

# Joint Committee for Transforming Cities Fund Projects

Date: 14 August 2019  
Time: 2pm  
Venue: Edwards Room, County Hall, Norwich

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

## **Membership:**

Cllr Martin Wilby (Chairman)  
Cllr Barry Stone (Vice-Chairman)

Norfolk County Council  
Norfolk County Council

Cllr Lana Hempsall  
Peter Joyner  
Cllr Kay Mason-Billig  
Cllr Steve Morphew  
Cllr Mike Stonard  
Cllr Ian Stutely  
Cllr Brian Watkins

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

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

Hollie Adams on 01603 223029  
or email [committees@norfolk.gov.uk](mailto:committees@norfolk.gov.uk)

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## A g e n d a

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

### 2 Minutes

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To confirm the minutes of the meeting held on 1 July 2019

### 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 Transforming Cities – Tombland

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Report by the Executive Director of Community and Environmental Services

**6 Transforming Cities – Dereham Road area 20mph and pedestrian facilities at Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road junctions – Consultation results** Page **120**

Report by the Executive Director of Community and Environmental Services

**Chris Walton**  
**Head of Democratic Services**  
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Date Agenda Published: 6 August 2019



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## **Joint Committee for Transforming Cities Fund projects**

### **Minutes of the Meeting held on 1 July 2019 at 10am in the Edwards Room, County Hall, Norwich**

#### **Present:**

Cllr Martin Wilby (Chairman)    Norfolk County Council

Cllr Stuart Clancy	Norfolk County Council
Cllr Lana Hemsall	Broadland District Council
Peter Joyner	New Anglia Local Enterprise Partnership
Cllr Kay Mason-Billig	South Norfolk District Council
Cllr Steve Morpew	Norfolk County Council
Cllr Jane Sarmezey	Norwich City Council
Cllr Mike Stonard	Norwich City Council
Cllr Brian Watkins	Norfolk County Council

#### **Officers Present:**

Joanne Deverick	Transportation & Network manager, Norwich City Council
Jeremy Wiggin	Transport for Norwich manager, Norfolk County Council

#### **1. Welcome and Introductions**

- 1.1 The Chairman welcomed all to the first meeting of the Joint Committee and asked Members to stay for a short briefing after the meeting.

#### **2. Apologies for Absence**

- 2.1 Apologies were received from Cllr Stone (Cllr Stuart Clancy substituting) and Cllr Stutely (Cllr Sarmezey substituting),

#### **3. Election of Vice-Chair**

- 3.1 The Chairman proposed Cllr Barry Stone, seconded by Cllr Hemsall. Cllr Morpew proposed Cllr Stonard, seconded by Cllr Scarmezey.
- 3.2 With 4 votes for Cllr Stone, 4 votes for Cllr Stonard and one abstention, the Chairman used his casting vote to vote for Cllr Stone. Cllr Stone was elected as Vice-Chairman for the ensuing Council year.

#### **4. Declarations of Interest**

- 4.1 Peter Joyner declared a non-pecuniary interest as he lived on a road, which was within the Scheme area of the report at item 6.
- 4.2 Cllr Jane Scarmezey declared a non-pecuniary interest as she had completed the consultation on the London Street / Bank Plain scheme as a resident of Norwich



## 5. Urgent Business

- 5.1 At a recent meeting of Norfolk County Council's Cabinet Cllr Douglas had raised questions about Transforming Cities Funding, which the Chairman agreed to raise at this Joint Committee meeting.
- 5.2 Cllr Douglas had asked:
1. Whether the appraisal process would we look at generalised costs and appraisal of different modes; Jeremy Wiggins confirmed that the appraisal process was a Government approved process and the strongest business case would be presented to Government. Generalised costs would be included in assessments
  2. Whether delivery of Transforming Cities Funding would be discussed with voluntary sector transport providers; Jeremy Wiggins confirmed that they would be included in discussions
  3. Whether walking and cycling would be a key element of the plans; Jeremy Wiggins confirmed that these would be a key part of the plans, including use of the Cycle City Ambition Grant

## 6. Site Visits for Members

- 6.1 The Chairman proposed that a site visit be arranged to allow Members of the Committee to visit the network and see areas with specific issues, areas where investment was needed and to discuss suggested solutions to address issues; this would not be a formal meeting but an information session for Members
- 6.2 The Chairman suggested the afternoon of Tuesday 30 July starting at 2pm at County Hall, Norwich and a maximum of 3 hours long. Members **agreed** this date.

## 7. Transforming Cities – Bank Plain and London Street

- 7.1 The Committee discussed the report outlining proposals for improvements under the £2.3 million Transforming Cities Funding allocated to the Prince of Wales Road scheme. The proposals had been subject to public consultation following the agreement to consult by the Norwich Highways Agency Committee in March 2019.
- 7.2 The following points were discussed and noted:
- The Chairman asked what the impact for people with blue badges would be of the proposal for disabled bays to be moved to one area. Joanne Deverick replied that consolidating spaces in one area should make it easier to find a disabled parking bay as they would be in one area rather than dotted about
  - It was pointed out that the kerb next to the disabled bays outside John Lewis was raised rather than lowered, which was not normal practice; Joanne Deverick replied that she would ensure disabled bays in the plan would have level access for at least part of the bay and hopefully the whole bay; levelling the kerb could be impacted by drainage issues
  - Members debated the proposed removal of disabled parking spaces on Opie street:
    - people with mobility disabilities required spaces closer to shops and facilities and removal of these spaces would cause disadvantage
    - there would be a greater demand for Blue Badges in future as they were due to be extended to people with hidden disabilities in August 2019

- People with Blue Badges could park free of charge in non-disabled on-street parking spaces or at reduced rates in car parks
- Several Members of the Committee felt it would be useful to retain the spaces on Opie street as well as having consolidated spaces on Bank Plain
- It was discussed that there could be a safety issue of drivers down Castle Meadow and on the pedestrianised Opie Street. It was pointed out however that delivery vehicles would still use the route if cars did not
- The proposed scheme would cause a net reduction of 2 disabled parking spaces; not all disabled parking spaces could be accessed due to inconsiderate parking or poor road layout
- There was demand for the disabled parking spaces
- the disabled parking sign on the entry to Bedford Street gave drivers the wrong impression that there many disabled parking spaces down Opie Street when, in fact, there was only one officially marked bay.
- Cllr Hempsall declared a non-pecuniary interest as a Blue Badge holder.
- A Member of the public who used the parking space on Opie Street outlined in the scheme was present in the audience and the Chairman allowed them to present their view: The member of the public said that Opie Street provided sufficient space for 3 cars to park; speaking as a person with ambulant disability needs, she discussed how walking from Bank Plain to Opie Street was very difficult. She recognised that she would still be able to be dropped off on Opie Street, but this would not allow her to maintain her independence, as she would have to be accompanied by an able-bodied person to drop her off.
- There were no other locations close to Opie street for other disabled spaces

7.3 The Chairman **PROPOSED** that the existing disabled parking provision on Opie Street be retained.

7.4 Further discussion was held about the report:

- A discussion was held about the provision of pay and display parking bays in the scheme, and the impact of on local businesses if there was a reduction in these or too many motorists were discouraged from driving into the City centre.
- The design in the proposal had been laid out to get as many pay and display and loading bays as possible as well as wide pavements with hidden loading bays outside Open
- Cllr Stonard reported that footfall in Norwich was up 7%, against the national trend which showed a reduction of 7%. This had been achieved by understanding the mixed offer of retail and leisure and by taking traffic out of city centre routes where it was not appropriate, while still maintaining them as through routes for parking
- It was noted that a lot of business was now done online, and this would increase further in the future, reducing the need to access the city to drop off paperwork for businesses such as solicitors
- It was felt that the work proposed to improve the appearance at the entrance to London Street would provide more incentive for business activity
- It was suggested that the pavement widening outside Open was not essential as it did not reflect the levels of footfall in this area
- The Chairman queried whether there had been responses to the consultation from people who travelled into the city; it was noted that in future consultations it would be useful to capture why people had travelled to the city on that day.

7.5 The Joint Committee **RESOLVED** to:

1. **AGREE** the proposals shown on the plans contained in Appendix 1, that will:
  - a. **IMPROVE** the section of London Street at its junction with Opie Street
  - b. **IMPROVE** the area at the eastern end of London Street, at its junction with Bank Plain
  - c. **IMPROVE** Bank Plain by widening pavements and re-arranging the on-street parking and loading facilities
  - d. **UPGRADE** Bank Street to create a more pedestrian friendly environment
  - e. **WIDEN** the light controlled pedestrian crossing on Bank Plain, and include crossing facilities for cyclists
2. **COMPLETE** the statutory procedures associated with the following traffic regulation orders:
  - a. **INSTALL** new loading facilities in Bank Plain on the western side
  - b. **CREATE** an extended blue badge parking area, motor cycle parking and further loading facilities on the east side
  - c. The **INTRODUCTION** of a restricted zone in Bank Street, maintaining the existing one-way arrangements for motorised vehicles and altering the existing pay and display bay
  - d. **REMOVE** the existing designated blue badge spaces in Bank Street ,the existing bus and coach stops in Bank Plain and the car club bay and loading bay on Opie Street
  - e. **RETAIN** the existing designated blue badge parking provision in Opie Street
3. **COMMENCE** the statutory procedures to implement an additional loading bay on Rose Lane.

8. **Committee Schedule**

- 8.1 The Committee considered the proposed dates for the schedule of meetings for 2019-2020
- 8.2 A short discussion was held about the Prince of Wales/Queens Street Scheme and improving signage to the station, including the suggestion of permanent signage on the roads. Cllr Stonard reported that the Business Improvement District were engaged in an initiative to to improve the corridor which included signage.

The meeting ended at 10.50.

**Cllr Martin Wilby, Chairman**  
**Joint Committee for Transforming Cities Fund Projects**



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# Report to: Transforming Cities Fund Joint Committee

Item No. 5

<b>Report title:</b>	<b>Transforming Cities – Tombland</b>
<b>Date of meeting:</b>	<b>14 August 2019</b>
<b>Responsible Cabinet Member:</b>	<b>Martin Wilby – Cabinet Member for Highways, Infrastructure and Transport</b>
<b>Responsible Director:</b>	<b>Tom McCabe – Executive Director, Community and Environmental Services</b>

## Executive Summary

The Department for Transport has shortlisted Norwich as a city that is eligible to apply for capital funding from the Transforming Cities Fund (TCF). The 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." Proposals have been developed for the Tombland area of Norwich with a view to securing funding from TCF for delivery of these works. Tombland would form part of a city centre infrastructure package and it is proposed that should funding be secured, these works would be delivered as an 'early win' in our delivery programme.

These proposals have been subject to public consultation following the agreement to consult by the Norwich Highways Agency Committee in December 2018 and this report recommends that the scheme is approved, and that the statutory consultation to implement the necessary Traffic Regulation Orders and notices is commenced. Any responses will be reported back to this committee

## Recommendations

- (1) To approve the proposals for Tombland that improve facilities for pedestrians, cyclists and public transport users by better managing existing traffic movements and creating an improved environment to boost the local economy as shown in the plan appendices 1 & 2.**
- (2) Commence the statutory procedures associated with the following traffic regulation orders and notices**
  - a) Revise the Pedestrian and Cycle Zone in the Tombland Triangle extending into St Faiths Lane allowing access to the Cathedral Close and St Faiths Lane only**
  - b) Widen the existing Pelican crossing to the north of Queen Street and place it on a raised table**
  - c) Implement a no waiting and no loading restriction within the Tombland pedestrianised area with a formal motorcycle provision**
  - d) Introduce a new loading bay (taxi rank at night), taxi bay and Blue Badge bay on Tombland, replacing the existing inbound bus stop**
  - e) Move the inbound bus stop to Upper King Street**
  - f) Relocate the outbound bus stop from Upper King Street to a lengthened stop on Tombland**

## **1. Background and Purpose**

- 1.1 The Department for Transport (DfT) has shortlisted Norwich as a city that is eligible to apply for capital funding from the Transforming Cities Fund (TCF). The 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." There are three packages of infrastructure investment covering the bus network, the city centre and mobility hubs, which will "tackle congestion and connectivity, bolster rail links, support our key economic sectors and unlock brownfield regeneration potential".
- 1.2 The city centre package is described as "transforming the city centre by connecting the train and bus stations, development sites and City College with good streets and spaces". The improvement of the south eastern section of Tombland will build upon recent improvements to the northern section and was named as a specific project in the Expression of Interest submitted to the DfT to secure our shortlisting status. Additionally, the project has synergy with the Prince of Wales and London Street proposals, which are currently being delivered using an initial tranche of funding from the TCF, enhancing accessibility between the City Centre and the railway station.
- 1.3 If funding is awarded in early 2020, it is intended that the project is built during 2020/2021.
- 1.4 The strategic objectives for the Tombland project deliver the vision set out in our TCF application by:
  - (a) Making it easier to walk and cycle through Tombland on key movement routes between the railway station, Magdalen Street and the Anglia Square development site and the Norwich Lanes.
  - (b) Providing more space for people to access buses and coaches.
  - (c) Reducing conflict and intimidation for pedestrians and cyclists from manoeuvring vehicles.
  - (d) Making it easier for people with mobility and sight problems to navigate around the city centre.
  - (e) Boosting the visitor economy by providing better conditions for sitting out, events and pavement cafes and making the space more attractive.
  - (f) Attracting inward investment in the key economic digital, creative and legal sectors based around the Norwich Lanes and Cathedral Quarter, which especially value the quality of the environment as a reason to invest.
  - (g) Making the space easier to maintain by providing smoother surfaces that can be cleaned and replacing derelict and damaged street furniture.

## **1.5 The Importance of Tombland**

Tombland is one of the most historic public spaces within the city of Norwich,

known to have been the centre of the city until early medieval times, around the time of the Norman Conquest (1066 AD), when the castle was built and the market was moved to its current location west of the castle. Tombland still lies within the city centre area today and although it is no longer a primary shopping destination, it is a centre for restaurants, serves as a key transport hub for the northern part of the city centre, and is on the main pedestrian / cycle route between Norwich Cathedral and the present day market place. It is within the city centre conservation area and surrounded by listed buildings, some of which are of national importance. The gateways into the Cathedral Close are scheduled monuments.

1.6 Tombland splits into three principal areas:

- **North Tombland** – The area which has recently undergone regeneration between the Maids Head Hotel and Princes Street
- **West Tombland** – The cobbled triangular area between Princes Street and Queens Street
- **East Tombland** – The cobbled triangular area in front of the Ethelbert Gate comprising motorcycle parking, cycle parking and redundant public convenience.

1.7 It has become apparent that the triangular gyratory layout in the south east corner of the space near the Ethelbert Gate, that is relatively unchanged since at least the 1800s, is not a practical use of the space available, nor is it suited to present day needs of the city.

1.8 The northern part of Tombland between the Maids Head Hotel and Princes Street was improved as part of the cycling ambition programme in 2015/16, which saw the removal of the roundabout, the creation of much wider pavements and better crossings. This programme also introduced a 20mph throughout the city centre.

1.9 The southern part of Tombland is bisected by the carriageway that carries significant amounts of traffic, including all bus services to and from the north of the city.

## 2. The proposals

2.1 The part of Tombland to the east of the main carriageway is the focus of this project. It comprises the cobbled triangular area in the vicinity of the Ethelbert Gate, which contains a redundant public toilet, trade waste bins, pavement cafes, parking, loading and taxi ranks, cycle parking, motorcycle parking, a street trading pitch, telephone boxes and an obelisk. The project area extends into Upper King Street and the bus stop arrangement on the west side of the carriageway in Tombland. The committee report to [Norwich Highways Agency Committee – 20 Dec 2018](#) provides additional background and the table at page 7 draws comparison between existing and proposed vehicle facilities, such as pay and display parking and taxi ranking.

2.2 The east part of Tombland has been selected as a higher priority for improvement than the west because it has the most problematic layout, is in the most degraded condition and has the most potential for transformational improvement. However, following the public consultation, some improvements to west Tombland are now proposed. The rationale behind this and other proposed changes to the scheme are explained in the following sections and can be seen at Appendix 1 (proposed scheme), Appendix 2 (Proposed access, waiting and

loading) and Appendix 3 (publicly consulted scheme).

## 2.3 Consultation Responses

Consultation took place between the 31<sup>st</sup> January and the 28<sup>th</sup> February 2019 and as part of this, 2,100 businesses and residents in the area were individually written to and there were public exhibitions of the proposals in City Hall and at an event at St Georges Church on Tombland. Overall, we received 275 responses.

Consultation material was made available online and was promoted through the Norwich City Council and Norfolk County Council's Twitter feeds.

The responses to the consultation are discussed in the consultation report at Appendix 4.

## 2.4 Key stakeholder responses

Responses were received from the key organisations listed below. Their principle comments and concerns with the proposals are summarised below, officer responses and full copies of the key stakeholder responses can also be found within Appendix 4, public consultation report;

- The Norwich Society; consider including the western area of Tombland at this stage even if not to be delivered at the same time. Lighting scheme essential. Cycling improvements / intentions not clear.
- Norwich Cathedral Dean; supportive. Signage outside of the Ethelbert Gate to highlight pedestrian priority could be beneficial.
- Historic England; supportive. Consider including the western area of Tombland at this stage even if not to be delivered at the same time.
- FirstGroup; concerns about relocating bus stop to Upper King Street due to road and pavement widths and congestion arising from these changes. Concerns that bus movements out of bus stops to turn right into Castle Meadow will be difficult and unsafe.
- RNIB; It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members). A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project. Detailed design guidance also given.
- Norwich Cycling Campaign; Support making the approach to the Ethelbert Gate two-way. However feel that the proposals fail to improve a dangerous and unpleasant section of National Cycle Network 1 and do not connect cycling infrastructure between Prince of Wales Road and the Tombland cycle track. Additional cycle parking should be provided. The group also expressed concerns over pollution, air quality and safety of cyclist during construction.
- The Norfolk Club; concerns over traffic congestion and access to / from St Faith's Lane.

Key stakeholder responses are addressed within the following 'discussion of wider public consultation responses' and 'scheme development since public

## **2.5 Discussion of Consultation responses**

### **2.5.1 Changes to the trafficked routes**

The overall response to the proposals for the east part of Tombland received significant support from the public. Marginally more respondents supported than opposed introducing a two-way vehicle access route to the Ethelbert Gate to allow the removal of the current diagonal vehicle route across the space. However, the transformative improvements that are well supported and required to meet the strategic objectives of the project are not possible to achieve without removing the diagonal traffic route.

The major concern about the loss of this diagonal route was the reduction in the facility to pick up and drop off children to the Norwich School. However, it should be noted that many respondents considered this activity to be very detrimental to the quality of the area and people's feelings of comfort and safety. Alternative arrangements for school pick up and drop off will be put in place on the stretch of St Faiths lane between Cathedral Street and Recorder Road. It can be argued that designing a space as important as Tombland around a relatively short time period at start and end of school, to the detriment of the use of the space at all other times, is not appropriate.

The other main concern raised was that Tombland currently provides one of the few opportunities for vehicles to turnaround in the City Centre. However, there are other opportunities for vehicles to turn around within the City Centre without the need to do this within Tombland itself. The alternative location for picking up and dropping off children on the stretch of St Faiths lane between Cathedral Street and Recorder Road provides such an opportunity.

The proposed two-way route is wide enough for the two-way traffic expected to use it. The entrance to St Faiths Lane and the Erpingham Gate are both width and height restricted, so larger vehicles will not be able to use the route. Traffic counts have been undertaken to confirm that the level of vehicle movement is sufficiently low to implement a pedestrian/ cycle zone in this area, with an average of less than 100 vehicular movements per hour. The design of the scheme will highlight the anticipated vehicular route, although as with other pedestrian areas there will not be a segregation of vehicles, cyclists and pedestrians. Due to width restrictions at the Ethelbert Gate and St Faith's Lane, it is not physically possible to segregate users. However, the detailed design of this approach will ensure that it meets with accessibility standards as far as is practicable, and an independent equality impact assessment will be undertaken.



### **2.5.2 Enhanced pedestrian crossing**

The widened pedestrian crossing on a raised table was welcomed by a substantial majority of respondents.

In the heart of the city centre, where there is substantial pedestrian movement it is appropriate to place pedestrian crossings on raised tables. Whilst this can cause discomfort for some bus passengers if their drivers do not drive considerably, there are demonstrable safety benefits in slowing down traffic in very busy areas.

### **2.5.3 Moving the bus stops**

The consolidation of outbound bus stops in Tombland received overall support, but the removal of the inbound stops to Upper King Street was not as popular, particularly with nearby residents concerned about activity outside their flats. However, this stop is mostly used for people to get off buses and the shelter can be located to avoid conflict with the entrance to the flats and the bin stores.

First Eastern Counties were also concerned about the positioning of these stops in Upper King Street. However, there is insufficient kerb space in Tombland to cater for all the demands made on it, and unless the stops are moved, no facility could be provided for servicing the businesses in the area. Concerns that buses waiting at the stop would cause congestion are also unfounded. The road is wide enough at this point to allow for two-way movement whilst the buses are at the stop. See appendix 5 for vehicle tracking.

### **2.5.4 The proposed loading bay, Taxi Rank and Blue Badge Bay on Tombland**

The Blue Badge bay and Taxi Rank are replacements for the one that currently exists within the triangle and the loading bay is an enhanced facility to replace the one currently in place. If we did not provide this combined bay for Blue Badge parking, taxis and loading, it would be necessary for vehicles to enter and wait into the new landscaped area and that would undermine the enhancements being delivered in this space.

Some consultees have asked for the cycle track built in the northern part of Tombland to be continued southwards. This is not proposed because cyclists would be at risk of collision with vehicles and vehicle doors opening in the loading area and the point where cyclists would re-join the carriageway would be in a more hazardous location than currently.

Some consultees queried who could use the loading bay. The loading bay can be used by any vehicle for the purposes of loading and unloading (including people) whilst the activity is taking place, so it could be used for coach drop-off and does not require a time limit. This bay could accommodate the school bus and coach visits to the Cathedral.

### **2.5.5 Demolition of the Toilets**

Demolition of the disused toilets was popular but some people wanted to see replacement facilities provided. Whilst this is understandable, many commercial premises in the area provide facilities for their customers, and public toilets were provided as part of the car park at Rose Lane. It should also be noted that these particular toilets in Tombland have not been in use for several years. Provision of a replacement, freestanding toilet facility in Tombland is not compatible with the overall objectives of utilising this space and the City Council does not have

the resources to maintain another toilet.

## 2.6 **Scheme development since public consultation**

### 2.6.1 *West Tombland*

Following the public consultation, improvements to the western side of Tombland have been explored, and as a result we are proposing to;

- widen and improve the footway which has been damaged by tree roots, installing paving to match the new treatment proposed to East Tombland
- simplify the layout of street furniture and provide additional seating
- remove defunct street furniture and street clutter
- Improve rooting conditions for all trees to minimise damage to surfaces as far as possible

### 2.6.2 *Norwich School drop-off*

Opportunities for alternative school drop off / pick up have been further explored with Norwich School and it is proposed to implement a pay and display token system. Parents will be permitted to use pay and display bays for short periods between certain times on Recorder Road and Cathedral Street. There is direct access to the Cathedral Precinct and school property from this area and pupils would be able to wait within the foyer of the Science Block if required in the evenings or poor weather.

### 2.6.3 *Alterations to North Tombland*

Some minor additions and changes to the northern part of Tombland are proposed to address public comments and would complement the scheme. These include introducing bollards between the main carriageway and cycle track to prevent unauthorised parking. This was proposed as part of the original works but was not implemented in the hope that the area would function effectively without them. However, experience has shown that these bollards are needed. The cycle track would be adjusted so that it re-joins the carriageway just south of the Princes Street traffic lights to co-ordinate with the proposals for south Tombland presented here. The definition of crossing points with studs are also being considered.

### 2.6.4 *Congestion*

A formal traffic count of the 'Tombland triangle' has been undertaken to test whether public concerns over congestion through the Ethelbert Gate and in and out of the proposed new approach are founded. The current level of vehicle use of the area in front of the Ethelbert Gate would be lowered from 127 vehicles an hour to an estimated 92 by removing the gyratory turning feature because the proposed two-way approach to the Ethelbert Gate will only serve access to the

Cathedral Close and St Faith's Lane. This level of vehicle movement is low enough to be within the limits that appropriate guidance (Manual for Streets) suggests results in dominance by pedestrian movement. The simple priority junction proposed to the main carriageway of Tombland is therefore considered acceptable. The priority junction at Tombland / Fye Bridge Street and Palace Street carries significantly more movements and operates satisfactorily. It is not anticipated that there will be any change in the volume of vehicles using the Ethelbert Gate itself and traffic congestion does not currently occur here.

#### 2.6.5 *Equality impact assessment*

Further design work has been undertaken for the approach to the Ethelbert Gate with a view to engaging with a relevant professional for Equality Impact Assessment of this area and the wider outline scheme prior to detailed technical design.

#### 2.6.6 *Vehicle tracking and safety audit*

Vehicle tracking of all manoeuvres and an independent stage 0 safety audit of proposed features has been undertaken to check that all elements of the scheme have been trialled and tested with particular regard to road widths. This work concluded that the layout adequately caters for vehicle movements.

#### 2.6.7 *Removal of Princes Street traffic lights*

The suggestion to remove the Princes Street traffic lights and return to a priority junction to ease congestion on the main carriageway on Tombland has been considered by the design team. The pedestrian crossing is the most common trigger for the lights to phase red and so removal of the signals to Princes Street would be unlikely to make any notable improvements to congestion.

#### 2.6.8 *Motorcycle parking*

The public were divided on whether motorcycle parking was best placed within Tombland. The design team have since considered alternative locations within the vicinity and have opted to reduce but formalise motorcycle parking within Tombland and make additional provision on Bank Plain as part of the London Street project.

#### 2.6.9 *Air quality*

The design team have consulted with Norwich City Council Environmental Health officers on air quality. Upper King Street is the closest air monitoring point to Tombland. Nitrous oxide (NO<sub>2</sub>) levels have been found to be high but within acceptable levels in this area and exceedances have not been recorded for many years.

There is unlikely to be significant change in air pollution as a result of the proposed Tombland scheme. However, the implementation of the proposed wider TCF programme will be aimed at delivering significant reductions in carbon emissions and improvements in overall air quality.

#### 2.6.10 *Value for money*

A number of respondents felt that funding could be better spent elsewhere, such as on adult social care, and were unsure of the benefits of the scheme for the expenditure.

To assess the economic benefit / disbenefit of the scheme, the DfT endorsed Active Mode Appraisal Toolkit (AMAT) has been. This indicated that for every £1 invested in this scheme, benefits of more than £6 are generated, with key benefits being to health due to the large amount of walking and cycling activity in this area. Even a small increase in these activities has great benefits.

It should also be noted that the TCF fund is a capital (not revenue) fund and can only be spent on transport-related infrastructure.

#### 2.6.11 *Cycle movements*

The design team have further considered how pedestrian and cycle movements will change within the space and how these will be best accommodated. The primary cycle flows within Tombland are north and south on the main carriageway (929 movements per day) and east-west via Queen Street (555 movements per day) and Cathedral Close (305 movements per day). A total of 297 cyclist movements per day were recorded on the approach to the Ethelbert Gate. Of these, 31% were flouting the currently banned eastbound movement towards the Gate, showing there is a demand for this movement to be permitted. Only 8.8% of cycle movements (118) in Tombland were on the diagonal section of carriageway that is proposed for removal.

The design team consider that the proposed scheme responds to the primary flows of cyclists and enables a safer east-west connection across Tombland. Slowing, stopping and turning vehicle manoeuvres would also be reduced on the main carriageway. Cycling will be discouraged through other parts of the landscaped space on the east side of Tombland as part of the detailed design.

### **3. Evidence and Reasons for Decision**

3.1 These proposals will deliver the vision set out in our TCF application, which will:

- make it easier to walk and cycle through Tombland on key movement routes between the railway station, Magdalen Street and the Anglia Square development site and the Norwich Lanes
- providing more space for people to access buses and coaches
- reduce conflict and intimidation for pedestrians and cyclists from manoeuvring vehicles
- make it easier for people with mobility and sight problems to navigate around the city centre
- boost the visitor economy by providing better conditions for sitting out, events and pavement cafes and making the space more attractive
- attracting inward investment in the key economic digital, creative and legal sectors based around the Norwich Lanes and Cathedral Quarter, which especially value the quality of the environment as a reason to invest
- make the space easier to maintain by providing smoother surfaces that can be cleaned and replacing derelict and damaged street furniture

3.2 The proposals outlined for Tombland have a strong synergy with the Prince of Wales and London Street improvements, which are currently being delivered using an initial tranche of funding from the TCF, enhancing accessibility between

the City Centre and the railway station.

- 3.3 Economic assessment of these proposals has indicated that for every £1 invested in this scheme, benefits of more than £6 are generated, with key benefits being to health due to the large amount of walking and cycling activity in this area.
- 3.4 Tombland is one of the most historic public spaces in Norwich, having been the market place before the Norman Conquest. It is surrounded by fine buildings, almost all of which are listed for their special architectural and historic importance and it lies within the city centre conservation area. The northern part of Tombland has been substantially upgraded in recent years and these proposals will build on those improvements and substantially improve Tombland as an important public space

## **4. Financial Implications**

- 4.1 The cost of the project is £1.75 million and would be entirely funded through the TCF programme. The final TCF application will be submitted in November and we anticipate that an announcement on funding would be confirmed early in 2020.

## **5. Resource Implications**

- 5.1 **Staff:** None
- 5.2 **Property:** None
- 5.3 **IT:** None

## **6. Other Implications**

- 6.1 **Legal Implications:** None
- 6.2 **Human Rights implications:** N/A
- 6.3 **Equality Impact Assessment (EqIA):** Assessments will be carried out as part of the development of individual schemes.
- 6.4 **Health and Safety implications:** N/A
- 6.5 **Sustainability implications:** The objectives of the business case are specifically targeted at improving the impact transport has on carbon emissions, air quality and public health.
- 6.6 **Any other implications:** None

## **7. Risk Implications/Assessment**

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

## **8. Recommendation**

- 8.1 Approve the scheme in principle and agree to consult on the required traffic regulation orders

## 9. Background Papers

- 9.1 Report to the [Norwich Highways Agency Committee – 20 Dec 2018](#)
- 9.2 [Tombland Feasibility Study, Dec 2018](#)
- 9.3 [Existing waiting and loading](#) in Tombland

### Officer Contact

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

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**Email address :** [brucebentley@norwich.gov.uk](mailto:brucebentley@norwich.gov.uk)

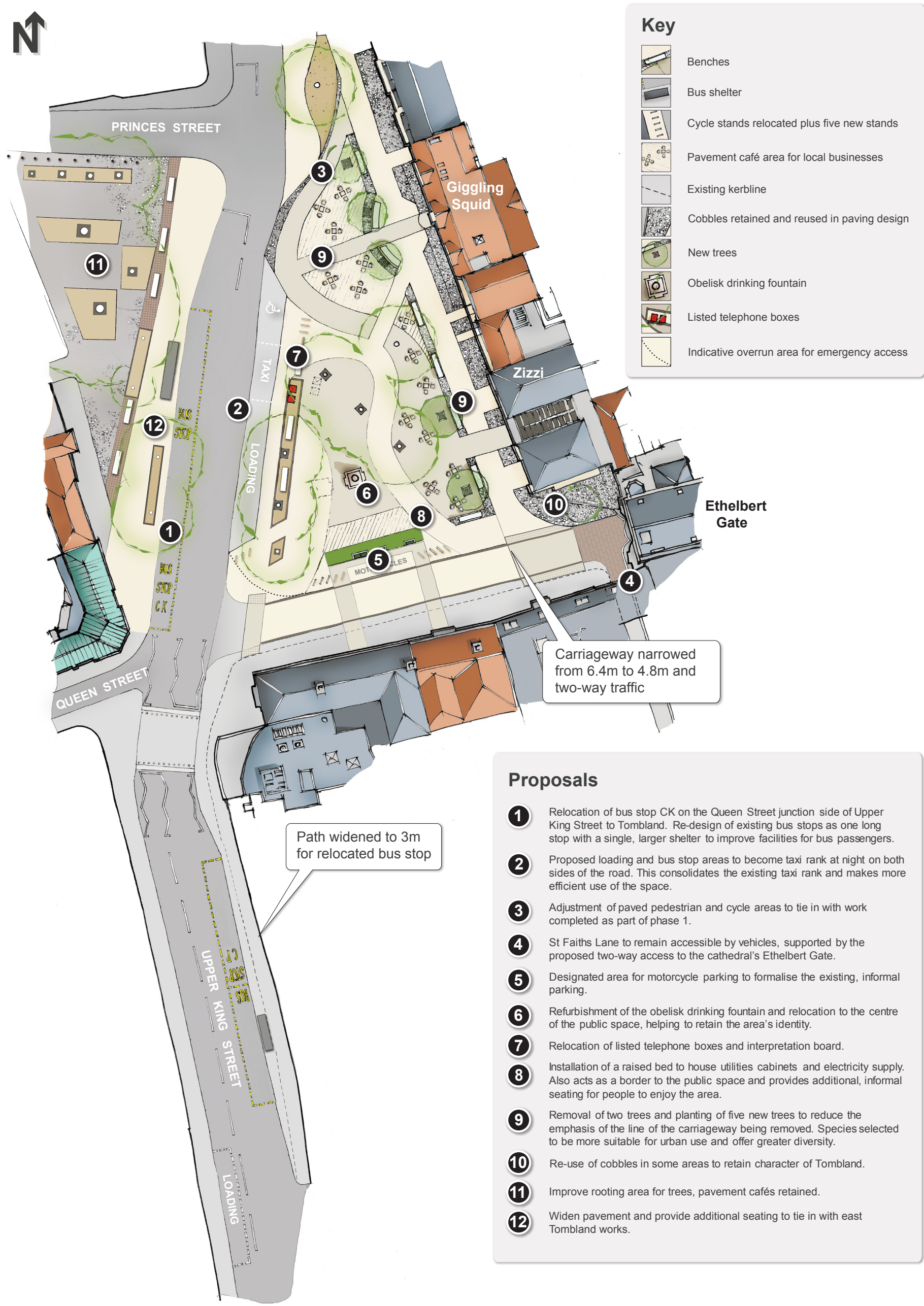
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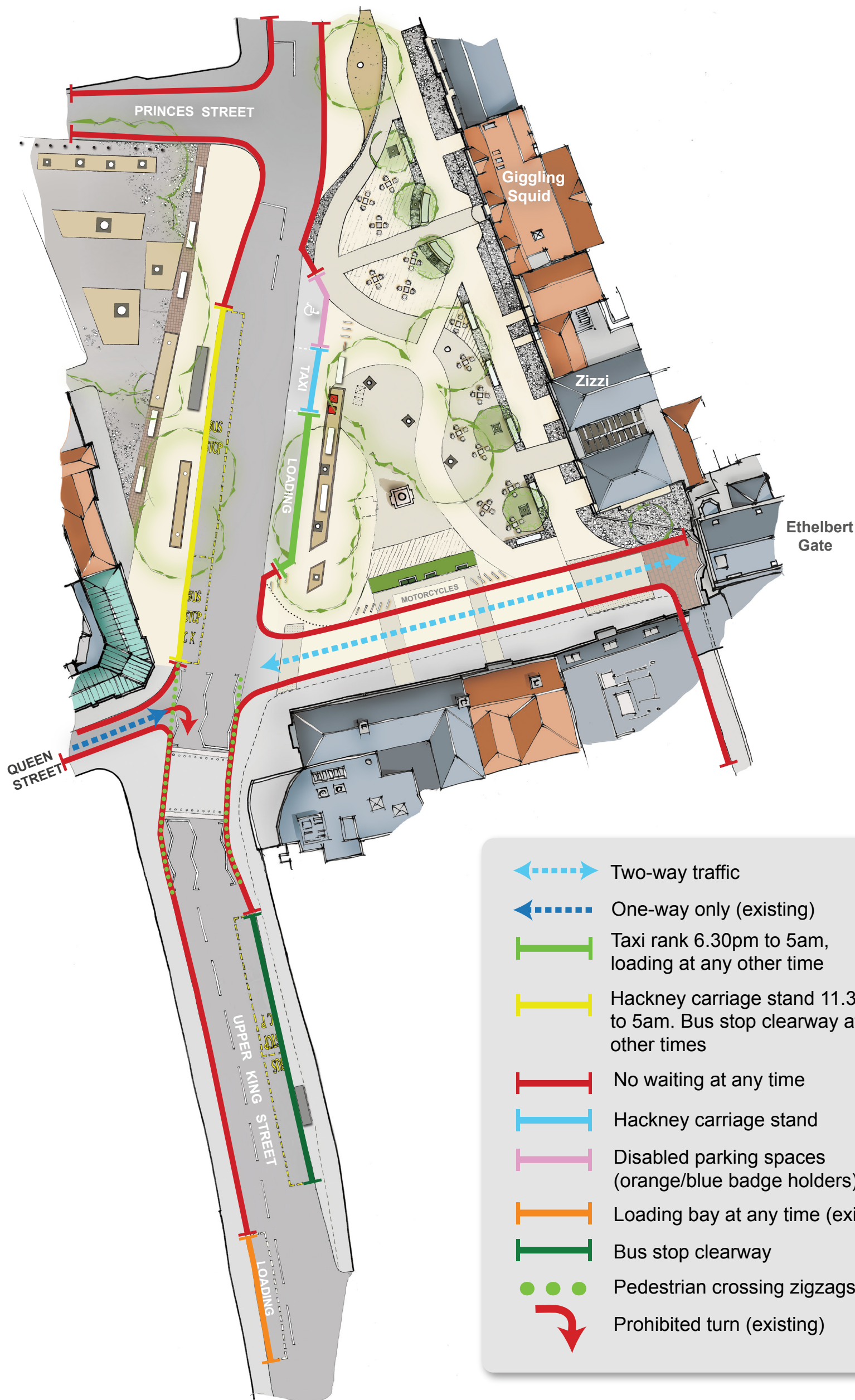
If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

# Appendix 1: Proposed improvements



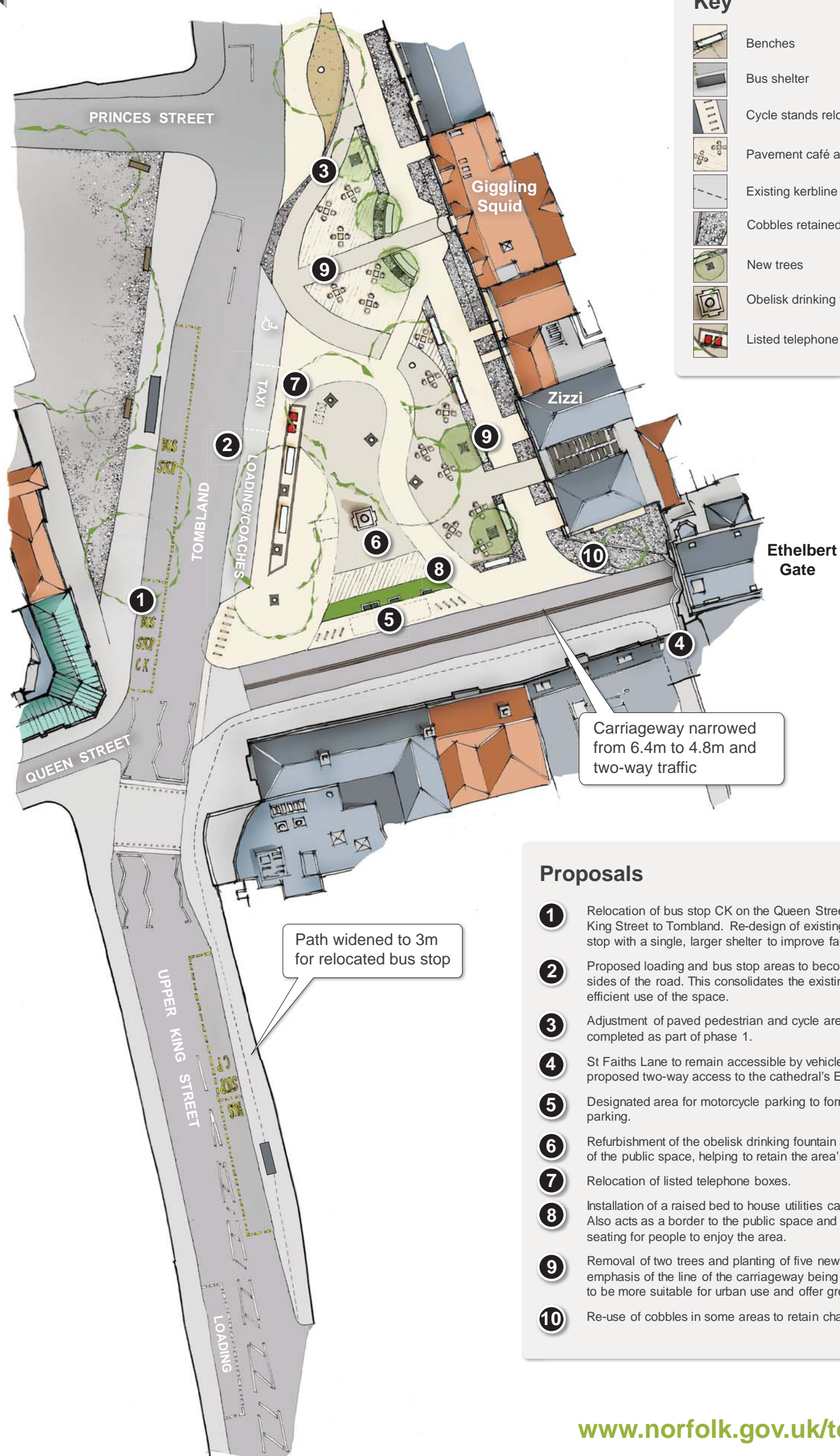


# Appendix 2: Proposed access, waiting & loading














## Appendix 3: Public consultation February 2019



### Key

-  Benches
-  Bus shelter
-  Cycle stands relocated plus four new stands
-  Pavement café area for local businesses
-  Existing kerbline
-  Cobbles retained and reused in paving design
-  New trees
-  Obelisk drinking fountain
-  Listed telephone boxes

### Proposals

- 1** Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Re-design of existing bus stops as one long stop with a single, larger shelter to improve facilities for bus passengers.
- 2** Proposed loading and bus stop areas to become taxi rank at night on both sides of the road. This consolidates the existing taxi rank and makes more efficient use of the space.
- 3** Adjustment of paved pedestrian and cycle areas to tie in with work completed as part of phase 1.
- 4** St Faiths Lane to remain accessible by vehicles, supported by the proposed two-way access to the cathedral's Ethelbert Gate.
- 5** Designated area for motorcycle parking to formalise the existing, informal parking.
- 6** Refurbishment of the obelisk drinking fountain and relocation to the centre of the public space, helping to retain the area's identity.
- 7** Relocation of listed telephone boxes.
- 8** Installation of a raised bed to house utilities cabinets and electricity supply. Also acts as a border to the public space and provides additional, informal seating for people to enjoy the area.
- 9** Removal of two trees and planting of five new trees to reduce the emphasis of the line of the carriageway being removed. Species selected to be more suitable for urban use and offer greater diversity.
- 10** Re-use of cobbles in some areas to retain character of Tombland.

[www.norfolk.gov.uk/tombland](http://www.norfolk.gov.uk/tombland)



# Public consultation summary report

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Tombland and Upper King Street area

Tebbutt, Zoe

Version 3. Last modified 30.07.2019

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## 1.0 Introduction

This report summarises responses from the public consultation held between 31 January 2019 and 28 February 2019. The consultation sought the views of the public on the preferred proposal taken from the feasibility study prepared for Transport for Norwich during 2018.

The consultation information was made available online, through a one day consultation event on Tuesday 5 February at St George's church Tombland, and via display within City Hall throughout the consultation period.

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

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

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

7 responses were made via email to the [transport@norwich.gov.uk](mailto:transport@norwich.gov.uk) address or directly to a member of the project team.

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

The total number of respondents to the consultation within the time period was 275.

3 responses were received after the consultation time period; 2 via email and 1 via hard copy paper version of the survey. Whilst these responses are not counted within the statistical elements of this document, the free text comments have been noted and are included in the analysis of the scheme.

The consultation event was well attended, with a good range of stakeholders attending including local residents, business owners/operators, parents of children at Norwich School, and members of user group organisations such as the RNIB.

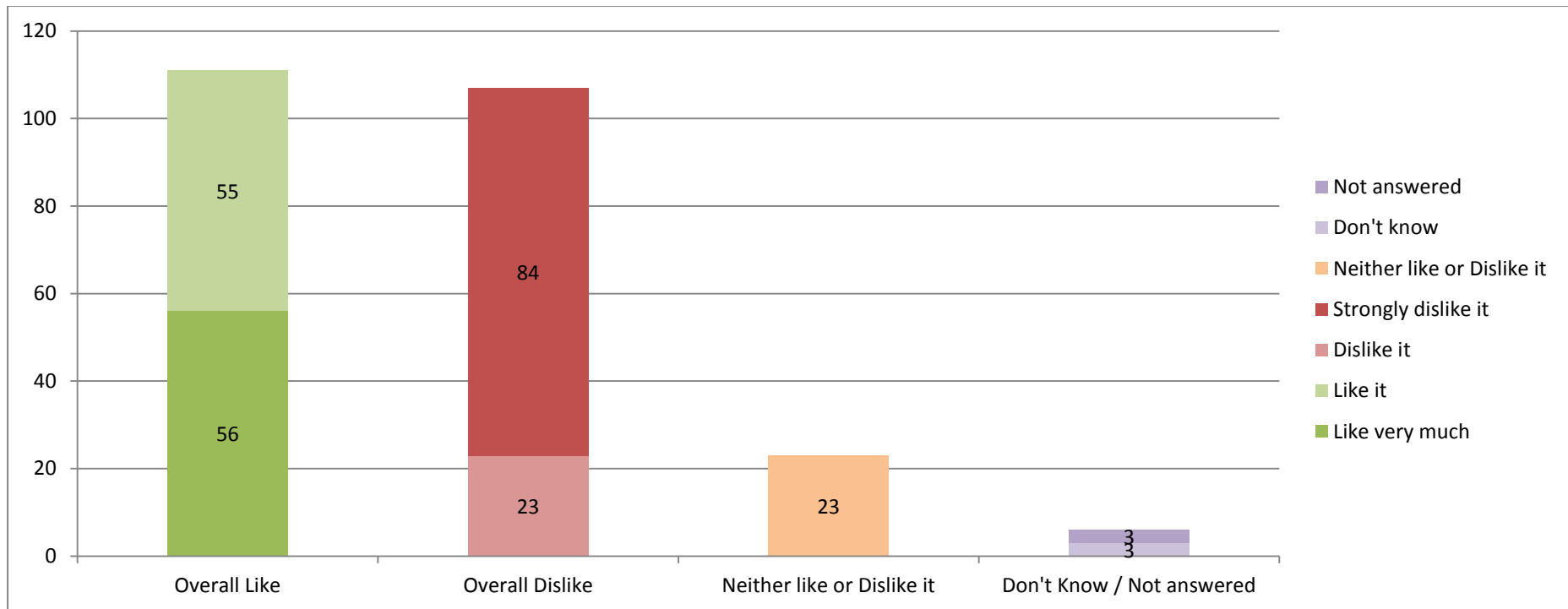
This document has been divided into the same categories and subcategories as the consultation survey to ensure responses to all areas of the scheme are properly considered. Under each heading multiple choice results are summarised by bar chart graphics and free text responses summarised to highlight key opinions and themes<sup>1</sup>. Officer responses to key opinions and themes are tabled at the end of each section.

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<sup>1</sup> Due to the number of responses to the consultation and number of free text comments, responses have been summarised into key themes and an officer level response given to each. Full text versions of free text responses are available on request.

## 2.0 Access waiting and loading

**2.1 Removal of the diagonal road and one-way system on the Norwich Cathedral side of Tombland, including three pay and display parking spaces and a loading bay. Loading bay relocated to the main carriageway and extended from 11m to 18m.**



2.1.1 Many respondents who were in favour of this proposal felt that this road was abused at peak times for dropping off / picking up of school children. They highlighted that this is not the designated use of this carriageway and often makes access to St Faith's Lane and the Ethelbert Gate difficult. This use was also highlighted by a number of people to be dangerous due to lack of pavements and numbers of vehicles and users within a small area.

These respondents felt that this proposal would make the area safer and easier to understand for pedestrians, cyclists, wheelchair users and delivery drivers.

2.1.2 The majority of respondents who disliked this proposal had an association with the Norwich School. Whilst some respondents felt that improvements to the space were required, the requirement for a drop-off and turning area was considered more important.

2.1.3 Both groups felt that the issue of peak school time pick up and drop off needed to be addressed, with 68 out of 247 (27.5%) mentioning vehicular movements associated with the school in their free-text response. Some respondents offered suggestions to address the issue;

- Cathedral one-way system, allowing vehicles to drop off in The Close.
- Cathedral closing Ethelbert Gate to vehicles and using Erpingham Gate only, allowing vehicles to drop off in The Close.
- Drop-off site(s) outside of the city centre where school children could walk from or to be picked up.
- School bus shuttle service (perhaps from a Park and Ride site).
- Use of Park and Ride.

2.1.4 Some local residents and business owners highlighted that short stay pay and display parking is useful for those who do not have their own parking and need to load or unload vehicles near to their property. It was also stated to be useful for customers with mobility issues.

2.1.5 The removal of the pay and display parking was not highlighted by many respondents as something critical to the area, with the need for a drop-off / turning area considered more important by those who liked and disliked the proposal. Many highlighted that Tombland is currently one of the few areas where a motorist can turn around without having to enter the city centre one way systems.

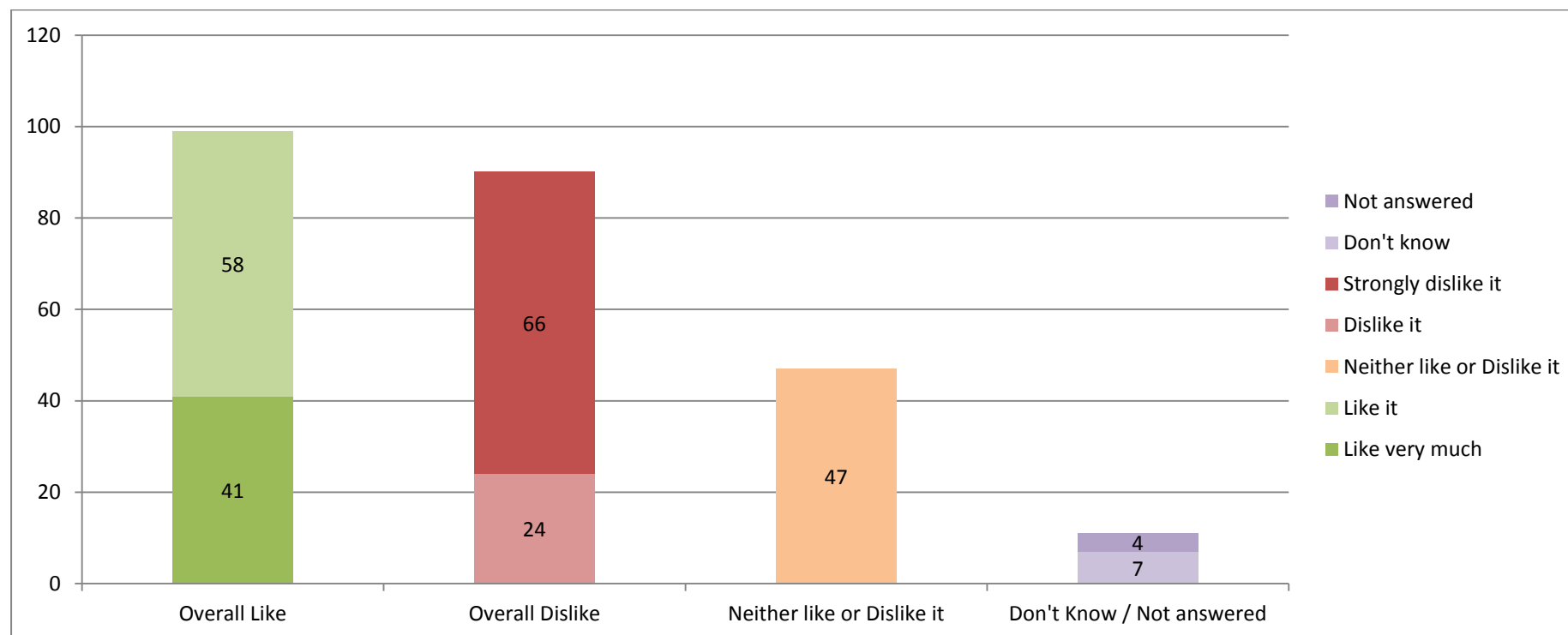


## 2.1.6 Officer Response to free text comments

Para. No.	Key theme	Officer response
2.1.1	<p>Many respondents who were in favour of this proposal felt that this road was abused at peak times for dropping off / picking up of school children. They highlighted that this is not the designated use of this carriageway and often makes access to St Faith's Lane and the Ethelbert Gate difficult. This use was also highlighted by a number of people to be dangerous due to lack of pavements and numbers of vehicles and users within a small area.</p> <p>These respondents felt that this proposal would make the area safer and easier to understand for pedestrians, cyclists, wheelchair users and delivery drivers.</p>	<p><i>The proposed scheme aims to improve the usability and safety of Tombland for all users and modes. The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p>
2.1.2	<p>The majority of respondents who disliked this proposal had an association with the Norwich School. Whilst some respondents felt that improvements to the space were required, the requirement for a drop-off and turning area was considered more important.</p>	<p><i>The proposed scheme aims to improve the usability and safety of Tombland for all users and modes. The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p>
2.1.3	<p>Both groups felt that the issue of peak school time pick up and drop off needed to be addressed, with 68 out of 247 (27.5%) mentioning vehicular movements associated with the school in their free-text response. Some respondents offered suggestions to address the issue;</p> <ul style="list-style-type: none"> <li>- Cathedral one-way system, allowing vehicles to drop off in The Close.</li> <li>- Cathedral closing Ethelbert Gate to vehicles and using Erpingham Gate only, allowing vehicles to</li> </ul>	<p><i>The council are working with Norwich School to encourage use of alternative transport modes and facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p> <p><i>The Cathedral Gates and Close are private accesses and not part of the public highway. Any changes to vehicular permissions and circulation within the Cathedral precinct are at the discretion of the Cathedral Estates in consultation with its tenants.</i></p>

	<p>drop off in The Close.</p> <ul style="list-style-type: none"> <li>- Drop-off site(s) outside of the city centre where school children could walk from or to be picked up.</li> <li>- School bus shuttle service (perhaps from a Park and Ride site).</li> <li>- Use of Park and Ride.</li> </ul>	
2.1.4	<p>Some local residents and business owners highlighted that short stay pay and display parking is useful for those who do not have their own parking and need to load or unload vehicles near to their property. It was also stated to be useful for customers with mobility issues.</p>	<p><i>The existing loading bay within Tombland is being extended and relocated to a pull-in bay off the main carriageway. The new loading bay will be 18m (existing bay is 11m).</i></p> <p><i>The existing disabled parking bay will be relocated from the slope in front of the Ethelbert Gate to a pull-in bay off the main carriageway. The parking bay will be longer and have dropped kerb access to the pavement.</i></p> <p><i>The loading bay on Upper King Street will be retained.</i></p>
2.1.5	<p>The removal of the pay and display parking was not highlighted by many respondents as something critical to the area, with the need for a drop-off / turning area considered more important by those who liked and disliked the proposal. Many highlighted that Tombland is currently one of the few areas where a motorist can turn around without having to enter the city centre one way systems.</p>	<p><i>The strategy is to encourage vehicles onto suitable routes with direct access to the major city centre car parks and routes out of the city centre.</i></p> <p><i>The proposed scheme aims to improve the usability and safety of Tombland for all users and modes. The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p>

## 2.2 Creation of a two-way approach to the cathedral's Ethelbert Gate and removal of two pay and display parking spaces. Existing Hackney carriage stand and disabled parking space to be relocated.



2.2.1 Many of the respondents who were in favour of this proposal felt that it would improve access to the Ethelbert gate by simplifying the layout and improving the line of sight to generally make it safer for all users.

Some cyclists admitted that they currently cycle the wrong way along the one-way system from Queen Street towards the Ethelbert Gate to avoid waiting in the road further north to double-back and take the legitimate route. They favoured the two-way approach as this simplified the arrangement and enabled better lines of sight.

2.2.2 Many of the respondents who disliked this proposal did so because they disagreed with proposal 1, feeling that a safe place for picking up and dropping off is required.

A number of respondents from both groups felt that practicalities of this two-way approach needed to be fully considered, expressing that the road needed to;

- be sufficiently wide enough for two vehicles to pass,
- enable turning into St Faith's Lane,
- consider whether congestion could be caused at the Ethelbert Gate by vehicles queuing to re-join the main road network; there is currently a left turn lane into Upper King Street and a right turn lane into Tombland, by combining this into one lane vehicles could queue back to / through the Ethelbert Gate.
- consider the scenario of the Ethelbert Gate being closed or if a motorist is turned away by the security guard – no turning area without entering The Close.
- consider the impact of vehicles waiting to turn right into the new approach on Upper King Street (congestion across pedestrian crossing).
- Be properly managed and enforced to prevent illegal parking.

2.2.3 Overall proposals 1 and 2 received similar responses in terms of the total numbers of likes and dislikes. This is most likely because these two proposals are closely related to one another due to the combined turning feature that currently exists.

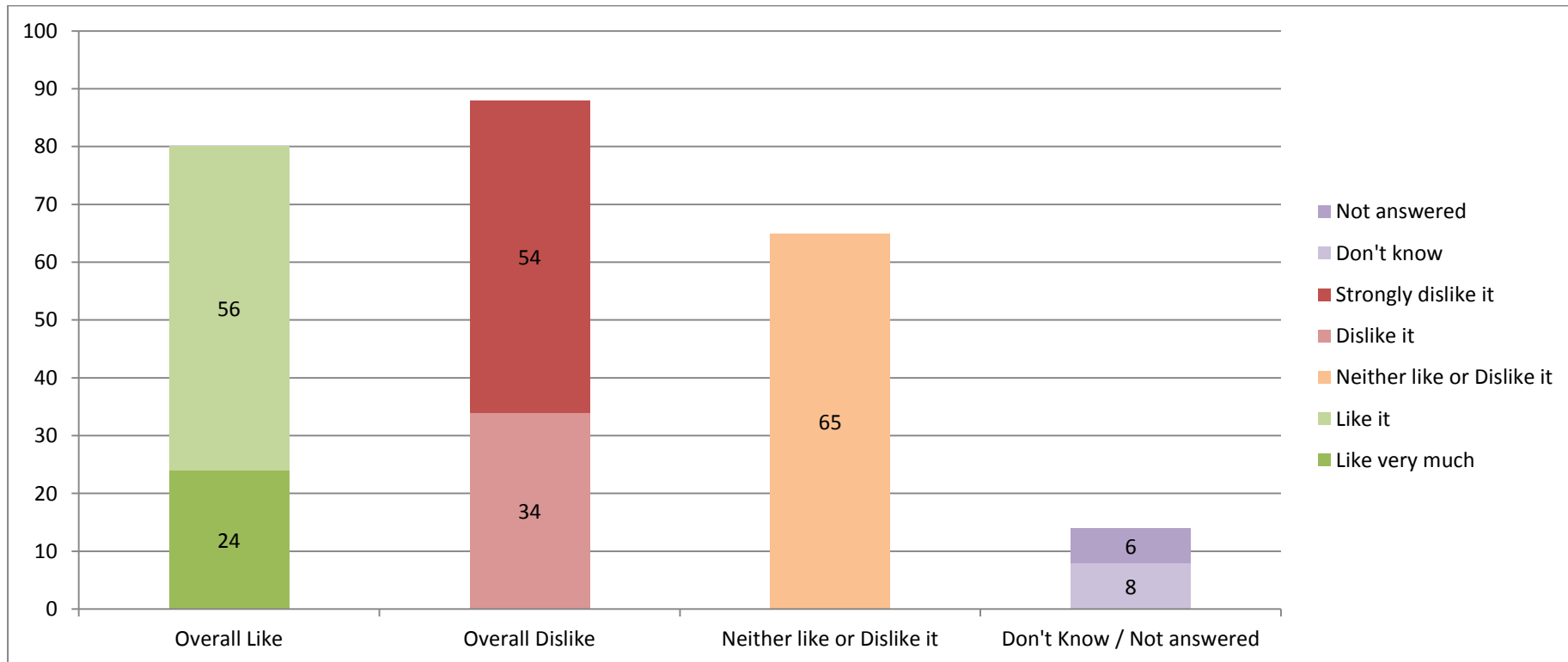
Local residents highlighted that illegal parking at peak school times and throughout the day with private vehicles and delivery lorries is already an issue in Tombland and on Princes Street, emphasising that these uses need to be fully considered, somehow accommodated, and enforced appropriately to prevent exacerbation of these issues.

## 2.2.4 Officer response to free text comments

Para. No.	Key theme	Officer response
2.2.1	<p>Many of the respondents who were in favour of this proposal felt that it would improve access to the Ethelbert gate by simplifying the layout and improving the line of sight to generally make it safer for all users.</p> <p>Some cyclists admitted that they currently cycle the wrong way along the one-way system from Queen Street towards the Ethelbert Gate to avoid waiting in the road further north to double-back and take the legitimate route. They favoured the two-way approach as this simplified the arrangement and enabled better lines of sight.</p>	<p><i>The proposed scheme will legalise and design for two way traffic on the approach to the Ethelbert Gate and improve lines of sight through.</i></p>
2.2.2	<p>Many of the respondents who disliked this proposal did so because they disagreed with proposal 1, feeling that a safe place for picking up and dropping off is required.</p> <p>A number of respondents from both groups felt that practicalities of this two-way approach needed to be fully considered, expressing that the road needed to;</p> <ul style="list-style-type: none"> <li>- be sufficiently wide enough for two vehicles to pass,</li> <li>- enable turning into St Faith's Lane,</li> <li>- consider whether congestion could be caused at the Ethelbert Gate by vehicles queuing to re-join the main road network; there is currently a left turn lane into Upper King Street and a right turn lane into Tombland, by combining this into one</li> </ul>	<p><i>The proposed scheme aims to improve the usability and safety of Tombland for all users and modes. The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p> <p><i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i></p> <p><i>Detailed traffic surveys will be undertaken to accurately assess how the existing carriageways are used. This information will inform the required dimensions and capacities of junctions and streets.</i></p> <p><i>The security guard for the Cathedral Close is located through the Ethelbert Gate within The Close. Any vehicle turned away</i></p>

	<p>lane vehicles could queue back to / through the Ethelbert Gate.</p> <ul style="list-style-type: none"> <li>- consider the scenario of the Ethelbert Gate being closed or if a motorist is turned away by the security guard – no turning area without entering The Close.</li> <li>- consider the impact of vehicles waiting to turn right into the new approach on Upper King Street (congestion across pedestrian crossing).</li> <li>- Be properly managed and enforced to prevent illegal parking.</li> </ul>	<p><i>by the guard would be able to turn around as they do at present. The area outside the Ethelbert Gate will have capacity to enable a vehicle to turn around however the street scene will not be designed to imply or encourage this.</i></p>
2.2.3	<p>Overall proposals 1 and 2 received similar responses in terms of the total numbers of likes and dislikes. This is most likely because these two proposals are closely related to one another due to the combined turning feature that currently exists.</p> <p>Local residents highlighted that illegal parking at peak school times and throughout the day with private vehicles and delivery lorries is already an issue in Tombland and on Princes Street, emphasising that these uses need to be fully considered, somehow accommodated, and enforced appropriately to prevent exacerbation of these issues.</p>	<p><i>The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p> <p><i>The existing loading bay within Tombland is being extended and relocated to a pull-in bay off the main carriageway. The new loading bay will be 18.5m (existing bay is 11m). Dropped kerbs and a smooth surface treatment across the space will make movement of goods / waste across Tombland easier.</i></p>

## 2.3 Creation of a shared loading bay and coach stop, Hackney carriage stand, disabled parking space and night-time taxi rank next to main Tombland carriageway.



2.3.1 The majority of respondents who liked proposal 3 felt that the bay would declutter the approach to the Ethelbert Gate and provide an improved location for the activities specified, separating vehicles and pedestrians creating a simplified and safer space.

Respondents felt that the coach stop would be attractive and helpful for the Cathedral and local businesses, giving a positive initial impression to those visiting this historic part of Norwich.

2.3.2 Respondents who disliked this proposal felt that the bay facility would be more hazardous for cyclists and felt that the area taken up by the loading bay would be better utilised as a continuation of the cycleway from the north to Upper King Street.

The potential for increased congestion was something that concerned many respondents. They felt that primary causes of this would be the positioning of the bus stop CP on the Upper King Street carriageway as opposed to a dedicated pull-in bay. Some felt that it would be better to retain the bus stop in Tombland and were unsure of the motivation to relocate it. Residents of Upper King Street felt that the loading bay would be better positioned on Upper King Street in place of the relocated bus stop CP.

2.3.3 Respondents from both groups had concerns that the shared bay was not large enough to serve all uses without abuse, conflict or displacement resulting in traffic congestion. This view was particularly applied to the shared coach and loading bay where there was concern that too many vehicles would want access to this facility at a similar time.

Again, a number of references were made to peak school times and the susceptibility of the bay to misuse due to its convenience for drop off / pick up.

Queries were raised as to whether the Norwich School bus could stop in the coach bay.

A small number of respondents suggested time controlled loading e.g. between 05:00 and 08:00, or loading time restrictions to prevent the bay being occupied for lengthy periods of time e.g. 15mins only. Overall respondents felt that the bay would need to be regulated and enforced for it to function effectively.

Queries were raised by some as to whether the taxi stand and part time rank included for car club, Uber and other private hire vehicles. Representatives of private hire businesses felt that they were being pushed out of the city centre as suitable / popular pick up and drop off locations are being incrementally frustrated or removed or from the network.

Respondents from both groups also made comment on detailed items such as;

- ensuring there is enough space on all sides of the disabled parking bay as it will be on the main carriageway.
- How the coach / loading bay will be managed, would activities be timed or time limited.
- Defining the head of queue for the taxi rank.



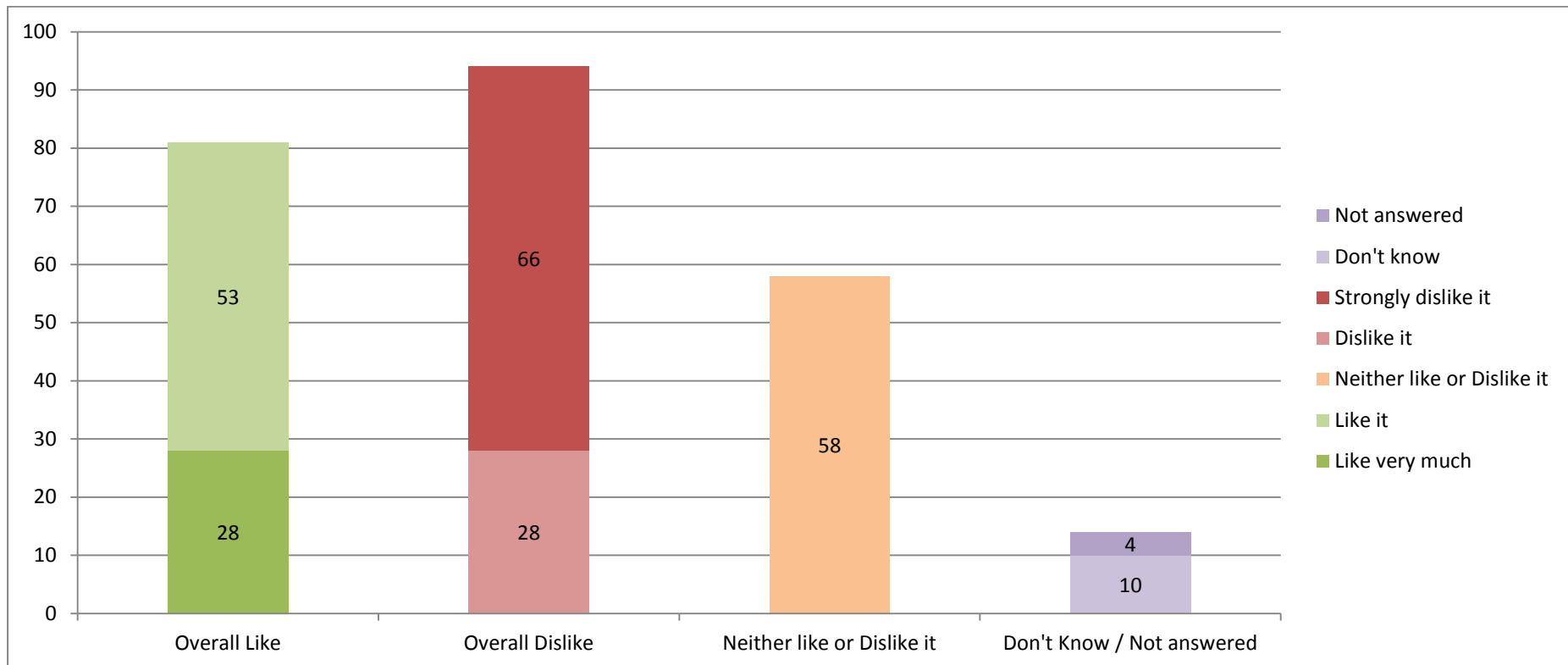
### 2.3.4 Officer response to free text comments

Para. No.	Key theme	Officer response
2.3.1	<p>The majority of respondents who liked this proposal felt that the bay would declutter the approach to the Ethelbert Gate and provide an improved location for the activities specified, separating vehicles and pedestrians creating a simplified and safer space.</p> <p>Respondents felt that the coach stop would be attractive and helpful for the Cathedral and local businesses, giving a positive initial impression to those visiting this historic part of Norwich.</p>	<p><i>The existing loading bay within Tombland is being extended and relocated to a pull-in bay off the main carriageway. The new loading bay will be 18.5m (existing bay is 11m).</i></p> <p><i>The open space created by the proposed scheme will provide a safe and attractive area for passengers to congregate.</i></p>
2.3.2	<p>Respondents who disliked this proposal felt that the bay facility would be more hazardous for cyclists and felt that the area taken up by the loading bay would be better utilised as a continuation of the cycleway from the north to Upper King Street.</p> <p>The potential for increased congestion was something that concerned many respondents. They felt that primary causes of this would be the positioning of the bus stop CP on the Upper King Street carriageway as opposed to a dedicated pull-in bay. Some felt that it would be better to retain the bus stop in Tombland and were unsure of the motivation to relocate it. Residents of Upper King Street felt that the loading bay would be better positioned on Upper King Street in place of the relocated bus stop CP.</p>	<p><i>Site features and constraints mean that it is not currently feasible to continue the cycleway from North Tombland into Upper King Street.</i></p> <p><i>The removal of the turning feature and creation of the pull-in bay simplifies the layout and greatly reduces the number of vehicle stopping and turning manoeuvres within Tombland.</i></p> <p><i>The relocated bus stop CP on Upper King Street will be largely utilising an existing un-serviced bus stop. The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i></p> <p><i>The rationale for relocating the bus stop is to enable the eastern side of Tombland to function as a public space whilst providing betterment to the bus stops; wider pavements and more direct access for passengers to the pedestrian crossing.</i></p>

		<p><i>There is a need for a loading area within Tombland, the existing loading bay on Upper King Street will be retained.</i></p>
2.3.3	<p>Respondents from both groups had concerns that the shared bay was not large enough to serve all uses without abuse, conflict or displacement resulting in traffic congestion. This view was particularly applied to the shared coach and loading bay where there was concern that too many vehicles would want access to this facility at a similar time.</p> <p>Again, a number of references were made to peak school times and the susceptibility of the bay to misuse due to its convenience for drop off / pick up.</p> <p>Queries were raised as to whether the Norwich School bus could stop in the coach bay.</p> <p>A small number of respondents suggested time controlled loading e.g. between 05:00 and 08:00, or loading time restrictions to prevent the bay being occupied for lengthy periods of time e.g. 15mins only. Overall respondents felt that the bay would need to be regulated and enforced for it to function effectively.</p> <p>Queries were raised by some as to whether the taxi stand and part time rank included for car club, Uber and other private hire vehicles. Representatives of private hire businesses felt that they were being pushed out of the city centre as suitable / popular pick up and drop off locations are being incrementally frustrated or removed or from the network.</p>	<p><i>The existing loading bay within Tombland is being extended and relocated to a pull-in bay off the main carriageway. The new loading bay will be 18.5m (existing bay is 11m). There is little potential to increase it further in size without losing both the Taxi rank and the Blue Badge bay.</i></p> <p><i>The council are working with Norwich School to facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p> <p><i>The Norwich School bus would be permitted to stop in the loading bay for loading / off-loading purposes. Loading is an activity. It is not permitted to leave vehicles for extended periods of time without actual loading or unloading taking place and consequently a waiting period is not necessary</i></p> <p><i>Taxi ranks are for Hackney Carriages only as these can be used on demand. Private hire vehicles have to be pre-booked but can pick up and drop off from any location where this is permitted</i></p>

	<p>Respondents from both groups also made comment on detailed items such as;</p> <ul style="list-style-type: none"> <li>- ensuring there is enough space on all sides of the disabled parking bay as it will be on the main carriageway.</li> <li>- How the coach / loading bay will be managed, would activities be timed or time limited.</li> <li>- Defining the head of queue for the taxi rank.</li> </ul>	
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## 2.4 Relocation of bus stop CP on the cathedral side of Tombland to Upper King Street with widened pavements.



2.4.1 Those who liked the proposal feel that the existing pavement available for the bus stop in Tombland is very restricted. People with limited mobility or mobility aids currently find it difficult to pass waiting passengers because of cobbles. Wider pavements were welcomed.

It was highlighted that the stop in Upper King Street would be nearer to the Queen Street pedestrian crossing and would negate the need to cross uncontrolled traffic to reach the crossing.

A number of respondents felt that the relocation of the bus stop would reduce pressure on Tombland itself, reducing noise and emissions of idling buses and making Tombland a more pleasant usable space. Some felt that this was a reasonable compromise to enable Tombland to be better utilised.

2.4.2 The proposal was mainly disliked due to concern over available space. These concerns were also expressed by some who liked and were unsure of this proposal (see 2.4.3).

A number of respondents felt that all stops should be within Tombland however this was mainly due to concerns over congestion caused by on-carriageway bus stops.

A number of respondents felt that this proposal would be more dangerous for cyclists, introducing more large vehicle manoeuvres in and out of the main thoroughfare of traffic. One respondent felt that this was unacceptable on the National Cycle Network Route 1 and that a cycle lane was required to link through to the Agricultural Hall Plain cycle crossing.

Residents of St Cuthbert's House felt strongly that this proposal would increase noise, loitering and vandalism outside their properties making access difficult. There were concerns over disruption to refuse collection which is collected from the communal store on Upper King Street. Residents generally felt that a loading bay would be better located on Upper King Street.

Concerns over entrapment of emissions in a street with tall buildings were shared between residents and some other respondents.

2.4.3 All groups were concerned over the remaining width of the road with a widened pavement and the ability for buses to stop with vehicles continuing to pass in both directions. Many felt that an off-carriageway bay for buses would be preferable. There were also some concerns as to whether the pavement could be made wide enough to cater for waiting passengers whilst still enabling people to pass.

Respondents in both like and dislike groups highlighted illegal right turns into Bank Street which are dangerous for cyclists and without enforcement could cause further congestion if this proposal was implemented as other vehicles would not be able to pass stationary buses.

Some queried whether it would be difficult for buses to exit the Upper King Street stops and cross the traffic to turn right towards Castle Meadow.

Line of sight was raised by a small number of people in both groups, who had wondered whether waiting passengers would/would not be able see approaching buses to hail them, particularly if two buses were already stopped.

#### 2.4.4 Officer response to free text comments

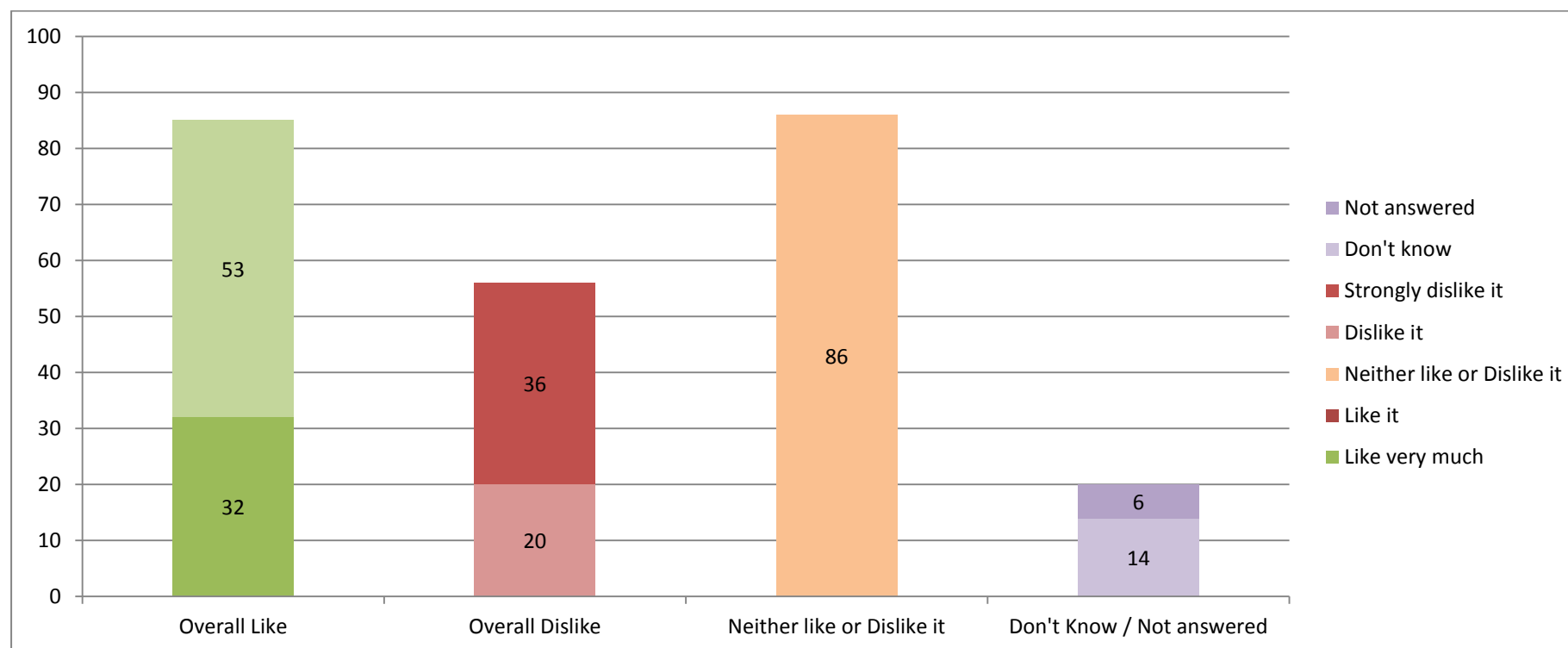
Para. No.	Key theme	Officer response
2.4.1	<p>Those who liked the proposal feel that the existing pavement available for the bus stop in Tombland is very restricted. People with limited mobility or mobility aids currently find it difficult to pass waiting passengers because of cobbles. Wider pavements were welcomed.</p> <p>It was highlighted that the stop in Upper King Street would be nearer to the Queen Street pedestrian crossing and would negate the need to cross uncontrolled traffic to reach the crossing.</p> <p>A number of respondents felt that the relocation of the bus stop would reduce pressure on Tombland itself, reducing noise and emissions of idling buses and making Tombland a more pleasant usable space. Some felt that this was a reasonable compromise to enable Tombland to be better utilised.</p>	<p><i>The rationale for relocating the bus stop was to enable the eastern side of Tombland to function as a public space whilst providing betterment to the bus stops; wider pavements and more direct access for passengers to the pedestrian crossing.</i></p>
2.4.2	<p>The proposal was mainly disliked due to concern over available space. These concerns were also expressed by some who liked and were unsure of this proposal (see 2.4.3).</p> <p>A number of respondents felt that all stops should be</p>	<p><i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i></p>

	<p>within Tombland however this was mainly due to concerns over congestion caused by on-carriageway bus stops.</p> <p>A number of respondents felt that this proposal would be more dangerous for cyclists, introducing more large vehicle manoeuvres in and out of the main thoroughfare of traffic. One respondent felt that this was unacceptable on the National Cycle Network Route 1 and that a cycle lane was required to link through to the Agricultural Hall Plain cycle crossing.</p> <p>Residents of St Cuthbert's House felt strongly that this proposal would increase noise, loitering and vandalism outside their properties making access difficult. There were concerns over disruption to refuse collection which is collected from the communal store on Upper King Street. Residents generally felt that a loading bay would be better located on Upper King Street.</p> <p>Concerns over entrapment of emissions in a street with tall buildings were shared between residents and some other respondents.</p>	<p><i>Site features and constraints mean that it is not currently feasible to continue the cycleway from North Tombland into Upper King Street.</i></p> <p><i>The removal of the turning feature and creation of the pull-in bay simplifies the layout and greatly reduces the number of vehicle stopping and turning manoeuvres within Tombland.</i></p> <p><i>The relocated bus stop CP on Upper King Street will be largely utilising an existing un-serviced bus stop. Placement of any bus shelters and boarding points will be positioned as not to encourage loitering in recessed building accesses. Refuse collections will continue, taking up one vehicle capacity of the bus stop while collection takes place. The existing loading bay on Upper King Street will be retained.</i></p> <p><i>There are unlikely to be any substantial changes to the number of vehicle movements as a result of the proposals although introducing alternative arrangements for Norwich School parents might have a small and positive impact on air quality.</i></p>
2.4.3	<p>All groups were concerned over the remaining width of the road with a widened pavement and the ability for buses to stop with vehicles continuing to pass in both directions. Many felt that an off-carriageway bay for buses would be preferable. There were also some concerns as to whether the pavement could be made wide enough to cater for waiting passengers whilst still enabling people to pass.</p>	<p><i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use..</i></p> <p><i>There will be sufficient room for two vehicles to pass while buses are stationary on Upper King Street.</i></p> <p><i>Pavement on Upper King Street will be widened to 3m at bus</i></p>

	<p>Respondents in both like and dislike groups highlighted illegal right turns into Bank Street which are dangerous for cyclists and without enforcement could cause further congestion if this proposal was implemented as other vehicles would not be able to pass stationary buses.</p> <p>Some queried whether it would be difficult for buses to exit the Upper King Street stops and cross the traffic to turn right towards Castle Meadow.</p> <p>Line of sight was raised by a small number of people in both groups, who had wondered whether waiting passengers would/would not be able see approaching buses to hail them, particularly if two buses were already stopped.</p>	<p><i>stops.</i> <i>Only the Police can enforce banned turns.</i></p> <p><i>Upper King Street would still be single carriageway at the point where bus stops are located. Buses exiting the stops would do so as at any other stop.</i></p> <p><i>The relocated bus stop CP on Upper King Street will be largely utilising an existing un-serviced bus stop.</i></p>
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## 2.5 Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Existing loading bay to remain on Upper King Street.



2.5.1 Respondents who liked this proposal felt that it would rationalise outbound bus stops, avoiding confusion, and offer wider pavements for passengers to wait while allowing other pedestrians to pass. The pavement on Upper King Street was considered inadequate for a bus stop and shelter.

Some highlighted that it can be difficult to see and hail approaching buses when others have already stopped, and that consolidating the bus stops may exacerbate this. Waiting passengers with mobility issues may not be able to reach the bus before it pulls away.

Some respondents who liked the proposal queried whether the relocated stop would create a pinch point, preventing vehicles from turning right into Tombland from the Ethelbert Gate approach.

2.5.2 Those who disliked the proposal were primarily concerned by the number of buses that would use the combined bus stop, the congestion this would cause to the stop, and the knock on effects to traffic on the network.

Others queried whether the pavement in Tombland was sufficient to allow other pedestrians to pass those waiting for the increased number of bus services at the combined stop.

2.5.3 Both groups felt that this arrangement would operate better if the buses could be located off carriageway.

Cyclists from both groups felt that;

- The relocation of the bus stop would make the crossing from the Ethelbert Gate to Queen Street more difficult and that a shared pedestrian and cycle crossing was needed on this alignment.
- Buses pulling out are a hazard to cyclists, there were some concerns as to whether buses would be able to see cyclists coming around the corner from Upper King Street or Queen Street before pulling out.
- This proposal would make the situation slightly safer for cyclists.

There were mixed views and concerns from both groups regarding the loading bay on Upper King Street, including;

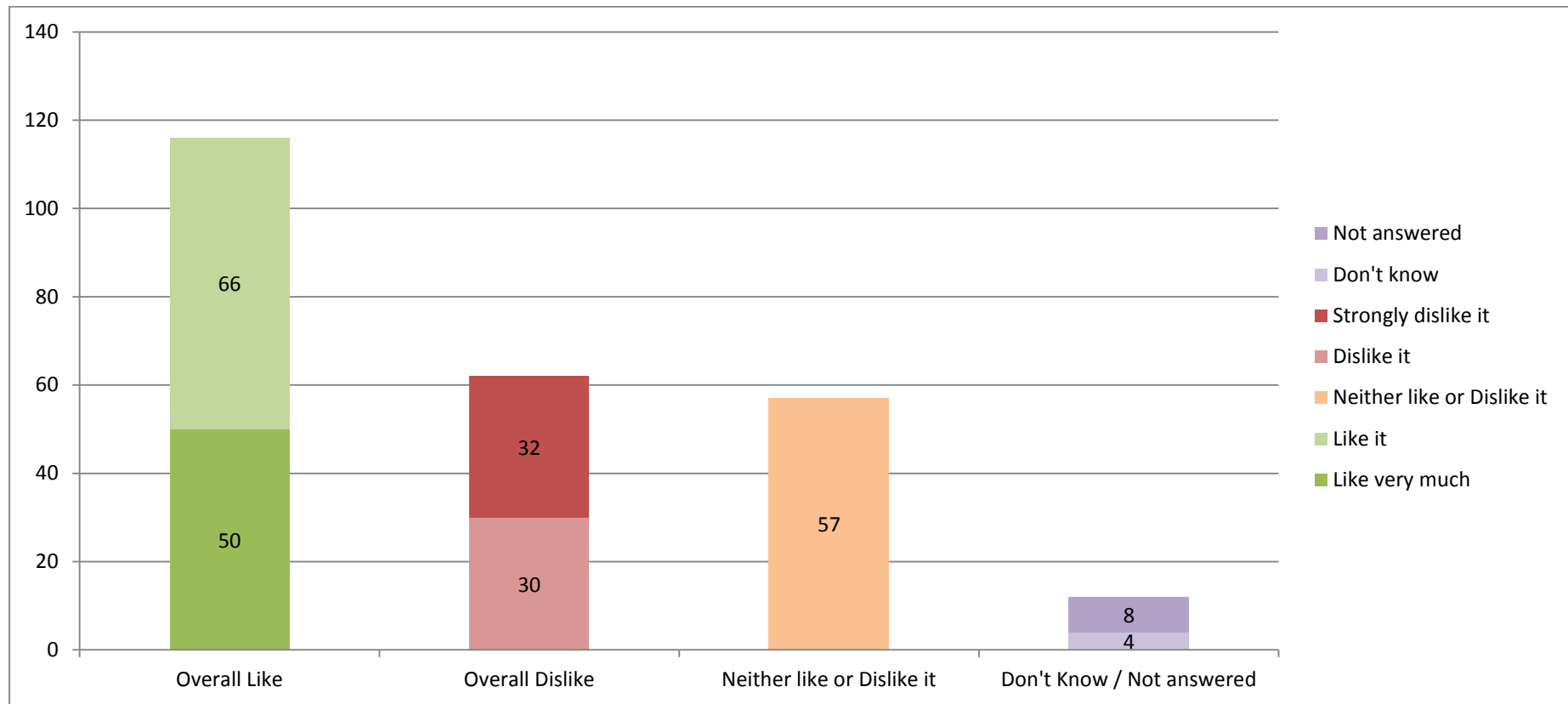
- The existing bay is not large enough
- The existing bay should be removed to reduce congestion
- It should be ensured that cars can pass loading vehicles if a bus is stopped opposite.
- All buses should stop on Upper King Street and more of Tombland given to pedestrian, cycle and recreational use.

#### 2.5.4 Officer response to free text comments

Para. No.	Key theme	Officer response
2.5.1	<p>Respondents who liked this proposal felt that it would rationalise outbound bus stops, avoiding confusion, and offer wider pavements for passengers to wait while allowing other pedestrians to pass. The pavement on Upper King Street was considered inadequate for a bus stop and shelter.</p> <p>Some highlighted that it can be difficult to see and hail approaching buses when others have already stopped, and that consolidating the bus stops may exacerbate this. Waiting passengers with mobility issues may not be able to reach the bus before it pulls away.</p> <p>Some respondents who liked the proposal queried whether the relocated stop would create a pinch point, preventing vehicles from turning right into Tombland from the Ethelbert Gate approach.</p>	<p><i>Noted</i></p> <p><i>By creating one large stop in which buses always pull up to the front, the area taken up by the 'additional stop' is unlikely to be occupied as frequently as the others.</i></p> <p><i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i></p>
2.5.2	<p>Those who disliked the proposal were primarily concerned by the number of buses that would use the combined bus stop, the congestion this would cause to the stop, and the knock on effects to traffic on the network.</p> <p>Others queried whether the pavement in Tombland was sufficient to allow other pedestrians to pass those waiting for the increased number of bus services at the combined stop.</p>	<p><i>By creating one large stop in which buses always pull up to the front, the area taken up by the 'additional stop' is unlikely to be occupied as frequently as the others.</i></p> <p><i>By creating one large stop in which buses always pull up to the front, the area taken up by the 'additional stop' is unlikely to be occupied as frequently as the others.</i></p> <p><i>At approx. 3.5m the existing pavement on the western side of Tombland is significantly wider than that to the east. We will however consider the feasibility of other improvements such as</i></p>

		<i>pavement widening to the western side of Tombland.</i>
2.5.3	<p>Both groups felt that this arrangement would operate better if the buses could be located off carriageway.</p> <p>Cyclists from both groups felt that;</p> <ul style="list-style-type: none"> <li>- The relocation of the bus stop would make the crossing from the Ethelbert Gate to Queen Street more difficult and that a shared pedestrian and cycle crossing was needed on this alignment.</li> <li>- Buses pulling out are a hazard to cyclists, there were some concerns as to whether buses would be able to see cyclists coming around the corner from Upper King Street or Queen Street before pulling out.</li> <li>- This proposal would make the situation slightly safer for cyclists.</li> </ul> <p>There were mixed views and concerns from both groups regarding the loading bay on Upper King Street, including;</p> <ul style="list-style-type: none"> <li>- The existing bay is not large enough</li> <li>- The existing bay should be removed to reduce congestion</li> <li>- It should be ensured that cars can pass loading vehicles if a bus is stopped opposite.</li> <li>- All buses should stop on Upper King Street and more of Tombland given to pedestrian, cycle and recreational use.</li> </ul>	<p><i>Site features and constraints mean that it is not currently feasible to locate all bus stops off carriageway. Locating bus stops off the carriageway in laybys can trap buses against the kerb delaying their departure.</i></p> <p><i>The inclusion of a shared pedestrian and cycle (Toucan) crossing here would not be appropriate due to the levels of pedestrian activity, which would be in conflict with cyclists crossing within the same space.</i></p> <p><i>The sight lines from Upper King Street and Queen Street into Tombland are not restricted. Obviously any vehicle needs to be aware when passing buses at bus stops</i></p> <p><i>The removal of the bus stop in Upper King Street to be consolidated as one large stop within Tombland reduces the number of instances of on carriageway obstacles for cyclists to pass within this relatively short stretch of road.</i></p> <p><i>The existing loading bay on Upper King Street will be retained.</i></p> <p><i>By creating one large stop in which buses always pull up to the front, the area taken up by the 'additional stop' is unlikely to be occupied as frequently as the others.</i></p>

## 2.6 Pedestrian crossing at the end of Queen Street widened and on a raised speed table.



2.6.1 The majority of respondents who like this proposal felt that it would make the crossing easier and safer to use, slowing traffic and increasing the prominence of the crossing.

The timing between a pedestrian pressing the button and being able to cross is considered too long by some, comments were also made about the length of crossing time being too short.

Some respondents highlighted that the crossing across Palace Street outside the Maid's Head Hotel requires some improvement as drivers ignore the studs, making it difficult to cross.

2.6.2 The majority of those who disliked the proposal were motorists who felt that changes to the crossing were unnecessary. Concerns were raised over the effect of speed tables to car suspension and pedestrian confusion over priorities leading to safety issues.

Respondents who were cyclists did not like the speed table element, highlighting that the road surface often distorts causing danger to riders.

Some respondents felt that speed tables make bus journeys uncomfortable and that placing them near to bus stops could cause problems for standing passengers getting ready to disembark at the next stop. However, the tables on Magdalen Street / Wensum Street were referenced as being more gentle and appropriate for use on a busy bus route.

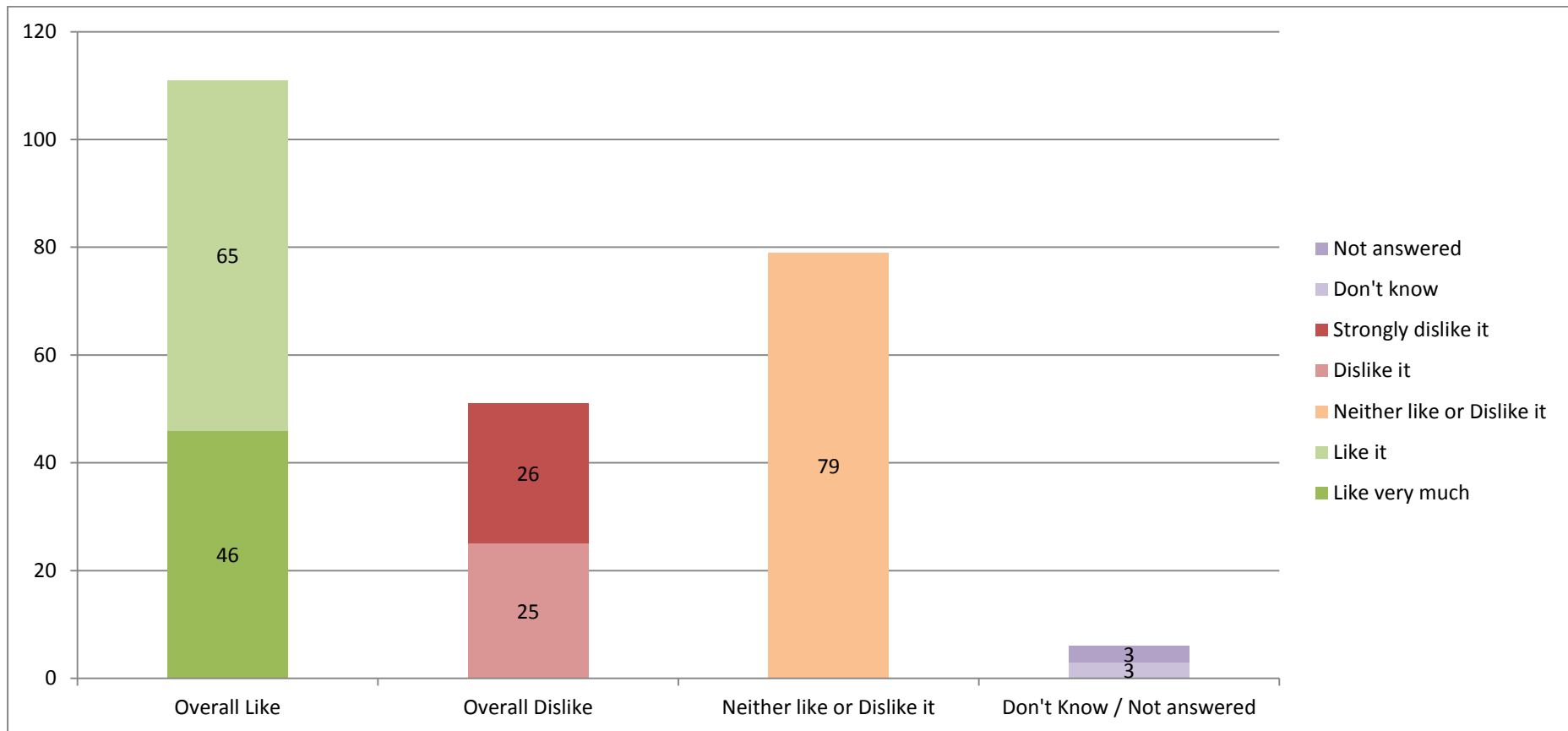
2.6.3 Respondents from both groups felt that the crossing should be a Toucan (for pedestrians and cyclists) and include the junction of Queen Street to connect the city centre to the Cathedral and as the primary route both pedestrians and cyclists wish to take.

#### 2.6.4 Officer response to free text comments

Para. No.	Key theme	Officer response
2.6.1	The majority of respondents who like this proposal felt that it would make the crossing easier and safer to use, slowing traffic and increasing the prominence of the crossing.	<i>Noted</i>
	The timing between a pedestrian pressing the button and being able to cross is considered too long by some,	<i>The pedestrian crossing lights are linked with those for Princes Street and Prince of Wales Road to ensure that the whole</i>

	<p>comments were also made about the length of crossing time being too short.</p> <p>Some respondents highlighted that the crossing across Palace Street outside the Maid's Head Hotel requires some improvement as drivers ignore the studs, making it difficult to cross.</p>	<p><i>network functions efficiently. Extending the green time for pedestrians would result in increased traffic tailbacks. The pedestrian crossing area is being widened, positioned on a raised table and crossing distance lessened which will make it easier for pedestrians to cross during the "green man" time.</i></p> <p><i>We will review the north Tombland scheme to ensure both schemes integrate and perform together and as intended.</i></p>
2.6.2	<p>The majority of those who disliked the proposal were motorists who felt that changes to the crossing were unnecessary. Concerns were raised over the effect of speed tables to car suspension and pedestrian confusion over priorities leading to safety issues.</p> <p>Respondents who were cyclists did not like the speed table element, highlighting that the road surface often distorts causing danger to riders.</p> <p>Some respondents felt that speed tables make bus journeys uncomfortable and that placing them near to bus stops could cause problems for standing passengers getting ready to disembark at the next stop. However, the tables on Magdalen Street / Wensum Street were referenced as being more gentle and appropriate for use on a busy bus route.</p>	<p><i>Road humps are covered by national regulations and motorists bus drivers and cyclists are expected to approach them at an appropriate speed. This is a 20mph zone.</i></p>
2.6.3	<p>Respondents from both groups felt that the crossing should be a Toucan (for pedestrians and cyclists) and include the junction of Queen Street to connect the city centre to the Cathedral and as the primary route both pedestrians and cyclists wish to take.</p>	<p><i>The inclusion of a shared pedestrian and cycle (Toucan) crossing here would not be appropriate due to the levels of pedestrian activity, which would be in conflict with cyclists crossing within the same space. The pedestrian crossing area is however being widened, positioned on a raised table and crossing distance lessened.</i></p>

## 2.7 Motorcycle parking given a designated area and bicycle parking increased.



2.7.1 Those who liked this proposal feel that Tombland is an important location to have motorcycle parking and that a defined area would control the amount and arrangement. The provision of a flat surface was welcomed as cobbles are difficult to park on.

Wider feedback included guidance for detailed design on the size of motorcycle spaces and the consideration that motorcyclists should pay for parking by a permitting system.



Some felt that the proposed increase in cycle parking is not sufficient and that the overall proposal does not offer enough improvements for cycling. It was suggested that more cycle parking be provided towards the north extent of the space and the new loading bay.

CCTV coverage of these types of parking areas was considered important.

2.7.2 The majority of those who disliked this proposal feel that additional cycle stands and provision of designated motorcycle parking is not required. Respondents identified that existing cycle stands are not usually full and felt that there isn't a need for motorcycle parking.

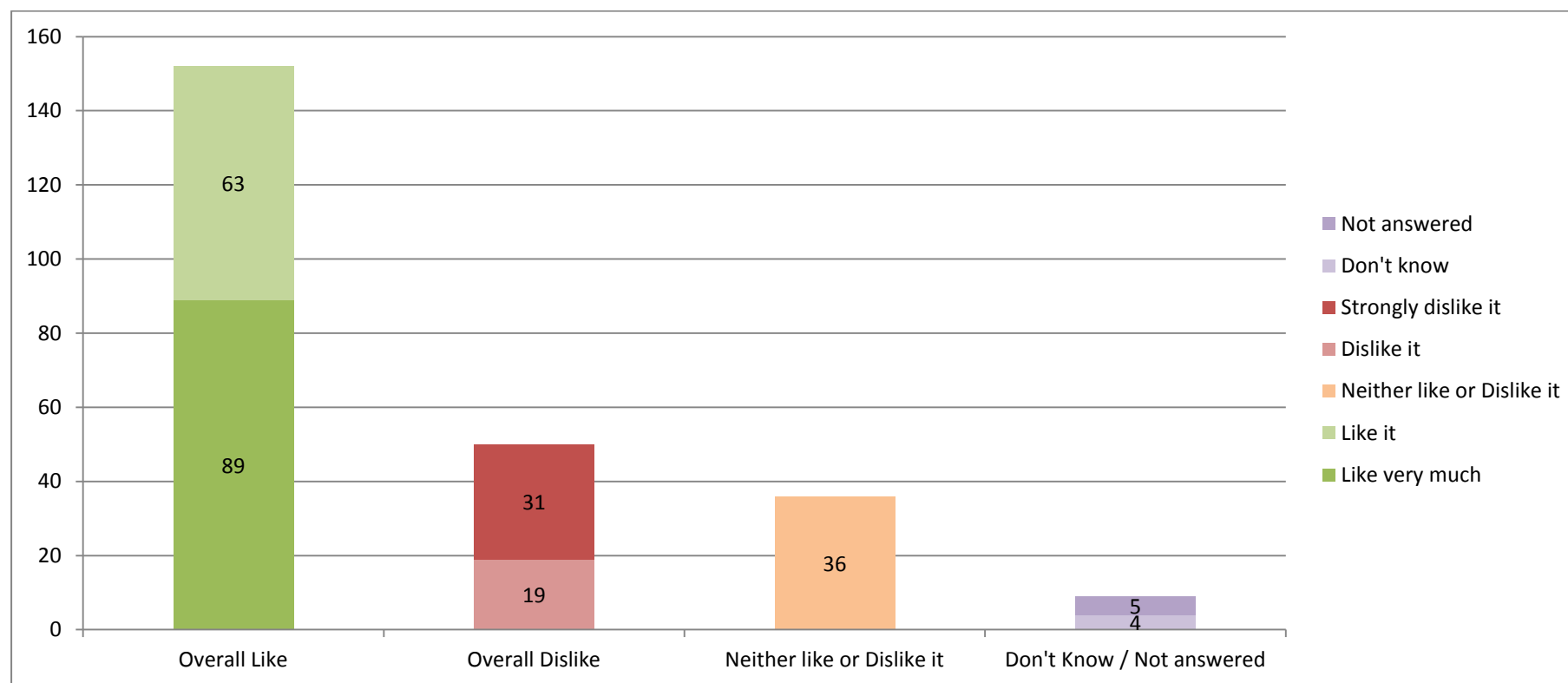
2.7.3 Respondent groups were in disagreement as to whether this location was appropriate for motorcycle parking, with some feeling that it would be unobtrusive to the new space, and others feeling it would spoil the improved visual aesthetic.

#### 2.7.4 Officer responses to free text comments

Para. No.	Key theme	Officer response
2.7.1	<p>Those who liked this proposal feel that Tombland is an important location to have motorcycle parking and that a defined area would control the amount and arrangement. The provision of a flat surface was welcomed as cobbles are difficult to park on.</p> <p>Wider feedback included guidance for detailed design on the size of motorcycle spaces and the consideration that motorcyclists should pay for parking by a permitting system.</p> <p>Some felt that the proposed increase in cycle parking is not sufficient and that the overall proposal does not offer enough improvements for cycling. It was suggested that</p>	<p><i>There are currently no plans to implement a charging system for motorcycle parking. This is because currently our Pay and Display system requires the vehicle to display a paper ticket and Motorcycles are exempt from payment even in P&amp;D bays. This may change if the payment and ticketing arrangements change, but there are no proposals at the moment.</i></p> <p><i>We will review proposals for cycle parking at detailed design stage and facilitate additional provision where possible.</i></p>

	<p>more cycle parking be provided towards the north extent of the space and the new loading bay.</p> <p>CCTV coverage of these types of parking areas was considered important.</p>	<p><i>The area of motorcycle parking would be covered by an existing CCTV camera within Tombland.</i></p>
2.7.2	<p>The majority of those who disliked this proposal feel that additional cycle stands and provision of designated motorcycle parking is not required. Respondents identified that existing cycle stands are not usually full and felt that there isn't a need for motorcycle parking.</p>	<p><i>The initial feasibility report found motorcycle parking in this area to be oversubscribed resulting in the public space being occupied by parked motorcycles which inhibited other activities and uses of the area. By providing an area for motorcycles, parking can then be facilitated and controlled.</i></p>
2.7.3	<p>Respondent groups were in disagreement as to whether this location was appropriate for motorcycle parking, with some feeling that it would be unobtrusive to the new space, and others feeling it would spoil the improved visual aesthetic.</p>	<p><i>The motorcycle parking will be restricted to a limited area designed into the scheme and new provision is being made on Bank Plain.</i></p>

## 2.8 Landscape improvements and removal of street clutter to create a new public area in the triangular piece of land near the Ethelbert Gate entrance to the cathedral.



2.8.1 The majority of respondents that liked the landscape enhancements felt that improvements were needed. The proposal to reinstate Tombland as a usable public open space was seen to be a better use of the space available that would make the whole area more pleasant, attractive and an asset to the city.

There was a concern from some that the space needed to be genuinely public and not leased to bars and restaurants, although others welcomed the flexibility of the space with continental style alfresco dining.

Some respondents feel that the trees make the space dark and oppressive but welcome replacements, recommending lighter canopied tree species. Other respondents felt that the existing trees should remain and that more soft landscaped areas should be provided to ease pollution and provide other environmental benefits.

There were however some concerns over maintenance of soft landscaped areas given that other soft landscaped areas of the city have been neglected.

Some respondents expressed a desire for the west side of Tombland to also be improved.

2.8.2 The majority of respondents that disliked the landscape proposals felt that the diagonal road should remain for purposes of picking up and dropping off, with some suggesting that the space could be better utilised as a bus layby or for short stay parking.

Others that disliked the proposal;

- felt that the area was already attractive and did not consider the existing space to be cluttered,
- the pedalway would be compromised by the removal of the diagonal road, and that a cycleway should be provided,
- felt that trees should not be removed,
- the cobbled character should not be lost.

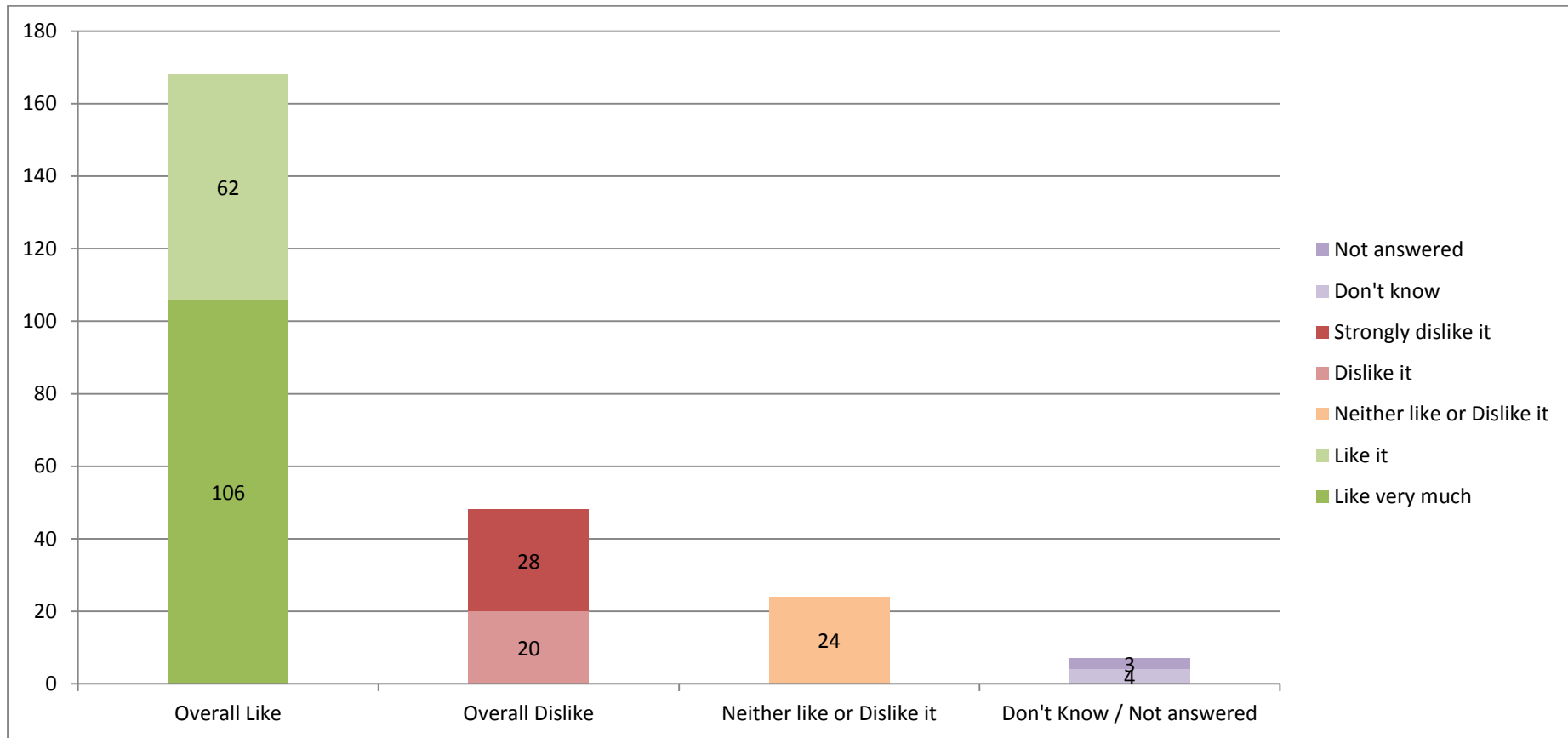
### 2.8.3 Officer response to free text comments

Para. No.	Key theme	Officer response
2.8.1	<p>The majority of respondents that liked the landscape enhancements felt that improvements were needed. The proposal to reinstate Tombland as a usable public open space was seen to be a better use of the space available that would make the whole area more pleasant, attractive and an asset to the city.</p> <p>There was a concern from some that the space needed</p>	<p><i>Licensed areas on the highway (for tables and chairs) provide</i></p>

	<p>to be genuinely public and not leased to bars and restaurants, although others welcomed the flexibility of the space with continental style alfresco dining.</p> <p>Some respondents feel that the trees make the space dark and oppressive but welcome replacements, recommending lighter canopied tree species. Other respondents felt that the existing trees should remain and that more soft landscaped areas should be provided to ease pollution and provide other environmental benefits.</p> <p>There were however some concerns over maintenance of soft landscaped areas given that other soft landscaped areas of the city have been neglected.</p> <p>Some respondents expressed a desire for the west side of Tombland to also be improved.</p>	<p><i>liveliness to streets, the size and location of these is dealt with through the licensing process.</i></p> <p><i>Although we would support the inclusion of more planting to soften the spaces, opportunities are restricted due to underground services.</i></p> <p><i>The scheme is being designed to enable Tombland to be maintained more easily (e.g. through removal of cobbles) and to reduce the need for on-going maintenance (e.g. flexible surfacing around trees) to ensure areas can be maintained within tight revenue funding.</i></p> <p><i>We will consider the feasibility of improvements to the western side of Tombland.</i></p>
2.8.2	<p>The majority of respondents that disliked the landscape proposals felt that the diagonal road should remain for purposes of picking up and dropping off, with some suggesting that the space could be better utilised as a bus layby or for short stay parking.</p> <p>Others that disliked the proposal;</p> <ul style="list-style-type: none"> <li>- felt that the area was already attractive and did not consider the existing space to be cluttered,</li> <li>- the pedalway would be compromised by the removal of the diagonal road, and that a cycleway should be provided,</li> <li>- felt that trees should not be removed,</li> <li>- the cobbled character should not be lost.</li> </ul>	<p><i>Tombland is an important historic open space within the city. Site features and constraints mean that it would not be practical or feasible to make greater provision for motorised uses within the space. The council are working with Norwich School to encourage use of alternative transport modes and facilitate alternative locations for drop-off and pick-up of students at peak times.</i></p> <p><i>The Tombland scheme will follow on from the improvement works to Prince of Wales Road which will provide a contra-flow cycle lane enabling two-way cycling on Prince of Wales Road reducing the importance of the link to St Faith's Lane as part of the cycle network. Nevertheless, the Tombland scheme</i></p>

		<p><i>facilitates two-way traffic on the approach to the Ethelbert Gate, improving lines of sight and reducing vehicle numbers.</i></p> <p><i>Tombland contains a number of trees, the majority of which are Lime trees. Lime trees are prone to pests resulting in a sticky residue being deposited on anything placed below them. This makes street cleansing more difficult and its requirement more frequent. Retaining the present layout of trees would retain the legacy of the removed carriageway. By removing two trees and providing suitable replacements, the main focus of the space can be altered and maintenance of the features within the space eased. There is also opportunity to provide proper tree pits and rooting areas for the replacement tree planting which will improve health and longevity of the landscape.</i></p> <p><i>Tombland is an important historic space within the city and it is recognised that the cobbles form a unique part of its character. The Tombland scheme is being designed to respect this character and re-use materials where possible without inhibiting usability of the space.</i></p>
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## 2.9 Demolition of dis-used public toilets.



2.9.1 The majority of respondents who liked this proposal feel that the toilets are out of character with the historic area, degrade the appearance of the area and that the space could be better utilised.

2.9.2 The majority of respondents who disliked this proposal feel that the toilets need to either be reopened or replaced to cater for the visitors to the area. Local residents identified an issue with public urination and defecation in local streets and alleys.

A small number of respondents felt that the structure could be repurposed.

2.9.3 Both groups of respondents feel strongly that there is a need for public toilet facilities in Norwich, particularly in the Tombland area, due to the number of tourists it attracts and its location as a transport hub.

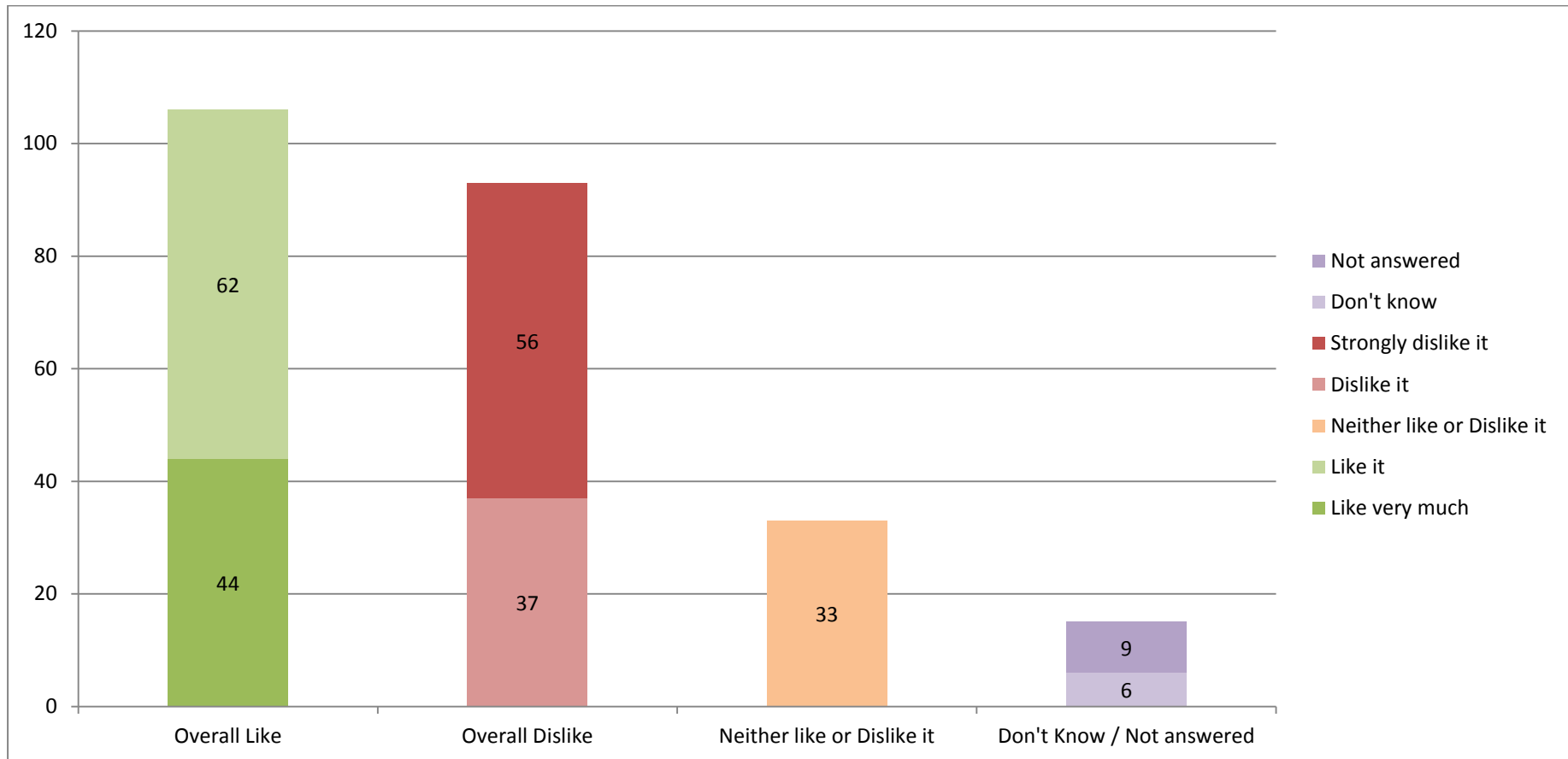
2.9.4 Officer response to free text comments

Para. No.	Key theme	Officer response
2.9.1	The majority of respondents who liked this proposal feel that the toilets are out of character with the historic area, degrade the appearance of the area and that the space could be better utilised.	<i>Noted</i>
2.9.2	<p>The majority of respondents who disliked this proposal feel that the toilets need to either be reopened or replaced to cater for the visitors to the area. Local residents identified an issue with public urination and defecation in local streets and alleys.</p> <p>A small number of respondents felt that the structure could be repurposed.</p>	<i>Tombland is an important historic open space within the city. The existing subterranean toilet structure (when previously open) was not accessible to all and is not fit for modern purposes. The existing structure is not characteristic of the conservation area and takes up a large area of otherwise public open space within the city centre. Removing the structure will reinstate Tombland as a public open space.</i>
2.9.3	Both groups of respondents feel strongly that there is a need for public toilet facilities in Norwich, particularly in the Tombland area, due to the number of tourists it attracts and its location as a transport hub.	<i>Renewing or replacement of public toilet facilities in Tombland would not be practical due to maintenance requirements and lack of revenue funding.</i>



### 3.0 Walking, cycling and landscape

#### 3.1 To what extent do you like or dislike the proposals for walking, cycling and landscaping in the area?



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

Positive about;

- Improvements for pedestrians and cyclists,
- Better defined layout and uses,
- Improved surface including removal of cobbles but selectively using them as a paving feature (important historical feature),
- Reinstatement of Tombland as a public open space for people to enjoy,
- New landscaping, including new planting areas,
- Retention of historical features such as the telephone boxes and obelisk, as well as emphasis on surrounding historical buildings / setting.

Concerned over;

- Safe collection and drop-off point for school children and associated congestion,
- Congestion associated with narrowing the carriageway and placement of bus stops on Upper King Street,
- Lack of public toilet provision within key tourist and transport areas of the city,
- construction periods and effects on businesses as the overall scheme will require a lot of works,
- pedestrian crossing timing,
- distinction between existing cycleway and pavements, how areas would be defined in this proposal, with particular reference to accessibility for the disabled, blind and partially sighted.

Opinions were fairly evenly matched between;

- whether there is a need or not for a cycle path,
- the removal of two trees and planting of 5 new trees and soft landscape area.

Respondent cyclists felt that;

- the benefits for cyclists were not clearly defined
- that specific provision for cyclists should be provided through dedicated cycle facilities.
- Presence of both the loading bay and bus stop on the main carriageway introduced additional hazards.

Items out of Transport for Norwich's control;

- Cathedral estate vehicular, cycle and pedestrian circulation, Ethelbert and Erpingham gates.

## 4.0 Overall scheme proposals

### 4.1 Free text for considerations Transport for Norwich should be aware of when developing the design.

These responses have been broken down into key themes / areas / contributors for ease of interpretation and so that design team members can focus on matters particular to their areas of expertise.

#### Transport

- Accommodate private vehicle use for local residents that travel / commute to destinations outside of Norwich.
- Consider whether the removal of Princes Street traffic lights could ease congestion
- Traffic flow and congestion at peak times / safe waiting area – school pick up and drop off
- Diagonal road currently enables turning around without entering one way systems
- Ensure replacement motorcycle parking is adequate and offers large enough spaces
- Dropped kerbs required next to disabled parking space and loading bays
- Stop cars illegally turning right into Bank Street
- Continuation of cycle path
- Keep cyclists and pedestrians separate (no shared space / uses)
- Keep tables, chairs and 'A' boards off the walkways
- Increase safety measures between the existing cycleway and carriageway, not just a white line
- Can more traffic be removed, could Tombland be for access, buses and cycles only?

- Enforcement of disabled, taxi and loading bays
- Retention of short stay pay and display for businesses

### **Landscape / environment / public space**

- Conflicting views on trees. Some wish to keep all trees and others believe that some trees could be removed to let in more light.
- Public toilet facilities
- Large refuse bins outside restaurants
- Retain a few more cobbles than shown; they add texture to the space. If cobbles are not to be used for majority of surface then consideration should be given to materials so that they best match historic environment.
- Improve lighting
- More seating that is accessible to all
- Litter bins
- Buried archaeology
- This area was the site of the Anglo-Saxon market in Norwich and it should retain an open character to reflect this
- Sustainable urban drainage with planting
- More raised beds with aromatic planting

- Public events
- Electrical points for street traders and events
- Consideration of residents and noise if proposing space for events
- Consider west side of Tombland
- some form of public information display within the recreational area, detailing the history of Tombland throughout the ages.

### **Cathedral**

- Signage to highlight that pedestrians have priority through the Ethelbert Gate in Tombland
- Pedestrians need better paving through the Ethelbert Gate, it currently slopes awkwardly, is slippery and uneven. Difficult with a push chair or wheelchair.
- The Cathedral will be hosting the Natural History Museum Dinosaur 'Dippy' exhibition in the Nave between 1<sup>st</sup> July and 31<sup>st</sup> October 2020. It is anticipated that the exhibition will attract thousands of visitors.

### **Businesses**

- Minimise disruption to businesses
- Private hire vehicle drivers carry more customers than black cabs yet there are no spaces for them to legally operate
- City centre businesses should have more say

## 4.2 Free text for comments in response to the overall proposals.

Key themes of free-text responses to overall proposals are listed below;

- **Address western side of Tombland** at the same time.
- **Management of school traffic and congestion**
- **Public toilet(s) provision**
- **Improve accessibility and safety for cyclists**; Tombland and Upper King Street are both part of the pedalways and National Cycle Route 1 but are considered to be hazardous for cyclists.
- **Banning private vehicles** except for access from the area would offer further improvement to air quality and general environment. A number of respondents felt that there was a bigger opportunity to reduce vehicle dominance in this part of the city, carrying out the proposals as per the NATs strategy ambition.
- **Management and maintenance** regime required.
- **Parking for local businesses**
- **Private hire vehicles** pick up and set down as they are not permitted to use Norwich taxi ranks.
- **Implementation** – traffic management, congestion, increased pollutants.
- Some respondents felt that **proposals do not increase access to public transport** and that TfN should be looking to helping bus companies move to electric vehicles, introduce or increase subsidies for bus routes or fares, particularly in more rural areas.
- **Remove traffic lights at Princes street**; some respondents felt that little traffic emerges from Princes street and that the pedestrian crossing was also confusing to motorists as it is so close to the other lights.

- **Retain character and improve safety.**

### 4.3 Key stakeholder responses

4.3.1 Responses were received from the key organisations listed below. Their principle comments and concerns with the proposals are summarised below, but full copies of these responses can be found at Appendix 1;

- **The Norwich Society;** consider including the western area of Tombland at this stage even if not to be delivered at the same time. Lighting scheme essential. Cycling improvements / intentions not clear.
- **Norwich Cathedral Dean;** supportive. Signage outside of the Ethelbert Gate to highlight pedestrian priority could be beneficial.
- **Historic England;** supportive. Consider including the western area of Tombland at this stage even if not to be delivered at the same time.
- **FirstGroup;** concerns about relocating bus stop to Upper King Street due to road and pavement widths and congestion arising from these changes. Concerns that bus movements out of bus stops to turn right into Castle Meadow will be difficult and unsafe.
- **RNIB;** It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members). A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project. Detailed design guidance also given.
- **Norwich Cycling Campaign;** Support making the approach to the Ethelbert Gate two-way. However feel that the proposals fail to improve a dangerous and unpleasant section of National Cycle Network 1 and do not connect cycling infrastructure between Prince of Wales Road and the Tombland cycle track. Additional cycle parking should be provided. The group also expressed concerns over pollution, air quality and safety of cyclists during construction.

- **The Norfolk Club**; concerns over traffic congestion and access to / from St Faith's Lane.

#### 4.3.2 Officer response to key stakeholder free text comments

Stakeholder	Consultation response	Officer response
The Norwich Society	Consider including the western area of Tombland at this stage even if not to be delivered at the same time. Lighting scheme essential. Cycling improvements / intentions not clear.	<i>We will consider the feasibility of other improvements to the western side of Tombland.</i>  <i>A lighting scheme has been included within the scope of the project.</i>
Norwich Cathedral Dean	Supportive. Signage outside of the Ethelbert Gate to highlight pedestrian priority could be beneficial.	<i>We will explore the potential for signage outside the Ethelbert Gate to promote pedestrian priority. Discussions over any signage will need to involve the local Highway Authority, Cathedral Estates Team and Historic England.</i>
Historic England	Supportive. Consider including the western area of Tombland at this stage even if not to be delivered at the same time.	<i>We will consider the feasibility of other improvements to the western side of Tombland.</i>
FirstGroup	Concerns about relocating bus stop to Upper King Street due to road and pavement widths and congestion arising from these changes. Concerns that bus movements out of bus stops to turn right into Castle Meadow will be difficult and unsafe.	<i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i>  <i>Detailed traffic surveys will be undertaken to accurately assess how the existing carriageways are used. This information will inform the required dimensions and capacities of junctions and streets.</i>  <i>There will be sufficient room for two vehicles to pass while buses are stationary on Upper King Street.</i>  <i>The pavement will be widened on Upper King Street to cater</i>



		<p><i>for additional footfall and the new stop location will provide disembarking passengers more direct access to the pedestrian crossing.</i></p> <p><i>Upper King Street would still be single carriageway at the point where bus stops are located. Buses exiting the stops would do so as at any other stop.</i></p> <p><i>The relocated bus stop CP on Upper King Street will be largely utilising an existing un-serviced bus stop.</i></p>
RNIB	<p>It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members). A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project. Detailed design guidance also given.</p>	<p><i>Due to width restrictions at the Ethelbert Gate and St Faith's Lane, it is not physically possible to segregate users. However, the detailed design of this approach will ensure that it meets with accessibility standards as far as is practicable, and an independent equality impact assessment will be undertaken for this area and the wider scheme as it progresses to detailed design.</i></p>
Norwich Cycling Campaign	<p>Support making the approach to the Ethelbert Gate two-way. However feel that the proposals fail to improve a dangerous and unpleasant section of National Cycle Network 1 and do not connect cycling infrastructure between Prince of Wales Road and the Tombland cycle track. Additional cycle parking should be provided. The group also expressed concerns over pollution, air quality and safety of cyclist during construction.</p>	<p><i>The proposed scheme aims to improve the usability and safety of Tombland for all users and modes.</i></p> <p><i>Site features and constraints mean that it is not currently feasible to continue the cycleway from North Tombland into Upper King Street.</i></p> <p><i>This scheme will follow on from the improvement works to Prince of Wales Road which will provide a contra-flow cycle lane enabling two-way cycling on Prince of Wales Road reducing the importance of the link to St Faith's Lane as part of the cycle network. Nevertheless, the Tombland scheme facilitates two-way traffic on the approach to the Ethelbert</i></p>

		<p><i>Gate, improving lines of sight and reducing vehicle numbers.</i></p> <p><i>The removal of the turning feature and creation of the pull-in bay also simplifies the layout and greatly reduces the number of vehicle stopping and turning manoeuvres within Tombland.</i></p> <p><i>We will review proposals for cycle parking at detailed design stage and facilitate additional provision where possible.</i></p> <p><i>The design team will consult with Norwich City Council Environmental Health officers on air quality. There is unlikely to be significant change in air pollution as a result of the proposed Tombland scheme. However, the implementation of the proposed wider TCF programme is aimed at delivering significant reductions in carbon emissions and improvements in overall air quality.</i></p>
The Norfolk Club	Concerns over traffic congestion and access to / from St Faith's Lane.	<p><i>The proposed scheme has and will be subject to further tracking exercises throughout the design process to ensure all vehicular areas are suitable for intended use.</i></p> <p><i>Detailed traffic surveys will be undertaken to accurately assess how the existing carriageways are used. This information will inform the required dimensions and capacities of junctions and streets.</i></p>

## 5.0 Conclusion

### 5.1 Demographic summary

The consultation event was well attended and the consultation returned a good number of responses.

55% of respondents were local residents from Tombland or an adjacent postcode.

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

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

Further demographic information can be found at Appendix 2.

### 5.2 Further work arising from the consultation

The following items are highlighted to the design team as key to further development of the scheme;

- The inclusion of improvements to the western side of Tombland should be explored, especially where bus stop areas are changing.
- Opportunities for alternative school drop off / pick up should be further explored with Norwich School.
- Minor adjustments to North Tombland to ensure the two schemes work cohesively and to respond to identified frustrations, e.g. bollards, crossing studs should be considered.
- Undertake a formal traffic count of the 'Tombland triangle' to test whether public concerns over congestion through the Ethelbert Gate and in and out of the proposed new approach are valid.
- Engage with a relevant professional for Equality Impact Assessment of the outline scheme as a whole. Undertake some detailed design work on the proposed approach to the Ethelbert Gate to enable more detailed guidance for this area.

- Re-run vehicle tracking and safety audit of all vehicle manoeuvres and proposed features to reassure public that all elements of the scheme have been trialled and tested with particular regard to road widths.
- Consider whether removal of Princes Street lights and return to a priority junction could ease congestion.
- Consider whether motorcycle parking is essential within Tombland and whether any alternative locations could be identified that have less influence on the setting of the conservation area.
- Consider undertaking air quality impact assessment modelling based on the outline scheme.
- Use Adaptation Monitoring and Assessment Tool (AMAT) to assess economic benefit / disbenefit of the scheme.
- Further consider how pedestrian and cycle movements will occur within the space and how these will be accommodated.

## Appendix 1 Key stakeholder responses

### Norfolk Club

Q1 Removal of the diagonal road and one-way system on the Norwich Cathedral side of Tombland, including three pay and display parking spaces and a loading bay. Loading bay relocated to the main carriageway and extended from 11m to 18m. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*I have severe concerns regarding the change in traffic flow in this area. As the main stakeholder on access through St Faiths Lane gate. Removing one leg of the triangle, will congest the area in front of the gate even more. Hence making access through the gate by way of a tricky turn even more difficult and dangerous for pedestrians and bicycles.*

*I would be curious to know what Norwich School advises, regarding parent drop offs at peak times in the morning and afternoon.*

*Leaving less space at Tombland, will mean increased congestion on the Upper King street circuit. This will cause considerable issues with our suppliers deliveries and garbage disposal.*

*As this road is now one of the few remaining veins of traffic, this could become untenable.*

Q2 Creation of a two-way approach to the cathedral's Ethelbert Gate and removal of two pay and display parking spaces. Existing Hackney carriage stand and disabled parking space to be relocated. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*The Norfolk Club is a Norfolk institution since 1770 and has been in this place since 1861 and we depend for a large part on parking for our out of town members. Our back carpark of 34 places is only accessible by public access through St Faiths Lane, reachable from Tombland only.*

*Increasing traffic two ways on the south side of Tombland will make access by way of a tricky turn into St Faiths Lane Gate even more dangerous. In order to make a safe turn into St Faiths Lane Gate, a wide turn is necessary to access the narrow gate and to assure no pedestrians are there before turning. Once in, there is no safe place for pedestrians or bicycles to go. This means that sight lines and viewing angles are of vital importance, requiring a wider access area.*

*Narrowing this road might make sense on screen, but will not work in real life.*

*At present it is already difficult to turn safely with the heavy pedestrian traffic from both sides, combined with bicycles from all sides .*

*Additionally, when coming down from bank plain, turning into the road from the traffic light will be congested by the queuing traffic from the opposite direction. Turning at congested times will become impossible.*

Q3 Creation of a shared loading bay and coach stop, Hackney carriage stand, disabled parking space and night-time taxi rank next to main Tombland carriageway. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

*As long as there is a bay for loading and taxis in the area, which is much needed for local businesses.*

Q4 Relocation of bus stop CP on the cathedral side of Tombland to Upper King Street with widened pavements. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*I fear this will entirely block the through traffic on peak times, a narrower road will not allow cars to pass parked busses.*

Q5 Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Existing loading bay to remain on Upper King Street. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

Q6 Pedestrian crossing at the end of Queen Street widened and on a raised speed table. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*All traffic turning into townland will be blocked by waiting traffic in opposite direction.*

Q7 Motorcycle parking given a designated area and bicycle parking increased. To what extent do you like or dislike this proposal?

*Like it*

*Being Dutch I fully endorse bicycle parking.*

Q8 Landscape improvements and removal of street clutter to create a new public area in the triangular piece of land near the Ethelbert Gate entrance to the cathedral. To what extent do you like or dislike this proposal?

*Dislike it*

*Does this mean you are removing the old trees? Old trees are one of the jewels in a street scape, I only agree with removing them if there is a serious reason. If not, design around it.*

Q9 Demolition of dis-used public toilets. To what extent do you like or dislike this proposal?

*Like very much*

*Excellent, they are unused and the space can be repurposed.*

QB1 To what extent do you like or dislike the proposals for walking, cycling and landscaping in the area?

*Dislike it*

*I am concerned about safe access through St Faiths Lane Gate and the congestion of school traffic in the area at peak times.*

*However important bicycles are, car access to the city centre needs to be maintained.*

*Narrowing the access road will create severe issues, due to the restricted sight lines into St Faiths Lane gate. (see before).*

Are there any considerations you feel we should be aware of when developing the design?

*Please retain old trees, new trees will not achieve this view.*

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

*I have severe concerns about car access, as well as deliveries to our business on Upper King street. As one of the few remaining traffic veins, the congestion in this area could be the last straw to local businesses as well as businesses in the rest of the city centre.*



## RNIB

Q1 Removal of the diagonal road and one-way system on the Norwich Cathedral side of Tombland, including three pay and display parking spaces and a loading bay. Loading bay relocated to the main carriageway and extended from 11m to 18m. To what extent do you like or dislike this proposal?

*Like it*

*It is important for blind and partially sighted people that the resulting path does not then become a shared space between pedestrians and cycles.*

*It is important for blind and partially sighted people that the resulting path is clear of all street clutter.*

*It is important for blind and partially sighted people that the resulting path is distinguished from other areas of the surrounding space using colour contrast and clear markings.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q2 Creation of a two-way approach to the cathedral's Ethelbert Gate and removal of two pay and display parking spaces. Existing Hackney carriage stand and disabled parking space to be relocated. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

*It is important for blind and partially sighted people that the two-way approach is separated from the pedestrianised area with a curb of at least 60mm.*

*It is important for blind and partially sighted people that tactile paving is in place to distinguish crossing points.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q3 Creation of a shared loading bay and coach stop, Hackney carriage stand, disabled parking space and night-time taxi rank next to main Tombland carriageway. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

Q4 Relocation of bus stop CP on the cathedral side of Tombland to Upper King Street with widened pavements. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

*It is important for blind and partially sighted people that the pavements are wide enough that, even when there are many people waiting at the bus, there is plenty of room to pass when using a cane or guide dog as a mobility aid.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q5 Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Existing loading bay to remain on Upper King Street. To what extent do you like or dislike this proposal?

*Neither like or dislike it*

*It is important for blind and partially sighted people that the pavements are wide enough that, even when there are many people waiting at the bus, there is plenty of room to pass when using a cane or guide dog as a mobility aid.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q6 Pedestrian crossing at the end of Queen Street widened and on a raised speed table. To what extent do you like or dislike this proposal?

*Like it*

*The resulting pedestrian crossing must adhere to DfT guidance.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q7 Motorcycle parking given a designated area and bicycle parking increased. To what extent do you like or dislike this proposal?

*Dislike it*

*The bike cycle racks and motorcycle parking at location 5 are unlikely to cause problems for blind and partially sighted people.*

*The bike racks on the corner of the main road and the new two way road are a hazard to blind and partially sighted pedestrians.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q8 Landscape improvements and removal of street clutter to create a new public area in the triangular piece of land near the Ethelbert Gate entrance to the cathedral. To what extent do you like or dislike this proposal?

*Like it*

*It is important for blind and partially sighted people that the resulting area is not a shared space between pedestrians and cycles.*

*It is important for blind and partially sighted people that the resulting area is clear of all street clutter.*

*Café furniture must be fenced off and contained.*

Q9 Demolition of dis-used public toilets. To what extent do you like or dislike this proposal?

*Like it*

QB1 To what extent do you like or dislike the proposals for walking, cycling and landscaping in the area?

*Dislike it*

*One of the stated aims of the project is "Make the area more accessible for disabled people, including people who are blind, visually impaired or have reduced mobility" As long as proposed walking, cycling and landscape changes result in a shared space area between pedestrians and cycles, this aim will not be met.*

*Pedestrian and cycle areas completed as part of phase 1 resulted in that area of Tombland becoming a no go area for blind and partially sighted people. If work on this project is intended to tie in with this work, this area will also become a no go area for blind and partially sighted people.*

*There must be clear contrast to differentiate areas of the space both in materials used and painted markings.*

*Kerbs must be retained to differentiate between the pedestrianised space and the new two way road leading to the Ethelbert Gate.*

*Kerbs must be retained to differentiate between the pedestrianised space and the main Tombland road.*

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

Q B2 Are there any considerations you feel we should be aware of when developing the design?

- *Strong colour contrast must be used to differentiate between the path and the café area. This must be done using building materials or painted marking.*
- *Café furniture must be fenced off.*
- *Benches must be strongly colour contrasted from their surroundings.*
- *Raised beds must be strongly colour contrasted.*
- *A colour contrast line could be incorporated along the path to aid navigation.*
- *A tactile line could be incorporated along the path to aid navigation.*

Q B3 If you have any comments in response to the overall proposals, please write them below.

*It is important for blind and partially sighted people that a robust Equality Impact Assessment must be carried out for this project in conjunction with the most effected stakeholders (Accessibility professionals, disability groups and community members).*

*A thorough Independent Access Audit must be carried out by a professional accessibility expert for this project.*

## FirstGroup

Q1 Removal of the diagonal road and one-way system on the Norwich Cathedral side of Tombland, including three pay and display parking spaces and a loading bay. Loading bay relocated to the main carriageway and extended from 11m to 18m. To what extent do you like or dislike this proposal?

*Like it*

*In essence, the overall plans for this area are very positive, however FirstGroup have an issue with the move of the bus stops away from their current position to Upper King Street. Given that buses will continue to stop in this area on the other side of Tombland, and that the developed side, under these proposals, will continue to allow coaches, taxis and delivery lorries to use the current bus stop, we cannot see why buses cannot continue to use the current stop location.*

Q2 Creation of a two-way approach to the cathedral's Ethelbert Gate and removal of two pay and display parking spaces. Existing Hackney carriage stand and disabled parking space to be relocated. To what extent do you like or dislike this proposal?

*Like very much*

*Like this idea, just not relocating them to the site of the current bus stop.*

Q3 Creation of a shared loading bay and coach stop, Hackney carriage stand, disabled parking space and night-time taxi rank next to main Tombland carriageway. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*For the same reasons as question 1.*

Q4 Relocation of bus stop CP on the cathedral side of Tombland to Upper King Street with widened pavements. To what extent do you like or dislike this proposal?

*Strongly dislike it*

*When bus operators were initially appraised of the proposals, we were unanimous in our objections to the relocating of the stops to Upper King Street. It is our opinion that doing this, will create a bottle neck in Upper King Street. Traffic is already congested in this area, with buses held up at peak times. If buses are going to stop in Upper King Street heading inbound, as soon as a queue develops heading out of the city, traffic behind will become stuck until the buses move.*

*It is already difficult to pass vehicles in this area, so reducing the carriageway width even further will not help. The plans show that the bus stop cage takes up almost the entire inbound carriageway width, which will only cause delays to bus services. It will also cause a conflict between cars and buses moving off, as buses will need to move over to the right to access the bus lane to Castle Meadow and cars move over to the left to access Prince of Wales Road. This is not a safe mix of traffic movements.*

*Additionally, there will be a increased amount of passengers waiting and alighting buses in an area with relatively narrow pavement, even after the proposed widening. The nature of Upper King Street, with tall buildings on each side would also, i suspect, mean that any increased congestion would have a detrimental impact on air quality in the area, both for pedestrians moving through the area and bus passengers. Tombland, is at least, a wider more open area.*

Q5 Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Existing loading bay to remain on Upper King Street. To what extent do you like or dislike this proposal?

*Neither like or dislike*

*We had originally suggested this, as the current stop causes tailbacks up Agricultural Hall Plain and onto Castle Meadow.*

*Retaining the loading bay here, has the potential to cause even further issues if there are vehicles in both the loading bay and the bus stop.*

Q6 Pedestrian crossing at the end of Queen Street widened and on a raised speed table. To what extent do you like or dislike this proposal?

*Neither like or dislike it*



*We don't object to a raised table, but it MUST be of the same build as those on Magdalen Street, with shallow ramps both onto and off the table, so bus passengers do not feel it. Additionally, if the ramps are too steep, vehicles will slow down and accelerate again, pushing more fumes into this area.*

Q7 Motorcycle parking given a designated area and bicycle parking increased. To what extent do you like or dislike this proposal?

*Like very much*

*Do not have an issue with this aspect*

Q8 Landscape improvements and removal of street clutter to create a new public area in the triangular piece of land near the Ethelbert Gate entrance to the cathedral. To what extent do you like or dislike this proposal?

*Like very much*

*Anything that improves the looks of this area is very much welcomed.*

Q9 Demolition of dis-used public toilets. To what extent do you like or dislike this proposal?

*Like very much*

*These are in desperate need of removal.*

QB1 To what extent do you like or dislike the proposals for walking, cycling and landscaping in the area?

*Like very much*

*We are very much in support of these particular aspects of the proposal.*

Q B2 Are there any considerations you feel we should be aware of when developing the design?

*As bus operators, we were originally asked for our comments on the scheme, which were largely positive. The main feedback however, that we didn't agree with the relocation of the main stops to Upper King Street, does not appear to have been taken into account.*

*Once the consultation has finished and decisions are made based on all the comments, we would welcome a further meeting to discuss them and hopefully find a mutually acceptable solution.*

Q B3 If you have any comments in response to the overall proposals, please write them below.

*As above.*

## Norwich Cathedral

Response was received from the Dean via online survey and letter.

Q1 Removal of the diagonal road and one-way system on the Norwich Cathedral side of Tombland, including three pay and display parking spaces and a loading bay. Loading bay relocated to the main carriageway and extended from 11m to 18m. To what extent do you like or dislike this proposal?

*Like very much*

*This will reduce congestion just outside the Cathedral close and make Tombland a better area for pedestrians.*

Q2 Creation of a two-way approach to the cathedral's Ethelbert Gate and removal of two pay and display parking spaces. Existing Hackney carriage stand and disabled parking space to be relocated. To what extent do you like or dislike this proposal?

*Like it*

*It would be good though to put traffic calming measures in to keep vehicles moving very slowly and also keep cyclists safe.*

Q3 Creation of a shared loading bay and coach stop, Hackney carriage stand, disabled parking space and night-time taxi rank next to main Tombland carriageway. To what extent do you like or dislike this proposal?

*Like it*

*It would be helpful for people visiting the cathedral to have a coach stop here. Also helpful for local businesses.*

Q4 Relocation of bus stop CP on the cathedral side of Tombland to Upper King Street with widened pavements. To what extent do you like or dislike this proposal?

*Like very much.*

*Would help reduce congestion and be safer.*

Q5 Relocation of bus stop CK on the Queen Street junction side of Upper King Street to Tombland. Existing loading bay to remain on Upper King Street. To what extent do you like or dislike this proposal?

*Like it*

*As before. [Would help reduce congestion and be safer.]*

Q6 Pedestrian crossing at the end of Queen Street widened and on a raised speed table. To what extent do you like or dislike this proposal?

*Like it*

*This would make the crossing safer to use.*

Q7 Motorcycle parking given a designated area and bicycle parking increased. To what extent do you like or dislike this proposal?

*Like it*

*It's important to provide parking for these groups.*

Q8 Landscape improvements and removal of street clutter to create a new public area in the triangular piece of land near the Ethelbert Gate entrance to the cathedral. To what extent do you like or dislike this proposal?

*Like very much*

*This would be a huge improvement and make the whole area more pleasant to visit.*

Q9 Demolition of dis-used public toilets. To what extent do you like or dislike this proposal?

*Like very much*

*There are an eye-sore at present. Their removal will create more space.*

Q B1 To what extent do you like or dislike the proposals for walking, cycling and landscaping in the area?

*Like it*

*Will make area safer / more pleasant for walking and cycling.*

Q B2 Are there any considerations you feel we should be aware of when developing the design?

*TIMING. It would be most helpful to the Cathedral if the major work could be avoided in the period between 1st July and 31st October 2020 when we are anticipating many thousands of visitors to the Dippy (natural history museum dinosaur) exhibition in the Nave (Cathedral).*

Q B3 If you have any comments in response to the overall proposals, please write them below.

*We at the Cathedral would welcome the improvements.*

Mr Ben Webster  
Design, Conservation and Landscape Manager  
Planning Services  
Norwich City Council  
City Hall  
St Peter's Street  
Norwich NR2 1NH



13 February 2019

Dear Ben

**Transport for Norwich: consultation on proposals for Tombland**

Thank you for your recent letter and plans, which the Dean and Chapter have now had opportunity to look at. In addition, several representatives from the Cathedral viewed the plans at St George's Tombland last week.

In general terms, the Dean and Chapter are supportive of the overall scheme and think it would do much to tidy up and enhance Tombland and make it a more attractive area in the heart of the city. We would however, offer the following specific points:

The proposed two way straight access to the Ethelbert Gate gives some concerns on two counts:

- a. The policing of this, to ensure that there are no vehicles parked there, making two way access difficult.
- b. In making it two way, it will give a quicker and easier run down into The Close via the Ethelbert Gate. We are more concerned by the speed of cyclists rather than motorised vehicles. Would the Council consider some form of traffic calming to reduce speed please? Whilst we accept that the Council are not responsible for traffic in The Close, if the proposed work does give safety problems in The Close, then the Dean and Chapter would have to consider its own mechanisms for controlling directly inside The Erpingham Gate. It would seem much better to engage into a discussion at this stage, where we might resolve this issue at the outset.

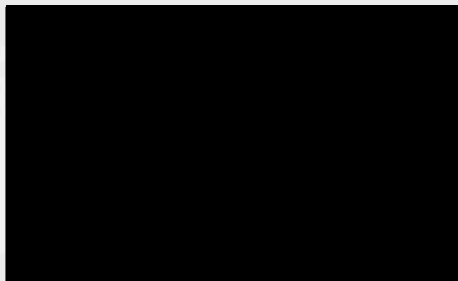
There is a small triangle of land on the left hand side as you approach The Ethelbert Gate. Would the Council consider any form of signage etc in this area; perhaps a welcome/ interpretation board of The Cathedral etc? We feel this would be a useful way of enhancing the visitor experience, and the Dean and Chapter would like to work with the Council in this respect.

Continued

I hope that these comments are useful and that we might find a way of taking these points forward.

With kind regards

Yours sincerely



**The Very Reverend Jane Hedges**  
Dean of Norwich





## Response to Tombland and Upper King Street Area Consultation

The Norwich Society broadly welcomes the proposals as they will clearly much improve a vital link between the City centre and the Cathedral. However, we would like the following points to be considered:

- Crucially, while we understand that limited financial resources may make unaffordable the completion of the transformation of Tombland by improving the western side at the moment, we suggest that the design scheme should include this with the proviso that the work will be carried out when resources allow. Without this, it is impossible to properly assess the overall impact of the scheme.
- The proposals claim that they will improve cycling links through the Tombland area and connections to the railway station but it is not clear from the plan whether cycling across the new space is intended. The current diagonal route is useful when going from the north to the railway station via the well-used St Faith's Lane) because it bypasses the existing bus stop.
- We suggest that a lighting scheme needs developing as part of the overall plan. The current lighting seems to treat the whole area as a prime transport route and there is a need to make the pedestrianised area more pleasant, especially for people eating out in the spaces outside the various restaurants.
- While in the long run we would like to see the number of buses going through Tombland reduced, there is an immediate need to prevent buses backing up at the southbound stop, especially by the school coaches that wait there to pick up students. We suggest that these coaches should instead use a designated space in Prince of Wales Road, which would still provide a safe route for students.
- We understand that two of the proposed new high-frequency bus routes for which government funding has been requested will run through Tombland and we have serious doubts about whether the capacity exists of this traffic, especially as vehicles turning right into Ethelbert Gate are likely to hold up traffic from the City centre.
- We suggest that one of the telephone boxes could be used to house a bicycle maintenance kit: we know of one in Ardrossan that seems to have overcome the potential vandalism problem.
- We question the inclusion of a few areas of cobbles as we do not think they fulfil any real purpose in maintaining the 'character of Tombland' and inhibit walking and other uses.
- The meandering route for pedestrians (which may also shared by cyclists) through Tombland does not recognise the fact that most pedestrians and cyclists want to go in a straight line from point A to point B. It may look pretty on paper but is likely to be ignored by many.
- We would like to see some guidance about the use of the outdoor spaces for eating to avoid interfering with the visual cohesiveness of the area. The current appearance in front of the restaurants is somewhat messy.

22/2/2019

**Norwich Cycling Campaign**

# Tombland and Upper King Street area consultation response

February 2019



Norwich Cycling Campaign oppose the proposed changes to this area because they worsen conditions for people cycling and remove existing links making it harder to get around the city.

## Failure to connect network

We support making the road approaching the Ethelbert Gate two way which will improve the route from Queens Street to the station (via St Faiths Lane) and to the Cathedral and Bishopsgate.

However the proposals make it significantly more difficult and dangerous to travel from Magdalene Street direction towards the station by removing the diagonal route to St Faiths Lane.

The existing off road cycle track across Tombland will be shortened and there will be no improvement to the current dangerous merging from the cycle track on to the road. Furthermore at the time of the construction of the Tombland cycle track Norwich Cycling Campaign was given commitments by the City Council that this track would be connected through Upper King Street to King Street. These proposals fail to meet these commitments.

The proposals fail to improve a dangerous and unpleasant section of National Cycle Network 1 through Upper King Street and Tombland, and they fail to connect with the cycle track on Prince of Wales Road that is about to be constructed.

The direct route between the current cycle track and St Faiths Lane will be a pavement and this will encourage people to cycle along this link, whether the council intends this or not.

## Cycle parking

*"The city council actively supports cycling, and inadequate cycle parking is one of the major blocks to increased cycle usage. Therefore, cycle parking to at least the levels contained within the standards will be required within all developments. The standards are intended to provide for increased cycle usage, and will, therefore, appear a little high if compared to current cycle use."* [Norwich City Council Development Management Policies Local Plan Appendix 3 - Standards for transportation requirements within new developments]

The provision of suitable cycle parking is key to bringing more people in to this area and offering travel choices both for visitors and staff in businesses adjoining Tombland. Cycle parking must be provided as part of these proposals that meet Local Plan policies, including covered cycle parking spaces.

## **Place faking**

The Air Quality Action Plan for the City of Norwich (2015) has as a plan measure the “Removal of some non-bus, taxi or cycle through traffic from Tombland”, while the 2018 report has a measure “Removal of private vehicle traffic from Tombland”. These proposals do not include any measures to reduce through traffic and therefore are in contravention of the agreed Action Plan.

The proposals only consider the southern section thereby recognising that Tombland is ripped in two by the motor traffic passing through it. This piece-meal approach will do little towards making Tombland a high quality destination where people will want to linger.

We oppose the formalising of the current illegal/uncontrolled motorcycle parking. Private motor vehicle parking is currently detrimental to the character of the area and should be removed. Parking encourages trips to the area which contradicts the goal of removing private vehicle traffic. If motorcycle is to be retained it should be chargeable at a similar rate to other on-street parking in the centre.

## **Pollution**

The 2018 Air Quality Annual Status Report shows that pollution levels for PM10, PM2.5 and NO2 are rising. For NO2 they continue to exceed the ‘annual mean objective’ level in the city centre, particularly Castle Meadow. The pollution levels in Tombland are unknown because they are not monitored however the NO2 levels in Upper King Street are rising and are higher than in 2013. If they continue to rise the levels will exceed the objective level.

A comprehensive air quality survey should be carried out in Tombland to inform the level of traffic reduction required. It would be irresponsible for the City Council to encourage people in to an area with poor air quality.

## **Construction**

All drivers of vehicles working on the construction should pass cycle awareness training. Large commercial vehicles including skip and tipper lorries are disproportionately responsible for collisions and deaths involving cyclists and therefore should be specially trained before entering the city centre.

The councils should review their contractors’ approach to signage during roadworks. Recent works have seen long and unnecessary closures of cycle routes and lanes and ‘Cyclists Dismount’ signs. Some people use bicycles as a mobility aid and have considerable difficulty dismounting and walking.





Historic England

Ms Zoe Tebbutt  
Norwich City Council  
City Hall  
St Peter's Street  
Norwich  
Norfolk  
NR2 1NH

Direct Dial: [REDACTED]

Our ref: PA00907594

4 February 2019

Dear Ms Tebbutt

### **Pre-application Advice**

### **TOMBLAND PUBLIC REALM PROJECT, NORWICH, NORFOLK**

Thank you for including Historic England on the public consultation on proposals for improving the northern part of Tombland, including resurfacing, changing vehicular routes around the plain, relocating two telephone boxes and a monument and installing new street furniture.

We commented on the initial draft proposals in our letter of 21st January. In that letter we considered the historic importance of Tombland. As an historic space Tombland's origins lie in Norwich's early development and the buildings around it are a rich amalgamation of development over the subsequent centuries. The dense pattern of historic building, crowding the roadside and rich in historic value and character, has a remarkable consistency in form, materials and detailing which is largely undisturbed by modern development beyond the space. The plain itself is somewhat cluttered with street furniture, frequently features parked cars and with several large trees but it can still be easily read as a large, open market place. Its origins and essential historic significance are therefore well preserved despite some of the elements occupying the open space. The only substantial, permanent built structure in the space is the disused semi-underground public toilet at the southern end.

Tombland is very much in need of improvement but changes to it have the potential to affect its historic significance and that of the listed buildings around it. The recent re-surfacing project in the northern part of Tombland shows how simplifying surface



Historic England, Brooklands, 24 Brooklands Avenue, Cambridge CB2 8BU  
Telephone 01223 58 2749 [HistoricEngland.org.uk](http://HistoricEngland.org.uk)

Please note that Historic England operates an access to information policy.  
Correspondence or information which you send us may therefore become publicly available.



treatment, restricting areas used by vehicles and generally opening out the space visually can improve the setting of the historic buildings and enhance the sense of an open, unified pedestrian area, the essential historic quality of Tombland. We are very encouraged that the larger southern part of Tombland is now being considered. It is particularly exciting that this presents an opportunity to remove the disused public toilet.

In the initial plans it was proposed to replace the disused WC with a bin store. This would have perpetuated and even exacerbated the physical and visual harm to the historic area caused by the 1960s structure. We are very pleased to see this has been removed from the revised proposals. As noted in our previous advice, removing the loop of road on the east side of the northern part of Tombland and realigning the approach road to the Ethelbert Gate from the direction of Queen Street is an extremely positive proposal with a beneficial impact on the area as a whole and vehicle use of the Gate. Further rationalisation of the public open space will be achieved by relocating the telephone boxes, removing bollards and benches and repositioning the Victorian drinking fountain.

The result of these important improvements should be to deliver a more unified and open public space, enhancing the historically important qualities of Tombland and the buildings around it. However, the plans suggest the surfacing design might not achieve that unification but instead reflect how use of the space remains constrained.

The seating in front of the two restaurants (Zizzi's and The Giggling Squid) on the eastern side of Tombland is an established feature of the plain and we understand it is likely to continue for some time. However, it is now proposed to create a new pedestrian route between the front of the restaurants and the areas of seating which would be separated from it by fixed benches. These areas of seating are consequently further from the buildings. We understand that it is a requirement of the restaurants to enclose their outdoor seating areas with post-mounted barriers. These barriers enclose tables, chairs and sunshades, all of which seem to remain in place throughout the year. These barriers might be relatively low and are demountable, but combined with the furniture they form visual barriers across the public space of Tombland and exclude pedestrians from crossing the space freely. These barriers are not marked on the plans. The effect of this relocation of the seating would be to extend the private dining areas of the restaurants further out into the public space.

The proposed surfacing shows pedestrian routes which follow the boundary barriers of the restaurant seating areas. This, in addition to the fixed benches on the restaurant side of the seating areas, would clearly and permanently mark the segregated private dining areas from the public space. The effect would be to create a public open space which is designed around private restaurant seating, rather than a unified space in which the restaurants operate. To illustrate the effect of this one might imagine a time when the seating is removed, even temporarily. The plain would then feature seemingly random pedestrian routes picked out in paving materials and benches which bear no relationship to the geometry of the space or its use but are a 'shadow' of one particular use. There is no reason why the restaurants


should not continue to share the space, but this should be an addition to the space, not a dominant factor in its underlying design. Moving the restaurant seating back closer to the restaurants and taking a simple, unified paving scheme across the space would far better reflect the character and significance of Tombland.

We would like to reiterate our support of the project overall. The proposals include some major improvements, especially in the removal of the WC and roadway to the side of the Ethelbert Gate. However, it would be very valuable to consider developing a plan for this end of the Tombland as a unified space, even if it is not delivered in one phase. The western side the road also has potential for enhancement but it is important that both are considered as one. As part of that surfacing and street furniture should be designed to unify the open space and suggest its public, open character rather than responding to particular functions. Using a strictly limited range of surfacing materials would be the best way of achieving this with high quality, but understated street furniture.

Thank you again for the opportunity to comment. Please do not hesitate to get in touch if you would like to discuss any of these issues further.

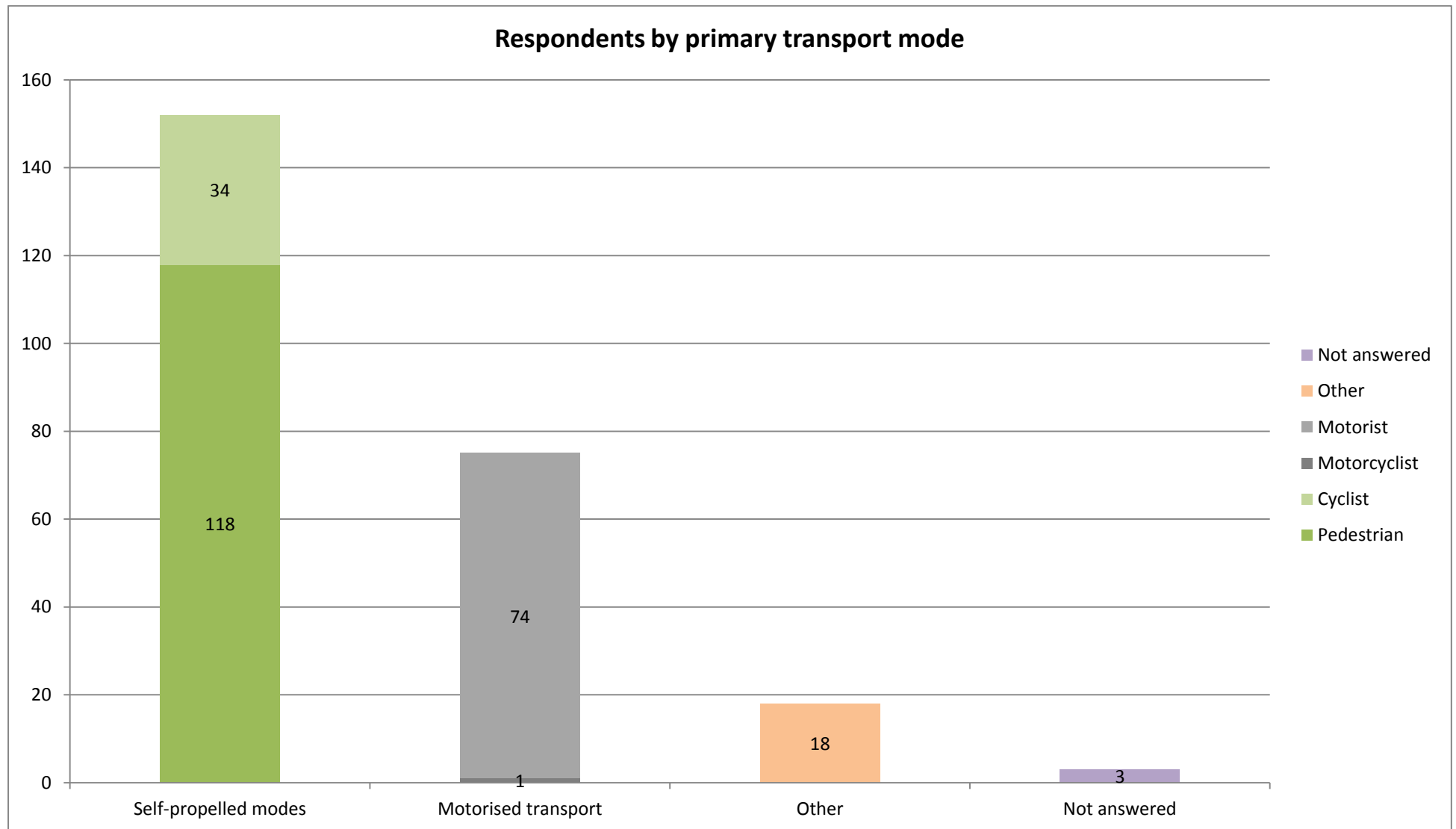
Yours sincerely

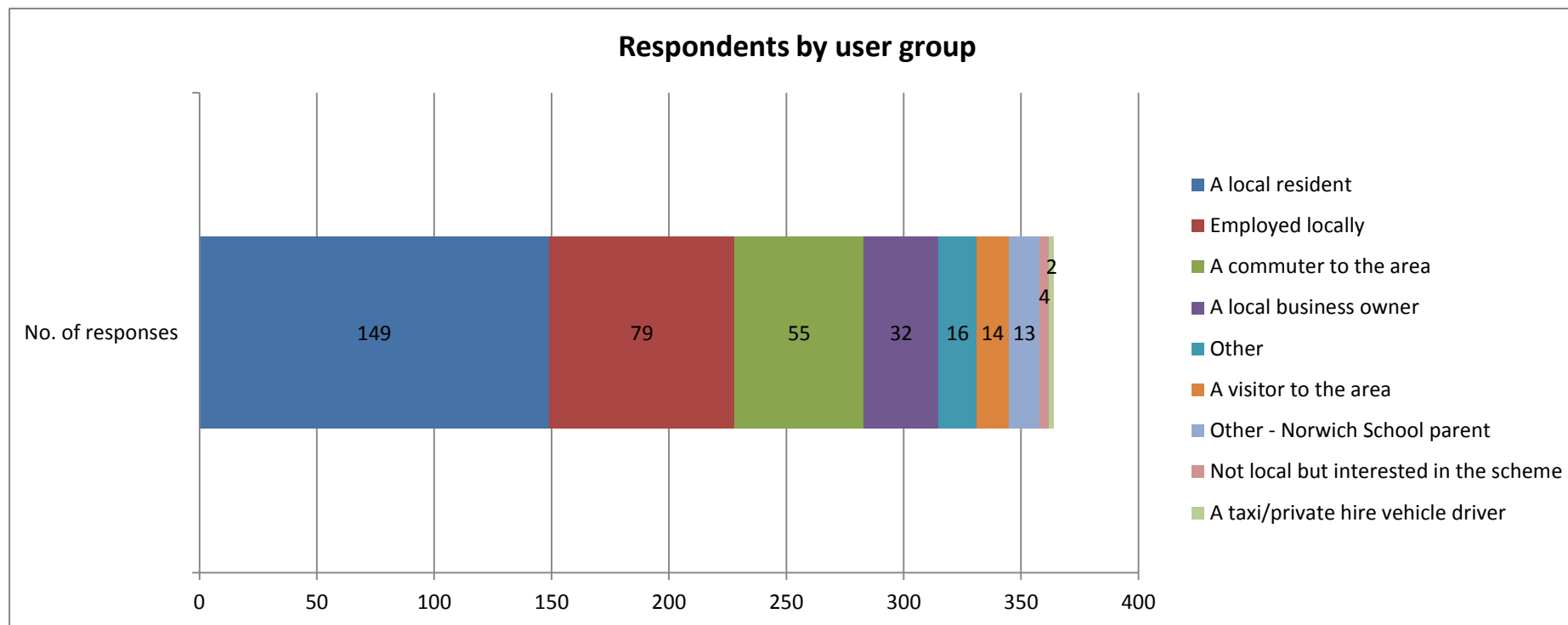


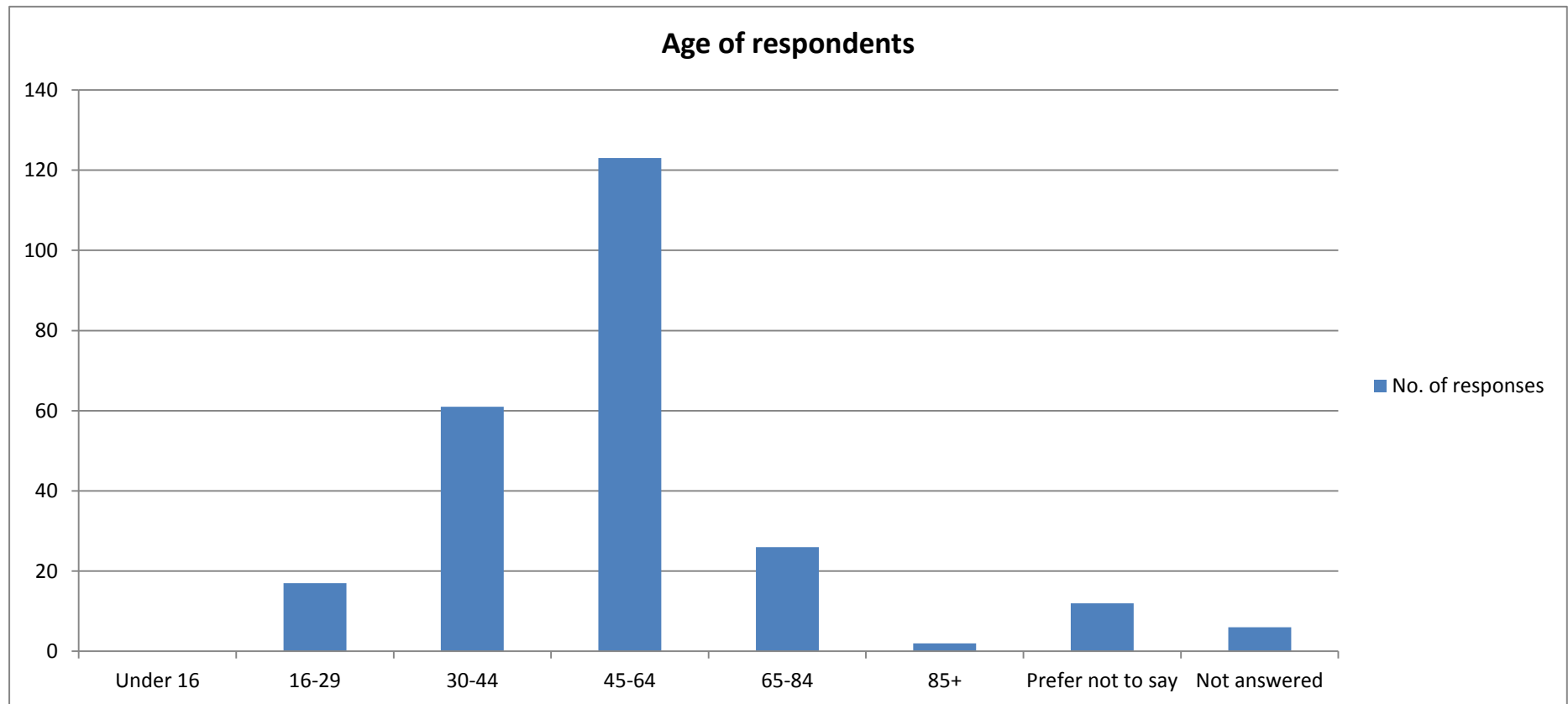
David Eve  
Inspector of Historic Buildings and Areas  
e-mail: 



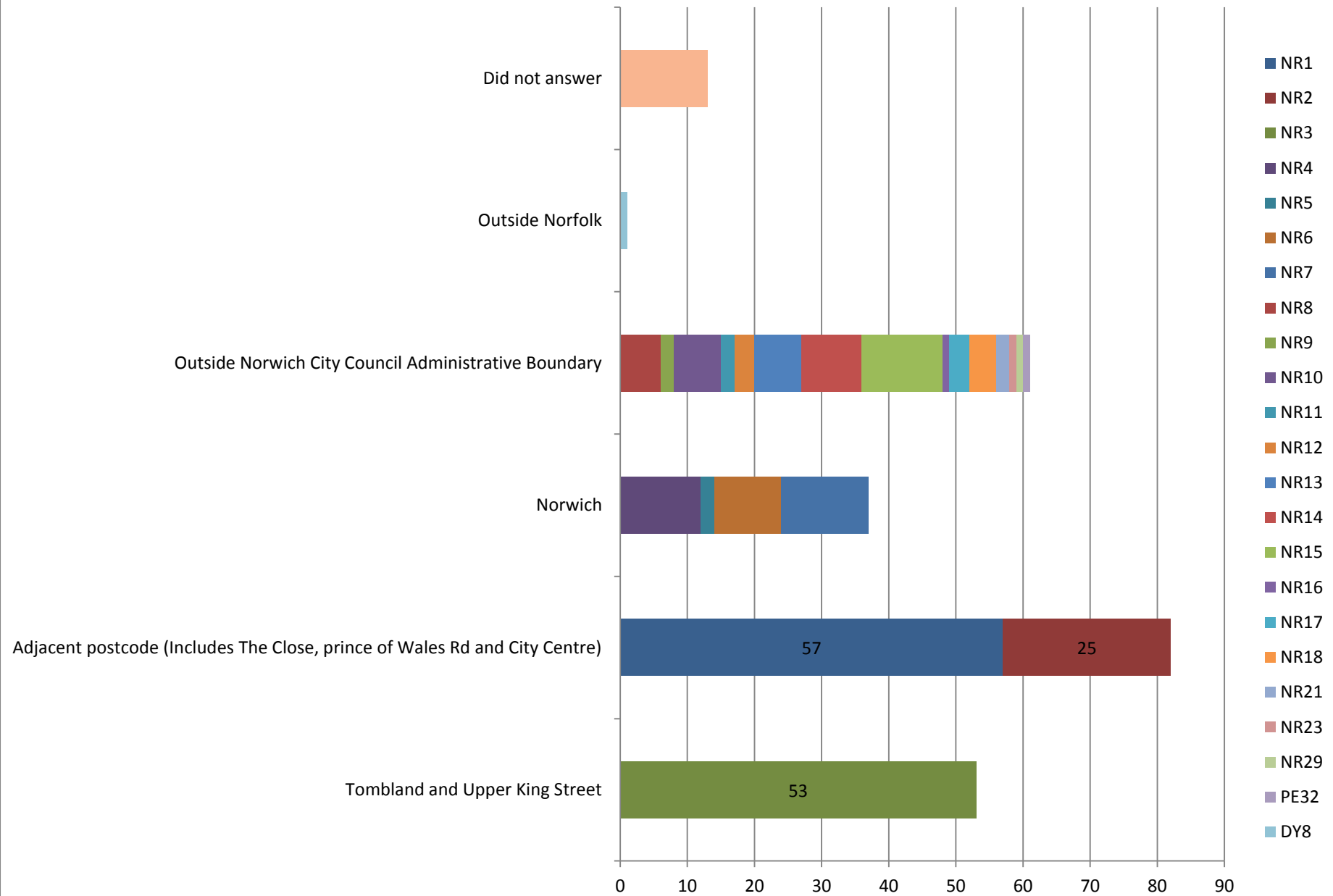
## Appendix 2 Demographic information



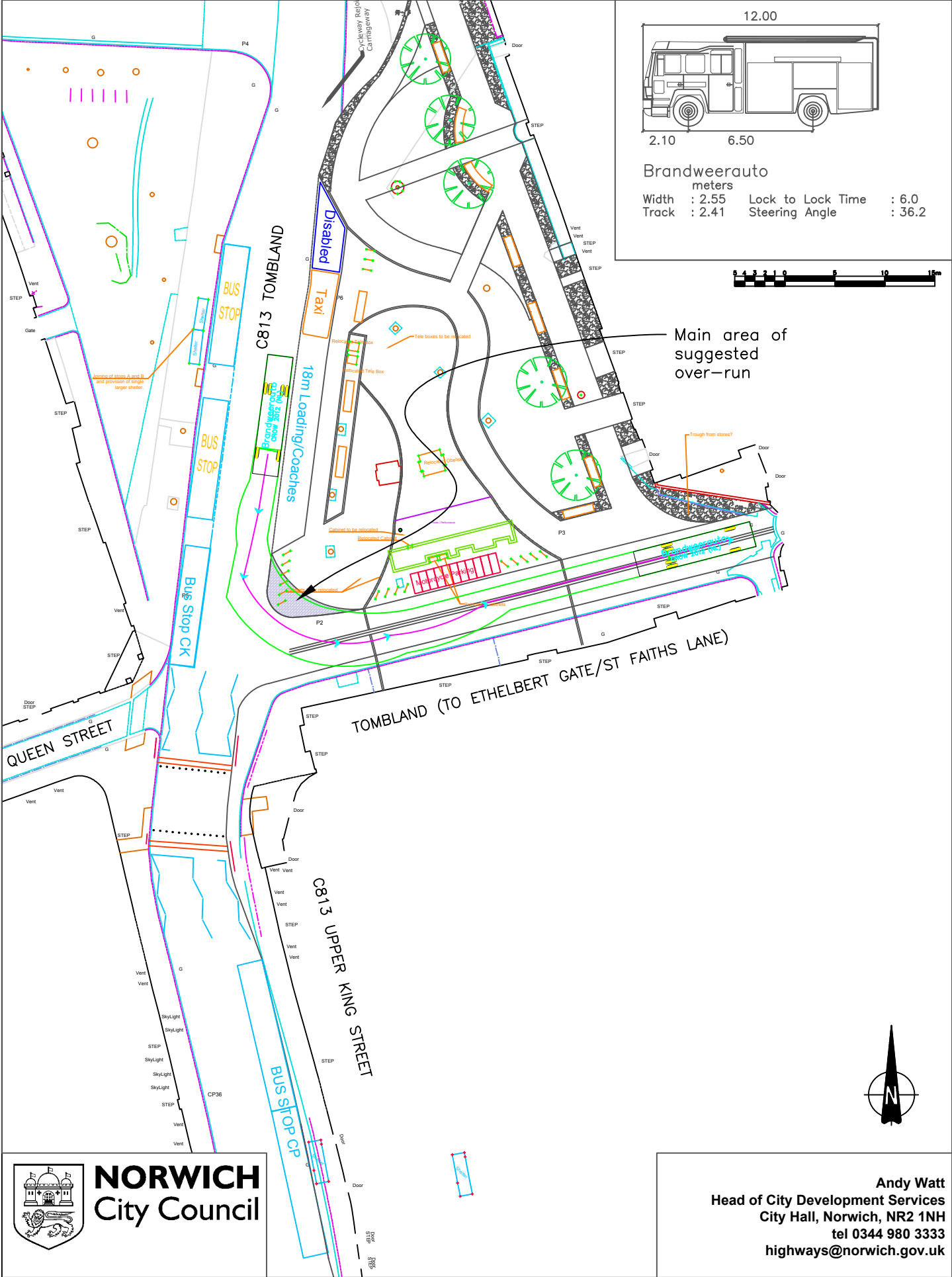




## Respondents by postcode area grouping



Appendix 5



Andy Watt  
Head of City Development Services  
City Hall, Norwich, NR2 1NH  
tel 0344 980 3333  
highways@norwich.gov.uk

Title PKA062 A TCF Feasibility study Outline design Autotrack - Fire Appliance 1, left turn	Date 01/05/2019	Scale(s) 1:500 @A4	No.	Date	Notes	REVISIONS	Int.	Ckd.
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	Checked By	NEG. No.						
	DWG. No. PKA062-A-TCF-Feasibility-Atrack-001		© Crown Copyright and database right 2019. Ordnance Survey 100019747.					

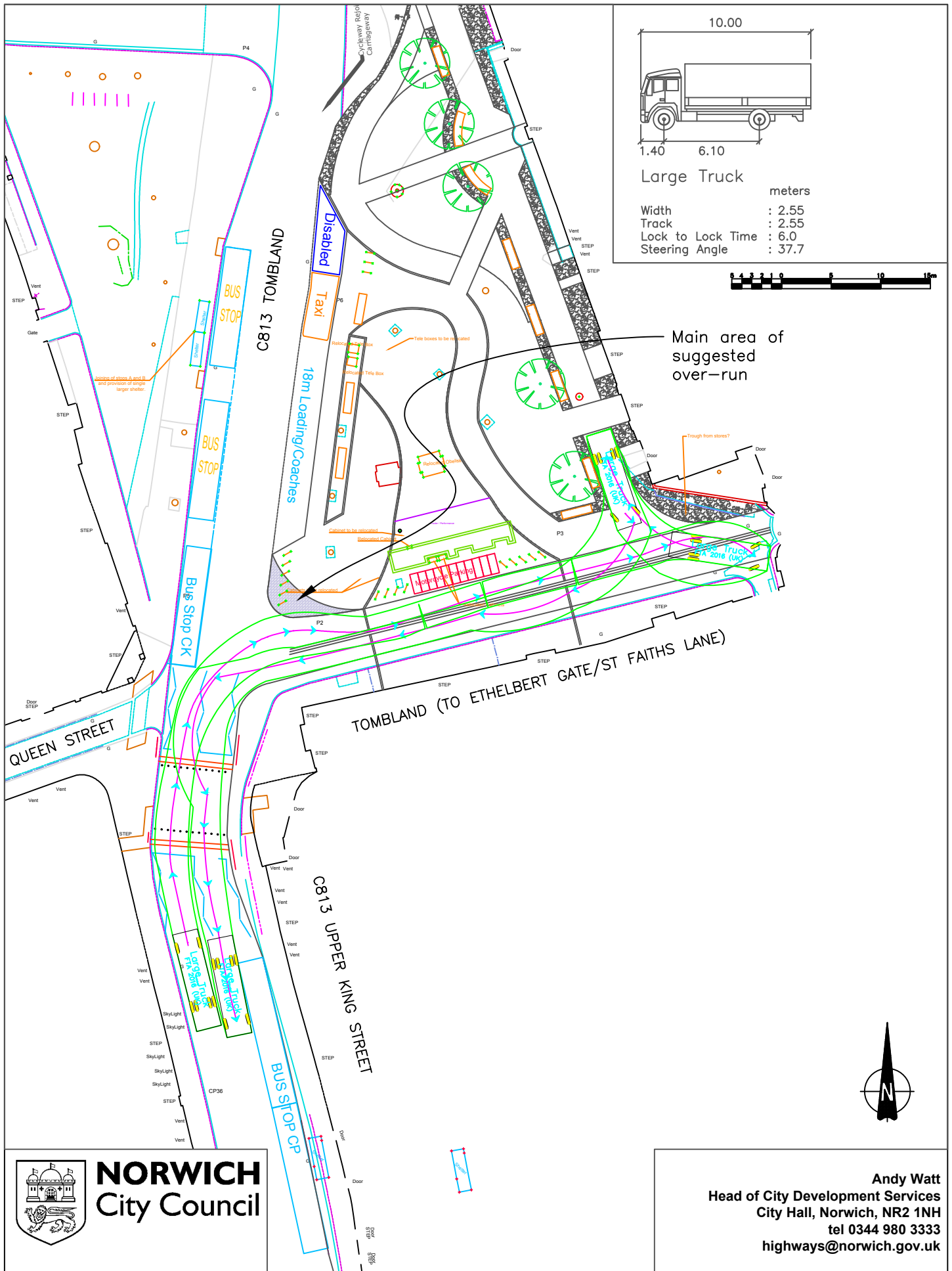








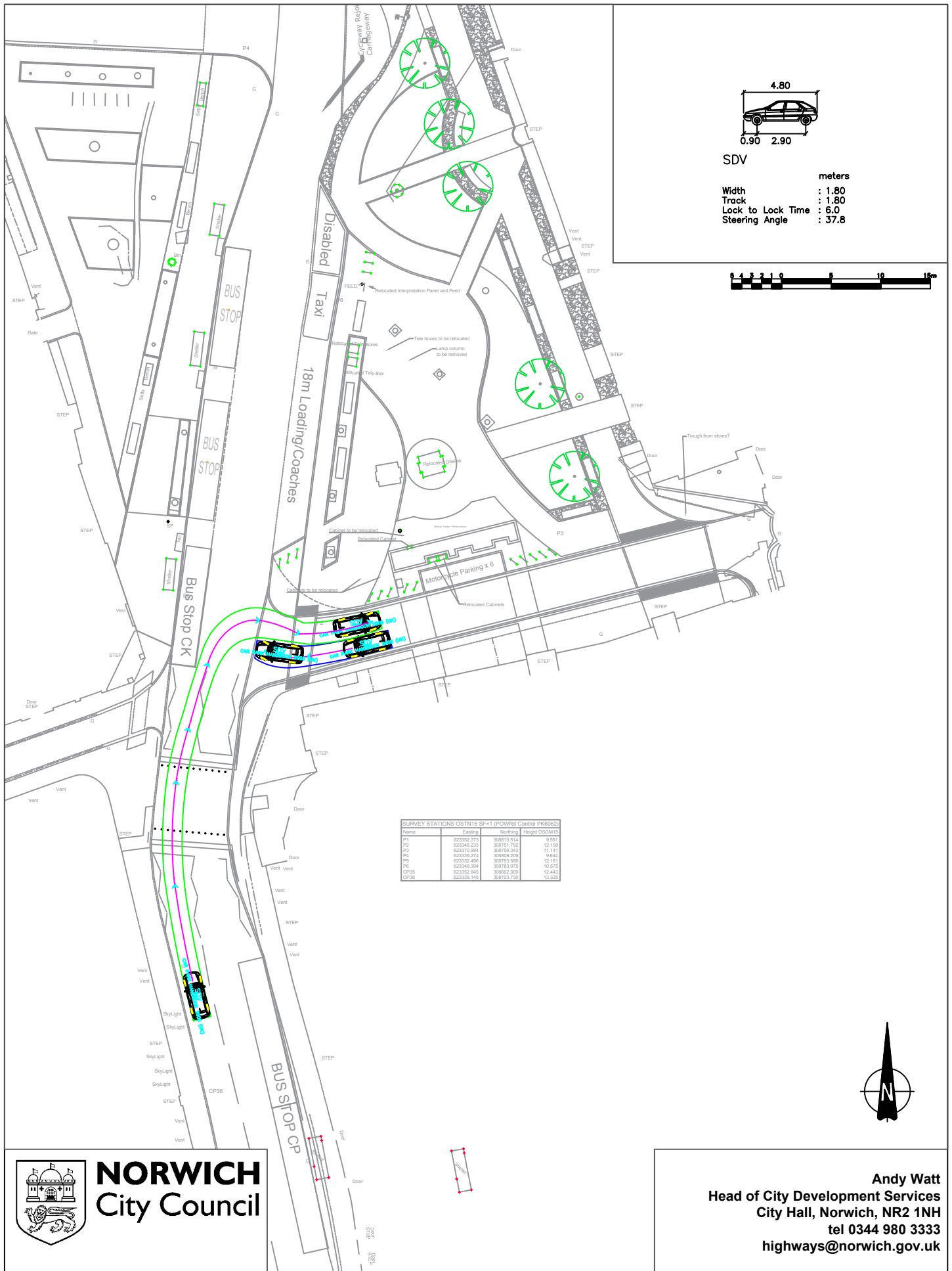




Title  
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Outline design  
Autotrack - Pantechnicon 1, right turn in/left out

Date	Scale(s)	No.	Date	Notes	REVISIONS	Int.	Ckd.
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DWG. No. PKA062-A-TCF-Feasibility-Atrack-006							

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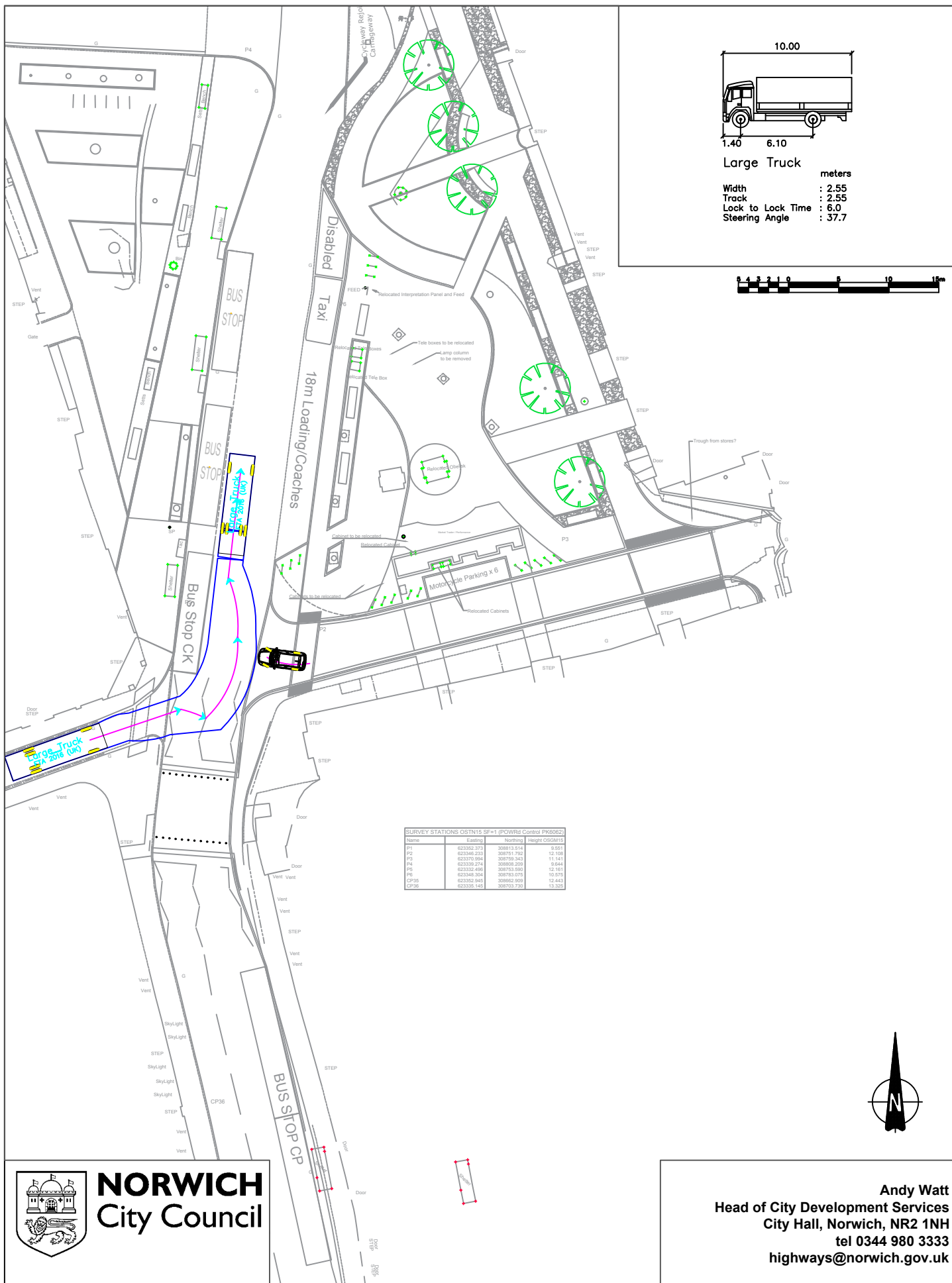
**NORWICH**  
City Council

**Andy Watt**  
Head of City Development Services  
City Hall, Norwich, NR2 1NH  
tel 0344 980 3333  
highways@norwich.gov.uk

Title  
PKA062 A TCF Feasibility study  
Outline design  
Autotrack - Car right turn off Tombland with waiting car

Date  
17/07/2019  
Scale(s)  
1:500 @A4  
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JG  
Checked By  
NEG. No.  
DWG. No.  
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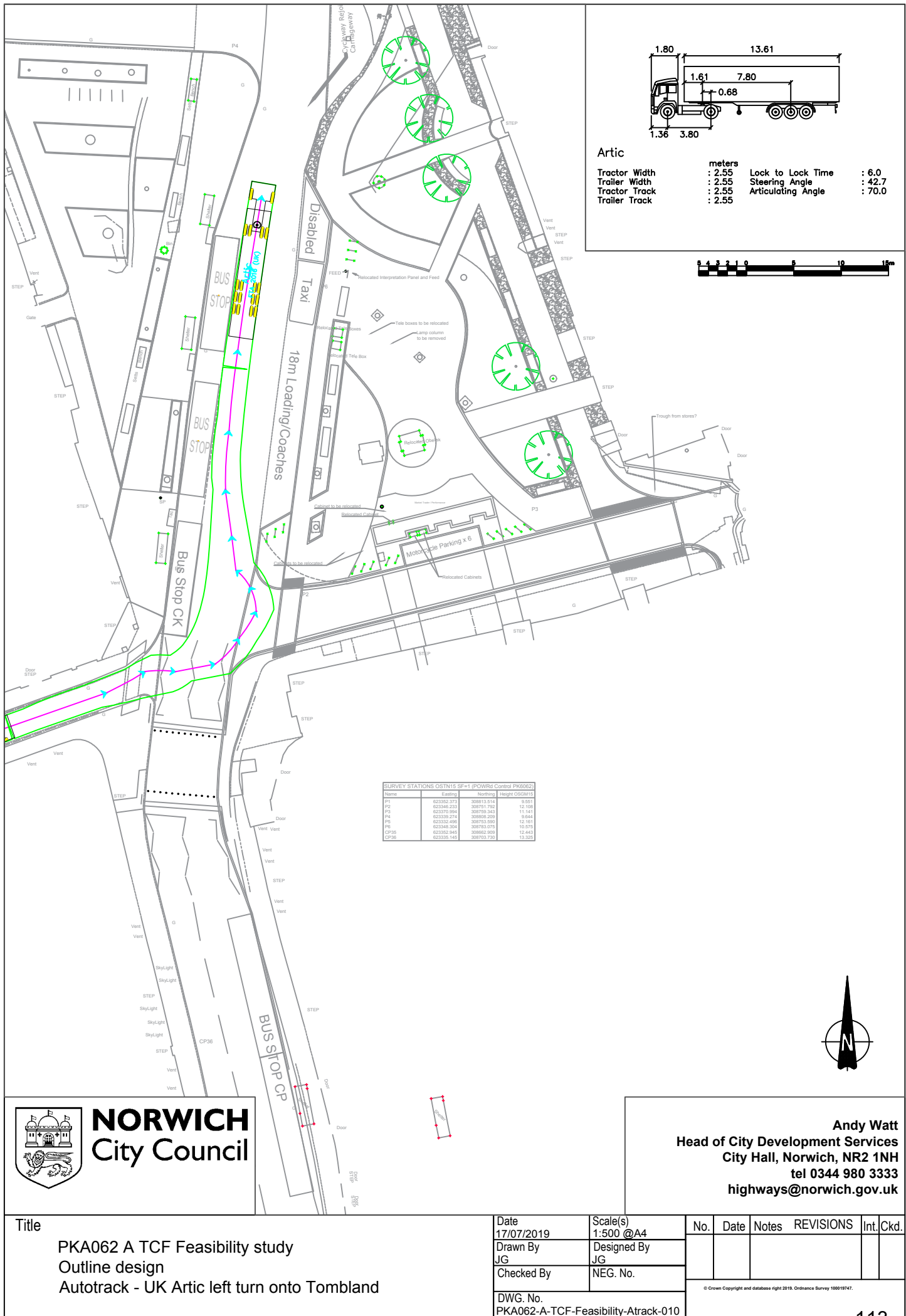
**NORWICH**  
City Council

**Andy Watt**  
Head of City Development Services  
City Hall, Norwich, NR2 1NH  
tel 0344 980 3333  
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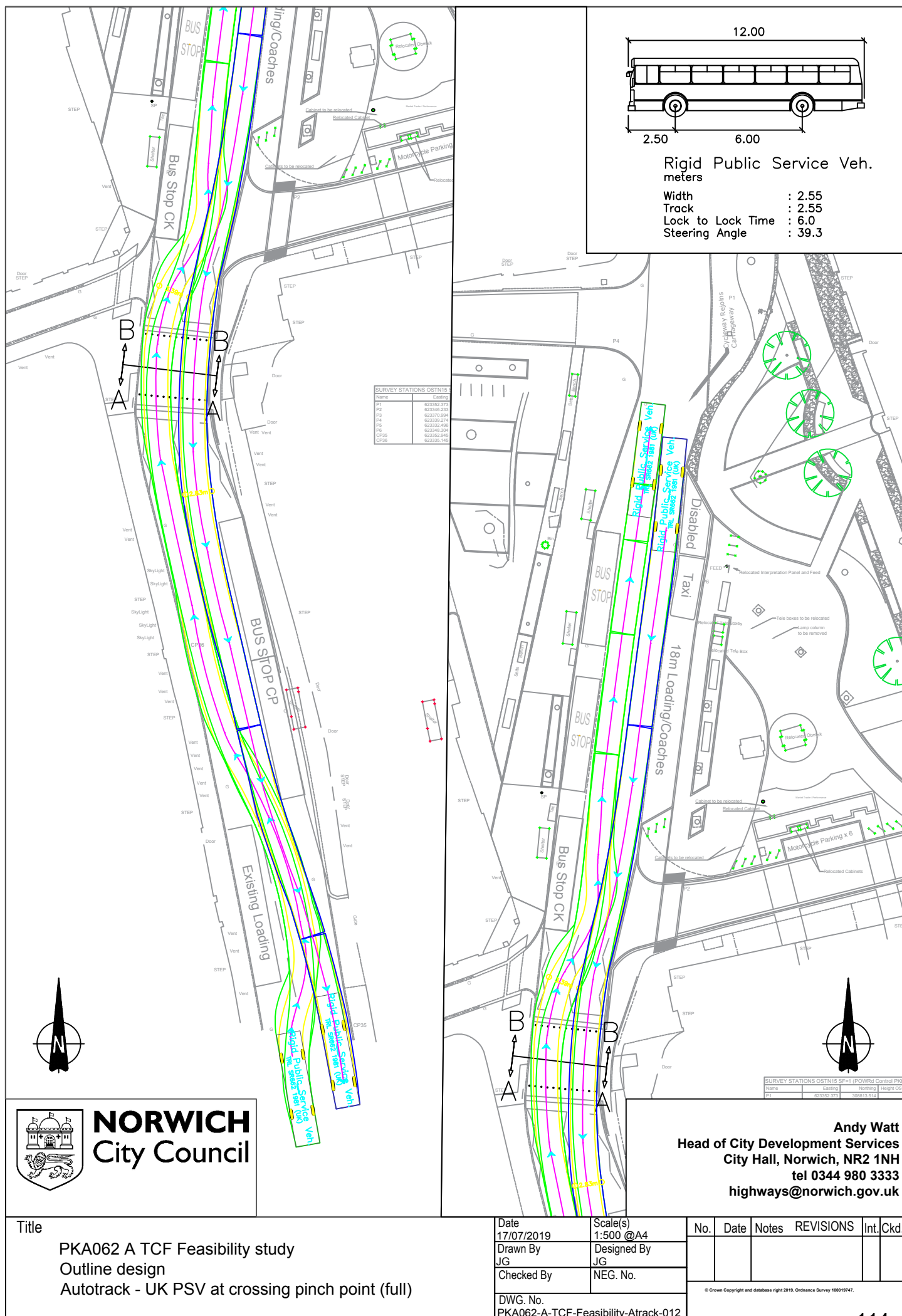
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PKA062 A TCF Feasibility study  
Outline design  
Autotrack - UK Large truck left turn onto Tombland

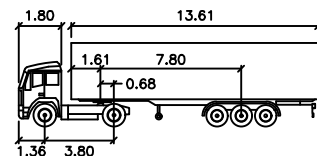
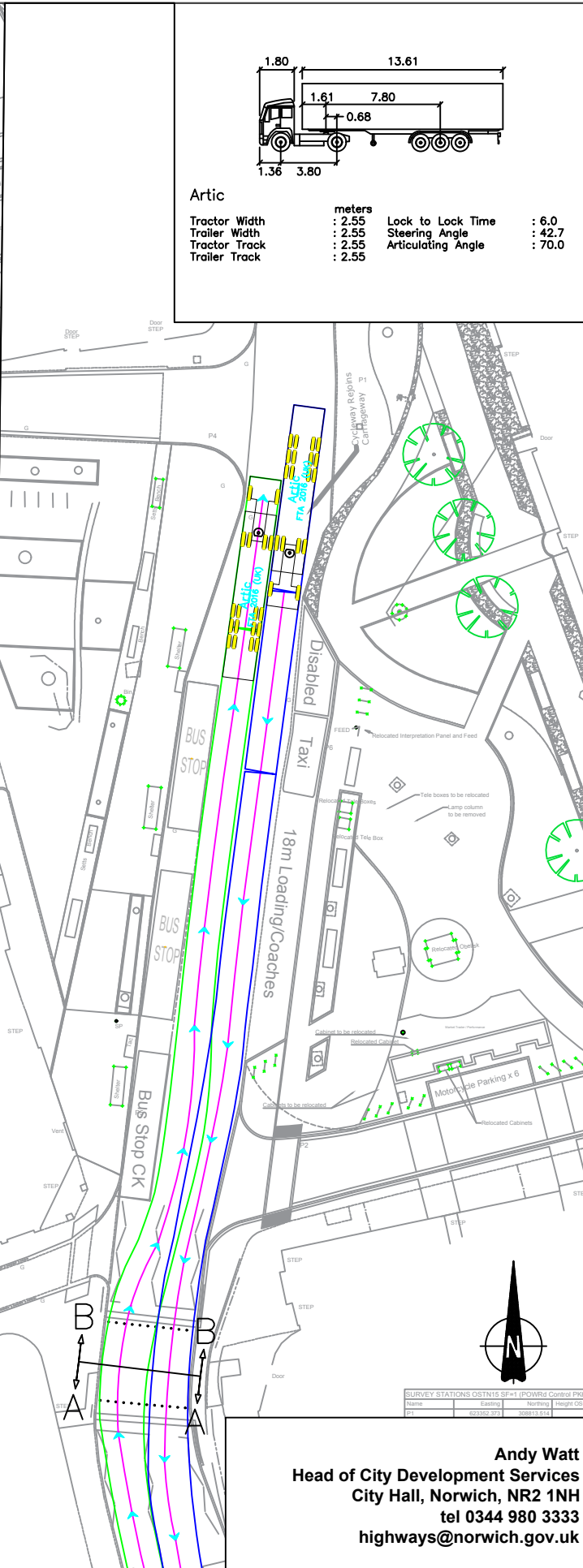
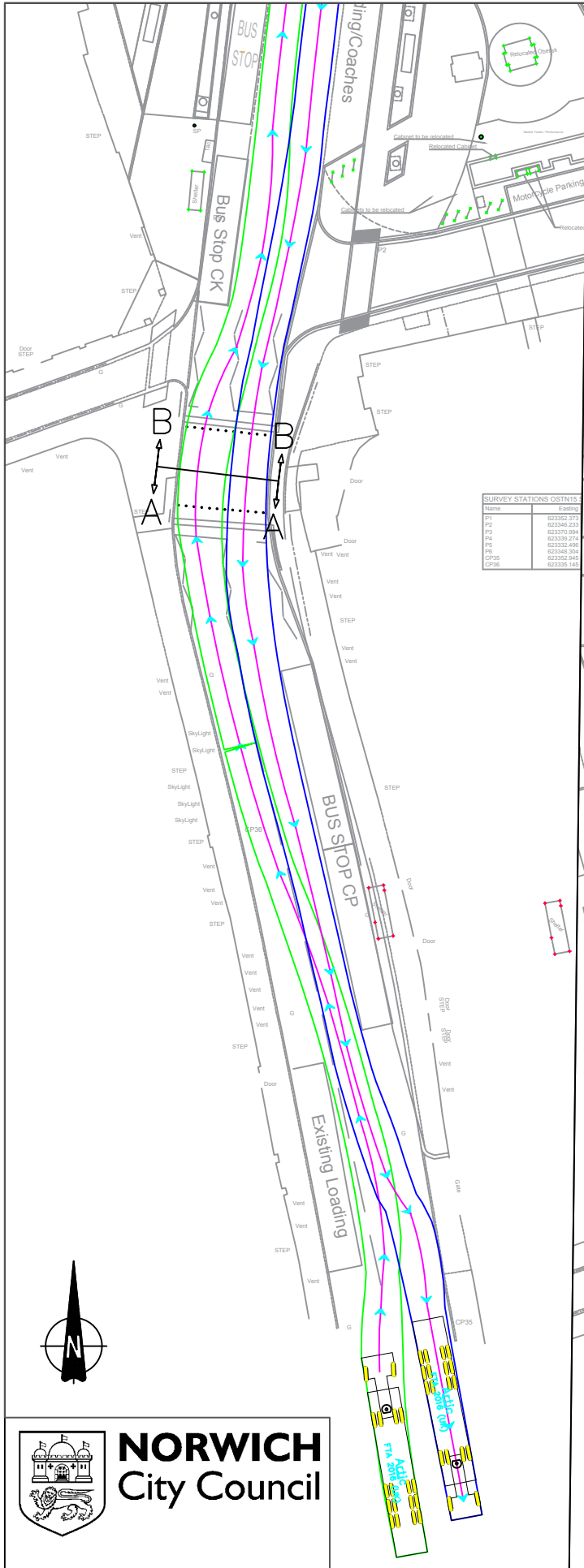
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#### Artic

Tractor Width	: 2.55	Lock to Lock Time	: 6.0
Trailer Width	: 2.55	Steering Angle	: 42.7
Tractor Track	: 2.55	Articulating Angle	: 70.0
Trailer Track	: 2.55		



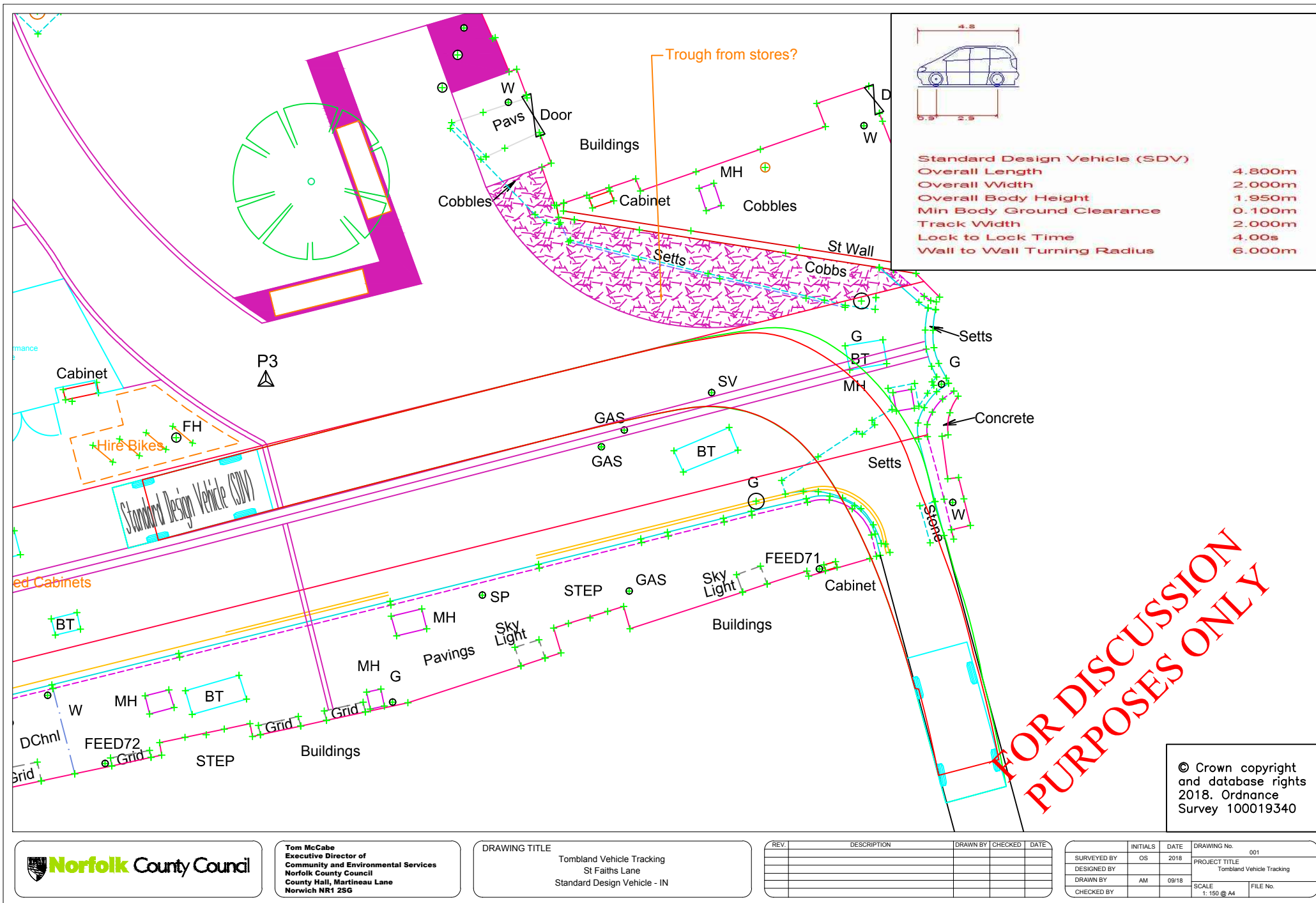
**NORWICH**  
City Council

Title  
PKA062 A TCF Feasibility study  
Outline design  
Autotrack - UK Artics at crossing pinch point (full)

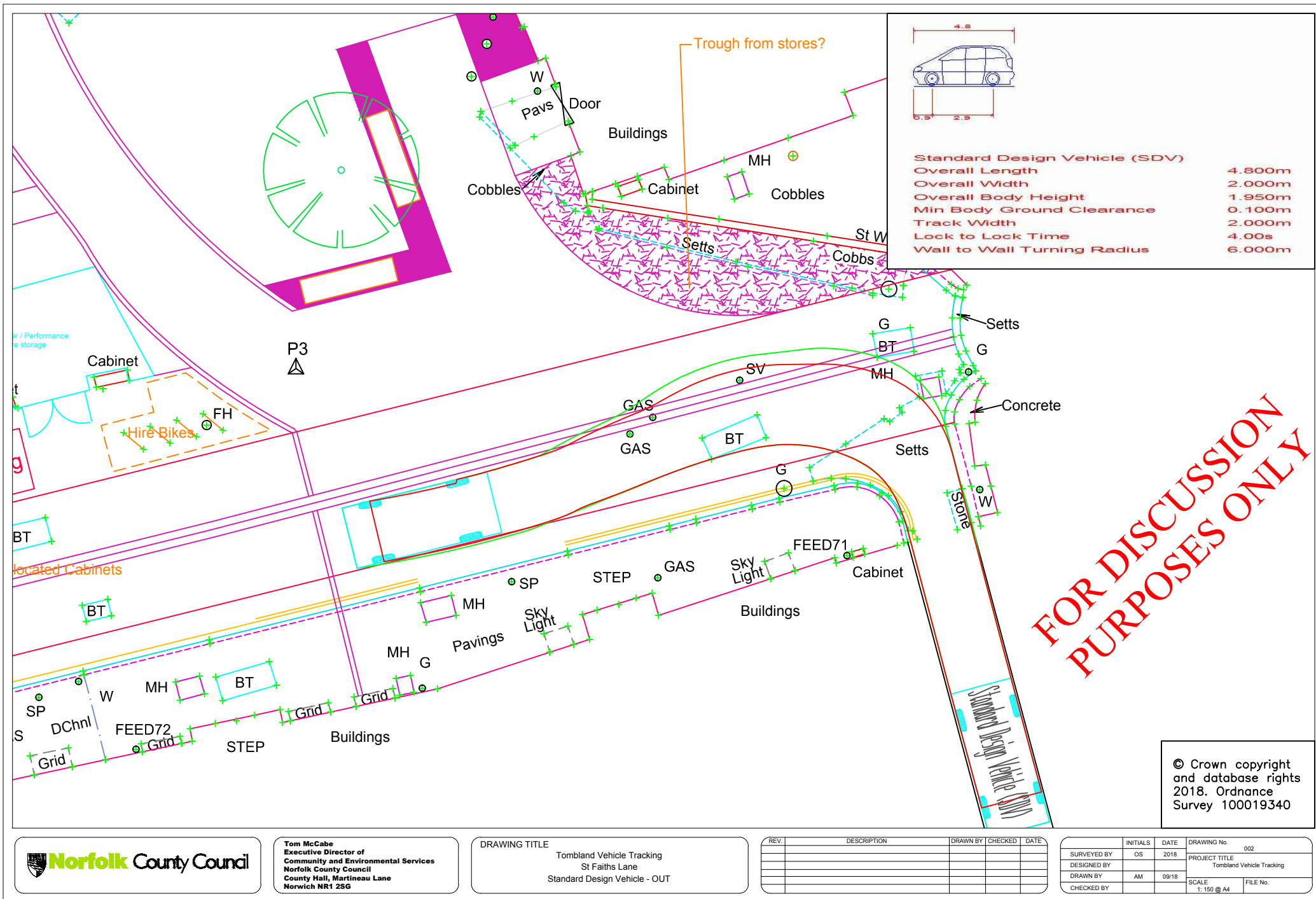
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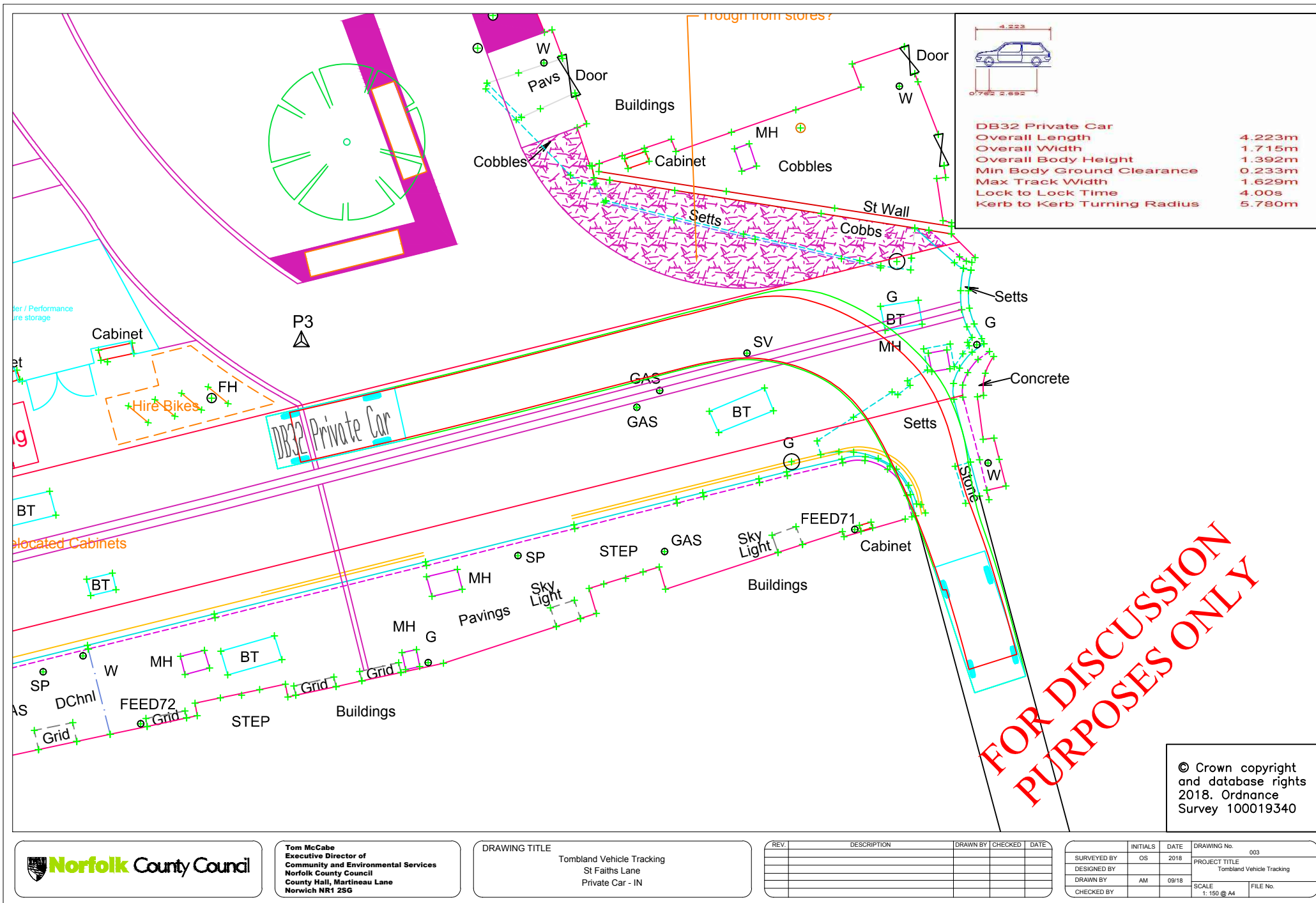
Andy Watt  
Head of City Development Services  
City Hall, Norwich, NR2 1NH  
tel 0344 980 3333  
highways@norwich.gov.uk

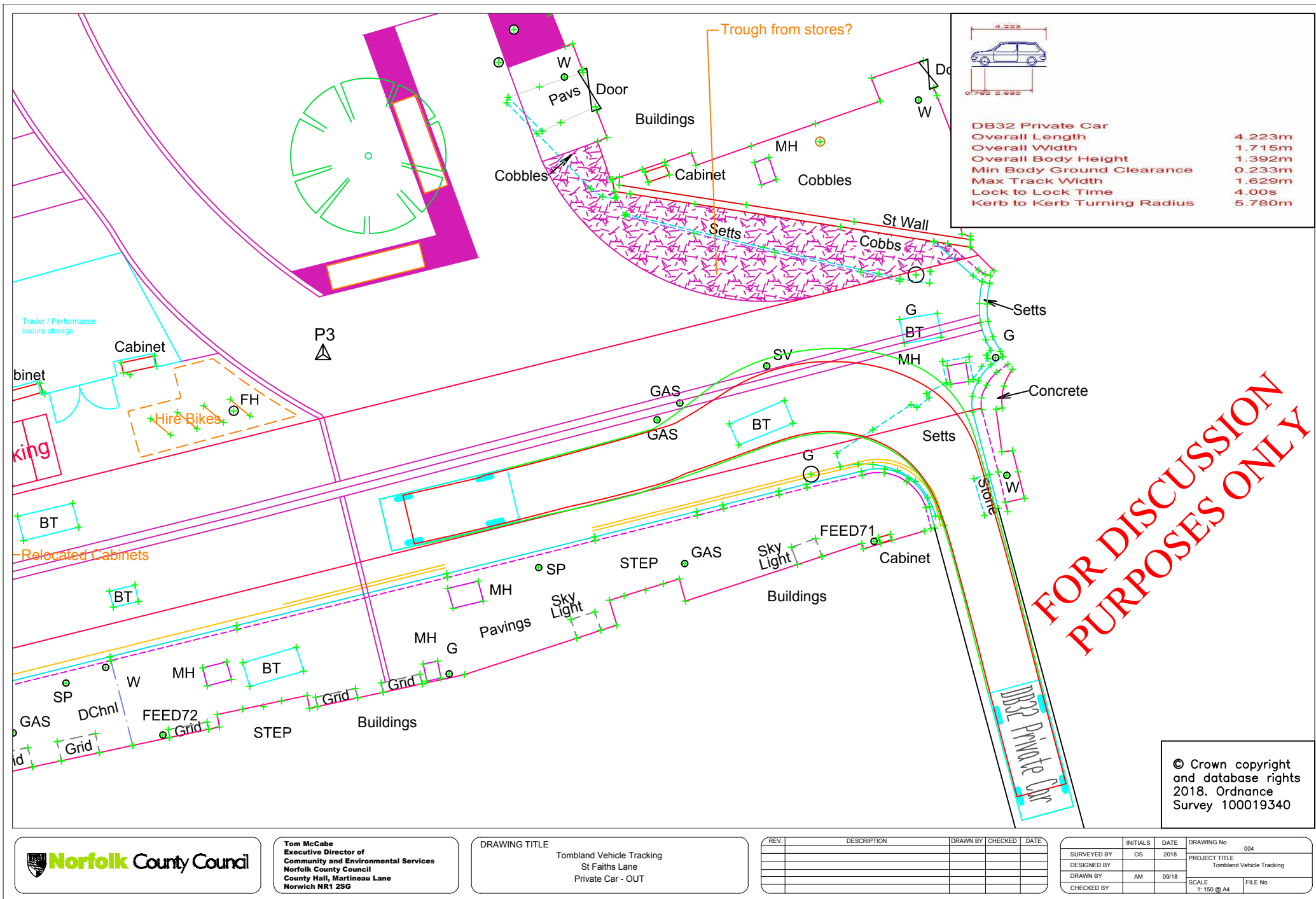
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# Report to Joint Committee for Transforming Cities Fund Projects

Item No. 6

<b>Report title:</b>	<b>Transforming Cities – Dereham Road area 20mph and pedestrian facilities at Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road junctions – Consultation results.</b>
<b>Date of meeting:</b>	<b>14 August 2019</b>
<b>Responsible Cabinet Member:</b>	<b>Martin Wilby – Cabinet Member for Highways, Infrastructure and Transport</b>
<b>Responsible Director:</b>	<b>Tom McCabe – Executive Director, Community and Environmental Services</b>
<b>Is this a key decision?</b>	<b>No</b>
<p><b>Executive Summary/Introduction from Cabinet Member</b>            £6.1m has been obtained from the Department for Transport (DfT) from the first Tranche of the Transforming Cities Fund, and £500,000 of this has been allocated to the introduction of a 20mph area off Dereham Road and installing signalised pedestrian crossing facilities at the junctions of Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road. After obtaining agreement from City and County ward councillors for these areas, a three week public consultation was carried out. This report summarises the consultation response.</p> <p><b>Recommendations</b></p> <ol style="list-style-type: none"> <li>To approve the Dereham Road area 20mph scheme for installation including:-               <ul style="list-style-type: none"> <li>Complete the necessary statutory processes associated with the installation of the 20mph Speed Restriction Order for the Dereham Road area as shown in <b>Appendix 1</b></li> </ul> </li> <li>To approve the installation of pedestrian crossing facilities at the junctions of Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road (<b>Appendices 3 and 4</b>) including:-               <ul style="list-style-type: none"> <li>Complete the necessary statutory processes associated with the installation of the amended double yellow lines on Dereham Road, Heigham Street and Waterworks Road. Plans showing the amended proposals will be available at the meeting.</li> </ul> </li> </ol> <p><b>Actions required</b>            Approve the recommendations</p>	

## 1. Background and Purpose

- 1.1. The Transforming Cities Fund (TCF) is intended to encourage an increase in journeys made by low carbon, sustainable modes of transport, with a significant focus on public transport, cycling and walking. To increase the number of cyclists and pedestrians it is important to provide the correct environment and make the experience enjoyable and safe. A 20mph speed limit slows traffic,

improving the highway environment for all road users and giving pedestrians and cyclists a safer environment.

- 1.2. As part of the previous City Cycling Ambition Grant, 'pedalway' cycle routes were introduced in Norwich. A 400m band of 20mph speed limits was introduced around the Pink, Yellow and Blue pedalways. However, there remain some large areas of residential streets still in 30mph areas.
- 1.3. For many years, the Councils have received requests for new pedestrian crossing facilities at Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road signalised junctions. These junctions are frequently crossed by pedestrians walking to work and school, to access nearby leisure facilities, shopping and other activities. In particular, these two junctions were highlighted in local school travel plans as a particular concern for parents with young children and act as a barrier to young people's independent travel. A lack of funding has prevented these facilities being improved.

## **2. Proposals**

### **2.1. Dereham Road area 20mph speed limit**

The areas, surrounded by 1) Dereham Road, Waterworks Road, Heigham Street and Old Palace Road, 2) Dereham Road, Guardian Road and Bowthorpe Road and 3) Dereham Road, Old Palace Road, Heigham Street and Barn Road are proposed to have installed a 20mph speed limit restriction. These areas can be seen in **Appendix 1**.

- 2.2. Area 1) has existing traffic calming, which was introduced as part of a Safer and Healthier Journeys to School programme. There are two primary schools within this area. As Wensum Junior School fronts onto Waterworks Road, it is necessary to include part of Waterworks Road. As the speed of traffic on Waterworks Road is compliant with a 30mph restriction, but unlikely to lower if a signed only 20mph restriction were to be introduced, it is necessary to install traffic calming in the form of speed cushions and white road markings of 20mph roundels.

### **2.3. Heigham Street / Mile Cross Road junction**

A pedestrian crossing assessment was carried out on this junction and the results showed traffic speeds were compliant with a 30mph speed restriction, the number of pedestrians crossing at this junction or close to it during a 12-hour period (7am till 7pm) was 862 and there have been 6 road accidents around this junction in the last 6 years, one of them involving a pedestrian. The report concluded it is desirable to install signalised pedestrian crossing facilities.

- 2.4. Due to the need to accommodate the high vehicle capacity at this junction, facilitate large vehicles turning and the limited space within the highway, the proposal is for two staggered pedestrian crossings with pedestrian refuges. One is on the Mile Cross arm and the other is on the Heigham Street west arm.
- 2.5. In this area, many cars currently park on the footpath, the majority of which are thought to be residents' cars, particularly on the west arm of Heigham Street. As it is essential to reduce the width of the footpath to provide room for the pedestrian refuge, the introduction of parking restrictions is necessary. We have also considered areas close by where it is undesirable for vehicles to park and have also proposed parking restrictions in those areas too.

2.6. Many of the parked vehicles belong to residents from the block of flats numbered 292 to 314 Heigham Street. This building is mainly owned by Norwich City Council and we have been working with the City Council housing service and NPS Norwich to progress a scheme to provide parking spaces for tenants on the hard-standing area behind the block of flats. The feasibility work is still underway at the time of writing this report, but all parties are hopeful of its completion.

2.7. The consultation plan showing the layout for this junction is attached as **Appendix 3**.

### 2.8. **Dereham Road / Bowthorpe Road junction**

A pedestrian crossing assessment was carried out on this junction and the results showed traffic speeds were compliant with a 30mph speed restriction. The number of pedestrians crossing at this junction or close to it during a 12-hour period (7am till 7pm) was 1,001 and there have been 6 road accidents around this junction in the last 6 years, one of them involving a pedestrian, two involving motorcycles. The report concluded it is desirable to install signalised pedestrian crossing facilities.

2.9. It is necessary to retain the high capacity at this junction as Dereham Road is a main radial route into Norwich. The traffic signal staging required for this junction is relatively straightforward, so it is possible to introduce single phase (cross in one movement) pedestrian crossings on all four arms. No other layout changes to the junction are proposed. It should be noted that there may be further works at this area in the future should further funding be secured through TCF. However, as future funding is not guaranteed, these pedestrian improvement works are proposed to be carried out at the current time using already secured funding.

2.10. There are two areas of unsatisfactory footpath near to this junction, which were access points to a now demolished public house, and it is proposed that these will be re-constructed as part of these works. It is also proposed to extend the existing double yellow lines on the south side of Dereham Road, from the junction to the boundary of No.242. This will ensure that the footpath is free of parked cars and the highway is clear for traffic flow.

2.11. The consultation plan showing the layout for the Dereham Road / Bowthorpe Road junction is attached as **Appendix 4**.

## **3. Impact of the Proposal**

### 3.1. **Consultation Responses – Dereham Road area 20mph speed limit**

The consultation for the 20mph area was advertised on 22 June 2019 in the Eastern Evening News, street notices were erected on site at locations frequented by pedestrians, and stakeholders were written to. Local residents and businesses on the section of Waterworks Road where the traffic calming is proposed were written to individually.

3.2. In total, 59 responses were received to the consultation. A summary of the responses and officer comments can be seen attached as **Appendix 2**.

3.3. 58 of the 59 responses were in support of the 20mph speed limit, but 39 requested the 20mph was extended to Bowthorpe Road (from the outer ring road to Dereham Road) and 42 requested that it be extended the whole length of

Waterworks Road.

- 3.4. The Wensum Residents Association was very active in encouraging members to respond to the consultation. 48 responses used a format that had been suggested by the Association, some adding to or adjusting the text. The standard format was :-

Dear Norwich City Council

I, (name) of (address), support these proposals but think they should include 20mph limit and traffic calming for all of Waterworks Road from Dereham Rd to Nelson St, Maple Drive and Sycamore Drive and Bowthorpe Road between Dereham Rd and Guardian Road.

Thank you for your work to improve Norwich as a place to live.

- 3.5. Norfolk Constabulary have no objections to these proposals.
- 3.6. Two responses from Councillors during the consultation period were in support of the proposals, although Cllr Denise Carlo thought the 20mph restriction should be extended to cover Bowthorpe Road in order to improve road safety for residents, cyclists and pedestrians.
- 3.7. Four responders requested a zebra crossing is also installed on Bowthorpe Road near the junction with Bond Street.
- 3.8. Other suggestions for traffic management in the area are recorded in **Appendix 2**.

3.9. **Consultation Responses – Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road junctions**

The consultation for pedestrian crossing facilities at Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road junctions was advertised on 12<sup>th</sup> July 2019 in the Eastern Evening News. Street notices were erected on site at locations close to the junctions, and stakeholders were written to. Local residents and businesses close to the junctions were written to individually.

- 3.10. In total, 73 responses were received to the consultation at the time of finalising the report.
- 3.11. 60 of the responses were in support of the proposed pedestrian crossing facilities at both junctions. Four only stated their support of the proposals at the Heigham Street / Mile Cross Road junction. Two only stated their support of the proposals at the Dereham Road / Bowthorpe Road junction.
- 3.12. Again, the Wensum Residents Association was very active in encouraging members to respond to the consultation. 54 responses used one of two formats that had been suggested by the Association, some adding to or adjusting the text. The standard format with suggestions was :-

Dear Transport for Norwich

I am in support of the proposals and thank you for your efforts.

I have the following concerns:

The Heigham St arm should have a crossing and at the very least an island as many people on foot would like to cross there.

The Dereham Rd junction should avoid having the same light cycle as outside Tesco as the wait between pedestrian crossings is so long as to encourage pedestrians not to wait. If it does have an 'all stop' phase then diagonal crossings should be put in place.

Cars moving south on Mile Cross Rd regularly mount the pavement to pass queues of traffic. Bollards on the pavement immediately after the bridge could solve this.

Cars parked outside the houses on the waterworks arm of the junction often prevent pedestrians (especially parents with pushchairs or wheelchair users) using the pavement. As the carriageway is being widened a pavement parking ban could be put in place to prevent this happening.

To prevent cyclists waiting on the crossings and to improve their safety, cycle boxes should be added on all arms of both junctions.

The southern side out Dereham Rd outside the cemetery has very wide pavements that are currently parked on but could support a cycle lane heading west to pass queuing traffic.

In line with the previous consultation all of Waterworks Rd should have a 20mph limit as well as Bowthorpe Rd.

Queuing on the contraflow cycle lane on Nelson St can lead to conflict with cyclists. Measures such as a small extension of the parking restrictions or yellow cross hatch 'no stopping' boxes could help with this.

All junctions should have cycle early release lights.

Yours,  
(name)  
(Address)

During the consultation, extra suggestions were added to the standard format of:-

Pedestrians should not have to cross in two stages, but should be able to complete their crossing in a single phase.

The junction area includes an important access point to Marriott's Way. This should be seen as a fifth arm of the junction, and consideration needs to be given to cyclists travelling to and from Marriott's Way in all directions, with dropped kerbs where necessary. This puts a lot of demand on a narrow junction, but much of the demand could be removed by building an access point to Marriott's Way on the west side of Mile Cross Road. This would allow the Marriott's Way bridge to act as an additional crossing point of Mile Cross Road.

- 3.13. Norfolk Constabulary are fully in favour of both schemes and do not object.
- 3.14. Cllr Carlo supported the scheme but would like the needs of cyclists considered.
- 3.15. For the Heigham Street / Mile Cross Road junction

4 residents near the Heigham Street / Mile Cross Road junction were concerned with the proposed double yellow lines which will remove parking spaces. Many



properties in the local area have no off-street parking facilities.

- 3.16. One resident and Cllr Carlo was concerned with the safety of cyclists when riding south from Mile Cross Road to Nelson Street. If a cyclist chooses to cross when the left hand filter light is green they risk a collision from vehicles passing.

- 3.17. Norwich Cycling Campaign is in support of the proposals, but with concerns:-

They are opposed to staggered crossings, as they advise are nearly impossible to use for any older or disabled cyclists, for example using electric bikes or tricycles.

The central refuge on Mile Cross Road is directly in the way for cyclists travelling north from Nelson Street.

The junction area includes an important access point to Marriott's Way, a suggestion is to building an access track to Marriott's Way on the west side of Mile Cross Road alongside the old Training Centre.

On Nelson Street, cyclists cannot get past cars queuing for the lights. A suggestion is to stop all through traffic on Nelson Street apart from cycles.

- 3.18. For the Dereham Road / Bowthorpe Road junction

2 residents near the Dereham Road / Bowthorpe Road junction were concerned with the proposed double yellow lines which will remove parking spaces. It was felt Dereham Road was wide enough to support parking on both sides of the road.

- 3.19. Norwich Cycling Campaign is in support of the proposals, but with concerns:-

Suggest a bypass for cyclists travelling west and turning left into Bowthorpe Road, this would allow the movement during red light phases.

Cyclist from Bowthorpe Road turning east onto Dereham Road sometimes get "left hooked" by cars going straight to Hotblack Road.

## **4. Evidence and Reasons for Decision**

- 4.1. **Consideration of consultation responses - Dereham Road area 20mph speed limit**

The large majority of support from residents, the police and councillors to the proposed 20mph speed limit is noted.

- 4.2. The area selected for introducing the 20mph speed limit with some traffic calming is suitable and achievable with the available funds. Bowthorpe Road and Waterworks Road have high levels of traffic and are relatively wide and straight. To encourage compliance with 20mph on these roads, physical traffic calming would be needed for the full length of roads, which is neither desirable nor possible with the limited funds. 30mph speed restriction is the most appropriate speed limit for these roads except on the proposed section of 20mph on Waterworks Road near Wensum Junior School.

- 4.3. The request for a zebra crossing on Bowthorpe Road near the junction with Bond Street is not now possible. A scheme for a crossing in this location was designed and consulted on some years ago, but was not installed due to opposition at the time from some local businesses. There is no funding to

reconsider this again at this time. However, the proposed signalised crossing facility at the junction with Dereham Road will assist most pedestrians who need to cross this section of Bowthorpe Road.

#### **4.4. Consideration of consultation responses - Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road junctions**

The large majority of support from residents, Norfolk Constabulary, Wensum Residents Association, Norwich Cycling Campaign and councillors to the proposed pedestrian crossing facilities at the junctions of Heigham Street / Mile Cross Road and Dereham Road / Bowthorpe Road is noted.

#### **4.5. Heigham Street / Mile Cross Road junction**

In response to the requests from Wensum Residents Association and supporting residents:-

Due to limited width of the highway, there is no room to include a pedestrian signal crossing or refuge on the east arm of Heigham Street at the junction. However, the combination of the two proposed crossings, one on Heigham Street and one on Mile Cross Road, allows easy and safe crossings for any direction pedestrians need to travel, although in some cases this will involve a small detour.

It is proposed to adjust the road markings and lane widths at the Mile Cross Road approach to the junction to help stop the action of drivers mounting the footpath to pass waiting vehicles.

A combination of double yellow lines and road markings indicating parking bays should be sufficient to stop drivers parking on the footpaths on Heigham Street near Waterworks Road.

Due to a junction layout which prevents the possibility of providing cycle access lanes it would not be useful for cyclists if Advanced Stop Lines (ASLs) were included. The addition of ASLs would also impede the capacity of the junction.

The 20mph speed limit is covered in a separate part of this report.

The existing layout of the Nelson Street arm of the junction has been considered to see if there are any changes that would assist cyclists if vehicles are queuing at the signals. However, it is considered not appropriate to install the necessary extent of double yellow lines to help in this occasional confrontation, as parking is already very restricted for residents. On a recent site visit it was noted that the dropped kerb provision on Nelson Street outside No.234 is inadequate for pedestrians and this will be improved.

The request for cycle early release lights is not possible at this junction as this only works if an ASL and cycle lane can be provided.

The Heigham Street / Mile Cross Road junction is heavily used for all forms of traffic including public transport and deliveries to the nearby industrial areas. It is already working at full capacity at peak times. Any further delays and longer queues would have unacceptable congestion on the local network which could encourage rat running through residential areas. For this reason, it is necessary to manage traffic flow by installing staggered pedestrian crossings.

The access to Marriots Way via Andersons Meadow is on Mile Cross Lane, but around 150metres north of this junction. Changes to this access are out of the

scope of this scheme.

4.6. In response to the requests from Norwich Cycling Campaign:-

It is understood that staggered crossing facilities can be difficult to manoeuvre for some larger cycles. However, this facility is primarily for pedestrians and it is essential to maintain capacity at this junction. If single phase crossings were installed, the traffic queues would disrupt the wider road network, delay bus services and encourage drivers to rat run through residential streets.

All traffic travelling north from Nelson Street at this junction will need to move to the left, past the central refuge. This happens at many junctions where the roads are not aligned.

As stated above for the Wensum Residents Association comments, access to Marriots Way is some way from this junction and therefore out of the scope of this project. With limited funds, it is not possible to extend the scheme.

When roads are closed to through traffic, more traffic is pushed onto other streets which can cause problems. If any road closure or one-way system is considered, a full assessment on the effects on the neighbouring network is needed. This is also out of the scope of this scheme, changes to the traffic management of Nelson Street cannot be considered at this time.

4.7. In response to the objections to the proposed double yellow lines on Heigham Street, it is possible to reduce the proposed restrictions. By managing the parking by installing parking bays on Heigham Road with adjusted centreline, this should encourage drivers not to park on the footpath. The reduced extent of proposed double yellow lines, being less of a restriction will not need to be re-advertised. A plan showing the proposal will be available at the meeting.

4.8. Dereham Road / Bowthorpe Road junction

In response to the requests from Wensum Residents Association and supporting residents:-

The phasing of the signal lights will be designed to maximise capacity and minimise waits. It is not possible to add in diagonal crossings to this junction as this will require lengthening the phase for pedestrians, which will interfere with the overall capacity at this very busy junction.

ASLs are being considered for this junction, along with any possible leading in lanes. A plan will be available at the meeting showing the intended road markings.

Early release lights (for cyclists) either reduce the time available for other traffic, including public transport and pedestrians, increases waiting times or decreases the capacity. It is not possible to provide early release lights at this junction at this time.

4.9. In response to the comments from Norwich Cycling Campaign:-

The request for a signal bypass lane is not considered appropriate at this junction due to possible conflicts with pedestrians using the crossing facilities. As stated above, we are aiming to include ASLs and lead in lanes where possible. This facility will also help cyclists on Bowthorpe Road to position themselves to the right at the junction in preparation for turning onto Dereham

Road, citybound.

- 4.10. In response to the objections to the proposed double yellow lines on Dereham Road, it is possible to reduce the proposed lines, whilst encouraging drivers not to park on the footpath. By managing the parking and installing parking bays on Dereham Road with adjusted centreline, this will reduce the extent of the proposed double yellow lines, this being less of a restriction it would not be necessary to proceed with another consultation. A plan showing the proposal will be available at the meeting.

## **5. Alternative Options**

- 5.1. There is no alternative option to consider.

## **6. Financial Implications**

- 6.1. The three projects are entirely funded by the DfT through the TCF programme. £500,000 has been allocated for these.

## **7. Resource Implications**

- 7.1. **Staff:** Not applicable  
7.2. **Property:** Not applicable  
7.3. **IT:** Not applicable

## **8. Other Implications**

- 8.1. **Legal Implications:** Not applicable  
8.2. **Human Rights implications:** Not applicable  
8.3. **Equality Impact Assessment (EqIA):** Assessments will be carried out as part of the development of individual schemes.  
8.4. **Health and Safety implications:** Not applicable  
8.5. **Sustainability implications:** The objectives of these schemes are specifically targeted at improving the impact transport has on carbon emissions, air quality and public health. Improving facilities for pedestrians and cyclists to encourage sustainable travel.  
8.6. **Any other implications:** Not applicable

## **9. Risk Implications/Assessment**

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

## **10. Recommendation**

- 10.1. To approve the schemes with amendment for installation including:-
1. Complete the necessary statutory processes associated with the installation of the 20mph Speed Restriction Order for the Dereham Road area as shown in Appendix 1 and

2. Complete the necessary statutory processes associated with the installation of the amended double yellow lines on Dereham Road, Heigham Street and Waterworks Road. Plans showing the amended proposals will be available at the meeting.

## **11. Background Papers**

11.1. None.

### **Officer Contact**

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

**Officer name :** Linda Abel (Norwich City Council) **Tel No.:** 01603 212190

**Email address :** [lindaabel@norwich.gov.uk](mailto:lindaabel@norwich.gov.uk)

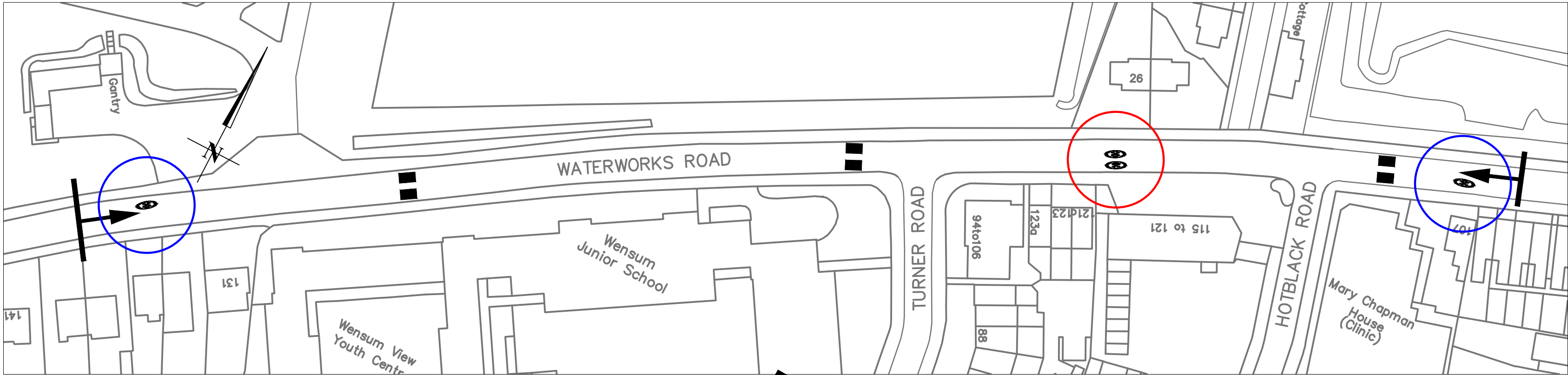
**Officer name :** Joanne Deverick (Norwich City Council) **Tel No.:** 01603 212461

**Email address :** [joannedeverick@norwich.gov.uk](mailto:joannedeverick@norwich.gov.uk)

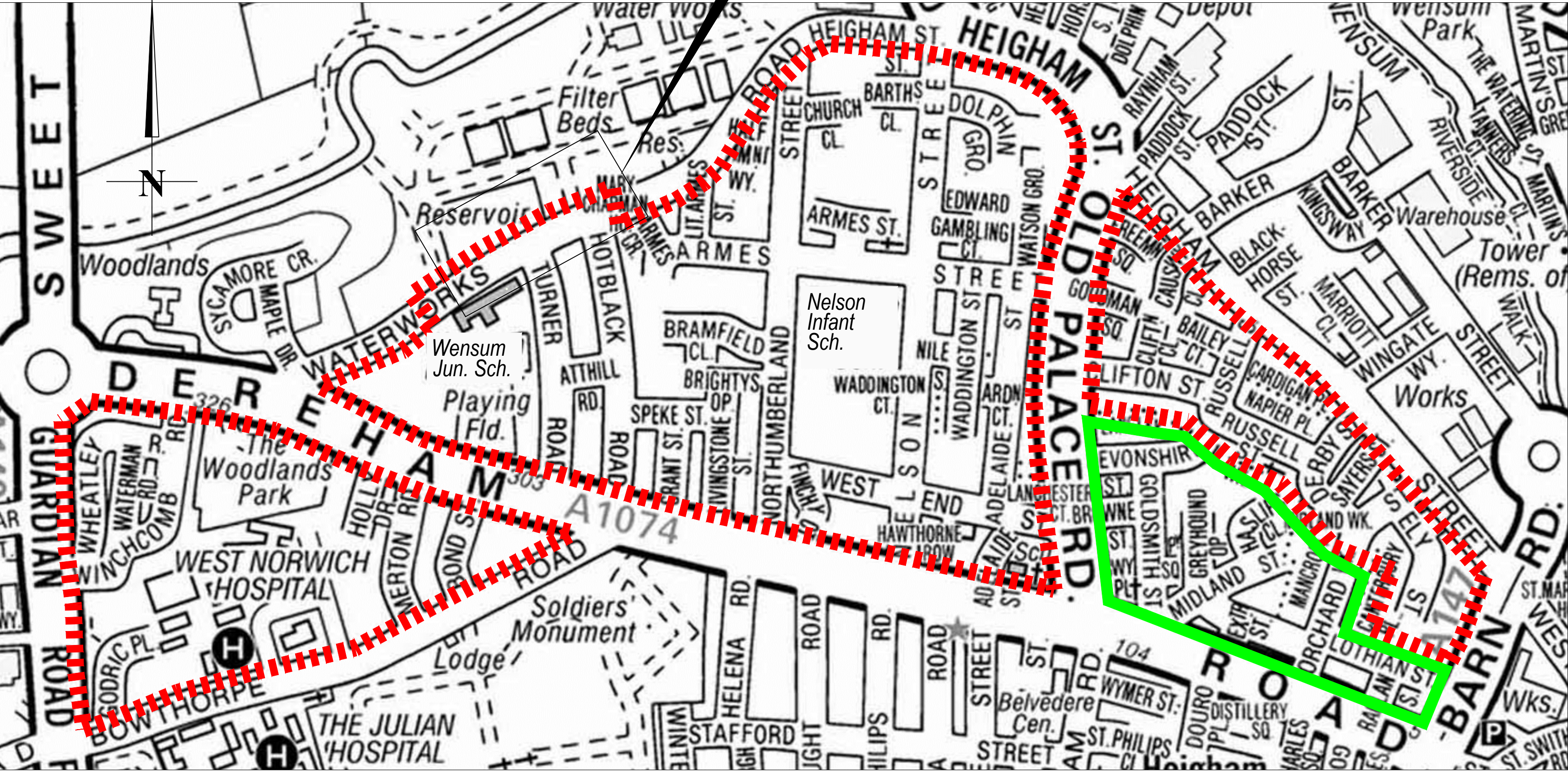


If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.





- Limit of proposed 20mph restriction
- Proposed pair of speed cushions
- Proposed pair of 20mph roundels
- Proposed 20mph roundel



- Limit of proposed 20mph restrictions
- Existing 20mph restrictions

APPENDIX 1

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REV.	DESCRIPTION	DRAWN BY	CHECKED	DATE

	INITIALS	DATE	DRAWING No. HD2-001
SURVEYED BY			PROJECT TITLE Dereham Rd area 20mph restrictions
DESIGNED BY	LA		
DRAWN BY	PW	5/19	SCALE
CHECKED BY	LA	5/19	NTS: @ A2 FILE No. PHA030 130



## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Armes Street	Yes			y		As a Committee Member for Wensum Resident's Association, I think we could encourage local residents to begin a community speedwatch in the area.	A community speedwatch would be helpful, Norfolk Constabulary would be interested in this is there was sufficient support from the community.
Armes Street	Yes	y	y	y		Many thanks for your continued good work	Support welcomed
Atthill Road	Yes	y	y	y	y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Atthill Road	Yes	y	y	y	y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Bond Street	Yes					Drivers use Bond Street to cut-through, often quite fast.	Bond Street does have an "access only" restrictions however, these are very difficult for Norfolk Constabulary to enforce.
Bond Street	Yes	y	y	y		Many thanks for your continued good work	Support welcomed
Bond Street	Yes	y		y		Would like a zebra crossing on Bowthorpe Road by Bond Street.	Please see report
Bowthorpe Road	Yes	y		y		Bowthorpe Road from Dereham Road to Guardian Road should be a 20mph as it is well used by pedestrians and cyclists and will make traffic quieter. A zebra crossing near Bond Street junction should be installed.	Please see report

## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Bowthorpe Road	Yes	Y	Y	Y	Y	Cars and large vehicles drive very quickly along Bowthorpe Road.	Inconsiderate drivers are likely to accelerate away from junctions at a speed which is why the proposal is to tighten the junction to slow traffic.
Bowthorpe Road	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Earlham Street	Yes	Y	Y	Y	Y	A member of Norwich cycling campaign	
Godric Place	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Grant Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Heigham Street	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Horsford Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Hotblack Road	Yes	Y	Y	Y	Y	Suggests a mini-roundabout at junction of Waterworks Road / Dereham Road. Easier for traffic to exit Waterworks Road, will reduce traffic on Hotblack Road	Different layouts have been considered for this junction in the past by officers and it was decided the existing layout is the most appropriate at this time.
Hotblack Road	Yes	Y	Y	Y	Y	Would like a one way system on Hotblack Road	Consideration of a one way system is beyond this scheme. A one way system would have effects on nearby streets which may not be acceptable to residents.
Hotblack Road	Yes	Y	Y	Y	Y	Many thanks for your good work.	Support welcomed



## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Hotblack Road	Yes		Y			Many thanks for your good work.	Support welcomed
Hotblack Road	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Hotblack Road	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Hotblack Road	Yes		Y	Y		Many thanks for your good work.	Support welcomed
Hotblack Road	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Hotblack Road	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
						Must include the northern section of Adelaide Street. Because of the Hospital, the Julian and cemetery on Bowthorpe Road there are lots of slow-moving pedestrians crossing the road, the traffic needs to be slowed.	The north section of Adelaide Street is included in the proposed 20mph speed limit.
Lanchester Court	Yes	Y	Y	Y	Y	Many thanks for your ongoing work to improve the street of Norwich.	Support welcomed
Livingstone Street	Yes			Y		Would like a zebra crossing on Bowthorpe Road by Bond Street.	Please see report
Livingstone Street	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Livingstone Street	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed

## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Merton Road	Yes					Would like to see a pedestrian crossing on Bowthorpe Road by the Bond Street junction. Many people cross here, traffic is fast.	Please see report
Nelson Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Nelson Street	Yes			Y		Many thanks for your ongoing work to improve the street of Norwich.	Support welcomed
Nelson Street	Yes					Would like to see a Controlled Parking Zone (CPZ) extended to Nelson Street and West End Street.	There is no proposed reviews of CPZ at the moment due to resource limitations.
Nelson Street	Yes			Y		Many thanks for your ongoing work to improve the streets of Norwich.	Support welcomed
Nelson Street	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Nelson Street	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Northumberland Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Old Palace Road	Yes			Y		Many thanks for your ongoing work to improve the street of Norwich	Support welcomed
Resident	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Resident	Yes			Y		Many thanks for your ongoing work to improve the street of Norwich	Support welcomed

## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Resident	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
Resident	Yes	Y	Y	Y	Y	Further parking restrictions needed near the schools. Police enforcement is necessary, schools should teach road safety.	As at all schools in Norwich, the traffic and parking situation at opening and closing times are difficult. However, these problems are only for short periods. The existing parking restrictions give a good balance for community needs.
Turner Road	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Turner Road	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
Turner Road	Yes			Y		This is a positive development for the area.	Support welcomed
Turner Road	Yes		Y	Y		Many thanks for your continued good work	Support welcomed
Waterworks Road	Yes		Y	Y		Many thanks for your good work.	Support welcomed
Waterworks Road	Yes		Y	Y		Many thanks for your good work.	Support welcomed
Waterworks Road	Yes		Y	Y		Many thanks for your good work.	Support welcomed
Waterworks Road	Yes		Y	Y	Y	Would like to see electronic signage.	Support welcomed

## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Waterworks Road	No					The whole plan is over the top, how will emergency vehicles cope with the traffic calming. A speed camera near the school would be more effective. Speed cushions damage vehicles.	Most emergency vehicles have wider wheel bases and therefore can drive over speed cushions easily. Speed cameras are only considered where there is evidence of personal injury accidents occurring.
Watson Grove	Yes	Y	Y	Y	Y	It is very difficult to walk with small children or cycle and feel safe on Old Palace Road & Heigham Street	The proposals for the pedestrian crossings at the Heigham Street / Mile Cross Road will help pedestrians and encourage drivers not to park on the footpath. Old Palace Road is out of the scope of this scheme.
Watson Grove	Yes	Y	Y	Y		Many thanks for your continued good work	Support welcomed
West End Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
West End Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
West End Street	Yes	Y	Y	Y	Y	Thank you for your work to improve Norwich as a place to live.	Support welcomed
						Norfolk Constabulary have no objections to these proposals in the interest of speed and casualty reduction and road safety.	
Police	Yes			Y			Support welcomed

## Appendix 2. Dereham Road area 20mph Speed Limit – consultation responses

Address of responder or organisation	Supports the 20mph proposals	Would like 20mph on Bowthorpe Road	Would like further 20mph on Waterworks Road	Supports traffic calming on Waterworks Road	Would like more traffic calming	Comments	Officer comments
Cllr Carlo	Yes	y			y	I very much welcome these proposals. I would like to have seen the speed limit lowered to 20mph along Bowthorpe Road in order to improve road safety for residents, pedestrians and cyclists. The council should seek funding to consider this.	Please see report
Cllr Erin F M	Yes			y		Supports scheme. Residents regularly speak of speeding traffic , in areas of cars so densely parked there is little room to pass. The proposal is therefore very welcome, as is the proposed traffic calming on Waterworks Rd to encourage compliance.	Support welcomed

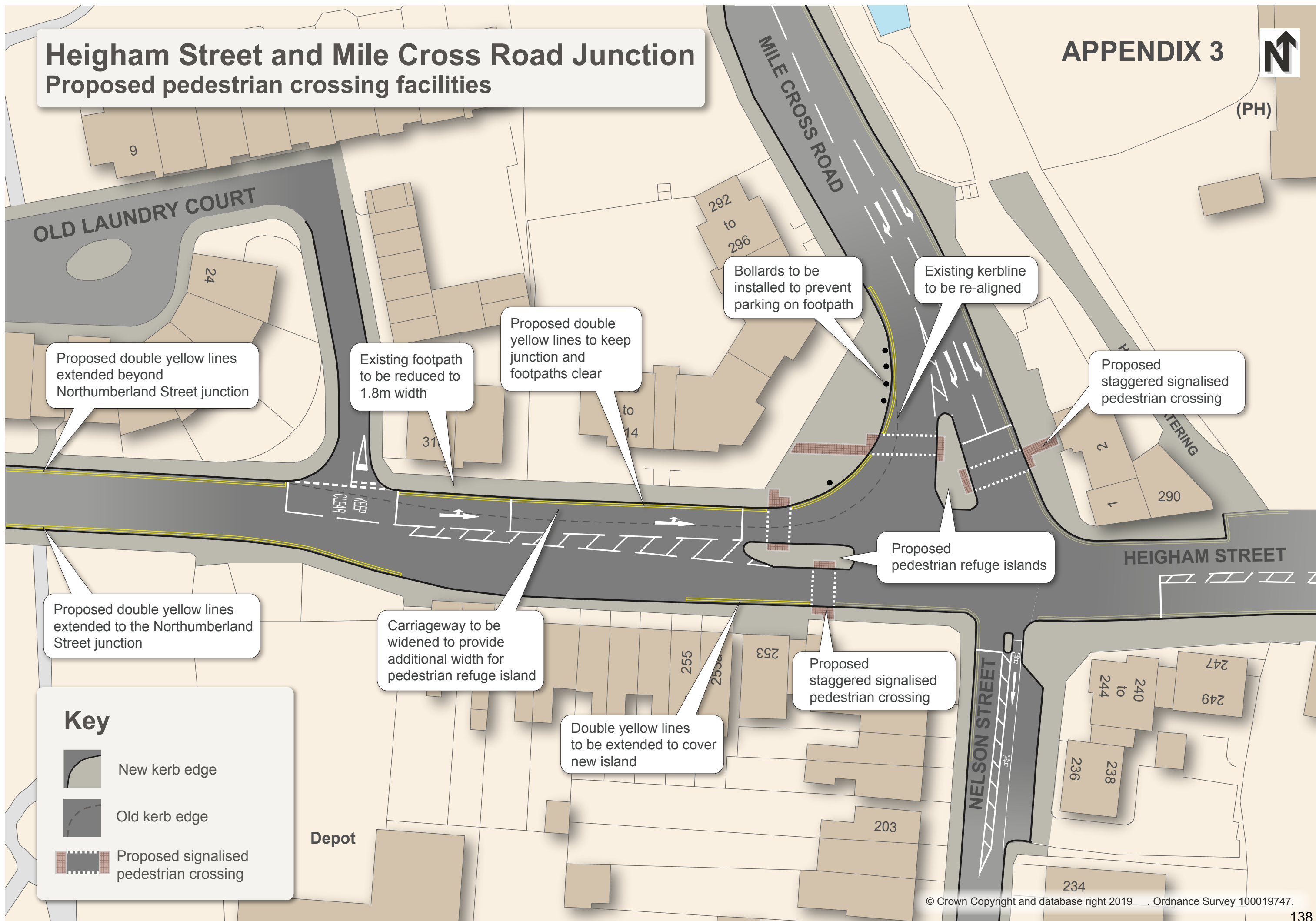
# Heigham Street and Mile Cross Road Junction

## Proposed pedestrian crossing facilities

### APPENDIX 3



(PH)





# Dereham Road, Bowthorpe Road, Hotblack Road

## Proposed pedestrian crossing facilities

APPENDIX 4



Raised and widened footway area

Proposed signalised pedestrian crossings

Widened existing footway

Proposed extension to double yellow lines

Remove dropped kerb and raise footway area

Proposed signalised pedestrian crossings

### Key

- Resurfacing area of the carriageway
- New kerb edge
- Old kerb edge
- Proposed new signalised pedestrian crossing