Lewisham
Cycle Strategy 2017
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1. **FOREWORD**

The London Borough of Lewisham wants to make cycling safer and more attractive. Its health benefits to the individual are well documented and show that active travel far outweigh the risks and can extend someone’s life by many years.

More people in Lewisham are realising these benefits as participation statistics show there has been sustained growth in the number of people cycling for well over a decade. We want this to continue.

In recent years there has been step change in the quality of cycling facilities which has led to a people focused approach to street design, as seen in the Mayor of London’s Healthy Streets and draft Transport Strategy (2017) documents. These changes to cycling infrastructure quality include the introduction of:

- Cycle superhighways
- Quietways
- Better residential cycle parking

Lewisham’s population continues to grow and how people get around in Lewisham will change significantly over the next decade. The Bakerloo line extension, although still some time away, upgrades to national rail infrastructure and the introduction of the Rotherhithe to Canary Wharf pedestrian and cycling crossing (possibly by 2020) are changes that we know are coming.

This strategy recognises that the time is right to step up and grow cycling in Lewisham, helping to make it a better place for everyone. It sets out where we want to be and what needs to be done to get there.

As Lewisham Borough’s Cycling Champion I welcome and celebrate the considerable work and discussion that has gone into the Lewisham Cycling Strategy from officers, local cycling organisations and councillors. Together we will endeavour to ensure that the Strategy remains a live and actioned document that will reference our ongoing plans, as well as being monitored during the year.

In its vision for specific areas of the Borough, not least the A21 Lewisham Spine, the Strategy will form a key part of the Council’s place-shaping vision for a future Lewisham for both visitors and residents to love to linger in.

Cllr Mark Ingleby  
Cycling Champion,  
Vice Chair, Sustainable Development Select Committee  
London Borough of Lewisham.
2. **OUR VISION**

London Borough Lewisham wants to be one of the easiest and safest places to cycle in London, where cycling is a natural and easy choice of transport for anyone. This cycling strategy looks at where cycling in Lewisham is at and where it aspires to take it in the near future (2021) and plans for beyond this.

There are four key targets which will help track progress, these are to:

1. Double the number of cycling journeys
2. Increase the proportion of employed residents cycling to work to 10%
3. Halve the casualty rate of cyclists
4. Increase the number of children cycling to school by 50%

See page 34 for details of the above targets.

We have made 31 pledges that set out how we will deliver this vision. The following measures are the headline items to be progressed:

- **The Lewisham Spine (A21 Health Streets Corridor):** This includes Cycle Superhighway quality cycle facilities, a low emissions bus zone, healthy streets and “liveable neighbourhoods” improvements. It will transform the centre of Lewisham.

- **Cycle Network:** A better cycle network of signed routes. The introduction of the Quietways and Cycle Superhighways in London has been a step change in the standard of signed routes and is helping to increase the number of people cycling. Rolling out a network of these high quality routes is fundamental to achieving the targets in this strategy.

- **Cycle Parking:** More convenient and secure residential cycle parking, such as cycle hangers in existing residential areas. These help make it convenient to use and access a cycle, which increases the frequency of cycling. New developments are required to provide appropriate facilities.

- **One-Way Streets:** Allowing contra flow cycling in many low trafficked streets will provide more convenient access as well as reducing the need for people on cycles to use busier streets.

- **Junction Improvements:** Improving the most important junctions that do not fit on a proposed cycle route alignment will help tackle some of the barriers that keep people off their cycles.

- **Liveable Neighbourhoods:** Making spaces available for people to enjoy some parts of the streets without motor vehicles, particularly near schools, will help those on foot or on cycle and those that live on the streets.

- **Soft measures:** A continuation of some of the successful “soft” measures that include: cycle training, the bicycle loan scheme and promotions.
3. **POLICY CONTEXT**

Improved conditions for cycling and increased numbers and frequency of people cycling continue to be part of London’s regional and local policies.

3.1 **Mayor’s Transport Strategy June 2017 (Draft)**

In June 2017, the Mayor of London released the Mayor’s Transport Strategy (MTS) for comment. This is the statutory plan for London’s transport. This sets the direction for transport funding in London, which local authorities, through the Local Implementation Plan funding, help to deliver.

It states that:

*London must become a city where walking, cycling and green public transport become the most appealing and practical choices for many more journeys.*

These transport choices:

- Support the health and wellbeing of Londoners
- Reduce congestion by providing the most efficient use of space, and
- Make London a better place to live.

This strategy clearly prioritises a shift away from car use. It aims to increase cycling numbers from 600,000 to 1,500,000 by 2026.

3.2 **Healthy Street for London**

The Mayor’s ‘Healthy Streets for London’ document provides greater clarity on how streets can be assessed and changed in order to achieve the broader desire to reducing car dependency and enabling a shift towards more walking, cycling and public transport use.

Transport for London’s Business Plan covers the investment plans over the next 5 years (to 2020/21), with the Healthy Streets Approach at its heart. A total of £2.1bn will be invested to create healthy streets including building a cycle network of:

- new Quietways
- the Central London Cycle Grid
- more Cycle Superhighways, and
- Mini-Hollands
3.3 Lewisham Policies

For many years Lewisham has supported cycling. Much of the financial support has come through Local Implementation Plan (LIP) funds. The policies support cycling and align with the Mayor of London’s desires that have been set out in the MTS.

The LIP sets out how Lewisham will help deliver the Mayor’s Transport Strategy. The current LIP (2014-2017) sets targets for:

- Cycling mode share (5% by 2026)
- Cycling casualties reduced to 73 per year by 2020

There are many links between the development of the cycling strategy and other relevant strategies of Lewisham Council. These include the following strategies and relevant items:

Air Quality Action Plan 2016-2021
- Expanding the Council’s Sustainable transport Infrastructure – Facilitate cycling, walking and the use of public transport.
- Action ID 37. Reprioritisation of road space; reducing parking at some destinations and or restricting parking on congested high streets and A roads to improve bus journey times, cycling experience, and reduce emissions caused by congested traffic.
- Action ID 38. Provision of infrastructure to support walking and cycling
- Action ID 39. Develop a ‘Stand-alone’ cycling strategy for the borough
- Action ID 40. Increasing cycle parking

Lewisham’s Sustainable Community Strategy 2008-2020
- Lewisham safer – Reduction in the number of people killed or seriously injured in road traffic accidents.
- Clean, green and liveable – Reduction in the borough’s CO2 emissions
- Maximise Lewisham’s contribution to a sustainable future – Promote opportunities for people to make environmentally friendly choices and minimise their personal impact on the environment and encourage the use of sustainable forms of transport an minimise the need for people to rely upon car travel by making it easier and safer to walk or cycle around the borough.
- Healthy, active and enjoyable – Improve the well-being of our citizens by increasing participation in healthy and active lifestyles.
- Dynamic and prosperous – Improve access to sustainable modes of transport within the borough and our connections to London and beyond
- Improve access to sustainable modes of transport and connections to London and beyond – Promote and improve alternatives other than car (walking, cycling and public transport) so that they remain the community’s preferred means of moving within the borough and beyond.

Lewisham Regeneration Strategy – 2008-2020
- Clean, green and liveable – improving environmental management, the cleanliness and care for roads and pavements and promoting a sustainable environment.
- An evolving environment – Encourage local people the use of sustainable transport methods such as walking and cycling
- Transport – walking and cycling are actively promoted.
4. **KNOWN OTHER SCHEMES / CHANGES IN LEWISHAM**

There are a number of other schemes that are taking place in the Lewisham Area that are worth noting as they will influence the future of cycling in the area, these include:

- Creekside development
- Bakerloo Line extension.
- A2 study including the Amersham Gyratory
- A20/A21 low emission bus corridor
- Crofton Park scheme
- A205 Realignment (south circular at Catford)
- Baring Road 20mph scheme with cycle lanes
- Convoys Wharf development

In addition, the population of Lewisham continues to increase. Some key figures are:

- In 2001 it was 249,000
- In 2011 it was 276,000
- In 2021 it will be close to 320,000.
5. WHERE IS CYCLING IN LEWISHAM?

5.1 Volume of Cycling

Cycling in Lewisham, and the whole of London, has shown continued growth for over a decade. There is an aim and expectation that this will continue into the foreseeable future.

The London Travel Demand Survey (LTDS) shows there has been a growth in daily cycle journeys of almost 100% in six years (figure 1). The LTDS is undertaken each year and the data for Lewisham has been grouped into three year blocks in order to ensure the sample size is significant and a trend can be captured. The LTDS can be used to continue to monitor this into the future, but the data will always take a year or two before it is available.

![Daily cycle trips by Lewisham residents](image)

**Figure 1 – London Travel Demand Survey Daily Cycle Trips by Lewisham Residents.**

A secondary method of being able to track the change in cycling levels into the future is via site surveys, using the method as was undertaken in the final week in April 2017. This date was chosen as it is a balanced time of the year to quantify cycling volumes and can be replicated into the future without the impact of Easter playing a significant role. Surveys were undertaken on Wednesday 26th of April from 7am -7pm.

This survey also captures motor vehicle numbers, which will allow a comparison to be made in the future. E.g. are they increasing/decreasing compared to cycle numbers?
Two screen lines captured the significant portion of cycle numbers for east-west movements, at the west of the Borough (western screen line), and north-south movements across a line in the centre of the Borough.

Some key overall points of the counts are:

- 114,919 motor vehicles counted over 10 sites along the western screen line.
- 5,973 cycles over 11 sites on the western screen line
- 45,182 motor vehicles across three sites in the central screen line.
- 2,387 cycles across nine sites on the central screen line
- 595 cycles at the spot sites x and y

As shown in figure 2, the busiest sites for cycling were:

- 6 (A2 – New Cross Road Street) – 2132 cycles
- 2 (Evelyn Street) – 2007 cycles
- 11 (Eddystone Bridge) – 1124 cycles
- E (A21 Lewisham High Street) – 643 cycles
Cycle and Traffic Counts
7am - 7pm average weekday
- April 2017

Figure 2 - Cycle and Traffic Counts - Traffic and Cycle Counts, Wednesday 26th April 2017 (7am-7pm)
5.2 Cycling to Work

The number of people in Lewisham that cycle to work (as their main mode) has grown at a faster rate than cycling in Lewisham as a whole (as per figure 1 in section 5.1). According to census data the number of Lewisham residents cycling to work was 4.7 times higher in 2011 than in 2001 (5375 compared to 1144). This is a far greater increase than seen in the LTDS data. However, the population of Lewisham continues to increase. Therefore, the percentage of the working population that cycle to work has increased by a little over double from 1.8% to 4.0%.

Notably, the increase is less than the average across all Inner London Boroughs, which rose from 2.3% to 6.8%. Figure 3 shows how Lewisham compares to a selection of inner London boroughs. This graph shows that cycling to work in London has grown significantly in many boroughs and that the potential for it to continue to grow in Lewisham is very high.

![Cycling to Work](image)

**Figure 3** – Cycling to work as a percentage of those employed in Inner London

1. Lewisham will work with businesses to promote and support cycling to work.
5.3 Cycling to School

Cycling accounts for 3.2% of journeys to school as measured in the “hands up” survey in school year 2015/16 (see figure 4). These surveys are undertaken as part of school travel plan commitments.

Journeys to school tend to be shorter than other journeys, therefore have a greater potential to be undertaken by walking and cycling.

Figure 4 – hands up survey results for journey to school in Lewisham in the 2015/16 school year.

Lewisham Council already offers support to schools to develop sustainable travel plans. This document promotes safe, healthy and sustainable travel to and from school. Sustainable Travel: Active, Responsible, Safe (STARS) is an accreditation scheme. It helps inspire schools and young people to show a commitment to their school travel plan to reduce congestion, improve road safety and improve health and well being. In Lewisham, schools have been awarded the following STARS status.

- 20 Schools are Gold accredited.
- 8 Schools are Silver accredited.
- 40 Schools are Bronze accredited.
- 25 Schools are not engaged.

On average, schools that participate in the STARS programme reduce car use by 6%.
There are many schools in Lewisham that have shown a high level of commitment to sustainable travel to school and it is therefore expected that many more will continue to do so. With the removal of the requirement for schools to undertake travel plans, it is expected that some schools may not continue this, however there should be many that continue to participate and monitor the progress into the future. Transport for London continue to provide funding for schools for this purpose.

The main two reasons cited for parents as to why their children don’t cycle more are:

1. They are not old enough (33%)
2. I’m worried about traffic / collisions (26%)

2. We will introduce “Liveable Neighbourhoods” sections to roads near schools, offering traffic free space for people walking and cycling.
3. We will offer free cycle training to year 6 pupils in all schools.
4. We will continue to support schools in the STARS programme and encourage further schools to participate.

5.4 Potential Cycle Journeys

The Analysis of Cycling Potential 2016 report outlines the potential for cycling in Lewisham, with numbers so high that change will largely depend on the willingness for change. A few key points from this analysis were:

- Only 7% of potentially cyclable trips in Lewisham are being made by cycle (18,400 current cycle trips compared to 264,200 potential cycle trips).

- The potential could be met by those that do currently cycle, or those that do not. One quarter of the potentially cyclable trips could be made by already cycle, which would in cycling journeys

- More than half (55.4%) of all potentially less than 3km, about a 10 minute cycle.

Figure 5 – Current and Potential Cycle trips 2012/13-2014/15.
6. **SAFER CYCLING**

Safety is a significant factor for people’s decision to cycle. The rate of collision injuries should be used as the measure to improving safety for people when cycling. This is preferred to a simple comparison of the number of casualties because of the significant health benefits associated with regular cycling.

Figure 6 below shows the number of cycle casualties for the 10 year period of 2006 -2015. It appears that the general trend is that casualties are increasing, with that trend possibly starting to change in 2015. However, the perception of safety gained from such a graph is quite different to that from a comparison of the rate of casualties, which takes into account the number of cycle journeys as shown in figure 7 (all casualties) and figure 8 (killed and serious injury casualties – KSI).

![Figure 6 – Cycle casualties by severity in Lewisham over 10 years](image)

![Figure 7 – Casualty rate (all casualties) per 100,000 journeys, based on LTDS data](image)
KSI Casualty Rate

Figure 8 – Killed or seriously injured casualty rate (per 100,000 journeys, based on LTDS journey data)

Figure 7 clearly shows that the rate of casualties reduced significantly in the 2013-2015 period. Figure 8 is even more encouraging, with the rate of cycling killed or seriously injured dropping dramatically.

To further reduce the rate of casualties, targeted improvements to locations with the highest casualties is proposed. These include:

- The streets with the highest casualty rates.
- Routes that can provide alternatives to those with the highest casualties.
- Junctions with the highest casualties.

Figure 9 shows the streets in Lewisham that have the highest number of cycle collision injuries per kilometre over a three year assessment period (36 months to Aug 2016). There are a few that clearly stand out (as shown in table 1), most of which are managed by Transport for London.

<table>
<thead>
<tr>
<th>Street(s)</th>
<th>Highway Authority</th>
<th>Casually rates (casualties/km)</th>
<th>Number of Casualties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evelyn Street</td>
<td>Lewisham</td>
<td>25</td>
<td>36</td>
</tr>
<tr>
<td>Lewisham Way (A20)</td>
<td>TfL</td>
<td>24</td>
<td>48</td>
</tr>
<tr>
<td>Lee High Road (A20)</td>
<td>TfL</td>
<td>23</td>
<td>51</td>
</tr>
<tr>
<td>Queen’s Road (A202) / New Cross Road (A2)</td>
<td>TfL</td>
<td>22</td>
<td>19</td>
</tr>
<tr>
<td>Lewisham High Street (A21)</td>
<td>TfL</td>
<td>16</td>
<td>34</td>
</tr>
<tr>
<td>Bromley Road (A21)</td>
<td>TfL</td>
<td>11</td>
<td>21</td>
</tr>
</tbody>
</table>

Table 1 – Streets with highest casualty rates
Figure 9 - Rate of cycle casualties (per km over three years)
An assessment of the junctions with the most number of cycle casualties shows that many of the routes identified in figure 9 also have the junctions with the highest numbers of cycle casualties. Half of the junctions identified fall on three roads:

- **Evelyn Road**
- **A21 Lewisham High Street / Bromley Road (The Lewisham Spine)**
- **A2 New Cross Road**

Table 2 and figure 10 show the junctions with the most cycle casualties and their respective numbers. The junctions chosen include all those with four or more casualties, as well as those with more than one which includes a serious injury.

<table>
<thead>
<tr>
<th>Junction no.</th>
<th>Junction</th>
<th>Slight</th>
<th>Serious</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EVELYN ST J/W GRINSTEAD RD</td>
<td>11</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>2</td>
<td>LOAMPIT VALE J/W MOLESWORTH ST</td>
<td>7</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>BROMLEY RD J/W CANADIAN AVE</td>
<td>8</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>EVELYN ST J/W DEPTFORD HIGH ST</td>
<td>6</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>LEWISHAM WAY J/W LAURIE GROVE</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>NEW CROSS RD J/W ST JAMES'S</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>CATFORD RD J/W DOGGETT RD</td>
<td>5</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>LEWISHAM HIGH ST J/W LEWISHAM RD</td>
<td>5</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>LOAMPIT VALE J/W ELSWICK RD</td>
<td>5</td>
<td></td>
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<tr>
<td>10</td>
<td>LEWISHAM HIGH ST J/W ALBACORE CRES</td>
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<td>SYDENHAM RD J/W MAYOW RD</td>
<td>3</td>
<td>1</td>
<td>4</td>
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<tr>
<td>12</td>
<td>LEE HIGH RD J/W EASTDOWN PARK</td>
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<td>13</td>
<td>NEW CROSS RD J/W WATSON'S ST</td>
<td>4</td>
<td></td>
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<tr>
<td>14</td>
<td>LEWISHAM HIGH ST J/W WHITBURN RD</td>
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<td></td>
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<tr>
<td>15</td>
<td>EVELYN ST J/W ABINGER GROVE</td>
<td>4</td>
<td></td>
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<tr>
<td>16</td>
<td>EVELYN ST J/W BLACKHORSE RD</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>17</td>
<td>WALDRAM PARK RD J/W SUNDERLAND RD</td>
<td>2</td>
<td>1</td>
<td>3</td>
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<tr>
<td>18</td>
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<td>2</td>
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<td>3</td>
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<td>19</td>
<td>BESTWOOD ST J/W TRUNDLES'S RD</td>
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<td>BROCKLEY CROSS J/W ENDWELL RD</td>
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<td>21</td>
<td>SOUTHEND LANE J/W ALLERFORD RD</td>
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<td>2</td>
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<td>22</td>
<td>BEACON RD J/W ARDMERE RD</td>
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<td>1</td>
<td>2</td>
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</tbody>
</table>

Table 2 – Junctions with the most cycle casualties (36 months to Sept 2016)

5. We will work with TfL to implement improvements to the streets along routes and junctions to significantly reduce the cycle casualty rate.
Figure 10 - Junctions no. for those with the most cycle casualties (36 months to Sept 2016)
7. **REDUCING BARRIERS TO CYCLING**

7.1 Mental Barriers

The main deterrent to taking up cycling is the fear of being involved in a collision and too much traffic. Although the frequency of collisions compared to journeys is very low, it is a genuine concern and needs to be acknowledged.

Figure 11 illustrates the main deterrents to taking up cycling compared to the main deterrents to cycling more. The deterrents are mainly similar to both sectors, but:

- The fear of being involved in a collision is higher in non-cyclists residents than cyclists by more than 10%.
- Not being confident in cycling is listed as a deterrent for 25% of non-cyclists, yet less than half the number of cyclists states this as a reason for not cycling more.
- Preferring other mode of transport instead of pedal cycle is almost 3 times higher for non-cyclists than for cyclists. Only 10% of the cyclists don’t cycle more often because they prefer another mode of transport.

![Mental barriers to cycling](image)

**Figure 11 – mental barriers to cycling.**

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6. We will take into account the mental barriers when designing upgrades and new cycle routes.

7. We will continue to provide free cycle training to those that live, work or study in Lewisham.
7.2 Physical Barriers

The biggest physical barriers to cycling in the Lewisham area are:

- Crossing the Thames
- Safe crossings of the TLRN
- Safe crossings of the rail lines in the southern parts of the Borough

Lewisham has a significant number of features that can hinder, or help, cycling. The major transport barriers that restrict movement are the many above ground rail lines and the busiest streets, such as the Transport for London Road Network (TLRN).

Although these can benefit cycling by reducing access for motor vehicles, such as routes that follow the rail lines, more often these barriers result in cycling routes being longer or having to deal with high levels of motor traffic.

Figure 12 shows the location of the crossing points of the rail lines and most likely locations on the TLRN (such as where cycle routes meet it). These have been rated simplistically (using a variation on the Cycle Level of Service method) in order to be able to visualise the locations that could or do form part of a good cycle route (in green) or those that, if improved, would help reduce the separation that these barriers create. It also allows us to note where there are limited good connections across these barriers (e.g. the A21 and the southern portions of the rail lines).

Figure 12 should be used as a resource to focus attention on overcoming barriers to cycling. Some more specific locations on the TLRN where poor connections exist and where improvements might be achievable are:

- The Lewisham Spine (A21)
- Crossing the A2 (north - south)
- The south circular

8. We will look for opportunities to improve conditions for cycling across the rail lines.
9. We will work with and encourage TfL to improve the cycle route crossings of the TLRN, with particular attention to the A2 and A21.
7.3 The Thames

The biggest physical barrier in the area is the Thames. This barrier impacts on potential cross-borough cycling journeys. Although it may only affect a portion of potential cycle journeys by Lewisham residents, the limitations for these journeys are significant. The proposed pedestrian and cycling bridge between Rotherhithe and Canary Wharf will be a huge attractor for cycling because the current choices are so poor:

- **Greenwich foot tunnel**: although a trial is taking place that permits cycling during quieter periods, the official byelaw states that cycling is not permitted in the foot tunnel. This means that a journey across the Thames requires a cycle to be walked for almost 400m.

- **Rotherhithe Tunnel**: this 20mph road tunnel is approximately 3km from Greenwich and is very narrow, with awful air quality. Although it is legal to ride a cycle through this tunnel, it is not wide enough to allow a motor vehicle to overtake a cycle, which is extremely unnerving as the tunnel inclines and the speed of cyclists drop.

- **Blackwall tunnel**: cycling through this tunnel is not permitted.

- **Woolwich**: This is 6km from the Greenwich foot tunnel. There is a foot tunnel and ferries that operate every ten minutes at best.

- **Tower Bridge**: 6km from Greenwich foot tunnel is the closest bridge, Tower Bridge. This has a 20mph speed limit, but no cycle facilities. Therefore, cyclists are required to share relatively narrow traffic lanes in this location.

10. We will support the implementation of a pedestrian and cycling bridge between Rotherhithe and Canary Wharf.

11. We will support Greenwich in their trial of allowing cycling through the Greenwich foot tunnel.
Figure 12 - A Cycle Level of Service style rating of TLRN and rail line crossings.
8. **A BETTER CYCLE NETWORK**

Much of the funding for cycle improvements in the coming years will be to improve the standard of cycling network to that seen in on Quietways and Cycle Superhighways. Such changes will represent a huge step-change in the quality of provision, which in turn will go a long way to encourage more cycling.

12. Cycle routes will be designed to London Cycle Design Standards, utilising more segregation than in the past.

8.1 **Existing Network**

The existing cycle network consists largely of many signed routes that use quieter streets (see figure 13) with two noteworthy routes:

- The Waterlink Way (part of the London Cycle Network route 21 and National Cycle Network route 21) forms a north – south route through the centre of Lewisham with many off road paths linked by quiet streets.

- Quietway 1, introduced in 2016 and running between Greenwich and Waterloo, has introduced a number of sections of segregated facilities, which undoubtedly appeal to many people who prefer to cycle with less traffic.

Over time, signs and carriageway markings can disappear, which can result in significant disruption for new cyclists looking to navigate a cycle route. Occasionally, these need to be reviewed and maintained.

13. **We will assess the existing cycle route signs and carriageway marking, reinstate any missing and add them where it would be valuable.**

14. **We will maintain the surface of the cycle routes.**

15. **We will ensure that diversion routes for cyclists are signed when road works interrupt a cycle route.**
Lewisham has dozens of one way roads, some of which already allow cycling in both directions. Some London local authorities have, over time, changed almost all of their one way streets to legally facilitate cycling in both directions. This has provided huge benefits to people on cycles to allow them to avoid as many busy streets as is possible. Many of them can be changed at little cost, if they are seldom used by motor vehicles.

16. We will assess and change one-way streets to allow cycling two-way for as many roads as is reasonably feasible.

Figure 13 – cycling allowed in both directions on a “one-way” street

Traffic calming is an important part of the roads that help with safety. They can, however, impact on the enjoyment of cycling and therefore the uptake of it. Recent improvements to cycle routes, as part of the Quietways programme, have helped highlight the value of sinusoidal profiled humps as a cycle friendly design to traffic calming.

17. Where speeds humps need replacing or are introduced we will do so with cycle friendly sinusoidal profiled humps, or other cycle friendly designs.
Figure 13 - Existing Cycle Network

LEGEND
Cycle Routes
- Quietways
- Heritage Link
- Signed routes
- Routes through parks
- Unsigned routes

Highway Authority
- Lewisham roads
- TLRN

Lewisham Cycle Strategy 2017
8.2 Proposed Routes

Quietways and Cycle Superhighways are a step change in the quality of cycle facility and will be the standard of new and improved cycle routes.

The Proposed Routes map (figure 14) shows the Quietways and Cycle Superhighways routes that are proposed to be upgraded over the next 10 years. These include those that have funding already identified and those that do not, some of which need a long planning phase, such as those on the Transport for London Road Network (TLRN).

The Future Cycle Network map (figure 15) includes all phases of improvements on top of the existing network, so that a full picture of the network is visible, including the existing signed cycle routes.

Transport for London’s (TfL) current phase of Quietways (phase 2) and Cycle Superhighways will see numerous routes improved in Lewisham up to their completion in 2019. Approximately 15km worth of routes will be enhanced. These include a number of short sections of routes in Lewisham as well as 8km of upgrade to National Cycle Network 21 (and Waterlink Way) running north-south through the centre of the borough.

The proposed (unfunded) routes will stretch up to and past TfL’s current business plan that ends in 2021/22.

8.2.1 The Lewisham Spine (A21 Healthy Streets Corridor)

A central spine through Lewisham should be the focus of many improvements, including cycle superhighway standard facilities, low emission bus zone, healthy streets improvements and liveable neighbourhood improvements in the neighbouring streets.

It is proposed to run from CS4 (the A200) at the north to the southern boundary of Lewisham on Bromley Road (A21). The majority of the route will be on the A21.

These improvements are not just about movements, but also about places to linger, such as improving the piazza type environments. Improvements will be for people that make being there, not just moving through there, that much more enjoyable. This will in turn create an environment that makes people want to cycle to work, shop, rest and play in Catford and Lewisham.

18. We will seek TfL’s support to improve The Lewisham Spine along the A21 and link it to the wider cycle network.
8.2.2 **Quietways**

Quietways offer routes more for people who find it important to avoid traffic.

More of these will attract more people to cycle more often, including those who have stated that fear of being involved in a collision, too much traffic and poor infrastructure prevents them from cycling. Quietway 1 which was introduced in 2016 as part of phase 1 had an initial increase in use of 38%.

Quietways include:

- Some segregation
- Use of quieter streets
- Route continuity
- Better route signing
- Cycle friendly sinusoidal humps
- Improved aesthetics and greening
- More cycle parking, including bike hangers

![Figure 15](image-url) – recently completed Quietway 1

**Phase 1 – Completed (3.2 km in Lewisham)**

Quietway 1 between Waterloo and Greenwich is completed, which includes 3.2km in Lewisham.

**Phase 2 - Six routes (13.3km) – by 2019**

We are working with TfL to implement the current phase of Quietways (phase 2), which include:

- One main north – south route utilising much of the existing Waterlink Way/National Cycle Network 21
• Catford to Burgess Park (LCN 22)
• CS4 to Canada Water (along the Thames)
• Quietway 1 extension through Blackheath
• Lower Sydenham to Bromley
• Lee Green to Woolwich (TLRN only in Lewisham)

Figure 16 shows the phase 2 routes as funded. Unfunded routes shown are what we propose to take forward in future phases.

Unfunded routes extend the coverage of the network of Quietways across the Borough and join up phase 2 routes, resulting in a higher quality and joined up cycle network. Such a future network will have slightly more routes in the north of the Borough, where demand and potential growth is highest.

These routes can be prioritised as follows:

**Phase 3 - Four routes (11.7km) – by 2021/22**
- New Cross Gate (Q1) to Crofton
- Lee Green to Grove Park
- Beckenham Place Park to Lower Sydenham
- Lee Green to the Waterlink Way (Catford)

**Phase 4 - Three routes (10.3km) – by 2023/24**
- Crofton to Sydenham
- Forest Hill to Lower Sydenham
- Crofton to Deptford Bridge

**Phase 5 - One route (2.6km) – by 2027**
- Ringway Alignment

Although only one route has been identified at this stage, improvements in this phase are expected to include other routes. These will be identified as progress is made implementing the earlier phases.

19. We will continue to implement the improvement to the Quietways, phase 2.
20. We will work with TfL to agree future Quietway phases, with the proposed network as our starting position.
21. We will work with neighbouring local authorities to ensure that cycle routes continue across borough borders ensuring a joined up cycle network.
22. We will progress feasibility studies on future Quietways during the current TfL business plan period, so they are ready to implement (see section 11).
8.2.3 **Cycle Superhighways**

Cycle Superhighways are largely physically segregated cycle routes that run along main transport corridors. They offer direct and faster routes for cyclists with huge benefits for people who cycle.

Work on Cycle Superhighway 4 (CS4) from London Bridge to Greenwich along Evelyn Street has begun. This route is a key route and includes 1.7km in Lewisham. It has the highest number of cycle casualties per distance in the Borough and features five out of top six junctions with the most cycle casualties that Lewisham is the highway authority for.

Additional new Cycle Superhighways (currently unfunded) covering 10.3km are proposed for:

- The Lewisham Spine - A21 Lewisham High Street and Bromley Road
- A2 New Cross Road and Queen's Road, connecting Deptford Bridge to Peckham and further west to Cycle Superhighway 5.
- CS4 (A200) to Deptford Bridge then to the A21.
- Linking the NCN21/Waterlink Way to The Lewisham Spine (e.g. Catford Bridge Station to the A21)

These routes will address some of the roads with the worst collision rates by either directly improving them, or providing a direct alternative.

Cycle Superhighways are large infrastructure projects and require long term planning. These routes are mostly on the TLRN and will therefore require TfL to design and implement much of them.

The north-south connection provided by the route along the A21 is currently the busiest north-south route for cycle use. It would provide a different facility to the Quietway that runs along the Waterlink Way route, which will double as a leisure route.

23. We will continue to work with TfL to deliver Cycle Superhighway 4.
24. We will seek TfL’s support for further Cycle Superhighways for the A21 and A2.

On completion of the proposed routes the future cycle network will be as shown in figure 17.
Figure 14 - Proposed cycle routes
Figure 15 - Future cycle network
9. **EDUCATION, TRAINING AND PROMOTION**

Appropriate training and promotion increases the chances of people cycling. Lewisham already carries out some of those soft measures as:

- Free cycle training to adults, children and young people who live in the borough.
- Cycle loan scheme for people who live, work or study in Lewisham.
- ‘For only £10 you can borrow a quality bike for a month. It includes a helmet, bike lock and high visibility vest so you’re ready to ride. And if, at the end of the month, you want to buy your bike, we can offer some great discounts’
- This scheme has been successfully carried out for a number of years, providing the opportunity to cycling to more than 300 people every year, with more than 30% of the participants buying their bikes when the trial month finished.
- Low cost cycle maintenance courses for people who live or work in Lewisham.
- Cycling for school children, where accredited cycle trainers work in schools with year 6 pupils to help young cyclists feel safe on the roads.

There are many activities that the schools can carry out to promote cycling, that fall under the STARS programme. An example is The Golden Lock, a funny way to encourage pupils to ride their bikes to school as often as possible by offering them the chance to win a prize. On a weekly or monthly basis, surprise one of your pupils by fixing the golden lock onto their bicycle. At the end of the day as your pupils leave the school, whoever’s bike has the golden lock gets to claim the price. Announce winners in assemblies and include their photograph in the school newsletters to further promote cycling.

25. We will continue delivering training and support schools on their initiatives to promote cycling within the STARS programme.
26. We will continue the cycle loan scheme
27. We will offer cycling training to people who live, work or study in Lewisham.
28. We will ensure our lorries are FORS accredited and that lorry drivers undertake cycle training.

Public cycles for short term hire have spread throughout the world over the last decade and are a popular form of public transport. These include the well known Santander Cycles that are generally limited to Central London, but also include other emerging options such as those run by Brompton and dockless cycle hire schemes.

Lewisham is engaging will dockless cycle hire companies in order to introduce a trial within the Borough.

29. We will support schemes and encourage providers of hire bikes including dockless cycle hire schemes.
10. **CYCLE PARKING**

Convenient and secure cycle parking will increase the chances of people cycling. This strategy has a number of provisions to improve the quality and quantity of its current provision:

10.1 **On Street Short Stay Parking**

The majority of publicly accessible cycle parking is used for short stays, such as shopping or leisure trips. As cycling journeys increase so too is the demand for cycling parking.

10.2 **On Street Secure Long Stay Parking**

Due to the nature of many of the residential areas in the borough, there is a lack of off-street provision for a significant proportion of Lewisham’s existing residents, with little opportunity for this to change. In recent years, secure, covered on street cycle parking facilities (such as bikehangers) have made their way onto many London roads. In doing so, these have provided convenient and secure locations for people to access their cycles, thus increasing the likelihood of journeys being undertaken by cycle. Parking for vehicles on the roads will be for people with cars and cycles. The demand for these is expected to be very high.

Residents can request a cycle secure space by visiting [www.lewisham.gov.uk/cycling](http://www.lewisham.gov.uk/cycling)

**Figure 18** – “secure bikehangar” by Cyclehoop.

30. We will assess cycle parking quantities at local and major shopping centres and other destinations in Lewisham. The number of on street spaces will be significantly increased.

31. We will introduce lockable on-street cycle hangars, or similar. These will be implemented where people desire them.
10.3 Private Off Street Parking
Providing the most secure of cycle parking, it is important that this is convenient and secure in order for continued uptake of cycling. In having security at the home, it will allow people to explore the borough and take advantage of the local amenities and on street short stay parking. Cycling is a door to door activity and it is important that your base and not just your destination is secure and accessible.

32. We will work with developers to ensure residential cycle parking is implemented as part of new developments.

10.4 Cycle Hubs
Cycle hubs provide a point where a number of cycle facilities are grouped together at a destination. They enhance the appeal of cycling to such locations, such as train stations. Cycle hubs may vary depending on the location.

These secure cycle hubs, particularly at train stations, can provide an enclosed environment, enhanced level of security and keeps cycles out of the elements. They can feature a key fob entry, cctv and can be used for a small fee (e.g. £25 per year). Their enhanced security can increase the number of people that cycle to stations, particularly commuters who leave their cycles for long periods during the day.

33. We will work with developers to implement covered cycle parking, cycle maintenance stands and cycle pumps.
34. We will ensure the highest standard of cycle hubs are introduced as part of future redevelopments at Lewisham and Catford Train Stations.

Figure 19 – Cycle hub at Brockley Station
11. PROPOSED PROJECTS / ACTION PLAN

Actions from this strategy focus heavily on what can be done in the next four years, with longer term project being set up, ready to be implemented later. The time periods can be broken down as:

- **Short term** – until 2019, the period when phase 2 of the Quietways is being implemented and includes the “interim” LIP year of 2018/19.
- **Medium** – until 2021/22, the period when TfL current business plan covers
- **Long term** – until 2023/24
- **Longer term** – until 2027

The projects action plan is shown in table 3 below:

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Projects *</th>
<th>Stage</th>
<th>Time Period</th>
<th>Potential Funding Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Lewisham Spine (A21)</td>
<td>Concept</td>
<td>Short</td>
<td>S106, CIL, TfL and LIP</td>
</tr>
<tr>
<td>2</td>
<td>Quietways phase 2</td>
<td>Implementation</td>
<td>Short</td>
<td>TfL Quietways Programme</td>
</tr>
<tr>
<td>3</td>
<td>Quietways phase 3</td>
<td>Feasibility</td>
<td>Short</td>
<td>TfL Quietways Programme</td>
</tr>
<tr>
<td>4</td>
<td>Two-way cycling streets</td>
<td>Feasibility</td>
<td>Short</td>
<td>LIP</td>
</tr>
<tr>
<td>5</td>
<td>Cycle Superhighway 4</td>
<td>Implementation</td>
<td>Short</td>
<td>TfL Cycle Superhighways Programme</td>
</tr>
<tr>
<td>6</td>
<td>Cycle Route Signs upgrade</td>
<td>Feasibility</td>
<td>Short</td>
<td>LIP</td>
</tr>
<tr>
<td>7</td>
<td>Education, Training and Promotion</td>
<td>Implementation</td>
<td>Short to Longer</td>
<td>LIP</td>
</tr>
<tr>
<td>8</td>
<td>Cycle Parking (short stay)</td>
<td>Implementation</td>
<td>Short to Longer</td>
<td>LIP</td>
</tr>
<tr>
<td>9</td>
<td>Cycle Parking (long stay)</td>
<td>Implementation</td>
<td>Short to Longer</td>
<td>LIP</td>
</tr>
<tr>
<td>10</td>
<td>Two-way cycling streets</td>
<td>Implementation</td>
<td>Short and Medium</td>
<td>LIP</td>
</tr>
<tr>
<td>11</td>
<td>The Lewisham Spine (A21)</td>
<td>Implementation</td>
<td>Medium to Longer</td>
<td>S106, CIL, TfL and LIP</td>
</tr>
<tr>
<td>12</td>
<td>Quietways phase 3</td>
<td>Implementation</td>
<td>Medium</td>
<td>TfL Quietways Programme</td>
</tr>
</tbody>
</table>
In order to ensure that we are on track to deliver the proposed changes as set out in this strategy, the annual cycling action plan will be reported as part of annual LIP submission.

In addition, Lewisham will meet with Lewisham Cyclists twice a year and hold an annual public cycle forum to continually communicate the progress of this strategy.

To compare the impacts of the strategy to its targets, after the data from the 2021 census and London Travel Demand Surveys are available a review of the strategy will take place.

**Table 3 – Project Action Plan**

<table>
<thead>
<tr>
<th>Project Phase</th>
<th>Feasibility</th>
<th>Duration</th>
<th>Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 Quietways phase 4</td>
<td>Feasibility</td>
<td>Medium</td>
<td>TfL Quietways Programme</td>
</tr>
<tr>
<td>14 Cycle Route Signs upgrade</td>
<td>Implementation</td>
<td>Medium</td>
<td>LIP</td>
</tr>
<tr>
<td>15 Cycle superhighway A2</td>
<td>Feasibility</td>
<td>Medium and Long</td>
<td>TfL Cycle Superhighways Programme</td>
</tr>
<tr>
<td>16 Quietways phase 4</td>
<td>Implementation</td>
<td>Long</td>
<td>TfL Quietways Programme</td>
</tr>
<tr>
<td>17 Quietways phase 5</td>
<td>Feasibility</td>
<td>Long</td>
<td>TfL Quietways Programme</td>
</tr>
<tr>
<td>18 Cycle superhighway A2</td>
<td>Implementation</td>
<td>Long and Longer</td>
<td>TfL Cycle Superhighways Programme</td>
</tr>
<tr>
<td>19 Quietways phase 5</td>
<td>Implementation</td>
<td>Longer</td>
<td>TfL Quietways Programme</td>
</tr>
</tbody>
</table>

*NB: See page 28 for list of Quietways projects and phases

35. We will produce an annual cycling action plan as part of the annual LIP submission.
36. We will meet twice per year with Lewisham Cyclists.
37. We will hold an annual public cycle forum to communicate the progress on cycling.
38. We will review the progress of cycling against the targets set out in this strategy and set new targets once the data from the 2021 Census and London Travel Demand Surveys are available.
12. **FUNDING**

Historically, much of the funding for cycling projects has come from TfL, either directly or through the LIP funding allocation, which is for Lewisham to help deliver the Mayor’s Transport Strategy. This is expected to continue, but there are other opportunities for funds to help deliver what is set out in this strategy.

Funding can be sought from the following areas:

- Local Implementation Plan (LIP) – this is where much of the funds in the past have come from and will continue to do so.
- STARS funding for schools to help with the school travel plans
- Liveable Neighbourhoods funding – this is likely to be available for major schemes. Therefore, combining many of the improvement measures, such as spaces near schools, bike hangers, a cycle hub, cycle routes and ideally near town centres is a suitable way to bid for and utilise these funds.
- S106 and Community Infrastructure Levy (CIL) from developments – these may include the Creekside and Convoy’s Wharf schemes
- Bakerloo Line Extension – Although numerous years away still, there will need to be changes around the station areas, such as New Cross Gate and Lewisham.
- Low Emission Bus Zone – this is a separate funding stream from Transport for London. The A21 has been named as a corridor for these funds to be used on.
13. **TARGETS AND PLEDGES**

The work to deliver improvements for cycling in Lewisham will be measured against the four challenging targets (see table 4). These have a timeframe soon enough to mean immediate action is required.

The four key targets are shown in the following table.

<table>
<thead>
<tr>
<th>Target</th>
<th>Base</th>
<th>Target Value (approx 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily cycle journeys</td>
<td>18391(^1)</td>
<td>37000(^2)</td>
</tr>
<tr>
<td>Cycling to work</td>
<td>4.0(^3)</td>
<td>10.0(^4)</td>
</tr>
<tr>
<td>Casualty rate</td>
<td>2.2(^5)</td>
<td>1.1(^6)</td>
</tr>
<tr>
<td>Cycling to school</td>
<td>3.2(^7)</td>
<td>4.8(^8)</td>
</tr>
</tbody>
</table>

Table 4 – cycle strategy targets.

13.1 **Daily Cycling Journeys**

The LTDS will be used as the primary method to measure the number of cycle journeys. It will measure the average daily cycle journeys over the three year period of 2018/19 – 2020/21 compared to the period six years earlier. Although the base years are before the date of this strategy, the target seeks a 100% increase in journeys in six years compared to the Mayor of London’s aim to increase cycle journeys in London by 150% over 10 years to 2026. Therefore the target will be challenging.

Incremental progress of this target can be monitored against the onsite counts that were undertaken in April 2017 (see section 5.1). This will also give much quicker feedback on the progress because the data from the LTDS is not available for quite some time after the dates it covers.

13.2 **Cycling to Work**

The Census will be used as the method to measure the number of people that cycle to work regularly. It was last taken in 2011, when 4.0% of Lewisham residents said that it was their main mode of travel to work. It will be undertaken again in 2021, when the target is to have

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1 London Travel Demand Survey (LTDS) - average daily journeys for 2012/13-2014/15
2 To be measured in the LTDS - average for 2018/19 - 2020/21
3 Census 2011 journey to work for employed persons
4 To be measured in Census 2021 journey to work for employed persons
5 Casualties per 100,000 cycle journeys LTDS 2012/13 - 2014/15
6 To be measured over the period of 2018/19 - 2020/21
7 Based on school hands up surveys in 2015/16 school year
8 To be measured in 2020/21 school year.
10% of residents stating that it is their main mode of travel to work. This is an increase of 150% in a 10 year period. With the population of Lewisham increasing dramatically at the same time, the number of people cycling to work will have to increase by about 300%.

13.3 Casualty Rate
This target relates cycle collisions to the volume of cycling journeys. It is an acknowledgement that cycling is good for your health and should be encouraged, while wanting to reduce the number of people involved injured. This target is to effectively halve the number of cycling injury collisions compared to the number of cycle journeys. Put another way, this target seeks to see no increase in the number of cycle casualties, while doubling the number of cycle journeys (as per target no.1). The rate from 2012/13-2014/15 was 2.2 casualties per 100,000 journeys. This target seeks to reduce it to 1.1 for the period of 2018/19 - 2020/21.

13.4 Cycling to School
The hands up surveys undertaken by schools during the school year will continue to be the way of monitoring the progress of this target. This can be undertaken each year, with the target year of reaching 4.8% being the 2020/21 school year.

13.5 Pledges
The pledges as set out in this strategy are:

Where is cycling in Lewisham?

Cycling to work

1. Lewisham will work with businesses to promote and support cycling to work.

Cycling to school

2. We will introduce “Liveable Neighbourhoods” sections to roads near schools, offering traffic free space for people walking and cycling.
3. We will offer free cycle training to year 6 pupils in all schools.
4. We will continue to support schools in the STARS programme.

Safer cycling

5. We will work with TfL to implement improvements to the streets along routes and junctions to significantly reduce the cycle casualty rate.

Reducing barriers to cycling

Mental barriers

6. We will take into account the mental barriers when designing upgrades and new cycle routes.
7. We will continue to provide free cycle training to those that live, work or study in Lewisham.
Physical barriers

8. We will work with and encourage TfL to improve the cycle route crossings of the TLRN, with particular attention to the A21 and A2.

9. We will look for opportunities to improve conditions for cycling across the rail lines.

10. We will support the implementation of a pedestrian and cycling bridge between Rotherhithe and Canary Wharf.

11. We will support Greenwich in their trial of allowing cycling through the Greenwich foot tunnel.

A better cycle network

Existing network

12. Cycle routes will be designed to London Cycle Design Standards, utilising more segregation than in the past.

13. We will assess the existing cycle route signs and carriageway marking, reinstate any missing and add them where it would be valuable.

14. We will maintain the surface of the cycle routes.

15. We will ensure that diversion routes for cyclists are signed when road works interrupt a cycle route.

16. We will assess and change one-way streets to allow cycling two-way for as many roads as is reasonably feasible.

17. Where speeds humps need replacing or are introduced we will do so with cycle friendly sinusoidal profiled humps, or other cycle friendly designs.

The Lewisham Link

18. We will seek TfL’s support to improve The Lewisham Spine along the A21 and linking it to the wider cycle network.

Quietways

19. We will continue to implement the improvements to the Quietways, phase 2.

20. We will work with TfL to agree future Quietway phases, with the proposed network as our starting position.

21. We will work with neighbouring local authorities to ensure that cycle routes continue across borough borders ensuring a joined up cycle network.

22. We will progress feasibility studies on future Quietways during the current TfL business plan period, so they are ready to implement.

Cycle Superhighways

23. We will continue to work with TfL to deliver Cycle Superhighway 4.

24. We will seek TfL’s support for further Cycle Superhighways for the A21 and A2.
Education, training and promotion

25. We will continue delivering training and support schools on their initiatives to promote cycling within the STARS programme and encourage further schools to participate.

26. We will continue the cycle loan scheme

27. We will offer cycling training to people who live, work or study in Lewisham.

28. We will ensure our lorries are FORS accredited and that lorry drivers undertake cycle training

29. We will support schemes and encourage providers of hire bikes including dockless cycle hire schemes.

Cycle Parking

On street short stay parking

30. We will assess cycle parking quantities at local and major shopping centres and other destinations in Lewisham. The number of on street spaces will be significantly increased.

On-Street Secure Long Stay Parking

31. We will introduce lockable on-street cycle hangars, or similar. These will be implemented where people desire them.

Private Off-Street Parking

32. We will work with developers to ensure residential cycle parking is implemented as part of new developments.

Cycle Hubs

33. We will work with developers to implement covered cycle parking, cycle maintenance stands and cycle pumps.

34. We will ensure the highest standard of cycle hubs are introduced as part of future redevelopments at Lewisham and Catford Train Stations.

Review

35. We will produce an annual cycling action plan as part of the annual LIP submission.

36. We will meet twice per year with Lewisham Cyclists.

37. We will hold an annual public cycle forum to communicate the progress on cycling.

38. We will review the progress of cycling against the targets set out in this strategy and set new targets once the data from the 2021 Census and London Travel Demand Surveys are available.
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:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- 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.
**DOCUMENT CONTROL**

Project Centre has prepared this report in accordance with the instructions from London Borough Lewisham. Project Centre shall not be liable for the use of any information contained herein for any purpose other than the sole and specific use for which it was prepared.

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<th>Description</th>
<th>Originator</th>
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<td>03</td>
<td>Lewisham Cycle Strategy 2017</td>
<td>Jereme McKaskill 17.11.17</td>
<td>Chris Harrison 17.11.17</td>
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Award Winning

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