

Joint Committee for Transforming Cities Fund Projects

Date: **01 July 2019**

Time: **10am**

Venue: **Edwards Room, County Hall, Norwich**

Persons attending the meeting are requested to turn off mobile phones.

Membership:

Cllr Martin Wilby	Norfolk County Council
Cllr Brian Watkins	Norfolk County Council
Cllr Steve Morphew	Norfolk County Council
Cllr Barry Stone	Norfolk County Council
Mr Mike Stonard	Norwich City Council
Mr Ian Stutely	Norwich City Council
Cllr Lana Hempsall	Broadland District Council
Cllr Kay Mason-Billig	South Norfolk District Council
<i>Not Yet Appointed</i>	New Anglia Local Enterprise Partnership (LEP)

**For further details and general enquiries about this Agenda
please contact the Committee Officer:**

Hollie Adams on 01603 223029 or
email committees@norfolk.gov.uk

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A g e n d a

1 To receive apologies and details of any substitute members attending

2 Members to Declare any Interests

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.

If that is the case then you must declare such an interest but can speak and vote on the matter.

District Council representatives will be bound by their own District Council Code of Conduct.

3 To receive any items of business which the Chairman decides should be considered as a matter of urgency

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Report by the Executive Director of Community and Environmental Services

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Date Agenda Published: 21 June 2019



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Report to Joint Committee for Transforming Cities Fund Projects

Item No. 5

Report title:	Transforming Cities – Bank Plain and London Street
Date of meeting:	01 July 2019
Responsible Cabinet Member:	Martin Wilby – Cabinet Member for Highways, Infrastructure and Transport
Responsible Director:	Tom McCabe – Executive Director, Community and Environmental Services
Is this a key decision?	No

Executive Summary/Introduction from Cabinet Member

£6.1m has been obtained from the Transforming Cities Fund (the first tranche of funding that has been made available as part of the Transforming Cities bid), and £2.3 million of this has been allocated to the Prince of Wales Road scheme currently under construction of which these proposals are the final phase.

The proposals have been subject to public consultation following the agreement to consult by the Norwich Highways Agency Committee in March 2019.

Recommendations

1. Agree the proposals shown on the plans contained in Appendix 1, that will:
 - a. Improve the section of London Street at its junction with Opie Street
 - b. Improve the area at the eastern end of London Street, at its junction with Bank Plain
 - c. Improve Bank Plain by widening pavements and re-arranging the on-street parking and loading facilities
 - d. Upgrade Bank Street to create a more pedestrian friendly environment
 - e. Widen the light controlled pedestrian crossing on Bank Plain, and include crossing facilities for cyclists
2. Complete the statutory procedures associated with the following traffic regulation orders
 - a. Install new loading facilities in Bank Plain on the western side
 - b. Create an extended blue badge parking area, motor cycle parking and further loading facilities on the east side
 - c. The introduction of a restricted zone in Bank Street, maintaining the existing one-way arrangements for motorised vehicles and altering the existing pay and display bay
 - d. Remove the existing designated bays (including the car club bay, pay and display bays, blue badge spaces and loading bays) in Bank Street and Opie Street and the existing bus and coach stops
3. Commence the statutory procedures to implement an additional loading bay on Rose Lane.

Actions required

Approve the recommendations.

1. Background and Purpose

- 1.1. The traffic management scheme for the Rose Lane / Prince of Wales Road area, which was approved last year, is currently under construction. King Street has been closed to through traffic and works to upgrade Rose Lane and St Vedast Street are currently close to completion. The funding via the Transforming Cities Fund from the Department for Transport (DfT) means that the full Prince of Wales Road scheme can be completed and the benefits extended into Bank Plain and London Street.
- 1.2. The proposals for the area will improve key sections of the route between the railway station and the city centre and includes measures to improve bus journey times between the rail station and bus interchanges in Castle Meadow and St Stephens. The contra flow cycle lane to be provided on Prince of Wales Road and Agricultural Hall Plain will improve connectivity and the junction of Mountergate with Rose Lane has been redesigned to allow vehicles to exit Mountergate without navigating the one-way system, at the same time creating a public space. These elements have already been approved by the Joint Norwich Highways Agency Committee and are funded. A minor amendment to the scheme currently under construction is included in the recommendation and this involves the inclusion of an additional loading bay on the northern side of Rose Lane for which a Traffic Regulation Order will be required. Proposals detailed in this report build on these improvements and substantially improve the links between the railway station and the city centre for pedestrians and cyclists.
- 1.3. There are four principal elements to the proposals for Bank Plain / London Street. The first of these focuses around the junction of London Street with Opie Street / Bedford Street, the second is the area at the top of London Street where currently there is a turn-round area used for blue badge parking, the third is Bank Plain itself and finally there are proposals to upgrade Bank Street.

2. Proposals

2.1. London Street/ Opie Street area

The proposals here are to repave this area with new paving designed specifically to take account of the effects of vehicular traffic that has caused such degradation to the area over the past years whilst improving the overall townscape of the area and visually linking the two sections of London Street. It is proposed that the existing parking bays for blue badge holders, the car club and the restricted time loading bay on Opie Street will be removed, thus freeing up more space for general loading to take the pressure off the area to be repaved. The Blue Badge spaces will be relocated to a consolidated facility on Bank Plain. This will remove the need to allow any traffic other than that directly servicing the area to enter it via Bedford Street.

The existing tree at this point on London Street was recently lost. The opportunity to replace it and upgrade the 'Round Table' paving that exists in this area will be investigated as part of the detailed design.

2.2. London Street at its junction with Bank Plain

Currently, there is a small turning area here, containing Blue Badge parking bays, and this effectively cuts London Street off visually from Bank Plain. In addition, the paving here has failed and there is a damaged planter along with a few utility cabinets and cycle stands using up what could be a positive public open space with a much closer relationship with Bank Plain.

The current turning area will be removed and the area paved in a similar style to the junction at Opie Street, thus providing continuity across the street and

creating significant public open space outside OPEN and providing a much improved entrance to London Street. The Blue Badge parking bays will be consolidated onto Bank Plain.

2.3. Bank Plain and Bank Street

Bank Plain is not currently an inviting pedestrian environment, but is part of the main link from the station to the City Centre and that is not immediately obvious to visitors to the city.

As St. Andrews Street / Redwell Street joins with Bank Plain, the carriageway widens significantly, but still only provides for two lanes of traffic. Maintaining a consistent width of carriageway from St Andrews Street / Redwell Street provides the opportunity to widen pavements, provide dedicated parking and loading bays, and potentially additional street tree planting. This will significantly improve the pedestrian environment and also provide enhanced loading facilities for local businesses. The Blue Badge spaces removed from London Street, Opie Street and Bank Street will all be replaced in a single consolidated block.

The proposals for Bank Street include extending the footways across the junctions at both ends of the street and upgrading the carriageway surface with a more attractive material. The existing footways will be retained as these are already paved and mostly in good condition. Loading will continue to be permitted in Bank Street, but other on-street parking facilities will be removed, with the Blue Badge spaces relocated to Bank Plain.

3. Impact of the Proposal

3.1. Consultation Responses

197 businesses in the area were individually written to and there were public exhibitions of the proposals in City Hall and at OPEN on London Street. Overall, we received 177 responses within the consultation time period. The consultation took place between the 7th and the 30th May 2019 and the statutory procedures required to advertise the changes to the Traffic Regulation Orders were undertaken at the same time.

3.2. Both the Norwich Business Improvement District and OPEN are supportive of these proposals. In fact, the project has been progressed on the basis of a study and subsequent report undertaken by the Norwich BID and delivers a number of the objectives from that report.

Norwich Access Group believe that there is a reduction in Blue Badge parking spaces as a result of the scheme. This issue is discussed below

The Norwich Society are supportive of investment and upgrade to pedestrian areas of Norwich City Centre. They were mainly interested with the quality and robustness of materials and integration of street furniture, also hoping for more planting. The Norwich Society wanted reassurance that Blue Badge parking and loading is adequately provided for. This issue is discussed below

Cycling UK are supportive of the proposals and consider there are benefits for cyclists and pedestrians.

The Norwich Cycling Campaign have requested the retention of bollards to prevent vehicular access to London Street, more cycle parking, flush kerbs at the Toucan Crossing. It is intended that all these features will form part of the detailed design. They also requested air quality monitoring, expressed concerns that street trees might obstruct visibility and suggested that the loading bays and disabled parking spaces should be replaced with a cycle track. Trees are always planted with consideration for visibility; air quality is routinely monitored in the

City Centre. The report details the issues relating to Blue Badge parking and the loading bay serves most of London Street and Open and a loading facility is clearly necessary.

All stakeholder responses are reproduced at Appendix 2 Section 7.

3.3. **Consultation questions**

People were asked whether they liked

- the proposals at London Street / Bedford Street
- The removal of the designated parking bays on Opie Street
- the proposals to remove the turning area and repave it as a public space
- the widened footways and new parking arrangements on Bank Plain
- The retention of the original 1967 paving on most of London Street
- How they felt about the proposals overall

A majority of respondents were in favour of the proposals in all the categories, with only 28% of respondents not in favour of the scheme overall. This percentage rose to 40% amongst those individuals identifying themselves as disabled (15% of the total number of respondents), but even in this group, a majority were in favour of the scheme. The breakdown of responses is shown in the graphs and charts in Appendix 2 Sections 2 and 3.

The only substantive issues raised (the relocation of Blue Badge parking bays and the removal of the ‘turning area’) are discussed below. All other issues raised are noted in Appendix 2 Section 6 together with an officer response.

3.4. **The relocation of the Blue Badge spaces**

The main issues raised have been the removal of the bays from Opie Street and the relocation of the bays from the top of London Street to Bank Plain. There has been a suggestion from the Norwich Access Group that the number of spaces is being reduced. There are currently 2 spaces on Bank Street, 2-3 on Opie Street and potentially 4-5 on London Street in the turning area (but see the reality discussed below). The current provision is theoretically between 8 and 10 spaces. In practice, this is reduced by 2-3 spaces due to the substantial abuse of the turning area (there are insufficient resources available to enforce) and the awkward shape meaning the true provision is between 5 and 8 spaces. The replacement provision is between 7 and 8 spaces and the group of spaces mean that it is much more likely that a driver will find a space available on arrival. In addition, it is much less likely that they will be abused. Blue Badge holders can also use all the Pay & Display parking bays free of charge for an unrestricted period, and there are 9 of those on Bank Street, which will have level access consequent on these proposals.

Across the City, all available parking spaces adjacent to the pedestrianised areas are dedicated to Blue Badge users, and the numbers have been increased wherever possible as schemes have been implemented.

3.5. **Removal of Blue Badge spaces in Opie Street**

The spaces on Opie Street are being removed for good reasons. Accessing them requires drivers to use Bedford Street, a narrow pedestrianised thoroughfare) with no knowledge of whether spaces will actually be available. This increases traffic levels in the street and across London Street to the detriment of all users here and increases vehicular movement around the City. This issue was raised as a concern by a number of respondents. Consolidating spaces in Bank Plain will ensure that a space is much more likely to be available

to all users and minimise the need to hunt around for one.

In addition, the signing that we are required to use under national regulations gives many drivers the impression that they can park anywhere in Bedford Street or Opie Street (rather than just in the designated bays, which is the only place they are allowed to park). In the past year alone, 22 Blue Badge holders have been issued with Penalty Charge notices, and many more warned by Civil Enforcement staff before moving on. The changes will still allow those with severe mobility issues to access London Street and be dropped off just as they can in any other pedestrianised street where access is normally available for vehicles.

3.6. The top of London Street

It is not possible to achieve the upgrading of the upper part of London Street (the primary objective of the proposals) without moving the turning area and Blue Badge parking. Overall, the paving of this area received a very high approval. In addition, the area is consistently abused by other users, so although there may theoretically be 4-5 Blue Badge spaces available, in reality this is substantially reduced by vehicles loading and using the cashpoint machine. In addition, the awkward layout means that parking is difficult, and vehicles often park in a way that prevents the area being used efficiently. Its use as a turning area further reduces its value as a parking area for Blue Badge holders and is an unnecessary intrusion in what should be a pleasant public space. Vehicles that really need to turn round in this area have several alternatives available, including the use of Princes Street and Redwell Street in the immediate vicinity.

4. Evidence and Reasons for Decision

- 4.1. London Street was first pedestrianised in 1967 and the paving is now in need of significant upgrading to take account of vehicle movements. This proposal builds on the ongoing upgrading of Prince of Wales Road and Rose Lane to provide a substantially improved link between the Railway station and the City Centre that benefits all modes of transport.

5. Alternative Options

- 5.1. Not applicable.

6. Financial Implications

- 6.1. The project is entirely funded by the DfT through the TCF programme. £2.3 million has been allocated to the Prince of Wales Road project from this fund, and this element is entirely funded from this source.

7. Resource Implications

7.1. Staff:

Not applicable.

7.2. Property:

Not applicable.

7.3. IT:

Not applicable.

8. Other Implications

8.1. Legal Implications:

Not applicable.

8.2. Human Rights implications

Not applicable.

8.3. Equality Impact Assessment (EqIA)

Assessments will be carried out as part of the development of individual schemes.

8.4. Health and Safety implications

Not applicable.

8.5. Sustainability implications

The objectives of the business case are specifically targeted at improving the impact transport has on carbon emissions, air quality and public health.

8.6. Any other implications

Not applicable.

9. Risk Implications/Assessment

- 9.1. A risk register is maintained as part of the technical design and construction delivery processes.

10. Select Committee comments

- 10.1. Not applicable.

11. Recommendation

- 11.1. Approve the scheme.

12. Background Papers

- 12.1. Report to the [Norwich Highways Agency Committee - 21 March 2019](#)

Officer Contact

If you have any questions about matters contained in this paper, please get in touch with:

Officer name: **Bruce Bentley (Norwich City Council)** **Tel No.:** **01603 212 445**

Email address: brucebentley@norwich.gov.uk



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Prince of Wales Road Area Improvements

Equality Assessment – Findings and Recommendations

22 May 2019

David Wardale

This assessment helps you to consider the impact of service changes on people with protected characteristics. You can update this assessment at any time so that it informs ongoing service planning and commissioning.

For help or more information please contact Neil Howard, Equality & Accessibility Officer, email neil.howard@norfolk.gov.uk, Tel: 01603 224196

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The purpose of an equality assessment

1. The purpose of an equality assessment is to enable decision-makers to consider the impact of a proposal on different individuals and communities prior to the decision being made. Mitigating actions can then be developed if adverse impact is identified.

The Legal context

2. Public authorities have a duty under the Equality Act 2010 to consider the implications of proposals on people with protected characteristics. The Act states that public bodies must pay due regard to the need to:
 - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act¹;
 - Advance equality of opportunity between people who share a relevant protected characteristic² and people who do not share it³;
 - Foster good relations between people who share a relevant protected characteristic and people who do not share it⁴.
3. The full Act is available [here](#).

The assessment process

You can change or amend this wording as appropriate for your needs.

4. This assessment comprises two phases:
 - **Phase 1** – evidence is gathered on the proposal – looking at the people who might be affected, the findings of related assessments and public consultation, contextual information about local areas and populations and other relevant data. Where appropriate, engagement with residents, service users and stakeholders takes place, to better understand any issues that must be taken into account.
 - **Phase 2** – the results are analysed. If the assessment indicates that the proposal may impact adversely on people with protected characteristics, mitigating actions are identified.
5. When completed, the findings are considered by decision-makers, to enable any issues to be taken into account before a decision is made.

The proposal

6. This proposal improves the road and public realm in and around the following City Centre areas:

Prince of Wales Road, Rose Lane, Eastbourne Place, Cattle Market Street, Market Avenue, Agricultural Hall Plain, King Street, Bank Plain and London Street. This includes:

- i. Re-aligning the road between the end of Mountergate and Prince of Wales Road, creating a new public space on Prince of Wales Road and a two-way link between Prince of Wales Road and Mountergate
 - ii. Closing Eastbourne Place to motorised traffic
 - iii. Narrowing Rose Lane to two traffic lanes along its entire length, providing wider pavements, an off-carriageway cycle route, landscaping and a bus and loading bays.
 - iv. Converting King Street between Prince of Wales Road and Rose Lane to a pedestrian/ cycle zone and close it to through motorised traffic at its junction with Prince of Wales Road, significantly upgrading this section of National Cycle Route No. 1. The direction of traffic flow along King Street to be reversed from Rose Lane through to the Greyfriars Road junction
 - v. Moving the disabled space from King Street to Greyfriars Road
 - vi. Providing a cycle track through Cattlemarket Street from Rose Lane, linking with the existing facility
 - vii. Providing an enhanced pedestrian/cycle facility on Market Avenue
 - viii. Creating a contra-flow cycle lane on Bank Street, moving the disabled parking to the south side of the road
 - ix. Adjusting the layout of Agricultural Hall Plain to take account of the closure of King Street providing a new cycle link to Castle Meadow from Prince of Wales Road and wider pavements
 - x. Maintaining Prince of Wales Road as a one-way route for motorised traffic, installing an off-carriageway contra-flow cycle route to the south side by narrowing the carriageway (but maintaining two lanes of traffic)
 - xi. Closing St Faiths Lane to motorised traffic at its junction with Prince of Wales Road, maintaining two-way cycling and enhancing pedestrian provision
 - xii. Considering proposals to upgrade that area around the Foundry Bridge
- Describe the proposal
 - Explain its aims/purpose.

Who is affected?

7. The proposal will affect adults, children and staff with the following protected characteristics (*amend as appropriate*):

People of all ages	YES
A specific age group (please state if so):	NO
Disability (all disabilities and long-term health conditions)	YES
Gender reassignment (e.g. people who identify as transgender)	YES
Marriage/civil partnerships	YES
Pregnancy & Maternity	YES
Race (different ethnic groups, including Gypsies and Travellers)	YES
Religion/belief (different faiths, including people with no religion or belief)	YES
Sex (i.e. men/women/intersex)	YES
Sexual orientation (e.g. lesbian, gay and bisexual people)	YES

Analysis of the people affected

Provide an analysis of the people who will be affected by the proposal. This should include:

- The overall number of people who may be affected
- A detailed demographic breakdown of the people who will be affected by protected characteristic (e.g. number of men/women/disabled/older people/Black, minority ethnic people etc)

The proposal affects all current users of the road network in the scheme area – pedestrians, cyclists, public transport users and motorists. This includes users with protected characteristics, e.g. disabled and older users, and younger people and parents.

Traffic counts were carried out in xxxxxxxxxxxx to allow a number of different options to be considered and traffic modelled. The counts included cycle users.

Note – this section is essential – unless you have a clear understanding of who will be affected, you cannot fully assess the potential impact.

Potential impact

8. Having identified the people who may be affected by your proposal, now analyse what impact the proposal may have on these people.

Accessibility considerations

Describe here how accessibility will be incorporated into the proposal.

9. Accessibility is a priority for Norfolk County Council.
10. Norfolk has a higher than average number of disabled and older residents compared to other areas of the UK, and a growing number of disabled young people.
11. As part of your proposal, you must build in accessibility from the start – which means identifying the most reasonable approach in the circumstances, taking all relevant factors into account - such as available resources; demand and future proofing.

For guidance on the minimum and maximum access considerations that could be built into your proposal, please speak with Neil Howard, Equality & Accessibility Officer, email neil.howard@norfolk.gov.uk; Tel: 01603 224196

Recommended actions

12. If your assessment has identified any adverse impact, set out here any actions that will help to mitigate it.

Action	Lead	Date
1.		
2.		
3.		

Evidence used to inform this assessment

- Equality Act 2010
- Public Sector Equality Duty
- Relevant business intelligence (please state)

Further information

13. For further information about this equality impact assessment please contact David Wardale on 01603 223 259 david.wardale@norfolk.gov.uk



If you need this document in large print, audio, Braille, alternative format or in a different language please contact **xxx** on **xxx** or **xxx** (Text relay).

Guidance notes

Completing this assessment – what you need to know:

- Find out if you need to conduct an equality impact assessment (see below)
- Remind yourself what constitutes a good equality impact assessment (see below)
- Work through the three simple steps on the next page.

Do I need to conduct an equality impact assessment?

You need to conduct an equality impact assessment if you are planning, changing or commissioning policies, projects, strategies, infrastructure or services and this may impact on people - eg service users or staff.

When do I need to undertake it?

The findings of your assessment must be made available to decision-makers before a final decision is taken. You cannot justify a decision after it has been taken.

What constitutes a good equality impact assessment?

The principles below, drawn from case law, explain what is essential:

- **Proportionate** - where a proposal may affect large numbers of vulnerable people, the need to pay 'due regard' is very high.
- **Sufficient evidence** – you must consider what evidence you have and what further information may be needed to inform your assessment.
- **Consultation** - if a proposal constitutes a significant change to an existing service, people affected should expect to be consulted.
- **Genuine assessment** - the courts expect to see written evidence of a comprehensive and objective assessment. Your assessment will be considered inadequate if issues are only considered at a broad level or if relevant evidence is not taken into account.
- **No delegation** – the decision-makers responsible for determining the proposal cannot delegate consideration of the equality impact assessment to anyone else.
- **Contracted services** – the Council is responsible for ensuring that contracted services comply with equality law and do comply in practice.
- **Actions to mitigate any negative impact** – if adverse impact is identified by an assessment, consideration must be given to measures to avoid or mitigate this before agreeing the decision.

It is not always possible to adopt the course of action that will best promote the needs of people with protected characteristics. However, assessments enable informed decisions to be made, that take into account every opportunity to minimise disadvantage.

¹ Prohibited conduct:

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.

Indirect discrimination occurs when a condition, rule, policy or practice in your organisation that applies to everyone disadvantages people who share a protected characteristic.

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Victimisation occurs when an employee is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

2 The protected characteristics are:

Age – e.g. a person belonging to a particular age or a range of ages (for example 18 to 30 year olds).

Disability - a person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment - the process of transitioning from one gender to another.

Marriage and civil partnership

Pregnancy and maternity

Race - refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Religion and belief - has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism).

Sex - a man or a woman.

Sexual orientation - whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

3 The Act specifies that having due regard to the need to advance equality of opportunity might mean:

- Removing or minimizing disadvantages suffered by people who share a relevant protected characteristic that are connected to that characteristic;
- Taking steps to meet the needs of people who share a relevant protected characteristic that are different from the needs of others;
- Encouraging people who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such people is disproportionately low.

4 Having due regard to the need to foster good relations between people and communities involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

Appendix 2 Public consultation summary report

London Street

Eleanor Larke

Last modified 18.06.2019

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1.0 Introduction

This report summarises responses from the public consultation held between 7th May 2019 and 30th May 2019. The consultation sought the views of the public on proposals for changes to the London Street/Bank Plain area of the city. Feedback was sought to help shape the final version of the scheme, which will be delivered by Transport for Norwich using money awarded from the Department for Transport's Transforming Cities Fund.

The consultation information was made available online, on display at the OPEN venue between 20th May and 30th May, and via display within City Hall throughout the consultation period.

The consultation was promoted through the Norwich City Council and Norfolk County Council's Twitter feeds, email invitations to key groups and stakeholders, and a letter drop to properties in the local area.

159 responses to the consultation were made via the online survey.

13 responses to the consultation were made via the hard copy paper version of the survey either picked up from the consultation event or City Hall.

4 responses were made via email to the transport@norwich.gov.uk address or directly to a member of the project team, one of these was received after the close of the consultation.

1 response was received via letter to City Hall, Norwich.

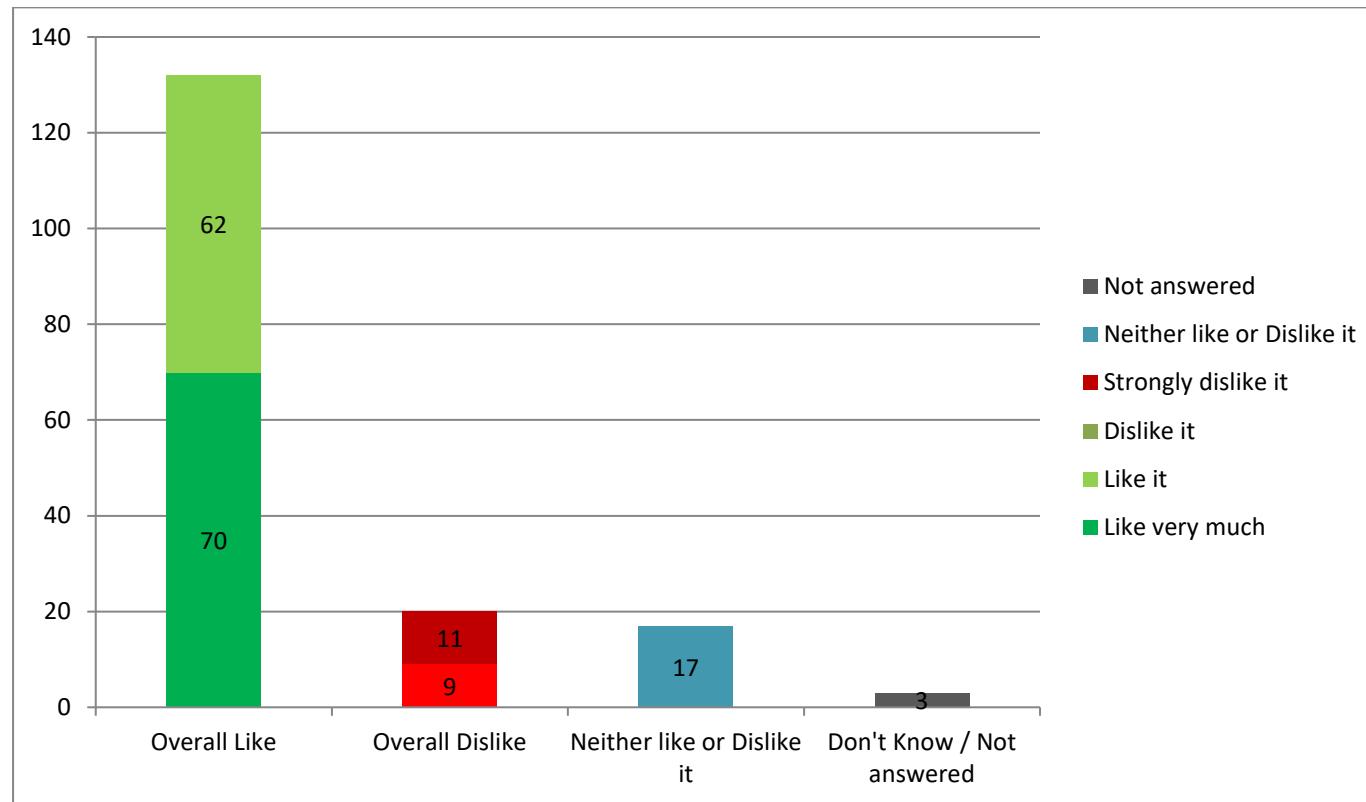
The total number of respondents to the consultation within the time period was 177.

1 response was received after the consultation time period via email. Whilst these responses are not counted within the statistical elements of this document, the free text comments have been noted and are included in the analysis of the scheme.

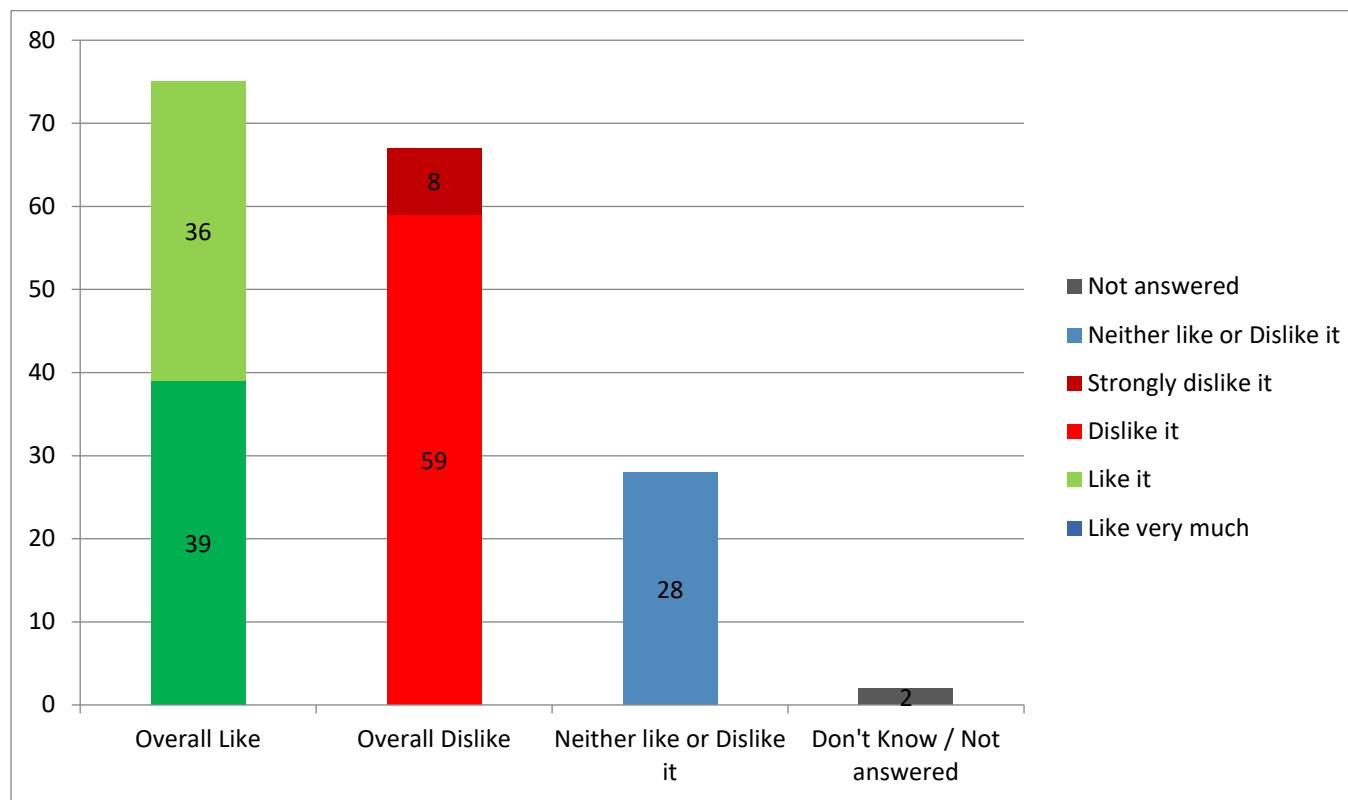
This document has been divided into the same categories as the consultation survey to ensure responses to all areas of the scheme are properly considered. Under each heading multiple choice results are summarised by bar chart graphics and free text responses summarised to highlight key opinions and themes.

2.0 Access waiting and loading

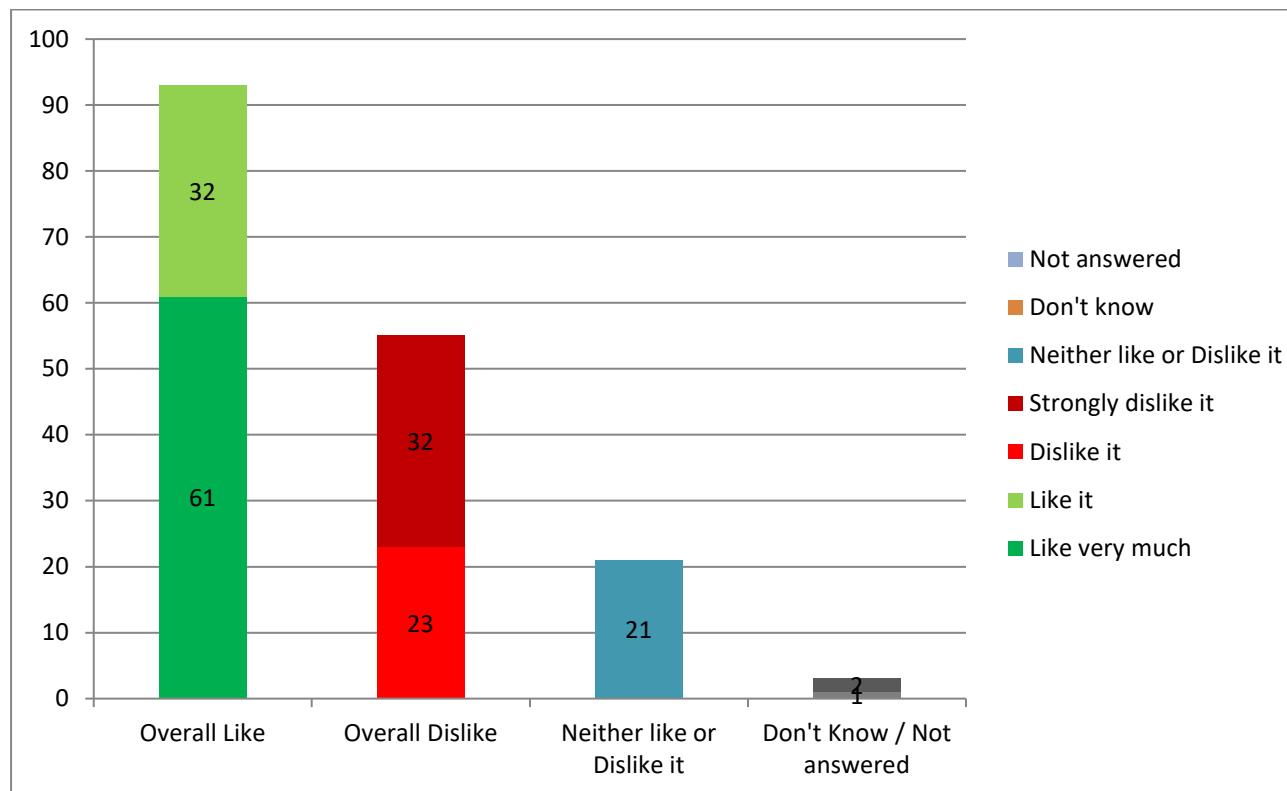
2.1 Formalise the area as a public 'plain' surfaced in a high quality, durable surface with a new tree and good quality seating



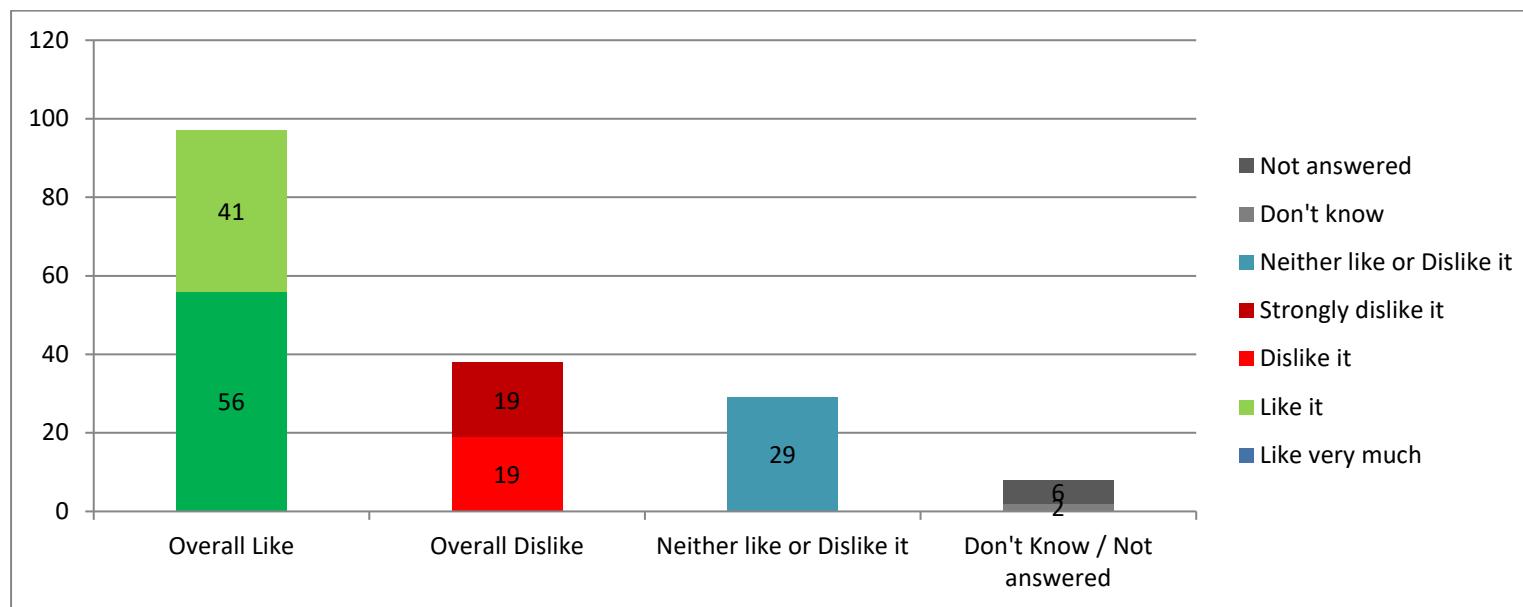
2.2 Removal of designated bays, including blue badges (disabled) parking, car club and the restricted time loading bay. Space at the north end of Opie Street will be available for a cycle share dock



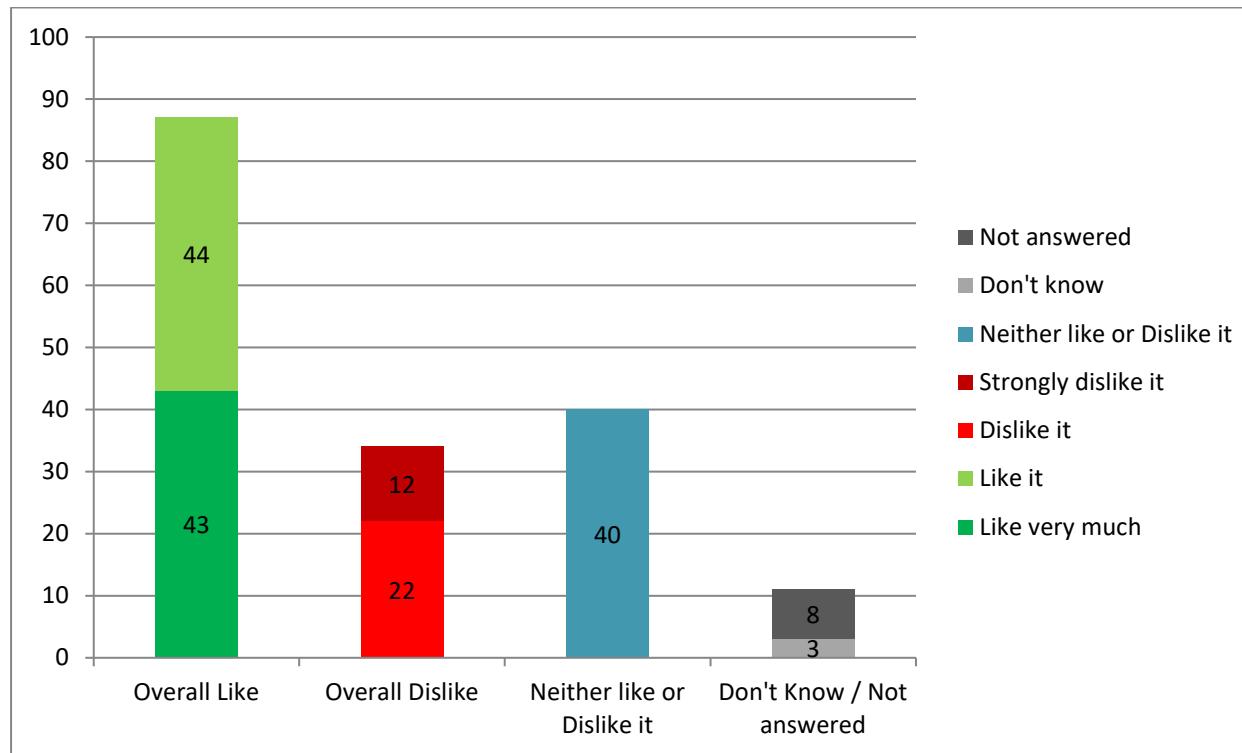
2.3 Turning area removed and blue badge parking relocated. Area formalised as a public plain surfaced in a high quality, durable surface with new public seating and street furniture. Crossing on Bank Plain to be converted to Toucan for pedestrians and cyclists.



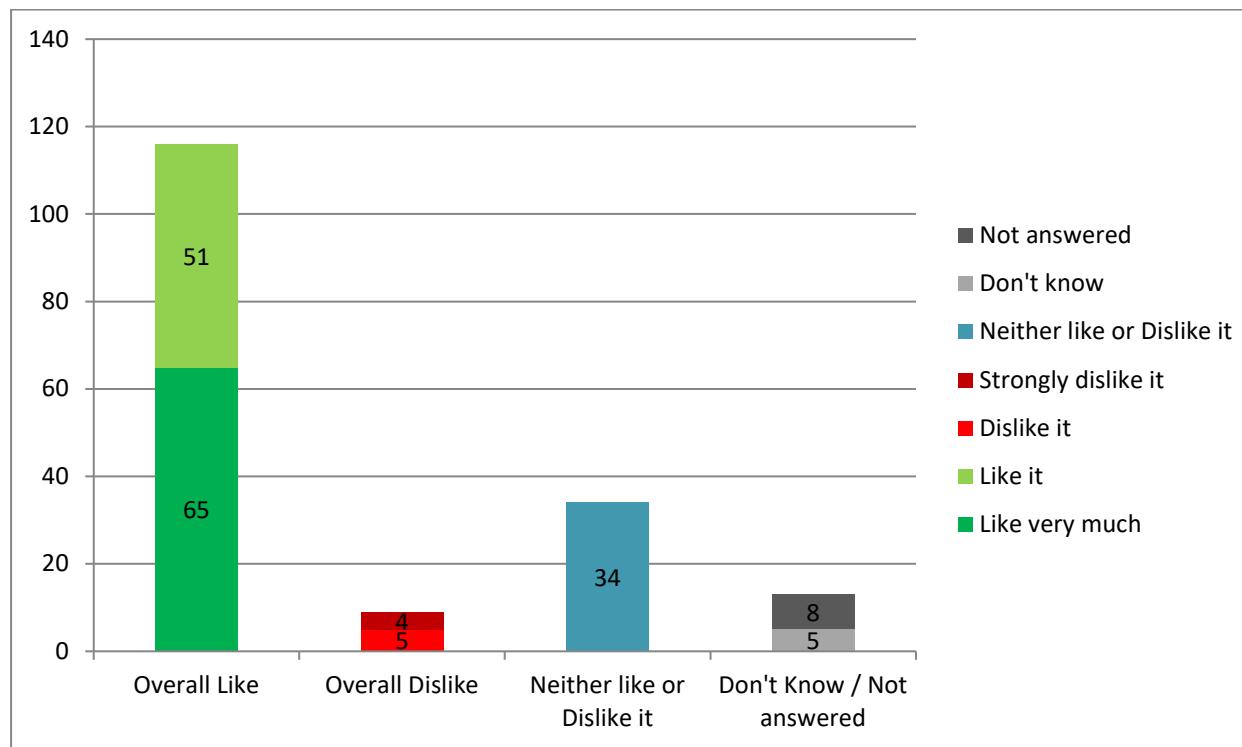
2.4 Narrow the road, widen footways and provide dedicated blue badge parking and loading bays. Street clutter and signage reviewed. New street trees planted if underground utilities allow.



2.5 Extend footways across both ends of Bank Street, enhance streetscape, relocate blue badge parking and extend pay and display parking



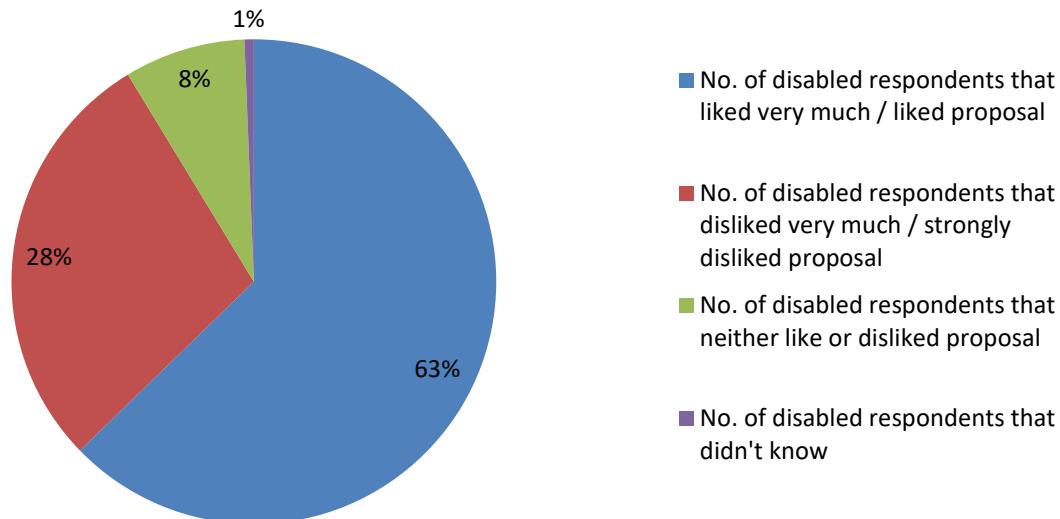
2.6 Preserve original 1967 London Street paving design and declutter the street



3.0 Overall scheme proposals

3.1 To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?

To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?



Many of the comments given to the individual scheme elements were reiterated in favour and against different elements of the scheme but respondents were generally,

Positive about;

- improvements to pedestrian environment that will encourage walking
- creating a more attractive area including improved social environment
- benefits to cyclists
- works to improve surfaces around Opie Street which are in need of repair and upgrade
- replanting tree and providing seating
- removing unnecessary vehicle movements from pedestrian areas

Concerned over;

- the scheme not going far enough to remove traffic and reduce pollution
- the amount of vehicle movements through the pedestrianised space near Opie Street
- the scheme doesn't provide separate facilities for cyclists and pedestrians
- restriction of vehicle access to Norwich
- relocation of Blue Badge parking from London Street and Opie Street to Bank Plain, siting of cycle share dock
- changes to loading arrangements on Opie Street
- impact on traffic and congestion caused by narrowing Bank Plain

Both the like and dislikes commented on;

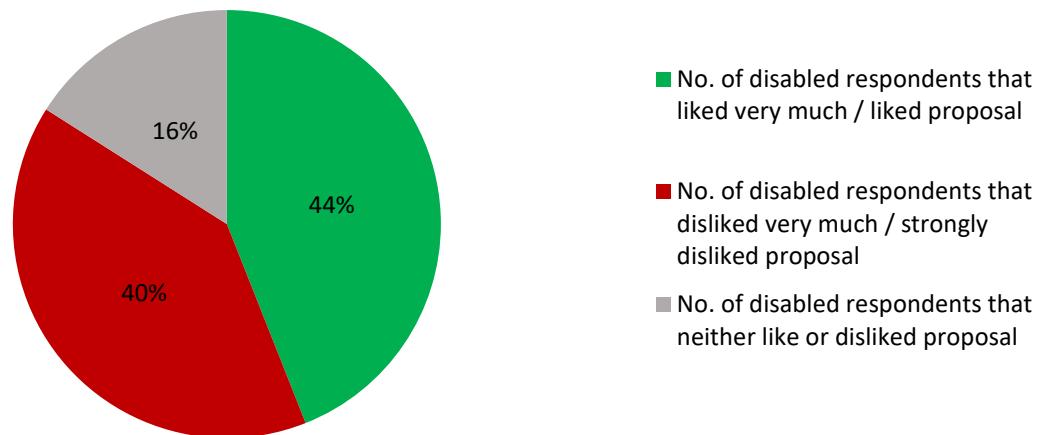
- cyclists and pedestrians sharing London Street
- measures that may disadvantage disabled users
- lack of planting
- concern over disruption to businesses

Items outside of the scope of the project or out of Transport for Norwich's control;

- other areas and services that need money spent on them

3.2 Those identifying themselves as disabled (long-term illness, disability or health problems limiting daily activities). To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?

Those identifying themselves as disabled (long-term illness, disability or health problems limiting daily activities) To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?



15% of respondents identified themselves as disabled, amongst this group the percentage of respondents not in favour of the scheme overall rose to 40%.

3.3 Free text responses

Free text responses were available for each category question, a free text response was also sought in relation to overall like or dislike of the proposals overall, for any other consideration TfN should be aware of when developing the overall scheme design and for any other comments.

The full list of free text responses provided to the scheme overall along with an officer response to these is included in section 6.

3.4 Key stakeholder responses

Responses were received from the key organisations listed below. Their principle comments and concerns with the proposals are summarised below;

- **OPEN**; supportive of the scheme overall. Reservations over the siting of cycle parking area as could cause obstruction to queues at box office. Suggest this could be moved to the other side of London Street opposite the Co-Operative Bank. Hope for more seating than shown in the consultation material.
- **Norwich Access Group**; concerns over moving blue badge parking from outside OPEN and Opie Street. Concern the actual number of Blue Badge bays in the city is decreasing, highlight that there is an increased demand for Blue Badge parking since the scheme is being extended to people with hidden disabilities in August 2019. Suggestion to restrict deliveries during shopping hours to provide more space for blue badge holders during shopping hours.
- **Norwich Cycling campaign**; request the retention of bollards to prevent vehicle access to London Street, more cycle parking and flush kerbs at Toucan crossing. Also requested air quality monitoring, care to prevent trees from causing visibility issues. Suggestion that segregated cycle track should be included on Bank Plain.
- **Norwich Society (online submission)**; supportive of investment and upgrade to pedestrian areas of Norwich City Centre. Suggested a suitably mature tree is planted near Opie Street, suggest more planting in general. Concern that blue badge parking and loading is adequately provided for. Suggest that space near OPEN should be better defined and include planting and better integration of street furniture. Consider high quality materials, robust enough for situation and appropriate to heritage setting.
- **Cycling UK (online submission)**; supportive. Benefits for cyclists and pedestrians.

Full copies of responses received to can be found in section 7.

5.0 Conclusion

5.1 Demographic summary

The consultation returned a good number of responses.

The majority of respondents were local residents from the London Street area or an adjacent postcode.

The majority of respondents were pedestrians, followed secondly by cyclists and thirdly motorists.

The majority of respondents were aged 45-64, followed by 30-44 year olds then 65-84 year olds.

Further demographic information can be found at Appendix 3.

5.2 Further work arising from the consultation

The following items are highlighted to the design team to be considered within the detailed design and final version of the scheme;

- Durability and accessibility of surface materials specified
- Further consideration of street furniture design and style, consider where additional seating can be located, consider most appropriate locations for cycle stands
- Need for ongoing consultation with the Norwich Pathways team to offer support to the homeless
- Opportunities for events in the public spaces created/enhanced by this scheme, need for ongoing consultation with Norwich events team
- Engage with a relevant professional for Equality Impact Assessment of the proposals
- Consider that private vehicles (unauthorised) are currently accessing Bedford Street, London Street and Opie Street

- Further consider how signage may enhance the scheme (considering improved link between rail station and city centre)
- Further consider how additional signage may help cyclists and pedestrian to use the pedestrian zone in harmony

6.0 officer response to free text comments

1) To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area? Why do you say that?	2) Are there any considerations you feel we should be aware of when developing the overall scheme design?	3) If you have any other comments in response to the overall proposals, please write them below	Officer response
Dislike it Just another move to restrict vehicle assess	Doesn't look much different to how it is now	How about spending the money on environmental projects	<i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre</i>
Dislike it The reason is it is a waste of money london st is ok as it is. What I would like is a pedestrian crossing on mouse hold lane Inbetween Wroxham road round about and the Indian restaurant . Why you try crossing the road and you will find out, that is of course you survive?			<i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre</i>

Like very much	When choosing street furniture this should be of a style that cannot be used as a park bench by rough sleepers ie segregated seating rather than one long bench. Arms on benches to assist those with limited mobility. Points of interest along the route.		<i>Street furniture will be selected with accessibility in mind</i>
Like it Like it but I want to see cyclist separated out by raising curbs and giving them specific routes. These then need to be strictly policed and fines (confiscation of bikes?) for anyone found cycling in pedestrian areas. We want more people to walk We want more people to cycle. The 2 don't mix As numbers increase so will accidents. People will get hurt.	It looks corporate. Could we be innovative with the bollards? Have them with colourful designs ? Have competition for their design.... community involvement.....	Cyclists and pedestrians don't mix well. Need to design-in a way to deter cyclists. This should be the highest priority. It's a safety issue.	<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
Dislike it Seems a lot of money for not much improvement and, in some cases, the plans are to the detriment of the public.	Where will taxis and cars drop off and pick up for Open? This doesn't look much better than what is already there - save the money.	Not worth spending money on.	<i>There are improved loading facilities provided for OPEN. A taxi/drop off bay is integrated into the footway on the east side of Bank Plain</i>

Like it	The cash machine could be relocated so that the disabled travellers can access to.		<i>This is a matter for the operator</i>
Strongly dislike it As before (comments regarding need to retain blue badge parking, need to introduce free short term parking available to all to support local independent business)	As before - explore Blue Zone or at least 20-30 mins parking availability in the area.	Stop being anti-car at all costs. Start encouraging vibrancy and a thriving City Centre based on small independent traders and their needs	<p><i>Parking within Norwich City Centre is very heavily used and charges are set to support its provision and other transport improvements in the City. On-street charges are set to encourage the use of off-street facilities for longer stays, and car parking would not be provided if it did not cover its operational costs.</i></p> <p><i>The proposal supports the London Street renaissance aspirations and implements ideas put forward within the BID London Street report</i></p>

<p>Dislike it</p> <p>I feel that some of the ideas are quite good, some are absolutely pointless but overall I think the money could be better spent elsewhere, such as on St Stephens street, which I believe is much more important as it is a busier pedestrian area.</p> <p>Small changes such as new signs and flowerbeds would be a good idea but I feel that not only re-paving would be a waste of time and money, in addition to causing unnecessary disruption to local businesses/shoppers/residents and workers in this part of the city centre, but it will also jeopardize easy access for disabled people who are accessing the area by car.</p>		<p>I feel the money should be spent in areas that need it such as Anglia Square and St Stephens Street</p>	<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre.</i></p> <p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services. The paving in this area has failed and is in need of repair, a robust solution is required to withstand deliveries and large vehicles.</i></p> <p><i>Disruption to businesses can be minimised and managed as part of the works.</i></p> <p><i>Response to parking within main report</i></p>
<p>Like very much</p> <p>This area has needed a revamp for a long time. I especially like the fact that the pedestrian areas will be widened and trees added which will make it less crowded and easier on the eye.</p>	<p>Making sure that the seating areas have access to bins.</p>	<p>I like the plans and think it will improve the area , especially the area at bank plain. It will also make the area more attractive to tourists.</p>	<p><i>Noted</i></p>

<p>Strongly dislike it</p> <p>Too much emphasis on banning private vehicles from the city. Too many narrow roads with no option to re-route should need arise.</p>			<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p>
<p>Dislike it</p> <p>It just seems a big waste of money really. Some of the things are a good idea but not high impact. There are real problems with transport in Norwich/Norfolk and I feel this would be a massive waste of a lot of money that could be used to actually make a difference.</p>	<p>If you are going to do it-make sure its accessible to all. But also, don't do it because it's a waste of money.</p>	<p>That picture literally looks basically the same as it is now- what is the point. Spend the money on improving the bus services in and around Norwich, train services, parking, sorting out some areas that really need it.</p>	<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre.</i></p> <p><i>The artists impression shows an area of improved public realm</i></p>
<p>Like very much</p> <p>It's coherent and thoughtful</p>	<p>It needs litter bins! It doesn't show how the Toucan will work which is one of my main worries</p>		<p><i>Noted</i></p> <p><i>The toucan is a wider facility which will have the same light controlled facility as the current arrangement. The current narrow facility is already used by cyclists, so this will be an improvement</i></p>

Like very much		Need to reduce the traffic flow on Bank Plain. Get rid of the through traffic, improve conditions for cyclists	<i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i>
Like it	more seating would be nice		<i>Noted. Final amount and design of seating is subject to detailed design and will be maximised where practical</i>
Like very much Norwich must take the lead on removing private cars from the city centre and giving public space back to people.	The scheme would work much better if it were linked with more ambitious and radical removal of polluting private cars and taxi cabs from the wide area, including St. Giles, Gaol Hill, Exchange Street and Tombland. Link the pedestrian zone in Gentleman's Walk with London Street and put an end to the danger and inconvenience of crowding on pavements and dodging motor traffic and breathing polluted air when following the natural 'desire lines' of movement from the Guildhall and Jarrold's to	See above (previous). This piecemeal approach to appease the car lobby needs to be abandoned in favour of a more visionary scheme to rid Norwich of cars and create safe, liveable streets. This should also involve major investment in improved public transport, abandoning the disastrous 'Western Link' and instead creating a funded sustainable, low-carbon transport strategy that works for everyone, not just those with access to a private car.	<i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i> <i>A wider strategy for linking pedestrianised zones and reducing pollution is beyond the scope of the current scheme, but is part of the overall strategy</i>

	the market and G. Walk. There's no need for private cars to move through these streets.		
Like very much About time the pavement got some work done especially the bottom of opie st.	As previously mentioned if adding seating etc, please consult with the blind association, it's not nice if they have extra hazards to face.		<i>Noted. Norwich access group have been consulted as part of this process</i>
Dislike it Most of what is proposed is unnecessary and would not add value to the experience of the area		The council keeps mentioning that these proposals will produce 'high quality' amenities but does not define what they mean by 'high quality'. Perhaps they should publish the perceived pros and cons for these proposed changes so that the local population can better understand the rationale. Many of the changes in the city are perceived by the public as change for the sake of change and a justification for using government money that	<i>High quality refers to the use of materials that are suitable for this location as a conservation area and key city centre street, the creation of improved streets free from clutter with good quality durable surfacing, adequate signage, appropriate street furniture etc. The focus on quality public realm is to encourage pedestrian use of the street as a destination and route.</i>

		the council has bid for without first having properly identified a need. This is not good local government policy or the best use of public funds.	
Like it	There isn't enough seating there. Put seating under the tree instead of bike docks and ugly posts.	The PDF in the previous section is badly cropped and some of the text and detail is missing	<i>The final location of seating and cycle stands will be determined through the detailed design. Consideration needs to be given to the proximity of the road, more cycle parking is required in this location and the bollards are required to prevent unauthorised vehicle access into London Street.</i>
Like it It will enhance the wellbeing of people walking in the area and encourage social interactions.	I would like to suggest there could be seating around the tree	Generally pleased with the efforts to make Norwich centre pedestrian friendly and reduce vehicle pollution in high footfall areas.	<i>The final location of seating and cycle stands will be determined through the detailed design. Consideration needs to be given to the proximity of the road.</i>

<p>Strongly dislike it All my reasons were provided on previous page.</p>	<p>Stop pushing traffic away from the city - We need to explore ways of bringing more businesses into the city centre. Shops, cafes, restaurants etc. are all closing because of the way the council is decimating the city.</p>		<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks.</i></p>
<p>Like it It seems to refresh and re-organise an area of the city which has become somewhat disjointed over the past few years</p>	<p>I would like to see specific consideration given to event or entertainment uses for the newly created spaces, it is important that structured use of these spaces is encouraged rather than assuming that people will use them simply because they have to walk past.</p>		<p><i>The scheme does result in larger public areas which allow the opportunity for events, the design will be developed with input from the events team to ensure compatibility.</i></p>
<p>Dislike it At a time when so many needs are ignored, it seem very wasteful to spend unlimited amount of money on changes to the road in Norwich.</p>			<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre</i></p>

<p>Like very much I think it will make the area more attractive and hopefully keep it going as a vibrant location.</p>	<p>Looking forward we will probably need less areas for shopping due to online etc. While I have no objections to these proposals can this occur in other areas. Also streets are more inviting if they have a range of uses and are well frequented. I would be keen for more outside restaurants etc. given the width of the road.</p>		<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre. Enhancement to other areas of the city will be explored when funding becomes available. The proposals aim to create an enhance public realm and environment on London Street which should encourage active uses of London Street, including cafes etc.</i></p>
<p>Like very much Anything that improves the environment for pedestrians and cyclists is worthy of my support</p>	<p>Pavement areas on both sides of bank plane widened and give cyclists and predestination priority</p>	<p>Reduce traffic flow and give pedestrians and cyclists more considerations</p>	<p><i>Bank Plain is to be narrowed to a consistent width, but the width required is limited due to the existing junction arrangement which need to be retained. The measures to widen to footways and improve the crossover at Bank Street along with the upgrade of the Bank Plain crossing to a wider Toucan should improve pedestrian and cyclist movements.</i></p>
<p>Like very much Because as soon as you come down red lion area it looks rundown. It will be nice to have any improvement in and around that area!</p>	<p>Too many metal bollards! Makes it annoying as people end up making you move or wait coz of these. Why not use less?</p>	<p>I hope you get to improve the road across where bank plain is as well. The one with the agency and pubs on it. Horrible place to wall down. Almost feels</p>	<p><i>Bollards are required to prevent unauthorised vehicle access. Improvements to Bank Plain and Bank Street are included within the proposals</i></p>

		like a cheaper Milecross street!	
Dislike it 5. not required 6. unlikely to be used, low grade will steel will only tarnish and be covered with advert stickers 11. not required loading done elsewhere, 15. what use do these currently get, not required to be extended?			<p><i>Bollards are required to prevent unauthorised vehicle access.</i></p> <p><i>There is demand for additional cycle parking in the area, the bike dock scheme is not part of this project and the location of it is yet to be determined – has been shown as a potential as part of this project.</i></p> <p><i>There is a demand for better loading facilities on Bank Plain</i></p> <p><i>There is a demand for P&D and this replaces some displaced by the proposals</i></p>

<p>Like very much We need a pedestrian friendly city - with rapidly and dramatically reduced number of cars - and more of a café culture.</p>	<p>The road through Bank Plain is still too wide on the London St side - it should also be marked as shared space with pedestrian priority there also needs to be more public seating.</p>	<p>Good work - please keep going - I want to see the centre of Norwich (within inner ringroad) virtually car free by 2020 - we need to do this to reduce air pollution, improve public health , create a people friendly environment and tackle climate change. Cars should be directed to car parks on the periphery - there should be NO on-street parking anywhere in the city. Bank Plain, Tombland and St Peter's St should be closed to through traffic. Close the St Gile carpark - close the open air car park on Theatre St - build a new multi-storey on the open air car park at Magdalen St (with entry and exit onto the flyover and Fishergate, Close Magdalen St to cars - force bus companies to only use clean fuel buses in the city centre - ban all diesel vehicles from within inner ringroad. Do more, do it faster - be bold.</p>	<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks.</i></p> <p><i>Traffic reduction is beyond the scope of the current scheme, but is part of the overall strategy</i></p>
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Dislike it If it's not broke,don't mend it. A waste of more money.	DO NOT put cobbles down. As an electric wheelchair, they're extremely uncomfortable to ride on. I've had to have my chair repaired several times because of them, especially the area near the market (Gentleman s Walk).	Think about wheelchair user,you might be one one day !!	<i>The paving within the Opie Street, London Street area is in need of repair or replacement. The proposal is to use good quality durable materials (flags and setts) suitable for a range of users including large vehicle movements.</i>
Like it I haven't yet seen whether there will be any facilities for cycling along this route.		Important that cycling should be permitted.	<i>London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
Like very much Overall a very sensible scheme which is a good use of the funding	Perhaps some signage asking cyclists to give priority to pedestrians	No good scheme.	<i>'Share with care' signs are already present within London Street, but all signage will be reviewed and improved as required as part of the proposals</i>
Like it	Personally, I'd go full-on vehicle-free throughout the City Centre.		<i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks. Further traffic reduction is beyond the scope of the current scheme, but is part of the overall strategy</i>

<p>Strongly dislike it Considerable upheaval for no practical gain for anyone.</p>	<p>If you make all pedestrianised areas no cycling zones, you might get more support.</p>	<p>Please employ people who actually have some concept and understanding of traffic flow and how to improve it. Not, as you consistently prove, they have none and are in fact ideologically predisposed to waste money on petty small minded anti car projects.</p>	<p><i>Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p> <p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p>
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Like it		<p>The key word is "pedestrian" - not shared space, not cycleway but pedestrian. Changes need to accommodate safe movement of those with limited mobility and sight loss for example and afford suitable safe places to sit to break journeys to encourage activity for those less mobile who need to break journeys up. Bikes can be parked and locked at the entrance points to the street and cyclists are quite capable of walking just like everyone else or wheeling if necessary. Avoid traffic pinch points on Bank Plain which will worsen traffic queuing and worsen already poor local air quality in a narrow road with high sided buildings.</p>	<p><i>Cycling within pedestrian zones is supported by national policy within Manual for Streets. The proposals to improve provision of seating should assist those wishing to rest along this route. Norwich Access Group have been consulted on these proposals.</i></p> <p><i>On Bank Plain the narrowing is to create lay-by areas for the various on-street waiting and parking facilities and these areas are already used by stationary vehicles. The road is no narrower than the rest of the route along St Andrews Street</i></p>
Like it Overall it seems like a good start	Does the area have to be hard-paved? Could some grass enhance the scene? More and smaller trees could help too.		<p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services. The inclusion of grass would not be</i></p>

			<i>practical due to maintenance requirements and lack of revenue funding.</i>
Like very much it will be a good improvement to that end of the city			<i>None required</i>
Dislike it Not worth spending millions on	Don't spend millions just for the sake of doing so		<i>This project is one of six using the allocated funding</i>
Like it	No cycling in pedestrian areas. Should be kept separate.		<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
Like very much Makes it a nicer place to be			<i>None required</i>
Like very much I think it is a really good idea to update this area. It is another area what needs a lot of love and attention and think this is great it is getting it. I am glad to see that the disabled parking isn't being moved too far. Also I am happy to hear about more cycling parking. I just hope there will be more cctv around those areas,			<i>CCTV has been considered as part of the proposals, there is a camera at the end of Queen Street that provides coverage of the eastern end of London Street where additional cycle parking is proposed</i>

<p>Neither like or dislike it</p> <p>Over all there is no imagination. It is boring, dull and replacing concrete with concrete. Get rid of the parking. Add more trees and green areas or bedding. Don't just concrete it all like you did ber street to create a dead space. More live planting please.</p>	<p>Making it more green, removal of air pollution, clean air for all, less bollards and concrete and more green areas / plants.</p>	<p>Use some imagination and make it into something beautiful, not bog standard boring planning like you did at ber street. Plant it to the brim with Trees and sculptures and make it something attractive</p>	<p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services. The inclusion of bedding would not be practical due to maintenance requirements and lack of revenue funding.</i></p> <p><i>The paving proposed is high quality natural material and not concrete, the bollards are required to prevent unauthorised vehicle access.</i></p>
<p>Like very much</p> <p>Will improve the area and create a more positive image for those visiting the cathedral area via London Street. Will revitalise London Street if done well.</p>	<p>Have measures in place to stop homeless sleeping such as shop fronts having gates (decorative perhaps on a Norwich theme) so that their doorways cannot be used overnight or that they block fire exits.</p> <p>As many trees as possible.</p> <p>Don't want too much traffic in the city but don't make it impossible for cars either.</p>		<p><i>The Council already works with individuals and organisations associated with Norwich City Council's rough sleeping strategy, including agencies who form the city council commissioned Pathways service, to provide specialist support to tackle this complex issue</i></p> <p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services.</i></p> <p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major</i></p>

			<i>City centre car parks</i>
<p>Like it</p> <p>Potentially will improve area and make it more traffic free and pleasant for users and residents.</p> <p>Obvious all such schemes must consider effect on business and users.</p> <p>Also as per my comments decluttering the streets and particularly supervision and management of cafe tables and chairs that can protrude unduly out into through routes.</p>	<p>As already mentioned the cluttering cafe tables and chairs and shop signs on the pavement.</p> <p>I notice the photo above does not show the many tables and chairs that clutter the middle of the through route on London Street near Bank Plain and just leave two narrow routes either side.</p>	See above (previous)	<p><i>Works can be managed to minimised disruption to businesses and users.</i></p> <p><i>Licensed areas on the highway (for tables and chairs) provide liveliness to streets, the size and location of these is dealt with through the licensing process</i></p>
Dislike it	<p>Disabled access and improving accessibility for them. If a disabled person cannot park near where they need to they often cannot access that facility.</p>	<p>I like the idea if more trees and more greenery.</p>	<p><i>Response to parking within the main report.</i></p> <p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services.</i></p>

	More bins and recycling facilities needed.		
Strongly dislike it Just leave it as it is		Stop destroying norwich	<i>The reasons for the proposal were set out in the consultation material</i>
Like very much The area and especially London Street needs to be improved	<p>Bedford Street and Opie Street are being used by vehicles, especially hire cars, taxis and vans as a through route. There needs to be action to stop this.</p> <p>And Bedford St is used as a van park, and therefore they come out and cross London Street into Opie St to get out. This needs to be stopped.</p> <p>Can there be a camera? Enforced?</p>		<i>Private vehicles are not permitted in this area (other than blue badge holders on Opie Street currently). We do take action against illegal parking, but loading and unloading to local businesses is permitted.</i>

<p>Like it</p> <p>Overall it's exactly the direction Norwich should be going in, but it simply isn't bold enough. Nothing short of full pedestrianisation would be adequate, considering the air pollution, climate, and health crises we are facing.</p>	<p>Norwich should be moving to wide scale cargo bike usage (for both deliveries and transport) and so any bicycle parking should be wide enough to accommodate these vehicles. In fact, any deliveries from motor vehicles should be restricted city-wide in order to reduce their contribution to air pollution .</p>		<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks. Further traffic reduction is beyond the scope of the current scheme, but is part of the overall strategy</i></p>
<p>Like very much</p> <p>Tilts balance in the centre towards foot vs. car</p>	<p>A more modern style of bollard and bike rack would be appropriate. There is no reason for these faux-historic 'cast iron' look items</p>		<p><i>The final selection of street furniture will be part of the detailed design, and need to take into account a number of factors including, durability, accessibility, ease of maintenance and existing features in the area</i></p>

Like it The area seems scruffy and as it a popular part of the city it should have a makeover. The area outside Open and the Opie St/London St area needs a bit of love. If you could get rid of any unnecessary vehicles using Bedford St (business users need access but I don't see why private vehicles need to) that would be great.	Stop any more fast food establishments opening, they generate mess and lower the tone of the whole area. Get rid of the Karma Kafe, at the weekends you can hardly move for all the rubbish left behind by their Clientele, it makes the whole Bedford/London St area look grubby.		<i>Only vehicles that require access for loading are allowed into Bedford Street (other than blue badge holders on Opie Street currently). Individual premises use is beyond the scope of the scheme</i>
Like it	Priotise the transit of pedestrians over cars throughout		<i>None required</i>
Like very much I strongly approve of the efforts to improve the pedestrian space and restrict cars. My only criticism is that more could be done!			<i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks. Further traffic reduction is beyond the scope of the current scheme, but is part of the overall strategy</i>

<p>Like it</p> <p>It could go further and fully pedestrianise / join to Queen Street / London Street / Bank Street / Tombland. There is no need to have private cars on Tombland / Bank Street / Bank Plain. The air quality and improvements to the public realm you could achieve are potentially huge.</p>	<p>Uninspiring sea of bollards, cycle stands not ideal, no seating, cobbles around tree don't look great. want to see more green spaces. circular cobbles on floor are nice. Please consider an angled shared use zebra from London St to Queens St. Remove or reduce traffic on Bank Plain. Consider delineating cycle paths with smooth surface (if cobbles are not smooth) or at least a coloured treatment to provide clarity.</p>	<p>We must improve air quality of the city centre, we should systematically remove all through routes for private vehicles, implement clean air standards for bus & taxi (ULEZ). Whilst some need access (blue badge / residents) there should not be routes through the city. Pedestrians / cycles should have priority at road crossings. Buses need to turn engines off and be cleaner. Furthermore, the through traffic on residential rat runs should also be tackled. Reduce traffic through modal shift and traffic evaporation as we make it more difficult to travel by car within the outer ring road. Explore all options to make access to car parks within city centre via 1 route only - the shortest route to/from IRR.</p>	<p><i>Bollards are required to prevent unauthorised vehicle access. Seating is planned for the area. Although we would support the inclusion of more planting the area is restricted due to underground services. A zebra crossing has been considered, however a controlled crossing point is better for blind and partially sighted users and the current controlled crossing is working. The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks. Further traffic reduction is beyond the scope of the current scheme, but is part of the overall strategy</i></p>
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<p>Strongly dislike it</p> <p>It seems to have been developed with blinkered eyes, I particularly am uncomfortable with moving all the disability bays which users have had at their disposal for years. When you're are in that type of situation you develop routines of knowing where and when you can or cannot go shopping. I think the notion of centralising it to "another place" is ill-considered and does not reflect the inclusive nature of our city, rather it has been suggested with scant regard to those that rely heavily on finding parking conveniently near their favourite shopping establishments.</p> <p>In short, it is discrimination, just because the head count of spaces within the city centre remains the same does not mean that the city has delivered to its disabled residents.</p> <p>Far from it!!</p>		<p>I consider the removal of the turn-round a backwards step. How are people of limited mobility expected to be dropped off safely when you consider this AND the proposed narrowing of the street?</p>	<p><i>Response to parking within main report</i></p> <p><i>Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i></p>
<p>Strongly dislike it</p> <p>I can't read all the changes as you can't read the left hand side of the box!</p>	<p>It appears to be a waste of money.</p>		<p><i>The reasons for the proposal are set out within the consultation material</i></p>

Like very much All these things are needed improvements to an area which feels dated and run-down	The natural flow of walkers - I feel - is to cross at the top of PoW Rd and to walk up Bank Street. It is definitely faster but lacks the safety of taking the longer way round. Why not encourage crossing at these places more? To cut off the corner.		<i>The changes to the footways (across the junctions either end of Bank Street) should encourage the use of this as a route for pedestrians</i>
Strongly dislike it NOT REQUIRED. COMPLETE WASTE OF PUBLIC MONEY. YET ANOTHER "POLITICIANS/LGOs VANITY PROJECT". It is NO excuse to say we will lose the money if not used in this way because we cannot spend it on anything else = send it back to the Treasury to re-allocate to something essential in the interest of the taxpayers of this Country.	DON'T WASTE THE TAXPAYER'S MONEY !	NOT REQUIRED = WASTE OF PUBLIC MONEY !	<i>The reasons for the proposal are set out within the consultation material</i>
Like it Clearer & less cluttered is good.	Please do what you can to keep cyclists away from pedestrian areas, they are a real danger/ nuisance to the rest of us.		<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>

Like very much It makes everything more pedestrian-friendly and links the areas together.		Still a bit concerned about mixing pedestrians and cyclists together down London Street. It would be great if this area could be pedestrian only so that it is completely safe for families and older people to enjoy.	<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
Dislike it I picked dislike because I didn't like all of the proposals	Bank Plain is a busy street reducing the width of the road and removing the turning circle will increase traffic congestion.		<i>Narrowing is to create lay-by areas for the various on-street waiting and parking facilities and these areas are already used by stationary vehicles. The road is no narrower than the rest of the route along St Andrews Street. Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i>
Like very much It simply improves an important part of our wonderful city	Tradition. Avoid the use of modern bollards, paving and street furniture. Re-claimed and renovated, or period street furniture is money well spent as it doesn't date. Classic is key.		<i>The final selection of street furniture will be part of the detailed design, and need to take into account a number of factors including, durability, accessibility, ease of maintenance and existing features in the area</i>
Like it		stop cyclists using this as a freeway, it is not safe anymore, if you want the public to make more use of the area ban cyclists, it	<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy</i>

		won't hurt them to get off and walk	<i>within Manual for Streets</i>
Like very much overall a good idea. Concerned that there is no reference to how the scheme will accommodate cyclist and pedestrians	cobbles are horrible for people in wheelchairs and those pushing them so the flooring needs to look like cobbles but offer a smooth surface, I cannot see recycling rubbish bins in the picture?		<i>London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets.</i> <i>Noted. The proposal is to use good quality durable materials (flags and setts) suitable for a range of users including large vehicle movements.</i>
Like it area just needs a bit of TLC			<i>None required</i>
Like very much See previous comments	Consideration would be needed on how the paving weathers so it still looks as good in ten years' time		<i>Noted. Will be dealt with as part of detailed design</i>
Like very much	are the bollards really needed		<i>Bollards are required to prevent unauthorised vehicle access</i>

<p>Neither like or dislike it</p> <p>I like some of the parts of the proposal but I really think that more thought should be put into taking children and young people to the Open.</p> <p>I'm also not sure there is enough about good cycle routes in the proposal. Bikes shouldn't have to share roads / pavements with pedestrians or with lorries, buses, taxis and cars.</p>	<p>It looks like a wasted space.</p>	<p>Improve cycle routes in Norwich and start designing them for unconfident or inexperienced cyclists, not for cycling enthusiasts.</p>	<p><i>OPEN were consulted as part of the process, no specific concerns were raised in relation to this.</i></p> <p><i>This is not part of the current proposals. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p>
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<p>Like it</p> <p>Concern over the Toucan crossing and the affect this could have on traffic flow during busy periods and whether motorists would ignore the crossing as they often do the one further down the road by Cinema City.</p>	<p>The type of businesses that are in the area and the members of the public these business and services serve acknowledging the demographic of the pedestrians likely to use the area such as elderly or less able bodied citizens.</p>	<p>The area could definitely do with a bit of a make over to be more visually appealing but there is a fine balance to be struck of the pedestrian, cyclist and motorist needs in the area as it is a busy thoroughfare for all at peak times of day.</p> <p>There are many eateries in the area and the proposals could provide a wonderful area for friends to meet and for socialising. However, alongside these business there is a diverse range of other businesses in the area (some of which are part of the history of the area) that should be encouraged to stay and have valued input into these new proposals.</p>	<p><i>This wider Toucan facility will have the same light controlled facility as the current arrangement. The current narrow facility is already used by cyclists, so this will be an improvement</i></p>
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Like it see previous comment about extending 'plain' area to approximately where the number 1 is placed on the map above.	There can be a lot of homeless people around the area above. Whilst not specifically addressed in the proposals, I would be uncomfortable if the design was at all trying to exclude homeless people.		<i>The Council already works with individuals and organisations associated with Norwich City Council's rough sleeping strategy, including agencies who form the city council commissioned Pathways service, to provide specialist support to tackle this complex issue</i>
Strongly dislike it	Please leave the city alone- have you not done enough damage already		<i>The reasons for the proposal are set out within the consultation material</i>
Like very much Will improve the area which is very busy. Needs tidying up as tatty in places. Important pedestrian area.			<i>None required</i>
Dislike it On the whole, they're going to make traffic around the area worse both in the short and long term. The air quality in this part of the city is already among some of the worst in the country, why make it even worse? The preservation works are fine, and will be a welcome addition to making the area more enjoyable. That is until the bin lorries drive through during lunch time. Nobody really stands to benefit from this, except for cyclists. Again.	Yes, there has been no consideration for motorists. The city is quickly becoming inaccessible for motorists due to changes that only benefit buses, taxis and cyclists.	N/A	<i>The reasons for the proposal are set out within the consultation material</i>

Like very much	More cycle parking at the top end of London Street. This would help cyclists see an increase in bikes racks - cycling is the future! It will also encourage people to lock up their bikes rather than cycle down London Street looking for bike racks, making it safer for cyclists and pedestrians.		<i>Additional cycle parking is proposed as part of the scheme.</i>
Like very much Preserve original paving, remove clutter and parking spaces			<i>None required.</i>
Like very much for reasons I have already given	it would be a much more congenial area if there was no traffic at all.	for the promotion of tourism, can't the cathedral authorities sign routes from station via Cathedral Close via Recorder Road?	<i>There are many routes between the station and the city centre, via Recorder Road is a more scenic and longer route which could be promoted.</i>

<p>Neither like or dislike it i like london street being donebut really the restyou need to remember norwich is not cambridge ...we are a car city ...and its about time you looked after the car!!</p> <p>really should be making the main roads widengetting the traffic in norwich in the movingnot keep bringing it to a stop with less roads!</p>			<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p> <p><i>Narrowing is to create lay-by areas for the various on-street waiting and parking facilities and these areas are already used by stationary vehicles. The road is no narrower than the rest of the route along St Andrews Street</i></p>
<p>Like it Anything that encourages walking and makes life easier for pedestrians in the city centre is a good thing.</p>	<p>More seating would be welcome. As much as is possible and practical.</p>	<p>Cyclists should be banned from pedestrian areas. Otherwise, there are good ideas here.</p>	<p><i>This is not part of the current proposals. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p>
<p>Like it I think it will make the space look better, which will make people using it feel better. I have some slight doubts about the functionality of the plans, so I would defer to anyone who regularly parks or drives around that area, or who owns a business.</p>	<p>No, this looks great.</p>	<p>Please prioritise the experiences of disabled users</p>	<p><i>Response to parking within main report</i></p>

Like very much	Where the tree is will look very nice but it is one of the main taxi collection points for this part of norwich. People walk over the road here without waiting for the traffic lights a lot. I think it could be better as a zebra crossing.		<i>The wider Toucan crossing will help with this issue as will better align with the desire line. A zebra crossing has been considered, however a controlled crossing point is better for blind and partially sighted users and the current controlled crossing is working.</i>
Like very much It is an important part of the city so should maximise its appeal.	The removal of unnecessary street furniture and signage is applauded, however, there must be appropriate signage reminding cyclists that this is a pedestrian area that they are permitted to use sensibly and considerately. If this is abused then consideration should be given to removing this permission.	In general they can only enhance the area and this 'Fine City of Norwich'.	<i>Appropriate signage is already in place in relation to cycle usage. Wayfinding across the city centre is being reviewed as a separate project.</i>

Like it	I think it's good to make the area appealing as long as it's easy for those that need to travel in to get around and parked and that support is given to help tackle the anti social behaviour in the area as there are often people asking for money		<i>None required</i>
Like it I like the increased use/provision for spaces to sit however some of this is sacrificed for the bike areas.	Who uses the area - at present the area accessed by people on way to work/University of the Arts or tourists heading towards the cathedral. Providing accessible routes increases tourism and encouraging outlets which appeal to both types of clientele would help boost sales and increase footfall.	Traffic flow is becoming increasing poor throughout the city - but is vital to the economy. I live outside the city and need a car for work because of an inadequate bus service. Therefore I need to be able to access a car park. I don't necessarily need a "quick route" across the city, but I do need to make sure that I can actually drive to a car park without queueing for over an hour in a residential/city area.	<i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i>

Neither like or dislike it Some improvements, some missed opportunities.	The bollards and parking should be in the usual Norwich city centre dark green. Cyclists should have some markings or signs to help them know which side of the seating to pass.		<i>Noted</i>
Neither like or dislike it having seen a more detailed plan, my original concerns regarding traffic volume remain. however, I can see the benefits of making the London street area more presentable and pleasant.	The road-side blue badge parking will require careful policing, as current blue badge parking is not always used appropriately and loading/parking bays being replaced by blue badge parking in plans will likely be used inappropriately as well unless monitored carefully.	I realise I am coming across as a little negative, but I do appreciate the intention to improve the area. I simply want to be reassured that access to the new and improved London street is not limited by a lack or unfair use of sufficiently accessible parking for those not fortunate enough to be able to walk there.	<i>Opie Street will remain a zone where loading is permitted. Increased loading on Bank Plain. Response to parking within main report</i>
Like it As above.	Full pedestrianisation benefits of all your schemes is not achieved because of no enforcement against vehicles that ignore the traffic orders. Can this be addressed?		<i>Private vehicles are not permitted in this area (other than blue badge holders on Opie Street currently). We do take action against illegal parking, but loading and unloading to local businesses is permitted.</i>

Neither like or dislike it	Level access for wheelchair users and enough blue badge spaces		<i>Noted Response to parking within main report</i>
Like it	In Opie Street temporary signs would need to be put up well in advance of the disabled bays closing to warn of their impending removal. These bays should not be removed until after the new bays on Bank Street have been installed	Widened pavement between the new disabled bays on Bank Plain and the pedestrian crossing.	<i>Noted. The footways cannot be widened in this location due to carriageway width required.</i>
Like it	There needs to be more visual and tactile indication of the main pedestrian flow from Queen Street into London street - this is not apparent from the picture. Cobbles are not a good surface for this!		<i>Noted, will be developed within detailed design.</i>

Not Answered	Looks nice, thanks!	Welcome these ideas and very much in favour of reducing unnecessary street signing which is a blight on our city. Conscious of the need to do this work without causing undue distress and delay to existing traders. I know this is easier said than done, but the Westlegate improvements - which I think are very nice - did seem to take an age to complete.	<i>Noted.</i>
Neither like or dislike it The plusses are outweighed by negatives from a business aspects, so fairly neutral.	See previous comments about turning circle near Open. I think this should be kept as it is.		<i>Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i>

<p>Strongly dislike it</p> <p>It is an absolute waste of time and money, we need to save money and save the city centre. By driving the cars away from the city centre you are slowly killing it and our beautiful county. Focus on better buses and bus companies that are not just out I make a profit. Make it easier for the disabled and elderly to get around the city. At the moment it is difficult for anyone in a wheelchair to use it.</p>	<p>WASTE OF TIME AND MONEY, IT LOOKS NO DIFFERENT.</p>	<p>Repeat as above. Thank you.</p>	<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p> <p><i>Response to parking within main report</i></p>
<p>Like it</p>	<p>Leave areas wide and free so that bikes and people can both have space to avoid each other peacefully.</p> <p>Pedestrianisation is great but the Norwich road system is so difficult and dangerous to navigate by bike that traversing through centre is only option. I commute from Thorpe Road to the UEA every day as do many others arriving by train and horrendous in so many places.</p>		<p><i>Noted. This is not part of the current proposals. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p>

<p>Like it If this is done to a great standard, including Sustainable Urban Drainage considerations, the disruption while it is changed should be outweighed by the future benefits.</p>	<p>Less hard paving around the tree would help surface water be absorbed. There are porous tree surrounds available, or plant it with grasses and low maintenance perennial planting that absorb water. ... lets see more porous paving - you have these opportunities.</p>	<p>Seems a good proposal overall.</p>	<p><i>Noted. The installation of SuDs in this location is not possible due to the depth and number of services present.</i></p>
<p>Like very much It should work well</p>	<p>Provide access only to emergency vehicles; however, I'm not clear what provision is to be made for loading/unloading for shop deliveries</p>	<p>As above (previous)</p>	<p><i>Opie Street will remain a zone where loading is permitted, additional loading provided on Bank Plain</i></p>
<p>Don't know Because of doubts about the practicality of some of the aims - you have capital to fund the works but won't be able to maintain the surfaces/furniture and you won't enforce the traffic/parking so the vision will fail.</p>	<p>Vehicles will still stop on the space between highway and bollards; move them closer to the 'kerb' and create a problem for those drivers that 'need' to stop there.</p>	<p>See earlier comments about the City Councils willingness/ability to maintain the surfaces/furniture and the need to enforce the traffic and parking rules - fail on either and your lovely images will just be a dream.</p>	<p><i>The scheme is being designed to reduce the need for ongoing maintenance to ensure areas can be maintained within tight revenue funding</i></p>

Like it Concerned about disabled people finding it more difficult to get to where they want to be, especially with bollards being installed. Otherwise I like the design	Disabled access and the ability to drop/pick up visitors to Open		<i>Response to parking within main report</i>
Like it	Not to punish or inhibit vehicles while making it a nicer environment for pedestrians	Remember that the soup kitchen also uses the top of London street /bank plain and also as previously mentioned the turning circle is used for taxi pick up and drop offs in this area. Alternative will be needed	<i>Response to parking within main report</i> <i>There will be adequate room for events within the area near OPEN, bollards will be droppable to allow for permitted access.</i> <i>Taxi drop off point is proposed on east side of Bank Plain.</i>
Strongly dislike it Takes away easily accessible points for blue badge holders and no easy drop off and pick up points.	Removing blue badge holders easy access. It will bring more clutter to other parts of the city.		<i>Response to parking within main report</i>
Like very much	Anything which can make this area of the city look more appealing is a good thing		<i>None required</i>

Like it The area is in need of investment to improve the usage and image of an underused area of Norwich city centre.	Finding a way to separate cyclists and pedestrians would be my chief concern.	There are no outdoor areas dedicated to foot traffic only, everywhere has been handed over to joint use with cyclists. I no longer visit the city centre often as I have been in too many near misses with cyclists travelling at unnecessary speed in "pedestrian" areas. At least you can hear cars coming when they nearly hit you cyclists make no sound and ride with impunity in Norwich's pedestrian areas.	<i>This is not part of the current proposals. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
Strongly dislike it It's an area people just pass through	People who are blind or partially sighted	Just feel you are not taking everyone into consideration	<i>Response to parking within main report</i>
Like it Generally looks like an overdue improvement	Please ensure there are plenty of bins. With sections for cigarette ends. I chuck my fag ends on the pavement because there is nowhere to put them.		<i>Noted</i>

<p>Neither like or dislike it</p> <p>It's fine. Just seems like the money would be better spent elsewhere. I hate seeing money be spent just to cause disruption to people. You walk past and there's three guys getting paid 100 quid a day to watch another dig a hole.</p> <p>Certain roads in Norwich were created and then redone just for a little bit of fancy brickwork. Spend the money sorting out real traffic issues and making the city greener. Stop putting cycle lanes down.. They don't use them.</p> <p>I emailed the council about a public carpark 4 months ago that's causing many issues to my home including noise pollution and crime.. Clearly couldn't care less as they never replied.</p>	<p>Yes, spend the money on something people will actually care about</p>	<p>Stop wasting our money on nonsense just to give yourselves a job to do.</p>	<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre</i></p> <p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p>
<p>Like it</p> <p>With caveats already mentioned (consideration of disabled parking, concern over congestion if narrowing Bank Plain, suggestion for more green spaces)</p>			<p><i>Response to parking within main report</i></p> <p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services. The inclusion of grass would not be practical due to maintenance requirements and lack of revenue funding.</i></p> <p><i>Narrowing is to create lay-by</i></p>

			<i>areas for the various on-street waiting and parking facilities and these areas are already used by stationary vehicles. The road is no narrower than the rest of the route along St Andrews Street</i>
Like it	Are pedestrians from Prince of Wales expected to walk around to the Toucan crossing? It isn't obvious from the plans whether they are intended to cross via that crossing (ie, back on themselves) or via the Bank Plain island.	An brief info-board (on the signpost?) outside Open may be helpful, since this is the gateway to the pedestrianised city centre. The history of London Street could be promoted here?	<i>There are several routes that pedestrians take in this location, the existing crossing at Bank Plain/ Agricultural Hall Plain, Bank Street leading to Bank Plain or the controlled crossing on Bank Plain opposite Queen Street. This scheme as an extension of the Prince of Wales Road works will offer improvements to all of these routes.</i> <i>Wayfinding across the city centre is being reviewed as a separate project.</i>

Strongly dislike it		Blue badge parking needs to remain on Opie street. You are moving this much further away and this is unreasonable for people who need to attend local businesses.	<i>Response to parking within main report</i>
Like it Will improve the area in general for pedestrians/local workers	Access to Opie Street and London Street for elderly/disabled who rely on Blue Badge spaces to get them close to where they need to go.		<i>Response to parking within main report</i>
Dislike it		I do not see any purpose in removing the turning area	<i>The reasons for the proposals are set out in the consultation material</i>
Dislike it See previous answers (concerns over disabled parking)			<i>Response to parking within main report</i>
Dislike it For all the reasons stated - the lack of disabled parking at the Opie Street end of London Street, and the provision of open areas with seating which will act as hubs for the rough sleepers. As early as 6:00pm London Street can become intimidating to walk through.			<i>Response to parking within main report</i> <i>Norwich City Council offer support to the homeless through their Pathways team</i>

<p>Like very much</p> <p>Right now the area feels neglected and not part of the vibrant city centre, yet it is one of the first places that visitors coming from the railway station see in the city centre. I'm hoping that some similar works to make Prince of Wales Road less of a war zone and less of an eye sore are also being considered. I'm hoping that a change in the attractiveness of the zone will encourage a different retail proposition, with many more opportunities for café cultures and more interesting retail to develop.</p>	<p>Right now, with all the obvious homelessness, street drinkers, begging that happens in London Street, this area does not feel safe. So while I appreciate making the zone more accessible for pedestrians is important, the scheme needs to weigh up the other issues that may prevent pedestrians from appreciating the changes.</p>		<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre and include Prince of Wales Road. Norwich City Council offer support to the homeless through their Pathways team</i></p>
<p>Dislike it</p> <p>Aesthetically it will look better but I am concerned it may not function any better. More priority to disabled drivers or the ambulant category.</p>	<p>As mentioned above (previous) - important not to exclude those in the ambulant category of disabled drivers. Those who cannot walk far at all and so depend on parking very close to facilities such as the Bank, Opticians and restaurants to retain their independence.</p>		<p><i>Response to parking within main report</i></p>

<p>Like it</p> <p>Refer to my first answer in the previous section.</p>	<p>Ensure that the pedestrianised area is sufficiently distinguished from the roadway by the use of different surfacing. Ideally, the crossing to Queen's Road would be prioritised to pedestrian use, rather than to car users. (I know it's a different road and area, but the experience of waiting among the car fumes across Chapelfield Road for several minutes at times is a deeply unpleasant one).</p>		<p><i>The crossing will be widened which should help with the experience of those waiting.</i></p>
<p>Not Answered</p> <p>There are parts of the proposal that I feel are problematic. Other points I am less concerned about. So I am not able to answer this question as it doesn't allow for this view</p>			<p><i>Individual questions about the scheme allow an opportunity to provide comment on each aspect of the proposals</i></p>

<p>Like it</p> <p>The overall proposals will make London Street a more attractive place to use and enhancing its historic setting will be good for tourists moving between the city's important historic features.</p> <p>However, the scheme disadvantages disabled people and has inherent problems for all pedestrians in making it part of a clear cycling route from the Prince of Wales Road.</p>			<p><i>Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p> <p><i>Response to parking within main report</i></p>
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Not Answered	<p>There is adequate space for pedestrians and cyclists at the top of London Street.</p> <p>Much too much priority is being given to cyclists in the city with many schemes a waste of money as cyclists still use the road in preference to the cycle paths.</p> <p>This turning circle has proved a benefit to many for a long time. To do away with it as suggested means that a vehicle will have to travel down St Benedicts and return via Westwick Street and St Andrews rather than doing a controlled turn.</p> <p>A very bad decision if this part of the otherwise reasonable scheme goes ahead.</p>	As previous	<i>Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i>
Dislike it Waste of money			<i>The reasons for the proposals are set out within the consultation material</i>

<p>Strongly dislike it</p> <p>Although I like the idea of the plan to tidy up and make London Street more attractive to pedestrians, I cannot support it and indeed feel very strongly against the removal of disabled spaces, particularly in Opie Street.</p> <p>I can only think that the relocation and consolidation of the disabled spaces and tree parking will result in an overall reduction in disabled spaces.</p> <p>Those who fall into the ambulant disabled category, do not benefit from such an arrangement. I do hope councillors understand what moving this parking means in terms of access for those who find walking very difficult and painful. Wouldn't the scheme still be feasible without the removal of spaces in Opie Street?</p>	<p>I can see from this picture how much nicer the end of London Street would be but please do not reduce the disabled parking. Move the tree parking to Bank Plain (even though for me this would make access to London Street harder as crossing the road involves more walking) but keep the other disabled spaces, please.</p>	<p>I hope you find a way of improving London Street with the interests of all those with disabilities in mind.</p> <p>Please don't take the disabled bays in Opie Street away.</p>	<p><i>Response to parking within main report</i></p>
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<p>Dislike it</p> <p>I am very concerned that Blue Badge parking provision is being eroded. There is woefully inadequate provision for Blue Badge parking within the city (and also outside the inner city). The Blue Badge parking is often very difficult to get to due to the increased number of roads that are now closed off to cars. I feel this issue should have greater priority over other plans for the areas.</p> <p>Currently it is very difficult to access shops and businesses.</p>	<p>Increased and improved Blue Badge parking should be a priority. The Blue Badge parking on Opie Street should not be moved and more spaces are required.</p>	<p>The city centre is becoming a "no go" area for me. I find accessing the city very difficult as a Blue Badge holder. There are too few Blue Badge parking places, so it is difficult to find a space that is empty. I often give up looking for a space. It is also difficult to access these spaces as many of the roads are now closed to cars, which means having to drive all the way round the city centre to access a space. I have very limited mobility and need to be able to park close to shops and businesses. I feel this issue needs to be addressed in any future plans for the area.</p>	<p><i>Response to parking within main report</i></p>
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Dislike it The removal of the restricted time loading bay in Opie Street will be highly inconvenient for deliveries / collections during the working week. Also the removal of the blue badges (disabled) parking will be awkward for many of our frail clients.			<i>Opie Street will remain a zone where loading is permitted</i> <i>Response to parking within main report</i>
Strongly dislike it I do not believe that moving the disabled parking / loading bay as I feel this will have a negative outcome for the businesses. I also feel that it creates problems for disabled peoples access to the area.	Take into consideration disabled people and their ability to access the shops in the area. By moving the loading bays I feel it will make it more difficult for the city centre businesses to have access to services. These should not be restricted.		<i>Opie Street will remain a zone where loading is permitted</i> <i>Response to parking within main report</i>
Neither like or dislike it Ok, as long as blue badge holders are considered carefully and Opie Street disabled parking remains.	Disabled drivers and cyclists.		<i>Response to parking within main report</i>

Dislike it Removing the disabled parking from Opie street discriminates against the disabled and the business in this area. Removing the turning circle is also ill thought out.	Don't discriminate against the disabled making it more difficult for them to access services. The city will not thrive if people cannot easily access the business.		<i>Response to parking within main report</i> <i>Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i>
Like it Good ideas but don't forget disabled drivers and cyclists.	I will reiterate - please don't forget disabled drivers and cyclists.	Can only repeat what I have said above (previous).	<i>Response to parking within main report</i>
Neither like or dislike it As said earlier need to ensure local blue badge places, not consolidated in one area.	To repeat, ensure current local blue badge areas are retained.		<i>Response to parking within main report</i>

<p>Neither like or dislike it</p> <p>We are concerned about the amount of money which this scheme is likely to cost without providing much benefit to the city. We are surprised that other city centre improvements have not been prioritised, such as the pedestrian crossing on Rampant Horse Street, outside Marks and Spencer.</p> <p>We are surprised that cycling hasn't been mentioned in this consultation. Generally, we are in favour of retaining London Street as a cycle route, but we would like to see evidence to show the benefits of shared spaces for pedestrians and cyclists. It may be safer and less frustrating for all users of the street to separate these modes of transport.</p> <p>We would like to see the scheme refer to issues such as air quality and carbon emissions. It is important that such a change in the city centre improves both of these. We would like to see an explanation showing how this scheme is making travel in the city more sustainable.</p>		<p>We are glad this scheme is preserving the heritage of the city centre. We would like to see it supporting independent shops. Cafes should be encouraged to have seating in London Street to help create the idea of an outdoor space that people can relax in, although this should not be at the expense of access for all.</p> <p>We look forward to seeing investment in Norwich which effectively combats and adapts to climate changes while tackling the serious issue of air quality.</p>	<p><i>The funding for this project is from the DfT Transforming Cities fund, it is project specific to this location which links the rail station to the city centre.</i></p> <p><i>This (cycling) is not part of the current proposals. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i></p> <p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major City centre car parks</i></p> <p><i>This (improved air quality) is beyond the scope of the current scheme, but is part of the overall strategy</i></p> <p><i>The proposal supports the London Street renaissance aspirations and implements ideas put forward within the BID London Street report</i></p>
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Dislike it Again its a problem for disabled parking and loading.			<i>Opie Street will remain a zone where loading is permitted</i> <i>Response to parking within main report</i>
Like it	As previous comments: Bank Plain appears un-formed in the visual supplied. We would support further designation of the space through hard landscaping and a more considered urban design. This could include contemporary planting and a more considered integration of the bike furniture. The Norwich Society would like to see the proposal address the need for street furniture and places for pause within our city centre.	The junction at the head of Bedford Street is quite heavily trafficked and we would like to see greater policing of the vehicular traffic using the area.	<i>Noted. These are some of the considerations that will be taken forward in the developing design process.</i>
Strongly dislike it Movement of Blue Badge bays from Opie Street is for aesthetic reasons with no thought given to adverse effect upon my disabled clients and the damage that will cause to my livelihood.	See my previous comments regarding Blue Badge Bays	See my previous comments regarding Blue Badge Bays	<i>Response to parking within main report</i>

Dislike it	Yes - leave the turning circle	No comment	<i>Vehicles may turn down Princes Street – Redwell Street if needing to turnaround</i>
Neither like it or dislike it Unless it really enhances the access and use of the area in a climate sensitive way then it really is pretty cosmetic. Think bigger	Enhance existing 'green' areas and use climate friendly lighting etc. Facilities for recycling	Every decision should be based on green principles	<i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services</i>
Like it Overall I like it. I just think the council mustn't stray too far in its support for cyclists and pedestrians (i.e. fit and healthy pedestrians). It needs to bare in mind that there are many disabled and/or elderly people who aren't fit and healthy and are dependant on cars	As previous comment re elderly and disabled people		<i>Response to parking within main report</i>
Cyclists are able bodied, to put cycle parks in place of blue badge parking space is restricted the disabled and pandering to the able	Common sense, practicality for all citizens not just ideological ideas are needed if minorities are not going to suffer	Try using these ideas as someone who can only walk 200 meters from car to bank/café/ etc. Have you asked the blue badge community for their comments, ideas etc.	<i>Response to parking within main report</i>

<p>Dislike it</p> <p>I am very 'against' altering the disabled parking/ loading agreements in Opie Street as I believe this discriminates against disabled people and the businesses in this area. Also believe removal of turning circle at C is ill thought out</p>	<p>i) Don't discriminate against disabled people making it more difficult for them to shop etc ii) Don't make it more difficult for city centre business to have access to services - these should not be restricted</p>		<p><i>Opie Street will remain a zone where loading is permitted Response to parking within main report</i></p>
		<p>I have referred above to the issues for the disabled. I would add that the removal of loading bays will cause huge disruption for businesses on Opie Street. Also the siting of the cycle dock at the bottom of Opie Street sounds dangerous - how will vehicles negotiate the cycle dock before heading up Opie Street? Buildings, pedestrians and cyclists will all be placed in jeopardy</p>	<p><i>Opie Street will remain a zone where loading is permitted, additional loading provided on Bank Plain. The bike dock scheme is not part of this project and the location of it is yet to be determined – it has been shown for information only as part of this project.</i></p>

		There is too much emphasis on the cyclist. Not everyone can do their business on two wheels. People have companies to run which need services from outside and deliveries. The disabled need more assistance	<i>Opie Street will remain a zone where loading is permitted, additional loading provided on Bank Plain</i>
Dislike it Need to keep the current parking/loading bays on Opie Street	Do not relocate Opie Street parking bays		<i>Opie Street will remain a zone where loading is permitted</i> <i>Response to parking within main report</i>
Like very much The proposals will enhance the attractiveness of the area and improve it	Problem of cyclists and pedestrians particularly southend of London Street		<i>This is not part of the current proposals. London Street is a 'share with care' zone. Cycling within pedestrian zones is supported by national policy within Manual for Streets</i>
	Keep the loading bays in Opie Street		<i>Opie Street will remain a zone where loading is permitted</i>
Strongly dislike it No where to park van	Unloading/loading bays needed		<i>Opie Street will remain a zone where loading is permitted, additional loading provided on Bank Plain</i>
Strongly dislike it - in parts Loss of disabled parking in Opie Street	The proposals discriminate against the disabled		<i>Response to parking within main report</i>

7.0 Key stakeholder responses

OPEN

I have now seen the detailed plans and am very happy to support the overall scheme on behalf of OPEN Youth Trust.

My only reservation is the siting of the cycle park. Could this be moved to the other side of London Street, opposite the Co-Operative Bank, as it could cause congestion outside our Box Office when queues are forming, but also trip hazards on exit.

We would also hope for more seating than shown in the visual.

Thank you!

Best, John

John Gordon-Saker
Chief Executive



Making a positive difference to the lives of young people in Norfolk

To make a donation and support our work click [here](#). Thank you.

OPEN Youth Trust

Norwich Access Group

I'm writing a formal response on behalf of Norwich Access Group to the proposals to the changes to London Street & Bank Plain plans.

We have concerns to the moving of the blue badge bays from outside of the Open to the opposite side of the road, making them significantly harder for disabled people to get to the Open, London Street and the City Centre. Your reasoning for this is that the bays are under used. We believe this down to taxis and delivery vehicles using these so blue badge holders can't park there.

We are also concerned about the blue badge spaces being lost in Opie Street and Bank Street as well..

This means that the actual number of blue badge bays in the city are decreasing, not increasing. We think 8 bays are being lost in total from these 3 areas. We are concerned that the 2 new areas for Blue badge parking on Bank Plain may be too cramped and not provide as many bays as will be removed.

These reductions in Blue Badge parking bays is being done at the same time as demand for them is increasing since the Blue Badge scheme is being extended to people with hidden disabilities in August 2019.

Would it be possible to restrict deliveries during shopping hours to provide more space for blue badge holders during shopping hours?

Members are finding difficult to drive into the city as they are not able to use public transport. These plans are only making these even more difficult for disabled people to come into the city.

We ask you to re consider any plans for removal of any further blue badge spaces.

Yours sincerely

Martin Symons
Chair, Norwich Access Group

Norwich Cycling Campaign

I am sending these comments on the London Street/Bank Plain area for and on behalf of Norwich Cycling Campaign.

1. What is proposed for the bollards across London Street adjacent to 45-51 London Street (Cosy Club)? They are not shown on the plan. They should be retained to prevent vehicles on London Street.
2. What cycle parking is proposed? The area has far less parking than it should according to city council planning guidance. There is no mention on the plans of the current cycle parking opposite 69 London Street (Co-op Bank). This should be retained and additional cycle parking provided on Bank Plain.
3. A dropped kerb flush with the carriageway should be built adjacent to the new toucan crossing to provide people cycling with access to London Street.
4. A survey of air quality should be undertaken at the London Street / Bank Plain junction to assess the level of pollution in this enclosed street. It would be reckless to encourage people to linger in an area that had known high levels of pollution and therefore the survey will inform appropriate uses for this area.
5. Street trees at the junction of Bank Street and Bank Plain are likely to cause visibility issues with particular risks to vulnerable road users.
6. We are extremely disappointed that despite the UK parliament declaring a climate emergency these plans provide more for motorised vehicles than people cycling or walking. If there is space for loading and parking on Bank Plain then there is space for a segregated cycle track.

Norwich Society

Q1: Formalise the area as a public 'plain' surfaced in a high quality, durable surface with a new tree and good quality seating. To what extent do you like or dislike this proposal?

Like very much

The Norwich Society is supportive of investment and upgrade of the pedestrian areas of Norwich City Centre.

There is little planting proposed in the plan and the tree at the base of Opie Street has recently been lost. We request that a suitably mature tree is planted in the space shown in the proposed plans to ameliorate for its loss to the streetscape and air quality of London Street and in addition to the aspirations surrounds.

Q2: Removal of designated bays, including blue badges (disabled) parking, car club and the restricted time loading bay. Space at the north end of Opie Street will be available for a cycle share dock.

Dislike it

Will replacement spaces for disabled vehicles be found elsewhere or is this a reduction in disabled parking provision? The Loading bay is heavily used for deliveries and servicing work to the businesses in the area. What alternative provision will be made. Would this be the appropriate point to introduce time limited – before 8:00 am and after 6:00 pm – service access in the area ?

Q3: Turning area removed and blue badge parking relocated. Area formalised as a public plain surfaced in a high quality, durable surface with new public seating and street furniture. Crossing on Bank Plain to be converted to Toucan for pedestrians and cyclists.

Neither like it or dislike it

Bank Plain appears un-formed in the visual supplied. We would support further designation of the space through hard landscaping and a more considered urban design.

This could include contemporary planting and a more considered integration of the bike furniture. The Norwich Society would like to see the proposal address the need for street furniture and places for pause within our city centre.

Q4: Narrow the road, widen footways and provide dedicated blue badge parking and loading bays. Street clutter and signage reviewed. New street trees planted if underground utilities allow.

Like very much

Q5: Extend footways across both ends of Bank Street, enhance streetscape, relocate blue badge parking and extend pay and display parking.

Like very much

Q6: Preserve original 1967 London Street paving design and declutter the street.

Like very much

The materials proposed for the repaving are not detailed in the consultation documents and it is imperative that these are of a high enough quality and sufficient robustness to enhance the heritage value of London Street.

The junction at the head of Bedford Street is quite heavily trafficked and the proposed repaving will need to be able to respond to both the contours of the junction and the wear of the traffic. As ever, we would also like to see greater policing of the vehicular traffic using the area.

Q7: To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?

Like it

Q8: Are there any considerations you feel we should be aware of when developing the overall scheme design? If so, please write these below:

As previous comments:

Bank Plain appears un-formed in the visual supplied. We would support further designation of the space through hard landscaping and a more considered urban design. This could include contemporary planting and a more considered integration of the bike furniture. The Norwich Society would like to see the proposal address the need for street furniture and places for pause within our city centre.

Q9: If you have any other comments in response to the overall proposals, please write them below:

The junction at the head of Bedford Street is quite heavily trafficked and we would like to see greater policing of the vehicular traffic using the area.

Cycling UK

Q1: Formalise the area as a public 'plain' surfaced in a high quality, durable surface with a new tree and good quality seating. To what extent do you like or dislike this proposal?

Like very much

It would make a huge difference to see this popular seating area improved.

Q2: Removal of designated bays, including blue badges (disabled) parking, car club and the restricted time loading bay. Space at the north end of Opie Street will be available for a cycle share dock.

Like it very much

Great benefit for cyclists (as above) as currently no storage exists in this area.

Q3: Turning area removed and blue badge parking relocated. Area formalised as a public plain surfaced in a high quality, durable surface with new public seating and street furniture. Crossing on Bank Plain to be converted to Toucan for pedestrians and cyclists.

Like it very much

Excellent idea, it's a very popular area with cyclists and pedestrians and currently everyone squeezes across from the traffic lights onto the pavement. Separating cyclists and pedestrians here will reduce congestion and improve safety.

Q4: Narrow the road, widen footways and provide dedicated blue badge parking and loading bays. Street clutter and signage reviewed. New street trees planted if underground utilities allow.

Like very much

Q5: Extend footways across both ends of Bank Street, enhance streetscape, relocate blue badge parking and extend pay and display parking.

Like very much

Q6: Preserve original 1967 London Street paving design and declutter the street.

Dislike it

The paving currently looks uneven and not that attractive

Q7: To what extent do you like or dislike the overall proposals for the London Street/Bank Plain area?

Like very much

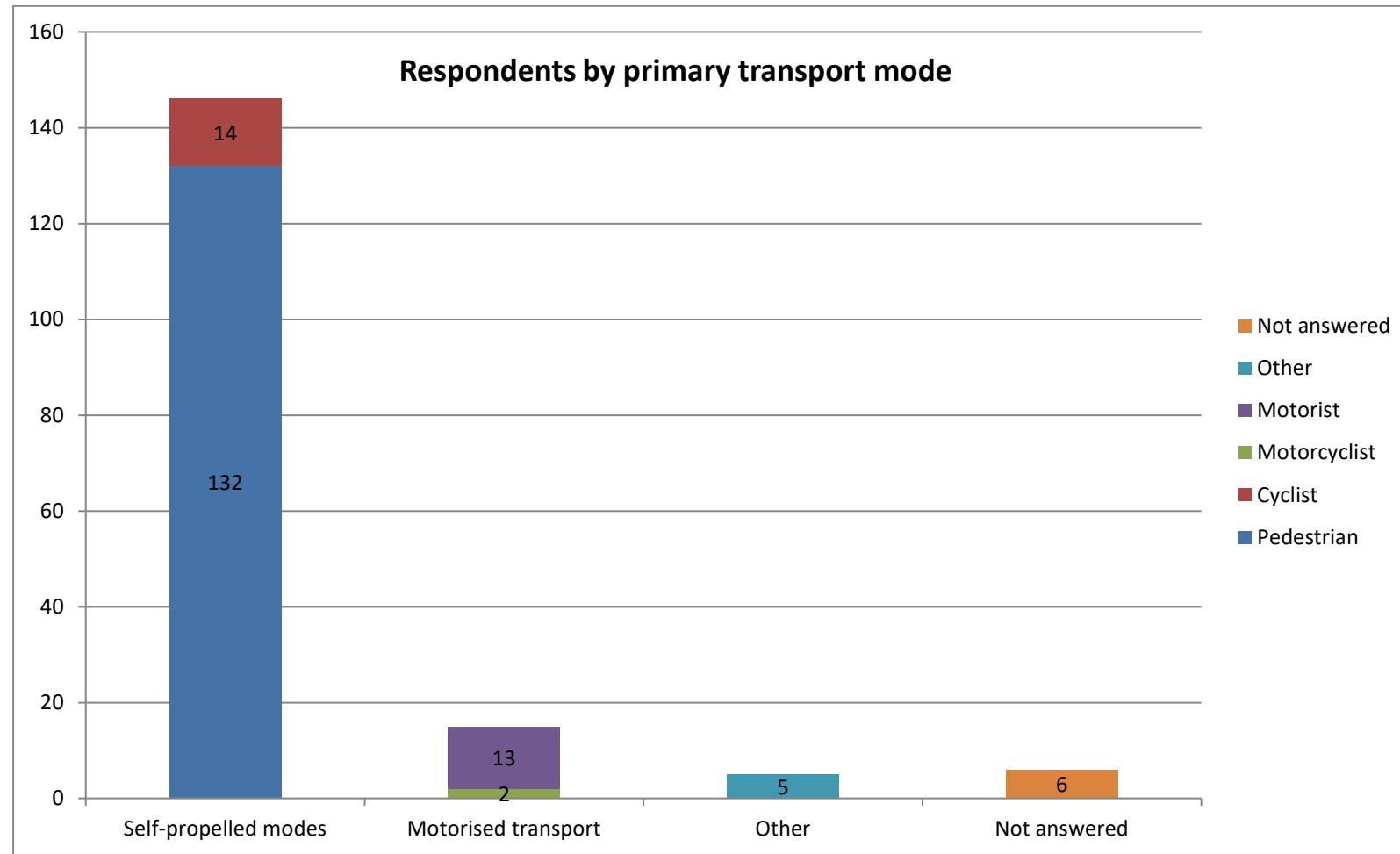
Q8: Are there any considerations you feel we should be aware of when developing the overall scheme design? If so, please write these below:

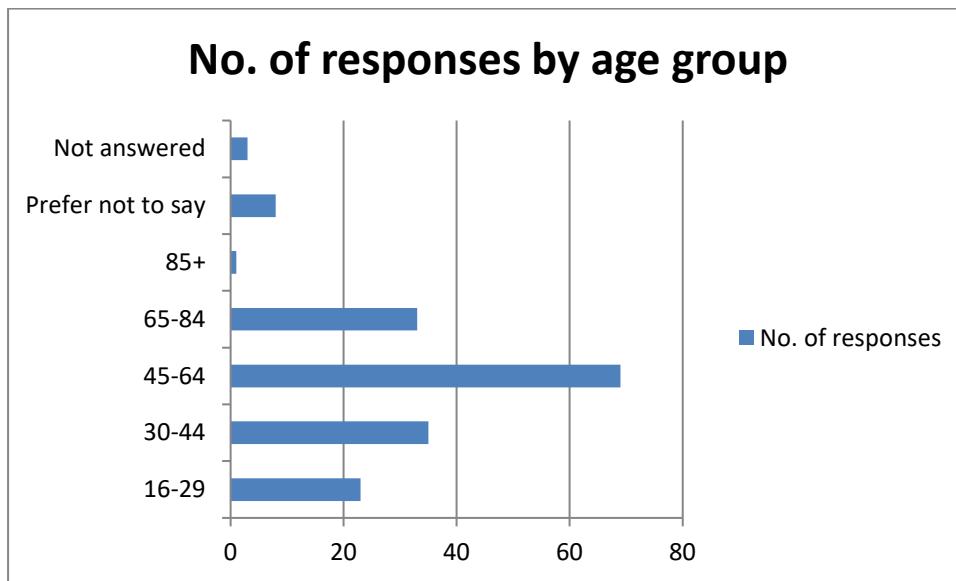
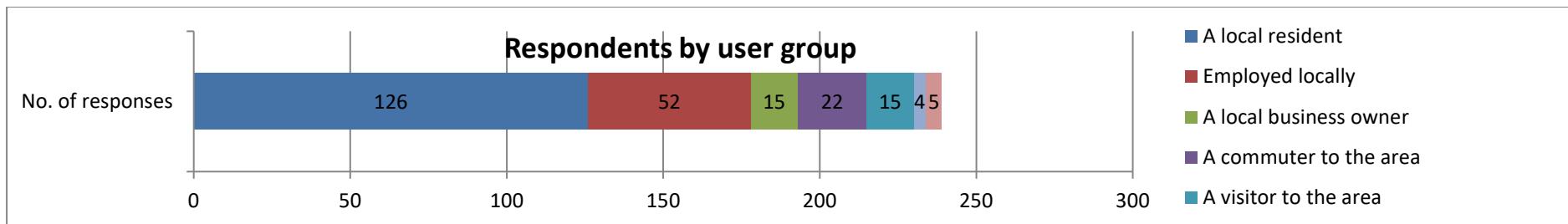
Not answered

Q9: If you have any other comments in response to the overall proposals, please write them below:

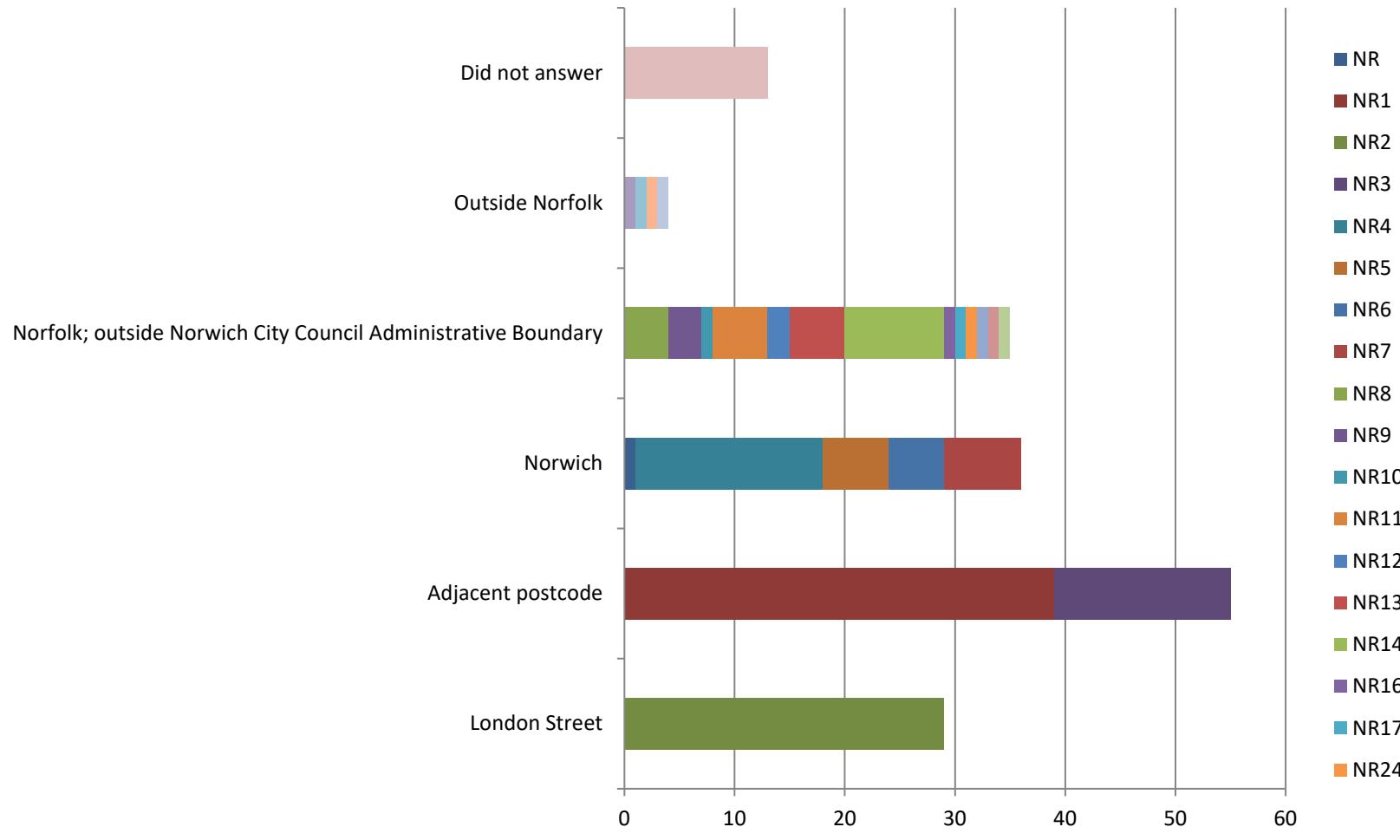
Not answered

8.0 Demographic information





Respondents by postcode area grouping



Report to Joint Committee for Transforming Cities Fund Projects

Item No. 6

Report title:	Committee Schedule 2019/20
Date of meeting:	01 July 2019
Responsible Cabinet Member:	Martin Wilby – Cabinet Member for Highways, Infrastructure and Transport
Responsible Director:	Tom McCabe – Executive Director, Community and Environmental Services
Is this a key decision?	No
Executive Summary/Introduction from Cabinet Member A meeting schedule for 2019/20 needs to be agreed.	
Recommendation 1. Agree the schedule of meetings of the Transforming Cities Joint Committee for the civic year 2019-2020, with all meetings to be at 2pm and held at County Hall. Suggested dates are as follows: <ul style="list-style-type: none">• Weds 14 August 2019; 2pm• Weds 16 October 2019; 2pm• Weds 18 December 2019; 2pm• Weds 19 February 2020; 2pm• Weds 15 April 2020; 2pm	
Actions required Approve the recommendation.	

1. Background and Purpose

- 1.1. A meeting schedule for 2019/20 needs to be agreed.

2. Proposals

- 2.1. Suggested dates are presented.

3. Impact of the Proposal

- 3.1. Dates are to be agreed in advance to maximise attendance at the committee.

4. Evidence and Reasons for Decision

- 4.1. Not applicable

5. Alternative Options

- 5.1. If dates are unsuitable, alternatives can be discussed.

6. Financial Implications

- 6.1. There are no direct financial implications arising from this report.

7. Resource Implications

- 7.1. Staff:

Not applicable.

7.2. Property:

Not applicable.

7.3. IT:

Not applicable.

8. Other Implications

8.1. Legal Implications:

Not applicable.

8.2. Human Rights implications

Not applicable.

8.3. Equality Impact Assessment (EqIA)

Not applicable

8.4. Health and Safety implications

Not applicable

8.5. Sustainability implications

Not applicable

8.6. Any other implications

Not applicable

9. Risk Implications/Assessment

9.1. Not applicable.

10. Select Committee comments

10.1. Not applicable

11. Recommendation

11.1. Agree the forward programme of committee dates.

12. Background Papers

12.1. None

Officer Contact

If you have any questions about matters contained in this paper, please get in touch with:

Officer name: **Jeremy Wiggin** Tel No.: **01603 223117**

Email address: jeremy.wiggin@norfolk.gov.uk



If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.