	Highways Committee 12 March 2013 **Report from the Head of Transportation**
For information and action	Wards Affected: Harlesden, Kensal Green

Harlesden Town Centre - Major Scheme Project Update

1.0 Summary

1.1 The aim of this report is to update members on the progress of the Harlesden Town Centre Scheme and consider the provision of a pedestrian phase at the Station Road/Tubbs Road signalised junction.

1.2 This project will deliver £4.5m of investment in infrastructure over a three year period and is the largest Town Centre improvement scheme project that is being delivered within Brent. It will be a transformational project for the Harlesden area, representing an unprecedented opportunity to significantly enhance one of Brent's major population growth areas.

1.3 The scheme is in its detailed design phase and current plans are that we will start construction in May 2013 with completion at the end of summer 2014. Discussions are underway with contractors to programme the works and determine the best way to minimise disruption to local businesses and resident's. Once details have been agreed information will be disseminated to stakeholders.

1.4 At the Highways Committee in March 2012, members approved the preferred option for the scheme in Harlesden Town Centre, subject to further consultation with disability groups on the detailed design. This report sets out the outcomes of further investigations undertaken during the detailed design phase, including an accessibility review and further consultation, audit and accessibility workshops with disability groups.

1.5 The accessibility audit and consultation process generally supported the scheme concept, but a number of recommendations for improvements to the

design where identified and agreed. Where feasible these recommendations have been incorporated in the detailed design.

2.0 Recommendations

2.1 That the Committee note progress on developing the Harlesden Town Centre scheme.

2.2 That the committee note the amendments to the scheme set out in paragraph 7.1 following the initial detailed design phase and as a result of the outcomes of an accessibility audit and workshops with disability groups.

2.3 That the Committee agrees not to proceed with the introduction of a pedestrian phase at the Station Road/Tubbs Road junction.

2.4 That regular update meetings are undertaken with ward councillors during the implementation phase of the project to keep them informed of its progress.

3.0 Background

3.1 At the Highways Committee in March 2012, members approved a preferred option for a major improvement scheme in Harlesden Town Centre, subject to further consultation with disability groups on the detailed design.

3.2 The preferred scheme option, which is currently being progressed to detailed design, includes the following:

- A prohibition of motor vehicles in the High Street Harlesden between Jubilee Clock and Tavistock Road except for buses. Loading and unloading will be permitted before 10am and after 4pm.
- Wider footways and improved crossing points for pedestrians.
- Reduced street clutter and more trees.
- New cycle parking and more accessible bus stops to promote sustainable transport.
- Use of high quality materials and street furniture.
- Changes to the boundaries of affected Controlled Parking Zones and amendments to the parking bays and waiting restrictions.
- CCTV for enforcement of parking restrictions and motor vehicle prohibition plus improved beat enforcement.
- Amendments to traffic flow on the High Street, Manor Park Road, Tavistock Road and Crownhill Road to allow a ban on car traffic along the High Street between the Jubilee Clock and Tavistock Road.

3.3 Following approval of a preferred scheme, further representations and petitions were received relating to concerns over accessibility and the impact of the scheme on disabled groups. As a result, the Committee asked for an accessibility audit to be undertaken and for officers to report back on the outcomes.

3.4 This report sets out the outcomes of the accessibility audit and provides information regarding design issues that have arisen during the course of the detailed design process.

4.0 Accessibility Audit

4.1 During the consultation process some concerns were raised about the impact the improvements to the town centre would have on people with disabilities. At the Highway Committee on March 2012, it was agreed that more detailed consultations in the form of workshops would be undertaken with disability groups. The aim of the workshops would be to discuss concerns about the scheme and determine ways that these might be addressed, focussing on the design of the semi pedestrianised area of the High Street.

4.2 An independent accessibility consultant (David Bonnett Associates (DBA)) was appointed to assist with this process. They were tasked with:

- Undertaking a design appraisal of the entire scheme and reporting back on any accessibility issues; and
- Organising a workshop with representatives from disability groups to discuss options for the design in the semi pedestrianised area in the High Street, to obtain a solution that will be suitable for all users.

4.3 An initial site visit was undertaken on 10 October 2012. Two workshops were then undertaken, the first on 29th November 2012 and the second on 7th January 2013, the outcomes of which are summarised in Appendix B. They included representatives from various disability groups including MENCAP, mobility impaired representatives, visually impaired representatives, hearing impaired representatives, the elderly, Brent Community Transport as well as local Members. DBA assisted with putting the material together for discussion, and attended the meeting on 29th November 2012 in an advisory capacity.

4.4 A representative from Brent Council undertook a presentation which described the scheme and its objectives and detailed options that could be used to delineate between the pedestrian ‘safe zone’ and the carriageway. The Accessibility Consultant attended the first workshop and fed back the comments into the Design Appraisal report. Brent Officers undertook the second workshop and collated the responses to feed them back into the design.

4.5 The design appraisal report reviewed the Harlesden Town Centre scheme against current standards and best practice relating to ‘Inclusive Design’. It also included a review of the preliminary design plans which were consulted on in January 2012, the outcomes of an initial site visit on 10th October 2012 and the initial workshop on 29th November 2012.

4.6 A copy of the full report plus a summary of the observations and recommendations for Station Road and the main Harlesden Town Centre scheme from the report prepared by DBA is attached in Appendix A.

5.0 Feedback from Workshops

5.1 A summary of all the comments received from the workshops on 29th November 2012 and 7th January 2013 along with Engineers comments and recommendations are attached in Appendix B.

5.2 Once of the main concerns from blind and partially sighted groups, which has been raised during the consultation process, relates to the provision of a flush (flat) surface in the semi pedestrianised area, with no raised kerb provided between vehicular and pedestrian areas.

5.3 Other groups, including those with mobility issues and particularly those with wheel chairs, found flush surfaces easy to negotiate. In the second workshop it was commented that tactile strips, which could be used to help highlight the change between pedestrian and vehicular traffic, are uncomfortable and sometimes difficult to negotiate.

5.4 Following the first workshop concerns by disability groups were noted and further investigations into similar schemes were undertaken. A similar scheme was identified in Camden where a 50mm up stand was used and no tactile strip provided.

5.5 A study prepared by the Accessibility Research Group from the university of London titled 'Effective Kerb Heights for Blind and Partially Sighted People' October 2009 indicated that the majority of people with visual impairments could detect a kerb height of 50mm.

5.6 The study assessed 36 blind and partially sighted people's ability to detect kerb heights between 20mm and 120mm. It was found that everyone detected a 60mm high kerb, however only one person failed to detect the 50mm high kerb. Whilst the overall recommendation of the report was for a 60mm kerb it acknowledged that positive feedback had been received from disability groups regarding the 50mm height kerbs in schemes around the country and further investigation would be warranted.

5.7 In view of this, the proposal of a 50mm height kerb with no tactile strip and crossing points for those with wheelchairs was put forward at the second workshop. The feedback was generally positive.

5.8 It was evident from the workshops that all the groups have very different needs. Blind and partially sighted people prefer kerbs or at the very minimum require tactile strips to delineate between the pedestrian 'safe zones' and the carriageway, whilst those in wheelchairs and with mobility issues like flush kerbs but have difficulties with the tactile strips. Older residents tended to prefer the more traditional kerbed approach.

5.9 In view of this the design team propose to introduce a 50mm high kerb, as this is considered to be a reasonable compromise between the aspirations of the

scheme to provide the feel of a shared space area and the needs of the disability groups.

5.10 Formal crossing points will remain at the junction of Tavistock Road and near the Jubilee clock and dropped crossing points will be provided for those with mobility issues between the two crossings.

5.11 Visualisations of the High Street using the proposed materials and 50mm kerb height are being prepared and will be distributed to members and stakeholders.

6.0 Detailed Design Issues

6.1 Station Road/Tubbs Road junction

6.1.1 One of the aspirations of the scheme has been to provide pedestrian phases at the Tubbs Road/Station Road signalised junction to improve facilities for pedestrians. It was agreed that this would be completed as part of the main Harlesden Town Centre scheme when works on all traffic signals would be undertaken.

6.1.2 In September 2012 a traffic signal capacity analysis was undertaken based on use of an “all-red” phase, which would allow pedestrians to cross the road whilst all traffic is held on a red signal. Note that there is insufficient space within the junction to allow for the construction of pedestrian islands, which could provide opportunities to allow traffic to keep moving whilst pedestrians cross over certain arms of the junction. Appendix C contains a photo of the junction for member’s information.

6.1.3 Capacity modelling has shown that the existing junction is currently over saturated in the morning and evening peak periods and that, with the addition of an all-red pedestrian phase, congestion would increase considerably, with predicted queues of 30 to 60 vehicles during peak times on all approaches.

6.1.4 Further investigations were undertaken to determine whether it would be feasible to include a phase which permitted vehicles to travel straight on only between Station Road and Old Oak Lane, preventing turning movements into Tubbs Road so that pedestrians could cross this arm whilst traffic continues to flow on the main road arm. However, the road is not wide enough to provide an additional lane in each direction to make this feasible.

6.1.5 One of objectives of providing a pedestrian phase is to improve road safety. A review of the collision data between 1 July 2009 and 30 June 2012 indicates that there have been 3 slight injury collisions at the junction none of which involved pedestrians. This suggests that whilst this junction is difficult to cross, pedestrians do so with caution and as a result there has been no history of pedestrian collisions.

6.1.6 In conclusion, the significant increases in traffic queues that are predicted on an already over saturated junction and the fact that there have been no collisions involving pedestrians in the last 3 years means that a pedestrian phase cannot be justified at this location. It is therefore recommended to retain the existing traffic signals.

6.2 Other Design Issues

6.2.1 As part of the Highways Committee report in March 2012 it was agreed to undertake further investigations into the feasibility of issues raised by respondents. The following table summarises some of these design issues and how they have been resolved during the detailed design phase.

Summary of Design Issues

Public Toilets	Whilst the issues of additional public toilets is outside the remit of the scheme investigations were undertaken into potential locations for additional locations, following comments raised in the initial consultation. Unfortunately, it was found that there was insufficient land available within the limits of the town centre. However, separate to the Harlesden scheme the planning team are investigating options to upgrade the existing toilets in the Harlesden Plaza car park within the existing contract.
Disabled Parking	Following concerns raised in the initial consultation it was recommended to provide additional dedicated disabled bays. As a result of this eight additional locations have been identified throughout the town centre. Subject to the outcomes of statutory consultation these will be included in the scheme. The disabled bays are to be provided near the library, on High Street between Tavistock Road and Crownhill Road, near the Courts, outside the post office and outside The Green Man Public House. Details of the proposed locations were provided at the accessibility workshops for consideration and attendees indicated that they were generally happy with the proposed locations.

Controlled Parking Zone	Following concerns regarding the reduction in the size of the 'H' zone it was recommended to investigate the feasibility of providing a buffer zone. It was determined that the most viable roads for a buffer zone would include Rucklidge Avenue and Leghorn Road which are currently within the 'HW' Zone. Residents of the 'H' Zone would need to walk some distance and cross the busy High Street to utilise roads within the 'HW' Zone. Residents in Rucklidge Road area expressed concerns during the consultation process about the high levels of parking demand they currently experience in these roads. Therefore, there are likely to be serious objections to a buffer zone in this area. In view of this and the potential reduction in road safety it is considered that a 'Buffer' Zone for the reduced 'H' Zone in neighbouring streets would not be feasible.
Charlton Road junction	As part of the detailed design investigations were undertaken into the feasibility of removing the steps and providing ramps on both sides of Charlton Road. To do this the main carriageway on Manor Park Road around the junction would be lowered by approximately 1 metre. This would result in significant adjustments to services located with footways and carriageway. The significant costs associated with this work means that it is not feasible to provide ramps at this junction within the current scheme budget.
Manor Park Road crossing	As part of the detailed design further investigations have been undertaken with regard to the provision of a zebra crossing on Manor Park Road in the vicinity of the Tesco's car park. Modelling has been undertaken which highlights the fact that due to the high pedestrian movements a zebra crossing at this location would result in significant delays to traffic flow. Most significantly it could result in queues backing into the Manor Park Road/High Street/Park Parade junction which would could in unacceptable congestion in the town centre. It is therefore proposed to retain the existing design, which incorporates relocating the puffin crossing closer to the Tavistock Road junction and the new position of the bus stops. Pedestrian movements at this location will be monitored following implementation to assess how they change with the new traffic movement.

Jubilee Clock	The planning application to relocate the clock has been submitted. It includes a detailed method statement on how the works will be undertaken. This will involve temporarily removing the clock and reinstating it once works on the High Street have been completed. Initial discussions with the planning department and English Heritage suggest that subject to the content of the method statement that the application will be successful.

6.2.2 Officers will continue to review design issues as the detailed design progresses and will communicate these and associated recommendations to members and stakeholders through regular liaison meetings.

7.0 Summary

7.1 Many useful ideas and suggestions were generated through the accessibility workshops and design appraisal, and through issues arising during the detailed design process. These have been described above and in the appendices. Design amendments that have been incorporated into the scheme are summarised below:

1. A 50mm kerb height is to be provided in the semi-pedestrianised section of the High Street.
2. Access to the semi pedestrianised area of the High Street will be permitted for Brent Community Transport vehicles displaying the BCT logo.
3. Eight additional disabled bays will be provided throughout the town centre.
4. A more tactile surface will be provided within loading bays.
5. Additional seating will be considered on Station Road, subject to available budget.
6. Where feasible, footway heights will be raised to create level access to shops.

8.0 Implementation and Programme

8.1 Detailed design is programmed to be completed at the beginning of March 2013 with implementation commencing in May. The current programme allows 14 months to complete the works providing a completion date towards the end of summer 2014.

8.2 Discussions are underway with the contractors and once a detailed programme of works has been prepared these will be disseminated to all interested parties.

8.3 Brent's new joint venture contractors have agreed to provide a communications van which will be present on site during construction. This will be used as an information centre with people available to answer questions. Plans and details of the programme plus other useful information relating to the construction will also be displayed.

9.0 Financial Implications

9.1 There are no direct financial implications as a result of this report. All proposed design amendments can be delivered within the proposed major scheme budget.

10.0 Legal Implications

10.1 There are no legal implications arising from this report.

11.0 Diversity Implications

11.1 An EIA has been carried out as part of the scheme. This was presented to the Highways Committee as an attachment to the main report in March 2012.

11.2 Following the initial consultation and accessibility workshops the following actions have been made to take account of concerns raised by disability groups:

- Eight disabled parking bays will be provided throughout the town centre.
- Brent Community Transport vehicles, which provide transport for the disabled and elderly, will be permitted access to the semi pedestrianised section of the High Street at all times.
- A 50mm kerb up stand will provided in the semi pedestriansied section of the High Street to help delineate the carriageway for those with visual impairments; and
- Dropped kerbs will be provided at strategic points to ensure those with mobility impairments are still able to cross the road.

11.3 TfL have confirmed that countdown signals are to be provided at pedestrian facilities to advise people of the time remaining for them to cross the road. This enables those with mobility issues to determine if they have time to cross and also assists those with hearing impairments who may not be able to detect audible signals.

12.0 Staffing/Accommodation Implications

12.1 None at this time

Background Papers

- Highways Committee 20th March 2012.

Appendices

- Appendix A – Harlesden Public Realm Access report and Summary of recommendations with engineer's responses.
- Appendix B - Feedback from Accessibility workshops 29th November 2012 and 7th January 2013

- Appendix C – Station Road/Tubbs Road Junction

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Appendix A - Summary of comments and recommendations from the DBA Design appraisal

DBA Comment / Recommendation	LBB Officer Response
STATION ROAD	
The new streetscape in Station Road has generous footway widths and is tactile paving compliant with DfT guidance.	
Consultees expressed concerns that the bus stop near the Royal Mail building was in the line of travel of the tactile paving,	No Action: Alternative positions were investigated and it was resolved that alternatives would be worse for all users.
Consultees were concerned about the lack of discernible kerb between the loading bays and the footways. It was concluded that whilst the flush loading bays do have a different material to the footway and that they are an improvement for anyone with mobility impairments, it could be questioned whether there is sufficient change of tactile surface. Therefore it was recommended that London Borough of Brent (LBB) consider the provision of a more riven surface for the sets in the parking bays.	Agreed: The provision of a more riven surface for the sets in the bays is to be included in the detailed design.
There is lack of seating beyond the bus stop outside the Royal Mail building. Additional seating should be provided on the Royal Mail wall subject to agreement and on the east side near the bicycle stands.	Investigate the option of the provision of additional seating subject to available budget.
HIGH STREET – SEMI PEDESTRIANSED AREA BETWEEN THE JUBILEE CLOCK AND TAVISTOCK ROAD	
The proposals for the semi pedestrianized area will improve safety and access considerably. The benefits outweigh the negatives for such a small area, which is currently a congested, unpleasant and non-accessible environment.	
Ensure there is a linear tactile change of flooring to define the separation between the carriageway and pedestrian only area. Refer to PAMELA and DfT 1/11 note for the most appropriate method.	Throughout the consultation period and at both workshops it was clear that local disability groups are very concerned about a purely flush area. Investigations into similar schemes have been undertaken. One example

	identified in Camden included a 50mm up stand which is working very well. It provides a clear definition of the visually impaired but still gives the feel of a more shared space which is one of the aspirations of the scheme. The Guide Dogs for the Blind Association commissioned a study on the ability of people with visual impairments to assess different height kerbs in October 2009. They used a study group of 36 blind and partially sighted people. They found that all participants identified a kerb height of 60mm and 1 person could not identify the 50mm kerb when stepping down. The number of people unable to identify the kerb height increased below 50mm. Whilst the overall recommendation is that a 60mm is preferred it is acknowledged that positive feedback has been received from disability groups regarding the 50mm height kerbs and further investigation is required. In view of this it was felt that the 50mm kerb height is a reasonable compromise between the aspirations of the scheme and the needs for the disability groups and is to be progressed in the design. With the provision of any kerb height dedicated crossing points will be required for wheelchair users. Formal crossing points are already proposed at either end of the 150metre section, and additional dropped kerb facility will also be provided in the centre of this length.
Create a waiting pint with seating for taxis/Dial a Ride and community transport set down points at either end. Alternatively allow Dial-a-Ride and community transport providers into the semi pedestrianized area.	Agreed – Dial a Ride buses will be covered under the existing TRO. A permit style system using the Community Transport Vehicles logo will be included in the TRO to permit access for their vehicles.
Increase the number of blue badge parking bays in the town centre.	Agreed: Additional disabled bays have been proposed as part of the detailed design.
Provide seating at a minimum of every 50m	Agreed: Locations have been previously agreed with the Harlesden Town Team which will be incorporated into the design. Additional seating will provided if spacing is insufficient.

Move the bus-stop from the semi pedestrianized area to Manor Park Road to provide a vehicle free street.	No Action - On the new two way sections of road, bus stops have only been provided where there are two lanes of traffic going in that direction. This is to ensure that other vehicles are able to pass buses waiting in the bus stop. Due to the frequency high traffic flows and frequency of buses through the town centre provision of a stop on a single lane would result in serious congestion as vehicles will be unable to overtake safely.
Implement a 20mph zone or less in the semi pedestrianized area.	No Action – All buses and vehicles who are loading and unloading will be stopping within the semi pedestrianised area. Over such a short length this will prevent the picking up speed. Therefore a lower speed limit which will also result in an increase in signage and street clutter will not be progressed.
Insert tramline pattern tactile paving across the width of the vehicle carriageway but not in the pedestrian safe zone.	No Action - It is proposed to provide a low kerb line to separate the carriageway and pedestrian safe zone therefore tramline tactile paving is not required in the carriageway.
Increase the pavement and carriageway heights to create level access to shops (ALL LOCATIONS)	Feasibility to be investigated as part of the detailed design.
Explore possibilities of restricting loading and unloading to 6pm.	No Action - It would be unacceptable to businesses along this section of the High Street to further restrict delivery periods beyond the restrictions already agreed.
CRAVEN PARK ROAD	
Upgrade existing seating to include arms and backrests	Agreed – All seating is to be replaced and be consistent with seating installed in Station Road.
Consider regarding the footway to provide a level landing every 500m.	No Action - This section is less than 200m in length
Provide level tables with blister paving across junctions	Level tables are not proposed across junction where there is likely to be an increase in HGV movements.
MANOR PARK ROAD	
Increase the pavement build-outs and provide ramps on both sides of Charlton Road.	Agreed – Feasibility is to be investigated as part of the detailed design.
Install a zebra crossing outside Tesco's due to high crossing movements.	Investigate options for providing a formal crossing facility opposite between the bus stops and Tescos – Refer to Paragraph 6.2.1

HIGH STREET/PARK PARADE JUNCTION	
Re-create the aesthetics of the Oxford Circus crossing, with phased lights and raised land levels to create a large raised table with level crossings.	The scheme is TfL funded and modelling undertaken indicates that it would not be feasible to provide a signal junction similar to Oxford Circus.
WAYFINDING/SIGNAGE	
Ensure signage and map locators show details of all facilities including WC's, bus stops, cycle parking etc.	Subject to funding it is proposed to provide Legible London signing in the area.
Develop a site wide accessible signage strategy	
Use large (BS) symbols rather than text	
Ensure signage adopt principles set out in the Sign Design Guide (RNIB)	Refer to the detailed design team for considerationduring the detailed design.
STREET FURNITURE	
Ensure cycle stands are not located in the pedestrian 'safe zone'	Agreed – cycle stands will be located at the edge of the footway away from the main path of pedestrians.
Seating should have a variety of back rests and arm rests	Agreed - Seating will be consistent with that installed in Station Road which has a variety of seating with or without backs.

Appendix B - Harlesden Town Centre – Feedback from Accessibility Workshops
Workshop Dated 29 November 2013

Group Comments	David Bonnett Responses	LBB Responses and Actions
Concern about the lack of toilet facilities for all. Existing facilities near Tescos is very poor.	Outside the scope of this project however LBB should look into collaboration and support from Tescos for future development. Accessible WC could be controlled using radar key on from Tescos to minimise misuse.	This does not solve the issue of minimal toilet facilities throughout the town centre. Unfortunately there have been no suitable additional locations identified due to lack of available space. There is a desire to upgrade the facilities and investigations are still on going.
One person with hearing difficulties asked if there could be additional warning at crossing points.	LBB to adopt tactile rotating cone for controlled crossing point areas. This is suitable for combined hearing and sight loss and for use in residential areas where audible sounds have to be turned off.	It is planned to provide new count down signals for pedestrian facilities, this provides additional visual information on how much time is left to cross the road. Tactile rotating cones should be fitted as standard to every push button box at pedestrian signals. Liaise with TfL Signals Unit.
Level landscape – the Blind Association representative indicated that they would prefer a minimum kerb height of 25mm.	Trials undertaken by UDL and GDBA (PAMELA) were for 30mm kerbs with verying edge profiles of vertical, chamfered and bullnosed. This will require further discussion and testing. DBA believes a chamfered profile will provide a better edge for mobility aids to mount over.	Brent are investigating options of the provision of a 50mm kerb height which has been successfully used elsewhere and had positive responses from blind groups. It is acknowledged dropped kerb facilities will be required for those with mobility aids. However examples that have been seen look good and still give the impression of a shared area if the correct materials are used.
A female wheelchair user indicates that 25mm edge is workable for a large number of wheelchairs and those with difficulties could still use the dropped kerbs.	DBA agree that a 30mm kerb may be suitable with chamfered edge with flush surfaces at both ends of the semi pedestrianised street and halfway points for crossing to minimise extended travel.	Noted.

One person was concerned about how long it takes to cross the road.	Refer to TfL guidance and traffic flow assessment.	**Action: Review timings with TfL**
Positive responses were given about the proposed locations of the disabled bays. It was recognised it would be nice to have more, but this would be an improvement on the existing situation.	DBA have provided suggestions for additional locations.	There may be a possibility to provide additional bays in Wendover Road and Buckingham Road. **Action: Investigate additional locations for disabled bays.** Refer to paragraph 6.2.1
Other than one blind person people did not react negatively to the idea of a step free environment when specifically asked the question.	Refer to above regarding 30mm kerb edge.	
One wheelchair user asked if there will be a shop mobility strategy as part of the scheme.	Not part of the scope.	Whilst shop mobility is not part of the scope of this project it is recommended to refer it to the appropriate department for further investigation.
Brent Community Transport rep voiced concerns regarding set down and pick up points near the pedestrianised area with the same access provisions as Arriva and Dial-a-ride	DBA agrees that private accessible community transport needs to have drop off and pick up points near the pedestrianised section of the High Street.	An exemption for Dial-a-Ride can be included in the Traffic Regulation Order. Discussions are currently underway to determine a suitable solution to allow access to Community Transport facilities, possibly by some form of permit system. Refer to paragraph 7.1
Some concern about parking access near shops and church,	DBA queries Sunday parking access and drop off especially for the church and Sunday service. Can parking be allowed in loading bays for Sunday church attendees?	As with many areas Harlesden is a multi-cultural area with a variety of places of worship/prayer from different religions. Not all of which them will have services on a Sunday. If you providing it for one establishment say for instance on a Sunday, you would need to provide it for all establishments throughout the week so as not to be discriminatory. Whilst exemptions can be made for funeral

		vehicles it is not felt that an exemption can be made for specific services on a Sunday. As part of the town centre scheme, more pay and display spaces will be provided near to the church in Craven Park Road. Church attendees can also use the Tesco car park situated to the rear of the church.

Workshop Dated 7 January 2013

Comments received	Responses and Actions
Footways are too narrow at the bus stops on Manor Park Road. If demand at these stops increases then the footways will be more difficult to negotiate in these areas.	Footways are to be widened where possible. Unfortunately, this will be minimal at this location to ensure the carriageway is wide enough to provide 3 lanes and two way traffic. Street furniture and the existing tree will be removed in the vicinity of the new bus stop to maximise footway widths.
Will countdowns be provided at the bus stops?	Yes, real time information will be provided at bus stops throughout the town centre.
Will there be an increase in queues at the signals in Tavistock Road and could this extend back to Manor Park Road? Concerned that this could potential block the access to Tescos car park.	The signal junction at Tavistock Road will serve the buses coming out of the High Street (and delivery vehicles after 4pm) and pedestrians crossing the road. Traffic flows coming out of the High Street will be very low meaning that the signals will be mainly in favour of Tavistock Road with the exception of pedestrian calls on the crossing. Actual queue lengths will be reviewed once the VISSIM signal modelling has been finalised.
Will disabled parking bays have time limits to prevent people parking there all day? Suggested time limit 4 hours.	Agree that this is a good idea and will consider including in the proposals. **Action: Consider restricting parking times in Disabled Bays to 4 hours.** Update - Since the workshop, the TRO team have indicated that they have experience problems with timed disabled bays in the past and have removed them. Therefore they have recommended that we do not proceed with this suggestion.
Loading bays only operate at certain times, can blue badge holders use them outside these hours?	With the exception of the loading bays within the semi pedestrianized area the loading bays operate between 8am and 6:30pm. Therefore the loading will not benefit disabled badge

	holders wishing to access the shops. After 6:30pm all bays will become a free for all.
There are insufficient disabled parking bays in the vicinity of the High Street in particular between Park Parade and Station Road.	**Action: Investigate providing additional Disabled Parking bays in Wendover Road and Buckingham Road.** Refer to paragraph 6.2.1
Would it be possible to permit access to people displaying disabled badges into the semi pedestrianised area of the High Street	The enforcement team have indicated that as enforcement will be predominately by camera that it would be very difficult to enforce. Disabled badge holders are not specific to a vehicle so it is not possible to link the enforcement with a registration. It could be possible to provide an additional permit to disabled badge holders in the area which could be displayed in the rear window. But this is unlikely to be practical as vehicles coming from outside the area would be unaware of this.
The bus stops on Acton Lane are poorly located. The one approaching the town centre has very narrow footways and is located close to the traffic signals. The one coming out of the town is located close to the signals and vehicles can queue all the way back to the junction if a bus is waiting at the stop.	**Action: Refer to London buses for their consideration.**
Can there be an exemption of Brent Community transport vehicles to access the High Street.	It may be possible to arrange an exemption for these vehicles either by a permit system or some recognisable logo on the vehicle. Any permit system would require the permit to be displayed in the rear of the vehicle to facilitate camera enforcement. **Action: Investigate options to allow Community Transport vehicles into the High Street**. Refer to paragraph 7.1
Can there be local shop mobility scheme.	It is feasible to provide a shop mobility scheme. Action: Refer to the appropriate team to investigate.
Can there be an advisory cycle lane in the High Street to prevent conflicts with pedestrians.	The provision of an advisory cycle lane would have a number of disadvantages. It would increase sign clutter and require road markings which would detract significantly from the overall appearance of the scheme. Due to limited 'carriageway' width, the 1.5m needed to provide a cycle lane would mean that footway width would need to be reduced. Most importantly, the lane would not be used by the majority of cyclists and its worth in reducing

	potential cycle/pedestrian conflicts is therefore minimal at best. On balance therefore it is not considered that the provision of an advisory cycle lane along the shared surface area is a worthwhile addition to the overall scheme design.
Wheelchairs are negatively affected by corduroy and other tactile paving. A half face kerb is even worse.	The needs of the blind and partially sighted and the mobility impaired vary significantly. Those with sight impairments appear to prefer kerbs, although some find tactile differentiation adequate particularly after training. Those with mobility issues prefer flush surface, wheelchair users dislike corduroy paving and other tactile surfaces as it is difficult to manoeuvre across them. There is no solution that suits all users 100%. One compromise which has had positive reactions in other areas is to provide a reduce height kerb with no tactile differentiation except at crossing points. Additional crossing points are still required to for the mobility impaired as would be required with a full height kerb. However, it is feasible to provide the look of a shared environment by using similar materials and colours across the route. Notwithstanding, the kerb stone can be of a different colour/shade to help highlight the kerb. Refer to the recommendations in following the DBA appraisal.
Wheelchair users would prefer a flush surface with no cordrouy/ tactile paving.	
Can colour differentiation be included in the scheme.	There will be some colour differentiation to help guide people to crossing points.

Appendix C
Station Road / Tubbs Lane Junction