



## School Streets, Safer Streets – Engagement Report

### Public Engagement Interim Summary

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Working in partnership



**Barking &  
Dagenham**

**PROJECT  
CENTRE**  
part of Marston Holdings

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## 1. THE HEADLINES

### Key points:

- 290 face to face interviews, with an average of 75% in support of the introduction of School Streets
- 55 people responded to the online survey, with an average of 56% in support of the scheme
- An average of 72% of the total 345\* respondents supported the proposals to deliver School Streets.
- There were 889 website visitors, and 84 engaged online visitors
- 70 letters were issued to key stakeholders
- 39 phone calls were received and responded to
- The top themes raised by respondents were traffic displacement, monitoring and enforcement, exemption permits and scheme extension suggestions.

\*Taking both face to face and online surveys into account.

### 1.1 Summary of methodology

Throughout June and July 2021, Be First carried out a programme of consultation which sought feedback on the proposed plans for seven School Streets around the borough. School Streets aim to introduce a series of timed closures for motor vehicles outside the school gates, designed to increase pupil safety around pick-up and drop-off times during term time. Details of the proposals can be found under Section 2.1 of this report.

Initially schools were engaged to ensure they were supportive of the proposals and, once confirmed, leafleting and door knocking was carried out in the local area so the project team could speak with local residents and parents and provide opportunities for them to have their say on the proposed School Streets in their area. Information was also sent to local businesses and stakeholders, a website was established, with separate pages for each school, and response was encouraged through promotion on targeted social media and through successive leaflets.

## 1.1 Purpose of this report

This report sets out the consultation responses received to date for the seven schools which are:

- Valence Primary School,
- Southwood Primary School,
- Sydney Russell School,
- Parsloes Primary School,
- St Joseph's Catholic Primary,
- Hunters Hall and Richard Alibon – these two schools were surveyed together due to their proximity to each other and interdependence on both implementing a School Street.

Survey responses were gathered via the designated project website at <https://oneboroughvoice.lbbd.gov.uk/hub-page/school-streets-safe-streets>, as well as via a series of targeted door knocking events. In total, 345 surveys were completed across the five School Street areas.

## 1.2 Key findings

Findings unique to each School Street are broken down in the main body of this report, but overall key findings are outlined below:

### Key findings:

- On average, 75% of the total 290 respondents to face to face surveying supported the proposals to deliver School Streets. Only 16% did not support the proposal for their area on average.
- To date the highest level of response has been in relation to the Hunters Hall and Richard Alibon School Streets (116 surveys).
- The top themes raised by respondents across the four surveys were traffic displacement, monitoring and enforcement, exemption permits and extension suggestions.

## 2. BACKGROUND AND RATIONALE

Despite the average journey to a primary school being less than one kilometre<sup>1</sup>, a quarter of cars on the road in the morning rush hour are on the school run<sup>2</sup>. In England, one thousand children are killed on school roads every year<sup>3</sup> and an estimated 16 children a week are fatally hit or seriously injured during the morning and afternoon school runs in Britain each week<sup>4</sup>. Air pollution is five times higher on the school run and can be higher for children in cars due to inhalation of exhaust fumes – and Barking and Dagenham is ranked as one of the worst areas in the country for air pollution<sup>5</sup>.

Building on the success of its first round of School Streets, the council is taking proactive measures to help schools, parents, residents and the wider community tackle dangerous traffic at peak rush hour, deal with parking issues, and to improve road safety and air quality around schools in the borough.

The proposal to introduce School Streets at seven schools aims to create pedestrian and cycle-only zones at pick up and drop off times, to improve road safety for local children, and reduce the parking nuisance caused to local residents living on roads outside schools.

### 2.1 The proposals in detail

The following schools were selected for the potential implementation of School Street measures due to known existing traffic and safety issues as outlined below.

#### 2.1.1 Sydney Russell Primary

Congestion and rat-running have been noted as key issues during the school run. After consultation with the school, the following measures were proposed.

- Fanshawe Crescent, between the junctions of Springpond Road and Pasture Road, is made into a School Street between the hours of 8am – 9.15am and 2.45 – 4pm.

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<sup>1</sup> [TfL Press Release - Transport for London issues advice on how to keep safe when travelling, ahead of some school years restarting \(prgloo.com\)](#)

<sup>2</sup> [School Streets air quality monitoring project launched on Car Free Day | London City Hall](#)

<sup>3</sup> [Road safety: Insurers show accidents near schools - BBC News](#)

<sup>4</sup> Public Health England (2018) Reducing unintentional injuries on the roads among children and young people under 25 years

<sup>5</sup> <https://www.barkinganddagenhampost.co.uk/news/british-heart-foundation-air-quality-3379920>





Figure 1: Sydney Russell proposed School Street design

### 2.1.2 Southwood Primary School

Southwood Primary is located on a narrow road, with a history of issues with congestion, and parking problems for residents as a result. After consultation with the school, the following measures were proposed:

- Keppel Road becomes a School Street between the hours of 8am – 9.15am and 2.45 – 4pm.
- Verney Road between the hours of 8am – 9.15am and 2.45 – 4pm.



Figure 2: Southwood Primary School Street proposed design

### 2.1.3 Valence Primary School

Valence Primary has issues with congestion at pick up and drop off times partly due to its close proximity to St Joseph's Catholic Primary School. To reduce danger to the pupils and relieve congestion outside the school gates, and after consultation with the school, the following measures were proposed between 8am – 9.15am and 2.45 – 4pm.

- St George's Road, between Beverly Road and Westfield Road



Figure 3: Valence Primary School Street proposed design

### 2.1.4 Hunters Hall Primary and Richard Alibon Primary

Both primary schools are located on Alibon Road, which creates congestion. Both schools were selected in order to avoid traffic displacement from one to the other. After consultation with the schools, we proposed that the following roads become School Streets between 8am – 9.15am and 2.45 – 4pm.

- Alibon Road, between Sterry Road and Hunter's Hall Road - the crossroad of Alibon Road with Cropparth Rd and the crossroad of Alibon Road with Hunters Hall Road are proposed to be restriction free to allow access.
- Rockwell Road





Figure 4: Hunters Hall school street proposed design



Figure 5: Richard Alibon school street proposed design

### 2.1.5 Parsloes Primary School

Parsloes Primary is located on a rat-run (located between Ivyhouse, Meadow and Spurling Roads), which experiences heavier traffic as people attempt to avoid Parsloes Avenue. After consultation with the school, School Streets were proposed between 8am – 9.15am and 2.45 – 4pm.

- Spurling Road, between Parsloes Avenue and Ivyhouse Road

- Shortcrofts Road, between Meadow Road and Aylofffe Road



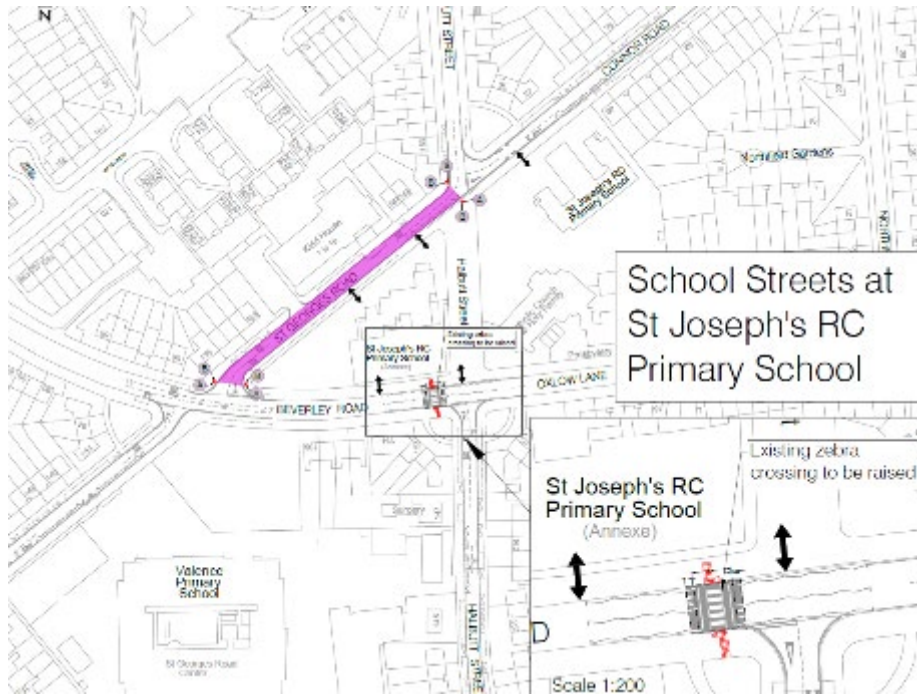
Figure 6: Parsloes Primary school street proposed design

### 2.1.6 St Joseph’s Catholic Primary School

Located within 500m of Valence Primary, St Joseph’s Catholic Primary School suffers problems with congestion and parking problems outside the school gates. Since St Joseph’s is a Parish School and serves a larger catchment area, more children are brought by car, exacerbating the problem.

Originally, proposals were drawn up which would turn both streets outside the entrances – on St George’s Road and Halbutt Street – into School Streets. However, after further discussions with school staff and on their request, it is being proposed that:

- St George’s Road, between Beverly Road and Halbutt Street, becomes a School Street between 8am – 9.15am and 2.45pm – 4pm.



*Figure 7 St Joseph's Primary School Street proposed design*

### 3. CONSULTATION METHODOLOGY

#### 3.1.1 Consultation overview

Engagement has been carried out in different phases, using various online and offline platforms.

Schools were engaged early-on in May to explore what the issues outside the school gates were and gauge their views on the initial School Streets proposals drawn up by Project Centre, in conjunction with Be First. Once designs were agreed with the schools, all the relevant materials were uploaded online.

Early engagement with schools, key stakeholders and local residents was then undertaken between June and July, to introduce the concept of School Streets, gather feedback, and gauge levels of support.

#### 3.1.2 Online engagement

The next stage involved uploading all the relevant information online in an accessible and user-friendly format. A hub or home page, as well as a dedicated webpage for each of the School Streets being proposed was set up on LBBD's [Engagement HQ platform](#) (A screen capture of the site can be found under Appendix 1).

Each school-specific webpage contains:

- Explanations of the proposals, including time restrictions and who can apply for an exemption
- Frequently Asked Questions
- Key dates and details of engagement
- Downloadable PDF of School Streets design proposals
- A forum tool – giving anyone the opportunity to participate in the conversation
- An ideas tab – giving the opportunity for people to send us their ideas and suggestions.
- An interactive map – with the opportunity to look at the proposals on a user-friendly map and drag and drop pins with ideas and suggestions for the School Streets.
- Subscribe tool – allowing people to sign up to keep informed about the project and any developments.

### 3.2 Communication materials

#### 3.2.1.1 Leaflet to residents, parents and school staff

Leaflets about the proposals were distributed to five school areas before face-to-face engagement commenced. The other two areas received them on the day of door-knocking engagement. The leaflets – which were specific to each school - outlined the main proposals, and directed people towards the website and phoneline, giving people the opportunity to participate in the conversation around the proposed School Streets. A copy of the leaflet can be found under Appendix 2.

Schools were asked to issue copies of the leaflet to every member of staff and also to distribute them to parents to help spread awareness and encourage responses.

A follow-up leaflet was also distributed to local residents, the school and to local councillors indicating the result of the door-to-door work and encouraging anyone who had not already done so, to respond to the consultation online or by phone.

#### 3.2.1.2 Banners

Banners were provided to the schools for display on the school gates, and large format posters were fixed to the lampposts at the boundary of each School Street. These were designed to alert residents to the proposals and drive traffic to the relevant websites by means of a website address and QR code.

#### 3.2.1.3 Door knocking

The publication of the various online materials was followed up by door knocking and canvassing in each School Street area. This was undertaken as follows:

- Tuesday 29 June – Sydney Russell Primary
- Tuesday 6 July – Southwood Primary
- Wednesday 7 July – Valence Primary
- Wednesday 14 July – Richard Alibon and Hunters Hall
- Tuesday 20 July – Parsloes Primary
- Tuesday 27 July – St Josephs

Areas for canvassing were drawn up with input from Project Centre's Traffic Team, and the focus was on engaging with residents who were most likely to be affected, either directly or indirectly, by the proposals. An area map from the door knocking activities can be found under Appendix 3.

'Sorry you were out' cards were delivered to any door with no response. These provided details of how to respond and were designed to encourage traffic to the website.

#### 3.2.1.4 Phone line





To ensure engagement was inclusive and accessible, a 'School Streets, Safe Streets' voicemail service was set up prior to engagement commencing. This service allows residents, businesses, parents and other stakeholders to dial the number given on leaflets and the website, and leave their name, number, and message. Someone from the project team responded to each enquiry within two working days. A call log can be found under Appendix 4.

#### 3.2.1.5 Letter to stakeholders

A letter was sent to 70 local stakeholders across all areas – mainly local businesses, the emergency services, religious centres, community groups and local charities who were likely to be affected by changes. A copy of this letter can be found under Appendix 5.

## 4. ENGAGEMENT SURVEY RESULTS

### 4.1 Engagement summary

In total, **345 survey responses have been received**. These surveys have been undertaken both online and in person via the door knocking exercise. These 346 responses are the subject of the analysis breakdown detailed in this stage of the report.

**Overall feedback received within the consultation has been positive, with an average of 72% of survey responses in support of the proposals to deliver schools streets across Barking & Dagenham.** Whereas, on average, 20% did not support the proposals, and 8% were not sure.

#### Key consultation figures:

- 290 residents engaged with face to face, with an average of 75% in support of introduction of School Streets
- 55 people responded to online survey, with an average of 56% support for the scheme
- 39 phone calls received and responded to
- 884 aware website visitors, and 84 engaged online visitors
- 70 letters sent to stakeholders

The following sections of this chapter will examine the results of the consultation for each school.

### 4.3 Sydney Russell School analysis

#### 4.3.1 Door-to-door survey results

Whilst undertaking the door-knocking exercise, 36 residents were spoken to. Out of these residents:

- 25 residents (70%) of said they would support the introduction of the proposed school street.
- Seven, or 19% said they would not support the proposed school street.
- Four, or 11% were not sure or abstained.

#### 4.3.2 Online survey results

In total, seven people took our online survey. Out of these three:

- Five said in principle, they would support the introduction of School Street measures.
- Two said they did not support the measures.

4.3.3 Overall results

4.3.3.1 Level of support

Q1. *In principle, would you support the introduction of measures to stop non-resident cars entering Fanshawe Crescent during school run hours?*

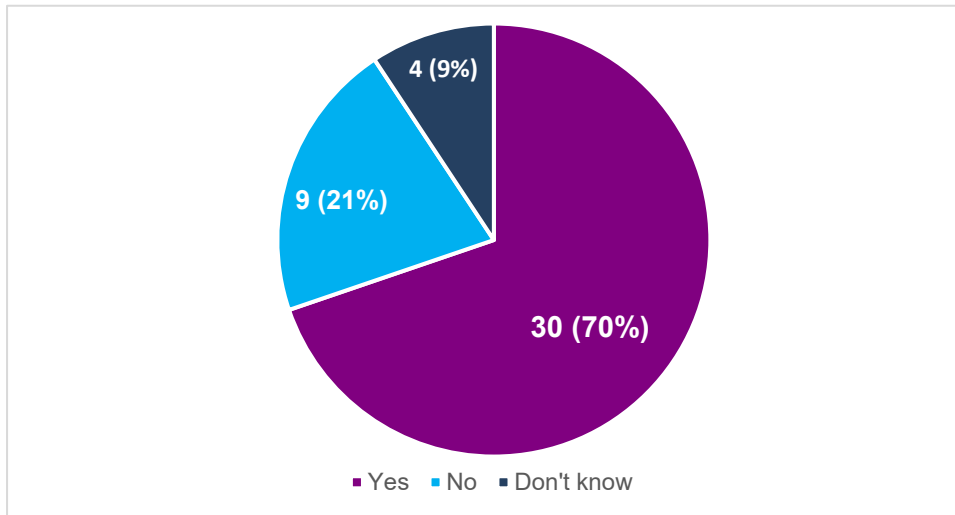


Figure 7: Chart indicating the level of support for the Sydney Russell school street proposals

- 70% of the 43 respondents to the Sydney Russell survey said that they supported the proposed school streets. Whereas 21% suggested that they did not support and 9% were neutral.

4.3.3.2 Comment themes

The below graph highlights some of the key comment themes raised by respondents to both the online and the door-to-door survey.

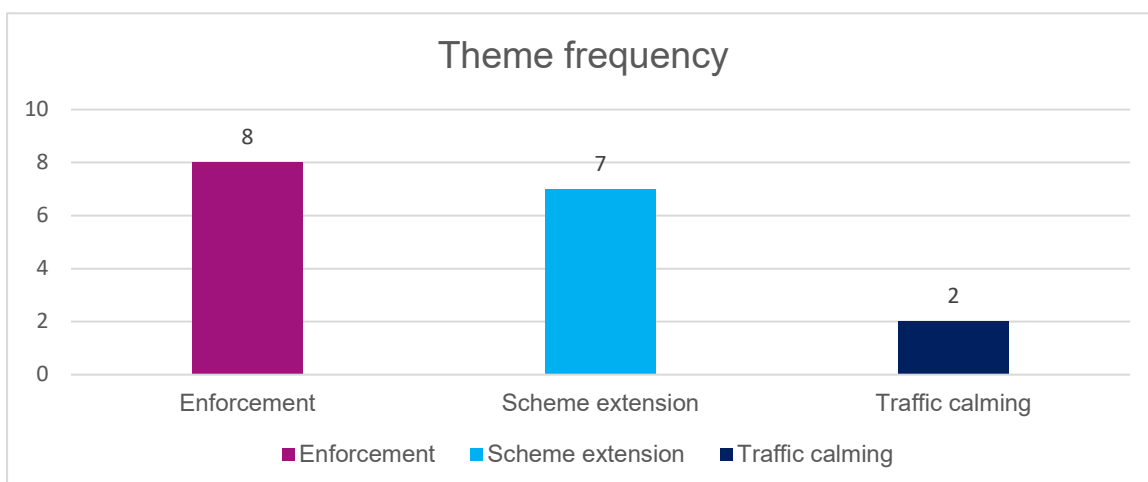


Figure 7: Graph showing the frequency of comment themes raised by respondents to the Sydney Russell survey

- Enforcement was the highest frequency issue, with parking enforcement being the most frequent subcategory. Residents living on Springpond Road and Fanshawe Crescent raised the issue that existing parking permits for residents are not monitored or policed properly. This led a few to suggest they didn't think any new restrictions would work.
- Eight residents suggested that for road safety and congestion to be improved, parking restrictions need to be properly enforced first and foremost.
- Scheme extension was another popular theme amongst respondents. Suggestions included that the scheme should be extended to deal with traffic on Parsloes Avenue and that the scheme should include Springpond Road and Raydons Road.
- The traffic calming suggestions were about the need for speed reduction measures in the area.
- Below are some examples of comments received:

*"I am a resident on Parsloes Avenue and every day I am restricted getting off my driveway due to parents blocking my dropped curb. I have children to get to and from school and I am constantly blocked from getting off my drive-in time. Why is the zone not being extended onto Parsloes Avenue?"*

- **Online response**

*"You are just pushing the problem further up the road. Children will still have to walk by cars stopping to drop off other children subsequently inhaling fumes."*

- **Online response**

#### **4.4 Southwood Primary School analysis**

##### **4.4.1 Door-to-door survey results**

Whilst undertaking the door-knocking exercise, 42 residents were spoken to. Out of these residents:

- 32, or 76% of residents said they would support the introduction of a School Street.
- Four, or 10% said they would not support the school street.
- Six, or 14% said they were not sure.

4.4.2 Online survey responses

In total, eight people took the online survey. Out of these people:

- Six said that, in principle, they would support the introduction of School Street measures.
- Two said they did not support the proposed school street measures.

4.4.3 Telephone responses

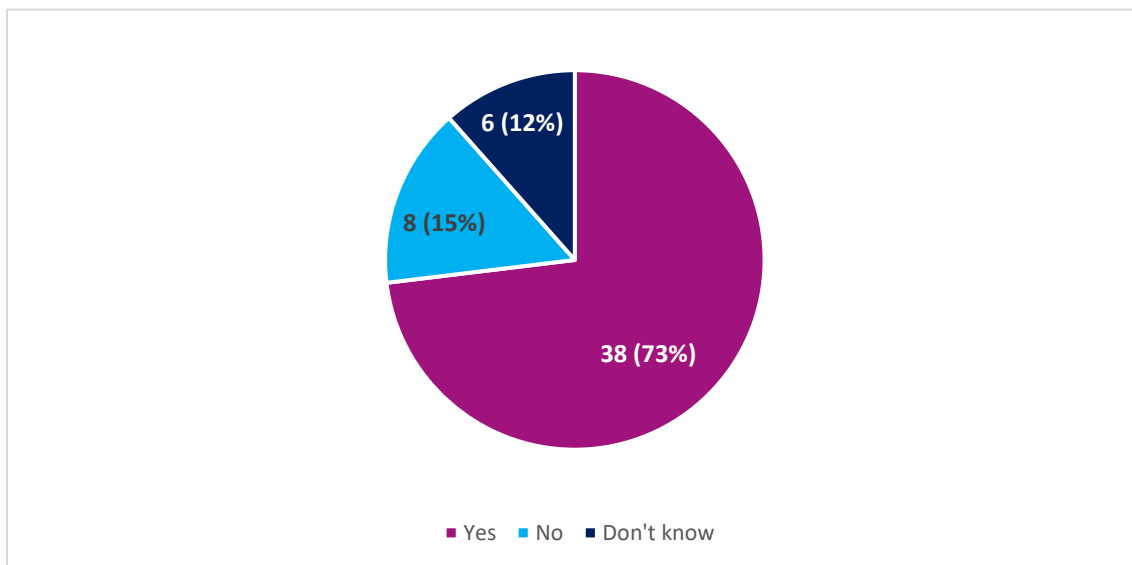
Four respondents from the Southwood Primary area have responded to the survey via the designated phone line. Out of those four:

- Two explicitly said they would not support the scheme, citing it as either a money-making scheme, or because it disrupts residents too much.

4.4.4 **Overall results**

4.4.4.1 Level of support

*Q1. In principle, would you support the introduction of measures to stop non-residents cars entering Keppel Road and Verney Road during peak times?*



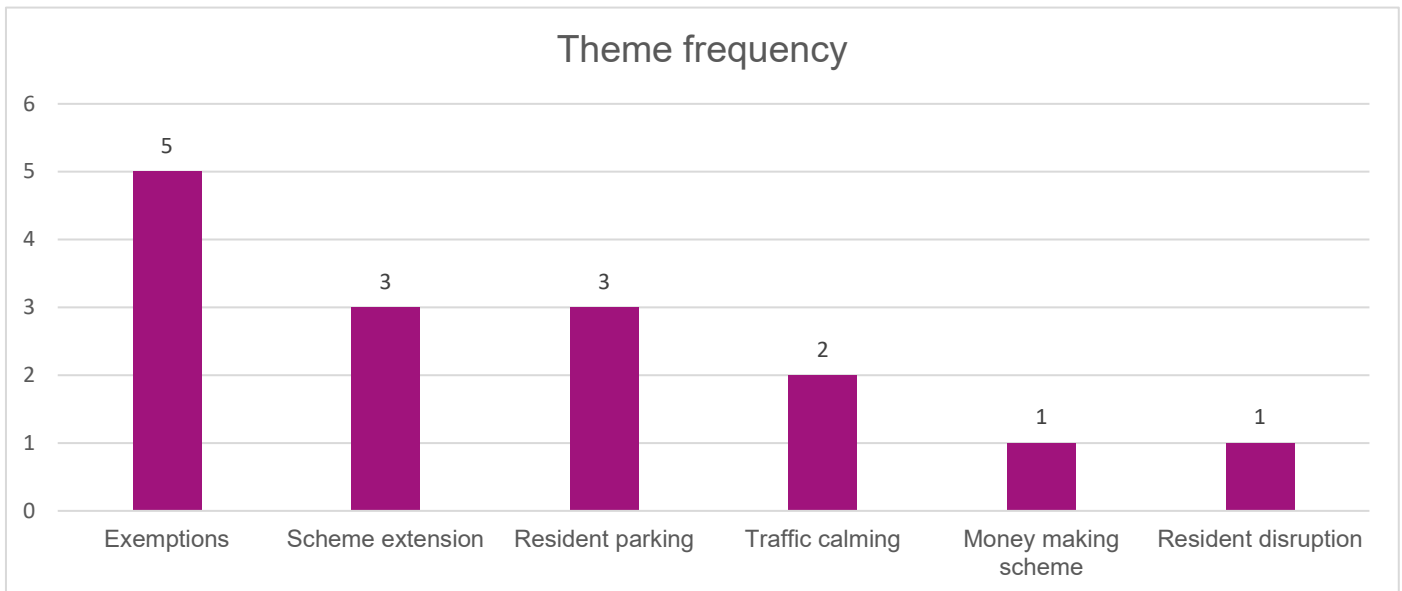
*Figure 9: Chart indicating the level of support for the Southwood school street proposals*

- In total, 73% of the 50 respondents said they supported the Southwood Primary school street proposals. Whereas 15% did not support and 12% were unsure.



#### 4.4.4.2 Comment themes

The below graph highlights some of the key comment themes raised by respondents to the online and door-to-door survey, as well as via the designated phone line.



*Figure 10: Graph showing the frequency of comment themes raised by respondents to the Southwood Primary survey*

- Exemptions was the highest frequency theme. Residents in and around the proposed School Street zone for Southwood Primary were most concerned with how visitors – mainly their family and friends – would come down the street during the exemption times. Five people said they had family members or friends that picked them up and dropped them off most mornings, and suggested support for the scheme would be conditional on them getting exemptions. Some exemptions comments also suggested that teachers should not be exempt.
- Scheme extension was the second highest frequency theme. Residents, particularly in neighbouring streets not included within the proposals, suggested the scheme would simply displace parking and traffic onto their road. As a result, they argued it should be extended.
- Parking was another high frequency theme. Most residents spoken to in this area confirmed that traffic danger and congestion posed by cars on the school run was a major issue for them and the area, and were largely in agreement that something needed to be done to tackle dangerous parking.

- A few residents during the door-knocking exercise suggested permit parking needs to be introduced in the area to reduce the nuisance caused to local residents by parents and teachers parking over their driveways and dropped kerbs.

“Stopping people driving into Keppel road and Verney road, will make more people attempt to park in Cornwallis road... This scheme will not stop people driving to the school they will park as close as legally possible.”

- **Online response 12/7/21**

“Support [the proposals] 100% but make sure Wood Lane has cctv cameras and red non-stop lines marked to avoid wood Lane congestion in rush hour.

- **Online response 12/7/21**

#### 4.4.5 Recommendations

- Consider extending scheme to Cornwallis Road to avoid traffic displacement.
- Scheme should go ahead but consider giving exemptions to residents of the school street who need to be picked up to go to work – especially those without a car or those who are elderly and rely on it
- Introduce further safety measures in surrounding roads.

## 4.5 Valence Primary School analysis

### 4.5.1 Door-to-door survey results

Whilst undertaking the door-knocking exercise 30 residents were spoken to. Out of these residents:

- 29, or 97% of residents said they would support the introduction of a school street.
- One, or 3% said they would not.

### 4.5.2 Online survey results

In total, five residents responded to the online survey.

- Three people supported, in principle, the introduction of measures on St George’s Road to stop non-resident cars entering during set morning and afternoon periods.
- 1 person did not support the proposals. One further person said they were unsure.

### 4.5.3 Telephone responses

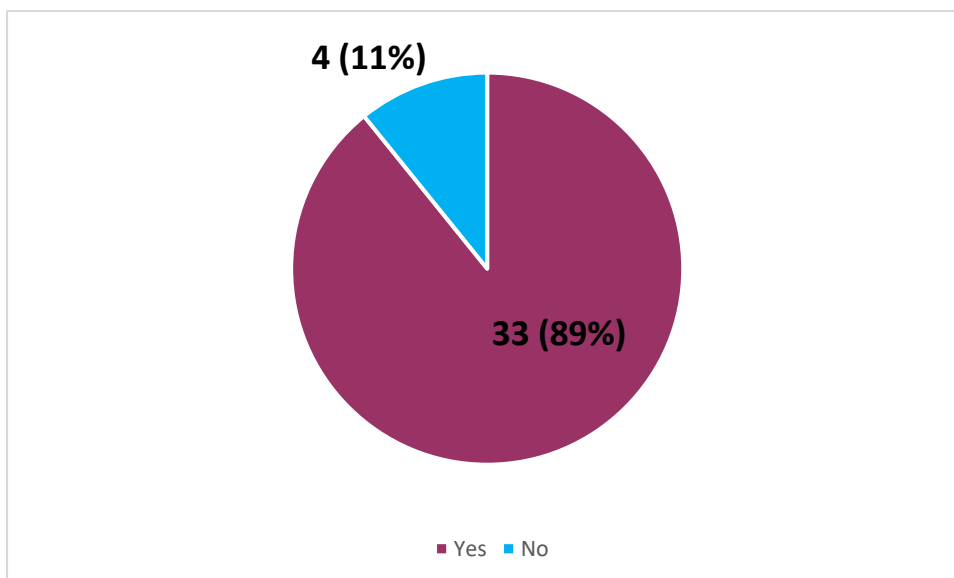
Five respondents from the Valence Primary area have phoned the designated phone line. Out of those five:

- Two explicitly responded to the survey and said they did not support the scheme.
- Two expressed concerns over traffic displacement and suggested that the scheme ought to be extended to counter this.
- One had concerns about exemptions, due to their designated blue badge space being located on St George's Road, despite living in Beverly Road.

#### 4.5.4 Overall results<sup>6</sup>

##### 4.5.4.1 Level of support

*Q1. In principle, would you support the introduction of measures to stop non-resident cars entering St George's Road during school run hours?*



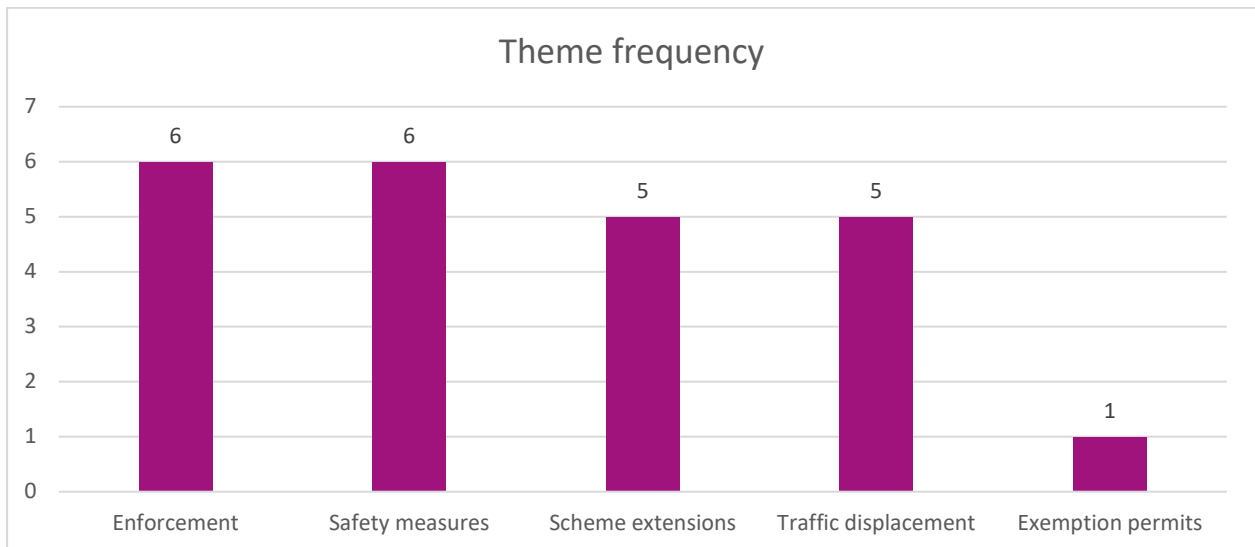
*Figure 11: Chart indicating the level of support for the Valence school street proposals*

- In total 97% of the 33 respondents supported the Valence Primary school street proposals. Only 3% did not support it.

##### 4.5.4.2 Comment themes

The below graph highlights some of the key comment themes raised by respondents to the online and door-to-door survey, as well as via the designated phone line.

<sup>6</sup> This includes results from face to face, online and telephone discussions. Please note, however, that telephone answers were only included in the overall results chart if they explicitly expressed support/non-support.



*Figure 12: Graph showing the frequency of comment themes raised by respondents to the Valence Primary survey*

- Enforcement was the highest frequency theme, with respondents suggesting measures, such as camera systems and monitoring to ensure the enforcement of the scheme, as well as improve the local area.
- Suggested safety measures included the inclusion of zebra crossings, double yellow lines and a lollipop lady.
- A number of respondents felt that the scheme would cause traffic displacement and suggested that the scheme should be extended to counter this. In particular a number of residents mentioned that the scheme would not work without an additional school street on Halbutt Street, where the other entrance to the school is. Anecdotally, one resident said that traffic is actually far worse on Halbutt Street in the morning.
- Due to the proposal to make the other side of St George's Road (outside St Joseph's Primary) also a School Street, unless the proposed pedestrian and cycle-only zone is extended to include Halbutt Street, residents suggested that the scheme is likely to displace traffic, concentrating it onto Halbutt Street and Oxlow Lane, exacerbating already bad traffic.

- In response to a letter sent out to stakeholders, The Holy Family Catholic Church (Dagenham) also responded to say they could not support these measures unless it was extended to include Oxlow Lane. The Church stated that congestion from the school run causes huge issues for residents of Oxlow Lane, and the visitors and staff at the Church – who can rarely access the car park and end up being blocked in by parents' cars. They noted that the proposal, as it stands, will concentrate traffic onto their road, making it even more difficult for residents and their visitors.

"This will only improve in the immediate proposed section of St George's Road. This does not include Halbutt Street so will push vehicles to this road and surrounding streets, including mine."

- **Online response, 28/7/21**

"I'm at a loss to see that Halbutt Street outside both [Valence Primary and St Joseph's Primary School] where there is an entrance and exit for both schools is not one of the roads included.

Surely it's obvious by stopping parents parking in St. George's road and the other side of Halbutt street it will push all of the parents to the entrance/exit in Halbutt Street the other side of both schools thus increasing the already congested and polluted road outside the school gates ."

- **Email from resident of Halbutt Street, 11/07/2021**

#### 4.5.5 **Recommendations**

- Consider implementation of a further School Street on Halbutt Street to avoid traffic displacement. Without this, traffic will displace onto Halbutt Street.
- Work closely with the Holy Family Catholic Church to implement other safety measures, such as double yellow lines and speed bumps on Oxlow Lane.

## 4.6 **Hunters Hall and Richard Alibon analysis**

### 4.6.1 Door-to-door survey results

Whilst undertaking the door-knocking exercise 87 residents were spoken to. Out of these residents:

- 56, or 64% of residents said they would support the introduction of a school street.
- 18 people, or 21% said they wouldn't.
- 13, or 15% didn't know.



4.6.2 Online survey results

29 people have taken the online survey so far for Hunters Hall and Richard Alibon. Out of those 27:

- 14 (or 48%) said they would support the introduction of measures on Alibon Road.
- 14 (48%) said they would not support measures.
- 1 (4%) said they did not know.

4.6.3 Telephone responses

Five phone calls were received to the designated phone line. These included:

- One call received from a blue badge holder asking if she can have an exemption to drive down Alibon Road.
- One call received from the Holy Family Church, who argued the proposals would displace traffic onto Oxow Lane and worsen the congestion on that road, which is already bad.

4.6.4 Overall results

4.6.4.1 Level of support

*Q1. In principle, would you support the introduction of measures to stop non-resident cars entering Alibon Road and Rockwell Road during school run hours?*

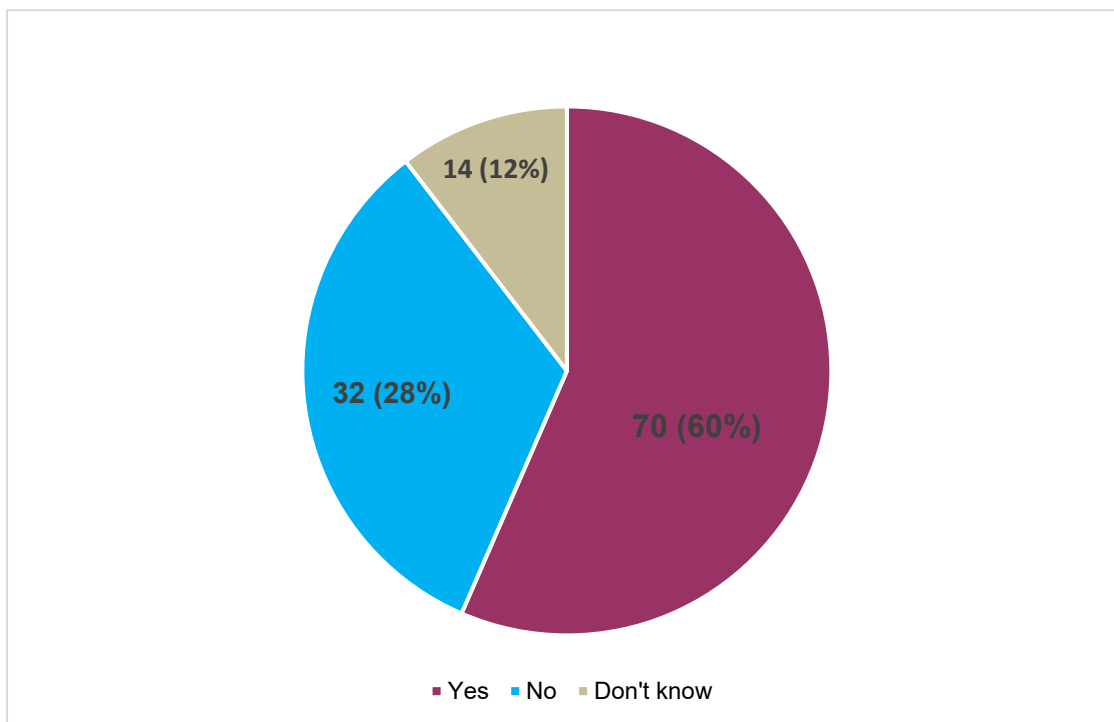
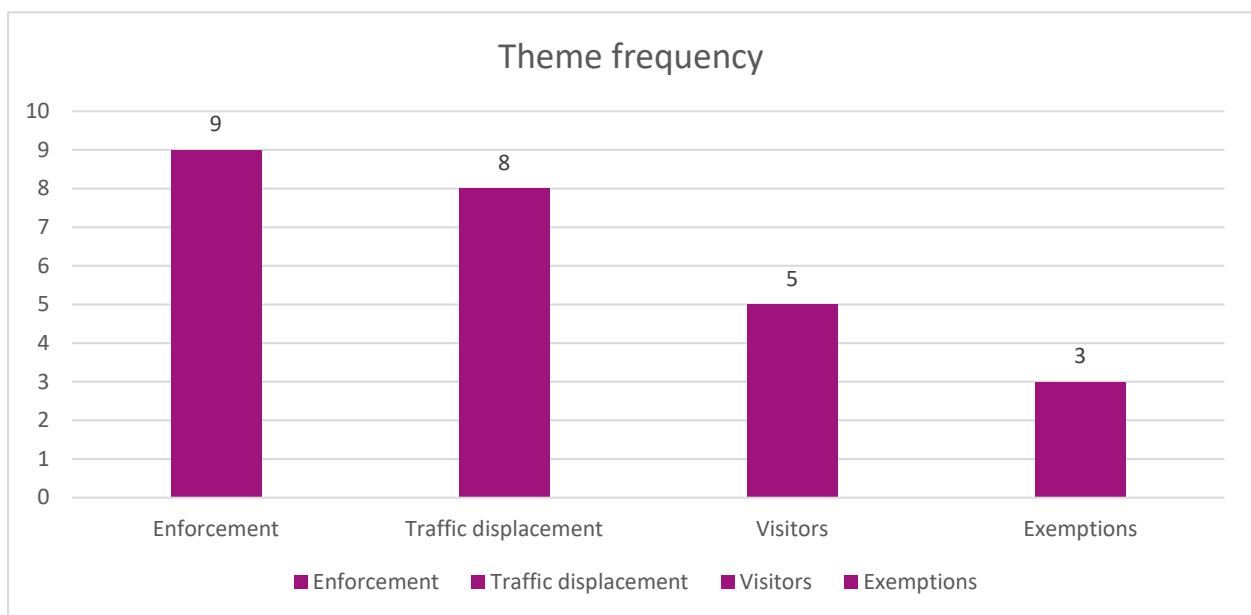


Figure 13: Chart indicating the level of support for the Hunters Hall and Richard Alibon school street proposals

- 60% of respondents supported the school street proposals for Hunters Hall and Richard Alibon Primary School. Whereas 28% did not support and 12% were unsure.

#### 4.6.4.2 Comment themes

The below graph highlights some of the key comment themes raised by respondents to the online and door-to-door survey, as well as via the designated phone line.



*Figure 14: Graph showing the frequency of comment themes raised by respondents to the Hunters Hall and Richard Alibon survey*

- Enforcement was the highest frequency theme. This included suggestions for additional enforcement measures, such as traffic wardens and lollipop ladies, as well as some comments suggesting that the changes will be too hard to enforce.
- Traffic displacement was a key concern. Residents on Croppath Road were the most frequent respondents to raise traffic displacement as an issue. A few residents mentioned that congestion down their road in the morning is already bad, and that closing off Alibon Road to traffic during school run hours would simply move the traffic to their street. Want Road, Rede Road, Heathway and Oxlow Lane were all mentioned as roads that would bear the brunt of traffic displacement as a result. The below quote demonstrates some of the displacement concerns expressed:

*“To make this scheme actually work, you would need to introduce similar measures in the surrounding roads – for example Croppath Road, Sterry Road and Hunters Hall Road. Otherwise, it will create chaos for us on the roads not included. We already struggle to get out of our driveway during these times.” - Resident of Croppath Road*

#### 4.6.5 Recommendations

- Use or reallocate resources from Parking to enforce parking restrictions during school hours.

## 4.7 Parsloes Primary School analysis

### 4.7.1 Door to door survey results

- 52 residents were spoken to. Out of these people:
- 39 (75%) said in principle they would support the introduction of the School Streets
- 7 (13%) said they would not support measures
- 6 (12%) were not sure

### 4.7.2 Online survey results

Two people responded to the online survey

- 1 person said in principle, they would support the introduction of School Street measures on Spurling Road and Shortcrofts Road.
- The other respondent skipped the question.

### 4.7.3 Telephone responses

Three people rang in via the designated phone line so far.

- All three were residents of roads surrounding the school street zone, seeking further clarity on whether they could still access their property and leave their road as usual.

### 4.7.4 Overall response

*In principle, would you support the introduction of measures on Spurling Road and Shortcrofts Road to stop non-residents' cars entering during peak times during term time?*

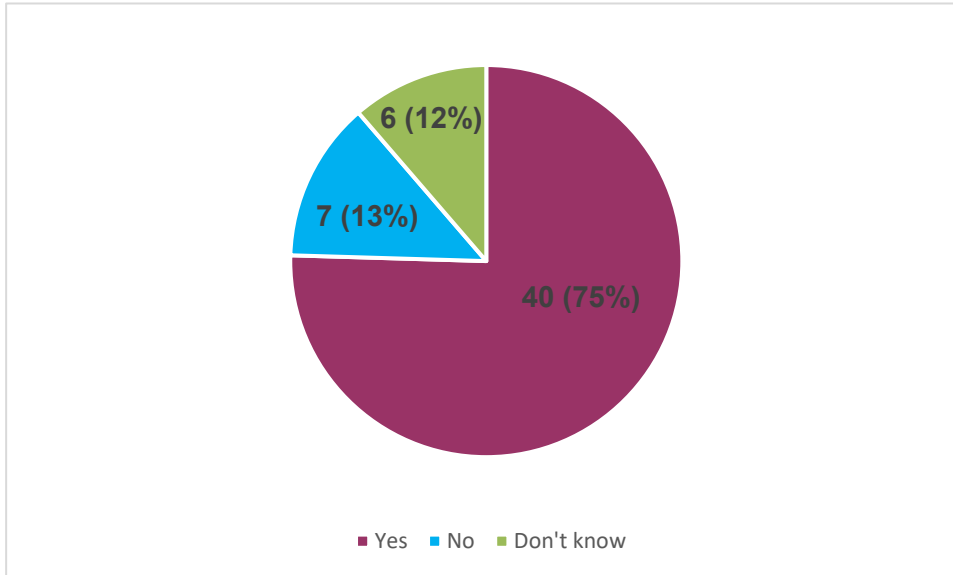


Figure 15 Chart showing levels of support for scheme

4.7.5 Comment themes

The below graph highlights some of the key comment themes raised by respondents to the online and door-to-door survey, as well as via the designated phone line.

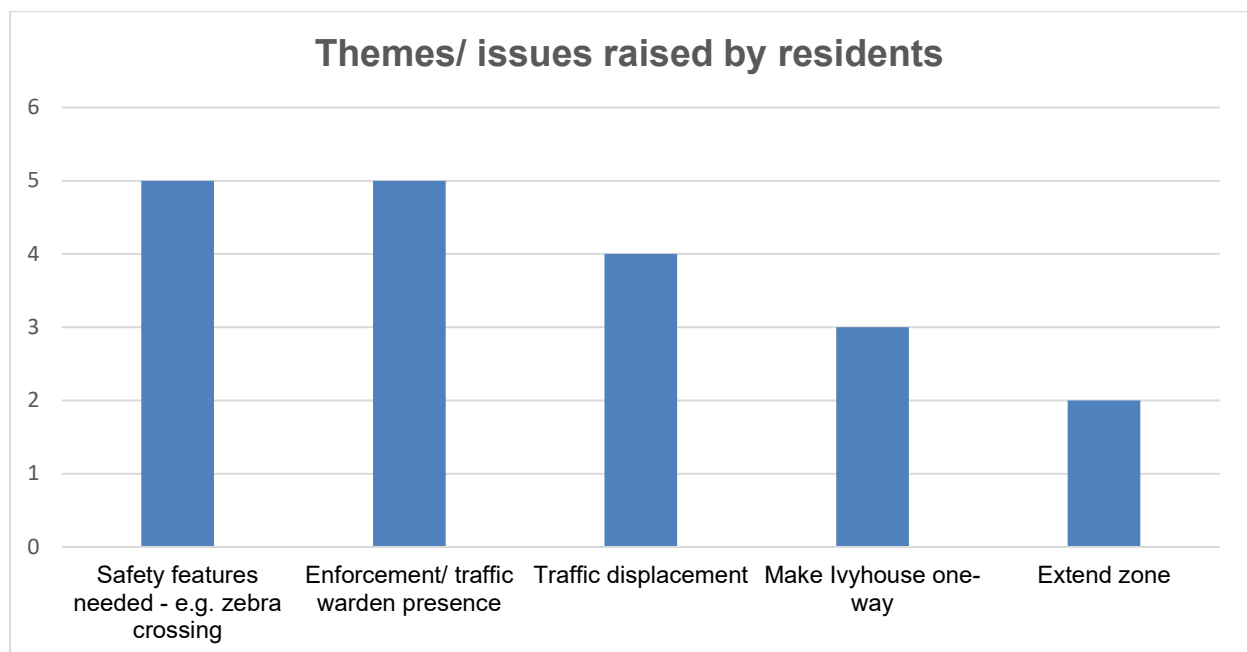


Figure 16: graph showing themes / issues raised by residents

- Enforcement was the theme raised the most by residents. This included both suggestions for increasing traffic warden presence on the roads outside the school in the morning and afternoon. Residents also suggested that parking restrictions – for both residents and non-residents – needed to be properly enforced in the area

*“The wardens do come sometimes, but at the wrong times – they come at 10am or 4pm, when really they need to be here at 8 or 9, to properly enforce.”*

**– Resident on Spurling Road**

*“The way the resident permits work here is that people who don’t live on this road can park on my road, so it’s always too crowded. This needs to be addressed before you go ahead with this.” –*

**Resident on Spurling Road**

- Some residents expressed concern that the displaced traffic will end up in Ivyhouse Road, which is already used as a rat-run. For example, one resident told us that the road is using as a waiting zone for taxis. Another resident said the main issue for them being that there is nowhere for the traffic to exit the road, so there are likely to be cars turning by the junction directly outside the school. As a result, a few residents suggested making Ivyhouse Road a School Street too, as it is already a rat-run.
- To address rat-running down Ivyhouse, three residents also raised that Ivyhouse Road should be made one-way if it is going to be included within the scheme. It is currently too narrow for cars on either side of the road to get through, exacerbating congestion and dangerous parking over driveways and dropped kerbs.

*“If you don’t close Ivyhouse too, the scheme will be unworkable as it is used as a horse-shoe for people coming and going. If you do go ahead with it, you need to put in a one-way system on Ivyhouse Road from the Heathway.” – Resident on Ivyhouse Road*

#### 4.7.6 Recommendations

- Go ahead with School Street but consider other means of reducing traffic and rat-running down Ivyhouse Road – like inputting a one-way system.
- Use resource to enforce parking restrictions during peak school run times.

### 4.8 **St Joseph's Catholic Primary School analysis**

#### 4.8.1 Door to door survey results

- 44 residents were spoken to. Out of these people:
- 34 (77%) said in principle, they would support the introduction of a School Street.
- 10 (23%) said they would not support School Street measures.

#### 4.8.2 Online survey results

4 people responded to our online survey. Out of these:

- 1 person said they would support the introduction of a School Street on St George's Road.
- 3 people said they would not support the School Street.

#### 4.8.3 Telephone responses

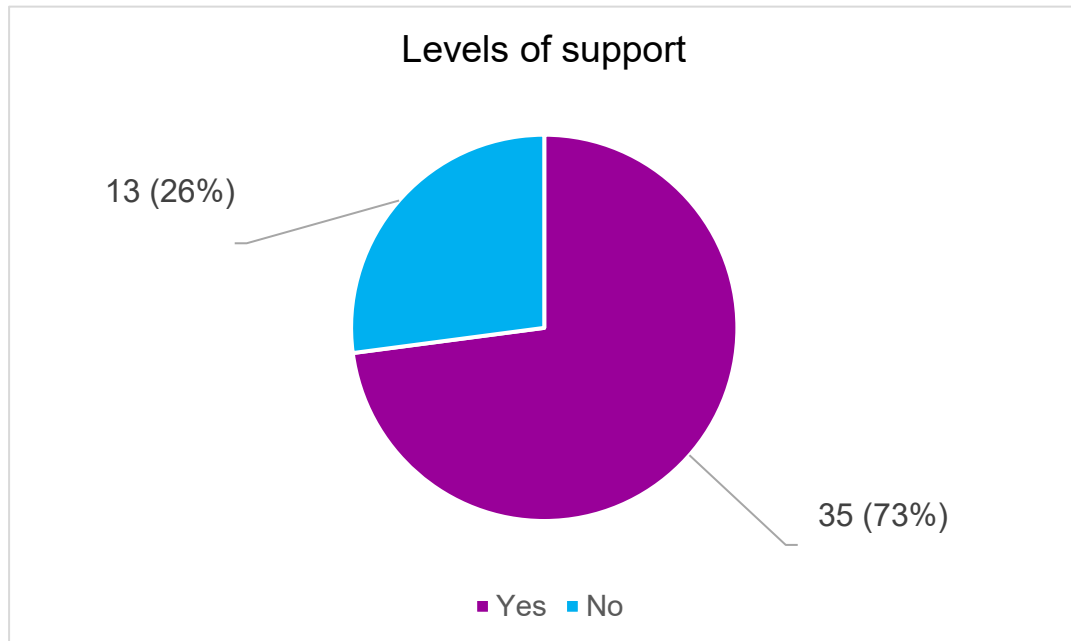
8 people rang the designated phone line enquiring about the St Joseph's School Street proposal.

- Two calls were about concern over traffic displacement that would be caused by making St George's Road a School Street, and not Halbutt Street.
- 1 call was about concern for residents who have parking permits to park on St George's Road.
- The rest were general enquiries, mostly seeking clarity on where the School Street would start and end.

#### 4.8.4 Overall responses



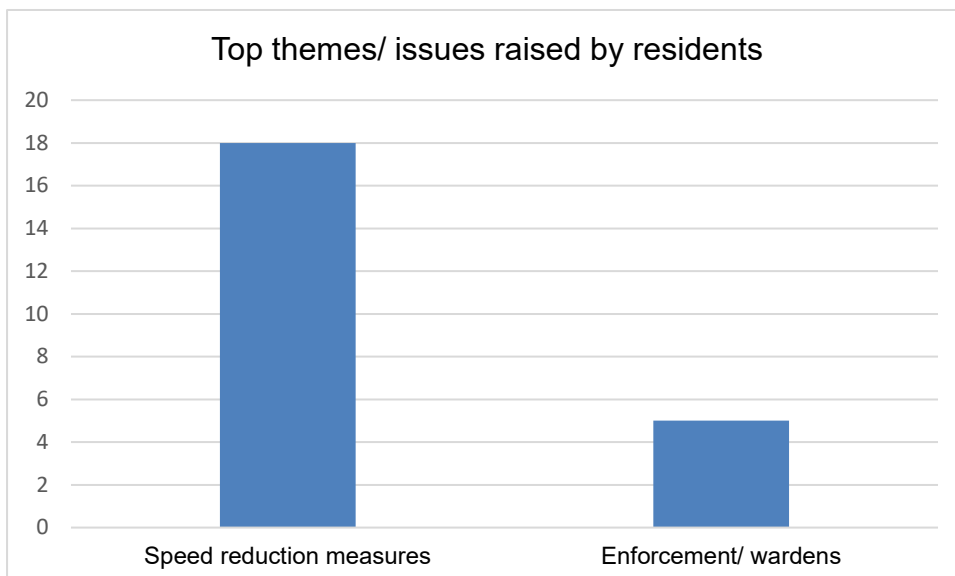
*Would you support the introduction of measures on St George’s Road to stop non-residents’ cars entering the streets at peak times during term time?*



*Figure 27 Chart showing levels of support for scheme*

4.8.5 Themes and issues raised by residents

The below graph highlights some of the key themes that were brought up by residents in door to door and online surveys, as well as phone calls.



*Figure 38 graph showing themes / issues raised by residents*

- A significant number of residents (18) both through door-to-door discussions and via the online engagement tools spoke about the need for speed reduction measures, such as speed bumps, speed signage, and zebra crossings to be put in place on the roads around the school. Residents of Connor Road highlighted this issue more than residents of any other road.
- The second most frequently cited issue was the need for better enforcement – particularly by traffic wardens. They often mentioned this alongside the introduction of the Controlled Parking Zone, suggesting the scheme will have no effect unless it is policed properly.
- 

“When the Controlled Parking Zones were implemented to make it harder for drivers to park near schools...[it] had no affect whatsoever on stopping parents parking. If no one is there to implement these measures parents will not take any notice even with the chance of them being caught on camera.”

**Email from Halbutt Street resident**

## 5. RECOMMENDATIONS

### 5.1 Exemptions

5.1.1 The main people eligible for exemptions are:

- Residents living within the School Street zone, or those with an existing permit to park down the proposed School Street.
- Blue badge holders who need immediate or regular access to the school street. This should include taxi drivers who regularly pick up children with a blue badge or Special Educational Needs.
- Carers – including family members and friends – of those living within the School Street zone, and NHS key workers.
- Teachers, staff or external workers who need to access the school, such as catering companies.

5.1.2 Based on discussions with residents and representations from members of the public, the Council should consider applying discretion on a case-by-case basis, including, but not limited to:

- Family members or friends who pick up and drop off people within the School Street zone, especially those who are elderly, don't drive, but rely on a car to get to work.
- Service providers who are scheduled to do essential maintenance work, such as plumbers, builders and electricians.

5.1.3 Due to safety reasons, the Council should also consider:

- Making alternative arrangements with taxis who regularly pick up and drop off children at the schools, such as creating a drop-off zone outside the zone where a member of staff could walk children to and from the school safely.

### 5.2 Sydney Russell

- Introduce School Street as proposed, but alongside extra safety measures in the surrounding roads to calm traffic.
- Deploy resources to properly enforce the Controlled Parking Zone in the area, as well as non-resident parking in the roads not included within the School Street proposal.

### 5.3 Southwood Primary

- Consider extending scheme to Cornwallis Road to avoid traffic displacement.
- Scheme should go ahead but consider giving exemptions to residents of the school street who need to be picked up to go to work – especially those without a car or those who are elderly and rely on it
- Introduce further safety measures in surrounding roads.

#### 5.4 Valence Primary

- Implement a further School Street where the other entrance to the school is on Halbutt Street, to avoid traffic displacement. Only implement the School Street on St George's Road if
- Work closely with the Holy Family Catholic Church to implement other safety measures, such as double yellow lines and speed bumps on Oxlow Lane.

#### 5.5 St Joseph's RC Primary

- Only implement a School Street on St George's Road outside St Joseph's if further School Streets are introduced on the stretch of Halbutt Street which covers both the school entrances to Valence Primary and St Josephs Primary.
- Introduce speed-reduction measures, such as speed bumps, along Connor Road to slow traffic.

#### 5.6 Richard Alibon and Hunters Hall

- Introduce School Street down Alibon Road, only if other means of reducing rat-running and parking are implemented on the conjoining roads.
- Use or reallocate resources from Parking to enforce parking restrictions during school hours on the roads not included within the School Street zone – particularly Croppath Road,

#### 5.7 Parsloes

- Introduce the School Street alongside other measures to reduce heavy traffic and rat running down Ivyhouse Road, for example like putting in a one-way system.
- Use resources to enforce parking restrictions during peak school run times, particularly down roads where parking and traffic is likely to displace if the School Streets are implemented.

## 6. NEXT STEPS

If the schemes are approved, the Council will begin issuing the Traffic Management Orders (TMOs) on 6 September, publishing them in the Barking & Dagenham Post (online and print) and on lamppost banners. The School Streets will be implemented on an experimental basis, and residents will have six months to respond.

A formal update letter will be sent to all households, stakeholders and schools advising that Traffic Management Orders will be proceeding, directing people to visit <https://www.lbbd.gov.uk/where-you-can-park> to find out more, email **XXX**, or write to **XXX** should they wish to enquire about the ETMO.

Letters issued to residents and school staff will also include instructions on how to apply for exemptions and ensure that those wishing to apply for permits have sufficient time to do so.

Once the TMOs are in place, the Council will begin implementing the changes. If residents wish to respond to it, there is a statutory six month period in which they can do so. The Council will then have a further 12 months after that to consider keeping it, removing it, or changing it. Once the scheme is in place, the Council will also carry out an impact assessment to monitor the likely impact on the roads surrounding the School Streets, and will monitor the situation closely.

## 7. OVERALL SURVEY ANALYSIS – OF ALL AREAS

### 7.1 Average support levels

Out of the 290 people surveyed face-to-face, 75% of people supported the School Street proposals.

The highest level of support came from residents around Valence Primary, where 97% of people supported the scheme.

The proposal with the lowest level of support was Hunters Hall and Richard Alibon – but still with a majority of 65% in favour. This is likely reflective of the fact that these two schools account for the largest School Street areas within the borough, impacting more residents and therefore providing a larger number of opportunities for concerns to be highlighted (e.g. traffic displacement). This is especially in comparison to other schools with smaller School Street proposals (such as St Joseph's or Valence Primary).

### 7.2 Issues raised

The main themes and issues raised across the seven School Streets surveys were:

- **Exemptions**
  - Many residents were concerned about getting exemptions for friends and family members who needed to pick them up for work, visit them to help out if they were elderly and so forth.
  - Some residents suggested their support would be conditional on whether or not they could get exemptions for relatives and friends.
  - Anecdotally, our canvassing teams reported that residents had significant concerns about the ease of applying for exemptions, and many residents wanted some sort of integration with the Controlled Parking Zones (CPZ) permits so that multiple applications would not be required for each vehicle.
- **Enforcement or concerns over lack of enforcement**
  - Many residents suggested these schemes would only work if they are enforced properly – ideally by traffic wardens and working PCN cameras.
  - A significant amount of residents living in CPZ expressed their disappointment at what they saw has been an absence of enforcement since they came into place, with restrictions being ignored.
- **Traffic displacement**
  - A high number of residents have suggested the proposals will only push heavy peak time traffic “further down the road”. Our experience



was that this response was particularly prevalent among residents immediately outside the proposed School Street. This, combined with the perceived lack of enforcement of parking restrictions anyway, led many to feel the scheme would simply displace parking and traffic to other streets.

- Many suggested schemes would not work at all, or make things worse, unless they were extended to include neighbouring streets. This was particularly apparent in the areas where the school had multiple entrances on different roads, but proposals only included one of the roads, rather than both, turning into a School Street.

### 7.3 General conclusions and recommendations

Based on the feedback received we have the following recommendations to ensure successful and supported (by the local community) implementation of School Streets:

- There is substantial public backing for School Streets among the schools, parents and local residents. Though there are some variations, in all the areas surveyed more than two out of three people - support their introduction.
- However, support is lowest on the boundary of each zone where there were concerns raised about traffic displacement in every case. In particular, there were significant concerns raised in relation to the proposals for St Joseph's Primary and Valence Primary Schools because the scheme excluded Halbutt Street. We therefore recommend that further work should be done, before implementation, to consider widening the proposal to include Halbutt Street.
- To allay concerns about displacement elsewhere, we recommend that the council deploys sufficient resources to properly enforce parking at peak school run hours in the streets with CPZs that are not currently included in the School Street zones. This is particularly important at and around the date of implementation of these schemes as this will reinforce confidence in the School Streets and, most importantly, provide the best possible platform for behaviour change i.e. it will discourage parents from driving their children to school unnecessarily.
- Exemptions and how to apply for exemptions should be as clear and simple as possible and steps should be taken to integrate the application process for School Streets and CPZs so that residents only have to apply once for an exemption and parking permit.
- Consider exemptions for relatives or friends of, especially elderly and/or vulnerable, residents who don't drive, who need picking up and dropping off during the exemption times.



- The School Streets are, by themselves, not a panacea, and respondents have suggested a number of extra safety measures which the council should consider. In particular, there are a number of areas where speed bumps could be implemented in roads surrounding the proposed School Street zones – particularly in Oxlow Lane, Halbutt Street and Connor Road.

## 8. APPENDICES

### 8.1 Appendix 1: Digital engagement platform

#### Help Sydney Russell Primary pupils get to school safely



Sydney Russell Primary has issues with congestion and rat-running during school run hours.

To reduce the danger to the pupils, we are proposing that Fanshawe Crescent, between the junctions of Springboard Road and Pasture Road, becomes a School Street at pick up and drop off times.

This would create a pedestrian and cycle-only area in front of the school gate **between the hours of 8am - 9:15am, and 2.45pm - 4pm**, during term time.

It will alleviate congestion and parking problems for residents and create a safer environment for children and parents to travel to school.

Emergency vehicles will be exempt. Residents and businesses **within the school street zone**, carers and blue badge holders **who require access to the school street**, as well as school staff, can apply for an exemption free of charge. Residents' parking will be unaffected.

In our video below, Ms Abankwah, Vice Principal of The Sydney Russell School, explains why she thinks a School Street would create a safer, healthier environment for children, staff, residents and parents



#### Tell us what you think

- Watch the video above to hear why the Vice Principal is backing a School Street
- You can also hear what parents and residents at other school streets say about their already existing School Streets
- Check out [the interactive map below](#) to view the proposal and post your comments or thoughts
- Let us have any other ideas and suggestions
- Respond to [our survey](#)
- Take a look at our commonly asked questions and, if you don't see the information you are looking for, post your question below on the 'questions' tab, and we will reply as soon as possible.

Map
Your ideas
Have a question?
News feed
Take our survey

### Proposals for Sydney Russell Primary School

about 2 months

The map shows how we propose to create a School Street on Fanshawe Crescent.

Click the + icon to the left, then drag and drop a pin onto a location on the map to tell us your thoughts, suggestions, or ideas about the proposed pedestrian and cycle-only street for Sydney Russell Primary. We are particularly interested to hear your thoughts on

### STAY INFORMED

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Unsubscribe

0 members of your community are following this project

#### Key Dates

Initial consultation begins  
**21 June 2021**

Final public consultation on School Street proposals  
**September 2021**

#### Useful documents

Sydney Russell Primary School Street Proposals - Map (565 KB) (pdf)

#### Frequently Asked Questions

- How do School Streets work?
- Why are we introducing School Streets?
- What are the benefits of School Streets?
- Why have these locations been chosen?
- At what time will the restrictions occur?
- Who will be exempt from the restrictions?
- Can I park on the School Street during operational hours?
- How will visitors know about the School Street?
- What happens next?

#### Who's Listening


Nick Williams



8.2 Appendix 2: Leaflets issued to residents and schools


## SCHOOL STREETS

### BARKING & DAGENHAM



**Tell us what you think**

You can scan the QR code or visit the website [oneboroughonevoice.lbdd.gov.uk/hub-page/school-streets-safe-streets](http://oneboroughonevoice.lbdd.gov.uk/hub-page/school-streets-safe-streets) or phone us on 020 3745 9802.




SCAN ME


- Find out more
- Sign up to keep up-to-date
- Give us your comments, ideas and suggestions


## SCHOOL STREETS

### BARKING & DAGENHAM




**Help us make it safer for children to get to school**






Working in partnership



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## SCHOOL STREETS


### BARKING & DAGENHAM




We are considering whether to introduce a School Street in a stretch of Connor Road, St Georges Road and Halbutt Street to reduce traffic and improve road safety at school pick up and drop off times.

The plans would make the road outside St Joseph's Catholic Primary School a pedestrian and cycle-only zones, between the hours of **8am to 9.15am** and **2.45pm to 4pm** during term time.


Our aim is to transform the busy, congested and polluted road outside the school gate into a safer, healthier and more pleasant environment, and reduce the nuisance caused to local residents during the school run.



School run traffic accounts for **1 in 4 cars** on the road at peak times




The average school trip is **1km**




**1,000** children a month are injured on school roads

We will also be working with children and parents to encourage walking, cycling and scooting to school so that everyone in the area can enjoy the benefits of quieter, safer roads.

Emergency vehicles will be exempt. Residents and businesses within the school street zone, carers and blue badge holders who require access to the school street, as well as school staff, can apply for an exemption free of charge. Residents' parking will be unaffected.




Half of local children **do less** than the recommended **30 minutes** of physical activity a day





Pollution levels are often **higher** inside the car than outside

Children are exposed to up to **five times** higher pollution levels **at** the school gates



**40%** of **fatal** road accidents involving children happen during school run hours









Would you support the introduction of a School Street?



### Thank you!

We'd like to thank all the local residents who took part in our survey about the introduction of a School Street at Parsloes Primary School, along Spurling Road and Shertrotta Road.

The aim of the School Street is to create a pedestrian and cycle only zone outside the school gate to pick up and drop off times in order to reduce tail-running and traffic danger for our children.

There was a very positive response from those we spoke to. As you can see from the above, 75 per cent supported it, 13 per cent opposed it, and 12 per cent were unsure.

**Good or bad? Tell us what you think!**  
Inevitably, we were not able to speak to everyone. So, please do log on to our website to take a look at the proposal and give us your view. For our report, we'd like to hear from you.

Alternatively, you can phone 020 3745 9307 and we will call you back.

#### School Streets – the main features

- No entry to cars along Spurling Road between the junctions of Parsloes Ave and Lighthouse Rd, and Shertrotta Rd, between the junctions of Meadow Rd and Aycliffe Rd
- Motorbikes apply from 9.30am and 7.45am – 4pm during term time only
- Roadworks taking place in the zone and school staff are exempt (you must apply)
- Restrictions will be enforced by CCTV cameras and offenders may be liable for a fine (PCN)



School run traffic accounts for **1 in 4 cars** on the road at peak times

<https://oneboroughvoice.lbbd.gov.uk/parsloes-primary-school-street>

#### WHAT HAPPENS NEXT?

We are consulting local residents and businesses, together with the parent and school staff at Parsloes Primary School. We will compile a report for the council to consider before deciding whether to go ahead with the School Street or not. If the council decides to proceed, the School Streets will be introduced in the autumn term. Take a look at the proposals in your area and give us your feedback. Please reply by 7 August 2021.



Don't delay - reply today!

<https://oneboroughvoice.lbbd.gov.uk/parsloes-primary-school-street>



Be First is a company wholly owned by Barking and Dagenham Council. Our mission is to accelerate the development of new homes and jobs for local people. See [www.befirst.london](http://www.befirst.london)

Working in partnership



**Barking & Dagenham**

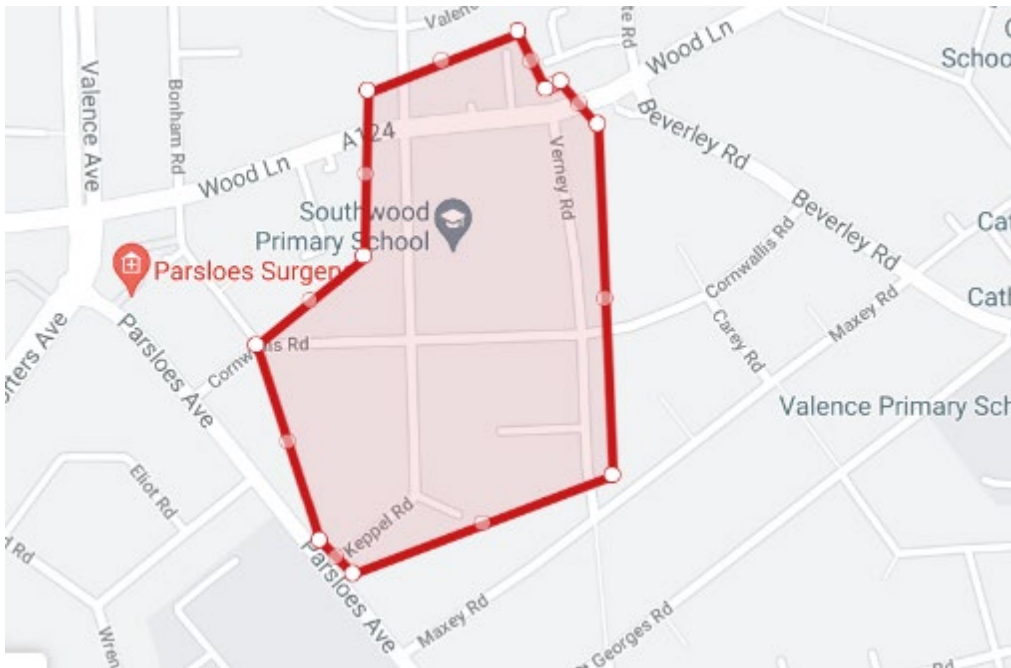
Part of the £100m, BeFirst Homes, £100m Barking, London, £100m

**8.3 appendix 3: Leaflet distribution and door knocking area map**

**8.3.1 Sydney Russell**



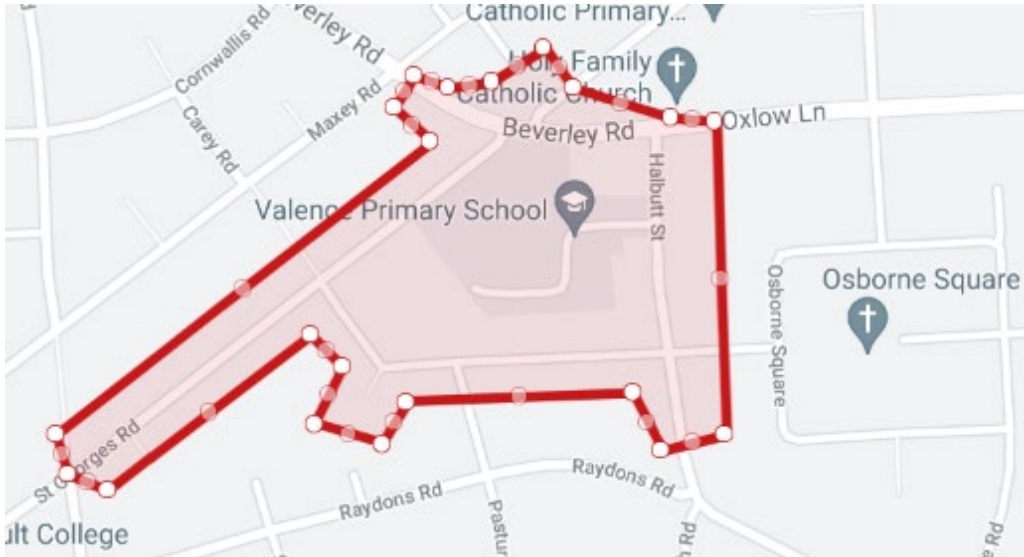
**8.3.2 Southwood**



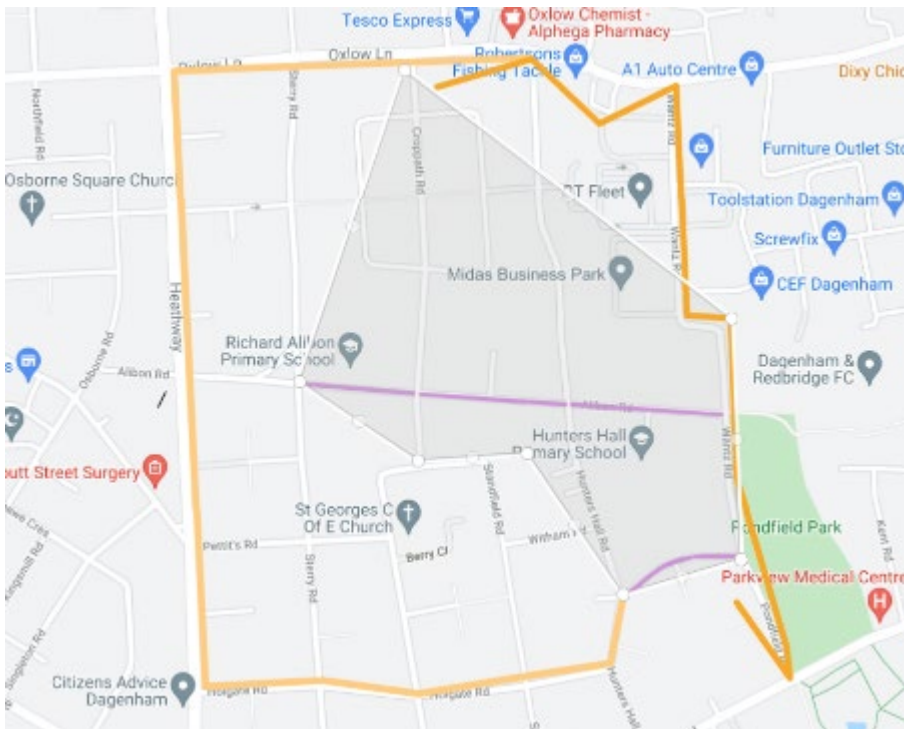




### 8.3.3 Valence



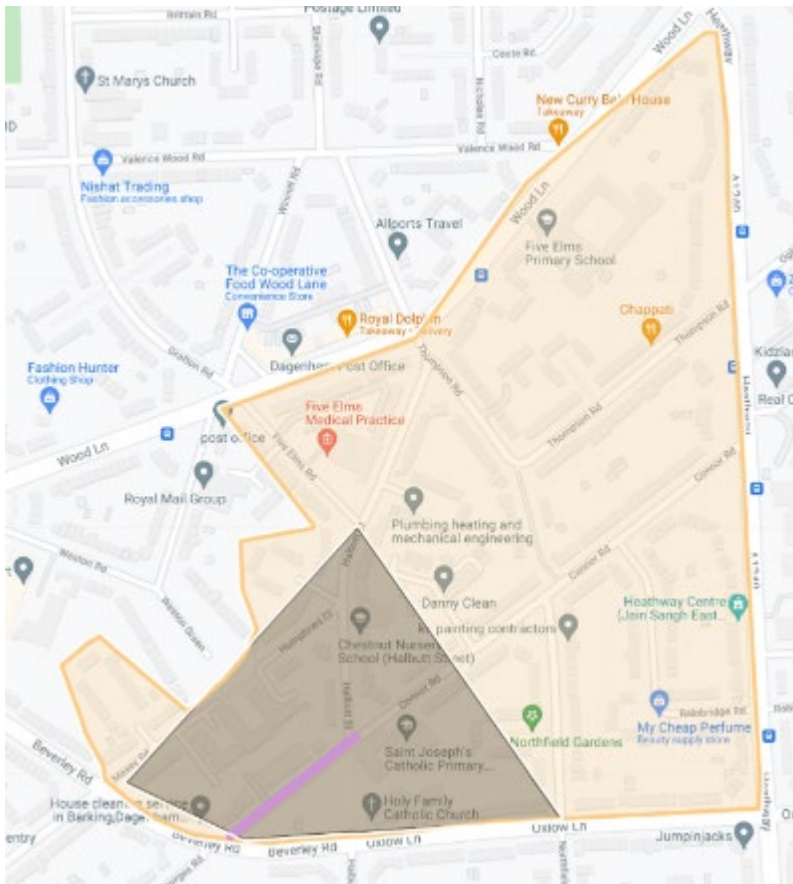
### 8.3.4 Richard Alibon and Hunters Hall



## 8.3.5 Parsloes



## 8.3.6 St Joseph's



**8.3 Appendix 4: Stakeholder call log. Names, numbers and full addresses have been removed to protect privacy.**

Date of voicemail	Name	Road	Number	Message	Status and response
05 July 2021		Keppel Road			Returned call. They wanted to know whether vehicles at her home would be exempt, and whether her friend could be allowed to drive into the closure area. Her son is registered disabled. She forgot to tell the lady and gentleman who came round the other day that my youngest son is blind and registered disabled. Also, there is a man who lives locally who drops me to work every day - please could he apply for an exemption as I don't drive.
		Hilbert Street		No message left, just asked us to call her.	Returned call. XXX and her son have issues with Hilbert Street not having a School Street installed. The son will email his thoughts for us to evaluate.
06 July 2021		Beardy Road, RM3		No message left, just asked us to call her.	Returned call. XXX has a double bay in St Georges Road, but lives in Beardy Road. She was concerned she would not be able to get an exemption.
06 July 2021		St Georges Road		Requested a call back	Returned call. They was concerned because the website is not up and running to apply for exemption and she doesn't know how we will recognise her vehicle. I have explained how the camera system works and she is going to apply for a permit. She also expressed concern about school traffic, I assured her it would likely happen, but is only a management problem. We discussed using CCTV to filter people who park illegally.
09 July 2021		Shortcrofts Road		Requested a call back about scheme rolling out at 51 Shortcrofts Road	Hi - Called her back but she said she no longer needed any information as she found the website.
13 July 2021		Keppel Road		Concerned that this is a money making scheme from the council. Also concerned for his mum who needs to be picked up by her friend in the mornings and dropped off in the afternoon for work. He would like him to have an exemption.	Hi - 13/07/21 Rang XXX back and he agreed that something needs to be done outside the school gates, but doesn't think school streets is the way forward as he thinks people make accidents and don't know they're driving down a school street. I assured him proper signage is going up and we are starting a proper consultation early so we can ensure people in the area know what's going on. I encouraged him to visit our website and give us his feedback and suggestions for alternatives. For example he thinks that cones should be put in place to stop parking on the road, and potentially a one-way street.
13 July 2021		Wemy Road		Requested a call back as she is worried about parking and can't access the website.	Hi 13/07/21 16:45 - called her back and started about the issue of teacher parking. They said that the teachers are just as bad as the parents, and recommended that we create double yellow lines which are specifically for teacher parking.
13 July 2021	Holy Family Church Dagenham			Wishing to speak about change in road system round school	Hi 14/07/21 - called XXX back. Issue is Oxow Lane isn't included. If we were included in this, it would ensure the residents' life would be a lot more bearable. He said that there is an entrance to the school playground (St Josephs) on Oxow Lane and he says as a result, the issue with parking is even worse than the other roads. He has asked if Oxow Lane can be considered to be part of the scheme - as currently his Priests can't get in the Church to do Services, funerals etc.
13 July 2021	Muhammad	Wemy Gardens	07446 107 203		Hi - called XXX back. He said the website is not working for him and he would like to give his feedback to us. He doesn't support the scheme as it will disrupt movement and disrupt residents.
15 July 2021		Croppath Road, Dagenham			She is a Blue badge holder who lives down Croppath Road and is asking if she can have an exemption to drive down Alber Road (she rarely uses the road, but her daughter who lives down Hunters Hill has disabled children and sometimes she needs to go through the road quickly to access their house). I said I would look into this but it is likely that she wouldn't and would need to drive round a longer route.
		Hunters Hill		Would like to be able to access her GP in Oxow Lane without having to drive round the houses and use nearby busy streets like Roado Road. Hunters Hill Road is a no through at Oxow Lane. She is also concerned about the volume of displaced traffic and feels that Hunters Hill Road should also be a School Street, or residents of Hunters Hill Road should be offered exemption. She is	We spoke at length about these issues. She asked to apply for exemption, I said we would decide on a case by case basis. I agreed to raise her concerns with the rest of the team.



22 July 2021	Croppath Road, RM10 2RW				01/07/21 - HB called her back. She was worried she would get fined driving out of Croppath, but I assured her that the placement of the cameras meant she would not be fined for the road. Her car would have to drive into the lanes of New Road and into the exemption.
28 July 2021	Hallbutt Street			These called and left a message previously, no call back, have also emailed and had no response.	HB 04/07/2021 - called twice but can't get through.
28 July 2021	Wynhouse Road				HB 04/07/2021 - called back. XXX lives down Wynhouse and was worried he wouldn't be able to access his property and it would delay him from work. I told him he could still access Wynhouse his usual way from Paradise Avenue.
28 July 2021	Croppath Road RM10 2RN				HB 04/07/2021 - called back. XXX thinks all this school street will do is displace traffic down Croppath Road (and all the other side roads on Board). He said it's already a nightmare trying to park anywhere near his house and said this will block him even further from getting in and out.
28 July 2021	Wilton Road				HB 04/07/21 - Responded. She called to tell us about the speed of the cars going down Wilton Rd - saying sometimes they go up to 40mph in a 20mph zone. She also wanted assurance her daughter would be able to access her property as she is a blue badge holder and not very agile - but said they usually come outside of the exemption hours anyway.
28 July 2021	Hunterhall Road				04/07/21 - HB - called back. XXX said he is worried about traffic and parking displacement on his road (Hunters Hall) if we end up shutting Wilton. He said he is likely to be boxed in by parents parking over his drive, and that most children who go there do not live locally so will be driving, causing more issues.
29 July 2021	Wynhouse Road				04/07/21 - HB - called XXX back. She was confused and thought the whole of Spurling Road was included in the School Street zone, so didn't know her back, but driver etc. would access her property. I explained it is only the bottom bit of Spurling Rd (between Wynhouse Rd turn) in the scheme and that she wouldn't be affected.
29 July 2021	Huntgate Road				HB 04/07/21 - HB called back. XXX wanted to tell us that she is in full agreement with the scheme and thinks it's a great idea. She said it's in the morning and afternoon. She also thinks speed bumps are needed on Hunters Hall Rd as cars often come speeding down there.
29 July 2021	Northfield Park Rm9 5LP			Calling again as still have not been called back. She would like to know where the School Streets will start as they live in the middle of the proposed zone and need to know where they can/cannot park	HB 03/08/21 called back. She wanted clarity on where the school street on St George's Road outside St Josephs starts and ends to check where she can and can't turn into. She also said we need to ensure the new restrictions have proper signage as a lot of people are inappropriately driving down don't know how restrictions. E.g. When you're turning left from Becontree.

29 July 2021	Northfield Park Rm9 5LP			Calling again as still have not been called back. She would like to know where the School Streets will start as they live in the middle of the proposed zone and need to know where they can/cannot park	HB 03/08/21 called back. She wanted clarity on where the school street on St George's Road outside St Josephs starts and ends to check where she can and can't turn into. She also said we need to ensure the new restrictions have proper signage as a lot of people are inappropriately driving down roads they don't know have restrictions. E.g. When you're turning left from Becontree.
29 July 2021					HB 02/08/21 called XXX back. They were concerned about how her partner who is a window cleaner will get access to properties down the school streets. Can't afford a workers permit and can't park on other streets due to heavy equipment. I suggested her partner may be eligible for an exemption but I would need to double check.
29 July 2021	Rockwell Road			2nd time calling, would like a call back.	30/07/21 - GM: Wanted to know about registering vehicles, but more concerned about the CPZ not being enforced outside their home. I said we were looking into that with Parking.
02 August 2021	Rockwell Road			No message but would like a call back.	03/08/21 - HB called her back. She suggested that we need to find an alternative place for parents to park if we start stopping them from entering the road - as for some people who live far away, driving is the only option. She and her neighbours also think the timing is too long and the exemption period should be shorter. I explained we proposed a longer one to try and prevent parents coming earlier and leaving later.
02 August 2021				2nd time calling, would like a call back.	HB - 02/08/21 called XXX back. She is concerned about how her partner who is a window cleaner will get access to properties down the school streets. Can't afford a workers permit and can't park on other streets due to heavy equipment. I suggested her partner may be eligible for an exemption but I would need to double check.
02 August 2021	Wynhouse, St Georges Rd			No message but would like a call back.	02/08/21 - HB called XXX back. Her son is her carer so she was wondering how she would get an exemption for him. I said as the scheme has not been decided on yet, we are asking people not to apply for exemptions yet, and that they will be notified of how to do this nearer the time.
03 August 2021	Valencewood Road, Dagenham				03/08/2021 HB - tried to phone back x2 but no answer. 04/08/2021 HB - tried to ring again but no answer.
05 August 2021	Wilton Road				05/08/21 - HB - Ring XXX back. She was wondering about how to get a permit as she is a resident of Wilton Road and also works at Hunters Hall. I said instructions will come out nearer the time for how to do this.



## 8.4 Appendix 5: Stakeholder letter

### Help us create safer streets for our children

I am writing to ask for your views on our proposal to introduce a number of Schools Streets near you in the autumn.

We are working with seven local schools in the Dagenham area to improve road safety at peak times.

Our plan is to introduce School Streets to make the roads outside the school gates pedestrian and cycle-only zones at pick up and drop off times and to consider other means of reducing rat-running and traffic danger for our children.

We will also be working with the children and parents to encourage walking, cycling and even scooting to school.

Our aim is to transform busy, congested and polluted school roads into safer, healthier, more pleasant environments. We also aim to reduce the nuisance caused to local residents during the school run.

If there is sufficient support for the idea, School Streets will be introduced from during the Autumn and they will operate on weekdays during term time only, between 8am to 9.15am and 2.45pm to 4pm, at the following schools:

- Hunters Hall Primary
- Parsloes Primary
- Richard Albion Primary
- Southwood Primary
- St Joseph's Primary
- Sydney Russell Primary
- Valence Primary

Businesses and residents within the School Street zone itself can apply for an exemption, free of charge, as can school staff, blue badge holders and carers who need access to the zone. Emergency vehicles will be exempt.

We will enforce the restrictions using CCTV cameras and will issue a Penalty Charge Notice to any vehicle attempting to drive into the street during the operating hours unless it is exempt.

### We want to hear your views

You can find out more about our proposals on our website:

[oneboroughonevoice.lbbd.gov.uk/hub-page/school-streets-safe-streets](http://oneboroughonevoice.lbbd.gov.uk/hub-page/school-streets-safe-streets)



You can hear what residents and staff at other local school streets have to and give us your suggestions, ideas and views. If you can't access the website, or if you would like to speak to someone about School Streets, you can phone 020 3745 9802.

We look forward to hearing from you.



## Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

1. Ensure a clear understanding of customer requirements;
2. Ensure projects are completed to programme and within budget;
3. Improve productivity by having consistent procedures;
4. Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
5. Continually improve the standard of service we provide internally and externally;
6. Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.





**Award Winning**



**Certifications**



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