Putney Bridge Improvement Works Post-Implementation Survey

London Borough of Wandsworth

October 2025

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Quality information

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1. Executive Summary

1.1 Scope of Works

1.1.1 The London Borough of Wandsworth (LBW) commissioned AECOM to produce and deliver a post-implementation survey of local users regarding the improvement works at the Putney High Street/Putney Bridge Junction. Following delivery of the surveys, AECOM has undertaken a thorough data analysis of the feedback received. This document is a report on the key findings.

1.1.2 In order to gather a wide range of feedback on the improvement works, LBW invited the views of local users who travel through Putney High Street and Putney Bridge Junction, while setting out a particular focus on acquiring feedback from pedestrians and cyclists.

1.1.3 This report sets out the feedback received both via hard copy responses completed on site and in-person, and via an online version of the survey, in order to capture respondents' broader perspectives on the improvement works.

2. Context and Backdrop

2.1 Background to the improvement works

2.1.1 Putney Bridge Junction and Putney High Street improvement works were completed ahead of schedule in December 2024. The works sought to improve safety for all users in the area, making roads easier to cross, and improve access in travelling over Putney bridge for both pedestrians and cyclists while maintaining traffic flow. The works also provided aesthetic and air quality improvements along Putney High Street.

2.1.2 Improvements for pedestrians included pedestrian crossing islands being relocated to create more space to cross and larger islands and a detector to cancel the 'green man cycle' if a pedestrian were to have already crossed the road or walked away.

2.1.3 Improvements for cyclists included a segregated northbound cycle lane up to Putney Bridge, and eye-level traffic lights allowing cyclists to begin moving before motor vehicles.

2.1.4 Considering motorists, the project included updating lane layouts on Putney High Street and Lower Richmond Rod, encouraging the use of two lanes of traffic, extending bus lane hours and introducing sensors to improve the overall flow of traffic for private vehicles, buses and cyclists.

2.1.5 Along Putney High Street and in the surrounding area, a double-decker bicycle rack was placed on Disraeli Road, allowing easier cyclist access to Putney Railway Station. Pavements were also widened with Copenhagen-style crossings with cycle contraflows installed on a number of Putney High Street's side streets, allowing for greater space for active travel. A city tree was installed on these wider pavements, which filters air through a moss filter, alongside a number of new planters helping to provide cleaner air to the High Street. Additional waterfront improvements to green spaces and public realm were also delivered.

2.2 Borough and London-wide Strategy

2.2.1 The works were part of a large, continued investment in the borough by LBW / Transport for London (TfL) in line with LBW's Future Streets Strategy, which sets out to improve active travel in Wandsworth.

2.2.2 The project also supports London's Transport Strategy, which aims to achieve 80% of all trips in London to be made on foot, by cycle or using public transport by 2041.

2.3 Intended Outcome

2.3.1 This report summarises the feedback that was received through the delivery of the post-implementation survey and outlines the key trends in feedback in order to give a thorough overview of local user sentiment towards the completed works.

2.3.2 The survey was intended to gather feedback from pedestrians and cyclists on the improvement works at Putney Bridge Junction and on Putney High Street. Improvement works looked to improve safety for both cyclists and pedestrians in the area, without negatively impacting motorists or public transport. To date, feedback from pedestrians and cyclists has been limited.

2.4 Survey Distribution

2.4.1 The primary method of data collection was via face-to-face conversations with local users. For those people who were unable to stop and complete the survey in person, business cards were distributed with a QR code that linked through to the online survey.

2.4.2 Data indicates that the survey was shared widely on social media immediately following an on-site survey morning session on 9 October 2025, as evidenced by a clear response rate spike. The number of responses to the survey surpassed the number of business cards and in-person surveys printed, confirming that secondary sharing of the survey online had taken place. These online responses are acknowledged in this report within the context that they were less specific in the nature of their feedback, required a knowledge of the area in question and may have been affected by external factors such local campaign groups' commentary accompanying social media posts.

3. Methodology

3.1 Approach

3.1.1 The approach to the survey and feedback gathering involved a thorough analysis of the site, as well as identifying safe and viable locations for gathering in-person feedback. We identified three locations around the Putney Bridge Junction, as well as a roaming team member along Putney High Street, focusing on St Mary's Church courtyard, and moving between various improvements along the High Street in order to gather feedback from passersby. These locations were selected so respondents completing the in-person surveys could assess the improvements in real time and reflect on them accordingly in their survey responses.

Image One: Three survey collection points - circled.
Note: this Google Maps view was taken before the improvement works were carried out.

3.1.2 Our approach ensured that no surveys were conducted during poor weather, so that the number of people passing through the area would not be unduly affected by this.

3.1.3 A decision was made not to undertake on-site surveys during Monday or Friday commuter times, as these are often days where people are more likely to work from home, which would also reduce the flow of people passing by.

3.2 Considerations

3.2.1 Deliberate steps were taken to maximise the possibility of the survey capturing a broad and representative feedback sample from all users in Putney. The strategy was developed with commuters, residents, passersby and other visitors all in mind, aiming to reflect the diversity of the area.

3.2.2 Recognising that morning commuters were the least likely to be able to stop for in-person engagement, we took active steps to ensure their feedback was still understood. As detailed above, business cards featuring a QR code which linked to an online version of the survey were handed out to those crossing Putney Bridge and using the junction improvements on their morning commute. In-person surveys were also available for those who had the time and were willing to participate there and then.

3.2.3 A similar approach was taken for evening survey sessions, with both business cards and in-person surveys offered to the public, allowing for people to engage with the survey in whichever way best suited their evening schedule.

3.2.4 For daytime sessions, it was anticipated that most passersby would likely be more readily available than during morning and evening commuters. As a result, in-person surveys were prioritised, with a QR code nevertheless available for those who wished to complete the survey in their own time.

3.2.5 This approach looked to capture the broadest range of views from across the area, to support the identification of any recurring themes and trends within the feedback. This also enabled comparison of any trends/themes, more likely to appear in online versions of the survey compared with those completed on-site against the backdrop of the improvement works during participation.

4. Feedback and Analysis

4.1 Feedback Overview

4.1.1 A method for analysis was developed after feedback was acquired. There was an understanding that paper results may produce different results to online, particularly after the sharing of the survey beyond those with whom the AECOM team engaged on-site.

4.1.2 Different forms of survey produced markedly different responses to a number of questions, demonstrating that a visuality to completing the survey, which allowed individuals to assess the improvements in real time as they were completing the survey, impacted results. By contrast, online responses tended to convey a stronger focus on the most memorable features / impacts of the improvement works for the respondent.

4.1.3 Hard copy responses acknowledged improved safety after the improvement works, as well as improved facilities for pedestrians and cyclists. Furthermore, in-person respondents, excluding those who observed no change, demonstrated a belief in improved active travel through the area with regard to cycle lanes and pedestrian crossings.

4.1.4 Online responses acknowledged the targeted benefits for pedestrians, such as widened pavements and larger crossing islands, and visual improvements to the area. However, respondents stated that the benefits were outweighed by the perceived increase in traffic congestion. This is associated by respondents with negative secondary impacts, including worsened air pollution, delayed public transport and safety concerns.

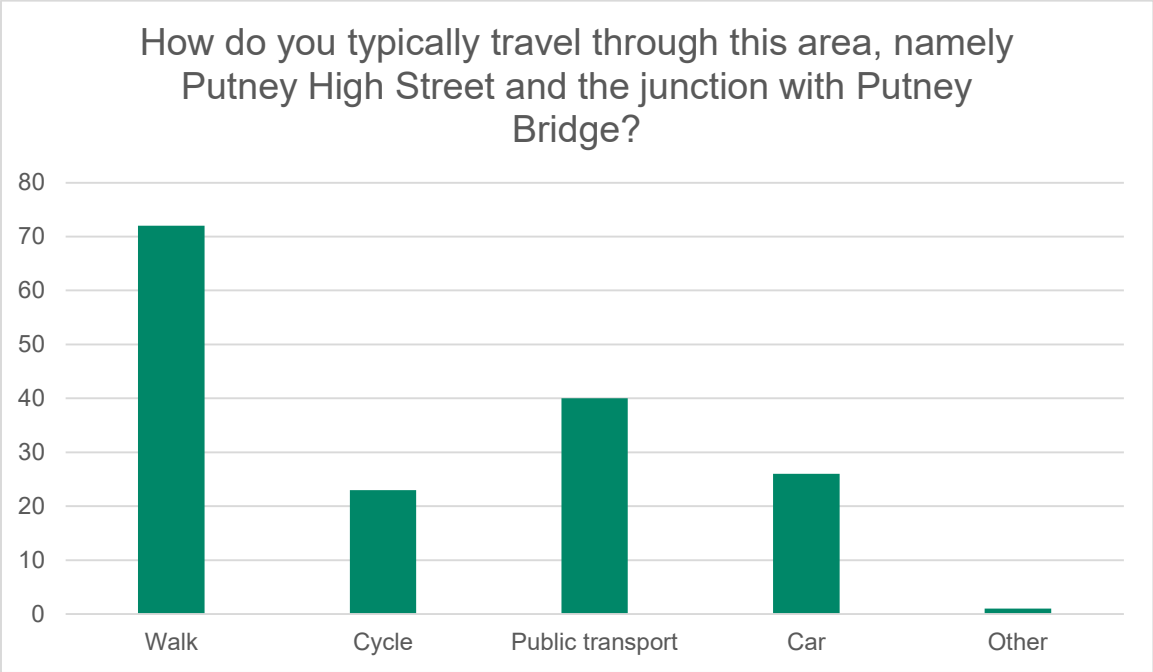
4.1.5 In total, 78 paper surveys were completed, 51 online surveys were completed prior to 09:30 on 9 October 2025, and 912 online surveys were completed after this point.

4.2 Paper Responses

4.2.1 **Closed Questions:**

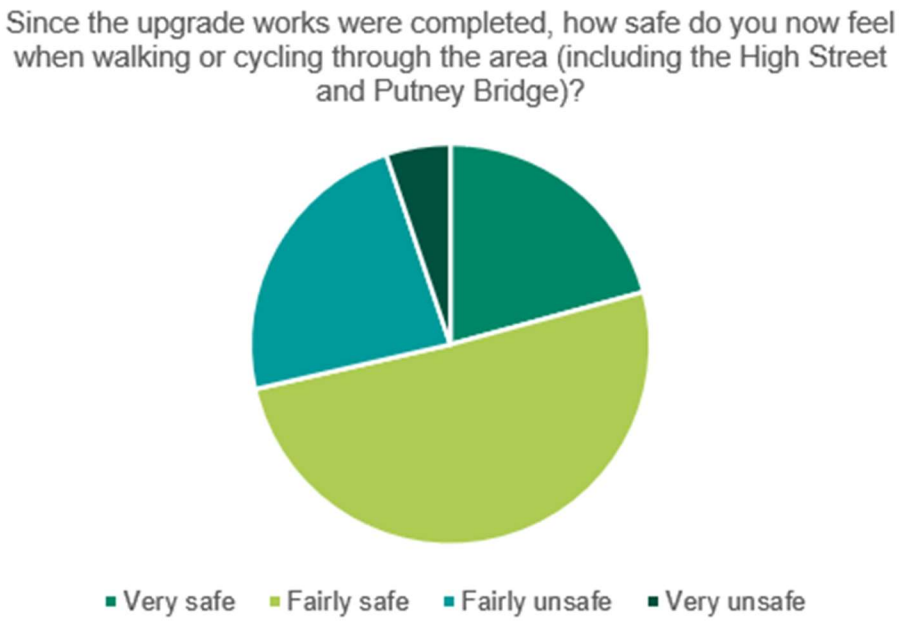
4.2.2 Question One asked: “How do you typically travel through this area, namely Putney High Street and the junction with Putney Bridge?” Total respondents: 78. Note that respondents could choose as many answers to question one as were applicable; as such, the figures below total more than the number of respondents.

Walk: 72
Cycle: 23
Public transport: 40
Car: 26
Other: 1



4.2.3 Question Two asked: “Since the upgrade works were completed, how safe do you now feel when walking or cycling through the area (including the High Street and Putney Bridge)?” Total respondents: 77. Total safe: 55 (71.4%). Total unsafe: 22 (28.6%).

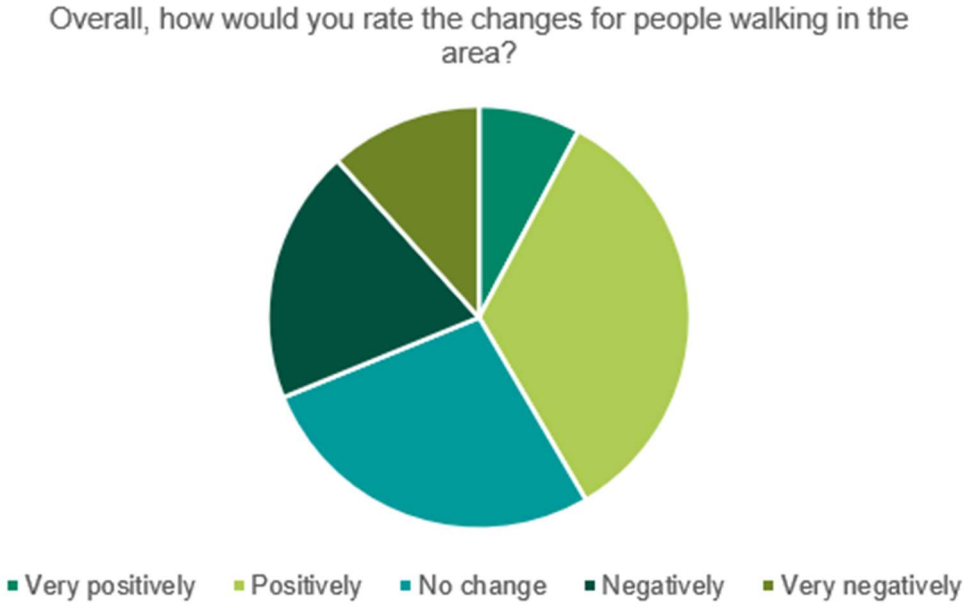
Very safe: 16 (20.8%)
Fairly safe: 39 (50.6%)
Fairly unsafe: 18 (23.4%)
Very unsafe: 4 (5.2%)



4.2.4 Question Three asked: “Overall, how would you rate the changes for people walking in the area?” Total respondents: 77. Total positive: 32 (57.1%). Total negative: 24 (42.9%).

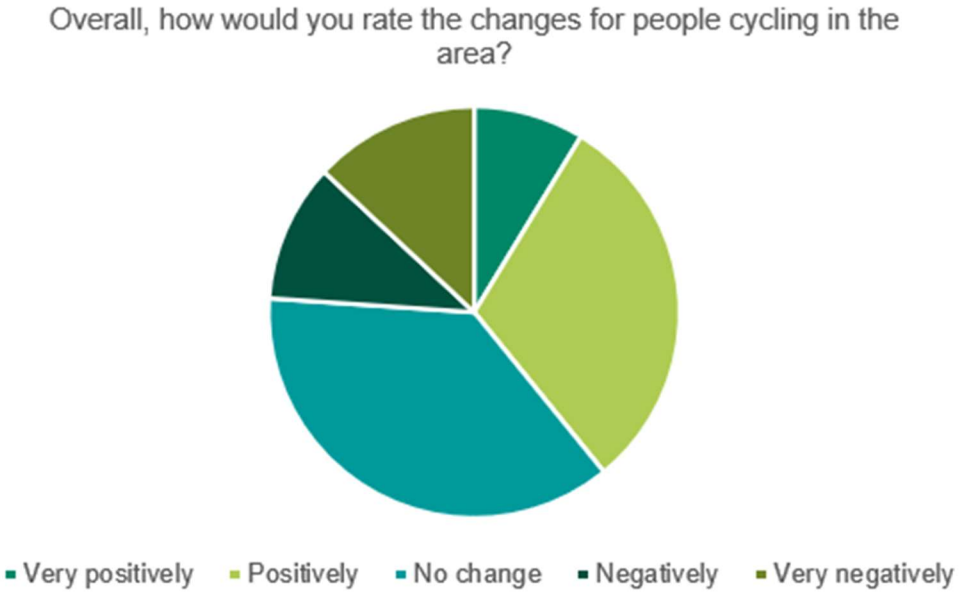
Very positively: 6 (7.8%)
Positively: 26 (33.8%)
No change: 21 (27.3%)

Negatively: 15 (19.5%)
Very negatively: 9 (11.7%)



4.2.5 Question Four asked: “Overall, how would you rate the changes for people cycling in the area?” Total respondents: 46. Total positive: 18 (62.1%). Total negative: 11 (37.9%).

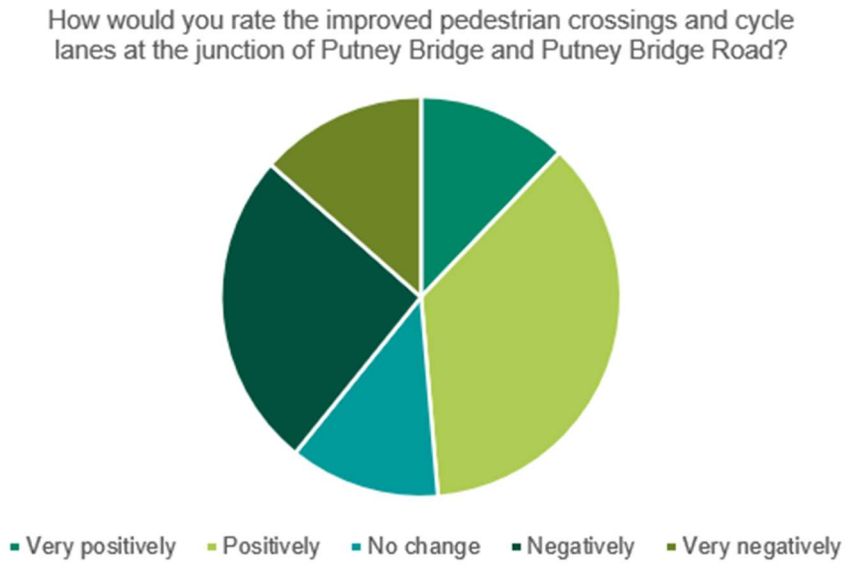
Very positively: 4 (8.7%)
Positively: 14 (30.4%)
No change: 17 (37%)
Negatively: 5 (10.9%)
Very negatively: 6 (13%)



4.2.6 Question Five asked: “How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?” Total respondents: 74. Total positive: 36 (55.4%). Total negative: 29 (44.6%).

Very positively: 9 (12.2%)
Positively: 27 (36.5%)

No change: 9 (12.2%)
Negatively: 19 (25.7%)
Very negatively: 10 (13.5%)



4.2.7 In response to the closed questions completed on paper, respondents noted feeling safe in the area and, excluding those who answered "No Change," believed that changes to Putney Bridge Junction and Putney High Street were to the benefit of both pedestrians and cyclists. However, there were concerns about the impact of the improvement works when accounting for all means of travelling through Putney Bridge Junction, as well as a minority that felt unsafe in the area.

4.2.8 **Open questions:**

4.2.9 Two open questions were asked at the end of the survey, touching upon similar topics yet encouraging further thoughts from respondents.

4.2.10 Question Six asked: *"What is your overall impression of the changes for people who are walking or cycling? What would you say has been the best improvement and is there anything that has been made worse?"* Total respondents: 75.

4.2.11 Question Seven asked: *"The Council has made other improvements along the High Street. Are these changes beneficial to you as a pedestrian and/or cyclist and have they encouraged you to visit more often?"* Total respondents: 63.

4.2.12 The most commonly mentioned themes from the 75 responses to question six were traffic/motorists (mentioned 29 times in the responses, all negative), safety (mentioned 17 times, 6 positive, 11 negative) and pedestrians (mentioned 16 times, 12 positive, 4 negative). These themes were touched upon with mixed responses throughout but have nevertheless emerged as the key talking points from the improvement works to Putney Bridge Junction and Putney High Street.

4.2.13 The theme of improvements to pedestrian infrastructure and experience generated positive feedback from survey respondents. The enlarged pedestrian crossing islands were repeatedly identified as the best improvement, described as a "big improvement" and making crossing for pedestrians "easier." One respondent noted: "Drop down by crossings is good. Wider island is a big improvement." These comments demonstrate the benefits, highlighting pedestrian safety and accessibility at crossing points. While some feedback stated that waiting times at crossings had increased and that some users found aspects of the new layouts initially confusing, most feedback showed a positive view of the improvements to pedestrian infrastructure. The widening of pavements was also repeatedly praised as a "positive," a "big benefit," and providing a "nicer walking experience." Wider pavements and crossings were mentioned by 8 respondents as a positive change.

Respondents appreciated that “wider pavements mean less crowding,” representing a beneficial enhancement to the experience along Putney High Street for pedestrians.

4.2.14 Feedback from cyclists offered positive assessments, with the new lanes described as “really good” and “great,” indicating that the infrastructure meets the needs of those who use it regularly. However, pedestrians and some motorists expressed concerns about cyclist behaviour, particularly continued pavement cycling despite the availability of dedicated lanes which left some respondents feeling unsafe.

4.2.15 Traffic flow emerged as a significant concern. Respondents reported increased congestion, with conditions described as “much worse” and “horrendous.” Some respondents attributed this to the new cycle lanes reducing road capacity, and others noted that congestion has affected bus journey times and displaced some traffic onto surrounding residential streets.

4.2.16 A significant group felt “much safer” and stated that “pedestrian safety is better” as a result of the new crossings, demonstrating that for many users the improvements are working as intended. Others expressed concerns about feeling less safe, with some attributing this to driver frustration related to traffic conditions. This divergence suggests that while the infrastructure has improved the experience for some users, the overall sense of safety is influenced by multiple factors including congestion and driver behaviour.

4.2.17 The traffic light sequencing attracted attention, with signals described as “not coordinated” and having “worse phasing” after the improvements. Multiple respondents identified signal timing as affecting traffic flow. From the pedestrian perspective, some noted extended wait times to cross. The cycle lane on the bridge received mixed feedback, with some viewing it as valuable while others questioned the space allocation.

4.2.18 Some respondents linked increased traffic congestion to environmental concerns, particularly regarding air and noise pollution from idling vehicles. One respondent stated the changes have “directly led to more standstill traffic in the area causing more pollution – both air and noise.”

4.2.19 A small number of comments addressed public expenditure and the wider context, including the ongoing impact of the Hammersmith Bridge closure, which some noted continues to affect traffic patterns across the area.

4.2.20 Some responses mentioned the broader context of Putney High Street. While visual improvements were appreciated, some noted concerns about retail decline with “empty shops” and maintenance issues such as “plants in the planters are half dead” and “pavements not clean.” Positive feedback on aesthetics was also notable, with respondents believing that the “Visual improvements are good,” the “area is more pleasant aesthetically,” and that the “High Street looks better.” Some respondents noted that while they appreciated these visual enhancements, their primary concerns related to functional aspects such as traffic and safety.

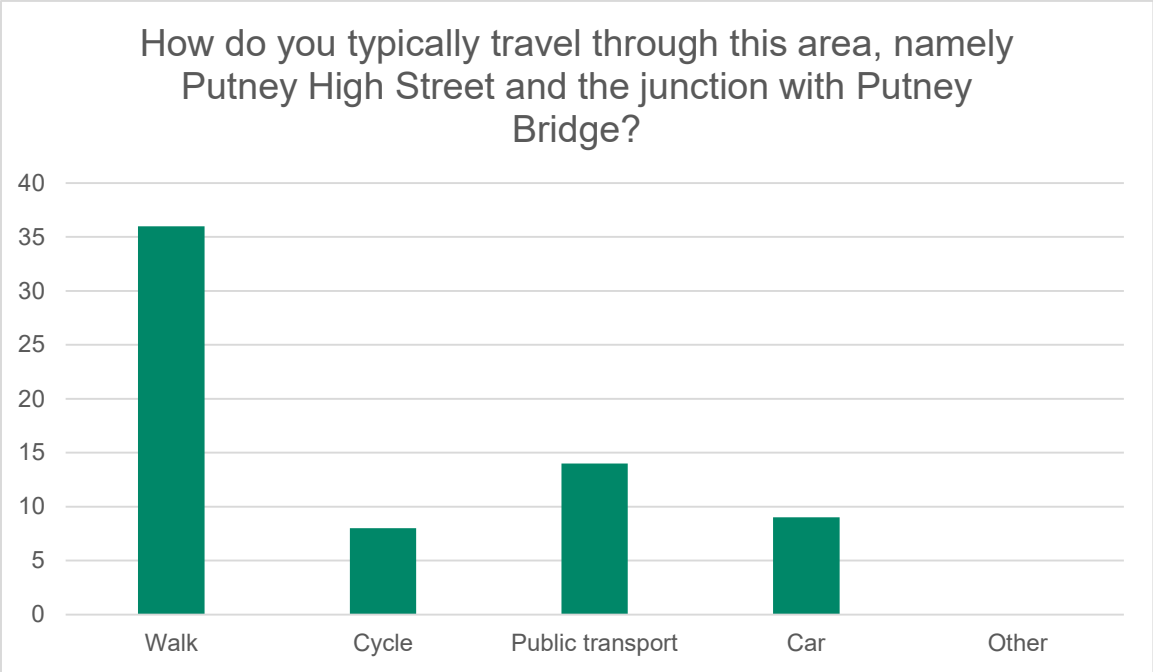
4.3 Online Responses (before secondary sharing)

4.3.1 Following an analysis of the uptake rate, and a notable spike at 09:30 on 9 October 2025, a decision was taken to analyse data separately from where it was more likely to have been completed separate to the initial sampling method decided by the delivery team.

4.3.2 **Closed questions:**

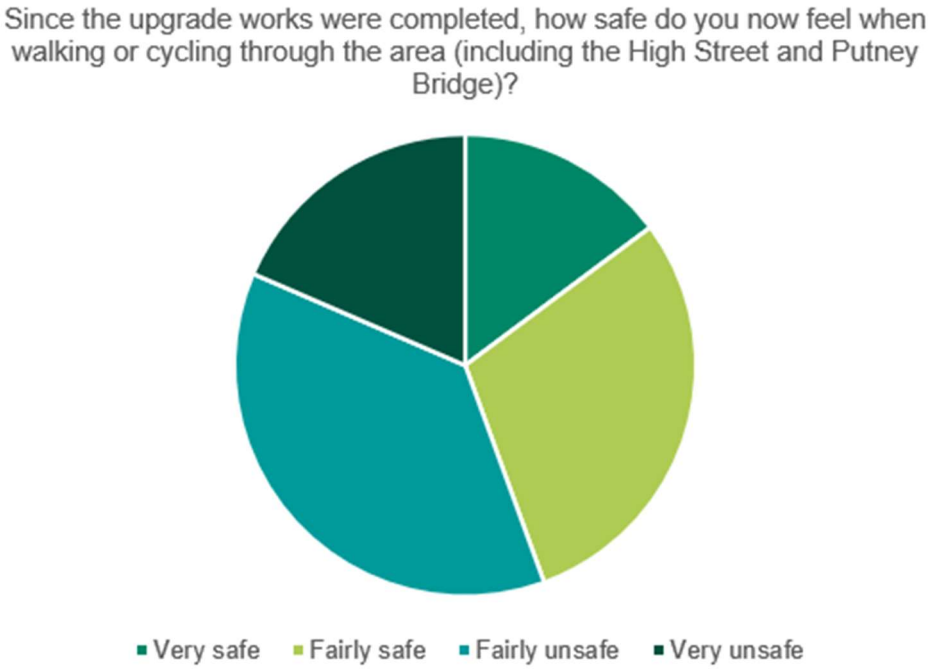
4.3.3 Question One asked: *"How do you typically travel through this area, namely Putney High Street and the junction with Putney Bridge?"* Total respondents: 51. Note that respondents could choose as many answers to question one as were applicable; as such, the figures below total more than the number of respondents.

Walking: 36
Cycling: 8
Public transport: 14
Car: 9
Other: 0



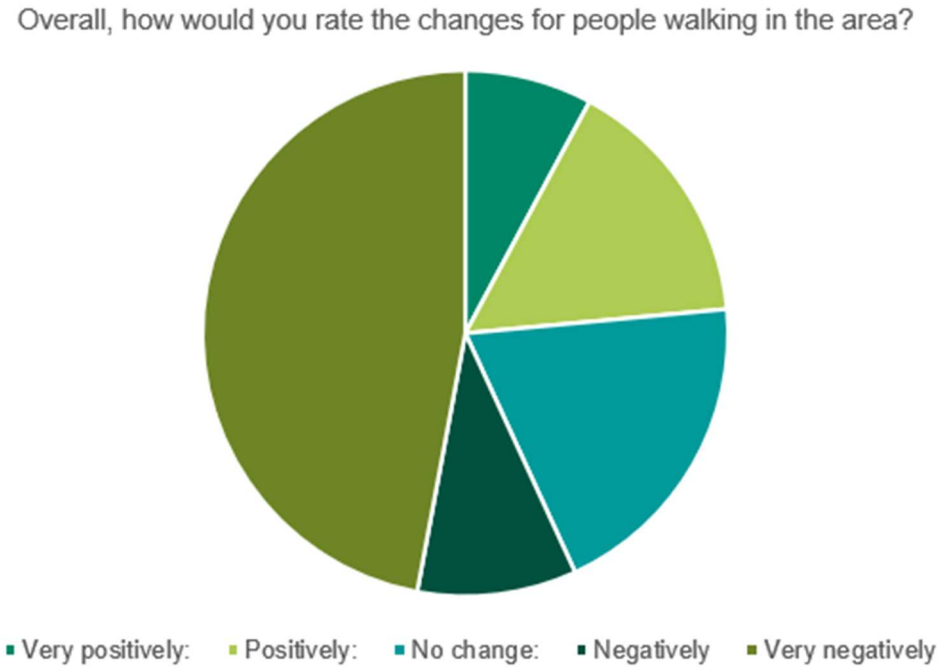
4.3.4 Question Two asked: *"Since the upgrade works were completed, how safe do you now feel when walking or cycling through the area (including the High Street and Putney Bridge)?"* Total respondents: 51. Total safe: 21 (41.2%). Total unsafe: 30 (58.8%).

Very safe: 6 (11.8%)
Fairly safe: 15 (29.4%)
Fairly unsafe: 14 (27.5%)
Very unsafe: 16 (31.4%)



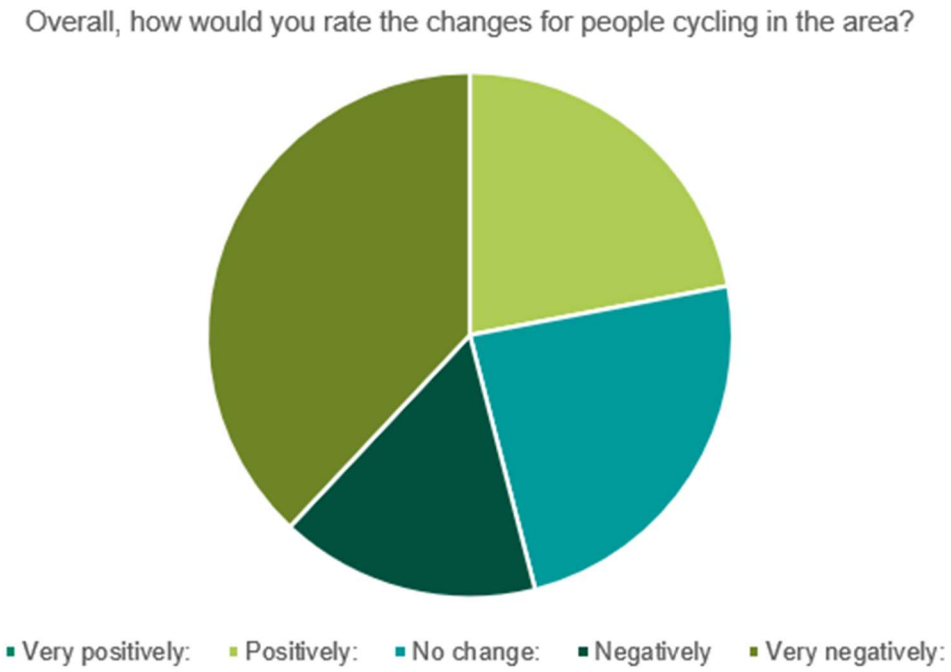
4.3.5 Question Three asked: "*Overall, how would you rate the changes for people walking in the area?"* Total respondents: 51. Total positive: 12 (29.3%). Total negative: 29 (70.7%).

Very positively: 4 (7.8%)
Positively: 8 (15.7%)
No change: 10 (19.6%)
Negatively: 5 (9.8%)
Very negatively: 24 (47.1%)



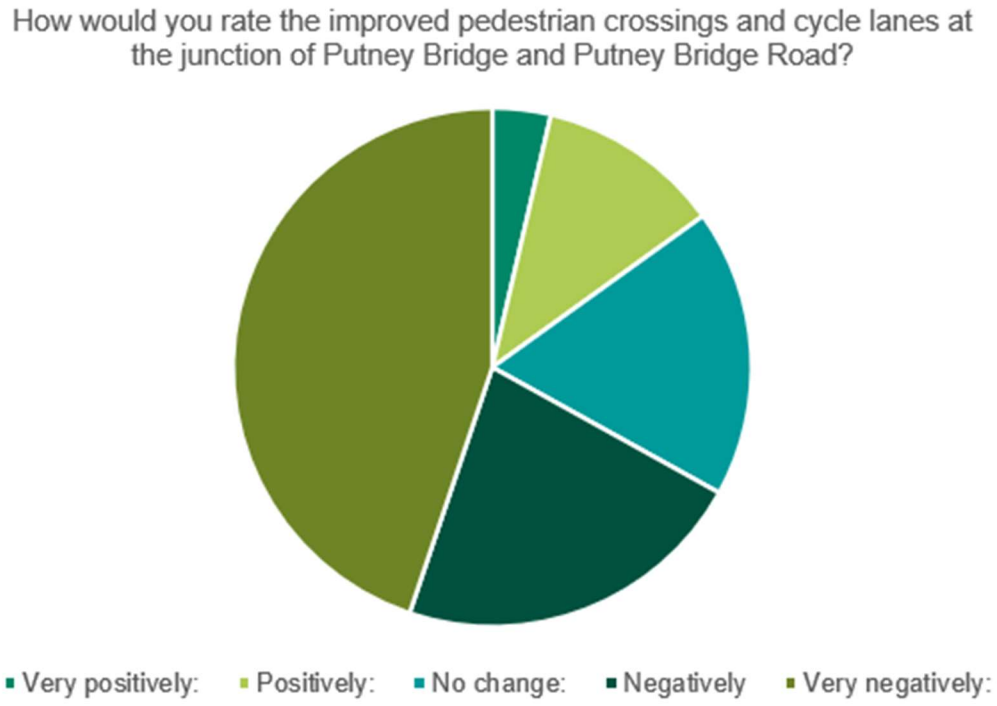
4.3.6 Question Four asked*: "Overall, how would you rate the changes for people cycling in the area?"* Total respondents: 50. Total positive: 11 (28.9%). Total negative: 27 (71.1%).

Very positively: 0
Positively: 11 (22%)
No change: 12 (24%)
Negatively: 8 (16%)
Very negatively: 19 (38%)



4.3.7 Question Five asked: *"How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?"* Total respondents: 51. Total positive: 14 (32.6%). Total negative: 29 (67.4%).

Very positively: 3 (5.9%)
Positively: 11 (21.6%)
No change: 8 (15.7%)
Negatively: 8 (15.7%)
Very negatively: 21 (41.2%)



4.3.8 **Open questions:**

4.3.9 Question Six asked: *"What is your overall impression of the changes for people who are walking or cycling? What would you say has been the best improvement and is there anything that has been made worse?"* Total respondents: 45.

4.3.10 The most commonly mentioned themes in response to question six were traffic/motorists (mentioned 31 times, all negative), cycling (19 mentions, largely negative – though much of this is complaints about rather than from cyclists) and the environment (16 mentions, all negative, largely complaints about air pollution). This is out of 52 total responses.

4.3.11 Some respondents found changes positive for pedestrians, stating it was now "Great for walking" and "Much better for pedestrians." A specific improvement mentioned by multiple respondents was that "Bigger islands are better for prams." However, respondents also raised concerns about some aspects negatively impacting pedestrians. The timing of pedestrian crossing lights received criticism, with long waits reported, and some felt crossing were perceived as having become more difficult in certain locations. Additionally, the behaviour of some cyclists using pavements to navigate traffic was noted as being unsafe.

4.3.12 Those who reporting using the area as cyclists stated that traffic congestion had created challenging conditions, with some feeling they are forced into difficult situations when navigating busy roads or stationary traffic. A concern raised by multiple respondents was cyclists and motorcyclists mounting pavements to bypass traffic, with one parent noting this occurs regularly when they are on the school run.

4.3.13 Traffic flow emerged as the most prominent concern in online responses. Respondents reported significant increases in congestion, with conditions described as "disaster," "horrific," and "chaos." The primary issues were standstill traffic and gridlock, particularly on Lower Richmond Road and Putney Bridge Road.

4.3.14 Respondents stated that congestion led drivers to seek alternative routes through residential streets, including roads near schools. The traffic conditions were also reported as significantly affecting bus travel, with buses severely delayed and respondents stating that some services terminate early. Several people stated they no longer use public transport in the area or have abandoned bus journeys to walk instead.

4.3.15 While some respondents commented on improved safety, the majority who mentioned safety expressed concerns that the junction has become more challenging to navigate. These concerns came largely from perceived secondary effects of traffic congestion, including driver frustration and the reported increase in cyclists using pavements. One respondent reported multiple near misses while walking with a buggy, and another said, “You are extremely lucky there hasn't been a tragic accident yet.”

4.3.16 Feedback related to the environment consistently linked traffic congestion to concerns about pollution. The primary issue was perceived increases in air and noise pollution from stationary vehicles, with the area described as “polluted, loud and busy and not a pleasant experience as a pedestrian.” One respondent stated they “now walk less as I'm concern for my and my children's health,” while another with a lung condition noted the health impact of pollution from stationary traffic. Several mentioned avoiding the area due to pollution concerns.

4.3.17 Long delays for pedestrian crossings were noted as creating frustration and, in some cases, encouraging unsafe crossing behaviour. Changes were described as having “significant, negative impact for all road users and pedestrians,” with several stating that “everything has been made worse.” One pregnant resident expressed anxiety about reaching the hospital during rush hour due to gridlock

4.3.18 Question Seven asked: *“The Council has made other improvements along the High Street. Are these changes beneficial to you as a pedestrian and/or cyclist and have they encouraged you to visit more often?”* Total respondents: 46.

4.3.19 Several respondents welcomed the pavement widening, noting it was helpful given high footfall. One person described additional space for pedestrians as “very good” and suggested further improvements like additional zebra crossings.

4.3.20 The visual changes to Putney High Street were also mentioned. Respondents acknowledged improvements to the area’s appearance, though these were sometimes mentioned in the context of other concerns.

4.3.21 Concerns were raised about whether the cycling infrastructure meets practical needs, with one respondent stating the conditions make cycling challenging and the new cycle lane noted as being underutilised. Safety concerns were raised about cyclists and moped riders using pavements to navigate stationary traffic.

4.3.22 Traffic volume remained a significant concern. Respondents reported traffic as “dreadful” and characterised by “gridlock at all times,” with the perception that changes have contributed to worsening conditions.

4.3.23 One respondent stated they “hardly visit Putney high street anymore because you have turned it into a car park.” Traffic disruption was reported to affect the experience of walking in the area. Environmental feedback focused on concerns about pollution and maintenance. Respondents feel the High Street is affected by traffic fumes, which are “much worse,” and noted that pollution extends beyond main roads to side streets. Some said these concerns have significantly influenced their behaviour, with pollution severe enough that some are “considering moving out of Putney all together” and others stating they only visit when “absolutely necessary.”

4.3.24 Several respondents questioned whether the changes represent overall improvements, with concerns that negative impacts have overshadowed positive elements. As one person summarised, other issues including traffic “eclipse any other improvements there may have been, as they discourage me from using the High Street at all.”

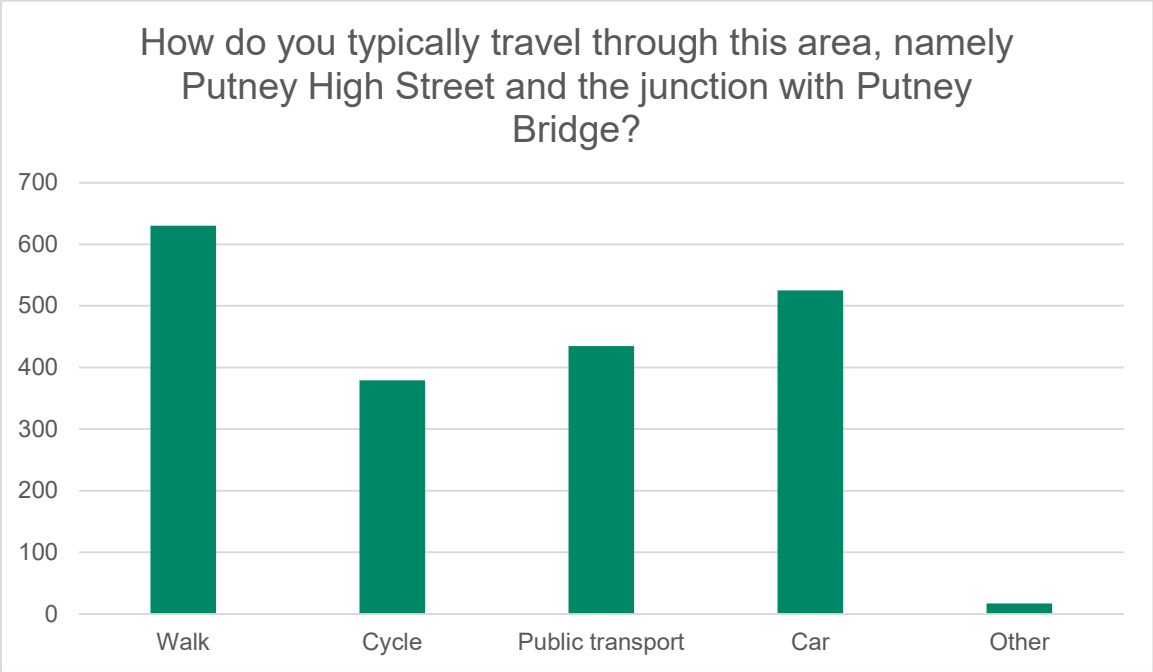
4.4 Online Responses (following secondary sharing)

4.4.1 As stated previously, following an analysis of the uptake rate, and a notable spike at 09:30 on 9 October 2025, a decision was taken to analyse data separately from where it was more likely to have been completed separate to the initial sampling method decided by the delivery team.

4.4.2 **Closed questions:**

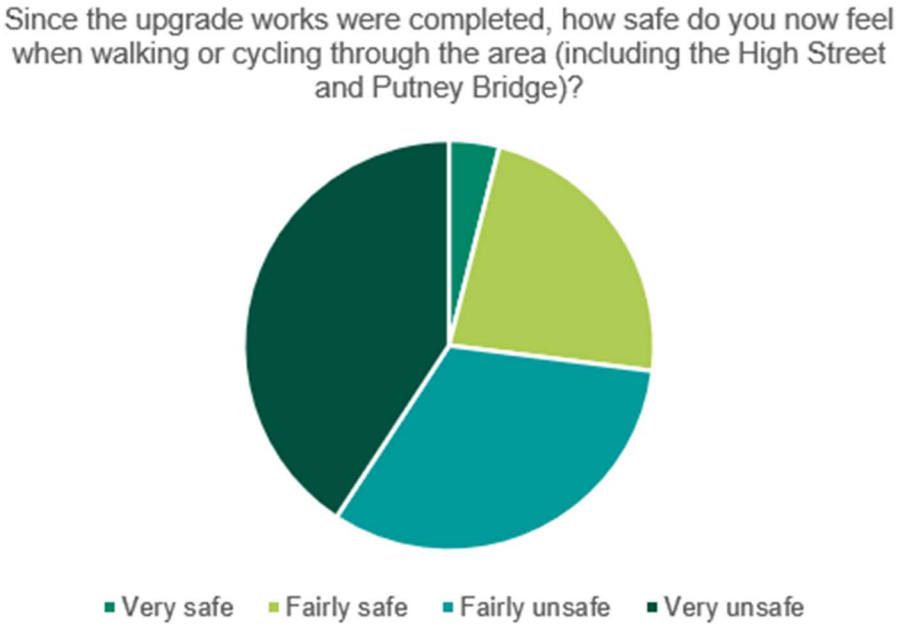
4.4.3 Question One asked: *"How do you typically travel through this area, namely Putney High Street and the junction with Putney Bridge?"* Total respondents: 912. Note that respondents could choose as many answers to question one as were applicable; as such, the figures below total more than the number of respondents.

Walking: 630
Cycling: 379
Public transport: 435
Car: 525
Other: 17



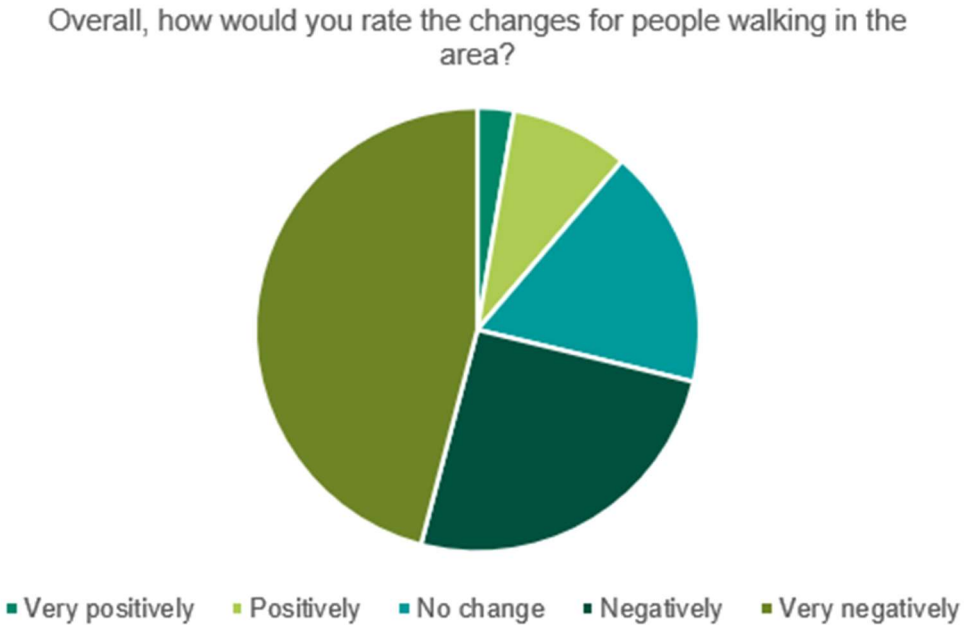
4.4.4 Question Two asked: *"Since the upgrade works were completed, how safe do you now feel when walking or cycling through the area (including the High Street and Putney Bridge)?"* Total respondents: 908. Total safe: 245 (27%). Total unsafe: 663 (73%).

Very safe: 36 (4%)
Fairly safe: 209 (23%)
Fairly unsafe: 293 (32.3%)
Very unsafe: 370 (40.7%)



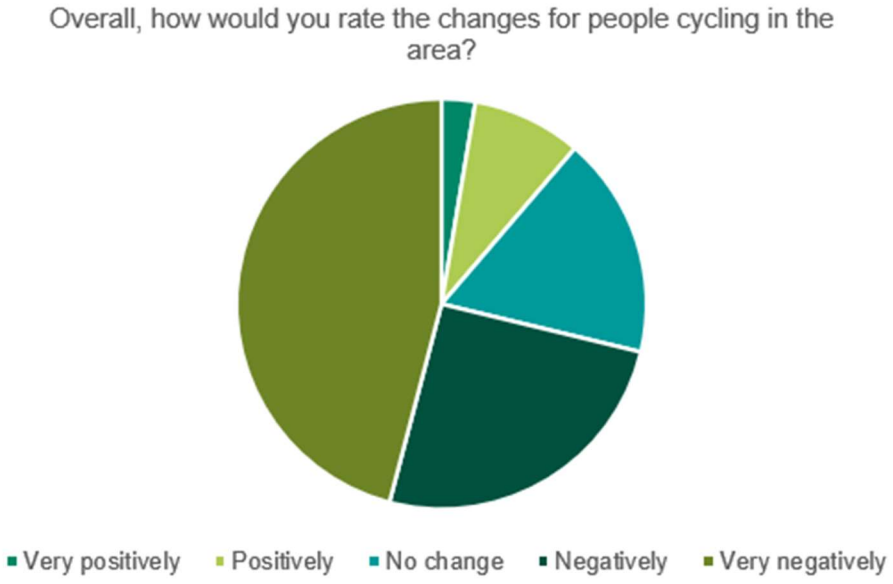
4.4.5 Question Three asked: "*Overall, how would you rate the changes for people walking in the area?"* Total respondents: 904. Total positive: 102 (13.7%). Total negative: 644 (86.3%).

Very positively: 24 (2.7%)
Positively: 78 (8.6%)
No change: 158 (17.5%)
Negatively: 229 (25.3%)
Very negatively: 415 (45.9%)



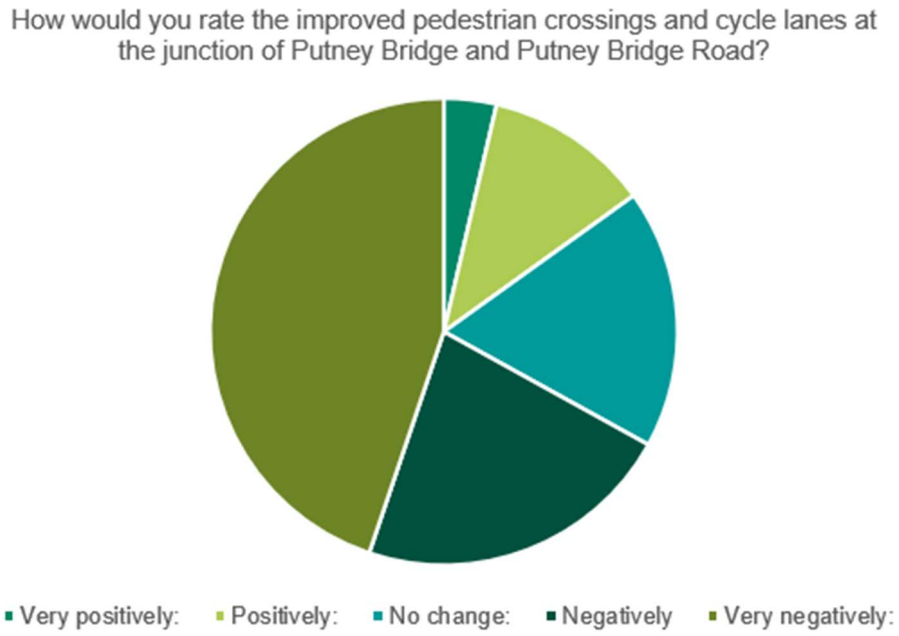
4.4.6 Question Four asked*: "Overall, how would you rate the changes for people cycling in the area?"* Total respondents: 888. Total positive: 113 (16.4%). Total negative: 578 (83.6%).

Very positively: 34 (3.8%)
Positively: 79 (8.9%)
No change: 197 (22.2%)
Negatively: 235 (26.5%)
Very negatively: 343 (38.4%)



4.4.7 Question Five asked: *"How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?"* Total respondents: 908. Total positive: 137 (18.4%). Total negative: 608 (81.6%).

Very positively: 33 (3.6%)
Positively: 104 (11.5%)
No change: 163 (18%)
Negatively: 201 (22.1%)
Very negatively: 407 (44.8%)



4.4.8 **Open questions:**

4.4.9 Question Six asked: *"What is your overall impression of the changes for people who are walking or cycling? What would you say has been the best improvement and is there anything that has been made worse?."* Total respondents: 852. Question seven asked: *"The Council has made other improvements along the High Street. Are these changes beneficial to you as a pedestrian and/or cyclist and have they encouraged you to visit more often?"* Total respondents: 799.

4.4.10 Respondents reported significant challenges following the changes to Putney Bridge junction and high street, particularly in terms of traffic flow and air quality. Severe congestion on Lower Richmond Road, Putney Bridge Road, and adjacent side streets was raised by many respondents. Many expressed concerns about the increase in vehicle emissions caused by stationary and slow-moving traffic, which as seen as having worsened air quality.

4.4.11 Cyclists reported difficulties navigating obstructed cycle lanes, often resorting to weaving between stationary vehicles or using pavements. Similarly, revised signal timings and redesigned pedestrian crossings have reportedly led to near misses, particularly at busy junctions near schools. Some respondents also noted that frustrated drivers attempting to avoid delays were seen engaging in risky manoeuvres, which further compromises safety for all road users.

4.4.12 A recurring theme in the feedback from online respondents was the perception that the design prioritises walking and cycling infrastructure while neglecting the needs of motorists and bus passengers. Respondents acknowledged some improvements for pedestrians, such as wider pavements and redesigned crossing islands, but many felt these do not compensate for the overall deterioration in traffic flow and safety across user groups.

4.4.13 Concerns were also raised about the impact on public transport reliability and local businesses. Extended bus journey times and service delays were seen as frustrating public transport users and discouraging visits to the area. Additionally, some respondents worried that the traffic disruption is negatively affecting the vitality of the local high street, potentially harming retail businesses.

4.5 Specific User-Group Interpretations

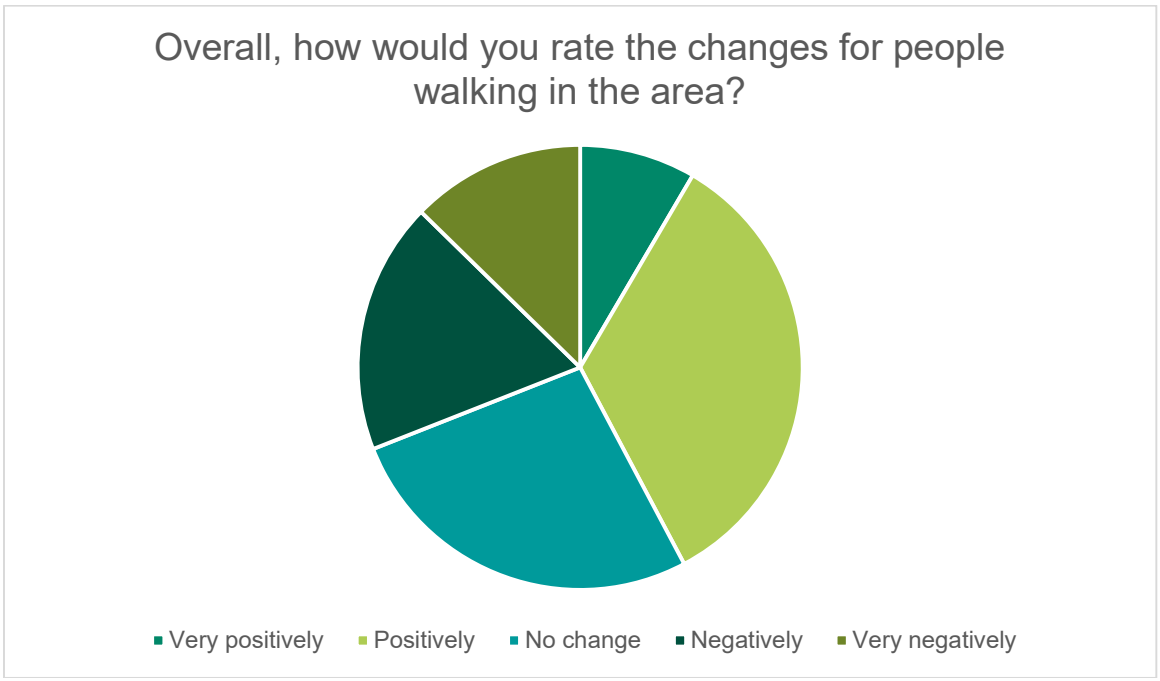
4.5.1 As part of the survey, local stakeholder groups were approached and asked to give feedback on the completed improvement works. The project team approached the Living Streets Group with pedestrians in mind, and the Wandsworth Cycling Campaign with local cyclists in mind.

4.5.2 No response was received from the Living Streets Group. However, it is unknown whether or not members may have responded individually. The Wandsworth Cycling Campaign sent feedback directly to the LBW project team, which will be considered and taken onboard by LBW.

4.5.3 The following results are when filtering the paper survey responses for those who said they walk in the area in response to question one:

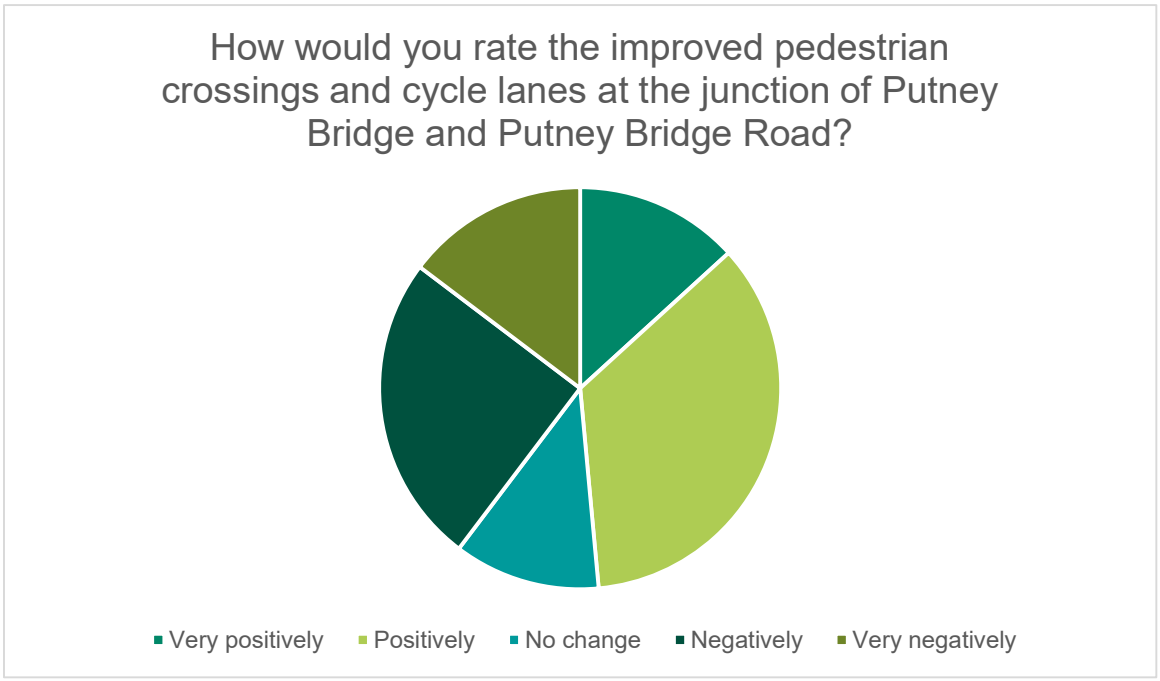
4.5.4 Question Three asked: “Overall, how would you rate the changes for people walking in the area?” Total respondents: 71. Total positive: 30 (57.7%%). Total negative: 22 (42.3%).

Very positively: 6 (8.5%)
Positively: 24 (33.8%)
No change: 19 (26.8%)
Negatively: 13 (18.3%)
Very negatively: 9 (12.7%)



4.5.5 Question Five asked: "How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?" Total respondents: 68. Total positive: 33 (55%). Total negative: 27 (45%).

Very positively: 9 (13.2%)
Positively: 24 (35.3%)
No change: 8 (11.8%)
Negatively: 17 (25%)
Very negatively: 10 (14.7%)



4.5.6 The following results are when filtering the paper survey responses for those who said they cycle in the area in response to question one:

4.5.7 Question Four asked: “Overall, how would you rate the changes for people cycling in the area?” Total respondents: 23 Total positive: 12 (80%). Total negative: 3 (20%).

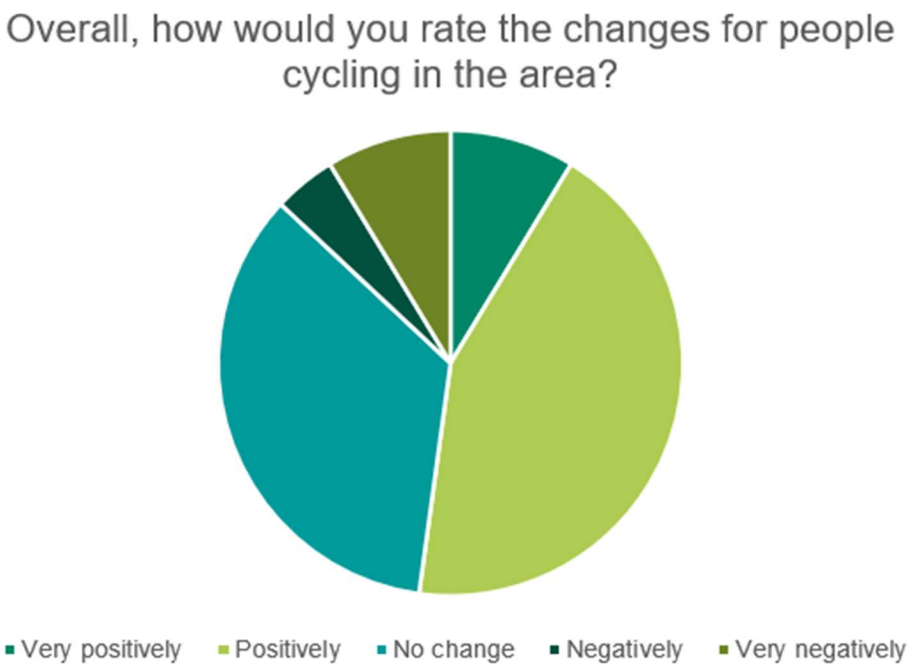
Very positively 2 (8.7%)

Positively 10 (43.5%)

No change 8 (34.8%)

Negatively 1 (4.3%)

Very negatively 2 (8.7%)



4.5.8 Question Five asked: “How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?” Total respondents: 22. Total positive: 12 (63.2%). Total negative: 7 (36.8%).

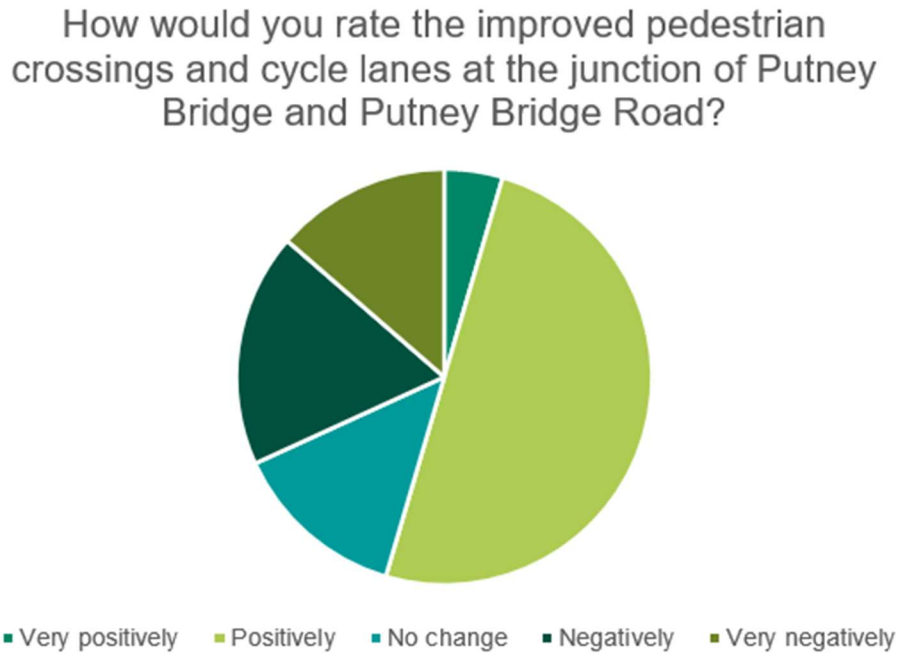
Very positively 1 (4.5%)

Positively 11 (50%)

No change 3 (13.6%)

Negatively 4 (18.2%)

Very negatively 3 (13.6%)


How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?
Very positively
Positively
No change
Negatively
Very negatively

5. Conclusion

5.1.1 The post-implementation survey for the Putney Bridge Junction and Putney High Street works has provided a broad overview of local user sentiment towards the improvement works. Feedback demonstrates a divergence between those completing the survey in-person - with the added visuality of the location supporting their completion of the survey - to those providing feedback online, particularly following wider social media circulation.

5.1.2 In-person respondents reported positive experiences overall, especially in relation to pedestrian and cyclist safety as well as ease of access. The widening of pavements, introduction of larger pedestrian islands and the segregation of cycle lanes were consistently recognised as tangible benefits that have enhanced the usability and aesthetic appeal of the High Street and junction area.

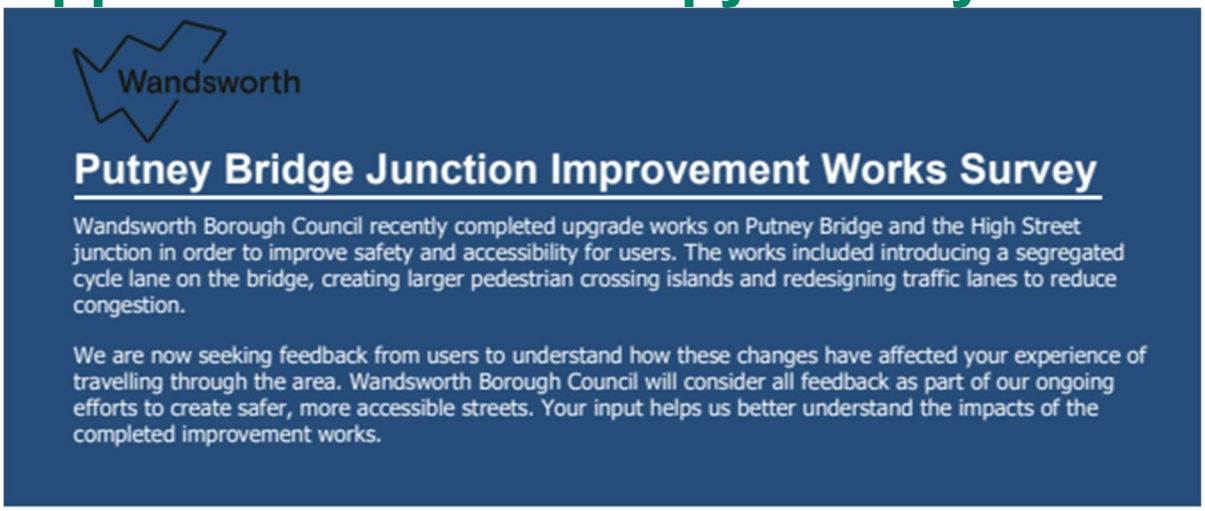
5.1.3 Online respondents, particularly those who accessed the survey following secondary sharing, expressed markedly more negative views. Key concerns centred on increased traffic congestion, longer travel times, and perceived deterioration in air quality linked to slower vehicle movements. Many respondents also raised issues regarding traffic signal coordination, driver behaviour and the impact of congestion on public transport reliability and local business vitality.

5.1.4 Across both engagement formats, safety remained a core theme. While many felt that pedestrian and cyclist infrastructure improvements have enhanced physical safety, others reported feeling less safe. This suggests that perceptions of safety are influenced not only by infrastructure, but also by wider impacts.

5.1.5 Overall, survey findings suggest that while improvement works have successfully delivered enhanced facilities for active travel and public realm upgrades, there are impacts to user experience owing to both direct and indirect factors relating to wider road, cycle and pedestrian changes in the area. The project has achieved many of its intended outcomes, but public sentiment indicates that further monitoring of the site and continued engagement would be of value and is recommended.

5.1.6 This survey has presented LB Wandsworth with the views of pedestrians and cyclists that had previously engaged less with feedback to the improvement works at Putney Bridge Junction. This will be helpful to monitor and contrast with forthcoming packages of timing improvements, as well as any other further optimisations that are made to the site. LB Wandsworth is looking at the potential for future feedback gathering after optimisation works.

Appendix A – Hard Copy Survey Form



1. How do you typically travel through this area, namely Putney High Street and the junction with Putney Bridge?

- ☐ Walking
- ☐ Cycling
- ☐ Public Transport
- ☐ Car
- ☐ Other (please state below):

2. Since the upgrade works were completed, how safe do you now feel when walking or cycling through the area (including the High Street and Putney Bridge)?

- ☐ Very safe
- ☐ Fairly safe
- ☐ Fairly unsafe
- ☐ Very unsafe

3. Overall, how would you rate the changes for people walking in the area?

- ☐ Very positively
- ☐ Positively
- ☐ No change
- ☐ Negatively
- ☐ Very negatively

4. Overall, how would you rate the changes for people cycling in the area?

- ☐ Very positively
- ☐ Positively
- ☐ No change
- ☐ Negatively
- ☐ Very negatively

Wandsworth

Putney Bridge Junction Improvement Works Survey

5. How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?

- ☐ Very positively
- ☐ Positively
- ☐ No change
- ☐ Negatively
- ☐ Very negatively

6. What is your overall impression of the changes for people who are walking or cycling? What would you say has been the best improvement, and is there anything that has been made worse?

7. The Council has made other improvements along the High Street. Are these changes beneficial to you as a pedestrian and/or cyclist and have they encouraged you to visit more often?

Appendix B – Online Survey

Putney Bridge Junction Improvement Works Survey

Wandsworth Borough Council recently completed upgrade works on Putney Bridge and the High Street junction in order to improve safety and accessibility for users. The works included introducing a segregated cycle lane on the bridge, creating larger pedestrian crossing islands and redesigning traffic lanes to reduce congestion.

We are now seeking feedback from users to understand how these changes have affected your experience of travelling through the area. Wandsworth Borough Council will consider all feedback as part of our ongoing efforts to create safer, more accessible streets. Your input helps us better understand the impacts of the completed improvement works.

1. How do you typically travel through this area, namely Putney High Street and the junction with Putney Bridge?

- [ ] Walking
- [ ] Cycling
- [ ] Public transport
- [ ] Car
- [ ] Other

2. Since the upgrade works were completed, how safe do you now feel when walking or cycling through the area (including the High Street and Putney Bridge)?

- ○ Very safe
- ○ Fairly safe
- ○ Fairly unsafe
- ○ Very unsafe

3. Overall, how would you rate the changes for people walking in the area?

- ○ Very positively
- ○ Positively
- ○ No change
- ○ Negatively
- ○ Very negatively

4. Overall, how would you rate the changes for people cycling in the area?

- ○ Very positively
- ○ Positively
- ○ No change
- ○ Negatively
- ○ Very negatively

5. How would you rate the improved pedestrian crossings and cycle lanes at the junction of Putney Bridge and Putney Bridge Road?

- ○ Very positively
- ○ Positively
- ○ No change
- ○ Negatively
- ○ Very negatively

6. What is your overall impression of the changes for people who are walking or cycling? What would you say has been the best improvement, and is there anything that has been made worse?

Enter your answer

7. The Council has made other improvements along the High Street. Are these changes beneficial to you as a pedestrian and/or cyclist and have they encouraged you to visit more often?

Enter your answer

Appendix C – Business Card