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Dear Resident, Business or Stakeholder Group,

Update on South End Road Streatery

As you may be aware we have supported the creation of a streatery at South End Green which has allowed a number of restaurants and cafes to serve their customers outside by placing additional tables and chairs on the footway. This has helped provide a safe way for people to dine out helping businesses to reopen safely, in response to Covid-19. Pedestrians walking past these premiss have been able to use the additional space created by placing barriers on the road allowing them protection from motor traffic using the road.

There are two areas where outdoor dining has been provided. The first is on the footway along South End Road between Heath Hurst Road and Keats Grove; we are continuing to extend the tables and chairs licence for this space so that they can utilise the space provided for longer.

The second area is on the footway adjacent to the slip road at South End Road between Pond Street and South End Green, made possible by moving the bus 168 route away from the slip road where they normally stand. The moving of the 168 buses to Fleet Road and associated parking changes were made under an experimental traffic order (ETO). The aim of the trial was to close the slip road making all left turning traffic to turn left at Pond Street where it joins South End Green. However as this turning is very tight there were concerns that buses and other large vehicles turning left would end up taking a wider swing and would be at risk of a collision with oncoming traffic. The slip road was therefore left open but an agreement made with buses to undertake a long detour via Constantine Road-Againcourt - Fleet Road where they would stand at the temporary stands provided before making their return journey via Ponst Street. The moving of the buses from the slip road made it possible to provide space for pedestrian to walk through what was the bus stands allowing the full depth of the footway to be utilised for outdoor dining under a tables and chair licence. The changes made under an ETO would allow a period of up to 18 months before a decision would be made on whether to make them permanent or remove them.

Listening and acting on your concerns

Since the introduction of the Streatery we have received a number of complaints from residents, businesses, TfL Buses and a local stakeholder group. TfL Buses have complained

that longer journey times together with queuing traffic were causing delays during some periods and gaps in bus services. This was impacting on the turn around time at the end of the route, resulting in more crowded buses making social distancing for passengers harder.

Secondly we have received a number of objections from residents, mainly from Fleet Road and a local stakeholder group highlighting the increase in the number of buses stopping on Fleet Road and the resulting congestion and pollution. There were also complaints regarding the loss of parking bays and some residents felt that changes we made had shifted the problem from the slip road to Fleet Road. There were also complaints on the impact of increased congestion (due to more buses stopping on Fleet Road) was having on ambulances being able to quickly get through to the hospital.

Some local residents have requested that the slip road be permanently closed enabling wider public realm improvements to be made at this location by connecting the shop frontages to the green space.

Removing the South End Road Streatery

In summary given the delays that the buses are incurring, the objections raised by the residents and the fact that at present there is no feasible way to close the slip road without unduly impacting on Fleet Road, a decision has been taken to revoke the ETO and the roads returned to their pre-ETO layouts. The final decision report for the decision to remove the ETO can be found at: <http://democracy.camden.gov.uk/ieDecisionDetails.aspx?Id=3088>

This letter is to inform you that the 168 buses will be returning back to the slip road from Monday 2 November and to facilitate this the barriers placed in the slip road will be removed on 1 November, and any changes implemented as part of the ETO on the slip road at South End Road, and on Fleet Road would be removed and the roads returned back to the pre-ETO layout. The streatery as it operates at the moment will no longer be possible, however there is still scope to retain some of the outdoor tables and chairs along the footway whilst retaining sufficient space for pedestrians to move past safely.

Investigating a long term solution

The Council as well as part of the 'Vision for South End Green' in the Hampstead Neighbourhood Plan have a long held aspiration to move the buses out of the slip road. This would allow pedestrians to use the whole of the slip road providing better connection of the footway and the green space with the fountain area. This would avoid buses blocking the slip road which often occurred previously in the original layout. The Council is therefore committed to finding a long term solution to do this without unduly impacting on Fleet Road. The investigation for a new solution has started which will include changes to the three way zebra crossing arrangement at the junction. This assessment is expected to be completed by early next year with a view to consulting on the proposals shortly after, subject to the outcome of this assessment and funding being secured.

Yours sincerely,



Simi Shah
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Engineering Service