

Croydon's Streetspace Improvements Programme (CSIP)

Frequently Asked Questions (FAQs)



Why have you closed my road?

In response to the current Covid-19 pandemic the Council is introducing a number of temporary road closures known as Low Traffic Streets across the borough. The purpose of this initiative is two-fold:

- To allow residents safer access to their streets enabling safe socially distanced travel, exercise and other activities.
- To keep traffic on the classified road network and by doing so reduce the volume of traffic travelling through our neighbourhoods.

The central government imposed lockdown has resulted a substantial reduction in motor traffic, creating less polluted, quieter streets across our borough. Many people have opted to cycle or walk instead of using their own vehicles or public transport, in some areas there has been a 70% increase in the number of people using bicycles for exercise, safe and socially distanced travel.

The northern areas of Croydon such as South Norwood, Woodside, Crystal Palace Thornton Heath and Norbury have high levels of public transport usage but capacity on transport services has been reduced to near 10% of normal to enable social distancing, for example on a double decker bus no more than 15 passengers will be admitted, forcing the public to seek alternative modes of transport.

Central government has released guidance to local authorities with expectation for them to make changes to road layouts accommodating increasing numbers of pedestrians and cyclists who are travelling in a safe and social distanced manner, particularly in areas where the use of public transport is high. All the measures introduced have received support from the Council's Cabinet.

How it will work?

The road closure is being implemented temporarily under emergency powers as a response to the Covid – 19 pandemic. The closures will be self-enforcing through the installation of planters at one end of the road.

How long will my road be closed for?

These measures have had to be introduced swiftly in response to the pandemic so that residents can reap the benefits whilst staying safe, in order to do so central government has made some relaxations to the making of Traffic Regulation Orders (TRO's).

There are two types of orders the current tranche Low Traffic Streets have been implemented under in line with latest government guidelines:

- All closures were implemented firstly under an Emergency Orders, these are introduced as an emergency and are valid for 21 days in response to public safety.
- Following the 21 day period the closures have transitioned onto a Temporary Traffic Regulation Order (TTRO) these are valid for up to 18 months with no opportunity to object.

Emergency legislation came into force on 23 May 2020 to speed up making emergency TRO's that may be needed to, for example, widen pavements, introduce road closures or cycle lanes.

How can people get around the road closures?

The easiest way to navigate around the road closures will be to use Google maps or a live update GPS as the route and road closures will be updated live into these systems. The Council will also be introducing advance warning signage as the schemes are implemented to inform motorists of the closures.

Why wasn't we consulted?

These measures have had to be introduced swiftly in response to the pandemic so that residents can reap the benefits whilst staying safe, in order to do so central government has introduced some relaxations to the making of Traffic Regulation Orders (TRO's).

Emergency legislation came into force on 23 May 2020 that allows for making emergency TRO's that may be needed to, for example, widen pavements, introduce road closures or cycle lanes. The amendments also allow alternative publicity arrangements to help deal with some practical difficulties that have arisen as a result of restrictions that are in place. For example, these might be where local newspapers have closed or have moved publications on-line or local authority offices are closed to the public, and there are concerns about the safety of staff posting site notices in some circumstances.

The current TRO in place doesn't allow for objections, however the Council is still welcoming feedback from those affected by the closures, as lockdown/social distancing restrictions are eased there will be an opportunity to discuss if the closures should be revoked, amended or made permanent at which point the Council will carry out a formal consultation and allow for representations to be made.

We are engaging with residents in the following ways:

- Street notices have been erected on lamp columns or parking posts in the vicinity of an emergency measure.
- The Council has a webpage dedicated to the emergency programme where residents can find the most up to date information and submit feedback using an online form: www.croydon.gov.uk/csip
- For further information you can contact the Highway Improvements Team via email at: highwayimprovements@croydon.gov.uk

Will the closures and other measures under this programme be made permanent?

All measures are being introduced temporarily, as covid-19 related restrictions are eased, officers will review all of the temporary measures and consider what to revoke, amend or make permanent at which point residents will be invited to provide feedback.

Is Croydon the only London Borough introducing these measures?

No, similar measures are being introduced by several London boroughs across London. The scheme forms part of a London wide Streetspace Improvement Programme introduced by Transport for London (TfL). For further information on the London wide programme please visit: <https://tfl.gov.uk/travel-information/improvements-and-projects/streetspace-for-london>

How is Croydon's Streetspace Improvement Programme being funded?

The Council is securing funds for the delivery of this programme from Transport for London (TfL). TfL and other local authorities are delivering similar initiatives across London as part of a London wide Streetspace Improvement Programme.

What else are you proposing on the highway as part of this programme?

There are six main components to the scheme:

- Low Traffic Streets
- Wider Low Traffic Neighbourhoods (LTN'S)
- Exercise Zones
- Footway expansion
- Speed Awareness
- Cycling Facilities

Please note as covid-19 related restrictions are eased, officers will review all of the above schemes and consider what to revoke, amend or make permanent, at which point residents will be invited to provide feedback.

What is a Low Traffic Neighbourhood (LTN)?

“Low traffic neighbourhoods” as defined by Living Streets: “ are groups of residential streets, bordered by main or “distributor” roads (the places where buses, lorries, non-local traffic should be), where “through” motor vehicle traffic is discouraged or removed. There’s lots of ways you can make a low traffic neighbourhood, but the main principle is that every resident can drive onto their street, get deliveries etc., but it’s harder or impossible to drive straight through”

LTNs create attractive streets for walking and cycling by preventing rat-running traffic using quieter residential streets whilst maintaining local access for residents & visitors. LTNs have the following key benefits:

- Reducing traffic & associated road danger
- Reducing congestion, air & noise pollution
- Prioritising routes for buses & cyclists
- Encourage active travel such as walking & cycling
- Enabling safe, socially distanced travel while public transport capacity is reduced

I have concerns about poor driver behaviour and speeding on my road, how can I report this?

In relation to concerns about speeding or poor driver behaviour, this is an enforcement matter unfortunately local authorities have no powers to enforce traffic violations, the responsibility for enforcing such offences in London sits with the Metropolitan Police Service (MPS). All road traffic incidents can be reported directly to the MPS to their online report a traffic incident tool: <https://www.met.police.uk/ro/report/rti/rti-a/report-a-road-traffic-incident/>

The Council introducing speed awareness signage at locations where there has been historic speeding issues.

Can I still park on the road?

Yes you can still park on the road, please continue to park in bays but parking on double yellow lines is still prohibited. For any specific queries in relation to parking please email: parkingdesign2@croydon.gov.uk or parkingsuspensions@croydon.gov.uk

How will our waste and recycling be collected?

There will be no change to the councils refuse collection service, refuse officers have been informed of all the new measures.

How will emergency services get in?

Emergency services have full access to the road but residents need to make sure that they park responsibly so there is no issue if a vehicle needs to reverse. All emergency services have been informed of the measures.

Will I still be able to get my deliveries?

Yes, the road will only be closed at one end, so delivery vehicles will be able to access the road. Local residents need to make sure that they park responsibly so there is no issue if a vehicle needs to reverse or turnaround. For any specific queries in relation to parking please email: parkingdesign2@croydon.gov.uk or parkingsuspensions@croydon.gov.uk

Can we walk or cycle through the road closure?

Yes there is still full access to pedestrians and cyclists.

Who will maintain the planters?

At present the Council's contractors are responsible for the maintenance of the planters. This is under review and where residents wish to maintain the plants this can be permitted.

Is there access for the elderly and disabled?

Yes, we are aiming to make the street safer for all of our residents to use. There is access for those who want to use a bike, trike as a mobility aid or mobility scooters as they will be able get through the barriers that stop cars. No disabled parking bays will be suspended.

Is there a list of further road closures?

For the latest updates on the programme please visit: <http://www.croydon.gov.uk/csip>

I would like to suggest a location for an improvement measure?

Complete the online form located on the following webpage <http://www.croydon.gov.uk/csip> or email: highwayimprovements@croydon.gov.uk

How will you know if the scheme has been a success?

A successful scheme is one where the benefits of the changes to the route and to residents in the area, outweigh any dis-benefits, taking into consideration all roads in the area. Traffic flow and pollution levels would of course, be carefully monitored and taken into account when assessing the success of any scheme, and changes would be made accordingly, in consultation with residents.

What is the latest government advice on lockdown restrictions?

We strongly recommend visiting the following website for the latest updates on lockdown restrictions and the coronavirus pandemic: <https://www.gov.uk/coronavirus>

Who should I contact for further queries?

For now all the new initiatives are being introduced on a temporary basis by the Council's Highway Improvements Team with the assistance of officers from services across the Place Department.

For further queries please email: highwayimprovements@croydon.gov.uk

