

Appendix 5 – Schools feedback

Priory School

Meetings were held with school representatives (Kathryn James, Pupil Services Manager; and Jo McGovern, School Business Manager) on 14th October 2015 and 25th November 2015 to discuss the scheme and feedback from the school.

The feedback raised by the school at the meetings was as follows

- Lack of consultation and pre-warning of the scheme occurring
- Very little positive feedback coming from staff or parents
- Burnham Lane is much more free-flowing in terms of the traffic but this is perceived as only because the problem has been pushed elsewhere
- Concern about future ability to fill school places due to traffic difficulties / lack of access routes from e.g. Cippenham putting off prospective parents
- Concern about pupil lateness / absence – which has worsened since the scheme – pupil lateness has more than doubled, the number of ill children has also more than doubled. Non-compulsory attendance (e.g. early years) has also been affected negatively
- Concern about staff recruitment and retention in terms of ability to access the school in a reasonable time
- Concern that the northbound routes to Burnham have been cut off – meaning longer trips round to access the school
- Whilst the school were happy to promote the improved cycle and pedestrian route under the closed section of Station Road, they did not believe that this would increase the level of pupils walking / cycling, due to many parents needing to drive due to multiple pupil drop-offs / living too far away to walk / cycle, or needing to go straight on to work afterwards
- The Cippenham area has been very affected by the scheme and many pupils reside in this area so has caused problems
- Issues with emergency vehicles continuing to travel in the wrong direction at the Burnham Lane bridge. Issues with emergency vehicles and home carers etc not being able to get where they need to quickly
- M4 slip road and Huntercombe Spur roundabout are jammed at peak times and cause tailbacks and result in many drivers making dangerous manoeuvres
- Turning right out of M&S onto the A4 Bath Road is now much more difficult due to the increase in traffic
- Concern at many vehicles continuing to travel in the wrong direction at Burnham Lane bridge
- A4 more congested, in particular from Sainsbury's / Lent Rise Road roundabout to the Huntercombe Spur roundabout
- In general the scheme has resulted in longer journey times to and from Burnham
- In general the traffic congestion is worse in the AM peak than the PM peak

A letter was received from the Headteacher, Jacqueline Laver, which is included below. A summary of a survey the school had undertaken with staff and parents is also included below.



Priory School (Foundation)

Orchard Avenue, Slough, Berkshire, SL1 6HE
Telephone: 01628 600300
office@prioryschool.com www.prioryschool.com
Headteacher: Mrs. J. Laver



To: Laura Wells
Transport for Slough

From: Jaqueline Laver – Head Teacher
Jo McGovern – Business Manager
Kathryn James – Pupil Services Manager

Date: 7th January 2016

Priory School Feedback : Station Road Closure & Local Route Changes

The temporary route and access changes implemented on 16th October 2015 were communicated to us by Atkins Global on the 14th October 2015.

Priory School and Our Lady of Peace School raised concerns about the effect that these changes would have for our existing parents and also prospective parents as 2 northbound access points have been removed.

- Removal of these northbound routes make it very difficult for any families to access our schools from the south side of the Bath Road. Our attendance reports show that families trying to access the school from a Cippenham address have a higher rate of absence and lateness than families in other areas.
- **The number of children arriving late following the Station Road closure has increased from 23 to 49.** This has increased the level of disruption in the classrooms for those children who have arrived on time and obviously has a negative impact on the children who arrive late.
- **The number of children who are absent due to “illness” has risen from 123 to 247 and even 335 in one week!** Whilst we cannot directly attribute this to the Station Road closure and Burnham Lane direction change, it cannot be co-incidental as our reports show an immediate change in the week that followed the experimental scheme introduction that is out of kilter with normal absence reports.
- **The number of children who are absent of non-compulsory attendance age has also risen from 311 to over 400 at times.** This can have a big impact on our attendance figures going forward as we try and establish the importance of 100% attendance right from the start of our pupils’ school careers.
- Attendance is monitored by the SBC Education Welfare Officer in conjunction with the school. We are held accountable for attendance figures which must be above the minimum 95% requirement. This is made very difficult for us if the infrastructure in and around the school does not allow easy access to our site.
- Attendance has a massive impact on performance so if our attendance is affected, which it has been, then attainment is also affected which directly affects our pupils.
- We have surveyed our staff, parents and local community and attach the results of that survey. The results of this independent survey show that the experimental scheme has not been successful as far as the local residents, parents and staff are concerned. The new scheme has not enhanced our daily journeys and in fact has increased journey times and therefore stress levels.



- **We respectfully request that this feedback is taken into consideration and used to terminate the temporary closure and introduce one of the preferred route options as voted for by Slough residents.**

A final point to note is that it was very disappointing to be informed of the deadline for feedback during the school holidays. This gave us limited time to communicate with parents and local residents plus collate statistical information regarding the changes.

It is a testament to the strength of feeling of the local community that we received 411 responses in 7 working days with an over whelming majority of 90% of people stating that the congestion has merely been moved to another area with additional negative factors such as increased journey times on a daily basis as well as a negative impact on the emergency services, local business and an increase in the number of traffic related incidents which include 2 recent fatalities.

We look forward to feedback from Laura Wells following the meeting on the 8th and 20th as soon as possible.



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Results of Priory Online Survey regarding Burnham Lane/Station Road Traffic Changes

Q1	What is your postcode?
	The majority of respondents came from SL1, SL2, SL4 and SL6 .
	This covers Burnham Lane, Cippenham, Farnham Road & Bath Road residents.
Q2	Do you have to cross the Bath Road to get to work/school?
	80% of respondents had to cross the Bath Road for their daily journeys.
Q3	What is your normal mode of transport?
	99% of respondents travelled by car.
Q4	Have you changed your mode of transport since the introduction of changes?
	89% of respondents did not change their mode of transport.
Q5	What is your new mode of transport?
	Not applicable as the 1% who changed, changed across all modes = nil effect.
Q6	How many children travel with you every day?
	33% were single journeys, 70% were with 1 or 2 passengers.
Q7	What was your journey time before the Station Road closure?
	Average journey time was 15.7 minutes
Q8	What was your journey time after the Station Road closure?
	Average journey time was 30.3 minutes
Q9	What is your preferred option for traffic flow?
	Station Road open both ways plus Burnham Lane Northbound 43.3%
	Station Road open Northbound plus Burnham Lane Southbound 41.2%
	Station Road open Southbound plus Burnham Lane Northbound 15.5%
	No other preferred choices opted for by all respondents.
Q10	Negative impact on emergency services access and journey times – 69.4%
	Negative impact on local residents' journey times – 87.8%
	Increase in the number of traffic related incidents due to flow & poor driving – 72.5%
	Negative impact on Burnham local businesses – 64.3%
	Traffic issues/congestion merely shifted to Bath Road & Huntercombe Lane North – 90.8%
	POINTS TO NOTE: <ul style="list-style-type: none"> • 411 RESPONSES IN 7 WORKING DAYS • NO NOTIFICATION OF DEADLINE UNTIL 21.12.15 BY SBC I.E. SCHOOLS ALREADY ON HOLIDAY • ONLY 3 RESPONDENTS NOTED AN IMPROVED JOURNEY TIME



Our Lady of Peace schools

Meetings were held with school representatives (Marcel Devereux, Governor; and Linda Shoard, Bursar) on 14th October 2015 (along with Priory School). Representatives did not attend the second joint meeting with Priory School on 25th November however were contacted by officers asking for any feedback from the school via email.

Marcel emailed the council on 21/10/15 noting that a number of pupils had been late as a result of the scheme (measured as approximately 35 children by counting the number of lunchboxes in the photo provided by Marcel). The email content and photo are noted below:

Hello

I am a governor at Our Lady of Peace schools in Derwent Drive.

The attached photo is the number of lunch boxes from children that arrived late, due to problems in children getting to the school. Normally there about 5 maximum.

Day 2 of the "trial" is having a big impact on punctuality, which the school is judged on by OFSTED.

Yours faithfully

Marcel Devereux



Cippenham Primary

A meeting was held with Nicky Willis, the school's Headteacher, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.

The main feedback was as follows

- The school had limited feedback from parents and staff and was of the general view that the initial traffic problems experienced have now ironed out and the traffic generally is no worse than it used to be
- Some staff have reported that traffic congestion on the A4 seems worse since the scheme
- Burnham Lane (north section) is much more free flowing
- Staff have reported vehicles continuing to travel the wrong way through Burnham Lane bridge
- In terms of access to areas to the north of the A4, the school would support the trial of a northbound option for Station Road, as in general schools in Cippenham have pupils travelling from Burnham and vice versa, and this would help parents who have to travel straight on to work from the school drop off

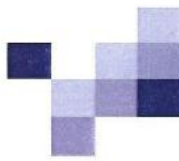
Haybrook College

A meeting was held with Wendy Andrews, Facilities/Business Manager, on 15th December 2015, to discuss the scheme and obtain any feedback from the school.

In terms of general comments on behalf of the school, the feedback at the meeting was as follows:

- Traffic is much more free-flowing on Burnham Lane (north section)
- The school now provides its own home-school transport via minibuses (previously, taxis were used) and two routes have been affected by the scheme:
 - The minibus coming from the Langley area (along the A4) is consistently late since the scheme was introduced
 - The closure has also had a negative effect on minibus 3, as it travels back to the college through Cippenham and have no choice but to travel back along the Bath Road. Drivers have reported an additional 10-15 minute compared to the normal journey; this happens most days
- Some staff have had better journeys along Burnham Lane although others have had long-winded journeys as a result (e.g. from Cippenham and the south of the school)
- Would support the trial of Station Road one way northbound

A letter was also received from the Executive Headteacher, Helen Huntley, which is included below.



HAYBROOK COLLEGE



6th January 2016

Laura Wells
Senior Transport Planner,
Slough Borough Council
St Martins Place,
51 Bath Road, Slough,
Berks SL1 3UF

Dear Laura

Re: Burnham Station Traffic Scheme

I know that you have been liaising with Wendy Andrews, our Facilities and Business Manager with regard to the Burnham Station Traffic Scheme and I believe that our staff have been feeding back their comments to Wendy for your 3 month review, which she will forward to you in readiness for your meeting.

From a staffing perspective, the closure of Burnham Lane is having a negative effect for some of our staff based at the Burnham Lane site who come off of the M4 at Junction 7 and are having to come a long distance to get to work. Staff who live in Cippenham are also being affected as the traffic is really building up in this area and it is making the journey longer in length and adding stress to staff at the beginning of the day.

Haybrook College operates its own Home to School Transport service since 1st September, 2015 and the closure of bridge at the Station is having an effect on a couple of the routes due to volume of traffic in the Cippenham area and/or the need to come from the M4 to Dover Road bridge to get to the old Haymill site or to wait in traffic to try to turn left off the Huntercombe roundabout to go right onto Huntercombe Road north to come through Burnham to get to the site.

There is a worry about any pedestrians, be it staff, students or visitors to the site, who are trying to cross the road outside the school at certain times of the day as the traffic can be very heavy. With only a crossing further down the road past the school gates where the bus stop used to be. It may be prudent for the Council to consider a crossing area near to the school, perhaps just past the school entrance so that pedestrians trying to get to the school do not have to go too far away from the entrance, encouraging jaywalking.

I think that it would greatly help the staff and students plus our local community if the Council were to make Burnham Lane one way coming north to allow traffic to get onto the Trading Estate and into Burnham and allow for the existing traffic flow south on the old part of Burnham Lane to stay as it is to allow traffic off the estate to get down to the A4.

As stakeholders in this area, we thank you for including us in this consultation period and we look forward to hearing from you with some feedback after your 3 month review meeting with the Planning Committee.

Kind regards,

Helen Huntley
Executive Headteacher

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Executive Headteacher: Helen Huntley

Letter from Haybrook College Executive Headteacher providing feedback on the scheme

Individual staff had also provided feedback to Wendy, which is reported below directly from emails received by Wendy, which have been annotated with the origin of that staff member's journey and the time they generally arrive at school in the AM peak. :

Comments from Haybrook College staff re: Burnham Station closure

Comments provided by staff at Haybrook College to Wendy Andrews, Facilities/Business Manager, to provide to the council. Comments are listed below.

RT

starting point Spencers Wood, Reading, arriving at approx. 8 am

Yes – it's highly inconvenient coming into work in the morning via alternative routes – adding 15 minutes or more onto the journey!! Can they not make Station Road one way up to Burnham Lane from the A4?

DB

starting point Woodley, arriving at approx. 7.30 am

Not sure I have any quantitative data to give but leaving here and turning left seems better as the queue isn't building to turn right under the bridge. Obviously we have to come a longer route from the M4/J7 to come in but to be honest, I expected it to be worse than it has been.

SR

starting point Wooburn Green, arriving at approx. 8.30 am

I would like to feedback that before the trial on Burnham Lane if I didn't use the road before 7:30pm it would be consistently at a standstill taking anything from 20 to 30 minutes just to get down from the traffic lights to Burnham train station.

During the trial period I have experienced that at any time of the morning between 7.a.m to 8.30a.m. The traffic is flowing very smoothly with no hold ups. The only slight back up is at the traffic lights just after Burnham Grammar School. In the evening the traffic going back towards Burnham Grammar School can start to be at a standstill by Tesco Express.

I do feel very strongly the cars that are parked on the road either up on the pavement or just left in the cycle lane cause a lot of problems, both when I have been driving or on my bicycle.

I am put at risk when a car parks in a cycle lane as I then have to manoeuvre around into the flow of traffic. Very frustrating.

When I use Burnham Lane as the best route from my home in Bourne End onto the Trading Estate it has been a very pleasant change to have freely moving traffic in the morning rush hour with slightly slower traffic on the way home.

However, I do know from my colleagues that other roads have been severely blocked particularly on and from the A4 and journey onto the Slough Trading estate have been very slow and congested.

In this way my journey has improved significantly but at the cost of pushing traffic elsewhere that now doesn't flow freely.

Thank you for passing on my feedback if possible.

SK

starting point Crowthorne, arriving at approx. 7.30 am

My comment would be that it adds time to the journey in the morning with the road by the station being closed. Having to go left at the roundabout off the motorway and up Huntercombe lane is long winded. The evening hasn't posed any problems so far.

JC

starting point Edgware, London, arriving at approx. 7.45 am

From a school viewpoint it takes much longer for the students on the Langley bus to come in as bath road is so much more congested

MH

starting point Radlett, Herts, arriving at approx. 7.45 am

From my perspective it is now a lot easier getting to work from the Burnham direction in the mornings. The traffic is much more free flowing into Slough from this direction.

JT

starting point Taplow, arriving at approx.. 8.30 am

My feedback is that whilst the traffic on Burnham Lane and around Burnham Station has improved, for those living locally, the project has had a negative effect on the traffic flow and "community spirit" in the wider area which hasn't been taken into consideration in the SBC survey. Businesses on both sides of the divide have suffered with those on the Cippenham side no longer using the Burnham Lane and Burnham village shops and vice versa. Crossing the A4 from one side to the other takes much longer, especially from the Cippenham side and trying to turn right onto the A4 from any of the businesses on the south side of the A4 (eg Marks and Spencer, Sports Direct) is virtually impossible. The A4 travelling east is often backed up past Sainsburys and can go as far as the Bishop Centre for no reason. Vehicles are still going round the station triangle in the wrong direction, also travelling north through the Burnham Lane bridge, ignoring all the one way signs therefore putting other road users and pedestrians in danger. The area to the south of the closed Station Road bridge is used as a free car park for those picking up and dropping off at the station inconveniencing the local residents, the tunnel itself is dark and a magnet for anti-social behaviour thereby putting off pedestrians who might otherwise have walked through to go to Tummies or the other local businesses.

DR

starting point Maidenhead, arriving at approx. 8.00 am

I have found traffic in both directions travelling along Burnham Lane to be a lot more free flowing. The system is a lot better.

JR

starting point Thame, arriving at approx. 7.15 am

It is a lot better from my point of view. I have much quicker access to school as Haymill Lane seems to be less busy.

RT

starting point Windsor, arriving at approximately 7.45 am

Much better thanks Best wishes

SR

Starting point Taplow, arriving at approx. 8.00 am

As Mick says I agree it is more free flowing, for road traffic, but faster and harder to cross roads as a pedestrian. Suzanne, was it you who told me someone drove straight at you, when trying to cross as a pedestrian?

It is, in my experience, the most difficult piece of road to cross in the vicinity -if you are walking east westerly. North south pedestrians have a few options for crossing further along.

A central island/refuge close to the school entrance might assist students and staff walking or cycling. This I would think best situated just past our entrance but to the north due to the T junction immediately to the south. In this position it would also give 'head on protection' to cyclists trying to turn right into our entrance if they are cycling on the road from the south. I'm not sure if the road has sufficient width for a refuge that can protect cyclists crossing as pedestrians? But something for foot pedestrians would be really helpful.

My children go to Priory School. A central refuge on Burnham Lane would be useful half way between Orchard Avenue and the 5 points traffic lights also. But our entrance is by far the worst and more needy.

If Laura needs any more details please feel free to pass on my personal e-mail steve.roberts@cycle-wise.co.uk

I'm happy to get a few more parents viewpoint from Priory too if this does help?

I hope this helps and thanks for the opportunity to comment.

MW

starting point Cippenham, arriving at approx. 8.30 am

I think that Burnham Lane is great now, a lot more free flowing. In the morning I have to take my daughter to nursery in Burnham so I have to travel in both directions of Burnham Lane. Usually on the way back to work I would be stuck in bumper to bumper traffic from Burnham Grammar to Haybrook. That short section could easily take 15-20 mins in the morning but now it's just a straight forward drive through.

However, because I live on Cippenham Lane I have noticed a build-up of traffic. As soon as I reverse out of my drive I'm in traffic. This may be a result of Burnham Lane but I think the main problem is the timer on the traffic lights that have shortened down allowing less cars to pass through. Also if there is no one queuing to turn right onto Bath Road then the lights will witch off quicker as the turn right lights won't be activated. Overall, my journey including Cippenham Lane is better.

One thing on Burnham Lane I thought I would see would be the use of 2 one-way systems. Keep the current one-way by Shell/mini roundabout going away from Burnham Lane but introduce another one-way system coming from Bath Road up Station Road to Burnham Lane. This would possibly ease the traffic on Bath Road and Cippenham Lane?

Thanks, would be great to hear feedback on the 2 one-way systems when you see Laura.

DP

starting point Maidenhead, arriving at approx. 8.00 am

There seems to be considerably more traffic along the A4 in the mornings up until the O2 building, adding an additional 10/15mins to the journey in the morning.

CG

Starting point Cippenham, arriving at approx. 8.15 am

From my perspective it has been horrendous! Either way I am very stuck and pushing it every morning to get to school on time. I either drop my daughter at the childminders at junction 7 and sit in traffic going up Huntercombe Lane, or more usually, drop her directly at school (Cippenham primary) and end up sitting in traffic for 20 minutes along the Bath Road and up Dover Road to come all the way back to school. It has got a lot worse over the last few weeks as I think initially, cars avoided the area. Also, the impact on Cippenham is huge. The traffic on Cippenham Lane goes all the way from the Mercedes garage back to Westgate school, regardless of whether it is the school run time or not. The traffic lights at the Mercedes garage on the Bath Road are poorly timed so the surrounding roads get grid locked.

Cippenham is most definitely taking the brunt of the traffic whilst Burnham Lane runs more freely. It's just moved the traffic elsewhere! If you have not noticed, I could talk for hours on this!!

WA

Starting point Warfield, arriving approx. 7.15 am

I now choose to come down the A4 and up Huntercombe Lane North to avoid having to go all the way down to Dover Road to get back to Haybrook College on Burnham Lane as this can add up to 10 minutes on my journey. Burnham Lane is quieter in the mornings, but I cannot turn left to go the same way home without a long wait as there is more traffic using Burnham Lane in the evening. Having said that, it is easier to turn left and go down the old Burnham Lane to the A4, but that can now be a nightmare to get onto, due to volume of traffic. Plus you have to be weary of drivers who chance trying to come up old Burnham Lane and through to Buckingham Avenue when they think nobody is coming down to the A4.

I think that it would work well if Station Road was re-opened to allow traffic to come up from the A4 onto the Trading Estate and Burnham and keep the old Burnham Lane as a one way flow of traffic down to the A4. As the mini roundabout is already in place there, this would not be such a change. There would need to be consideration of a roundabout or some such traffic feature where the green currently is to allow for a traffic control at the junction of Burnham Lane and Station Road, but I am sure that this would alleviate some of the pressure on the A4 and the surrounding areas of Cippenham.

PP

Starting point Gerrards Cross, arriving approx. 8.15 am

I find coming to work a lot easier now that they closed the Burnham Bridge. I can now go through the back routes. Before I had to go into Slough and then to Burnham because Burnham Lane was bumper to bumper, which added 20 minutes to my journey.

POM

Starting point Dedworth, arriving approx. 5.00 am, but had frequent trips across Slough to other Centres

I find that the problems occur when traffic is held up at the Bath Road lights at the junction with Burnham Lane and so tails back towards the bridge. If the traffic light sequence could be changed allowing extra time for traffic to clear Burnham Lane, this would help.

Also, it is very annoying when vehicles still enter the bridge against the new direction of flow on Burnham Lane to get to Buckingham Avenue. This all causes a traffic problem in Buckingham Ave.

JH

Starting point Dedworth, arriving approx. 8.00 am

Station Road should be one-way under the bridge to complement Burnham Lane going the other way under the bridge. They need to adjust the traffic lights at Cippenham Lane's junction with the A4 to let more cars through as there is always a very long queue of traffic there.

TB

Starting point Burnham, arriving approx. 8.30 am

From my point of view as resident in Burnham coming from Gore Road, the traffic flow along Burnham Lane is much better and I have improved journey time. However from a personal point of view if I want to cross over to Cippenham or come back to Burnham at 5.00 pm when I take my daughter to ballet the traffic is horrendous on the A4 as all of the traffic from the trading estate now goes along the Bath Road and you have no option to filter off to Burnham until you get to Huntercombe Lane North turning after negotiating Huntercombe Spur roundabout and the traffic from the motorway. The A4 from Sainsburys to Huntercombe is also much busier as a result of the road closure.

TB

Starting point Langley, arriving approx. 6.45 am. TB is F/T Driver for Haybrook & HTS Transport

The objective of easing traffic on Burnham Lane has been positive. However, the negative impacts are manifold:

All other routes for crossing A4 have worsened the traffic flow.

The nearest two crossing routes (Lent Rise Road, Dover Road) are severely impacted - M4 J7 is gridlocked at rush hour and Dover Road is highly congested.

The A4 is busy all day and at certain times of the day - rush hour/school run is horrendous to those who live/work in the adjacent area.

My main concern is H&S - I have seen on several occasions emergency vehicles unable to move through stationary traffic. I have also witnessed dangerous driving and impatience as drivers are constantly sat in non-moving traffic. H&S is further under risk as drivers seek

alternative routes/rat runs and previously quiet residential roads are now busy and dangerous particularly for children/pedestrians.

Traffic needs to be kept moving - a northbound one-way only flow under Burnham Station bridge would alleviate what has become a traffic nightmare.

KB

Starting point Newell Green, arriving approx. 8.30 am

The changes to the traffic direction has made coming from Junction 7 of the M4 a longer route, both by distance and time. Coming off the Huntercombe roundabout, to turn left onto the Bath Road towards Taplow means sitting in a long queue of traffic on the M4 junction 7 slip road, which was the same as before the changes, before getting to the roundabout and also coming off the roundabout. Coming down the Bath Road towards Slough means again, sitting in another queue of traffic and having to go away from Haybrook College to come back on myself once I have crossed Dover Road bridge. When the Burnham Train Station Bridge was open, the route was much faster and I feel congestion on that part of the Bath Road was better.

I have considered driving to the M4 Junction 6 and coming through Cippenham to cross at Dover Road Bridge. From previous experience, the M4 between Junction 7 and 6 can become congested and cause delays. Similarly, Cippenham Lane becomes very congested leading up to Bath Road and at the Bath Road/Cippenham Lane junction.

At the minute, it seems that traffic is being directed away from Burnham and adding congestion to the already very busy roads through Slough.

DC

Starting point Bracknell, arriving approx. 8.00 am

There is a significant increase in the morning traffic building up coming from Windsor on Cippenham Lane at the Bath Road junction. This is reversed in the afternoon with Traffic building up on Dover Road heading towards that same junction.

GS

Drives Minibus 3 which picks pupils up from Cippenham.

The closure certainly has a negative effect on minibus 3, as we come through Cippenham and have no choice but to travel back along the bath road. I'd say it can add approximately 10/15 minutes to our journey when traffic is bad, which is most days.

MW

I come from Twyford, leaving at 0715 and it the new traffic system adds 15 minutes to my journey.

I can actually cycle here the 13 miles, quicker than I can drive it in rush hour.