	Q10 (Fewer accidents)
Yes	30 (36%)	22 (27%)	20 (24%)	24 (29%)	19 (23%)	19 (23%)	21 (25%)	20 (24%)	24 (29%)	20 (24%)
No	46 (55%)	57 (69%)	56 (67%)	53 (64%)	54 (65%)	54 (65%)	51 (61%)	57 (69%)	47 (57%)	54 (65%)
No Opinion	7 (8%)	4 (5%)	7 (8%)	6 (7%)	10 (12%)	10 (12%)	11 (13%)	6 (7%)	12 (14%)	9 (11%)

Result by individual - Business Interest (Total = 83)



5.52 The questionnaires included a number of questions to identify respondents' interests in Chalvey. The table below shows the different interests that respondents identified.

Interest	Count by individual	Detail
Resident of Chalvey (freeholder)	529	
Resident of Chalvey (tenant)	302	
Business interest in Chalvey	83	
I use the shops / businesses in Chalvey	658	

I use the bus service through Chalvey	212	Destinations include Slough Town Centre (including High Street, bus station, railway station), Wexham hospital, Wexham, Asda, Tescos, Cippenham (including primary school), Maidenhead (via Slough bus station), Uxbridge, Windsor, Datchet, Reading, Doctor's surgery in Ragstone Road, Heathrow, London, Langley, Eton, Upton, Basingstoke, Montem School, Bath Road
I have a child at college or school	132	
I attend a place of worship in Chalvey	278	These include Al Hira, Hindu Temple (Keel Drive), Montem Lane Mosque, Ledgers Road Methodist Church, Trinity United Reformed Church (Windsor Road), Markaz Mu'ad bin Jabal mosque (Spackmans Way), Faith Temple Church of God, St Peter's Church, St Mary's Church, Mosque (non-specified), Church (non-specified), Hindu Temple (non-specified), Temple (non-specified), Town centre place of worship (non-specified)
I drive through Chalvey	618	All roads in Chalvey are cited as regular routes by respondents and all main roads beyond Chalvey. Destinations and reasons include commuting, school run (including St Mary's School, Baylis School, Chalvey Nursery School, Montem Primary School, Slough Grammar School, Lack in the box nursery), shopping (including Tesco, Asda, Retail Parks, MacDonaldis, shops in Chalvey, Homebase), ferrying family and friends, driving as part of work / employment / business, visiting friends and family, Upton Park Hospital, Wexham Park Hospital, GP surgery in Ragstone Road, tip / recycling centre, Post Office, Slough Cemetery, M4 access, avoiding A4, Ragstone Road allotments, railway station, attend place of worship, petrol filling station and car wash, St Martin's Place, swan sanctuary in Eton, Thames Valley Athletic Club, Montem Leisure Centre, Power League, gym, Eton, Maidenhead, Datchet, Wraysbury, Langley, Dorney, Hounslow, Cippenham, Upton Court Park, Slough High Street, Heathrow.
I have another interest in Chalvey	193	Other interests include walking through Chalvey, cycling through Chalvey, local community group, family and friends, residents' parking permit holder, sporting activities, clients in Chalvey, landlord / property lettings, school / nursery governor, community / voluntary / charitable work (for example Mustaqbil), mother and toddler group, disabled driver, childminding, Ragstone Road allotments, operate community facility / venue, council service provider, Adult Learning Centre.

5.53 The respondents to the Chalvey Consultation have a wide range of interests in Chalvey. They use many of the local amenities. The officers involved with this project have been struck by the sense of community in Chalvey, and the sense of ownership of the area among the local community. There are many extended families within Chalvey, and the different community interests are heavily interlocked. It is not possible, for example, to separate out a business interest over against a purely residential interest, because many of the residents also have a business interest, and most residents are customers of the local businesses.

5.54 Nearly 63% of respondents drive through Chalvey. Therefore any measures to reduce through traffic will also have a significant effect on the local community. It is clear that the experimental scheme has been successful in meeting its objective of reducing the volume of through traffic. The community is divided over whether this perceived benefit is outweighed by the perceived negative impacts of the one-way systems. Annex D details the comments submitted against each question in the questionnaire. Annex E includes the longer comments submitted at the end of the questionnaire. Cabinet is advised to read these comments for themselves, to get a feel for the different concerns among the community, and the strength of feeling among both supporters and opponents of the measures.

Consultation results – views of the emergency services

5.55 Comments from **South Central Ambulance Service**:

- There is an ambulance standby point on Farnham Road, just north of the Three Tuns junction. Chalvey call-outs tend to come from there though they can also come from Wexham Park Hospital. There is a relatively high call out rate from a retirement home on Burlington Avenue, and there is a slight concern about access to this site as the route is quite convoluted.
- Chalvey Road East can be easier to get down because people can pull into the parking bays if they are free. However, if bays are full, it could cause more problems.
- A plus point is the loss of traffic lights under the bridge means traffic can begin to move out of the way rather than waiting for the lights.
- The Heart of Slough project has caused problems getting to Chalvey. It's hard to tell which scheme has had the biggest impact on response times to Chalvey.
- Ambulances cannot go against a one way system. They could if there was a special exemption but it is not the norm and would be difficult to communicate and possibly dangerous for the general public who would not be used to vehicles approaching from that direction. Ambulances could use a bus contra-flow if this were to be provided.
- It is difficult to show evidence of any changes in the response times in Chalvey due to the other works in the area e.g. Heart of Slough, Thames Water. Officers have requested that response times in the Chalvey area for the last 18 months be provided to the council if this information is available. At the time of writing this information has not been provided to the council.
- The final solution in Chalvey needs to be communicated to all emergency services so that they can update their mapping GPS systems in the vehicles.
- Reopening an east to west movement for the emergency services would be good.

5.56 Comments from **Royal Berkshire Fire and Rescue Service**:

- The fire service provided their response via questionnaire.
- The service uses all routes in Chalvey to attend fire calls, and service also undertakes risk inspections at specific premises.
- *“In general the new system has meant that our options for responding to certain parts of the town have been limited. This would occur with any ‘one way’ system being put in place. Once the main road works are completed on the A4 / Windsor Road I’m sure things will improve.”*
- *“Chalvey Road East – parking bays opposite the entrance into The Crescent from Chalvey Road East could cause problems to our larger appliances as they need to swing into the road. Consider moving the bays back and hatch the road surface.”*
- *“Ragstone Road – the speed cushions that are angled at the width restrictions along the road mean that appliances must approach at a certain angle. The parking bays along the left side of the road give very little room for the appliance to swing over to the left. Consider moving the bays back and hatch the road surface.”*
- *“General flow through Chalvey would appear to be the same or better than previously.”*
- *“No Opinion”* for questions 1, 2, 3, 5, 6, 7, 8, 9, 10.
- *“No”* for question 4, relating to Ledgers Road. Comment that *“This would give us another option to access Chalvey if problems occur on the A4.”*

5.57 Comments were received from Inspector Andy Young of **Thames Valley Police**. Some of these comments were received directly, others were provided to the Chalvey Community Forum, and were then passed on to the council:

- *“From a policing point of view the road works have had the biggest impact on us in terms of its affects on the practices of the local prostitutes. The new road layout has really upset their customers usual routes, and since the road works have been implemented then there has been a really noticeable reduction on the levels of prostitution in Chalvey.”*
- *“Whilst we have considered looking at the impact on our response time to incidents particularly in Chalvey and Cippenham, it is difficult to ascertain whether there has been any impact as on each incident record, the starting point of the deployed unit is not known. The real impact would be on any unit travelling from the police station to Cippenham during the rush hours but we just don’t have this information available.”*
- *Prostitution:* The traffic changes have brought about a massively beneficial effect, reducing hugely the problems in Ledger’s road. Some of the girls have simply displaced to other areas, especially Bayliss where they had congregated prior to moving to Ledger’s Rd. However, Bayliss still has considerably less girls than originally, and the overall numbers generally are definitely down. The police are now receiving far fewer complaints, so in this respect the traffic changes have done everyone a favour.
- *General Impression of Chalvey:* Chalvey was much quieter and pleasanter, and crime seemed lower.
- *Effect on through traffic:* The police had not noticed any particular change in their response times to Cippenham, or returning to the police station. This indicates that driving via the A4 instead of through Chalvey had not adversely affected their through journey time. There had not been any noticeable griping from police drivers about traffic being worse on the main roads as a result of the Chalvey changes.
- *Accidents:* Although Inspector Young did not have exact statistics to hand, he stated that Chalvey was certainly safer overall, with accident call-outs noticeably less. Some fine tuning could help reduce incidents further. He anticipated that the Council would be obtaining official accident statistics from the relevant police department to assist with its deliberations.
- *Emergency Service Access:* As the fire station is in Tuns Lane, it is straightforward for fire engines to access Chalvey Rd West and Ledger’s Rd. With free flowing traffic, accessing Chalvey Rd East and its offshoots via C.R. West & Ragstone Rd/Martin Rd should be unproblematic. Ambulances and police vehicles could be coming from any direction, but their drivers are highly experienced in negotiating jams on the A4 and Windsor Rd, and getting through quickly. Inspector Young stated that emergency service drivers are obliged to follow the Highway Code, but can when necessary, and only when it is safe to do so, contravene road regulations. All emergency service vehicle drivers are experienced in negotiating one-way systems, and become familiar with the times when it should be possible to safely shortcut by going the “wrong” way. This could give scope, if it is safe to do so, for a vehicle to go straight across from C.R West to C.R East; or if attendance is needed at the northern end of Ledger’s Rd, to enter from that end. In the event of a major incident creating serious obstruction, the police would attend and direct traffic and/or create diversions.

5.58 Further comments were received from LPA Commander Richard Humphrey also of **Thames Valley Police**:

- *“With regard to the Chalvey road layout changes, broadly the impact appears to be positive, traffic flow has certainly improved and there doesn’t appear to be any*

negative impact on our attendance times for immediate and urgent incidents. We have in fact seen an improvement overall in Slough since the autumn, I am unable to attribute that directly to the Chalvey lay out but a reduction in congestion will be a contributory factor”

- *“With regard to ASB and crime – as you are aware during 11/12 the CSP focussed driving down crime and ASB generally and street prostitution in Chalvey specifically. Through our early intervention and robust enforcement we have seen a dramatic reduction of street prostitution in Chalvey, I am certain that the new road layout has contributed to this reduction as it is no longer possible for those that would seek to engage the services of street prostitutes to ‘circle’ the area as they had previously.”*

Consultation results – Community Safety and Antisocial Behaviour issues

- 5.59 Before the changes to the road layout and one way system took place, there were about 20 girls working as prostitutes in the Chalvey area operating between 10pm and 4am.
- 5.60 Residents were understandably unhappy about this activity on their streets and the drugs litter and used condoms left behind, and they reported that they felt intimidated by kerb crawlers who approached them. They said it made the area feel uncared for and it created a poor perception of their neighbourhood despite the regeneration going on nearby. They wanted to see tackling prostitution as an ongoing agenda and not just highlighted in the press when a police operation has taken place, and they wanted to see numbers of prostitutes noticeably reduced. Prostitution is an emotive issue and people felt very strongly about the effect it had on their neighbourhood. Residents regularly brought this issue up in residents’ meetings and some also attended Neighbourhoods Scrutiny Panels (September and October 2011) to put their views across.
- 5.61 Since then, and with the closure of the old town hall slip road and the changes to the road system, the number of kerb crawlers and prostitutes has noticeably reduced in Chalvey, as it is now impractical for kerb crawlers to circle the Montem Lane/Ledgers Road/A4 route. Also as the girls do not seem to be frequenting this area, there is no ‘market’ there. Residents are very happy about this and feel much safer in their neighbourhood.
- 5.62 We have the following prostitution-related figures for Chalvey. Figures for September 2011-February 2012 – when the one way system had been implemented – are considerably lower than January-June 2011:

	Jan 2011 to June 2011	September 2011 to February 2012
Reporting figures for Chalvey	28	13
Prostitutes on streets - British	10	7
Prostitutes on streets - Romanian	10	2
Street cautions issued	23	14
Kerb crawler warning letters	16	9
UKBA letters issued to Romanian Prostitutes	N / A	5

- 5.63 If the one way system is reversed, the problem will no doubt return and residents – and the Police and support services – will be ‘back to square one’.

Consultation results – bus service issues

- 5.64 A total of 212 individual respondents identified as using the bus service through Chalvey. Of those, 82 gave locations that they travelled to which primarily were Town Centre, Wexham Park Hospital, Asda and Cippenham. A common theme in the responses was a concern that the bus service had deteriorated significantly since the experiment was implemented. Below is a summary of the bus related comments:
- Bus routes number 3 and 8 must be reinstated...
 - for access to Slough town centre, Asda, the railway station Cippenham, Wexham area;
 - for the benefit of old people, who are now inconvenienced and have lost out;
 - as it is now too difficult to catch a bus;
 - as the new routes are longer, complicated, less frequent, and require changes;
 - *“Need our bus route system in place”*
 - *“There is no longer a bus service through chalvey which benefited my business previously.”*
 - *“You have left us without a bus service”*
 - *“we have lost a lot”*
 - *“Since the one way system introduced I no longer use the bus”*
- 5.65 Routes 3 and 8 are operated by **First Berkshire**. First Berkshire decided to sever the through service to Wexham Park Hospital before the Chalvey experimental project was first mooted. The experimental one-way systems mean that it is not possible to operate a service in both directions along Chalvey Road West and Chalvey Road East, which meant that First Berkshire revised both these services in November 2011. Route 3 no longer serves the centre of Chalvey at all. Route 8 serves Chalvey Road West in one direction and Chalvey High Street in both directions. The service frequency through the centre of Chalvey is in effect reduced from half-hourly to hourly. Route 8 no longer serves St Andrew’s Way, Bower Way, Earl’s Lane, Cippenham Lane or Keel Drive.
- 5.66 First Berkshire is very concerned that with the revised 3 and 8 routes patronage has reduced. If this trend continues First Berkshire believes that the financial viability of these routes is at risk, and they may not be able to sustain the current operation.
- 5.67 First Berkshire have made a commitment to officers that if two-way access were to be provided for buses along Chalvey Road West and Chalvey Road East that they would restore the previous routes 3 and 8 through Chalvey and Cippenham as they were before the experiment started. In addition First Berkshire would seek to enhance the previous service by introducing a new stop on Chalvey Road West, to provide a much more convenient boarding and alighting point for customers of the local businesses, and also on Chalvey Road East just to the east of the railway bridge. First Berkshire would look to run the restored services for a year before reviewing it again.
- 5.68 This commitment from First Berkshire is subject to certain caveats:
- A route test would be needed to ensure the previous timetable would still work, as there has been some traffic calming measures introduced;

- That the current revenue support for the services continues beyond its current contractual end date of September 2012 (this funding is provided from s106 contributions from developments in Cippenham);
 - That there are no new changes to the network that would disrupt the services;
 - That there is no new competition that would disrupt the market.
- 5.69 As mentioned above, the decision to cut the through service to Wexham Park Hospital was taken independently of the Chalvey project, and there is no commitment to restore this through service.

Consultation results – public meetings and public exhibition

- 5.70 Four public meetings were held to discuss the experimental measures with residents of the four roads that were most profoundly affected. Invitations to these meetings were hand delivered to all addresses in the respective roads. The public meetings were as follows:
- Ragstone Road, 11th April 2012 – see Annex F for the notes from this meeting;
 - Chalvey Road West, 16th April 2012 – see Annex G for the notes from this meeting;
 - Ledgers Road, 17th April 2012 – see Annex H for the notes from this meeting;
 - Chalvey Road East, 18th April 2012 – see Annex I for the notes from this meeting.
- 5.71 On 21st April there was a public exhibition where drawings for all the experimental measures were displayed, and officers were on hand to discuss the measures. A flyer was delivered to all properties within the catchment area with an invitation to the public exhibition, and signs were displayed in the centre of Chalvey. A number of suggestions and comments were made by visitors to the exhibition, and these are recorded in Annex J.

Consultation results – Slough and Eton College

- 5.72 Slough and Eton College is a significant secondary school in Ragstone Road with over 900 students. As such it is a major stakeholder in the Chalvey community. Below is the school's official response, provided by Oliver Borkowski, Assistant Headteacher:

As a major educational establishment in the Chalvey area, the School community plays an important role in using the highway system. In response to the experimental highway changes that have taken place in Chalvey over the last 10 months, the School would like to take this opportunity to make its position clear. The points below summarise the main viewpoints, as we strongly believe that:

- 1. The measures have reduced the likelihood of one of our pupils being involved in an accident on Ragstone Road and have certainly made the environment quieter and as a result, safer.*
- 2. We strongly support the introduction of the one way system, new 30 minute parking and new cycle lanes in Chalvey Road West, Chalvey Road East, Ledgers Road and Ragstone Road.*
- 3. The measures introduced have provided better parking for residents and local shoppers in Chalvey. The increase in parking spaces combined with a time limit encourages a greater turnover of changing customers.*
- 4. The streets of Chalvey have definitely benefited from the measures in terms of the 'look' of the streets. Less road traffic ensures that more people are provided with an opportunity to use the pavements in safe and relatively 'pollution free' environment compared to 10 months ago.*

5. *The use of Chalvey roads as a 'rat run' has definitely been reduced as a result of the measures.*

6. *The likelihood of road traffic accidents occurring on the road network in Chalvey has also been significantly reduced. Specifically on Ragstone Road, the one way system, traffic calming measures, additional on street parking (in dedicated parking bays) increased width of pavements and cycle lane has made a dramatic improvement in the experience that pupils, staff and visitors to the school have when accessing the school and residential areas.*

7. *The school entrance and exit at peak times has become much safer, as has the entrance and exits to Ragstone Road.*

Whilst the experimental changes have caused some disruption in travel arrangements for both the staff, pupils and visitors to the School, the overriding priority has to be the safety of the pupils. The changes that have taken place have made great strides to do this and as a result the pupil experience is a much safer one. For example, the contra-flow cycle lanes have, at last, enabled people to have a near continuous safe cycle route across Chalvey. Whilst journey times for the majority of people gaining access to Ragstone Road have increased, the small inconvenience compared to the safety of the people using the pavements is a small price to pay. The opportunity to not only make Chalvey a safer place to walk, but to try and change the 'mind set' of how people travel in Chalvey is one not to be missed. We sincerely hope that all of the proposed changes will be made permanent and would welcome the opportunity to be further involved in the consultation process to make Chalvey a better and safer place to be and live.

5.73 Offices met the school council on 29th June to obtain feedback from students. The students were very positive about the experimental measures. Below are the main comments made:

- Safer roads due to reduced traffic
- Wider footways making it safer for all children and cyclists
- Significant reduction in traffic making it safer but quicker to get through Chalvey
- Cycling has increased slightly but the school do not want to encourage this at the moment in case the scheme is altered or removed
- More children walking to school with parents parking further away specifically around Ragstone Road
- Cycling is better but a number of cars double park i.e. parents forcing some of the cyclists to have to veer into on coming traffic
- Parking is much better overall
- Healthier for most of the children
- Ragstone Road pick up in the afternoon is much better to control now than before
- Some children would like to see an introduction of a bus service to assist other children travelling to the school
- The angle of the speed cushions on Ragstone Road needs to be altered (Head teacher comment)
- Cleaner environment than before with less rubbish on the street and much more pleasant to walk through now

Consultation results – community groups

5.74 As part of the consultation the council has made direct approaches to 41 local stakeholders and interest groups believed to have an interest in Chalvey. At the time of writing this aspect of the consultation is still ongoing. So far 16 of these have either met with officers or responded in some other way. The table below summarises the responses as of 27th June 2012. Any further responses will be tabled to Cabinet during the meeting.

Organisation	Outcome as of 27 th June 2012
Al-Nasr Trust	Questionnaire submitted. Also meeting 27th June 2012. See Annex K for notes of the meeting and a summary of the questionnaire response.
An Nisa Slough Muslim Womans Group	E-mail address and phone number not working. Letter posted to postal address on 30th May. No response.
Caribbean Woman's Association	Left voicemail on 30th May 2012. Made contact on 20th June. Tentative meeting arranged for 21st June but could not make contact to confirm.
CEMVO	Contacted 30th April 2012 by e-mail. No response.
Chalvey Community Forum	See Annex L for the Forum's official response and notes of their meeting of 30 th May.
Chalvey Older People's Club	This group now closed down.
Church of God of Prophecy	Contacted 30th April 2012 by e-mail. No response.
Daryeel.	Contacted 30th April 2012 by e-mail. No response.
Destiny Support	Contacted 30th April 2012. Met representatives at Chalvey Partnership meeting of 8 th May – see Annex V for notes of this meeting.
East African Youth Group	E-mail address didn't work. Attempted phone contact failed as line engaged despite repeated calls on 30th May, 31st May, 20th June and 21st June.
Eastern Women Cultural Society	No response from telephone number, posted letter on 30th May. No response.
Humjoli Group	Made contact on 21st June 2012. Representative to speak to committee and get back to officers to arrange to meet. No contact since.
Khush Mizaz	Made contact on 30th May 2012. Requested questionnaire to fill in on behalf of group - posted on 31st May 2012.
Ledgers Road Methodist Church	Meeting 24 th May 2012. See Annex M for notes of this meeting.
LIFE House	Contacted 27th April 2012 by e-mail. No response.
Multi-Faith Forum	Contacted 27th April 2012 by e-mail. No response.
Pakistani Welfare Association Slough	Contacted 27th April 2012 by e-mail. No response.
REAP Resettlement Agency	Contacted 30th April 2012 by telephone. Left message but no response.
SHOC	Contacted 27th April 2012 by e-mail. No response.
Slough ASD Support Group	Contacted 27th April 2012 by e-mail. No response.
Slough Immigration Aid Unit	Questionnaire submitted – see Annex N for a summary.
United Somali Youth of Slough	Contacted 27th April 2012
YMCA	Made contacted 30th May 2012. Requested 50 questionnaires to distribute to residents; three were returned. See Annex O for a summary of the YMCA responses. See

Organisation	Outcome as of 27 th June 2012
	also Annex E Ref 139.
Masonic Centre on Ragstone Road	<p>Response received on 9th May 2012 from Gary Mason, Chairman of the Slough Masonic Centre.</p> <p>The Masonic Centre feels the road layout is working well. Members are relieved that two-way access is possible from Windsor Road. It has been observed that drivers are contravening the Ragstone Road one-way system to turn right into Martin Road – suggestion for Martin Road one-way system to be reversed.</p> <p><i>“All in all something needed to be done about the rat run and it works well”</i></p>
Friends meeting House on Ragstone Road	Questionnaire submitted – see Annex P for a summary.
Al-Hira Educational & Cultural Center (Ragstone Road Mosque)	Meeting 26 th June. See Annex Q for notes of this meeting.
Chalvey Business Forum	See Annex R for the Forum's official response.
Power League	Meeting 12 th June 2012. See Annex S for notes of this meeting.
St Peter's Church	<p>Questionnaire submitted – see Annex T for a summary.</p> <p>See also Annex E Ref 267.</p>
Montem Lane Mosque	Contacted 30 th May 2012 via Slough Islamic Trust but no response.
Allotment association	Left voicemail message on 20 th June. No response.
Slough Physical Disability & Sensory Needs Partnership Board	Meeting 11 th May – see Annex U for notes of this meeting.
Cycle Forum	Contacted 24 th April 2012 by e-mail. No response.
Local Access Forum	<p>Response via the council's liaison officer with the Forum:</p> <p>The Forum are happy with the beneficial effects of the scheme overall, in particular with the elements improving the layout for pedestrians and cyclists. Their only concern seems to be the element giving priority to traffic from minor roads off Ragstone Road, which they thought could result in confusion for motorists.</p>
Thames Valley Chamber of Commerce	<p>Response received on 30th April from Gavin Spencer, Senior Business Manager, and also Claire Prosser, Policy Executive.</p> <p>The Chamber posted the consultation on the Slough LinkedIn group along with a link to the online survey to encourage people to respond as individuals. The consultation was also to be announced in the Chamber's policy newsletter.</p>
Chalvey Partnership	Meeting 8 th May – see Annex V for notes of this meeting.
Polish Community	Contacted 30 th May 2012 by e-mail. No response.
Disability Forum	The Chalvey Roads project was discussed at the Disability Forum's meeting of 7 th May. The Forum are encouraging members to respond as individuals. The only concern raised was the timing of the consultation in the context of the experimental procedure.
Action 4 Chalvey	Meeting on 15 th May – see Annex W for notes of this

Organisation	Outcome as of 27 th June 2012
	meeting.
Faith Temple	Questionnaire submitted – see Annex X for a summary.
Youth Offending Team	Questionnaire submitted – see Annex Y for summary.
Mustaqbil Office (for the future foundation)	Questionnaire submitted – see Annex Z for summary. See also Annex E Ref 332.
Chalvey Working Mens Club	Questionnaire submitted – see Annex AA for summary. See also Annex E Ref 258.
Premier Social Club	Questionnaire submitted – see Annex AB for summary.
Slough and Eton Adult Learning Centre	Questionnaire submitted – see Annex AC for summary.
Trinity United Reformed Church	Questionnaire submitted – see Annex AD for summary. See also Annex E Ref 17.

Consultation results – pedestrian and cycle issues

5.75 A number of specific comments, both positive and negative, were made concerning the provision for pedestrians. These are summarised below:

Positive comments	Negative comments
<ul style="list-style-type: none"> The reduction in traffic and traffic calming has slowed traffic and improved safety for pedestrians. The footways are no longer blocked by parked vehicles, whereas previously cars used to park on both sides in places – this is a particular benefit for disabled pedestrians, and parents with very young children It is perceived that the area is now safer for pedestrians. It is perceived that it is now safer crossing the road. It is perceived that sight lines between pedestrians/cycles/cars has improved. The wider footways are beneficial especially at the beginning and end of the school day when there is much pedestrian activity. It is perceived that the environment is more pleasant for pedestrians due to reduced local pollution. It is perceived that the volume of HGVs has reduced, making the environment more pleasant for pedestrians. People feel they are forced to walk now for journeys they would previously have made by car. It is perceived that the overall experience for pedestrians is much nicer more peaceful, cleaner and neater. 	<ul style="list-style-type: none"> There are concerns that without formal pedestrian crossings it has become more difficult and dangerous to cross the road – specific locations cited include: by the railway bridge, at the junction of High Street, Church Street, Chalvey Road West and Darvills Lane, in Ledgers Road, in Ragstone Road, at the junction of Ledgers Road and Montem Lane, and in Montem Lane itself. A number of respondents call for controlled pedestrian crossings. The perceived confusion of right of way for drivers at the junctions at either end of Chalvey Road West is thought to contribute to the difficulties experienced by pedestrians. It is reported that drivers do not give way to pedestrians at these junctions. There are concerns for school children and the visually impaired. Visibility is limited at the informal crossing between Alexandra Road and King Edward Street, if vehicles are parked in the spaces outside Chalvey Supermarket. Visibility is also limited for pedestrians crossing the southern end of Ledgers Road towards the Coop funeral care. It is reported that pedestrians, especially school children, are not paying proper attention when crossing the road, and thereby putting themselves in danger. The reduction in traffic has increased some respondents fears for their personal safety when walking through Chalvey. The contra flow cycle lane is perceived to be

	unhelpful to pedestrians.
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5.76 A number of specific comments, both positive and negative, were made concerning the provision for cyclists. These are summarised below:

Positive comments	Negative comments
<ul style="list-style-type: none"> • The cycle lane is welcomed, supported, enjoyed and considered vital. • The cycle lanes is used by families with children. • The experimental layout as a whole is perceived to be safer, easier and quieter for cyclists. • The experimental layout as a whole is perceived to be beneficial for children cycling to school. • The reduction of traffic and traffic calming is perceived to be beneficial for cyclists. • It is perceived that the cycle provision will encourage people to cycle rather than drive. • The cycle lanes provide two-way access throughout Chalvey for cyclists. 	<ul style="list-style-type: none"> • It is perceived that the cycle lane is under used, poorly understood (for example cyclists cycling the wrong direction within the cycle lane) and of no real benefit. • Some respondents are not comfortable that the cycle lane is a <i>contra-flow</i> lane. • Cyclists are reported to cycle on the footway regularly. • The junction under the railway bridge is perceived to be unclear for cyclists. • Drivers emerging from side roads are reportedly not paying proper attention to cyclists approaching in the contra-flow lane – warning signs may help. • The cycle lanes are not wide enough for tricycles. • There are no cycle stands for cyclists using the local shops. • The cycle provision is perceived to be unclear in places – better signage and road markings would help to unsure cyclists understand the routes. • There is concern for safety in locations where the cycle lane is alongside parked vehicles in Ledgers Road.

Consultation results – petitions

5.77 **September 2011:** *“We, the residents of Chalvey strongly oppose the proposals regarding Chalvey congestion because it will badly affect the life of Chalvey residents. We demand that Slough Borough Council should reject these proposals”* This petition has 154 signatories, representing approximately 123 households. The number of households has been approximated as 45 signatories did not provide a house number. Officers believe that this petition was being circulated during the protest on 11th August.

5.78 On **19th September 2011** (at Cabinet’s meeting that day) officers received 156 signed leaflets from individuals opposed to the experimental measures in general. Officers believe that this was an organised response, akin to a petition, rather than 156 individuals acting on their own initiative.

5.79 **11th October 2011:** *“We the undersigned residents of Ledgers Road agree that since the experimental changes to the road system have been introduced; the volume of traffic along the road has reduced resulting in less noise, improved air quality and less waiting times at road junctions. Therefore we support an experimental one way system along Ledgers Road and wish to be consulted by the council on introducing residential parking as well.”* This petition has 35 signatories, representing 32 households in Ledgers Road. The implementation of the experimental one-way system makes it possible to mark out formal parking bays, which could be considered for residents’ parking. In response to this petition officers consulted all the residents of Ledgers Road on whether they would like residents’

parking. The majority of residents did not support residents' parking, and so this proposal was not taken forwards.

- 5.80 **19th October 2011:** *"(1) We, residents of Ragstone Road, Slough, have been subject to substantial traffic and vehicle parking pressures for many, many years. (2) There has been an extra-ordinary volume of traffic from both directions, as Ragstone is treated as a convenient by-pass from the main adjacent Windsor Road (easy cut-through). A significant number of vehicles are parked on the road, by individuals who do not live or work on the road; as Ragstone Road is walking distance from Slough town centre. There is illegal parking, by individuals who use Ragstone as a short stopping point with no regulation by traffic wardens. (3) We urge Slough Borough Council to urgently review this serious and highly pressurised situation, and introduce measures to ensure parking access and safety for residents, such as by means of a one-way traffic and/or residents only parking. We urge Slough Borough Council to consult with the local residents about this urgent and expanding problem."* This petition has 29 signatories representing 22 households in Ragstone Road. The petition allowed the signatories to express their support for residents' parking and the one-way way system. 27 signatories supported resident's parking. 4 signatories supported the one-way system. In response to this petition officers consulted all the residents of Ragstone Road on whether they would like residents' parking. The majority of residents did not support residents' parking, and so this proposal was not taken forwards.
- 5.81 **February 2012:** *"Petition to keep the double yellow line in Ragstone Road...if we look at the right side of Ragstone Road (looking from Eton and Slough school towered the one way system), on this side most of the houses has drive way and drop down curb and there are not much car you can park on this side (about 8 car all this side), so we on this side we want the double yellow line to stay, so no one will be able to blocks us by parking his car in front of our drive which has drop down curb...(Unfortunately in the past my drive and my neighbour have been blocked several times)".* This petition has 16 signatories representing 16 households in Ragstone Road.
- 5.82 **March 2012:** *"With reference to you letter dated 6th March 2012 I am outlining the residents of Ragstone Road, Slough objections to the proposed double lines and Permit holder parking. With regards to the double yellow lines we object to this as it already hard enough to find appropriate parking if the double yellow lines are put in we will have no parking. This is not a major main road and we don't feel it's appropriate. With regards to permit holder parking the average household have more then two cars and we are against this and do not wish this to happen. With reference to the one way system now in place it is very inconvenient, higher fuel costs incurred by each resident, so please could we as residents be informed of any future changes to our road that are likely to inconvenience us."* This petition has 33 signatories representing 27 households in Ragstone Road.
- 5.83 **April 2012:** *"Petition against double yellow lines."* This petition has 365 signatories representing 312 households that use the GP's surgery in Ragstone Road. A questionnaire response was also received from the senior partner. The surgery serves approximately 4,000 patients in Slough area. The surgery supports the one-way systems in all four roads, but is concerned that the parking provision in Ragstone Road is inadequate. The surgery perceives they have lost parking, and this has led to disputes with near neighbours. The surgery believes the contra-flow cycle lane to be dangerous (See Annex E Ref 336).
- 5.84 **June 2012:** *"We the undersigned are residents of Chalvey and or users of Chalvey and are totally opposed to the new road layouts one way system."* This petition has 2,686 signatories. Of these it was not possible to identified 477 addresses as they

were illegible. Of the 2,209 legible addresses 985 were from properties within the Chalvey consultation catchment area, and 308 were from properties which had already responded to the Chalvey consultation. There were 30 duplicate signatories. This petition was received and debated by Council on 26th June 2012.

Consultation results – correspondence

- 5.85 Throughout the project a dedicated e-mail address, chalveyroads@slough.gov.uk, has been available and widely publicised. A number of respondents have also written letters to the council concerning the experimental measures. All the written correspondence is reproduced in Annex AE.

Consultation results – common themes and concerns

- 5.86 A number of common themes and concerns are evident within the consultation responses. These concerns are reported by both supporters and opponents of the experimental measures, and are recommended to be addressed, depending on the outcome of the key decisions. Technical solutions and minor modifications can be provided to address a number of the common concerns, and these have been written up as conditional recommendations earlier in the report, for Cabinet to consider. The common themes and concerns are:
- The reduced bus service;
 - Access for emergency services;
 - Pedestrian crossing provision between Alexandra Place and King Edward Street;
 - Pedestrian crossing provision at the junction underneath the railway bridge;
 - Confusion over who has priority at the junction of High Street, Chalvey Road West and Church Street, and also concerns for right turn movements from the High Street into Chalvey Road West;
 - Confusion and misuse of contra flow cycle lane;
 - Poor driver compliance with the changed priorities at the junction of Ledgers Road and Montem Lane;
 - Poor visibility for drivers exiting Martin Road;
 - Suggestion to reverse the one-way systems in Martin Road and College Avenue;
 - Provision of as much parking as possible throughout;
 - Crooked road humps and unusual priorities in Ragstone Road;
 - Relief that footways are no longer obstructed by parked vehicles;
 - Unclear signage, especially at the railway bridge;
 - Misuse of planters;
 - Driver inconvenience;
 - A sense of community severance.

6 Comments of Other Committees

This report was considered by a joint meeting of Overview and Scrutiny Committee and Neighbourhoods and Community Services Scrutiny Panel on 10th July.

The recommendations arising out of that meeting are detailed in the minutes of that meeting – due to the close proximity of this meeting to Cabinet’s meeting on 16th July, it has not been possible to include comments in this report.

7 **Conclusion**

The response from the Chalvey Roads public consultation has been one of the largest responses to any similar consultation that officers can recall. There are strong feelings among both supporters and opponents of the experimental measures, and these are reflected in the comments and correspondence.

The questionnaire responses do not, in the view of officers, provide a clear enough steer for a straightforward decision based on the community's preference. Cabinet should note that the consultation is not a referendum – there is no obligation on the council to choose the solution favoured by the majority, counted either by household or by individual.

It is now Cabinet's responsibility to weigh up the feedback received, and then decide which elements of the experimental scheme to make permanent, and which roads should return to two-way operation. Cabinet may also decide to promote suggestions that have been submitted by respondents to the consultation, or indeed to promote new suggestions altogether.

8 **Background Papers**

Agenda and Minutes – Cabinet – 11th April 2011

Agenda and Minutes – Cabinet – 31st May 2011

Agenda and Minutes – Cabinet – 18th July 2011

Agenda and Minutes – NCS Scrutiny Panel – 15th September 2011

Agenda and Minutes – Cabinet – 19th September 2011

Agenda and Minutes – Overview and Scrutiny – 11th October 2011

Agenda and Minutes – Cabinet – 12th December 2011

Agenda and Minutes – Overview and Scrutiny – 17th January 2011

Agenda and Minutes – Full Council – 26th June 2012

Agenda and Minutes – joint meeting of O&S and NCS Scrutiny Panel – 10th July

For viewing of all annexes please contact Democratic Services on 01753 875011.