

# Joint Committee for Transport for Norwich

Date: 13 January 2022

Time: 2pm

Venue: **Virtual** (Microsoft Teams)

## Membership :

Cllr Martin Wilby (Chair)  
Cllr Barry Stone (Vice Chair)  
Cllr Sue Lawn  
Peter Joyner  
Cllr Kay Mason-Billig  
Cllr Emma Corlett  
Cllr Mike Stonard  
Cllr Ian Stutely  
Cllr Brian Watkins

Norfolk County Council  
Norfolk County Council  
Broadland District Council  
New Anglia Local Enterprise Partnership (LEP)  
South Norfolk District Council  
Norfolk County Council  
Norwich City Council  
Norwich City Council  
Norfolk County Council

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

Jonathan Hall on 01603 679437  
or email [committees@norfolk.gov.uk](mailto:committees@norfolk.gov.uk)

# A g e n d a

## 1 To receive apologies and details of any substitute members attending

## 2 Minutes

(Page 4 )

To confirm the minutes of the meetings held on 18<sup>th</sup> November 2021.

## 3 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.***

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

## 5 Connecting the Lanes

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Report by the Director of Highways & Waste

**Tom McCabe**  
**Head of Paid Services**  
County Hall  
Martineau Lane  
Norwich  
NR1 2DH

Date Agenda Published: 5 January 2022



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**Joint Committee for Transport for Norwich  
Minutes of the Meeting Held on 18 November 2021 at 2pm  
on Microsoft Teams (virtual meeting)**

**Present:**

Cllr Martin Wilby (Chair)  
Cllr Barry Stone (Vice-Chair)  
Cllr Emma Corlett  
Cllr Kay Mason-Billig  
Cllr Mike Stonard  
Cllr Ian Stutely  
Cllr Brian Watkins

**Representing:**

Norfolk County Council  
Norfolk County Council  
Norfolk County Council  
South Norfolk District Council  
Norwich City Council  
Norwich City Council  
Norfolk County Council

**Officers Present:**

Alexander Cliff  
David Cumming  
Richard Doleman  
Durga Goutam  
William Jones  
Jonathan Hall  
Jiaqi Ren  
Stuart Payne  
Jonathan Taylor  
Jeremy Wiggin

**Title:**

Highway Network Digital Innovation Manager  
Strategic Transport Manager  
Principal Planner  
Senior Engineer - Major Project Team  
Project Engineer  
Committee Officer  
Project Engineer  
Project Engineer  
Project Engineer  
Transport for Norwich Manager, Norfolk County Council

**1. Apologies for Absence**

- 1.1 Apologies were received from Cllr Sue Lawn. Peter Joyner was also absent.

**2. Minutes of last meeting**

- 2.1 The minutes of the meeting held on 21 October 2021 were agreed as an accurate record.

**3. Declarations of Interest**

- 3.1 No interests were declared.

**4. Items received as urgent business**

- 4.1 Attention was drawn to an article in the latest edition of the Norwich Evening News headlining that Norwich was the 14th most dangerous city in the UK for cyclists. It appears that this statistic had been taken from raw data of number of traffic collisions involving cyclists in Norwich, but did not take into account size of cities, the cycling infrastructure, the levels of cycling or the number of vehicles on the roads. Officers confirmed that they had contact from a journalist the previous day but had very little time to undertake any analysis of the data and were disappointed



that the newspaper ran the story without providing an opportunity to comment. However, a commitment to scrutinise the data and report a more accurate picture was undertaken.

## **5. Cycle and Pedestrian Crossing of Outer Ring Road (Mile Cross)**

5.1 The Joint Committee received the report setting out proposals to improve crossing facilities on Boundary Road which benefit those walking and cycling locally and will also increase connectivity for those cycling between Hellesdon and the city centre using the proposed brown pedalway route.

5.2 The Transport for Norwich Manager introduced the report to the Joint Committee and advised:

- The committee had in July 2021 agreed to proceed to consultation with two options of upgrading the existing junction near B&Q to allow cycle use or add a new cycle crossing connecting Vera Road to Rye Avenue. Both options retained the existing pedestrian crossing on Boundary Road near Vera Rd.
- The public consultation results reflected a majority in favour of the principles of the scheme as well as preferring the B&Q crossing upgrade.
- The walking and cycling infrastructure on both sides of Boundary Road will also be enhanced.
- Waiting restrictions in the layby opposite Marshall Road will be altered to avoid vehicles from blocking the pedestrian and cycle route.
- Traffic assessments of the proposals showed negligible differences in traffic flow or queue lengths at junctions.
- Carriageway resurfacing works and planned signal upgrade works will be undertaken at the same time to minimise disruption.
- The scheme represents very high value for money based on the assessment criteria set by the government.

5.3 The following points were discussed and noted:

- It was acknowledged that there were pro and cons with both options but on balance the B&Q option was preferable.
- Good clear signage on both sides of the road would be installed to indicate to cyclists that the new facilities to cross the road were in place which will increase usage.
- Segregation between cyclists and pedestrians whilst being the default option was not possible on the scheme due to layout restrictions.
- During lockdown, testing was carried out on various crossings across Norwich to try and improve responsiveness to reduce waiting times for those crossing, once the crossing button had been pressed. Good results had been seen from the test period and these learnings would be taken forward to all schemes in the future, including the scheme at Boundary Road.

5.3 The Joint Committee considered the scheme and **RESOLVED** to agree to the proposals as follows:

1. To approve the preferred proposals for the improvement at the B&Q junction as shown in Appendix D for construction;
2. To commence the statutory procedures associated with the necessary legal Traffic Regulation Orders (TROs) and Noticing required to implement the scheme as shown in Appendix D.

## **6. Dereham Road Corridor**

- 6.1. The Joint Committee received the report which aimed to deliver five individual schemes collectively for improvements to bus links, bus journey times and reliability. The scheme would also improve the environment for walking and cycling as well as providing two mobility hubs which will enable a range of onward travel options by sustainable means.
- 6.1.2 The Transport for Norwich Manager introduced the report to the Joint Committee:
- New bus lanes would be introduced where delays for buses are currently experienced.
  - A reduction in speed limits would increase the safety of vulnerable road users.
  - Bus journey times were predicted to reduce by 2 minutes per journey and become more reliable, whilst the impact on general traffic was expected to be minimal, more assessment is required as designs are worked up.
  - Bus services along Dereham Rd are currently lower than pre pandemic levels. During the pandemic, to comply with the government funding support arrangements, which recognised the reduction in public transport use during lockdowns, bus journeys along the Dereham Road were reduced to 6 journeys per hour in each direction. As lockdown eased, First Buses were impacted by driver shortages which added to the need for further restrictions to 4 journeys per hour in each direction. These short term issues when resolved will see journey frequencies return to pre pandemic levels.
  - First Buses have committed to increasing journey frequency to 10 buses an hour in each direction along Dereham Road if time savings for bus journeys can be delivered through the scheme.
  - The scheme will return to the committee once the public consultation, if agreed, has been undertaken and responses considered.
- 6.2 The following points were discussed and noted:
- The issues at the junction with East Hills Road with buses manoeuvring in a tight space due to parked cars was known and a resolution was being sought.
  - The majority of bus lanes introduced, particularly on the inbound carriageway would have little effect on general traffic as the lane was being created from re allocation of road space and not by reducing lanes for general traffic.
  - It was though desirable to extend the 30mph limit zone along the whole strength of Dereham Road up to and including the Longwater Retail Park.
  - A different scheme, funded by a local housing development nearby, will provide a crossing over the busy William Frost Way as well as providing cycling and walking improvements in the locality.
  - Improvements to the Larkman Lane / Marlpit Lane congestion issues are limited due to the lack of road space in the area.
  - Bus lanes generally finish 30m short of a junction to allow general traffic to use both lanes to reduce congestion over a junction.
- 6.3 The Joint Committee **RESOLVED** to:
1. Approve the preliminary public consultation on the Dereham Road Corridor proposals as shown in Appendices A to E.
- 7.0 Thickthorn Park & Ride Expansion**
- 7.1 The Joint Committee received the report which aimed to improve capacity at the site which in turn will help reduce congestion, improve air quality and encourage a modal shift to more sustainable modes of transport.
- 7.2 The Transport for Norwich Manager introduced the report to the Joint Committee:
- The scheme sought to increase the capacity of the facility for a further 460 car

parking spaces and 8 new coach parking bays.

- 31 electric car charging ports will be provided initially but ducting will be installed to all new spaces to expand the charging capabilities in the future if required.
- The scheme was looking to proceed to a planning submission to South Norfolk District Council.

7.3 The following points were discussed and noted:

- All the necessary statutory environmental assessments and reports required for the planning application had been undertaken.
- Whilst patronage of the Park and Ride (P&R) service had reduced it was anticipated this would return to pre pandemic levels in the near future.
- UK Power Networks have confirmed that power supply to the site is not an issue and all car charging points for the expansion will be able to be supplied.
- Car users using P&R leave their vehicles parked for longer periods, so charging wattages and speed required are lower and slower to those for charging stations, such as the proposed facility at Postwick, which is aimed at catching more en route users.
- The committee thought the introduction of solar generated power for the expansion facilities would be a welcome addition to consider.
- The bus service improvement plan outlines an ambition to have 100 electric buses in operation by 2025. A business case for an initial 15 buses was currently being prepared. However, advancements in battery technology was likely to mean that buses could operate daily on an overnight charge only, rather than requiring top ups at regular intervals. This means the requirement for charging buses at P&R sites is unlikely.

7.4 The Joint Committee **RESOLVED** to:

1. To approve the submission of a planning application for the scheme to South Norfolk District Council.

## 8.0 Transport for Norwich Strategy

The Joint Committee received the report which brings the item back to the committee with the results of the public consultation which run from 26<sup>th</sup> August 2021 to 8<sup>th</sup> October 2021.

8.1 Principal Planner Richard Doleman introduced the report:

- The public consultation had shown wide support for the high level strategy produced.
- Broadland, Norwich City and Breckland Councils had also responded to the consultation.
- The key issues emerging from the public consultation were that the city serves a wider area which was mainly rural which requires joined up connectivity and ensuring that inequalities in transport choices were addressed.
- The next step actions for the high level policy was a theme throughout the feedback and plans were being drawn up in conjunction with officers from the other local authorities involved to outline the actions required.
- Traffic modelling work had already commenced to help inform and develop the next stages.
- The plans for the next stage of funding for the bus service improvements had already been submitted as public transport formed a large part of the strategy.
- The County Council was committed to working with partners to help identify and resolve key issues moving forward.
- A schedule of changes to the strategy had been proposed for adoption by Cabinet in December.

8.2 The following points were discussed and noted:

- Although members suggested lists of potential requirements to be included in the strategy, officers advised that to date the document produced was very high level and that the opportunity to add detail would be included within the next stages and action plans currently being produced.
- The number of people aged 30 or under who responded to the consultation was extremely low and it was acknowledged that more work to engage younger people in the process was required.
- The local walking and cycling plans will sit inside the strategy to ensure there is no conflict in delivery.
- Some members expressed disappointment that the principle of not building any new roads wasn't included within the strategy. However, being too descriptive at this stage may close down opportunities that arise in the future and as new technologies come on stream.
- Environmental assessments will be carried out and will reflect amendments to the strategy

8.3 The Joint Committee noted the responses received to the consultation and the proposed changes as set out in Appendix 2.

**The Meeting ended at 3:38pm**

Next meeting: 13 January 2022

**Cllr Martin Wilby, Chair,  
Joint Committee for Transport for Norwich**



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# Transport for Norwich Joint Committee

Item No:5

**Report Title:** Connecting the Norwich Lanes

**Date of Meeting:** 13 January 2022

**Responsible Cabinet Member:** Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure & Transport)

**Responsible Director:** Grahame Bygrave – Director of Highways & Waste

**Is this a Key Decision?** No

**If this is a Key Decision, date added to the Forward Plan of Key Decisions:**

## **Executive Summary / Introduction from Cabinet Member**

The Department for Transport has awarded Norwich £32m capital funding through the Transforming Cities Fund (TCF). Norfolk County Council's successful application is based on a vision to "Invest in clean and shared transport creating a healthy environment, increasing social mobility and boosting productivity through enhanced access to employment and learning".

It is proposed to deliver a number of highway improvement schemes as part of a holistic programme, which we have termed "Connecting the Norwich Lanes". This programme will bring the TCF funded schemes together with those funded from a variety of other sources to enable a co-ordinated approach to consultation, assessment, design and delivery.

Public consultations were carried out during summer 2021 and November 2021 and a summary of this and progress with developing the Connecting the Lanes programme is outlined in this report.

## **Recommendations:**

- 1. To approve the proposals and statutory procedures for Exchange Street and associated streets as shown on Appendix D and outlined below:**
  - a. Pedestrian and cycle zones to be closed to motorised traffic except for loading between 4pm and 10am;**
  - b. Reversal of the one-way restriction on Upper Goat Lane;**
  - c. Provision of a 3.5 tonne weight restricted loop to enable small van access for loading at all times;**
  - d. St Peter's Street northbound will become a no through route in practice due to the other restrictions proposed and signage will be provided to allow drivers adequate time to turn around if required;**
  - e. In addition to the above (not shown on Appendix D) the proposal to change the time restriction on the existing disabled parking bays on Theatre Street from non-time restricted to 4 hours;**
  - f. Loading for commercial vehicles only on Gaol Hill, time restricted to 20 minutes (no return within 1 hour).**
  
- 2. To approve the proposals and commencement of statutory procedures for St Benedict's Street and St Margaret's Street as shown on Appendix C and outlined below:**
  - a. Make permanent the pedestrian and cycle zone between St Margaret's Street and Charing Cross which allows loading and access at all times with no entry (except cycles) into St Benedict's Street from Charing Cross;**
  - b. Provision of loading bays on St Benedict's Street and St Margaret's Street;**
  - c. Provision of bays for pay and display parking, disabled parking and Car Club on St Benedict's Street to the west of its junction with St Margaret's Street;**
  - d. Introduce loading and waiting prohibition on the west corner of St Benedict's Street and St Margaret's Street.**

3. **To approve the City Centre Eastbound through-traffic reduction scheme (incorporating Duke Street and St Andrew's Street) and associated statutory processes as shown in Appendix B and outlined below:**
  - a. **Force residual vehicles to turn left from Exchange Street into St Andrew's Street;**
  - b. **Force vehicles to turn left from Charing Cross into Duke Street;**
  - c. **Widen footways on St Andrew's Street and the northern end of Duke Street;**
  - d. **Install 2-way cycle tracks on Duke Street and St Andrew's Street;**
  - e. **Provide zebra and parallel crossings as shown (including the removal of traffic signals on St Andrew's Street);**
  - f. **Provide a bay on Charing Cross to be used as a loading bay during the day and a taxi bay at night. Provide a loading bay on St Andrew's Street;**
  - g. **Prevent vehicles driving from Duke Street to Colegate through the Premier Inn car park which will include a no entry restriction on Colegate immediately east of the car park exit;**
  - h. **Reverse traffic flow and cycle contraflow on Muspole Street (to prevent motorists bypassing the St Andrew's Street eastbound restriction).**
4. **To note the updates provided on all elements of the Connecting the Norwich Lanes proposals including the Wensum Missing Link, St Mary's Plain and St Giles Street and consideration of relocating the taxi rank on Guildhall Hill and acknowledge that further information will be provided on some elements at future Joint Committee meetings.**

## **1 Background and Purpose**

- 1.1 Norfolk County Council (NCC), in partnership with Norwich City Council, Broadland District Council and South Norfolk Council has secured £32m of funding from the Transforming Cities Fund (TCF) to deliver a range of schemes along identified corridors with the aim of making it easier to access jobs, training and retail areas by making improvements to support sustainable modes of transport.

- 1.2 It is proposed to deliver a number of highway improvement schemes as part of a holistic programme, which we have termed “Connecting the Norwich Lanes”. This programme will bring the TCF-funded schemes together with those funded from a variety of other sources to enable a co-ordinated approach to consultation, assessment, design and delivery. Projects within the ‘Connecting the Norwich Lanes’ programme as consulted upon in summer 2021 can be seen in **Appendix A**.
- 1.3 The focus of the programme is the Norwich Lanes area, which is a cluster of independent businesses located along medieval streets. By making the area more pleasant for walking and cycling, the project aims to support the local economy and enhance the unique heritage of the area. This will be achieved by diverting traffic onto more suitable routes and reducing through-traffic in this area, providing more space for walking and cycling.
- 1.4 As part of the TCF programme, circa £2.1m was allocated to the “City Centre Eastbound Through-Traffic Reduction” scheme. This project is centred around the northern part of the city in the Duke Street and St Andrew’s Street area and aims to improve conditions for those walking and cycling as well as reducing through traffic along St Andrew’s Street and, in turn, Agricultural Hall Plain and Prince of Wales Road.
- 1.5 In summer 2020, in response to the COVID-19 pandemic, a Temporary Traffic Regulation Order (TTRO) was introduced on St Benedict’s Street and Exchange Street and associated streets using funding from the government’s Emergency Active Travel Fund (ATF). This TTRO originally extended to 5 December 2021. The Department for Transport (DfT) have now approved the current arrangements to remain in place until 4 June 2022. Alongside some ancillary changes such as loading arrangements (including on Charing Cross) the main restrictions currently in place are as follows:
- Exchange Street was made into a pedestrian and cycle zone with access and loading only permitted between 5pm and 10am;
  - St Benedict’s Street was made into a pedestrian and cycle zone between St Margaret’s Street and Charing Cross with loading permitted at any time. No entry (except cycles) into the street from Charing Cross;
  - Access and loading on Bedford Street restricted to between 5pm and 10am;
  - St Andrew’s Street subject to a right turn only into Duke Street (except cycles);
  - No left turn for vehicles (except cycles) from St John Maddermarket.
- 1.6 On Exchange Street and St Benedict’s Street, general traffic is prohibited and some of the road space has been reallocated to aid social distancing.



Some businesses were granted licences by Norwich City Council for outdoor seating. Prior to the TTRO, Exchange Street was one-way, northbound, for all vehicles and part of a cross-city centre traffic route bisecting an otherwise pedestrian priority network of streets in the Norwich Lanes.

- 1.7 In addition to the TCF and ATF funding sources outlined above, other funding has been secured through the Towns Fund and from Sustrans and a number of proposals continue to be developed for projects in the Norwich Lanes area that seek to improve the environment for walking and cycling.
- 1.8 A public consultation was carried out during Summer 2021 which sought views on the overall Connecting the Norwich Lanes proposal. Feedback from this consultation suggested consideration should be given to changing the loading and access times in the Exchange Street area. In response to this a further consultation was carried out in November 2021.
- 1.9 Proposals consulted on in summer 2021 were outlined in the June 2021 TfN Joint Committee report.
- 1.10 Consultation feedback for the schemes, summarised below, is outlined in this report. Further design development is required on additional Connecting the Lanes schemes; Wensum Missing Link, St Giles Street and consideration of relocating the taxi rank on Guildhall Hill. Therefore, further information on these schemes will be provided at future Joint Committee meetings.

## **2 Summary of Consultation Feedback**

### **Summary of Consultation Feedback - Summer 2021**

- 2.1 A public consultation on the overall Connecting the Lanes package of schemes was carried out in summer 2021 which comprised 5 surveys (Overview, Exchange Street area, St Benedict's Street area, St Andrews/Duke Street area and St Giles Street area). There were 560 responses to the overview survey and 965 survey responses in total across all surveys (some respondents may have carried out more than one survey). In addition, there were also some responses received via direct email.
- 2.2 The overall summary report from the online survey can be found in **Appendix E**. Main points from this report are as follows:
  - 58% of people liked the overall aims of the Connecting the Norwich Lanes project (36% dislike);
  - 53% liked the proposals for the Exchange Street area (35% dislike);
  - 54% liked the proposals for St Benedict's Street (32% dislike);

- 54% liked the proposals for St Giles Street (30% dislike);
  - 52% liked the proposals for St Andrew's Street and Duke Street (33% dislike);
  - 245 people responded to the request for considerations we should take into account in development of the Wensum Missing Link scheme. There was overall support for the scheme and the main issue raised related to ensuring safe shared use for cycles and pedestrians.
- 2.3 The main themes arising from the overview survey can be found in **Appendix G**. Please see below for a summary of main stakeholder feedback.
- 2.4 The main themes arising from the site specific surveys are appended as follows:
- Appendix H – Exchange Street  
 Appendix I – St Andrews Street / Duke Street  
 Appendix J – St Benedict's Street  
 Appendix K – St Gile's Street  
 Appendix L – November 2021 Survey Main Themes

### **Feedback on Overall Proposals**

- 2.5 **Norwich Older People's Forum** were concerned about the decreasing accessibility of the city centre for disabled people and those with mobility issues, including drop-off areas near to shopping areas. They requested a drop-off area on Gaol Hill. They noted that the closure of Exchange Street to general traffic would prevent access for some older people. They queried whether the proposals would result in more congestion on the ring road. General concerns were raised about the quality of footway surfaces.
- In relation to St Giles Street, concerns were raised about limited footway space due to space that may be allocated for outdoor seating licences. Public seating along the street was requested.
- 2.6 **Norfolk Constabulary** were concerned that the permanent closure of Exchange Street to through-traffic would cause congestion in the Bethel Street area in busy periods. They also raised concerns about the eastbound restriction on St Andrew's Street as it would limit access to parts of the city in emergency response scenarios, including access to the Prince of Wales Road area.
- 2.7 **Norwich Lanes Association** noted that the consultation may have been better served when the current period of COVID-related uncertainty has receded. They expressed concerns about the plans for St Benedict's Street,

noting difficulties with deliveries, difficulties for retailers despite benefits for hospitality businesses and also difficulties for potential future hospitality businesses who may not have the opportunity for outdoor space due to existing licences.

- 2.8 **Norwich Cycling Campaign** voiced concerns about the eastern end of the St Andrew's Street cycle lane. They welcomed the proposals to permanently close Exchange Street and St Benedict's Street to general traffic and the principle of segregated cycling routes on St Andrew's Street and Duke Street. They also welcomed the proposal to provide the Wensum Missing link bridge, the proposals for St Giles Street and a one-way only on St Peter's Street (with contraflow cycling). They requested dedicated cycle lanes on each side of Duke Street between Colegate and Muspole Street, to be achieved by reducing general traffic to one lane and reallocating the highway space.
- 2.9 **Norwich Market** - Discussions with a market trader and other representatives suggested the view that the proposals will deter customers from coming into the city centre. They requested a balance between goods trading and hospitality (i.e., they felt the focus on outdoor hospitality licences was having a negative impact on trading). They also voiced concerns about misuse of the loading bays on Gaol Hill and a short existing time restriction (15 minutes), making it difficult for them to service their businesses.
- 2.10 **Norwich BID** assessed the Connecting the Lanes proposals against their 8-point test. Not all the tests were met or passed and the BID did not fully support and endorse the proposed changes. The main concerns raised included lack of evidence for proposals, objection to 'degradation of infrastructure serving the private vehicle', the high costs of public transport, the changes leading to a negative perception of accessing the city and the resultant impact on businesses.
- 2.11 **The Hackney Carriage Association** objected to the proposals for the Exchange Street area. They noted concerns about the additional cost of journeys to the rail station and that the proposals would have a negative impact on the livelihoods of taxi drivers. The Association expected an increase in emissions as a result of longer journeys and noted the significant costs associated with purchasing an electrically-operated taxi (although it should be noted that electrically operated taxis were not part of the proposal). In relation to the proposal to relocate the taxi rank the Association considered that the proposed alternative location was considered to have insufficient capacity for waiting taxis. Other issues raised included a general current lack of taxi bay space in the city centre and lack of enforcement of designated taxi waiting areas.
- 2.12 A business on Upper Goat Lane objected to the reversal of traffic flow as they felt it would increase traffic on the road and make their fire exit dangerous to use. Another felt that this current flow is needed to access

Pottergate and that reversing the flow would create a more dangerous junction near City Hall.

- 2.13 One large local business noted difficulties with the loading restrictions prior to 5pm and asked for this to be earlier in order to allow time for stock to be dealt with by staff after delivery, prior to store closing. They also asked for a loop system to enable small van deliveries during the day which are difficult to schedule for the beginning or end of the day.
- 2.14 A business owner asked that there should be unlimited access to businesses and residents but a ban on all non-essential traffic.
- 2.15 A business owner on Bedford Street noted the need for access to property and loading throughout the day.

2.16 **Specific Feedback on St Benedict's Street**

Local businesses raised issues relating to a lack of enforcement along the street resulting in vehicles causing an obstruction of the highway.

Work has recently been undertaken to improve signing and road markings along here to aid enforcement, which is now actively taking place.

In relation to the permanent proposals, the addition of loading areas in response to feedback already received was welcomed. Some retail premises felt that the closure to through traffic had a negative impact on trade and the emphasis of the street was changing to hospitality which was at the detriment of some traders.

2.17 **Specific Feedback on Changes to Access and Loading Times**

Following feedback from the initial consultation during Summer 2021 a further consultation was carried out during November 2021 to seek views on changes to access and loading times in the Exchange Street area. This survey received 59 responses. This consultation went ahead following suggestions from businesses that less restrictive loading times would be beneficial. This second consultation proposed changing access and loading times to between 4pm and 10am for existing pedestrian and cycle zones and proposing the same access and loading restrictions on the new pedestrian and cycle zones put forward in the summer's consultation.

- 2.18 The overall summary report for this second consultation can be found in **Appendix F**. Main points from this report showing respondents' views are as follows:

- In answer to 'to what extent do you agree or disagree with the changes to the area highlighted in yellow on the plan – 'New pedestrian/cycle zones with new 'no loading' restriction 10am to 4pm', 41% agreed and 49% disagreed;

- In answer to 'to what extent do you agree or disagree with the changes to the area highlighted in purple on the plan – 'Existing pedestrian/cycle zones to become 'no loading' restriction 10am to 4pm' (this area is currently subject to a loading restriction between 10am and 5pm', 42% agreed and 37% disagreed.

2.19 In addition, the following responses by direct email were received:

- A business on St Andrew's Hill objected, noting the need for deliveries at all times of the day;
- A disabled driver was concerned about access to the disabled bays on Opie Street and London Street;
- The Norwich Society questioned the rationale for the proposal as they believed that footfall increases between 1630-1730. They suggested the implementation of restrictions between 6pm to 10am as an alternative, requested rigorous enforcement and requested the use of rising bollards;
- A business on Bedford Street objected, citing the need for access and loading throughout the day due to the nature of the business;
- A large business appreciated the change in restriction time for large deliveries from 5pm to 10am, to 4pm to 10am, but requested access for 'small van' loading during the day;
- Norwich BID requested access for 'small van drop off' during the day.

2.20 Specific feedback on St Mary's Plain

A number of concerns were raised regarding resident and emergency service access as well as extra congestion on St Crispin's roundabout and pollution due to idling engines at the traffic lights on the approach to St Crispin's roundabout.

### 3 Revised Proposals

#### **St Andrew's Street/ Duke Street area**

- 3.1 Following consultation in Summer 2021, the design for the Eastbound Traffic Reduction scheme has been developed further and the current proposals can be seen in **Appendix B**.
- 3.2 Following feedback from emergency services the design on St Andrew's Street east of its junction with Duke Street shows a 3.5m wide 2-way cycle

lane on the southern carriageway. This facility has been designed for use by emergency vehicles when responding to emergencies, enabling them to turn right from Exchange Street to access the Prince of Wales Road area and beyond.

- 3.3 The design now shows a zebra crossing rather than a parallel (cycle and pedestrian) crossing on St Andrew's Street near its junction with St George's Street. St Andrew's Hill was originally proposed to be subject to the same restrictions as Exchange Street. Following feedback this is no longer proposed, meaning that vehicular traffic will still use this route for access during the day. A parallel crossing is no longer proposed due to concerns relating to safety issues with vehicles turning into St Andrew's Hill and lack of space.
- 3.4 The zebra crossing shown in the original consultation on St Andrew's Street outside the Rumsey Wells public house has been removed from the design to reduce conflict points and increase safety. There are 3 alternative crossing points provided nearby.
- 3.5 The proposal for Duke Street sees the carriageway narrowed to one general traffic lane through the area of its junction with Colegate. Analysis has indicated that this will have minimal impact on general traffic whilst allowing the very narrow footway to be widened on the both sides of the road, which was a strong aspiration that came out of the consultation.
- 3.6 The reversal of traffic flow on Muspole Street and provision of loading bays on Charing Cross and St Andrew's Street remain in the revised proposals.

### **St Benedict's Street**

- 3.7 The proposals for this street are largely unchanged. An area proposed to be investigated for outdoor seating has been removed due to space constraints. A pay and display bay shown on St Benedict's Street to the west of its junction with St Margaret's Street will be made longer if possible. Please refer to **Appendix C** to view the revised proposals.

### **Exchange Street and surrounding area**

- 3.8 The revised proposals for Exchange Street and the surrounding area can be seen on **Appendix D**. Traffic from this area will be directed onto more suitable routes, such as the ring road. Access to the ring road at the Grapes Hill junction has been recently improved. The proposals are summarised as:
  - Pedestrian and cycle zones closed to motorised traffic except for loading between 4pm and 10am (this was originally proposed as 5pm to 10am);

- The reversal of the one-way restriction on Upper Goat Lane (as originally proposed in order to prevent traffic bypassing the closure of Exchange Street);
- A 3.5 tonne restricted loop to enable small van access for loading at all times.

Please refer to **Appendix D** to view all of the affected streets.

- 3.9 These proposals have been developed in response to consultation feedback requesting access for 'small van' deliveries which are harder to arrange for early or late in the day. The proposals as shown provide a 'loop' route from the west via Pottergate, Lobster Lane, Little London Street, London Street and Gaol Hill which will allow these deliveries to take place to local businesses whilst still removing a west to east through traffic movement through the city centre. This loop will allow access and loading at all times of the day.
- 3.10 The proposed loop will be subject to a 3.5t weight restriction and limits the route to small van movements which will be in place on Little London Street at all times and between 10am and 4pm on Bedford Street and Lobster Lane. It will be possible to drive eastbound along the length of Bedford Street between 4pm and 10am for access and loading. This will ensure that large vehicles are not manoeuvring in this pedestrian area during the day. The narrow streets that make up the loop also mean that large vehicles will not physically be able to drive through the route. Larger vehicles will need to load using Exchange Street and Bedford Street after 4pm and prior to 10am. In order, to provide more space for small van movements on Little London Street consideration will be given to relocating the cycle parking to an alternative location, such as Exchange Street.
- 3.11 Following feedback received during the consultation from the emergency services it is no longer intended to make St Peter's Street a one-way continuation from St Giles Street. However, St Peter's Street northbound will be a no through route for general traffic in practice due to the other restrictions proposed and signage will be provided to allow drivers adequate time to turn around if required.
- 3.12 The relocation of the taxi rank is still under consideration. Feedback received from the Norwich Older Peoples Forum and others will be taken into account as part of further ongoing work which will be reported back to a future Joint Committee meeting.
- 3.13 The proposed loading for commercial vehicles only on Gaol Hill is included in the revised proposals and following feedback received from nearby businesses including market traders this will be time restricted to 20 minutes (instead of the current 15 minutes) with no return within 1 hour (as currently). The proposal to convert this bay from general loading to commercial loading

will help to ensure that nearby businesses are able to gain access for legitimate loading needs.

- 3.14 It is intended that the disabled parking bays on Opie Street will not be removed as part of this proposal. The plan to change the time restriction on the disabled parking bays on Theatre Street from non-time restricted to four hours was well-supported and remains part of the scheme. This will align the time restriction on these disabled bays with others across the city and allow fairer access for all disabled users.
- 3.15 The County Council will shortly be conducting a county-wide consultation exercise to find out the public view on the enforcement of moving traffic offences.
- 3.16 The proposal will allow Exchange Street to be available to general traffic if required during periods of restrictions on the nearby road network or in the event of emergencies. This was the case during the recent work completed on Grapes Hill.
- 3.17 There is an aspiration to redesign Exchange Street with a high-quality pedestrian priority treatment to link St Andrew's car park with the market area. Norwich City Council and Norfolk County Council continue to work together to identify any suitable funding opportunities for this project.

#### 3.18 **St Mary's Plain**

The proposed scheme to prevent traffic turning left from Duke Street into St Mary's Plain and provision of a new zebra crossing on Duke Street near the St Mary's Plain junction is currently unfunded (scheme 13 as shown on **Appendix A**). This traffic restriction element of this scheme has been removed from the Connecting the Lanes programme following traffic survey information and feedback received during the consultation. Although traffic survey data suggests that this route is being used as a short cut, it is considered that the inconvenience it would cause to residents and emergency services would outweigh any benefits at this time. The provision of a zebra crossing at this location will be reviewed at a later date subject to available funding.

## **4 Impact of the Proposal**

- 4.1 Traffic modelling has been undertaken to identify the impacts of a number of these schemes. This has highlighted that the restrictions to general traffic on Exchange Street and St Andrew's Street complement other TCF-funded schemes at Grapes Hill and Norwich rail station (Foundry Bridge).



- 4.2 The proposal to remove general through traffic from the city centre and enhance walking and cycling accord with the aims of the TCF programme, the DfT's recently issued guidance to promote walking and cycling and the City Centre Public Space Plan.
- 4.3 Improving the quality of the public space in the Norwich Lanes area will also help to support the local economic recovery from the COVID-19 pandemic.
- 4.4 The original proposal has been adapted to minimise the impact on businesses in the area who have told us that it will be difficult for them to arrange for deliveries from small local suppliers to take place during the hours of 5pm and 10am.

## **5 Evidence and Reasons for Decision**

The proposals have been updated as a result of the public consultation and engagement outlined within this report.

## **6 Alternative Options**

- 6.1 The original proposal for a 10am to 5pm loading restriction in the Exchange Street area sought to minimise vehicular movements taking place during times with high levels of pedestrian activity. This proposal has not been put forward for recommendation due to feedback from businesses, indicating that a 4pm restriction allows more flexibility for their operations. Footfall data provided by Norwich Business Improvement District (BID) has also been taken into account, which suggests a reduction in footfall from around 4pm.
- 6.2 An alternative option would be to omit the 'loop' arrangement in the Exchange Street area from the proposals, retaining the restriction that would prevent all loading between 10am-4pm. This would have the benefit of removing delivery vehicles from pedestrian areas during busy times. This proposal has not been put forward for recommendation, having taken into account the concerns of businesses relating to 'small van' deliveries.

## **7 Financial Implications**

- 7.1 The Exchange Street and St Benedict's Street schemes are funded through the Active Travel Fund.
- 7.2 The Eastbound Through Traffic Reduction scheme is funded by the DfT's Transforming Cities Fund and represents very high value for money in government appraisal terms.
- 7.3 The St Gile's Street scheme is funded by the DfT's Towns Fund.

- 7.4 The Wensum Missing Link scheme is part-funded by Sustrans 'Places for Everyone' scheme. The remainder of the funding is subject to a Community Infrastructure Levy (CIL) application for which a decision is expected in March 2022.
- 7.5 Unfunded elements of the programme include the widening of the footway on the eastern side of Duke Street between Colegate and Muspole Street and improvements to both Upper St Giles and Exchange Street to provide high quality pedestrian priority treatments. For those elements of the programme that are currently unfunded, work is under way seeking to secure finance from other sources including CIL and Section 278 funds.

## **8 Resource Implications**

### **8.1 Staff:**

The schemes will be designed and delivered utilising existing resources, working in conjunction with Norwich City Council staff.

### **8.2 Property:**

None.

### **8.3 IT:**

None.

## **9 Other Implications**

### **9.1 Legal Implications**

NPLaw will advise on the revocation and making of Traffic Regulation Orders and any noticing requirements

### **9.2 Human Rights Implications:**

Not applicable

### **9.3 Equality Impact Assessment (EqIA) (this must be included):**

Norfolk County Council has a duty to pay due regard to equality when exercising its public functions. In promoting this scheme, we have considered the potential impact on local people, particularly disabled and older people and parents and carers of children, and others who may have needs when using the highways. Preliminary consultation has taken place to enable people to highlight any issues that NCC should be aware of before any decisions are made.

An EqIA has been carried out for the overall TCF2 programme and individual EqIAs are under development for discrete schemes which may have differing considerations.

#### 9.4 Data Protection Impact Assessments (DPIA):

As part of the consultation and implementation process, all personal data has been removed from reports being put into the public domain. Personal data has been stored as per NCC standards to allow further correspondence as part of the scheme development.

#### 9.5 Health and Safety implications:

The proposals are intended to improve health and wellbeing in Norwich by promoting more active travel options. Providing more space for walking and cycling and reducing through traffic will reduce the potential for conflict between vulnerable users and vehicles.

#### 9.6 Sustainability implications:

The objectives of the Connecting the Norwich Lanes programme align with the City Centre Public Spaces Plan (July 2020) which explains the importance of good quality public space to health and wellbeing. It is felt that these proposals will have a positive impact on the environment by encouraging sustainable modes of transport and should help to reduce private vehicle mileage.

#### 9.7 Any Other Implications:

None.

### 10 Risk Implications / Assessment

- 10.1 A risk register is maintained for the TCF programme as part of the technical design and construction delivery processes.

### 11 Select Committee Comments

- 11.1 Not applicable.

### 12 Recommendations

1. To approve the proposals and statutory procedures for Exchange Street and associated streets as shown on Appendix D and outlined below:
  - a. Pedestrian and cycle zones to be closed to motorised traffic except for loading between 4pm and 10am;
  - b. Reversal of the one-way restriction on Upper Goat Lane;
  - c. Provision of a 3.5 tonne weight restricted loop to enable small van access for loading at all times;

- d. **St Peter's Street northbound will become a no through route in practice due to the other restrictions proposed and signage will be provided to allow drivers adequate time to turn around if required;**
  - e. **In addition to the above (not shown on Appendix D) the proposal to change the time restriction on the existing disabled parking bays on Theatre Street from non-time restricted to 4 hours;**
  - f. **Loading for commercial vehicles only on Gaol Hill, time restricted to 20 minutes (no return within 1 hour)**
- 2. **To approve the proposals and commencement of statutory procedures for St Benedict's Street and St Margaret's Street as shown on Appendix C and outlined below:**
  - a. **Make permanent the pedestrian and cycle zone between St Margaret's Street and Charing Cross which allows loading and access at all times with no entry (except cycles) into St Benedict's Street from Charing Cross;**
  - b. **Provision of loading bays on St Benedict's Street and St Margaret's Street;**
  - c. **Provision of bays for pay and display parking, disabled parking and Car Club on St Benedict's Street to the west of its junction with St Margaret's Street;**
  - d. **Introduce loading and waiting prohibition on the west corner of St Benedict's Street and St Margaret's Street;**
- 3. **To approve the City Centre Eastbound through-traffic reduction scheme (incorporating Duke Street and St Andrew's Street) and associated statutory processes as shown in Appendix B and outlined below:**
  - a. **Force residual vehicles to turn left from Exchange Street into St Andrew's Street;**
  - b. **Force vehicles to turn left from Charing Cross into Duke Street;**
  - c. **Widen footways on St Andrew's Street and the northern end of Duke Street;**

- d. **Install 2-way cycle tracks on Duke Street and St Andrew's Street;**
  - e. **Provide zebra and parallel crossings as shown (including the removal of traffic signals on St Andrew's Street);**
  - f. **Provide a bay on Charing Cross to be used as a loading bay during the day and a taxi bay at night. Provide a loading bay on St Andrew's Street;**
  - g. **Prevent vehicles driving from Duke Street to Colegate through the Premier Inn car park which will include a no entry restriction on Colegate immediately east of the car park exit;**
  - h. **Reverse traffic flow and cycle contraflow on Muspole Street (to prevent motorists bypassing the St Andrew's Street eastbound restriction).**
4. **To note the updates provided on all elements of the Connecting the Norwich Lanes proposals including the Wensum Missing Link, St Mary's Plain and St Giles Street and consideration of relocating the taxi rank on Guildhall Hill and acknowledge that further information will be provided on some elements at future Joint Committee meetings.**

## **13 Background Papers**

- 13.1 Connecting the Norwich Lanes, Transport for Norwich Joint Committee (June 2021) [CMIS > Calendar of Meetings - 10 June 2021](#)
- 13.2 Connecting the Norwich Lanes web page for Summer and November 2021 consultations: [Connecting the Norwich Lanes Consultations](#)

### **Officer Contact**

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

**Officer name:** David Allfrey

**Telephone no.:** 01603 223292

**Email:** [david.allfrey@norfolk.gov.uk](mailto:david.allfrey@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.



# Transforming Cities Proposal - Connecting the Norwich Lanes 09/04/2021

The Norwich Lanes is a cluster of independent businesses within the intricate mesh of medieval streets that lie between the market and the river. The experience of walking, browsing and being sociable is intrinsic to its success. Over the years cars have been moved out of its narrowest streets but traffic remains on the edge in St Andrews Street and St Giles Street, while Exchange Street bisects it.

We can support the economy of The Lanes to recover and thrive by providing more space for walking and cycling and enabling its architectural beauty and character to be better appreciated. We can bind the area together so assets on the edge feel closer to its heart - the Market, Jarrolds, Upper St Giles and St Andrews car park. The presence of students from NUA infuses the area with energy and creativity. We can knit its campus together by providing the missing link in the riverside walk between Duke Street and St Georges Street. All this is fundamental to achieving the vision expressed in the Norwich City Centre Public Spaces Plan.



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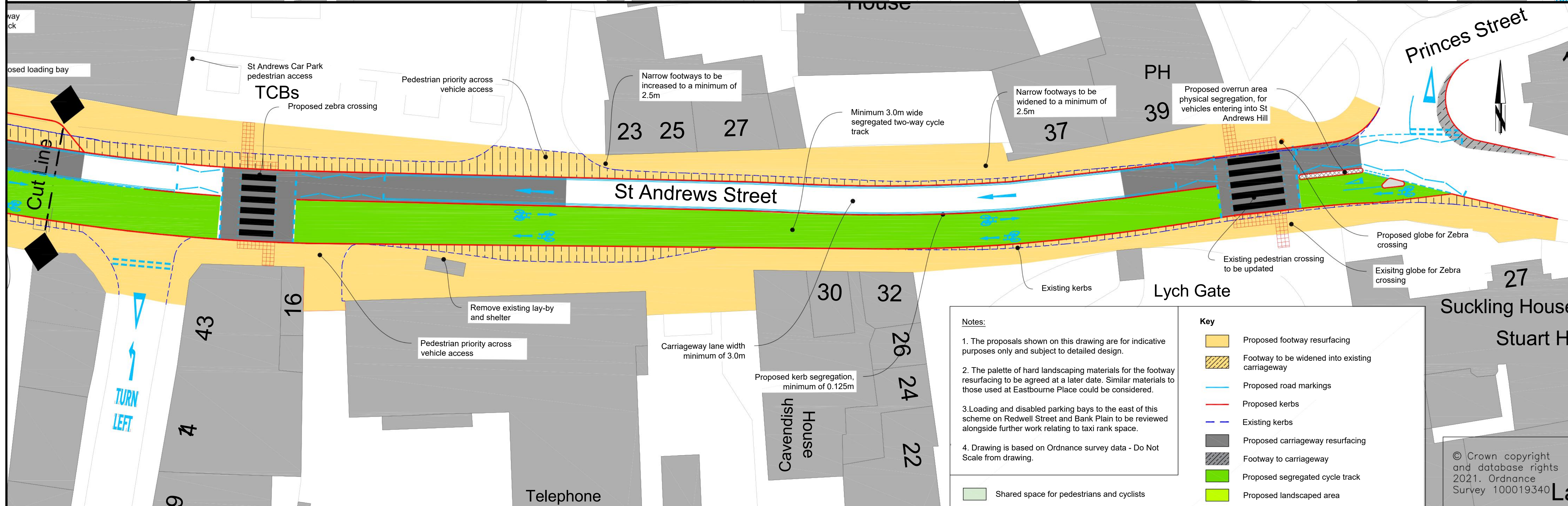
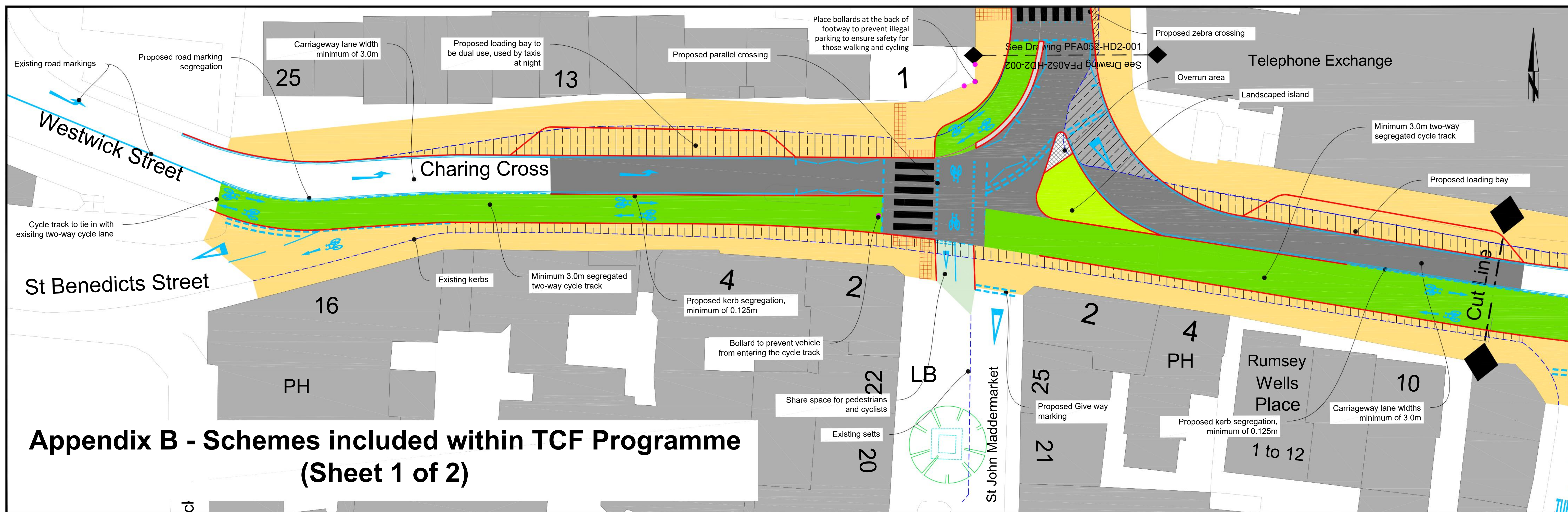
This sheet illustrates a proposal to expand and rename the “eastbound traffic reduction project” in the Transforming Cities Fund programme by combining it with other projects that are planned around the Norwich Lanes. This would create a genuinely transformative package that supports the government’s commitment in its Gear Change document that half of all journeys in towns and cities are walked or cycled by 2030. Gathering them under the umbrella of TCF would help project co-ordination, communication and governance and unlock economies of scale. The expansion would be funded through a combination of external funding that has been committed and the reallocation of part of the TCF funding allocated to other projects.

## Key Appendix A

-  Pedalways new route
-  Pedalways former route
-  Boundary of Norwich Lanes

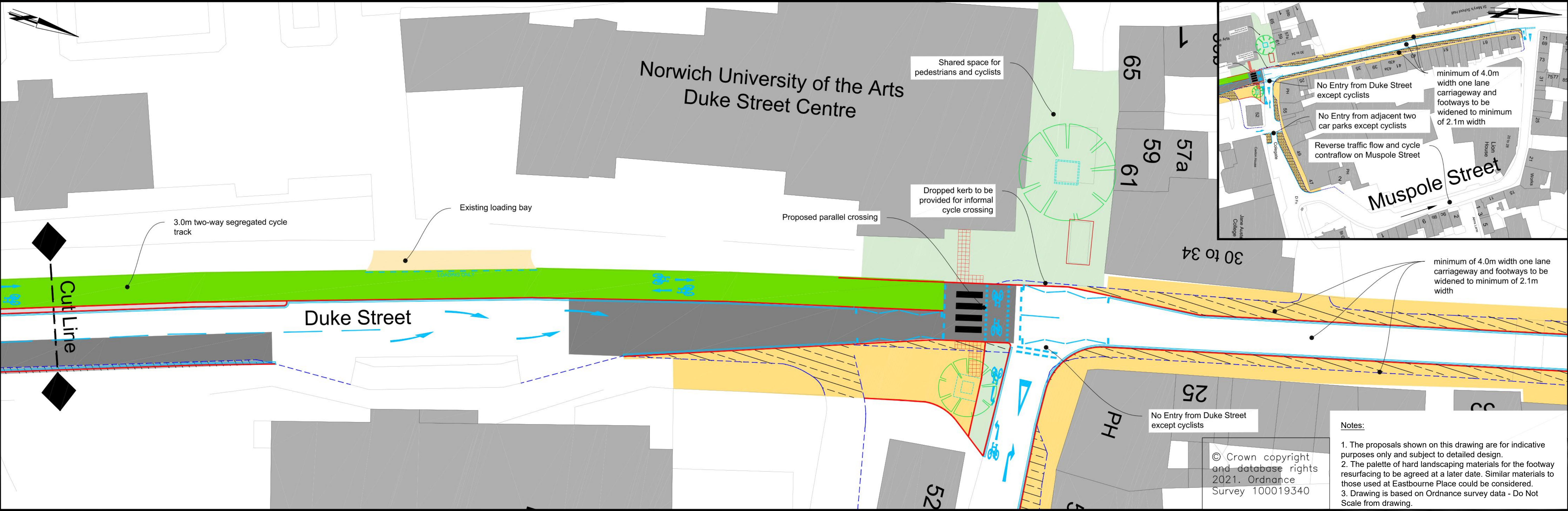
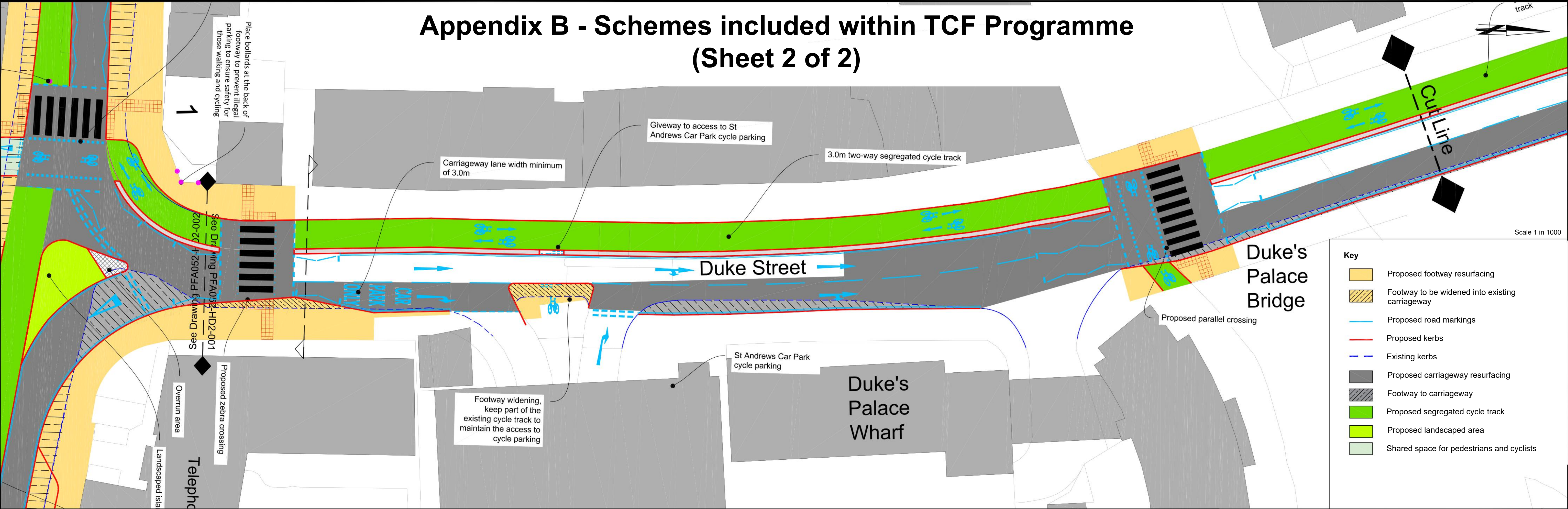
- 1a - Redesign Exchange Street with a high quality pedestrian priority treatment to link St Andrews car park with the market place  
1b - Make the temporary exclusion of general traffic in Exchange St permanent, allowing cycling in both directions
- 2 Force residual vehicles to turn left from Exchange Street into St Andrews Street removing eastbound traffic route across the city centre from Grapes Hill roundabout to Foundry Bridge
- 3 Force vehicles to turn left from Charing Cross into Duke Street removing eastbound traffic route across the city centre from Barn Road to Foundry Bridge
- 4 Widen footways, plant trees and install two-way cycle track enabled by much lower traffic level in St Andrews Street
- 5 Remove traffic signals and install zebra crossing over St Andrews Street
- 6 Install separate zebra crossing and cycle crossing between St John Maddermarket and Duke Street. Install zebra crossings on St Andrews Street and Duke Street
- 7 Provide loading bays in Charing Cross
- 8 Move two-way cycle track away from St Andrews car park entrance to west side of Duke Street between St Andrews Street and Colegate
- 9 Provide crossing over Duke Street on alignment of riverside walk for pedestrians and cyclists
- 10 Create bridge structure between Duke Street and St Georges Street to fill the final missing link in the city centre section of the River Wensum path and enable easy movement between Norwich University of the Arts buildings
- 11 Provide parallel cycle and pedestrian crossing across Duke Street on alignment of Colegate and prevent vehicles driving from Duke Street to Colegate through Premier Inn car park
- 12 Widen footway on the east side of Duke Street between Colegate and Muspole Street
- 13 Install zebra crossing and prevent traffic turning left from Duke Street into St Mary’s Plain
- 14 Reverse traffic flow and cycle contraflow on Muspole Street to prevent motorists bypassing St Andrews Street eastbound restriction
- 15 Make temporary traffic restrictions on St Benedicts Street permanent and retain planters and barriers
- 16 Redesign Upper St Giles with high quality pedestrian priority treatment
- 17 Install zebra crossing over Cleveland Road from Upper St Giles to Bethel Street
- 18 Widen footways, plant trees and provide parking and loading bays on both sides of St Giles Street
- 19 Reverse traffic flow and cycle contraflow on Upper Goat Lane to prevent motorists bypassing Exchange Street traffic restriction
- 20 SEPARATE BUT RELATED PROJECT - Redesign of Hay Hill to create more attractive space with simpler levels for easier pedestrian movement and mote flexible use







Appendix B - Schemes included within TCF Programme  
(Sheet 2 of 2)



REV.	DESCRIPTION	DRAWN BY	CHECKED	DATE
A	Arrows added at Duke Street	XF	TC	06/21
B	Layout of cycle track at Premier Inn access updated	XF	TC	06/21
C	Updates following the summer consultation	XF	IK	12/21

SURVEYED BY	INITIALS	DATE	DRAWING No.
OS	OS	2019	PFA052-HD2-002C
DESIGNED BY	INITIALS	DATE	PROJECT TITLE
XF	XF	05/21	Transforming Cities
DRAWN BY	INITIALS	DATE	SCALE
XF	XF	05/21	1:200 @ A1
CHECKED BY	INITIALS	DATE	FILE No.
TC	TC	05/21	PFA052

- Notes:
- The proposals shown on this drawing are for indicative purposes only and subject to detailed design.
  - The palette of hard landscaping materials for the footway resurfacing to be agreed at a later date. Similar materials to those used at Eastbourne Place could be considered.
  - Drawing is based on Ordnance survey data - Do Not Scale from drawing.



# Appendix C

The overarching proposal for this area is to make permanent the pedestrian and cycle zone between St Margarets Street and Charing Cross, which allows loading and access at all times

Key

Introduction of feature

Retention of feature

1

Make permanent conversion of pay and display into loading bay

2

Make permanent conversion of pay and display into car club spaces

3

Existing disabled parking to remain

4

Existing pay and display to remain

5

Introduce loading and waiting prohibition on west corner of St Benedicts and St Margarets Street for visibility and safety

6

Make permanent conversion of pay and display to loading bay

7

Investigate creating an area for tables and chairs (subject to licensing)

8

Introduce loading bay

9

Make permanent area for tables and chairs (subject to continuing licensing approval)

10

Introduce bollards for additional safety of those on foot

11

Make permanent conversion of pay and display to loading bay

12

Introduce loading bay

13

Make permanent conversion of car club bay into loading bay

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# Proposed changes to city centre loading and access

November 2021



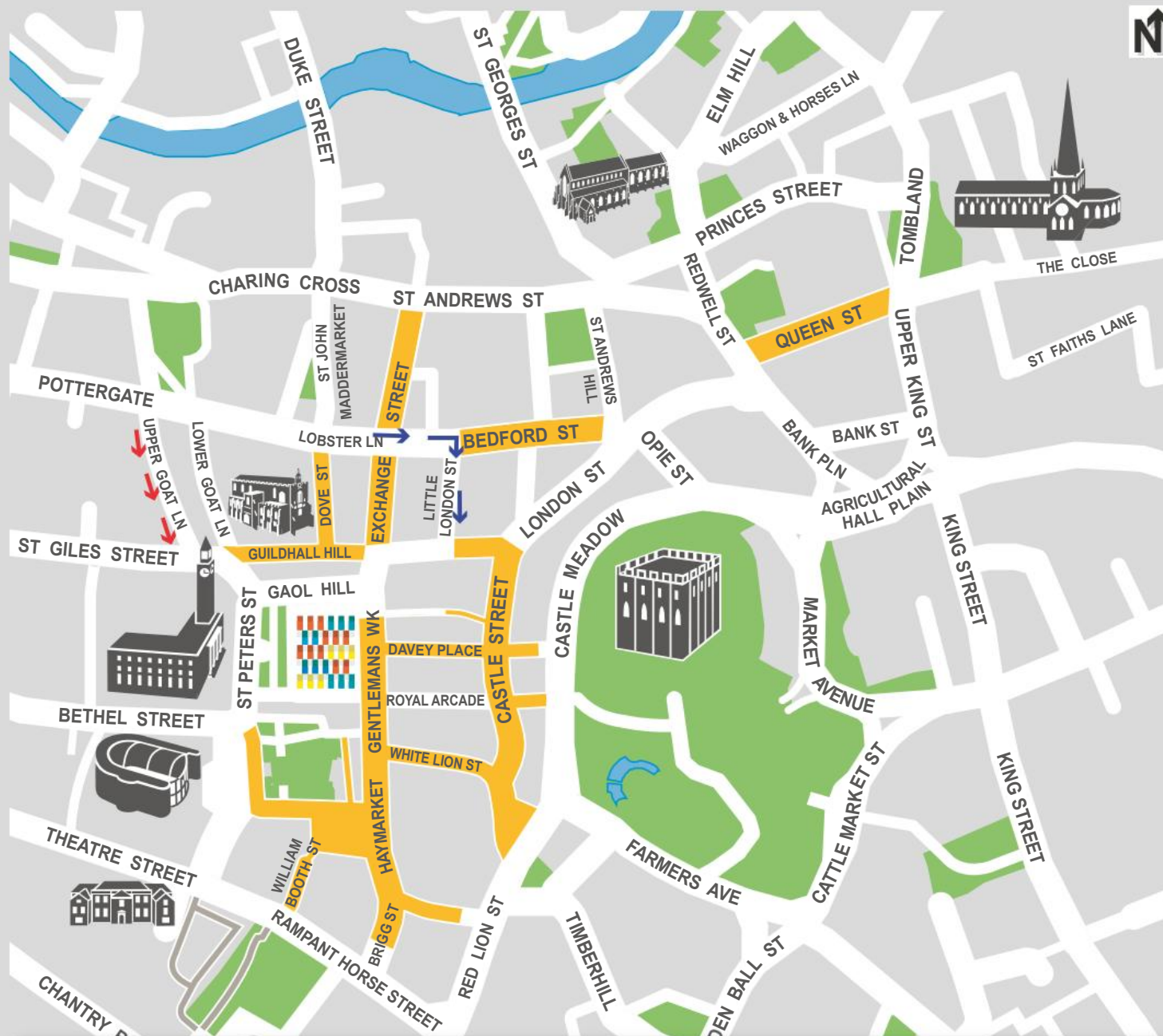
Appendix D

Transport  
for Norwich



INDUSTRIAL  
STRATEGY

TRANSFORMING CITIES FUND



## KEY



Pedestrian and Cycle Zones closed to motorised traffic except for loading between 4pm and 10am.



Reversal of the one-way restriction on Upper Goat Lane



Lobster Lane, Bedford Street (part of) and Little London Street to form a weight restricted (3.5 tonnes) access and loading loop. Please note it will still be possible to drive eastbound along the length of Bedford Street between 4pm and 10am for all access and loading.

For project updates and more information please visit  
[www.norfolk.gov.uk/norwichlanes](http://www.norfolk.gov.uk/norwichlanes)

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## Connecting the Norwich Lanes - your views on proposed changes to the area: Summary report

This report was created on Thursday 12 August 2021 at 10:27 and includes **560** responses.

The consultation ran from 12/07/2021 to 09/08/2021.

### Contents

Question 1: Please tick to confirm that you have read the Personal information, confidentiality and data protection statement above.	2
Data protection agreement	2
Question 1: To what extent do you agree or disagree with the overall 'Connecting the Norwich Lanes' project aims of: making it safer and easier to get around on foot or by bike, supporting opportunities for outdoor hospitality, boosting the local economy and improving air quality. (please select only one item)	2
Overall aims	2
Why do you say that? Please write below:	2
Question 2: The changes would make me more likely to explore the area on foot or by bike. To what extent do you agree or disagree with this statement? (please select only one item)	3
More likely to explore area by foot or bike	3
Why do you say that? Please write below:	3
Question 3: The changes would make me likely to spend more time visiting local businesses in the area. To what extent do you agree or disagree with this statement? (please select only one item)	3
Spend more time	3
Why do you say that? Please write below:	4
Question 4: To what extent do you like or dislike the proposed traffic flow changes for the area if all the 'Connecting the Norwich Lanes' proposals are agreed? (please select only one item)	4
Traffic flow	4
Why do you say that? Please write below:	4
Question 5: To what extent do you like or dislike the proposals for the Exchange Street area? (please select only one item)	5
Exchange Street area	5
Why do you say that? Please write below:	5
Question 6: To what extent do you like or dislike the proposals for St Andrews Street and Duke Street? (please select only one item)	5
St Andrews Street and Duke Street	5
Why do you say that? Please write below:	6
Question 7: To what extent do you like or dislike the proposals for St Benedicts Street? (please select only one item)	6
St Benedicts Street	6
Why do you say that? Please write below:	6
Question 8: To what extent do you like or dislike the proposals for the St Giles Street area? (please select only one item)	7
St Giles Street	7
Why do you say that? Please write below:	7
Question 9: The missing riverside link between St Georges Street and Duke Street is shown on the plans for St Andrews Street and Duke Street. This has already been agreed as part of the River Wensum Strategy and we'd like to get your views on the project as we progress it towards a planning application. Are there any considerations you'd like us to take into account when working on the detailed design proposals for River Wensum missing link? (Please skip this question if you have already responded to it in the St Andrews Street/Duke Street survey.)	7
Please write below:	7
Question 10: Are there any other considerations you'd like us to take into account when progressing the 'Connecting the Norwich Lanes' proposals as a whole?	7
Are there any other considerations you'd like us to take into account when progressing the 'Connecting the Norwich Lanes' proposals as a whole? Please write below:	7
Question 1: How do you primarily use the area? (Please select only one item)	8
How do you primarily use the area?	8
Question 2: Are you...? (please select all that apply)	8
User groups	8
Other - please specify	9
Question 3: Are you...? (Please select only one item)	9
Gender	9
Other - please specify	9
Question 4: How old are you? (Please select only one item)	9

Age	9
Question 5: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? (Please select only one item)	10
Disability	10
Question 6: How would you describe your ethnic background? (Please select only one item)	10
Ethnicity	10
Other ethnic background - please describe:	11
Question 7: What is the first part of your postcode? (e.g. NR4)	11
Postcode	11

**Question 1: Please tick to confirm that you have read the Personal information, confidentiality and data protection statement above.**

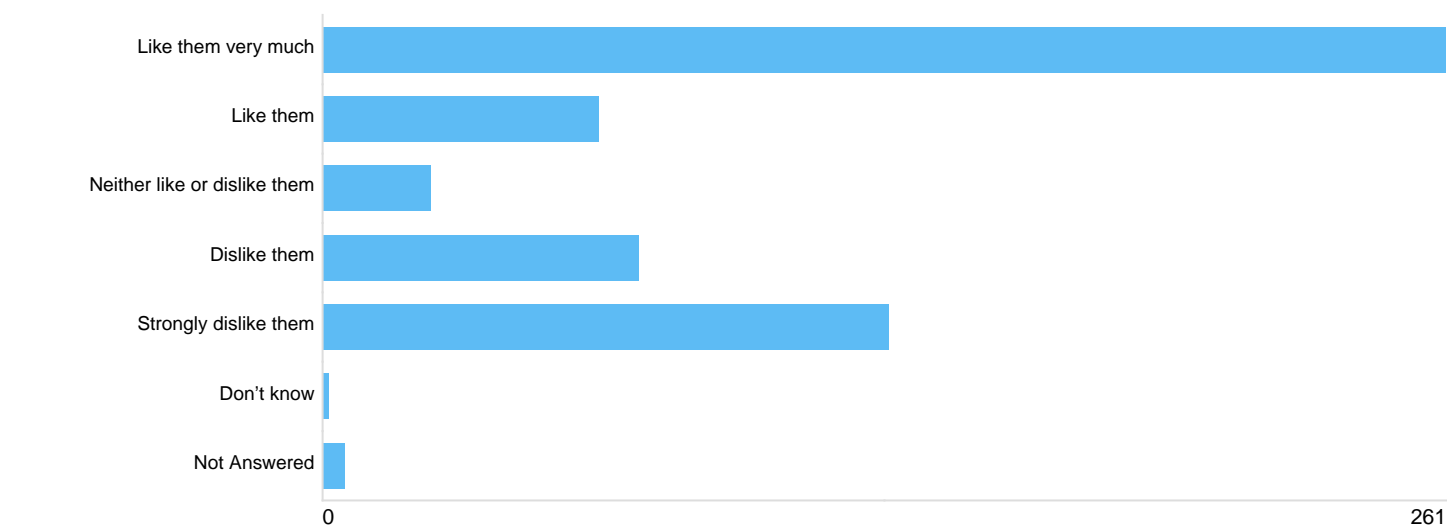
#### Data protection agreement



Option	Total	Percent
Yes - I have read the personal information, confidentiality and data protection statement	560	100.00%
Not Answered	0	0.00%

**Question 1: To what extent do you agree or disagree with the overall 'Connecting the Norwich Lanes' project aims of: making it safer and easier to get around on foot or by bike, supporting opportunities for outdoor hospitality, boosting the local economy and improving air quality. (please select only one item)**

#### Overall aims



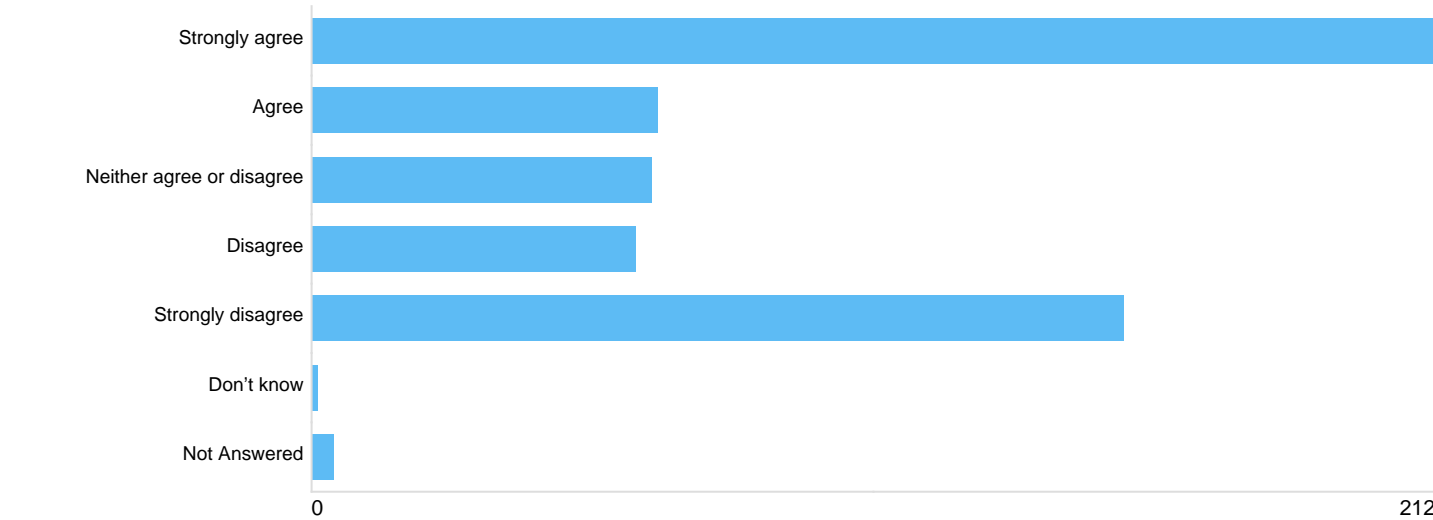
Option	Total	Percent
Like them very much	261	46.61%
Like them	64	11.43%
Neither like or dislike them	25	4.46%
Dislike them	73	13.04%
Strongly dislike them	131	23.39%
Don't know	1	0.18%
Not Answered	5	0.89%

**Why do you say that? Please write below:**

There were **445** responses to this part of the question.

**Question 2: The changes would make me more likely to explore the area on foot or by bike. To what extent do you agree or disagree with this statement? (please select only one item)**

*More likely to explore area by foot or bike*



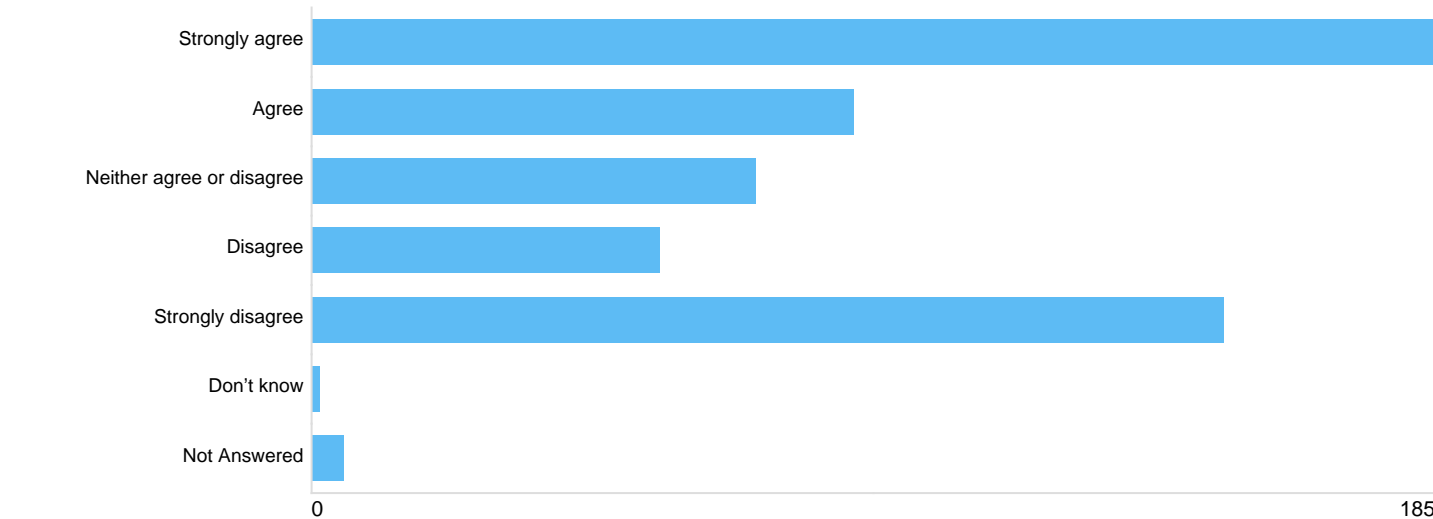
Option	Total	Percent
Strongly agree	212	37.86%
Agree	65	11.61%
Neither agree or disagree	64	11.43%
Disagree	61	10.89%
Strongly disagree	153	27.32%
Don't know	1	0.18%
Not Answered	4	0.71%

**Why do you say that? Please write below:**

There were **395** responses to this part of the question.

**Question 3: The changes would make me likely to spend more time visiting local businesses in the area. To what extent do you agree or disagree with this statement? (please select only one item)**

*Spend more time*





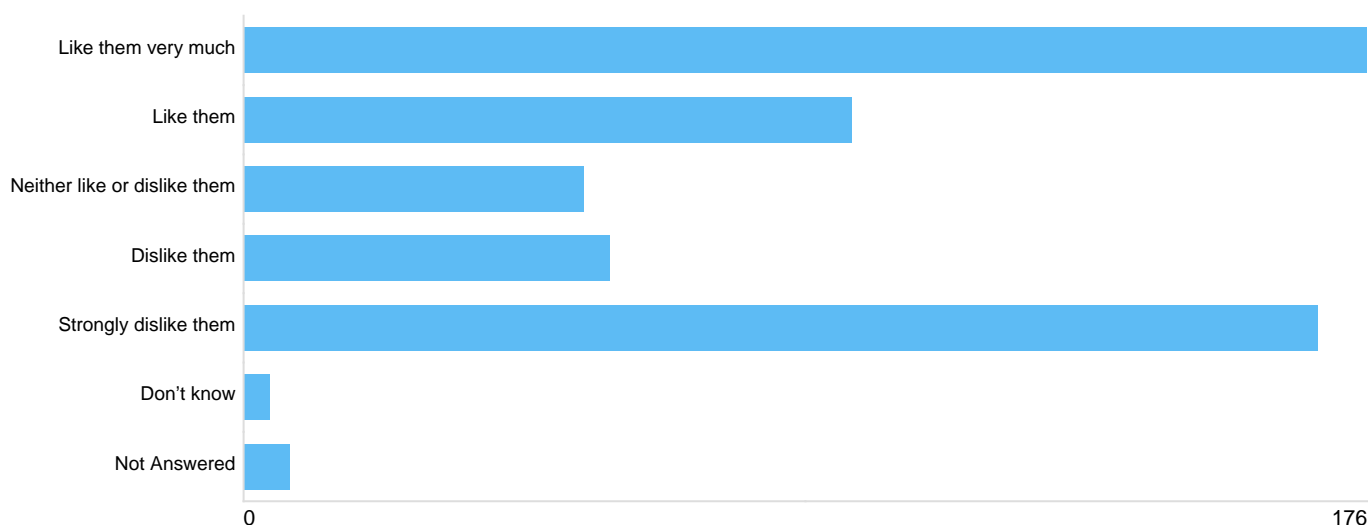
Option	Total	Percent
Strongly agree	185	33.04%
Agree	89	15.89%
Neither agree or disagree	73	13.04%
Disagree	57	10.18%
Strongly disagree	150	26.79%
Don't know	1	0.18%
Not Answered	5	0.89%

**Why do you say that? Please write below:**

There were **364** responses to this part of the question.

**Question 4: To what extent do you like or dislike the proposed traffic flow changes for the area if all the 'Connecting the Norwich Lanes' proposals are agreed? (please select only one item)**

**Traffic flow**



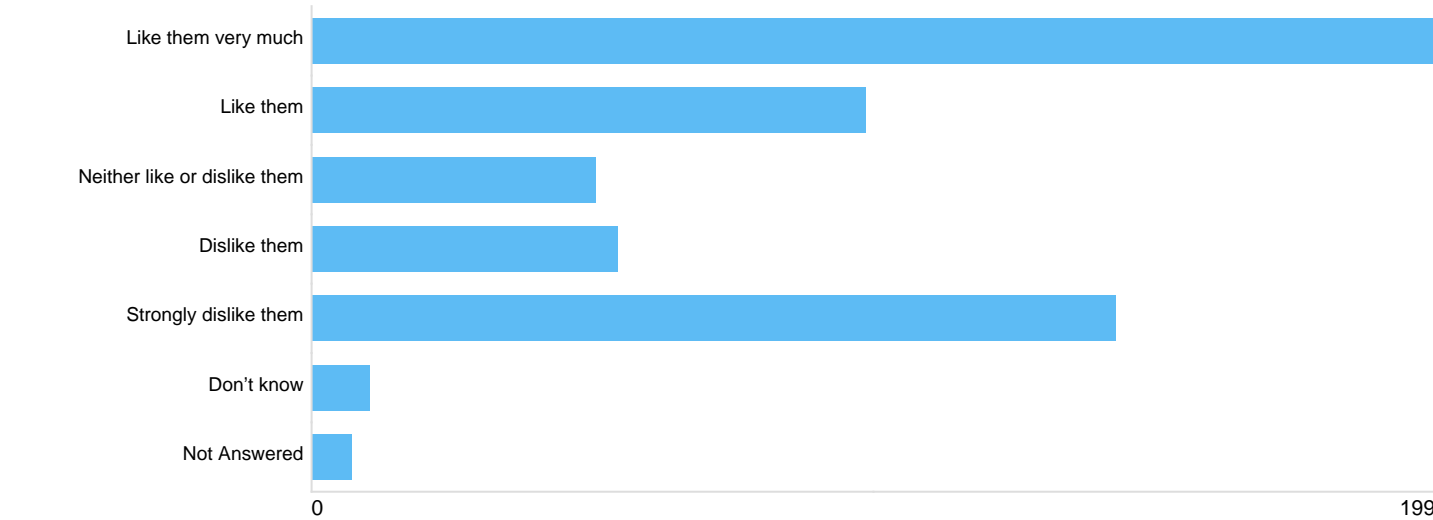
Option	Total	Percent
Like them very much	176	31.43%
Like them	95	16.96%
Neither like or dislike them	53	9.46%
Dislike them	57	10.18%
Strongly dislike them	168	30.00%
Don't know	4	0.71%
Not Answered	7	1.25%

**Why do you say that? Please write below:**

There were **345** responses to this part of the question.

Question 5: To what extent do you like or dislike the proposals for the Exchange Street area? (please select only one item)

Exchange Street area



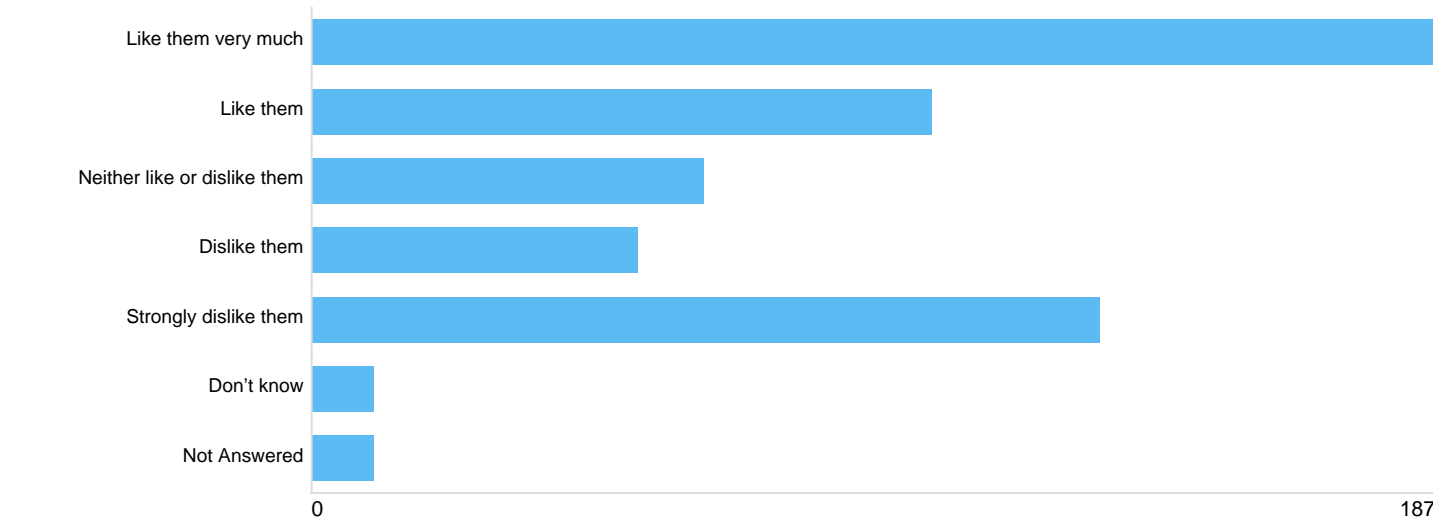
Option	Total	Percent
Like them very much	199	35.54%
Like them	98	17.50%
Neither like or dislike them	50	8.93%
Dislike them	54	9.64%
Strongly dislike them	142	25.36%
Don't know	10	1.79%
Not Answered	7	1.25%

Why do you say that? Please write below:

There were 297 responses to this part of the question.

Question 6: To what extent do you like or dislike the proposals for St Andrews Street and Duke Street? (please select only one item)

St Andrews Street and Duke Street



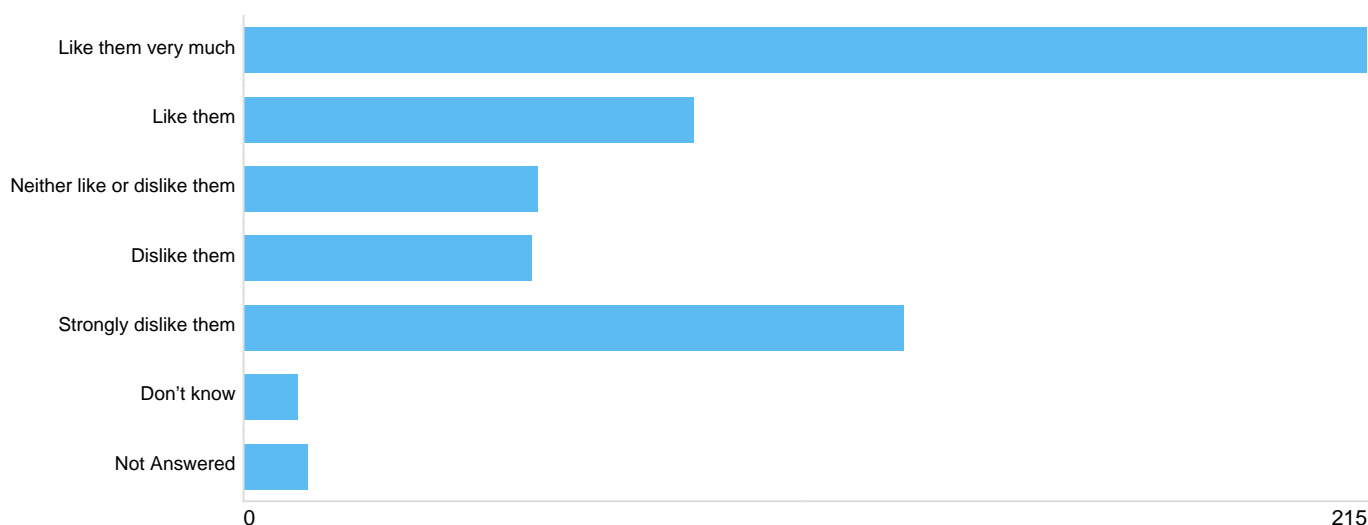
Option	Total	Percent
Like them very much	187	33.39%
Like them	103	18.39%
Neither like or dislike them	65	11.61%
Dislike them	54	9.64%
Strongly dislike them	131	23.39%
Don't know	10	1.79%
Not Answered	10	1.79%

**Why do you say that? Please write below:**

There were **271** responses to this part of the question.

**Question 7: To what extent do you like or dislike the proposals for St Benedicts Street? (please select only one item)**

**St Benedicts Street**



Option	Total	Percent
Like them very much	215	38.39%
Like them	86	15.36%
Neither like or dislike them	56	10.00%
Dislike them	55	9.82%
Strongly dislike them	126	22.50%
Don't know	10	1.79%
Not Answered	12	2.14%

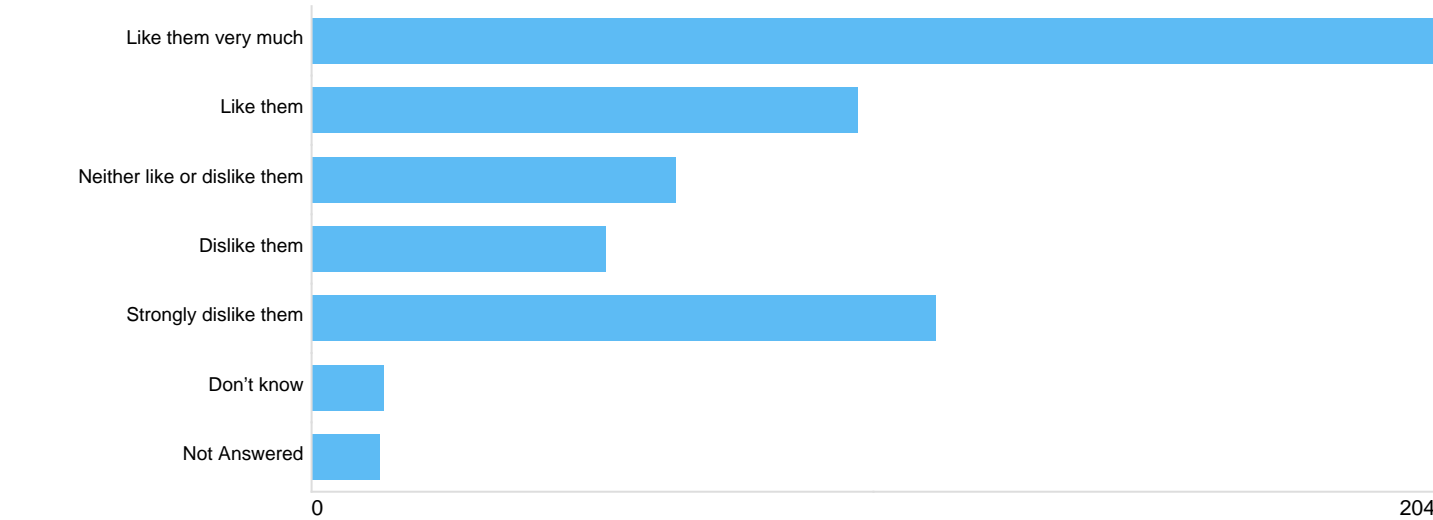
**Why do you say that? Please write below:**

There were **296** responses to this part of the question.



**Question 8: To what extent do you like or dislike the proposals for the St Giles Street area? (please select only one item)**

**St Giles Street**



Option	Total	Percent
Like them very much	204	36.43%
Like them	99	17.68%
Neither like or dislike them	66	11.79%
Dislike them	53	9.46%
Strongly dislike them	113	20.18%
Don't know	13	2.32%
Not Answered	12	2.14%

**Why do you say that? Please write below:**

There were 261 responses to this part of the question.

**Question 9: The missing riverside link between St Georges Street and Duke Street is shown on the plans for St Andrews Street and Duke Street. This has already been agreed as part of the River Wensum Strategy and we'd like to get your views on the project as we progress it towards a planning application. Are there any considerations you'd like us to take into account when working on the detailed design proposals for River Wensum missing link? (Please skip this question if you have already responded to it in the St Andrews Street/Duke Street survey.)**

**Please write below:**

There were 245 responses to this part of the question.

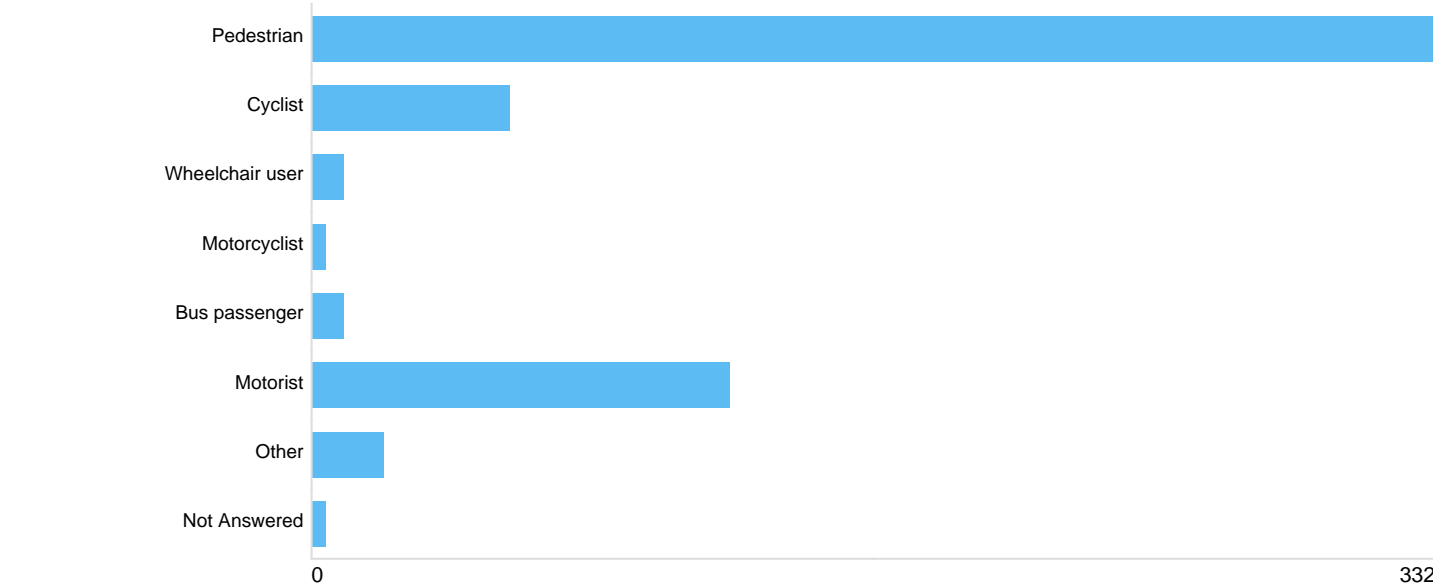
**Question 10: Are there any other considerations you'd like us to take into account when progressing the 'Connecting the Norwich Lanes' proposals as a whole?**

**Are there any other considerations you'd like us to take into account when progressing the 'Connecting the Norwich Lanes' proposals as a whole? Please write below:**

There were 353 responses to this part of the question.

Question 1: How do you primarily use the area? (Please select only one item)

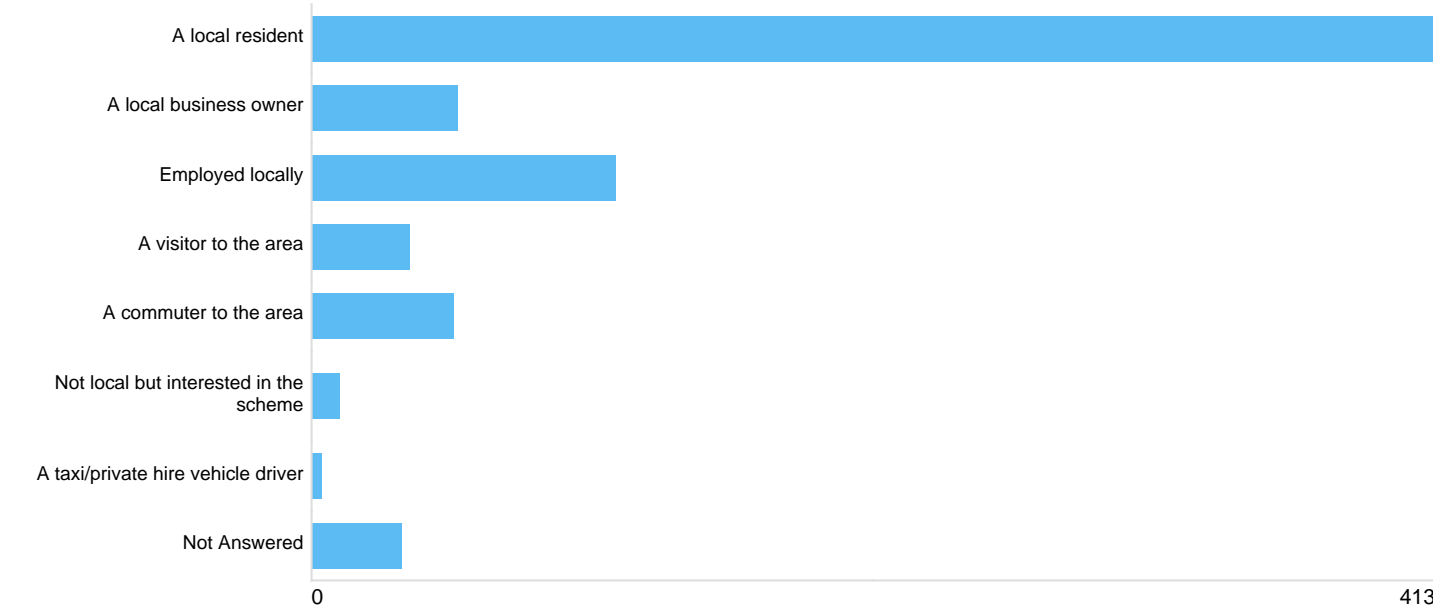
How do you primarily use the area?



Option	Total	Percent
Pedestrian	332	59.29%
Cyclist	58	10.36%
Wheelchair user	9	1.61%
Motorcyclist	4	0.71%
Bus passenger	9	1.61%
Motorist	123	21.96%
Other	21	3.75%
Not Answered	4	0.71%

Question 2: Are you...? (please select all that apply)

User groups



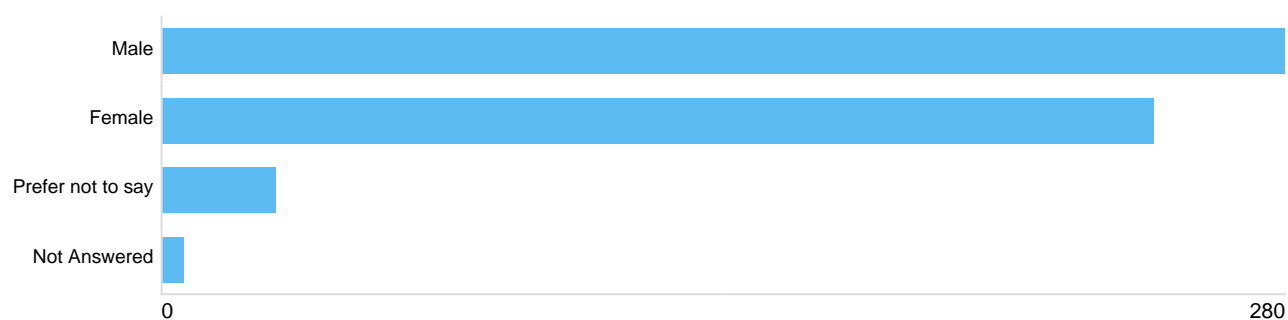
Option	Total	Percent
A local resident	413	73.75%
A local business owner	53	9.46%
Employed locally	111	19.82%
A visitor to the area	36	6.43%
A commuter to the area	52	9.29%
Not local but interested in the scheme	10	1.79%
A taxi/private hire vehicle driver	3	0.54%
Not Answered	33	5.89%

#### ***Other - please specify***

There were **51** responses to this part of the question.

### **Question 3: Are you...? (Please select only one item)**

#### ***Gender***



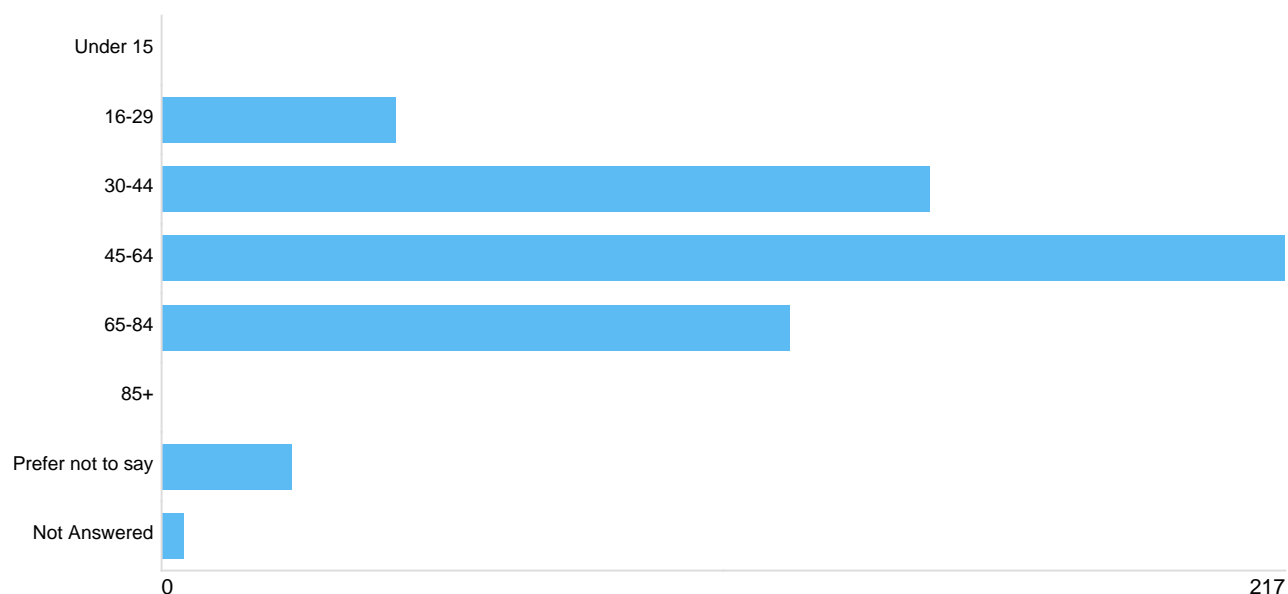
Option	Total	Percent
Male	280	50.00%
Female	247	44.11%
Prefer not to say	28	5.00%
Not Answered	5	0.89%

#### ***Other - please specify***

There were **4** responses to this part of the question.

### **Question 4: How old are you? (Please select only one item)**

#### ***Age***





Option	Total	Percent
Under 15	0	0.00%
16-29	45	8.04%
30-44	148	26.43%
45-64	217	38.75%
65-84	121	21.61%
85+	0	0.00%
Prefer not to say	25	4.46%
Not Answered	4	0.71%

**Question 5: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? (Please select only one item)**

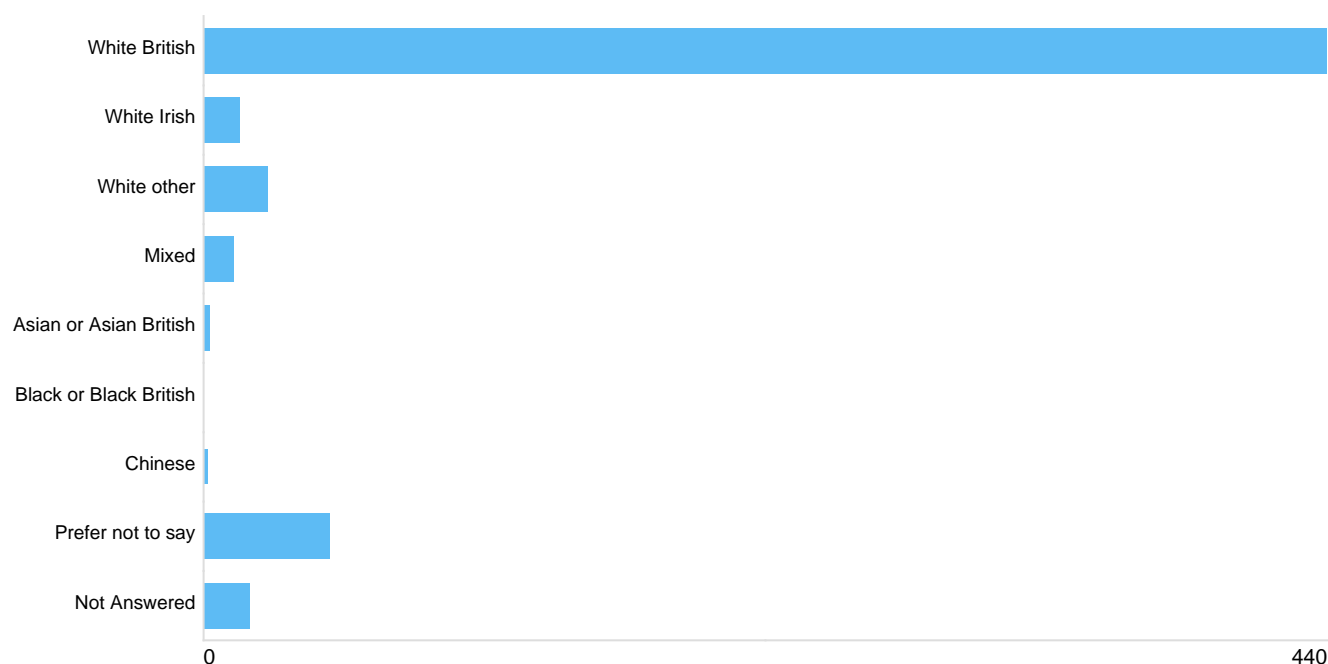
#### *Disability*



Option	Total	Percent
Yes	89	15.89%
No	429	76.61%
Prefer not to say	38	6.79%
Not Answered	4	0.71%

**Question 6: How would you describe your ethnic background? (Please select only one item)**

#### *Ethnicity*



Option	Total	Percent
White British	440	78.57%
White Irish	14	2.50%
White other	25	4.46%
Mixed	11	1.96%
Asian or Asian British	2	0.36%
Black or Black British	0	0.00%
Chinese	1	0.18%
Prefer not to say	49	8.75%
Not Answered	18	3.21%

***Other ethnic background - please describe:***

There were **15** responses to this part of the question.

**Question 7: What is the first part of your postcode? (e.g. NR4)**

***Postcode***

There were **548** responses to this part of the question.

## Connecting the Norwich Lanes - your views on proposed new loading and access times

<https://norfolk.citizenspace.com/consultation/norwichlanesloadingtimes>

This report was created on Thursday 02 December 2021 at 15:28

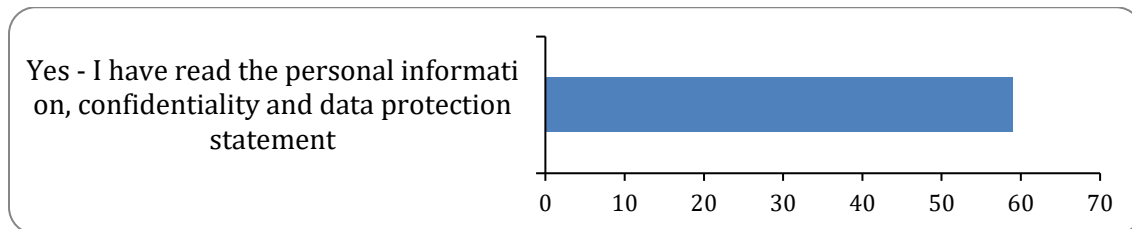
The activity ran from 01/11/2021 to 22/11/2021

Responses to this survey: **59**

### 1: Please tick to confirm that you have read the Personal information, confidentiality and data protection statement above.

#### Data protection agreement

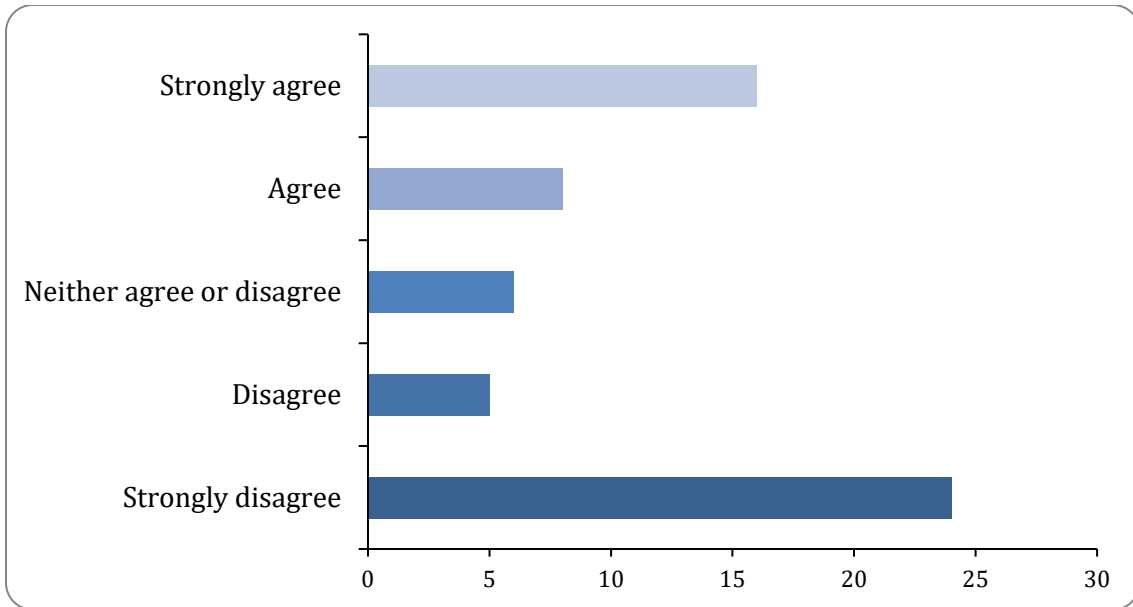
There were 59 responses to this part of the question.



Option	Total	Percent
Yes - I have read the personal information, confidentiality and data protection statement	59	100.00%
Not Answered	0	0.00%

### 1: To what extent do you agree or disagree with the changes to the area highlighted in yellow on the plan - 'New pedestrian/cycle zones with new 'no loading' restriction 10am to 4pm'. (please select only one item)

There were 59 responses to this part of the question.



Option	Total	Percent
Strongly agree	16	27.12%
Agree	8	13.56%
Neither agree or disagree	6	10.17%
Disagree	5	8.47%
Strongly disagree	24	40.68%
Don't know	0	0.00%
Not Answered	0	0.00%

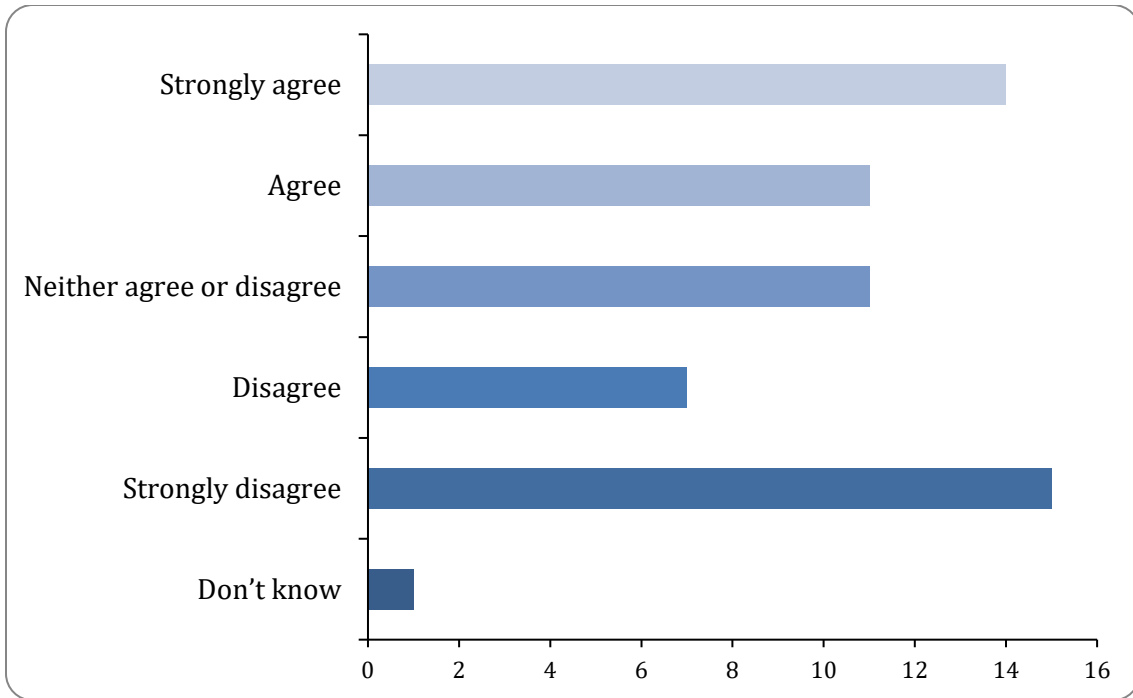
**Why do you say that? Please write below:**

There were 56 responses to this part of the question.

**2: To what extent do you agree or disagree with the changes to the area highlighted in purple on the plan - 'Existing pedestrian/cycle zones to become 'no loading' restriction 10am to 4pm'. This area is currently subject to a loading restriction between 10am and 5pm. (please select only one item)**

There were 59 responses to this part of the question.





Option	Total	Percent
Strongly agree	14	23.73%
Agree	11	18.64%
Neither agree or disagree	11	18.64%
Disagree	7	11.86%
Strongly disagree	15	25.42%
Don't know	1	1.69%
Not Answered	0	0.00%

**Why do you say that? Please write below:**

There were 46 responses to this part of the question.

**3: Are there any other considerations you'd like us to take into account when progressing changes to the access and loading restrictions in these areas of the city centre?**

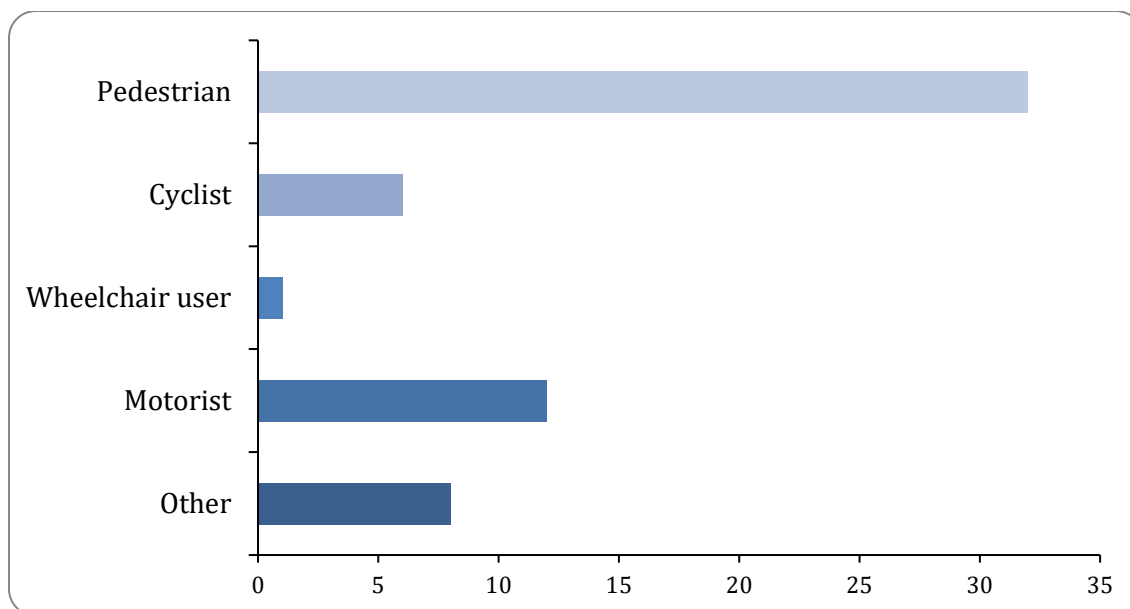
**Please write below:**

There were 50 responses to this part of the question.

### 1: How do you primarily use the area? (Please select only one item)

#### How do you primarily use the area?

There were 59 responses to this part of the question.

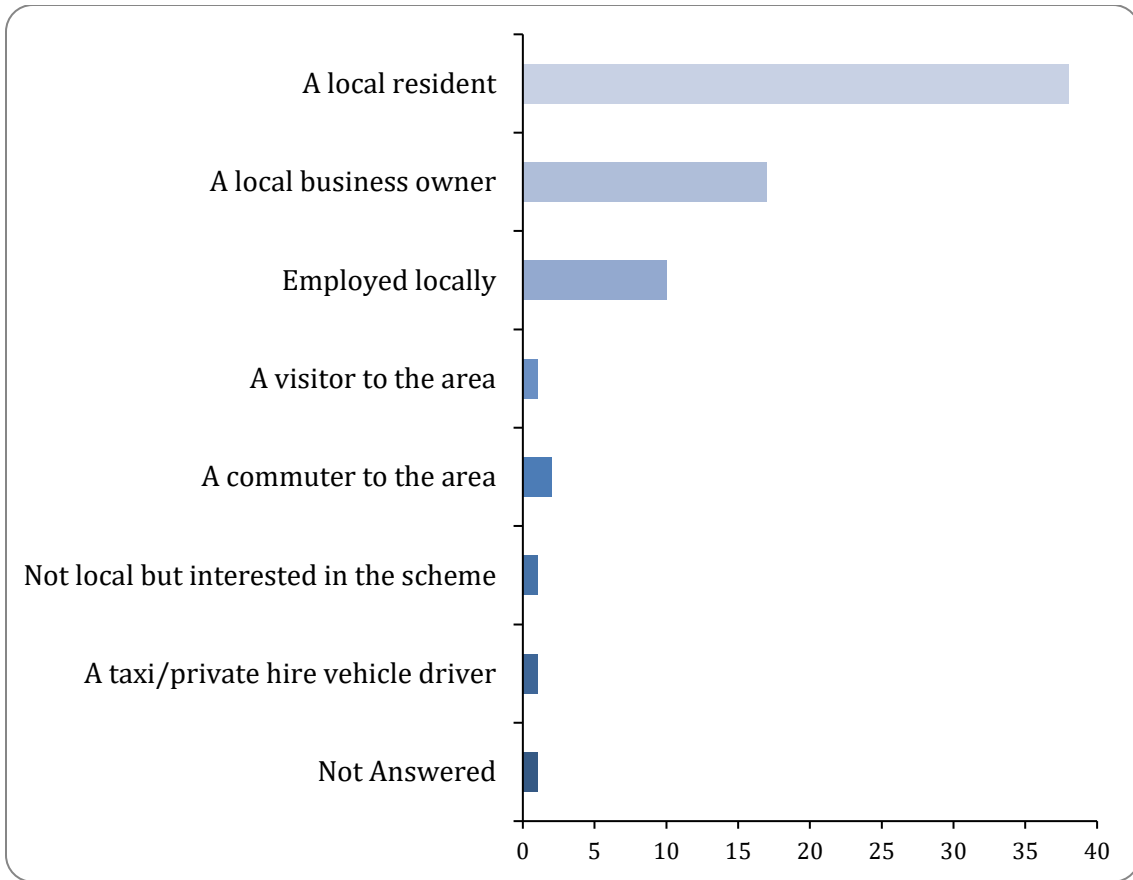


Option	Total	Percent
Pedestrian	32	54.24%
Cyclist	6	10.17%
Wheelchair user	1	1.69%
Motorcyclist	0	0.00%
Bus passenger	0	0.00%
Motorist	12	20.34%
Other	8	13.56%
Not Answered	0	0.00%

### 2: Are you...? (please select all that apply)

#### User groups

There were 58 responses to this part of the question.



Option	Total	Percent
A local resident	38	64.41%
A local business owner	17	28.81%
Employed locally	10	16.95%
A visitor to the area	1	1.69%
A commuter to the area	2	3.39%
Not local but interested in the scheme	1	1.69%
A taxi/private hire vehicle driver	1	1.69%
Not Answered	1	1.69%

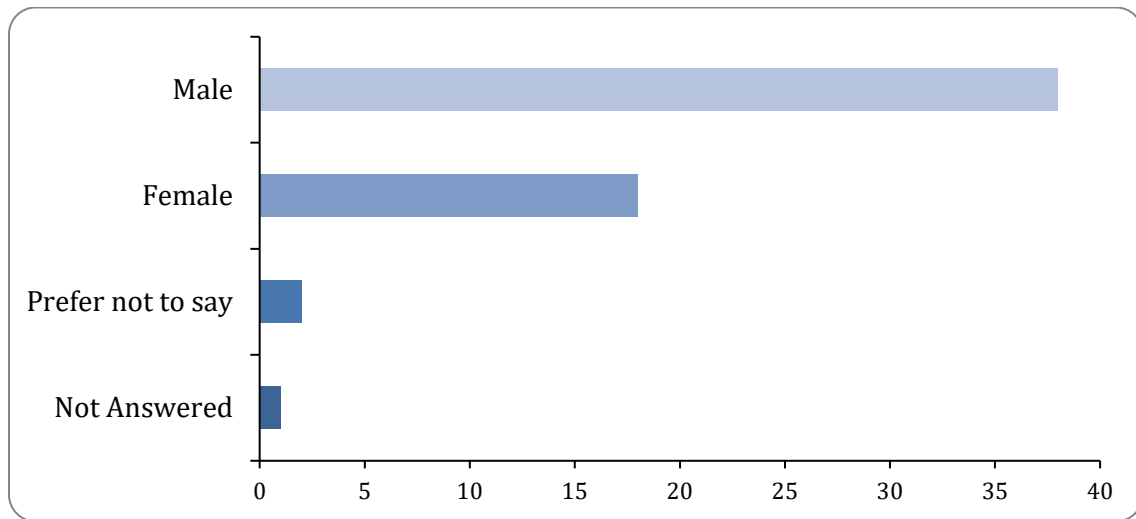
#### Other - please specify

There were 7 responses to this part of the question.

### 3: Are you...? (Please select only one item)

#### Gender

There were 58 responses to this part of the question.



Option	Total	Percent
Male	38	64.41%
Female	18	30.51%
Prefer not to say	2	3.39%
Not Answered	1	1.69%

**Other - please specify**

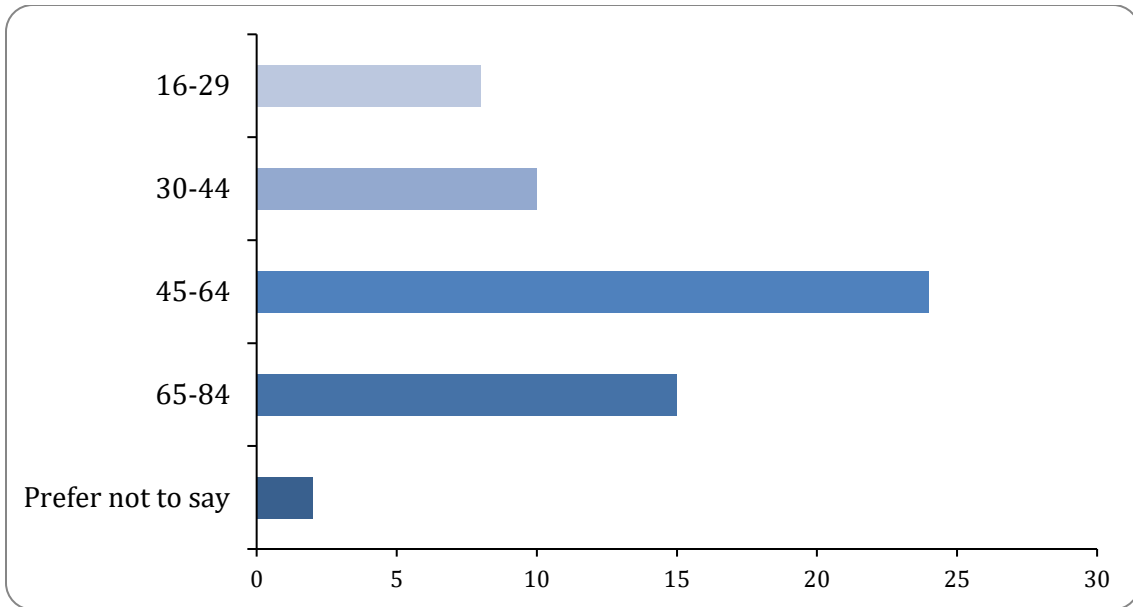
There were 0 responses to this part of the question.

**4: How old are you? (Please select only one item)**

**Age**

There were 59 responses to this part of the question.



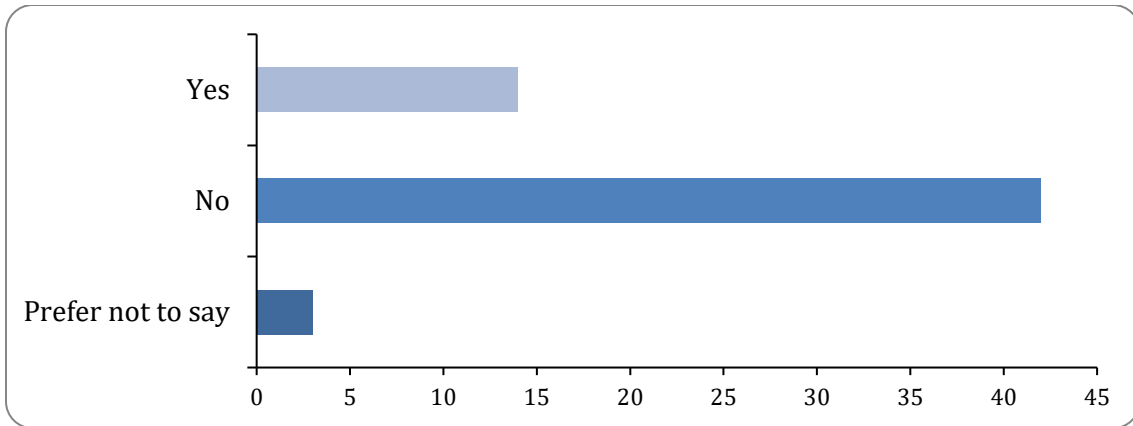


Option	Total	Percent
Under 15	0	0.00%
16-29	8	13.56%
30-44	10	16.95%
45-64	24	40.68%
65-84	15	25.42%
85+	0	0.00%
Prefer not to say	2	3.39%
Not Answered	0	0.00%

**5: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? (Please select only one item)**

#### **Disability**

There were 59 responses to this part of the question.

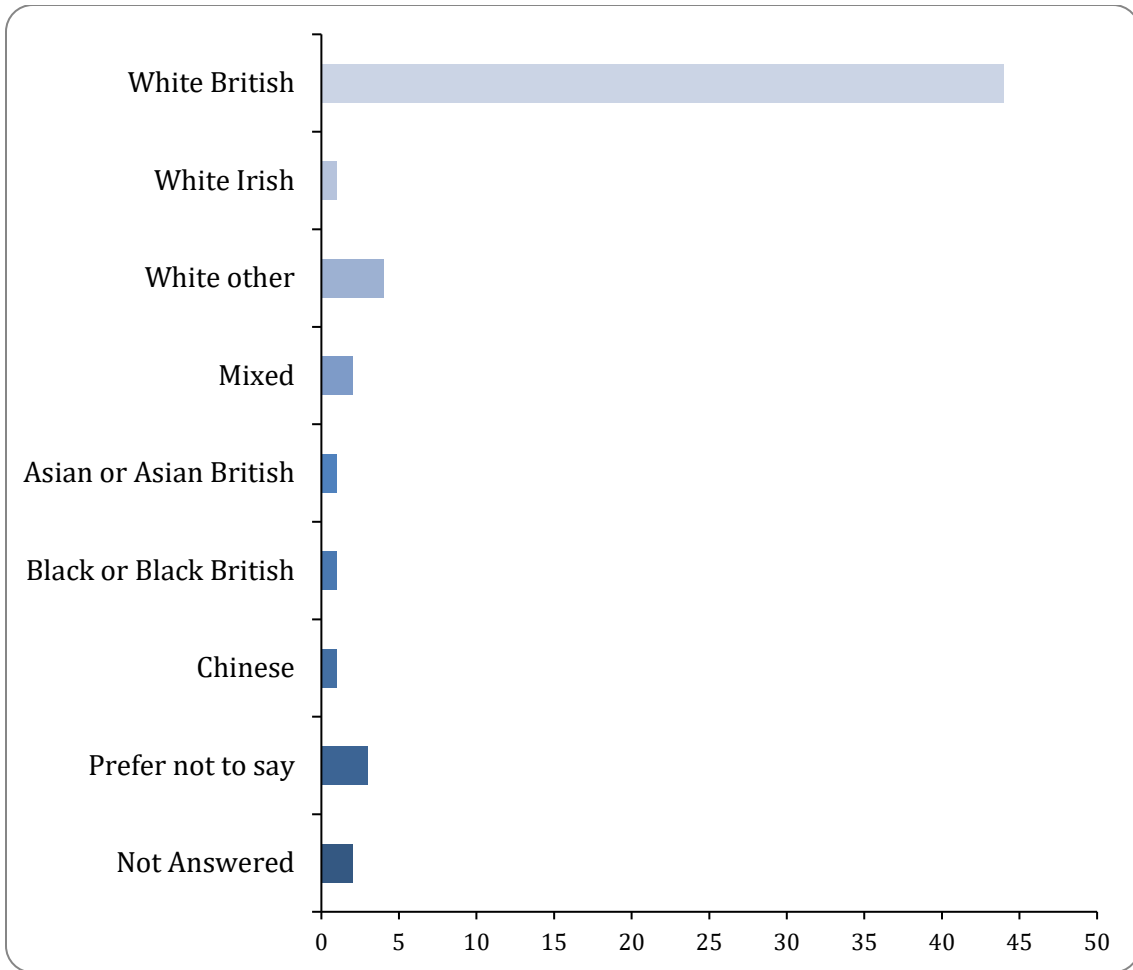


Option	Total	Percent
Yes	14	23.73%
No	42	71.19%
Prefer not to say	3	5.08%
Not Answered	0	0.00%

## 6: How would you describe your ethnic background? (Please select only one item)

### Ethnicity

There were 57 responses to this part of the question.



Option	Total	Percent
White British	44	74.58%
White Irish	1	1.69%
White other	4	6.78%
Mixed	2	3.39%
Asian or Asian British	1	1.69%
Black or Black British	1	1.69%
Chinese	1	1.69%
Prefer not to say	3	5.08%
Not Answered	2	3.39%

**Other ethnic background - please describe:**

There were 2 responses to this part of the question.

## 7: What is the first part of your postcode? (e.g. NR4)

### Postcode

There were 59 responses to this part of the question.



## CtL Analysis of Free Text Responses for Overview Survey

### Main Themes and Officer Responses

**Question 1:** To what extent do you agree or disagree with the overall 'Connecting the Norwich Lanes' project aims of: making it safer and easier to get around on foot or by bike, supporting opportunities for outdoor hospitality, boosting the local economy and improving air quality? Why do you say that?

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Negative impact on accessing the city by car</i>	40	These proposals are aligned with local government policies to reduce the reliance on the private vehicle in the city centre in order to improve the air quality and reduce carbon emissions. The scheme promotes active modes of travel and encourages the use of sustainable public transport for shorter journeys. Those choosing to travel by private motor vehicle will still be able to access city centre car parks.
<i>Businesses/the economy in general will be negatively impacted (as a direct result of a reduction in vehicular traffic)</i>	37	The scheme is actively promoting a vibrant city centre where members of the public can explore the Norwich Lanes on foot or by bike encouraging more people to spend a greater amount of time in the local area. Those choosing to travel by private motor vehicle will still be able to access city centre car parks.
<i>Proposals not required ('if it's not broken don't fix it')</i>	29	These proposals are aligned with local government policies to reduce the reliance on the private vehicle in the city centre in order to improve air quality and reduce carbon emissions. The scheme promotes active modes of travel and encourages the use of sustainable public transport.
<i>Disabled people have not been considered/negative impact on access for disabled drivers</i>	22	Access to disabled parking bays will remain. Further work in relation to the proposal to relocate the taxi rank is ongoing and will consider feedback received during the consultation.
<i>Increased congestion for drivers</i>	21	The schemes seek to encourage a shift from private motor vehicle to sustainable modes of transport. Through traffic will be directed to use suitable routes, such as the ring road, rather than cutting through city centre streets.

<i>Object to reduction in motor vehicle traffic in the city centre</i>	19	Promoting the use of the ring roads for travelling across the city will enable a reduction in general traffic, congestion, and emissions in the city centre. This will create a healthier environment for those that live, work and visit the city.
<i>Those with restricted mobility but no blue badge will be adversely affected</i>	12	Access to city centre car parks will remain in place. Further work in relation to the proposal to relocate the taxi rank is ongoing and will consider feedback received during the consultation.
<i>Worse air quality / more pollution</i>	12	These proposals are aligned with local government policies to reduce the reliance on the private vehicle in the city centre in order to improve the air quality and reduce carbon emissions. The scheme promotes active modes of travel and encourages the use of sustainable public transport for shorter journeys.
<i>Concern about electric scooters and cyclists posing a hazard, including specifically to people with visual impairment / disabled people</i>	11	The removal of general traffic within these areas will provide greater space for those walking, cycling and using scooters leading to less conflict between users.

<b>Main Supporting Themes</b>	<b>Total</b>
<i>Priority given to pedestrians / pedestrian improvements</i>	58
<i>Reduction of vehicles in the city centre</i>	58
<i>Priority given to cyclists / cycling improvements</i>	47
<i>Measures support outside dining/socialising</i>	45
<i>Better air quality / reduction in pollution</i>	40
<i>Positive impact on the environment</i>	32
<i>Positive impact on safety</i>	30
<i>Will be good for businesses / increase footfall / local economy</i>	25
<i>Positive impact on health</i>	13
<i>Enhance the city [in general]</i>	12
<i>Proposals bring a 'people focus' to the city making it a place for vibrant living rather than a highway / community feel</i>	12
<i>Proposals will encourage tourists/visitors</i>	11

**Question 2:** The changes would make me more likely to explore the area on foot or by bike. To what extent do you agree or disagree with this statement? (please select only one item) - Why do you say that?

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Proposals don't acknowledge those with a disability or restricted mobility</i>	31	<p>The proposals will provide increased space and wider footways which will improve the area for all users. Due to the reduced number of general vehicles using the city centre as a through route crossing the carriageways will also be easier for those with restricted mobility.</p> <p>Access to specific parking locations for disabled drivers will still be provided.</p>
<i>I already travel into the city by foot/bike/public transport/no additional incentive</i>	28	<p>The scheme will further improve access for those who already travel into the city by active or sustainable travel modes.</p>
<i>It's harder to access the city centre</i>	23	<p>Access to the city by private vehicle will still be possible and access to all of the city's major car parks will still be available.</p> <p>Access to specific parking locations for disabled drivers will still be provided.</p>
<i>Proposals should exclude bikes and electric scooters (identified as a hazard for pedestrians)</i>	19	<p>The removal of general traffic within these areas will provide greater space for those walking, cycling and using scooters leading to less conflict between users.</p>
<i>Need to/want to drive to enjoy the city's facilities</i>	15	<p>Access to the city by private vehicle will still be possible and access to all of the city's major car parks will still be available.</p> <p>Access to specific parking locations for disabled drivers will still be provided.</p>

<b>Main Supporting Themes</b>	<b>Total</b>
<i>Safer</i>	52
<i>Less vehicular traffic</i>	39
<i>Encourages cycling and walking</i>	19
<i>More space for walking</i>	16
<i>Less congestion/pollution – better air quality</i>	11

**Question 3:** The changes would make me likely to spend more time visiting local businesses in the area. To what extent do you agree or disagree with this statement? Why do you say that?

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Proposals make it more likely I will shop online or at out of town retail/avoid coming into the city</i>	45	The Connecting the Lanes programme of schemes is actively promoting a vibrant city centre where members of the public can explore the Norwich Lanes on foot or by bike encouraging more people to spend a greater amount of time in the local area. Those choosing to travel by private motor vehicle will still be able to access city centre car parks.
<i>Changes don't make a difference to me</i>	25	No comment
<i>Difficult to access and leave the city</i>	21	Those choosing to travel by private motor vehicle will still be able to access city centre car parks. General traffic is encouraged to use suitable routes rather than cutting through the city centre.
<i>Changes adversely affect those with restricted mobility/disabled</i>	15	Access to city centre car parks and disabled parking will remain in place. Further work in relation to the proposal to relocate the taxi rank is ongoing and will consider feedback received during the consultation.
<i>Need vehicular access to shop and transport items home</i>	13	Those choosing to travel by private motor vehicle will still be able to access city centre car parks. Areas for loading are provided for bulky and/or heavy items.
<i>Public transport improvements are required (before limiting vehicular traffic)</i>	10	The Connecting the Lanes programme sits within the wider Transport for Norwich programme. The County Council is working closely with First Bus to secure improvements to services and the provision of bus lanes will help to improve public transport journey times and reliability.

<b>Main Supporting Themes</b>	<b>Total</b>
<i>More likely to use / support outside dining in particular</i>	36
<i>Proposals will make it a more pleasant experience / more relaxed</i>	35
<i>The area will be safer</i>	28
<i>Supporting local businesses to keep Norwich vibrant</i>	21
<i>Improved air quality / less pollution</i>	21
<i>Reduction of traffic</i>	12
<i>Encourages cycling and walking – easily accessible</i>	11

**Question 4:** To what extent do you like or dislike the proposed traffic flow changes for the area if all the 'Connecting the Norwich Lanes' proposals are agreed? Why do you say that?

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>The proposals will lead to increased congestion elsewhere in the city / longer journeys</i>	30	The proposals will reduce congestion in some of the busiest areas of the city in an effort to improve the air quality in these areas.
<i>Proposals will make it more difficult to drive around Norwich</i>	26	Traffic removed from the narrow lanes of the city centre will be diverted onto other routes which are more capable of carrying the level of traffic.
<i>Negative impact on local businesses</i>	24	Access to nearby car parks will still be available as a result of these proposals and access to local shops and businesses on foot will be improved.
<i>Flow changes will make it harder for people with restricted mobility to access the city centre</i>	20	Access to disabled parking bays and car parks will remain. Further work in relation to the proposal to relocate the taxi rank is ongoing and will consider feedback received during the consultation.
<i>Pedestrianisation and cycling improvements are not required</i>	15	Improving access to and around the city for those using active travel is key to promoting a well-balanced travel system. Local evidence suggests that infrastructure improvements which make active travel easier generate an increase in uptake of active travel for shorter journeys. This helps tackle local air quality issues whilst as well as promoting the health and wellbeing benefits of active travel.
<i>Object to reduction in motor vehicle traffic in the city centre</i>	14	Traffic removed from the narrow lanes of the city centre will be diverted onto other more suitable routes which are more capable of carrying the level of traffic.
<i>The environment will be negatively affected by congestion due to traffic using alternative routes</i>	13	<p>Traffic removed from the narrow lanes of the city centre will be diverted onto other more suitable routes which are more capable of carrying the level of traffic.</p> <p>Improving facilities for those choosing active travel may encourage more people to adopt these more sustainable modes for shorter journeys in turn removing some of the car journeys from the network.</p>



<b>Main Supporting Themes</b>	<b>Total</b>
<i>Less vehicular traffic in the city centre/prioritises active transport modes</i>	45
<i>Proposals will improve safety and connectivity</i>	28
<i>A step in the right direction, more flow changes needed in future</i>	13
<i>Better air quality / less pollution</i>	13
<i>Proposals make driving into the city less convenient which is a good thing</i>	11

**Question 5:** To what extent do you like or dislike the proposals for the Exchange Street area? (please select only one item)

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Proposal will create more congestion and pollution elsewhere in the city</i>	28	The schemes seek to encourage a shift from private motor vehicle to sustainable modes of transport. Through traffic will be directed to use suitable routes, such as the ring road, rather than cutting through city centre streets.
<i>Relocation of the taxi rank means journeys will be longer / more expensive / difficult to access</i>	24	Following feedback from the consultation the proposal to relocate the taxi rank will be subject to further work before any decisions are made. Potential options to provide taxi space to the north of Exchange Street are being investigated.
<i>Proposals will make it harder for people with restricted mobility / disabled people to access the city</i>	23	Access to disabled parking bays and car parks will remain. Further work in relation to the proposal to relocate the taxi rank is ongoing and will consider feedback received during the consultation.
<i>Object to reduction in motor vehicle traffic in the city centre</i>	18	City centre streets provide areas for people to visit businesses and hospitality venues and spend leisure time. The purpose of these streets is not to provide a route across the city for general through-traffic, the removal of which will improve the experience of the city for people on foot and cycle.
<i>Negative impact on local businesses</i>	17	The proposals for Exchange Street (and surrounding streets) has changed following the consultation in response to the issues raised by local businesses.
<i>Object to cycles using pedestrian areas</i>	11	The removal of general traffic within some areas will provide greater space for those walking, cycling and using scooters leading to less conflict between users.

<b>Main Supporting Themes</b>	<b>Total</b>
<i>Supports pedestrianisation / reduction in traffic on Exchange St</i>	41

<i>The area becomes safer / fewer speeding cars</i>	30
<i>Outside dining will be pleasant with fewer vehicles going past</i>	17
<i>Currently there is inadequate space for the number of pedestrians (including buggies and wheelchairs)</i>	15

**Question 6:** To what extent do you like or dislike the proposals for St Andrews Street and Duke Street? (please select only one item) – Why do you say that?  
Please write below:

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Negative impact on congestion</i>	26	This scheme encourages travel by foot or cycle and directs general traffic to use more suitable routes such as the ring road to reduce congestion in the city centre area.
<i>Don't see a need for changes</i>	16	This area is currently used by general traffic travelling west to east. This scheme seeks to provide more space for walking and cycling and direct cross-city traffic to more suitable routes.
<i>Harder to navigate/ access</i>	16	Access to St Andrew's Street will be from the west only. Traffic previously using this route to travel from the west to the east of the city will be directed to use more suitable routes.
<i>Negative impact on the mobility restricted and disabled</i>	12	Footways will be widened to provide more space for walking and those using walking aids or mobility aids. Cycles will be segregated from those using footways.
<i>Doesn't offer any improvements</i>	11	The scheme removes west-east through traffic, widens footways, provides protected cycle space and additional crossing points.
<i>Discourages tourists/visitors</i>	11	The removal of general traffic within these areas will provide greater space for those walking, cycling and using scooters leading to less conflict between users.

<b>Main Supporting Themes</b>	<b>Total</b>
<i>Positive impact on safety</i>	15
<i>Makes the area more welcoming/ pleasant</i>	14
<i>Priority given to cyclists</i>	13
<i>Priority given to pedestrians</i>	11
<i>Less traffic</i>	11

**Question 7:** To what extent do you like or dislike the proposals for St Benedict's Street? (please select only one item) – Why do you say that? Please write below:

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Negative impact on local businesses</i>	39	It is noted from the consultation that in general there is a different view between hospitality businesses and traders, with the latter generally suggesting negative impacts. Additional loading areas have been included as requested, with pay and display spaces provided to the west of the junction of St Margaret's Street.
<i>Harder to navigate/ access</i>	21	The scheme seeks to prevent the route being used as a through route for general traffic and improve conditions for walking and cycling. Access for loading has been provided and there are on-street pay and display spaces and car parks nearby.
<i>No improvements for the disabled/ negative impact</i>	13	It is noted that the footways on St Benedict's Street are narrow and there is no budget at the current time to carry out physical works to these. However, the removal of through traffic will provide more space for walking and cycling and reduce the likelihood of conflict with motorised vehicles.

<b>Main Supporting Themes</b>	<b>Total</b>
<i>Positive impact on outdoor eating/dining</i>	27
<i>Positive impact from existing temporary arrangements</i>	23
<i>Less traffic</i>	22
<i>Makes the area more welcoming/ pleasant</i>	19
<i>Priority given to pedestrians</i>	13

**Question 8:** To what extent do you like or dislike the proposals for the St Giles Street area? (please select only one item) – Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
<i>Don't see a need for changes</i>	18	The proposals will widen the currently narrow footways, providing more space for walking and outdoor seating, whilst making the area more attractive by planting trees.
<i>Harder to navigate/ access</i>	14	The street will still be available to vehicles.
<i>Negative impact on local businesses</i>	13	The project seeks to encourage people to visit the area and provide opportunities for those wishing to benefit from outdoor seating areas.
<i>No improvements for the disabled/ negative impact</i>	12	There will still be some space for parking, vehicles will still be able to travel along the street and wider footways should make it easier to access for those with physical impairments.

Main Supporting Themes	Total
<i>Priority given to pedestrians</i>	16
<i>Less traffic</i>	14
<i>Makes the area more welcoming/ pleasant</i>	14
<i>Positive impact on safety</i>	12

**Question 9:** The missing riverside link between St Georges Street and Duke Street is shown on the plans for St Andrews Street and Duke Street. This has already been agreed as part of the River Wensum Strategy and we'd like to get your views on the project as we progress it towards a planning application. Are there any considerations you'd like us to take into account when working on the detailed design proposals for River Wensum missing link? (Please skip this question if you have already responded to it in the St Andrews Street/Duke Street survey.) - Please write below:

<b>Main Considerations/Themes</b>	<b>Total</b>
<i>Good idea / overdue</i>	51
<i>Ensure suitable room/markings for safe shared use</i>	24
<i>Don't do it / do improvements elsewhere instead</i>	14

**Question 10:** Are there any other considerations you'd like us to take into account when progressing the 'Connecting the Norwich Lanes' proposals as a whole? - Please write below:

<b>Main Considerations/Themes</b>	<b>Total</b>
<i>Ensure the mobility restricted/disabled are catered for (including the elderly)</i>	29
<i>Don't make it any more unfriendly for cars as access when driving is becoming increasingly difficult</i>	28
<i>Improve county wide public transport to allow people to use alternative methods</i>	22
<i>Don't do any of it</i>	21
<i>Keep pedestrians and cyclists separate</i>	20
<i>Focus more on supporting businesses directly</i>	17
<i>Make cycling safer across the whole county</i>	15
<i>Spend the money elsewhere</i>	15
<i>Need to keep vehicular access and loading</i>	12
<i>Reduce traffic further / introduce congestion charges</i>	11
<i>Consider the needs of residents and those who work in the city</i>	11

## CtL Analysis of Free Text Responses for Exchange Street Survey

### Main Themes and Officer Responses

**Question 1:** Make permanent the closure of Exchange Street to general traffic, including taxis, with contraflow cycling allowed. Further consultation will take place to decide arrangements for access to the Higher Education Centre car park. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Increased pollution and congestion</i>	21	The schemes seek to encourage a shift from private motor vehicle to sustainable modes of transport. Through traffic will be directed to use suitable routes, such as the ring road, rather than cutting through city centre streets.
<i>Taxi fares will increase</i>	16	Following feedback from the consultation the proposal to relocate the taxi rank will be subject to further work before any decisions are made.
<i>This ignores people who struggle with mobility</i>	14	Access to disabled parking bays and car parks will remain.
<i>Doesn't support local businesses</i>	13	The proposals for Exchange Street (and surrounding streets) has changed following the consultation in response to the issues raised by local businesses.

Main Supporting themes	Total
<i>Safer for pedestrians/cyclists</i>	24
<i>Less air pollution and congestion</i>	15
<i>Increases attraction of this area</i>	11



**Question 2:** Loading to continue to be allowed after 5pm and before 10am, as is currently the case. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Inconvenient for businesses</i>	23	As a result of responses received during the consultation a supplementary consultation was carried out and loading times are now proposed to be permitted between 4pm and 10am, with alternative access arrangements in place during these for 'small van' loading only.

Main Supporting themes	Total
<i>Necessity for businesses</i>	19
<i>Lorries/traffic shouldn't be on this road with the high number of pedestrians</i>	12

**Question 3:** Make St Peters Street a one-way continuation from St Giles Street, continuing along Bethel Street up to the entrance to The Forum car park. The new road layout will have give way lines at the top of Gaol Hill. All vehicles exiting The Forum car park to turn left. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>More pollution and congestion</i>	16	Although it is still intended to provide give way lines at the top of Gaol Hill St Peter's Street is proposed to remain as two way with signing provided at its' junction with Bethel St to ensure drivers are aware that St Peter's Street northbound provides no through route. The recently completed scheme at Grapes Hill will enable traffic to exit via Cleveland Road more efficiently (i.e. with less congestion compared to prior to this scheme being completed).

Main Supporting themes	Total
<i>It makes sense</i>	16
<i>Reduces traffic and pollution</i>	14

**Question 4:** Consider improving the capacity of the motorcycle parking area at the top of the market. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised were the noise created in this area, its' proximity to a busy public area and it's unattractiveness.	18	The small number of comments received is noted. The current area seems to work well and provide a balance between allowing motorcycle parking close to desired areas whilst keeping some separation between main pedestrian areas.

Main Supporting themes	Total
<i>It looks busy so increasing it is good</i>	11

**Question 5:** Consider relocation of the taxi rank on Guildhall Hill to an alternative nearby location, such as Bethel Street/St Peters Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>It isn't ideal for people who rely on taxis – such as the disabled/elderly</i>	35	Feedback from some users has suggested that the existing taxi rank with its steep gradient makes it difficult to access taxis and that a flatter site may be beneficial for some users. We will

		continue to work with all user groups as proposals develop.
<i>No need to make this change</i>	23	The relocation of the taxi rank, will enable more space for public realm improvements, giving visitors to the city a space to sit and rest as well as improving the aesthetic appearance of the area to help generate more use of the area and benefit the local economy.

Main Supporting themes	Total
<i>It will make the area more attractive</i>	22
<i>Reduced pollution in a high pedestrian area</i>	12

**Question 6:** Bedford Street to be subject to the same restrictions as Exchange Street – no through route for general traffic, including taxis, and no loading between 10am and 5pm. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Doesn't need to be changed</i>	13	Restrictions are required on Bedford Street to prevent this being used as a way of bypassing the proposed restrictions on Exchange Street.
<i>Not ideal for businesses</i>	13	The current proposals have been amended following the consultations to allow 'small van' loading nearby.

Main Supporting themes	Total
<i>Safer for pedestrians and cyclists</i>	13

**Question 7:** St Andrews Hill to be subject to the same restrictions as Exchange Street (as above). To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Doesn't need to be changed</i>	11	Following review of consultation responses it is no longer planned to subject St Andrew's Hill to the same restrictions as Exchange Street.

Main Supporting Themes	Total
<i>Safer for pedestrians and cyclists</i>	11

**Question 8:** Lobster Lane to be subject to the same restrictions as Exchange Street (as above). To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised where that it is not required and inconvenient for businesses	15	Following consultation feedback It is now proposed that Lobster Lane will form part of a 'loop' to allow 'small van' access throughout the day.

Main Supporting themes	Total
<i>Safer for pedestrians and cyclists</i>	14

**Question 9:** Little London Street to be subject to the same restrictions as Exchange Street (as above). To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but main issues raised were that there is no need to change this and negative impact on businesses	12	Following consultation feedback It is now proposed that Little London Street will form part of a 'loop' to allow 'small van' access throughout the day.

Main Supporting themes	Total
<i>Reduced traffic</i>	12

**Question 10:** Consider relocating the disabled parking spaces on Opie Street to Bank Plain, to occupy part of an existing loading bay. Remainder of loading bay to stay in place. Consider relocating the displaced loading spaces to Opie Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Doesn't help people with mobility issues</i>	17	It is intended that the disabled parking bays on Opie Street will not be removed as part of this proposal. Work is ongoing to review parking arrangements in the Bank Plain area.

Main Supporting themes	Total
There were a small number of supporting themes raised with the main one being reduced traffic	7

**Question 11:** Proposed loading for commercial vehicles only on Gaol Hill, including arrangements for market traders using smaller vehicles for the purposes of loading/unloading. Access to disabled parking on Gentleman's Walk will be unaffected by this proposal. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>No need to change</i>	14	Market traders tell us that they have difficulty accessing the current loading bays on Gaol Hill due to them being used by private vehicles. Making these commercial loading only will mean that this space can be used as intended, to facilitate the moving of heavy or bulky items, which will be easier to enforce and assist with the operations of nearby businesses.

Main Supporting themes	Total
<i>Good for businesses/traders</i>	19

**Question 12:** Introduce mandatory left turn from Pottergate into St John Maddermarket. Only those vehicles accessing Lobster Lane/Bedford Street for loading purposes between 5pm and 10am may go straight ahead. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but main issue raised was increased congestion and pollution	7	Vehicles with legitimate access or loading requirements may proceed along Lobster Lane beyond the St John Maddermarket junction. A mandatory left turn would restrict access requirements so will not be signed. Any vehicle without a legitimate access or loading requirement would still need to exit via St John Maddermarket.



Main Supporting themes	Total
<i>Reduced traffic</i>	13

**Question 13:** Upper Goat Lane to remain one-way but traffic flow reversed to be from north to south (Pottergate to St Gile's Street). Contraflow cycling to remain. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised were that contraflow cycle lanes were thought to be dangerous and that no changes are needed. It was also suggested that cyclists and traffic are too close which was considered unsafe.	16	This measure remains part of the proposals and is required to prevent traffic from trying to bypass the Exchange Street restriction in order to head north by travelling through the city centre.

Main Supporting themes	Total
There were a small number of supporting themes raised with the main ones being that it is a good idea but requires enforcement and makes sense in relation to the other proposals	8

**Question 14:** Disabled parking bays on Theatre Street currently have no time limits. It is proposed to make the disabled parking spaces on Theatre Street time limited to four hours. To what extent do you like or dislike these proposals?

Main Objecting themes	Total	Officer Response
<i>Shouldn't restrict disabled people</i>	11	This proposal remains, to align the time restriction on disabled bays with others across the city. This will allow fairer access for all disabled users visiting the city and prevent them being used by vehicles parking all day, every day. The support for this proposal below is noted.

Main Supporting themes	Total
<i>Allows rotation to increase access fairly</i>	18
<i>4 hours is a reasonable time limit</i>	12

**Question 15:** Are there any considerations you feel we should be aware of before finalising the proposals?

Main Objecting themes	Total	Officer Response
<i>Access by car is more difficult</i>	17	Access to city centre car parks and disabled parking is maintained. These schemes seek to encourage the use of sustainable modes of travel and to improve conditions for walking and cycling in the city centre.
<i>Businesses will be negatively impacted</i>	15	The feedback from both consultations has been taken into account and changes have been made in response to concerns raised by businesses.
<i>The areas should be left as they are</i>	11	City centre streets are for people, not cars. The closure of Exchange Street and associated measures on nearby roads will help to remove congestion and pollution from the city centre and direct traffic onto more suitable routes.
<i>Increased congestion and pollution</i>	11	These schemes seek to remove congestion and pollution from areas to make them more pleasant for people to spend time in as well as encouraging a shift to more sustainable travel modes.

<b>Main Supporting themes</b>	<b>Total</b>
<i>Better for the environment</i>	11

# **CtL Analysis of Free Text Responses for St Andrews Street / Duke Street area Survey**

## **Main Themes and Officer Responses**

**Question 1:** Force residual vehicles to turn left from Exchange Street into St Andrews Street removing eastbound traffic route across the city centre from Grapes Hill roundabout to Foundry Bridge. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Increased congestion and pollution</i>	24	The schemes seek to encourage a shift from private motor vehicle to sustainable modes of transport. Through traffic will be directed to use suitable routes, such as the ring road, rather than cutting through city centre streets. This will improve conditions for those walking and cycling on St Andrew's Street.
<i>The city is becoming harder to access</i>	11	The scheme seeks to remove through traffic from the city centre. Traffic previously using this route to travel through the city from west to east will be directed to use more suitable routes. Access to city centre car parks and disabled bays is maintained.

Main Supporting themes	Total
<i>Reduction of traffic and pollution</i>	24
<i>Safer for pedestrians and cyclists</i>	14

**Question 2:** Force vehicles to turn left from Charing Cross into Duke Street removing eastbound traffic route across the city centre from Barn Road to Foundry Bridge. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Increased congestion and pollution</i>	19	This measure seeks to remove pollution and congestion on St Andrew's Street, enabling the creation of better conditions for those choosing to walk or cycle.

Main Supporting themes	Total
<i>Reduction in traffic and pollution</i>	14

**Question 3:** Widen footways, install two-way cycle track enabled by much lower traffic level in St Andrews Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>No need to make this change / increased congestion and pollution</i>	19	There were a small number of objections raised in response to this question. The changes aim to reduce congestion and pollution in the area and improve conditions for cycling and walking.

Main Supporting themes	Total
<i>Improved safety for pedestrians and cyclists</i>	20
<i>Encourages walking and cycling</i>	13

**Question 4:** Remove traffic signals and install zebra crossing over St Andrews Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Dangerous for pedestrians</i>	13	Traffic signals can be removed due to the removal of general traffic using Exchange Street. The zebra crossing is proposed in the context of the reduction in traffic on St Andrew's Street and will give pedestrians priority to cross without delay rather than having to wait for signals to stop traffic.

Main Supporting themes	Total
<i>Increased safety/priority for pedestrians/cyclists</i>	16

**Question 5:** Install parallel crossing between St John Maddermarket and Duke Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Not much benefit to be gained/confusing for cyclists in either direction</i>	17	There were a small number of objections raised in response to this question. This proposal will give priority to those cycling and walking who wish to cross the road, rather than having to wait for traffic signals to stop motor vehicles. Areas for cycling will be clearly marked.

Main Supporting themes	Total
<i>Safer and prioritises pedestrians and cyclists</i>	19

**Question 6:** Provide a loading bay in Charing Cross. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
The changes are unnecessary / increased noise pollution for residents	5	There were a small number of objections raised to this question. Site observations have shown demand for loading in this area. Formalising this will aid enforcement and help to keep footways clear for their intended use.

Main Supporting themes	Total
<i>Supports and benefits local businesses</i>	14

**Question 7:** Move two-way cycle track away from St Andrews car park entrance to west side of Duke Street between St Andrews Street and Colegate. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>The changes are not necessary / cycle paths don't get used enough</i>	11	There were a small number of objections to this question. The changes will reduce the potential for conflict at the entrance to the car park and improve the quality of service for cyclists, which will in turn encourage use.

Main Supporting themes	Total
<i>Safer and easier access to the city for cyclists</i>	14
<i>Safer for all road users to not mix</i>	18



**Question 8:** Provide a parallel crossing over Duke Street on alignment of Riverside Walk for pedestrians and cyclists. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Dangerous for pedestrians / the change is not necessary</i>	9	There were a small number of objections to this question. This parallel crossing is being provided on a known desire line and will enable those cycling and walking to cross without delay and with priority over motor vehicles.

Main Supporting themes	Total
<i>Benefits users with the new bridge/riverside walk</i>	25
<i>Safety and priority for pedestrians and cyclists</i>	14

**Question 9:** Provide parallel cycle and pedestrian crossing across Duke Street. Prevent vehicles driving from Duke Street to Colegate through the Premier Inn car park. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Increased congestion and pollution</i>	17	This parallel crossing is being provided on a known desire line and will enable those cycling and walking to cross without delay and with priority over motor vehicles. Traffic is currently using private land as a cut-through and will be prevented to avoid it being used as a means to bypass the west to east restriction on St Andrew's Street.

Main Supporting themes	Total
<i>Safer for pedestrians and cyclists</i>	21
<i>Reduction of traffic using a dangerous route</i>	12

**Question 10:** Existing pedestrian crossing to become parallel crossing for pedestrians and cyclists while maintaining permitted vehicle access to St Andrews Hill. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>No need to change it / dangerous to mix pedestrians and cyclists</i>	11	There were a small number of objections to this question. Following the decision to exclude St Andrew's Hill from the proposal to subject it to the same restrictions as Exchange Street as well as issues with available space, this crossing is now proposed as a zebra crossing rather than a parallel crossing.

Main Supporting themes	Total
<i>Safer for pedestrians and cyclists</i>	12

**Question 11:** Provide a loading bay in St Andrews Street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Not necessary to make this change/might be dangerous for pedestrians</i>	7	There were a small number of objections to this question. There is an observed loading demand in this area. Provided dedicated space for loading aids enforcement and helps to keep footways and cycleways clear for their intended purpose.

Main Supporting themes	Total
<i>Supports local businesses</i>	12

**Question 12:** Install a zebra crossing. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Unnecessary change to make – more congestion/will not be safer or more accessible</i>	13	This proposal is no longer included in the plans. Other crossing points are available nearby.

Main Supporting themes	Total
<i>Prioritises pedestrians with increased safety</i>	16

**Question 13:** The missing riverside link between St Georges Street and Duke Street has already been agreed as part of the River Wensum Strategy and we'd like to get your views on the project as we progress it towards a planning application. Are there any considerations you'd like us to take into account when working on the detailed design proposals for River Wensum missing link?

Main Objecting themes	Total	Officer Response
<i>It will disturb the river wildlife and environment</i>	3	There were a small number of responses to this question on this survey. However, there were more responses to this as part of the Overview Survey. Environmental assessments will take place and will be required as part of the planning application.

Main Supporting themes	Total
<i>Helpful and accessible link for everyone</i>	29
<i>Enhance the area – make it aesthetically pleasing</i>	14
<i>Ensure its wide enough for pedestrians and cyclists</i>	16

**Question 14:** Reverse traffic flow and cycle contraflow on Muspole Street to prevent motorists bypassing St Andrews Street eastbound restriction. To what extent do you like or dislike this proposal?

<b>Main Objecting themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Increased traffic on surrounding road</i>	17	All of the measures proposed seek to direct west to east through traffic to use more appropriate routes rather than travelling through the city centre.
<i>Worse for residents</i>	14	If the flow is not reversed on Muspole St it is thought that motor vehicles may use it as a west to east through city movement to bypass the restriction on St Andrew's Street. If this is the case traffic could increase on Muspole Street and it is thought that residents would consider this to be a negative impact on them.

<b>Main Supporting themes</b>	<b>Total</b>
There were a small number of supporting themes raised but these included that the proposals 'make sense' and will prevent rat running.	12

**Question 15:** Duke Street changes (north of Colegate): widened footway on east side between Colegate and Muspole Street; zebra crossing between Muspole Street and St Marys Plain; no left turn for traffic from Duke Street into St Marys Plain. To what extent do you like or dislike these proposals?

<b>Main Objecting themes</b>	<b>Total</b>	<b>Officer Response</b>
<i>Don't like no left turn onto St Mary's plain</i>	28	This scheme has been removed from the Connecting the Lanes programme following traffic survey information and feedback received during the consultation.
<i>Increased traffic on surrounding roads</i>	17	See above
<i>Worse for residents</i>	17	See above

Main Supporting themes	Total
<i>Like widened footway</i>	21

**Question 16:** Bollards to prevent illegal parking and increase safety for those walking and cycling. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Only stops one business from parking / enforcement required to prevent inappropriate parking</i>	8	There were a small number of objections to this question. This relates to one business illegally crossing the footway to access a private area of land. There is no legal vehicular access in place. Bollards will prevent this and help ensure the safety of the users of the adjacent public highway.

Main Supporting themes	Total
<i>Like stopping car from parking</i>	15

**Question 17a:** Please consider the proposals for the area as a whole and answer the questions that follow: Are there any considerations you feel we should be aware of when developing the design further?

Main Objecting themes	Total	Officer Response
<i>Improvements should always consider residents</i>	12	The views of all respondents including residents are taken into account when progressing schemes.
<i>Concerns about increase in traffic</i>	11	The proposals for the area as a whole are designed to remove through traffic from the city centre and direct it onto more suitable routes.

Main Supporting themes	Total
There were a small number of supporting themes raised but these included that more should be done for pedestrians and cyclists, support for the proposed cycle facilities and a request for more cycle parking to be considered	18

**Question 17b:** Please consider the proposals for the area as a whole and answer the questions that follow: If you have any other comments in response to the overall proposals for St Andrews Street/Duke Street, please write them below:

Main Objecting themes	Total	Officer Response
<i>Not needed/waste of money, there should be more cycling facilities</i>	11	There were a small number of objections to this question overall. The scheme proposed will help to meet the aims of the Department for Transport's Transforming Cities Fund by promoting sustainable methods of travel.

Main Supporting themes	Total
There were a small number of supporting themes raised but these included general support for the scheme, particularly for pedestrians and cyclists	8

## CtL Analysis of Free Text Responses for St Benedict's Street Survey

### Main Themes and Officer Responses

**Question 1:** Make permanent the pedestrian and cycle zone between St Margaret's Street and Charing Cross which allows loading and access at all times. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
<i>Impact to businesses</i>	16	This question received 39 objections in the Overview Survey. It is noted from the consultation that in general there is a different view between hospitality businesses and traders, with the latter generally suggesting negative impacts. Additional loading areas have been included as requested, with pay and display spaces provided to the west of the junction of St Margaret's Street.
<i>Worse for pedestrians and cyclists</i>	13	It is noted that the footways on St Benedict's Street are narrow and there is no budget at the current time to carry out physical works to these. However, the removal of through traffic will provide more space for walking and cycling and reduce the likelihood of conflict with motorised vehicles.

Main Supporting Themes	Total
<i>Benefits pedestrians and cyclists</i>	19
<i>Improved general feel</i>	13



**Question 2:** Within this area, waiting (i.e. parking) not permitted. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
<i>There still needs to be parking</i>	17	A pedestrian and cycle zone is being promoted in order to improve conditions for walking and cycling and no parking is permitted in this area. Marked areas for loading (heavy or bulky items) is being provided. There are on-street pay and display car parking spaces provided nearby to the west of St Margaret's Street and there are other car parks nearby.
<i>Lack of parking affecting businesses</i>	15	Please see above.

Main Supporting Themes	Total
There were a small number of supporting themes raised but the main ones were reduced traffic and better conditions for pedestrians and cyclists	13

**Question 3:** Further loading only space created on the existing single yellow line on the southern side of the road to allow businesses to load/unload. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised were lack of parking and increased pollution/congestion.	11	These issues have been raised in response to other questions but do not answer the specific question posed.

Main Supporting Themes	Total
<i>Good for businesses</i>	12

**Question 4:** Additional loading space as indicated on the plan. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
There were a small number of objections to this question but the main issue raised was that extra loading is not needed/ should be moved	7	Additional loading space has been provided in response to requests from the local business community. It will allow businesses to be serviced and bulky/heavy goods to be collected/delivered.

Main Supporting Themes	Total
There were a small number of supporting themes raised but the main one is that more loading supports businesses	10

**Question 5:** Loading and waiting prohibited on the western corner of St Benedict's Street and St Margaret's Street. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

Main Objecting Themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised were that this proposal is not needed as there is no problem and that it removes parking spaces	6	This proposal will ensure that the area is kept clear to ensure that large vehicles turning right from St Margaret's Street can make the turn and will not be 'stuck' blocking the road. It will ensure adequate visibility is provided for all right turning vehicles, improving safety. The proposal does not remove parking spaces but will restrict loading on this corner. There is provision for loading on other more suitable areas of the street.

<b>Main Supporting Themes</b>	<b>Total</b>
There were a small number of supporting themes raised but the main ones were that the proposal improves safety, improves conditions for pedestrians and cyclists and makes it easier for large vehicles.	22

**Question 6:** Pay and display spaces provided to the west of St Margaret's Street. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

<b>Main Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
There were a small number of objections to this question but the main one was that this is not needed	6	Pay and display parking in the area will help those people requiring close access to the local businesses.

<b>Supporting Themes</b>	<b>Total</b>
There were a small number of supporting themes but the main ones were that this parking is needed and it will help businesses	20

**Question 7:** Car Club bays moved to the west of St Margaret's Street, near St Swithins Alley. To what extent do you like or dislike this proposal? (please select only one item) - Why do you say that? Please write below:

<b>Objecting Themes</b>	<b>Total</b>	<b>Officer Response</b>
There were a small number of objections to this question but the main ones were that St Margaret's Street is not suitable and that there are already too many Car Club spaces	15	Car Club spaces are proposed to be located on St Benedict's Street to the west of St Margaret's Street rather than on it. The scheme allows access to a car for those who cannot afford to own one or who choose not to own one and only require occasional use.

<b>Main Supporting Themes</b>	<b>Total</b>
There were a small number of supporting themes but the main theme was that Car Club is a good idea	6

**Question 8:** Please consider the proposals for the area as a whole and answer the questions that follow: - a. Are there any other considerations you feel we should be aware of before finalising the proposals? If so, please write these below:

Main Suggestions (4 or more respondents)	Total	Officer Response
<i>Separate cyclists and pedestrians</i>	6	Cyclists are not permitted to use the footways and will be on carriageway.
<i>Full pedestrianisation</i>	4	There are insufficient funds available at this time to carry out a scheme of this nature.
<i>Remove previous 'improvements' keep as two-way street.</i>	4	The proposal seeks to reduce vehicular movements on the street to improve conditions for walking and cycling.

Main Considerations (4 or more respondents)	Total	Officer Response
<i>Retailers</i>	6	The design for the scheme and the consultation has considered the feedback from a variety of people and is proposed in the context of the other Connecting the Norwich Lanes schemes.
<i>Safety</i>	6	
<i>Blue badge holders/ disabled parking</i>	5	
<i>Parking</i>	5	
<i>Residents</i>	5	
<i>Elderly/ those less mobile</i>	5	

**Question 9:** Please consider the proposals for the area as a whole and answer the questions that follow: - b. If you have any other comments in response to the overall proposals, please write them below:

Main Suggestions (3 or more respondents)	Total	Officer Response
<i>Work not needed</i>	3	The proposal seeks to improve conditions for walking and cycling and is proposed in the context of other Connecting the Norwich Lanes schemes.
<i>Segregate pedestrians and cyclists</i>	3	Cycles will be required to use the carriageway. Pedestrians will use the footway.
<i>More planting</i>	3	There is insufficient funding at this time for a public realm scheme to change paving materials and provide significant areas of planting.
<i>More outdoor dining areas</i>	3	Licences are required and enquiries and applications need

		to be made to Norwich City Council.
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<b>Main Comments (3 or more respondents)</b>	<b>Total</b>	<b>Officer Response</b>
<i>Lack of parking has affected sales</i>	4	It is hoped that improvements to the area will encourage more people walking and cycling to travel through the area and to visit businesses there. It is noted from consultation feedback that the experience of traders and hospitality businesses may be different. There are car parks nearby and pay and display parking available in the vicinity.
<i>Could have a negative impact on the elderly and disabled.</i>	3	Pay and display spaces are proposed nearby. A reduction in vehicular traffic on the Street should improve conditions for those moving through the area on foot.

## CtL Analysis of Free Text Responses for St Gile's Street Survey

### Main Themes and Officer Responses

**Question 1:** Sustainable urban drainage/area for more seating. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question but the main issues raised were a negative impact on businesses and increased noise/litter due to additional seating	13	It is noted below that outdoor seating received a similar level of support. It is hoped that improving the area will attract more people to visit it which will have a positive impact on local businesses. The potential for outdoor seating for hospitality businesses is part of this.

Main Supporting themes	Total
<i>More outdoor seating is good</i>	15
<i>Safer area for everyone</i>	11

**Question 2:** Raised table pedestrian crossing aligned to pedestrian desire line. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question although 10 respondents thought that no change is needed and difficulty parking and	15	The detailed design of the crossing point will be carefully considered to ensure that access to buildings is not impeded. This proposal seeks to enhance conditions for pedestrians.

accessing buildings was also raised		
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<b>Main Supporting themes</b>	<b>Total</b>
<i>Makes the area safer by slowing traffic</i>	22

**Question 3:** Seating on widened pavements outside cafes and dining areas to generate business, activity and interest. To what extent do you like or dislike this proposal?

<b>Main Objecting themes</b>	<b>Total</b>	<b>Officer Response</b>
There were a small number of objections to this question but the main objections were that it only supports hospitality businesses and that the proposals can cause hazards and block footpaths.	17	<p>Although it is noted that the measures are likely to have a positive impact on hospitality businesses it is hoped that improvements to the area and benefits to hospitality will also lead to more people visiting other businesses on the Street.</p> <p>As part of the outdoor seating licence application and physical extent of outdoor seating will be determined and will ensure that adequate space is available for pedestrians.</p>

<b>Main Supporting themes</b>	<b>Total</b>
<i>Supports businesses with a vibrant environment</i>	26
<i>More attractive area</i>	13



**Question 4:** Car parking is balanced on both sides of the street and arranged to serve the businesses needs for loading and parking. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>Parking/traffic should be removed</i>	12	The proposal seeks to maintain a balanced design to enable some parking to remain. Further consultation will take place on the detailed proposal before the scheme is implemented.

Main Supporting themes	Total
<i>No reduction in disabled parking and loading bays</i>	13

**Question 5:** Crossing points along the street are highlighted by tree planting and aligned to maximise pedestrian movement. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question and the main one was concerns that trees may restrict visibility of pedestrians to motorists	8	The locations and types of trees installed will consider visibility requirements.

Main Supporting themes	Total
<i>Improved attractiveness and environment</i>	22
<i>Improved safety and priority for pedestrians</i>	16

**Question 6:** Widened pavements prioritise pedestrian movement through the street. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
There were a small number of objections to this question, the main one being that there is no need to make the change.	8	The current footways along St Giles are narrow in a number of places and there is a wide carriageway. Reallocation of the highway space available will benefit those walking in the area.

Main Supporting themes	Total
<i>Increases safety/priority for pedestrians</i>	24

**Question 7:** Redesign Upper St Giles with high quality pedestrian priority. To what extent do you like or dislike this proposal?

Main Objecting themes	Total	Officer Response
<i>There were a small number of objections to this proposal, the main one being concern about a reduction in the number of parking spaces</i>	9	The proposal aims to improve conditions for walking and currently the concept includes providing for some parking. It is noted that in Question 4 of this survey 12 respondents felt that parking/traffic should be removed.

Main Supporting themes	Total
<i>Safer for pedestrians and cyclists</i>	23
<i>Creates a more vibrant and friendly environment</i>	12

## CtL Analysis of Free Text Responses for November 2021 Loading and Access Survey

### Main Themes and Officer Responses

**Question 1:** To what extent do you agree or disagree with the changes to the area highlighted in yellow on the plan – ‘New pedestrian/cycle zones with new ‘no loading’ restriction 10am to 4pm’. Why do you say that?

Main objecting Themes	Total
Loading times are too restrictive for businesses	13
Exchange Street should be pedestrians and cycles only all of the time/closed to traffic all of the time	5
Negative impact on disabled people who need to access building/s on Exchange Street / those with limited mobility	5
Concern about cyclist behaviour around pedestrians / shared use	3
Lack of enforcement	2
Small van loading required for businesses during the day	2

Main Supporting Themes	Total
Air quality will improve	3
Pedestrian use will increase / encourage shoppers	2
Proposals will encourage people to walk or cycle rather than drive into the city	2
Safer	2

**Question 2:** To what extent do you agree or disagree with the changes to the area highlighted in yellow on the plan – ‘New pedestrian/cycle zones with new ‘no loading’ restriction 10am to 4pm’. Why do you say that?

Main objecting Themes	Total
Exchange Street should be pedestrians and cycles only all or most of the time / closed to traffic all/most of the time	3
Enforcement is required	2
Loading is required throughout the day / larger permitted window required	2

Main Supporting Themes	Total
Reduced congestion in the city centre	1
Reduced congestion in the city centre	1
Improved safety	1

## Main Considerations highlighted

Consideration	Total
Consider the needs of disabled people	6
Need to ensure restrictions are enforced	5
Consider the needs of elderly people	3

# Transport for Norwich Joint Committee

Item No:6

**Report Title:** Ipswich Road Active Travel Fund

**Date of Meeting:** 13 January 2022

**Responsible Cabinet Member:** Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure & Transport)

**Responsible Director:** Grahame Bygrave – Director of Highways & Waste

**Is this a Key Decision?** No

**If this is a Key Decision, date added to the Forward Plan of Key Decisions:** N/A

## Executive Summary / Introduction from Cabinet Member

Norfolk County Council was recently awarded £1.2 million from the Department for Transport's (DfT) Active Travel Fund to invest in local infrastructure projects that support the promotion of walking and cycling as an attractive and convenient transport mode for shorter journeys. Projects funded through the Active Travel Fund in Greater Norwich support those being delivered through the Transforming Cities Fund, which has the aim of investing in clean transport options, increasing social mobility and access to employment and learning.

Following the scheme proposals presented to the Transport for Norwich (TfN) Joint Committee in October 2021, further engagement has been carried out with the Local Members, Town Close School and the City College to further develop the proposal to introduce mandatory cycle lanes that offer cyclists protection from general traffic, whilst continuing to allow vehicle access to both Town Close School and City College. This paper outlines the further engagement that has been carried out and presents two options for the consideration of the committee for mandatory cycle lanes on Ipswich Road.

## **Recommendations:**

- 1. To approve either Option A presented in Appendix A, or Option B presented in Appendix B, or approve neither option presented in this report. Both options enable the construction of segregated mandatory cycle lanes on Ipswich Road, as well as the removal and relocation of permit parking and the reduction and relocation of time-restricted parking.**
- 2. To commence the statutory procedures associated with the chosen option from Recommendation 1 and progress with the new legal Traffic Regulation Orders (TRO) and any amendments to existing TROs.**
- 3. Note that further work is being undertaken to identify appropriate interventions to reduce vehicle speeds on Town Close Road and address concerns over parking.**

## **1 Background and Purpose**

- 1.1 Funding has been awarded from the Department for Transport's (DfT) Active Travel Fund to invest in local infrastructure projects that support the promotion of walking and cycling as an attractive and convenient transport mode for shorter journeys.
- 1.2 Ipswich Road, from the Harford Manor School to the St Stephen's Road junction, is a key route for people walking and cycling from the city centre to City College and beyond. The main objective of this scheme is to improve the environment for walking and cycling along this busy route.
- 1.3 At the October 2021 TfN Joint Committee, Member agreed to:
  - Approve elements of the scheme that were supported in the consultation (the 20mph speed limit, replacement of a central island with a zebra crossing, continuous footway across Cecil Road and moving the car club bay) and to commence any statutory processes regarding Traffic Regulation Orders;
  - Ask officers to review whether there is an alternative option whereby segregated cycle lanes remain on both sides of the road, but that further consideration is given to concerns raised, particularly around loss of on-street parking, and safety issues on Town Close Road.

- 1.4 This paper outlines the findings of further engagement with stakeholders and presents two options for the Committee to consider in terms of how the cycle lanes are constructed and operate. In addition, the Committee is asked to note that further work is being undertaken through engagement with the local Members and residents to address concerns raised about vehicle speeds and parking on Town Close Road.

## **2 Further engagement**

- 2.1 The County Council has engaged with Local Members, Town Close School and the City College to further develop the proposal to introduce mandatory cycle lanes that offer cyclists protection from general traffic.
- 2.2 The City College has clearly stated a desire to support all neighbours, both commercial and residential, in finding the best solution to enhancing the sustainable active transport improvements to Ipswich Road. They feel that the revised proposals in Option B continue to deliver many of those benefits for their students and staff. However, the City College has expressed strong concerns that without a significant change in behaviour, the proposed plans will heighten the pressure on the Town Close School car park drop-off/pick-up arrangement, leading to blocking of the proposed northbound cycle lanes and contributing to congestion in the area. The City College felt that queuing back from the Town Close school car park onto the highway impacts the flow of traffic to their site, making the journey times from the ring road to the main College entrance in excess of 10 mins. There are also concerns that the forecourt of the college will become a “drop off” spot for Town Close parents/carers.
- 2.3 Town Close School has clearly stated that they are not against the scheme or the aims but are keen to point out concerns they have over safety and the local environment. The school promotes environmental issues with children and parents to show the importance of sustainability and local parents tend to walk or cycle to the school. There is a liftshare arrangement in place, there are staggered drop offs / collections and the school operates a stop and collect circulatory system to try and move traffic from Ipswich Road and prevent blocking the highway. Park and Ride is not felt to be suitable for many parents who then need to access their place of work after dropping off at the school. The school also felt that the provision of on-street parking on Ipswich Road does help to ensure Ipswich Road itself does not block up. The initial thought from the school is that parents won't want to walk from the parking provision outlined in Option B due to the young age of the children and the time it would take. The school clarified that only the younger children enter the site from Ipswich Road.

### 3 Proposals

#### **Option A – Full Length Mandatory Cycle Lanes**

- 3.1 A plan outlining the proposals can be found in **Appendix A**. This proposal was outlined in the paper taken to the October 2021 TfN Joint Committee. This presents a new mandatory, segregated cycle lane on both sides of Ipswich Road from the Harford Manor School to the St Stephen's Road junction, which is segregated from general traffic by small vertical posts. The cycle lanes will be designated as mandatory cycle lanes, so that drivers of motor vehicles are not permitted to enter.
- 3.2 To protect the new lengths of mandatory cycle lanes, 'At any time' waiting restrictions (double yellow lines) are proposed on Ipswich Road as shown on the plan in **Appendix A**. Waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge. While parking is not permitted, vehicles may stop to load or unload or while passengers board or alight.
- 3.3 Existing Zone T parking will be relocated partly onto Grove Avenue and partly onto the existing parking bay on Town Close Road. Existing time-restricted parking along the route will be reduced or removed as shown on the plan in **Appendix A**.

#### **Option B – Reduced Length Mandatory Cycle Lanes**

- 3.4 A plan outlining the proposals can be found in **Appendix B**. This presents a new mandatory cycle lane on both sides of Ipswich Road, which would be segregated from general traffic by small vertical posts. The cycle lanes will be designated as mandatory cycle lanes, so that drivers of motor vehicles are not permitted to enter. On the eastern side of the road (City College side), this would extend from the St Stephens Road junction to the Harford Manor School. On the western side of the road (Town Close School side), this would extend from opposite the junction with Cecil Road to the St Stephens Road junction. The inbound cycle lane in this option will therefore be shorter than that proposed in Option A enabling space for some short-term parking to remain.
- 3.5 The existing 35.5m long 4 hour bay near Lime Tree Close would become a 2 hour bay and the existing 71.5m long coach bay would become a 2 hour parking bay. In Option A, both these areas are removed and replaced with a segregated cycle lane.
- 3.6 This option represents a net loss of 30.0m of on-street parking along Ipswich Road.
- 3.7 To protect the new lengths of mandatory cycle lanes, 'At any time' waiting restrictions (double yellow lines) are proposed on Ipswich Road as shown on the plan in **Appendix B**. Waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge. While parking is not permitted in these



locations identified on the plan, vehicles may stop to load or unload or while passengers board or alight.

- 3.8 Existing time-restricted parking along the route will be reduced or removed as shown on the plan in **Appendix B**.

#### **Elements common to both options**

- 3.9 The existing 100m long 30 minute parking bay outside TCS/City College Norwich (CCN) would be removed.
- 3.10 Existing Zone T parking will be relocated partly onto Grove Avenue and partly onto the existing parking bay on Town Close Road.

#### **Town Close Road**

- 3.11 Concerns have been raised about parents double parking on double yellow lines at drop off/collection and that many vehicles speed along the road (which is a 20mph area). Further work is needed but we will look at the option of traffic calming measures, such as staggered parking layouts on both sides of the road and speed cushions in an attempt to slow vehicles down along this route.

### **4 Impact of the Proposal**

- 4.1 These proposals aim to provide a safer environment for all road users by providing separation between motor vehicles and those cycling.
- 4.2 Vehicles will still be able to access all properties along this road, some short stay parking will remain available on Ipswich Road and Zone T permit parking will remain (although Zone T permit parking will be provided in several locations).
- 4.3 Bus stop arrangements are not affected by either proposal.

### **5 Evidence and Reasons for Decision**

- 5.1 The two options both provide high quality inbound and outbound mandatory cycle lanes along Ipswich Road. The creation of cycle lanes is achieved by reducing or removing on street parking facilities along this route. Option 2 which is shown in **Appendix B** has a shorter inbound cycle lane, which starts to the north of Town Close Road and finishes at the junction with Newmarket Road. The shortening of the inbound cycle lane enables two lengths of existing on street parking to the south of Town Close School to remain, providing space for parents of the Town Close School pupils to pick up and drop off within a short walking distance of the school.
- 5.2 Option 2 has been developed to address some of the concerns raised by the Town Close School during the additional engagement, however the school do

still have concerns about the reduction in on street parking for parents as a result of this option.

- 5.3 Both proposals are fully consistent with the 'Gear Change' document released by central government in 2020, which clearly sets out that "cyclists must be physically separated and protected from high volume motor traffic, both at junctions and on the stretches of road between them".

## **6 Alternative Options**

- 6.1 Two options have been outlined in Section 3 of this report. A further option would be to provide off-carriageway cycle facilities, segregated from pedestrians, but this would require extensive remodelling of all pavements, verges, kerb lines and accesses to properties, which would significantly exceed the budget available for the delivery of this scheme. In addition, this alternative option would still require the reduction and removal of on street parking.

## **7 Financial Implications**

- 7.1 In total £1.2 million has been awarded to Norfolk County Council from the Department for Transport's (DfT) Active Travel Fund Tranche 2. This funding is being utilised to deliver a programme of active travel improvement schemes across Norfolk.
- 7.2 The funding budget allocated to this scheme is circa £100,000 and it is expected that the proposals contained within section 3 of this report can be delivered within this budget allocation. The alternative option presented in section 6 of this report could not be delivered within the allocated scheme budget.
- 7.3 Both options proposed within section 3 of this report represent Very High Value for Money in line with DfT appraisal terms.

## **8 Resource Implications**

- 8.1 Staff:

The scheme will be designed and delivered utilising existing resources.

- 8.2 Property:

None

- 8.3 IT:

None

## **9 Other Implications**

## 9.1 Legal Implications

None. NPLaw will advise on the Traffic Regulation Order noticing requirements and will confirm that actions taken to date have been compliant with the legislative requirements.

## 9.2 Human Rights Implications:

Not applicable

## 9.3 Equality Impact Assessment (EqIA):

An Equality Impact Assessment has been carried out for this individual scheme.

Norfolk County Council has a duty to pay due regard to equality when exercising its public functions. In promoting this scheme, we have considered the potential impact on local people, particularly disabled and older people and parents and carers of children, and others who may have needs when using the highways. The transport and travel needs of local school pupils and their parents and carers has been considered in detail through additional engagement with the local education providers in the area.

## 9.4 Data Protection Impact Assessments (DPIA):

As part of the consultation and implementation process, all personal data has been removed from reports being put into the public domain. Personal data has been stored as per NCC standards to allow further correspondence as part of the scheme development.

## 9.5 Health and Safety implications:

The proposed scheme has been designed to improve the safety of highway users, a road safety audit has been carried out and the details have been incorporated into the proposals.

## 9.6 Sustainability implications:

The objectives of this scheme are targeted at improving the impact transport has on carbon emissions, air quality and public health. It is felt these proposals will have a positive impact on the environment by encouraging sustainable modes of transport and should reduce private vehicle mileage.

## 9.7 Any Other Implications:

Officers have considered the implications which members should be aware of, and these are included within the report.

# 10 Risk Implications / Assessment

## 10.1 A risk register is maintained for the TCF programme as part of the technical design and construction delivery processes.

## **11 Select Committee Comments**

11.1 Not applicable

## **12 Recommendations**

1. To approve either Option A presented in Appendix A, or Option B presented in Appendix B, or approve neither option presented in this report. Both options enable the construction of segregated mandatory cycle lanes on Ipswich Road, as well as the removal and relocation of permit parking and the reduction and relocation of time-restricted parking.
2. To commence the statutory procedures associated with the chosen option from Recommendation 1 and progress with the new legal Traffic Regulation Orders (TRO) and any amendments to existing TROs.
3. Note that further work is being undertaken to identify appropriate interventions to reduce vehicle speeds on Town Close Road and address concerns over parking.

## **13 Background Papers**

13.1 [TfN Joint Committee Agenda October 2021](#)

### **Officer Contact**

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

**Officer name:** David Allfrey

**Telephone no.:** 01603 223292

**Email:** david.allfrey@norfolk.gov.uk



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