

Report considered at previous meeting.

Report to	Norwich highways agency committee 24 January 2013	Item
Report of	Director of environment, transport and development, and head of city development services	6
Subject	Transport for Norwich: St Stephens Street and Chapel Field North	

Purpose

To consider the results of the consultation linked to the wider Transport for Norwich proposals to remove general traffic from St Stephens Street and to make Chapel Field North two-way and to agree to implement these schemes.

Recommendation

- (1) To note the results of the scheme specific consultation taking account of the previous widespread Transport for Norwich consultation (adopted in 2010)
- (2) To approve the plans to remove general traffic from St Stephens Street and Surrey Street between All Saints Green and St Stephens Street and to make Chapel Field North two-way for buses, taxis, cycles, deliveries and access with associated enabling works.
- (3) To ask the head of city development services to carry out the necessary statutory processes to confirm the following traffic regulation orders:

The Traffic Management Order

- Allow two way traffic movements on Cleveland Road, Bethel Street and Chapel Field North
- Prohibit traffic from using Little Bethel Street while maintaining access for cycles
- Restrict access to Theatre Street and Rampant Horse Street while retaining access to premises and car parking, and for buses, cycles, and taxis.
- Create an eastbound bus lane in Rampant Horse Street outside Debenhams for use by buses, cycles, taxis and emergency vehicles
- Allow only buses, cycles taxis and commercial vehicles accessing business premises into St Stephens Street
- Allow only buses, cycles, and taxis in Surrey Street between St Stephens Street and All Saints Green while retaining access to premises and car parking
- require all traffic (except cycles and emergency vehicles) using Westlegate to turn right into Red Lion Street
- Provide a cycle lane in Westlegate

The Controlled Parking Zone Order

- add new permit parking spaces on Cleveland Road and Bethel Street
- remove all existing parking and bus stops on Chapelfield North, with new bus stops on Rampant Horse Street and Red Lion Street
- provide an off-peak loading bay for goods vehicles on Surrey Street, replacing existing loading provision
- replace existing disabled parking spaces on St Stephens Street and Surrey Street with alternative provision on Surrey Street (replacing some double yellow lines and short stay parking spaces) and Theatre Street (replacing a Coach parking bay)
- provide additional 'Pay and Display' short stay parking spaces on Bethel Street and Cleveland Road
- Adjustments to existing waiting and loading restrictions to take account of these changes
- add new permit parking spaces on Cleveland Road and Bethel Street

The Speed Restriction Order

- Introduce a 20mph speed limit on Cleveland Road and Chapel Field North
- Extend the current 20mph speed limits on St Giles Street and Bethel Street to cover the entire length of both streets

- (4) To ask the head of city development services to carry out the necessary statutory processes change the taxi ranks and demand responsive transport stop on St Stephens Street as shown on plan number PL/TR/3329/735

Corporate and service priorities

The report helps to meet the corporate priority 'A prosperous city and a safe and clean city' and to implement the Local Transport Plan.

Financial implications

The total cost of the scheme is estimated to be £1.45M and being funded through the Department for Transport's Better Bus Area Fund, the Local Transport Plan budget, the Greater Norwich Development Partnership (GNDP), developer section 106 contributions and the City Council.

Ward: Mancroft

Cabinet member: Norfolk County Council: Councillor Plant – Planning and transportation;

Norwich City Council: Councillor Bremner – Environment and development

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Background documents

Consultation responses

A full set of all other background documents is available online at

<http://www.norwich.gov.uk/transportfornorwich>

Report

Background

1. At the meeting in September 2012 members approved for consultation the proposal to remove general traffic from St Stephens Street funded by the Department for Transport's Better Bus Area fund. At the same meeting members were informed that the funding for the scheme to make Chapel Field North two-way had been secured, meaning that the consultation that had been approved in May 2011 could now take place. Members were informed that as these two schemes were inter-dependent, they would be taken forward as one combined scheme.
2. This scheme is a key measure of the Norwich Area Transportation Strategy (NATS) and will be a major step forward to achieving sustainable, reliable and accessible methods of travelling around the city for all modes of transport.
3. In autumn 2009 a large scale consultation was carried out on the Norwich Area Transportation Strategy. A leaflet was delivered to every household in the Norwich policy area and exhibitions were held, which resulted in over 11,000 responses. Of the 24,158 individual comments made in those responses the top priorities were, reduce congestion (31%) and followed by improvement in bus services (24%).
4. The package of city centre measures of which Chapel Field North and St Stephens Street improvements were part received an overwhelming 73% support.
5. Since Transport for Norwich was adopted in 2010 Norwich has seen large scale improvements including the adoption of a new cycling network, implementation of bus lanes and improvements along Newmarket Road and Dereham Road and most recently the successful bid to central government for £2.8m of Better Bus Access funding. The 17 separate work packages encompass over 30 projects which include large scale infrastructure improvements, smart ticketing, improved facilities and a Voluntary Quality Partnership Agreement with key bus operators.
6. To enable general traffic to be removed from St Stephens Street and for Chapel Field North to be made two-way the following works are required and these all formed part of the recent scheme consultation:
 - The removal of the disabled parking spaces in St Stephens Street and Surrey Street, with alternative provision being made in Theatre Street and the northern section of Surrey Street and signing provided to the Shopmobility scheme.
 - The creation of a bus gate in Rampant Horse Street;
 - The removal of the ahead movement from Westlegate into Rampant Horse Street;
 - Widening of the carriageway by the removal of the southern footpath on Chapel Field North and improvements to northern footpaths, entrances and lighting in Chapelfield Gardens;
 - The closure of Little Bethel Street to motor vehicles;
 - Cleveland Road and Bethel Street to be made two-way;

- Alterations to Grapes Hill roundabout to accommodate the two-way working on Chapel Field North and Cleveland Road, including changes to Convent Road to maintain the traffic capacity of the roundabout;
 - The creation of new bus stops;
 - Changes to parking, waiting and loading restrictions throughout the scheme area;
 - Changes to vehicular directional signing.
7. The proposals will provide significant benefits for bus passengers, improving the reliability and punctuality of services and saving two minutes per trip on journeys from the west of the City into the centre, which equates to approximately 50 hours of savings during every peak hour for bus passengers. The removal of all traffic except buses from Rampant Horse Street between Marks and Spencer and Debenhams will make it much easier and safer to cross the street on foot and the introduction of two way working on some streets will especially benefit cyclists.

Consultation

8. The consultation started on 5 November and ran for four weeks; one week longer than the statutory minimum three week period for traffic regulation order consultation. The consultation consisted of an exhibition in the Forum for the first week that was staffed on the Monday, Thursday afternoon / evening and Saturday morning. That exhibition then moved to the foyer in City Hall for the remaining three weeks and during office hours staff could be contacted to answer questions. All the consultation material was also available online along with an extensive frequently asked questions section and technical reports. There was a survey online where people could give their views on the proposals. Paper copies of that survey were available at the exhibitions.
9. Within the area affected by the proposals 695 businesses, 894 residents, 47 stakeholders and 110 market traders were contacted by letter to notify them of the consultation. 2000 flyers were distributed to the bus companies and bus station for them to hand out to passengers to alert them to the consultation, and display screens in the city centre bus stops advertised the consultation, directing passengers to the website. The consultation also received coverage in the local media.
10. 334 people attended the exhibition in the Forum during the time it was staffed; it is not known how many looked at the exhibition while it was not staffed. Data shows that the consultation website was looked at 1,733 times. 177 responses to the survey were made, of these 99 were submitted online and 78 on paper, and a further 48 emails and letters have been received from local residents, businesses, and the wider public. 28 responses were received from stakeholders. As the survey did not ask for the names of the individual respondents it is not possible to say how many of the 76 who wrote a letter or e-mail also responded to the survey,
11. The high number of visits to the website suggests there was a good level of awareness and interest among the public in the scheme, and as people tend to be more motivated to respond if they object to proposals then the inference is that the majority of people who looked at the consultation either supported the proposals or were indifferent to them.

12. Looking only at the survey responses, the tables attached as appendix 1 show the level of support for the aims of the scheme and each of the measures. Overall it can be seen that around two thirds of respondents either support or do not oppose the proposals while a third object to them. The exception to this is the proposal to make Chapel Field North two-way, where half of the respondents oppose the idea.
13. As well as the quantitative questions asked in the survey, respondents were given the chance to make comments about the proposals. These have been analysed and a full summary of the comments made is included as appendix two. Every comment has an officer response against it and the more significant issues are discussed in detail later in this report. Also included in this analysis are the issues raised in the letters and e-mails submitted by residents and the general public.
14. 46 of the survey responses and 28 of the written responses came from individual or businesses from within the scheme area, and 99 survey responses and 28 written responses came from outside the area. Of the remaining number it is not possible to identify the location.
15. The response from stakeholders was very positive and individual responses are summarised in appendix 3. Support for the scheme was given by a number of city centre businesses and organisations including Aviva, Castle Mall, The Theatre Royal, The Forum, John Lewis, Marks and Spencer, the University of East Anglia, the Free School, The Garage and the new Business Improvement District (BID) company. Transport providers including First Group, Konnect Bus, Norwich Door to Door, and the Hackney Carriage Association and transport interest groups including Norfolk Bus Watch, the Norwich Cycling Campaign and Living Streets all broadly welcomed the proposals. Organisations focussing on the heritage of the city such as the Norwich Society, HEART (the heritage, economic and regeneration trust) and English Heritage expressed support.
16. Those stakeholders who expressed opposition were concerned mainly about the proposals to make Chapel Field North two way and the changes in Cleveland Road and Little Bethel Street. These organisations were the Chapelfield Gardens residents association, the Chapelfield Society and the Norwich Spiritualist Church. Norfolk and Norwich Friends of the Earth did not believe the scheme would deliver the promised benefits to pedestrians and cyclists and Disabled Motorists UK objected to the loss of disabled parking in St Stephens Street and Surrey Street.

Discussion of objections

Overall principles of the schemes

17. Questions have been asked about the need for the scheme, and also that the proposals have appeared out of nowhere. The proposals to remove general traffic from St Stephens Street and Surrey Street and to make Chapel Field North two way are part of the package of city centre measures that were developed for the NATS IP. These were subject to extensive consultation in October 2009 and were approved by Norfolk County Council's cabinet in April 2010.
18. The aim of the NATS IP is to reduce the amount of traffic entering the city centre, to encourage modal shift by improving public transport reliability and provision, and to enhance and improve facilities for pedestrians and cyclists. The scheme is key in

improving bus reliability as well as improving bus journey times. Research has shown that unreliability and lateness are among the main reasons people choose not to use buses. The reliability factor is especially acute at peak times.

19. Work has recently taken place along Dereham Road to improve bus services as part of the BRT (bus rapid transit) scheme. Early in the new year improvements will take place at the Dereham Road / Old Palace Road junction to improve journey times, and later in the spring a bus lane will be built on Grapes Hill. Providing a direct route along Chapel Field North into the city centre for buses will extend these improvements.
20. Within the city centre there is very high and competing demand for kerbside space for bus stops, loading and parking. Opening up a new bus route into the city centre will allow for additional bus stops to be created, taking pressure off the existing over-subscribed stops and thereby helping to reduce congestion on the road and pavements.
21. Suggestions have been made that the scheme is biased towards the needs of the major retailers and companies at the expense of independent traders. An aim of the scheme is to improve accessibility to the city centre for all and to encourage businesses, both small and large, to invest in the city. The support from Norwich BID which represents a large number of small businesses demonstrates that this scheme is not biased.

Chapel Field North

22. The majority of comments received related to the Chapel Field North proposal. The main concerns are;
 - the increase in HGV and bus traffic numbers,
 - the potential effects on the listed buildings from noise and vibration,
 - possible reduction in air quality and the possible effects on residents health
 - the loss of the footpath on the southern side of the street.
 - the condition of the existing footpath on the northern side of the street
 - access to the Spiritualist Church on Chapel Field North
 - loss of evening parking in Chapel Field North
23. A number of meetings have taken place between officers and residents to enable officers to explain to the residents the background and rationale for the project, to better understand residents concerns, and as far as possible to allay their fears.
24. The traffic modelling data for the proposals show that the number of vehicles in Chapel Field North will decrease by 25% reducing from 7100 in a westerly (outbound) direction to 2600 in each direction (5200 total) over a 12 hour period from 7am to 7pm. Cars are predicted to reduce from 4235 to 2354 per day, while light goods will increase from 606 to 727., HGVs under 7.5 tonnes increase 56 to 109, HGVs over 7.5 tonnes increase from 12 to 26 and buses from 180 to 665.

25. Residents have questioned what the traffic movements overnight would be as they are concerned about the noise particularly from HGVs. The traffic modelling shows that between 7pm and 7am the number of traffic movements will fall from the present level of 1800 vehicles to 1200. The number of HGVs will rise from approximately 30 to around 60, with 20 of these in the period between midnight and 6am. 80% of these HGVs will be below 7.5 tonnes (these are vehicles that are not cars, or car-based van derivatives, but are small enough to be driven with a standard car licence).
26. There have been queries as to why deliveries for the Chapelfield shopping centre cannot access the centre directly from the inner ring road rather than driving through the city centre. This was considered in detail as part of the planning process for the development. The entrance from the ring road is constrained by the size of the gap in the medieval city wall, which is a scheduled ancient monument. Removing part of the wall was not (and is not) an option. Therefore the only way that capacity on the ring road could be maintained and the necessary turning movements for large vehicles could be accommodated would be by significantly widening the inner ring road at the entrance which would mean that some listed properties in The Crescent would have had to be demolished. This was not considered an acceptable solution. Consideration was given to having the service access to the shopping centre from the ring road and the car park access from the city centre but the impact of the thousands of cars a day that use the car park being funnelled through busy shopping streets was considered to be significantly more detrimental than the approximately 100 service vehicles that the shopping centre attracts each day.
27. With regard to the concerns about noise and vibration, a report from the Norfolk Partnership Laboratory concluded that there would be no adverse impact from noise and vibration and "in fact there will be a reduction in both the noise index and ground borne vibration from traffic." Additionally it has been agreed that the whole carriageway of Chapel Field North should be resurfaced as part of the scheme, which will further reduce the noise index.
28. Given the reduction in overall traffic levels in Chapel Field North and the significant reduction in queuing that is likely to occur adjacent to properties due to the free flowing inbound movement, officers believed that there would be no adverse impact on air quality in this area. However, as this proved to be one of the strongest concerns among the local residents a report was commissioned from Mott MacDonald to quantify the effects on air quality of the scheme as a whole, and also on the immediate area around Chapelfield North.
29. The report concluded that "predicted concentrations of all pollutants at receptors potentially affected by the proposed scheme are well below the relevant UK and EU air quality objectives and therefore do not conflict with UK or EU requirements with respect to air quality". It also concluded that any change in air quality within the area will be negligible as would any change in particulates.
30. The report was completed after the consultation had closed but the results have been shared with the residents and a response from them has been invited. A verbal update on their response will be given at the meeting.
31. A number of respondents expressed concern about the loss of the footpath on the southern side of Chapel Field North, stating that they would not feel safe walking through Chapelfield Gardens after dark. As part of the project the lighting in the

Gardens will be improved, and people will still have the option of using the footpath on the northern side of the street. The scheme has been safety audited and no safety concerns were raised about the removal of the footpath.

32. Several residents have asked for the footpath on the northern side of Chapel Field North to be improved. It is currently of uneven width and there are a number of vehicle crossovers along the length that make accesses for wheelchairs and buggies awkward. Rebuilding the footpath was not part of the original project brief and it has not been budgeted for. However this issue will be considered as part of the detailed design process and, if affordable, it will be included.
33. Questions were raised as to whether an Environmental Impact Assessment (EIA) of the proposals had been made in relation to the Chapel Field North scheme. The overall NATS IP was subject to an EIA, but it was agreed that the package of measures that were being consulted on should undergo a screening assessment to see if a further scheme-specific EIA was necessary. The City Council is acting as the regulatory authority with respect to these works and consequently is the 'competent authority' to determine whether or not an EIA is required. EIAs are required for developments of very significant scale where there is potential for significant overall environmental detriment. In this case, the overall environmental impact across the City is extremely positive, including significant benefits in busy parts of the historic city centre. The screening assessment has therefore concluded that there is no requirement for an EIA, but nevertheless, local environmental issues should be taken into account, and where possible mitigated.
34. With regard to the impact on the heritage of the street, Chapel Field North has evolved over the years, serving different purposes at different times to meet the needs of the city. It has existed as an access route since probably the twelfth century and is shown on the earliest street map of 1558. It became a route in and out of the city in the mid to late 1800's and in 1898 a tramline was constructed along Chapel Field North. The tramline closed in 1924 but the tracks are still visible in photographs from 1938. By the 1960's the street was taking two-way traffic, despite the lack of footpath on the northern (buildings) side of the street. At the end of the 1960's the Inner Ring Road was built, opening in 1971. This saw the demolition of a number of significant buildings in the area, including the Drill Hall, and the loss of part of Chapelfield Gardens. During that time Chapel Field North was made one-way, firstly in an eastbound (inbound) direction and then westbound (outbound) as it is today.
35. The Norwich Spiritualist Church located on Chapel Field North is strongly opposed to the proposals and their members have submitted a petition consisting of 59 proforma forms listing their objections to the proposals. A copy of the statements on the proforma is attached as appendix 4, along with an officer response to each statement. In summary, it would appear that they have misunderstood the proposals and the effect it will have on their ability to access the church. Access to the church will be maintained at all times, however there will no longer be any on street parking in Chapel Field North in the evenings and on Sundays as there currently is. However there are several on street and off street parking options within a short walk of the Church (including a disabled parking bay on Bethel Street) and new 'short stay' parking is proposed on both Bethel Street and Cleveland Road. All these facilities, including the proposed permit parking on Cleveland Road may also be used by blue badge holders.

Bethel Street and Cleveland Road

36. It was pointed out that the original NATS IP consultation showed that Bethel Street would become one way under the proposed city centre changes, but the recent scheme-specific consultation did not include that proposal. The reason for this is that since the 2009 consultation it was realised that the one way option provided no benefits and retaining the two-way option offered more alternatives to local residents.
37. Some residents of Bethel Street and Cleveland Road are concerned about the closure of Little Bethel Street and the effect the closure would have on the routes they use in and across the city. Members will be aware of the long history of problems caused by both the volume and unsuitability of vehicles using Little Bethel Street to pedestrians, cyclists and residents. This proposal removes that problem. However, that aside, in order to balance flows on the approaches to Grapes Hill Roundabout it is necessary to distribute traffic between Cleveland Road and Chapel Field North. If Little Bethel Street is left open then more traffic would use Chapel Field North, which would result in long queues on that arm of the roundabout and introduce delays for the buses, which is contrary to what the scheme is trying to achieve.
38. Reservations were expressed about the removal of the signalled crossing on Cleveland Road and about the need for more crossing points in the area generally. The existing crossing was provided at a time when signalled crossings were seen as the automatic choice for crossing facilities. These days a signalled crossing would not be justified at this location and if any form of crossing was provided it would likely be a zebra crossing, which affords pedestrians more priority. It is believed that the level of traffic and the breaks in the traffic generated by the signals on the roundabout will mean that pedestrians will be able to cross safely without the need for a formal crossing. Another signalised crossing exists close by at the top of Willow Lane. If the crossing on Cleveland Road were retained it would need to be converted to two-way working at considerable and unjustifiable cost. Furthermore, by removing the crossing more parking can be created and that parking visually narrows the street and keeps traffic speeds down thus helping the new 20mph limit to be self-enforcing. Other pedestrian crossings, near the roundabout and at the junction of Chapel Field North and Little Bethel Street are being improved.

St Stephens Street and Surrey Street

39. The main issue that has been raised about the proposal to remove general traffic from St Stephens Street and Surrey Street related to the loss of the 7 disabled parking bays. Surveys show that on an average day those 7 spaces are used by just 10 vehicles, one of which is the same vehicle that stays all day, most days. Replacement spaces have been identified for 5 bays and it is planned to provide direction signing for the shop-mobility schemes.
40. An equality impact assessment has been made of the whole scheme and this concludes that as a package of measures the benefits to disabled people and the elderly of improved bus reliability and new provision for demand responsive transport outweigh the loss of the 2 spaces, and the relocation of 5 others.

41. While the Norwich Access Group supported the scheme overall they were disappointed with the loss of the bays in those streets and they, and others, asked about increasing provision for disabled parking in Brigg Street. This has been investigated but is not possible without losing trees or market stalls.
42. Requests have been made for cars to be allowed to drop off and collect disabled people from St Stephens Street and Surrey Street. In the scheme there are no places where this could happen as all kerbside space is taken up by bus stops, taxi ranks, demand responsive transport stops and double yellow lines with double kerb flashes. It is for this reason that alternative provision for disabled parking has been made in other areas and that the Shopmobility scheme will be signed. Providing a drop off area would undermine the whole principle of no private vehicles being allowed to enter the restricted area and would make enforcement impossible.
43. Concerns have been raised that the removal of general traffic from St Stephens Street may result in safety problems, with bus drivers increasing their speed or failing to give way to pedestrians at the crossing points. The bus operators are all signed up to the Better Bus Area scheme and we will be working with them to ensure that this does not become an issue.
44. Suggestions have been made that the traffic restriction in St Stephens Street should operate on a part time basis. This would be very difficult to sign and enforce. Additionally at the times when there are fewer buses in the street when it is suggested that the restriction is relaxed there is also less traffic on the alternative routes.
45. An exemption has been requested for powered two wheelers (mopeds and motorcycles are classified as PTWs); current policy in Norwich is that PTWs cannot use bus lanes and bus gates (bus only access points) due to safety concerns for cyclists and it is suggested that this practice is continued.

Chapelfield Gardens

46. Overall the proposals for Chapelfield Gardens were well received. However there were two opposing views on the proposals to light the north avenue. Some people were concerned about personal safety in the Gardens after dark and requested that the lighting be improved more than currently planned; others believed that any increase in lighting would spoil the ambience of the Gardens and be detrimental to wildlife. It is believed that the current proposal strikes the right balance and this has been agreed with English Heritage and colleagues in the city council who manage the Gardens. All the lighting in the Gardens is due to be replaced in the next three months and the new lighting for the north avenue will be identical to the replacement lighting to create a harmonious effect.

City centre congestion

47. Some concerns have been expressed that the proposals will increase congestion in the city centre and particularly on the Inner Ring Road. Traffic modelling has been undertaken and this suggests that if the whole scheme is implemented then congestion levels should remain at their current levels.

48. It has been suggested that general traffic could be removed from St Stephens Street without making Chapelfield North two-way or without stopping the 'ahead' movement from Westlegate to Rampant Horse Street. If this were done it would have the following effects; a)

- Traffic on Westlegate would increase, rather than be alleviated;
- Traffic to All Saints Green would increase;
- It would not be possible to implement major improvements to pedestrian crossing facilities at the junction of Westlegate, St Stephens Street, Red Lion Street and Rampant Horse Street that are planned for the future;
- It would fail to provide the significant benefits to bus passengers from opening up the inbound route along Chapel Field North;
- Traffic volumes and congestion in Chapel Field North would increase;
- Little Bethel Street would continue to be used by unsuitable vehicles; and
- It would be impossible to deliver the remaining package of agreed city centre measures agreed in NATS.

49. These consequences would have significant dis-benefits to the whole of the city centre. Pedestrians would find crossing the roads more difficult and it would potentially discourage future investment in the area, as developers see removing traffic from the heart of the city centre as key to their investment strategies. The potential benefits to the appearance and character of the City Centre Conservation Area would therefore be lost

Value for Money

50. Some respondents suggested that the money for this scheme could be better spent on other projects, not necessarily transport schemes. The funding for the scheme comes from a variety of sources including the Better Bus Area (BBA) Fund, developer S106 contributions, the GNDP, the local transport plan budget and the City Council. With the exception of the £100,000 provided by the City Council, all other funds are ring-fenced to transport schemes and the BBA is further constrained by the Department for Transport to be used on the removal of general traffic from St Stephens Street and the S106 monies must be used to promote sustainable transport in the city centre. This scheme is the highest priority transport scheme within the city centre.

51. Every opportunity has been taken during the development of the scheme to reduce the cost of implementation and also to look to reduce the future maintenance costs of the scheme, below the levels of the existing street layout.

52. It has been suggested that rather than investing in expensive infrastructure projects efforts should be concentrated on encouraging modal shift through the use of travel planning and improving bus reliability by using smarter ticketing options. These soft measures are already being progressed and complement the infrastructure works planned as part of this scheme.

Changes to parking restrictions

53. Norwich Hackney Carriage Association have asked that on St Stephens Street where there are currently two ranks, one each side of the road, if these could be consolidated into one. On the inbound (north-west) side of St Stephens there is a lay-by that contains a taxi rank and the disabled parking bay that is proposed to be converted to a demand responsive transport stop. The whole of the inbound lay-by could instead become a taxi rank and the new demand responsive transport DRT (e.g. dial-a ride) stop moved to the space currently occupied by the taxi rank on the other side of the road. This would also help address the improve access for outbound buses to the bus stop adjoining the current taxi rank because the DRT stop would be used less frequently and by fewer vehicles. A plan showing this change is attached as appendix 5.
54. A teacher from Notre Dame High School has objected to the proposal to introduce additional disabled parking bays on Surrey Street, southeast of the All Saints Green junction. He believes they will increase traffic on Surrey Street which would be detrimental to pupils walking and cycling to school. He is concerned the proposed disabled parking outside Norfolk Tower is too far from St Stephens shopping area and is concerned where the coaches and buses who use this area to rest will go. During the modelling of traffic flows for the proposal it was estimated there would be no noticeable overall increase in traffic on Surrey Street. The proposed area for the relocation of disabled parking has been discussed earlier in the report and the existing practice of buses using this area of double yellow lines to rest will stop when the proposed bus layover facilities covered in a separate report to this NHAC meeting are installed.
55. One resident has objected to the extension of the permit bay on Bethel Street as she is proposing to convert a basement area into living accommodation, and is concerned that parked cars would obstruct the view and reduce natural light. However, the conversion has yet to take place and reducing the length of the proposed bay would significantly reduce the number of new permit parking spaces in a part of the city where the parking is already heavily oversubscribed. In addition, it is understood that any conversion would require the provision of further windows at the rear which currently do not exist. Consequently it is recommended that the permit parking bay is extended as advertised

Bus stops

56. A number of people have expressed concern about the loss of the bus stop on Chapel Field North which means that under the current proposals there are no bus stops between Theatre Street and Distillery Square on Dereham Road. The Chapel Field North bus stop had to be removed as the footpath is being lost to create sufficient space for two-way buses to pass, meaning there will be nowhere for passengers to wait. It is not possible to identify any locations between these two points where a bus stop can be provided in a place that would be used and that is not close to the existing bus stops in Theatre Street.
57. Within the Red Lion Street and Rampant Horse Street area it is likely that one additional inbound and one additional outbound bus stop will be needed. The inbound stop will be provided opposite St Stephens Church. Options for the location of the

extra outbound stop are currently being investigated and further proposals will be brought forward at a later date.

Alternative proposals

58. Following the consultation a number of suggestions for alternative proposals were received, primarily relating to Chapel Field North. These alternatives are shown in appendix 6, along with an officer response. The alternatives concentrated on reducing traffic in Chapel Field North; however they fail to meet the aims of the scheme to improve bus reliability and journey times and to provide significant pedestrian and cycling benefits. They also rely on making more use of the Chapel Field East and it's junction with the ring road; as is explained in paragraph 26, this is not a feasible option.

Construction period

59. Business and residents with direct frontage access to the proposals on Chapel Field North and Theatre Street queried whether access could be maintained during the construction period. The detailed programme of works is yet to be fully resolved, however access to all premises will be maintained as far as possible at all times, although there may be very, very short periods when this cannot happen. One of the key considerations of the construction programme will be to minimise disruption to buses during the works. Bus operators will be closely involved in the early planning of this.

Issues outside the scope of the scheme

60. A number of suggestions were made for other improvements in the city centre. These included making St Giles Street two-way, or a contra-flow cycle lane be introduced along it, providing a cycle link from Coburg Street into St Stephens Street, improving the subway at St Stephens Roundabout, public realm improvements in William Booth Street, and the need for a 20mph within the inner ring road. These are all potentially valid suggestions but are outside the scope of the current proposals. They can be considered as part of future schemes.

Conclusions

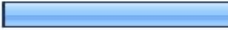





61. Overall the feedback on the majority of the measures proposed has been largely positive. There are concerns among the residents in Chapel Field North, Cleveland Road and Bethel Street, however all the evidence suggests that the changes will not be detrimental to the area. The benefits that the scheme will deliver to bus users, pedestrians and cyclists, along with the economic benefits for the city centre, are substantial and consequently are likely to enhance the character and appearance of the City Centre Conservation area.
62. Removing general traffic from St Stephens Street and opening up a bus route into the city centre along Chapel Field North are key schemes within the NATS IP. Norfolk County Council and Norwich City Council are committed to working in partnership in the implementation of all the schemes within NATS. As this scheme is partly funded from Central Government the failure to take this scheme forward in its entirety would result in returning the funding and may have an impact on other schemes with earmarked funding. It may also result on the county council being looked on less favourably in future bidding opportunities.
63. Assuming that the scheme is approved the intention is that the construction work would begin in Chapelfield Gardens in March and highway construction would follow on from the construction of Grapes Hill bus lane, which is likely to be complete early in the summer of 2013. The works to Grapes Hill Roundabout would happen first, then Chapel Field North and Rampant Horse Street and finally the restriction of general traffic in St Stephens Street and Surrey Street would come into force. The entire scheme would be completed before the end of March 2014.

Appendix One – Survey Results

2. 2) Do you support the aims of this project, as set out below?

	Strongly support	Support	Neutral	Oppose	Strongly oppose	not disclosed	Response Count
Better for shopping	25.7% (43)	28.1% (47)	23.4% (39)	4.2% (7)	16.8% (28)	1.8% (3)	167
Make journeys easier	28.1% (47)	26.9% (45)	16.2% (27)	7.8% (13)	20.4% (34)	0.6% (1)	167
Better for cyclists/on foot	41.1% (69)	19.0% (32)	16.1% (27)	7.7% (13)	14.3% (24)	1.8% (3)	168
Better bus services	43.0% (71)	16.4% (27)	15.8% (26)	6.7% (11)	15.8% (26)	2.4% (4)	165
answered question							171
skipped question							6

3. a. St Stephens/Surrey Street St Stephens Street - access only for buses, taxis and cyclists Surrey Street (between All Saints Green and St Stephens Street) - access only for buses, taxis, cyclists, commercial vehicles and accessing off-street parking

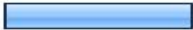





		Response Percent	Response Count
Strongly support		41.1%	69
Support		19.0%	32
Neutral		4.8%	8
Oppose		6.5%	11
Strongly oppose		25.6%	43
No opinion/rather not say		3.0%	5
answered question			168
skipped question			9

Appendix One – Survey Results

4. b. Westlegate/Rampant Horse Street/ Chapel Field North Only allowing vehicular traffic on Westlegate to turn right onto Red Lion Street Rampant Horse Street - access only for buses, taxis and cyclists Chapel Field North becomes a two-way street with a new junction at Grapes Hill roundabout and parkside pavement removed so the road can accommodate buses travelling in both directions





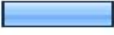

		Response Percent	Response Count
Strongly support		33.3%	56
Support		10.1%	17
Neutral		6.0%	10
Oppose		8.3%	14
Strongly oppose		42.3%	71
No opinion/rather not say		0.0%	0
answered question			168
skipped question			9

5. c. Cleveland Road/Little Bethel Street Cleveland Road becomes a two-way street Little Bethel Street closed to vehicular traffic; cyclists allowed







		Response Percent	Response Count
Strongly support		33.3%	55
Support		18.8%	31
Neutral		10.9%	18
Oppose		11.5%	19
Strongly oppose		23.6%	39
No opinion/rather not say		1.8%	3
answered question			165
skipped question			12

Appendix One – Survey Results

6. d. Disabled parking Relocation of disabled parking bays on St Stephens Street and Surrey Street to Theatre Street, Surrey Street (Norfolk Tower) and Bank Plain







		Response Percent	Response Count
Strongly support		17.8%	29
Support		14.1%	23
Neutral		27.0%	44
Oppose		11.0%	18
Strongly oppose		19.6%	32
No opinion/rather not say		10.4%	17
answered question			163
skipped question			14

7. e. Convent Road Adapting Convent Road to accommodate expected traffic volumes







		Response Percent	Response Count
Strongly support		20.3%	32
Support		19.6%	31
Neutral		21.5%	34
Oppose		10.8%	17
Strongly oppose		21.5%	34
No opinion/rather not say		6.3%	10
answered question			158
skipped question			19

Appendix One – Survey Results

8. f. Permit parking Permit parking on Chapel Field North (part-time provision) replaced by increased permit parking on Bethel Street and Cleveland Road (at any time provision)

		Response Percent	Response Count
Strongly support		13.9%	23
Support		16.4%	27
Neutral		27.9%	46
Oppose		13.3%	22
Strongly oppose		20.0%	33
No opinion/rather not say		8.5%	14
answered question			165
skipped question			12

9. g. Chapelfield Gardens New and lit paths and new entrances

		Response Percent	Response Count
Strongly support		40.2%	66
Support		22.6%	37
Neutral		12.8%	21
Oppose		6.7%	11
Strongly oppose		14.6%	24
No opinion/rather not say		3.0%	5
answered question			164
skipped question			13

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
Issues raised about the principles of the scheme			
SCH 1	12	The scheme is a waste of money or poor value for money and there are other priorities for funding.	This is not the case, for a full explanation see paragraphs 50-52.
SCH 2	7	The proposals are a threat to the vitality of the city centre. They favour multiple retailers over independent traders.	Improving the city centre for pedestrians and shoppers by reducing the potential for conflict with vehicles can only improve the vitality of the city centre for both small and large retailers. Relocating the position where people get on and off some buses from St Stephens to Rampant Horse Street is likely to mean that more people shop in the market and 'Lanes' area, where small independent traders are based. Support received from the Norwich BID which represents all sizes of businesses oppose this view.
SCH 3	4	Proposals are not needed or justified.	The package of city centre measures included in the NATS IP is essential to accommodate the planned growth in jobs and homes in the city and its surrounding area in the coming years to avoid the city centre being even more adversely affected by through traffic.
SCH 4	8	The scheme objectives are not met.	The main scheme objectives are to improve bus journey times and the reliability of services and to improve the city centre for pedestrians and cyclists. All the evidence indicates that there will be many benefits for bus users, pedestrians and cyclists resulting from the proposals.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 5	8	The evidence to support the proposals is not available or is flawed.	Extensive evidence is available and published online.
SCH 6	5	The proposals are undemocratic and the public funding is questionable.	The principals behind the scheme were subject to a large scale consultation in 2009 which received over 11,000 responses, and the detail of the scheme has been consulted on recently. All the comments are reported here and democratically elected councillors will made the decision about whether the scheme should proceed. The project is funded from a number of sources and the use of those funds for this purpose has been agreed through the specific mechanisms and accountabilities for each funding source.
SCH 7	1	The proposals are premature as the JCS (joint core strategy) is subject to a legal challenge.	The scheme is part of the adopted NATS strategy that has been subject to public consultation. The legal challenge to the JCS specifically relates to housing and employment in Broadland. The JCS content that relates to Norwich City Council's area and the transport changes in the city centre has been adopted and is current planning policy.
SCH 8	12	The scheme is supported in general, but without the Chapel Field North two way proposal.	These proposals are a package of measures that are interdependent. It is not possible to implement only some parts of the proposals with significant detriment to the city centre. For a full response see paragraphs 48 & 49.
SCH 9	1	The scheme is supported in general but without the forced right turn from Westlegate or the proposed access restriction on Rampant Horse Street	

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 10	8	A complete new vision for the city is needed, not one that is based on fossil fuels, retail consumerism and globalisation.	The vision for the city has been agreed through the planning process and is published in the joint core strategy. The JCS has been subject to extensive consultation. The NATS package incorporates sustainable transport methods including car share, cycling and walking. Many of these schemes have been implemented over recent years.
SCH 11	2	Walking and cycling should be promoted across the city instead of this scheme.	This scheme delivers significant pedestrian and cycle benefits and help to develop the new Norwich cycle network, especially the route from the city centre to the UEA and Norfolk and Norwich Hospital. For longer journeys buses are a better option, which is why the scheme will make journeys more reliable and attract people out of their cars.
SCH 12	1	There are opportunities for streetscape improvements as part of this scheme. (St Stephens Street and William Booth Street)	This is a principally a traffic management scheme. It will be designed to be sympathetic to the streetscape, but widespread streetscape improvements are not included within the budget. Other funding opportunities will be sought for streetscape improvements.
SCH 13	40	Congestion will increase due to the proposals. Specific concerns at All Saints Green/Queen Street and Chapelfield North/Grapes Hill junction and Inner Ring Road.	The traffic modelling suggests that overall congestion levels in the city centre will not increase and within the scheme area the existing congestion will reduce. See paragraphs 48-51.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 14	5	Traffic will be displaced onto unsuitable roads (inside and outside the scheme area) as a result of these proposals.	Traffic is currently using unsuitable roads. The scheme aims to move the traffic away from these roads.
SCH 15	1	The scheme will be to the detriment of the city stakeholders.	The response from the stakeholders across the city shows strong support for the proposals. The improvements to the city centre shopping environment should see significant economic benefits to the city. See paragraphs 15 & 16 and appendix 3.
SCH 16	1	The proposed scheme has the risk of causing severe disruption in the city centre; both during and after construction of scheme.	The traffic modelling indicates that this will not be the case. There will inevitable be some disruption during the construction period but we will aim to minimise it.
SCH 17	3	The environment and local amenity across the scheme area will suffer detriment as a result of the proposals. An environment impact assessment is requested.	The scheme will deliver significant environment and amenity benefits on the city centre. A screening opinion for an EIA has been prepared and concluded no formal assessment was necessary. See paragraph 33.
SCH 18	8	The provision for disabled people will be negatively affected by the proposals	An equality impact assessment has been prepared. This shows that overall the provision for disabled people, who are proportionally more likely to be public transport users, will improve.
SCH 19	8	The number of on street disabled parking spaces need to increase as part of the scheme.	There is no scope to increase the number of on street disabled spaces, given the need to provide loading bays and bus stops. This scheme will see the shop-mobility schemes at the Mall and Chapelfield signed from the highway.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 20	8	The policy of ring and loop is not supported.	The principles of the city centre measures were included in the NATS IP consultation in 2009. 73% of the 11,000 respondents supported the proposals for the city centre.
SCH 21	1	Time restrictions on freight access are required as part of the proposals.	There are no plans at present to introduce time restrictions on freight access, as they are not believed necessary; the traffic modelling suggests that the number of freight movements at night is low. This could be reviewed in future if necessary.
SCH 22	8	The 2 minute bus journey time saving is not considered significant.	The two minute journey saving is an average and at busy times this is likely to be several minutes. Nevertheless a two minute saving is significant. Given the number of people currently using the buses that will use the new route this equates to over 50 hours of savings each peak hour. The scheme will also mean that the journey times of buses will be more predictable and therefore the services will be more reliable, which is seen as key to encourage people to use public transport, especially vital for travel to the UEA and N&N Hospital.
SCH 23	7	Useful cross city through route for cars will be lost. via St Stephens Street or Westlegate	Traffic that is simply travelling through the heart of the city does not make any contribution to the vitality of the city, but instead damages it. City centre roads are not designed to accommodate through traffic and its presence causes problems for pedestrians and cyclists and congestion for bus services .

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 24	10	The scheme will create a retail dominated vision for the city centre at the expense of the historic character and residential neighbourhoods of the city centre.	The purpose of the scheme is to maximise access to the City centre whilst minimising congestion and to support the development and vibrancy of the City Centre. Transport is required for access to cultural, employment and retail facilities. The nature of any new developments within the City Centre is a matter of Planning Policy, not this transport scheme.
SCH 25	7	The public consultation is flawed; the scheme has been predetermined and the consultation process is inadequate The consultation was too short and not well publicised.	The principles of the city centre measures were agreed as part of the NATS IP consultation in 2009. This consultation is to consider the details. The consultation process is described in paragraphs 8 to 11; it significantly exceeds the statutory minimum required.
SCH 26	1	Concerns expressed about the potential to increase traffic accidents and that the current levels of accidents are low meaning the scheme is not needed.	The removal of through traffic will decrease the potential for traffic accidents. While in the area as a whole the number of accidents is relatively low, there are too many in the busy heart of the shopping area.
SCH 27	3	The scheme is anti-car.	The scheme is pro buses, cyclists and pedestrians. Cars will still be able to access all the car parks and reach destinations in the city centre, but drivers will need to make changes to their routes.
SCH 28	4	The evidence to support the scheme is inadequate and was not supplied in a timely manner.	There is a comprehensive package of background evidence that is available online. All evidence was made available as soon as it was prepared and in response to requests.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SCH 29	3	The traffic modelling data is inaccurate.	Officers are confident that the traffic modelling data is robust.
SCH 30	7	It is the buses that cause congestion in the city centre, not the private cars.	Improving bus services results in a modal shift away from private car use that reduces congestion across the entire City. The implementation of the NATS strategy (including public transport improvements) has resulted in a year on year reduction in level of traffic in the City Centre as a whole.
SCH 31	1	The proposals will prevent access for delivery drivers.	The schemes retains access to all premises within the city centre, albeit that the routes taken to get to those premises may change.
SCH 32	9	Concerns about bus services: cost of fares, quality of services.	Bus service provision is by private companies .One of the work packages for the Better Bus Area is the formation of a voluntary quality bus partnership..
Issues raised about Chapel Field North			
CFN 1	141	General objection to the change in use of Chapel Field North; Chapel Field North is unsuitable for HGVs and buses and they should not be routed away from the inner ring road.	At some point buses and HGVs need to leave the inner ring road to service the city centre. It is believed that by removing significant amounts of other traffic from Chapel Field North, along with the minor road-widening afforded by the removal of a footpath, then the increase in buses and HGVs can be accommodated.
CFN 2	2	The bus stop on Chapel Field North by Pedro's should be maintained.	As the footpath on the south side of the road is being removed it is not possible to retain the bus stop as there will be nowhere for passengers to wait.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
CFN 3	26	The footpath on the northern side adjacent to the buildings is too narrow and uneven. It needs rebuilding and widening and the path should continue across the vehicle crossovers.	There is little scope to widen the footpath, however it may be possible to even out the uneven width. Reconstruction of the path has not been budgeted for, however if savings can be made at the detailed design stage then it may be possible to improve the footpath, concentrating on the vehicle crossovers.
CFN 4	6 + 59 via petition	Access for disabled people to Chapel Field North will be restricted as will parking for disabled drivers. especially for members of Spiritualist Church and park visitors including Pedro's restaurant	Access to Chapel Field North is maintained at all times. Disabled badge holders will be able to park on the double yellow lines, (except when peak hour loading ban is in operation) in accordance with the blue badge rules. Alternative parking spaces are available in adjoining streets.
CFN 5	6	The footpath on the south side of the street should be retained.	The removal of the footpath is needed to accommodate the two way operation. The paths within Chapelfield Gardens are being improved, and the footpath on the northern side of the street remains.
CFN 6	36 + 59 via petition	The noise and vibration caused by the large vehicles will damage properties and the amenity of the area.	The report into noise and vibration concludes that there will be no negative impact. See paragraph 28.
CFN 7	32	The air quality in Chapel Field North will deteriorate, and there will be consequences for residents' health especially from diesel particulates.	It has been shown that the proposals will have no detrimental impact on air quality.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
CFN 8	7	Even with the pavement removed Chapel Field North will be too narrow to accommodate two way buses.	The bus operators have confirmed that a 6.5m carriageway is suitable for buses and the safety audit team have agreed.
CFN 9	2	The removal of the zebra crossing from outside The Garage will worsen safety for pedestrians.	The zebra crossing is currently encountered suddenly by motorists as they emerge from Little Bethel Street. The crossing is being relocated to the east of Little Bethel Street on a better desire line and the traffic is being removed from Little Bethel Street. The new location ties in with the park entrances and will provide a route to and from Little Bethel Street.
CFN 10	4	The removal of the parking on Chapel Field North will dis-benefit residents and their visitors.	The parking is currently only available on Sundays and in the evening. Additional permit parking spaces are being provided in adjoining streets which will be available all day every day.
CFN 11	3	The proposal will affect property values in Chapel Field North and make the properties difficult to sell.	Values are only likely to be impacted in the event of a substantially negative impact on amenity. The studies that have been undertaken confirmed this is not expected to happen.
CFN 12	1	A loading bay for Pedro's restaurant in Chapelfield Gardens is requested.	There are existing loading bays on Chapel Field East and outside The Garage on Chapel Field North, both close to entrances into the park. It is not feasible to provide one any nearer to the restaurant. Vehicular access to the park is resisted on amenity and safety grounds. A meeting has been arranged with the proprietor of the restaurant to discuss his loading arrangements.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
CFN 13	4	A loading bay or disabled parking bay should be provided outside the Spiritualist Church on Chapel Field North.	This would impede the free flow of buses and would be counter to the aims of the scheme.
CFN 14	1	Access and egress to and from the residential properties in the Chapelfield development will be made more difficult.	Access will be via Chapel Field North and less convoluted from the west than the current access (via Cleveland Road and Little Bethel Street). It is a longstanding policy to restrict private traffic in the heart of the City Centre.
Issues raised about the Bethel Street and Cleveland Road area			
BETH 1	1	Bethel Street is not wide enough to accommodate two-way traffic.	Bethel Street varies between 6 and 8.5m wide and can accommodate two-way traffic.
BETH 2	1	Vehicle speeds will increase on Bethel Street.	A 20mph speed limit is being introduced on Bethel Street and generally traffic speeds are lower on two-way streets rather than one way gyratory arrangements.
BETH 3	1	Access for loading and parking on Bethel Street will be restricted.	There will be no restriction on access to the loading and parking facilities on Bethel Street.
BETH 4	1	The proposed cycle link to Chapelfield Gardens via Bethel Street is poor	See BETH 9 response
BETH 5	1	Why does the 2009 NATS IP show Bethel Street as being one way, and these proposals show it as two-way.	When the details of the scheme were worked up it was decided that making Bethel Street two-way would give greater flexibility for access, without prejudicing any other aspects of the proposals.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
BETH 6	2	Little Bethel Street should be kept open and traffic lights be provided at the Little Bethel Street / Chapel Field North junction.	Little Bethel Street must be closed to balance the flows on Cleveland Road and Chapel Field North and to prevent delays to buses on Chapel Field North. It also solves the problem of unsuitable vehicles using Little Bethel Street. For a full explanation see paragraph 37.
BETH 7	2	Why does Little Bethel Street have to be closed?	
BETH 8	1	Instead of a road closure a left turn ban should be introduced from Little Bethel Street into Theatre street to allow local people to use Chapel Field North	
BETH 9	3	The cycle link between Chapelfield Gardens and Little Bethel Street is poor and exposes cyclists to danger.	There is currently no cycle link between Chapelfield Gardens and Little Bethel Street and the junction of Little Bethel Street and Chapel Field North is difficult for cyclists to negotiate. The new link will involve cyclists riding between Little Bethel Street (which will become traffic free and two-way) directly into the Gardens via the new entrance. This movement will happen next to the relocated zebra crossing. The exact alignment of the zebra crossing has not yet been finalised and the design will be checked through a stage 2 safety audit.
BETH 10	1	If Little Bethel Street is to be closed an alternative vehicular route between Theatre Street and Bethel Street needs to be provided.	If any drivers need to move from Bethel Street area to the Theatre Street they may do so via Grapes Hill Roundabout. However the removal of the through route along Theatre Street by the introduction of the bus gate on Rampant Horse Street means that the number of drivers who will need to do this are extremely low..
BETH 11	1	Traffic should be allowed to turn left from Cleveland Road into Chapel Field North.	

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
BETH 12	1	There is more scope for improved cycle facilities in this area.	All cycle improvements that are compatible with the overall scheme and the budget for the scheme have been included. Other cycling improvements in the area will be implemented at a later date when money becomes available.
BETH 13	1	St Giles Street should be made two-way as part of these proposals.	This change is not required to facilitate making Chapel Field North two-way and therefore it is beyond the scope of this scheme. It is not currently part of the city centre measures package in the NATS IP, but it may be considered in the future.
BETH 14	5	The signalled crossing on Cleveland Road should be retained, or a new signalled crossing or raised table provided in the area to better link Upper St Giles to Bethel Street for pedestrians	The existing crossing requires significant modification to work with a two way flow. The projected number of pedestrians and vehicles do not justify this. For a full discussion see paragraph 38
BETH 15	2	Cleveland Road should stay as a one way street.	The overall package of measures will not work if Cleveland Road is not made two-way. If Cleveland Road is not made one way all traffic would have to exit the area via Exchange Street which would cause significant problems in that part of the city centre.
BETH 16	3	Cleveland Road will become less pedestrian friendly	Cleveland Road is currently a hostile environment for cyclists and pedestrians with two lanes of traffic

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
BETH 17	1	Cleveland Road will become less cyclist friendly	accelerating down the hill. The levels of traffic will increase due to the scheme, but this will be offset by the benefit of the speed being reduced through the introduction of a 20mph limit and two-way working. Cyclists will benefit by being able to ride in both directions.
Issues raised about Chapelfield Gardens			
GARD 1	1	The entire park should be lit.	The entire park will be lit. The existing lighting is being replaced before the end of April and lighting is being installed for the first time along the north avenue.
GARD 2	2	The new lighting will cause light pollution / nuisance for the residents of Chapel Field North.	The new lighting will be on 5m columns and the lighting will be directed downwards. There will therefore be no light pollution.
GARD 3	1	There should be better signage to the city centre for pedestrians in the Gardens	Pedestrian and cycle signing will be reviewed as part of the scheme.
GARD 4	1	The health of the trees will be damaged by the reduction in air quality.	An independent report suggests that any change in air quality as a result of the scheme is negligible.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
GARD 5	1	The tree roots will be damaged by the removal of the footpath on Chapel Field North.	The area under the footpath has been disturbed in the past by highway construction and underground services. The roots are predominantly within the Gardens because trees roots favour soil and porous area. The scheme is being developed in consultation with the City Council's arboricultural officers.
GARD 6	6	The new entrances and paths will have a negative impact on the historic park.	The current entrances to the Gardens alongside Chapel Field North are small, hard to find and utilitarian. They are not fitting for a beautiful historic park. The scheme will create two new inviting, prominent and carefully detailed new entrances at the north west and north east corners of the Gardens. An important historic feature of the Gardens is the perimeter circuit through the trees but the part of it near Pedro's is a muddy track. This will be properly surfaced so people can walk all round the park in comfort. The new section of path will dramatically focus the vista on the tower of the RC Cathedral.
GARD 7	11	The new path will not be safe at night.	The path will be safer due to the installation of lighting. However, people will still be able to walk along Chapel Field North if they prefer. The Police have confirmed that there are very low levels of crime within Chapelfield Gardens currently, and we have agreed with the Police's that their 'Secured by design' Officer will work with us to minimise any potential risk

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
GARD 8	3	The proposals will have a negative impact on Pedro's restaurant.	The restaurant is within Chapelfield Gardens, and the main issues raised all concern the removal of the secondary gate to the Gardens that is situated about 50m from the western end of Chapelfield North. Customers will continue to access the Gardens from the much improved entrances at either end of the Gardens, which are better linked to the wider surrounding by pedestrian crossing facilities. New car parking (with a net increase in spaces) is only marginally further from the restaurant than the existing evening only provision. Taxis will still be able to drop customers close to these entrances. Service bays for the Gardens are available on Chapel Field North (outside The Garage) and on Chapel Field East. These are more distant from the restaurant, so would require an adjustment to current working practices. Officers are meeting with Pedro's, and will provide a verbal update at the meeting.
GARD 9	6	The tranquillity of the park will be lost.	The noise and vibration study concludes that this will not be the case.
GARD 10	15	The proposals will have a negative impact on the environment of the Gardens.	The Gardens are being improved by the project for reasons already mentioned.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
GARD 11	2	The potential for conflict between pedestrians and cyclists will increase on park paths.	The main conflict between pedestrians and cyclists in the Gardens arises because both groups prefer to cycle through the existing small entrance and diagonally through the Gardens. The project creates new entrances that will be preferred by cyclists and lead them to ride along the quieter north avenue rather than diagonally across the middle. Cyclists will also be able to ride inbound along Chapel Field North, which they cannot do currently, thereby avoiding the Gardens entirely.
Issues raised about Theatre Street Rampant Horse Street and Westlegate			
THEA 1	1	The shared use area between Debenhams and Marks and Spencer will become more dangerous as pedestrians will not expect to see buses.	Given the number and frequency of buses pedestrians will be aware that there are buses in the area.
THEA 2	3	The bus stops on Theatre Street should have shelters and seating.	They will have shelters and seating.
THEA 3	1	Cyclists should be allowed to turn left from St Stephens Street into Rampant Horse Street	The phasing of the traffic lights and pedestrian crossings mean that a left turning cyclist would endanger pedestrians crossing between Marks and Spencer and Debenhams. There may be opportunities to allow this useful movement to be made in the future as part of other schemes in the NATS IP.
THEA 4	2	There should be signs to the Assembly House from the Ring Road.	All signing is to be reviewed as part of the detailed design and this request will be considered as part of that exercise.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
THEA 5	1	A coach stop is needed outside the Theatre Royal.	If this were provided it would be at the expense of the existing loading bay, which is useful for both the theatre and local businesses
THEA 6	1	William Booth Street would benefit from streetscape improvements.	Agreed, but such a scheme is beyond the scope of this project. Funding will be sought for this from alternative sources.
THEA 7	3	How will coaches that drop off at the Theatre turn around in Theatre Street?	There is no need for them to do so. Coaches will be allowed to exit the area via the bus gate on Rampant Horse Street.
THEA 8	5	Access to the theatre for disabled people will be made more difficult.	All access to the theatre will now be via Chapel Field North; access is permitted along Chapel Field North for anyone wishing to drop people off at the theatre.
THEA 9	3	Disabled people need access to Rampant Horse Street from both directions.	Access to the disabled parking bays on Brigg Street will be via Chapel Field North. There is an existing no waiting no loading restriction on Rampant Horse Street, therefore there is reason for Allowing access to Brigg Street from the Westlegate direction will make enforcing the bus gate very difficult and will limit the potential for pedestrian improvements at the Westlegate / St Stephens Street junction.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
THEA 10	3	More disabled parking is needed in this area, including in Brigg Street possibly by expanding the disabled parking area in Brigg Street or making Chantry car park for disabled drivers only.	2 additional disabled parking bays will be provided on Theatre Street. Given the stalls, trees and other street furniture it is not possible to expand the disabled parking area on Brigg Street. Chantry car park is operated on a commercial basis and such a change would be financial unviable.
THEA 11	2	Westlegate must remain open so that future bus routes can be provided.	The closure of Westlegate is not included in this scheme but nevertheless there is no plan to introduce buses into Westlegate in the future.
THEA 12	2	The pavements on Westlegate should be widened as part of this scheme	The cost of this is beyond the scope of the existing budget.
THEA 13	3	All traffic should be removed from Westlegate and the street be pedestrianised.	This forms part of the city centre measures package in NATS IP. However, if general traffic is removed from St Stephens Street as proposed, the pedestrianisation of Westlegate cannot happen until Golden Ball Street is made two-way.
THEA 14	5	Farmers Avenue and Golden Ball Street should be made two-way as part of these proposals.	While these are part of the package of city centre measures in NATS IP funding is not available at the current time to take this forward.
THEA 15	2	The buses that turn right from Red Lion Street into Rampant Horse Street present a danger to pedestrians.	These proposals will significantly improve road safety in this area as the green time for pedestrians at the signalled crossing between Marks and Spencer and Debenhams will be considerably extended.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
Issues raised about St Stephens Street and Surrey Street			
SST 1	1	The disabled parking bay on St Stephens Street should be replaced with a bus stop.	A new facility for community transport buses such as the dial a ride service is needed in St Stephens Street. The relocation of disabled parking makes this possible.
SST 2	2	More buses should use the bus station to reduce congestion in St Stephens Street.	Norwich bus station is already operating at capacity. When the bus station was first opened several local services did use it, however it proved unpopular with passengers due to the lack of a direct pedestrian route between the bus station and St Stephens Street.
SST 3	2	Powered two wheelers should be allowed to use St Stephens Street.	PTW will not be permitted to use the street. See paragraph 45.
SST 4	2	The restriction on general traffic should only operate part time, either for all vehicles or commercial vehicles.	A part time restriction is not considered appropriate. See paragraph 44.
SST 5	1	If general traffic is removed from St Stephens Street than the buses may speed and / or bus drivers will not give way to pedestrians.	Through the work on the quality bus partnership we will seek to ensure that this does not happen.
SST 6	16	Objections to the removal of disabled parking spaces in St Stephens Street and Surrey Street.	The equality impact assessment suggests that overall the scheme delivers benefits for disabled people. This is discussed fully in the report paragraphs 39 to 42.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
SST 7	2	Disabled people will no longer be able to be dropped off in St Stephens Street and Surrey Street.	Currently there is no place along St Stephens Street or Surrey Street where a driver can legally stop to drop off passengers.
SST 8	1	Crime and anti-social behaviour will increase in St Stephens Street at night if general traffic is removed.	There is no evidence to support this, and the police have not raised it as a concern.
SST 9	1	General objection to the proposal to remove general traffic from St Stephens Street; no specific reason given.	General traffic needs to be removed from St Stephens Street to improve bus reliability and journey times.
SST 10	1	If buses are routed away from St Stephens into Chapel Field North passengers will have further to walk.	This depends on the ultimate destination of the passenger. Some will have longer walks, and some will have shorter walks.
SST 11	1	Disabled drivers should be allowed to access St Stephens Street from Surrey Street.	This would result in the restriction being almost unenforceable, and is considered unnecessary as there is nowhere for disabled motorists to stop in St Stephens Street.
SST 12	1	Aviva should open up its forecourt to allow more parking.	The council has no control over this issue.
SST 13	1	Taxis should not be allowed into Surrey Street.	Across the city taxis are afforded the same rights as buses in the city with regard to access restrictions. There are no grounds to change this in Surrey Street.
SST 14	1	Essential access to premises in Surrey Street will be stopped.	This is a misconception; access will be maintained to all premises at all times.
Issues raised about the Inner Ring Road and Grapes Hill Roundabout			

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
IRR 1	1	The toucan crossing on Chapel Field Road will be lost.	This is a misconception. The existing Toucan will remain.
IRR 2	4	The signals on the roundabout should be removed to increase capacity.	Without the traffic signals the roundabout would present even more difficulties for pedestrians and cyclists than it does at the current time.
IRR 3	3	Traffic should be allowed to access Chapel Field East from the inner ring road.	It is not possible to accommodate this within existing highways limits and this would result in the loss of part of the city wall. See paragraph 26
IRR 4	1	Concern that pedestrian crossing facilities on Grapes Hill roundabout will not be signalised	The detailed design of the roundabout is yet to be completed, however signalled crossings will be provided wherever possible
IRR 5	2	Concerns that pedestrian and cyclist safety will be compromised at Grapes Hill Roundabout.	The changes to the roundabout will be designed to make them as safe as possible for all modes of transport.
IRR 6	1	The layout of Grapes Hill roundabout is complex, particularly in relation to Cleveland Road.	Given the proximity of the Chapel Field North and Cleveland Road arms of the roundabout it is inevitable that the junction looks complex. However it will be designed to operate as simply as possible.
Issues raised not directly linked to the scheme			

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
Other 1	1	Park and ride services should be free and better promoted as an alternative to car use.	The county council currently subsidise park and ride services, keeping fares low. In the current economic climate further subsidies are unaffordable. Park and Ride services are advertised locally.
Other 2	1	A coach park should be provided.	This is something that is being considered outside of this project.
Other 3	1	A vehicular access should be provided between Coburg Street and St Stephens Street.	This would increase traffic in St Stephens Street, City Walls Walk and Coburg Street and would conflict with the proposal to remove general traffic from St Stephens Street.
Other 4	1	Coaches should be allowed to access Chapel Field East from the ring road and the bays on Chapel Field East be converted to coach bays.	It is not possible to reconfigure the Chapelfield car park entrance to allow any traffic to access Chapel Field East from the ring road, given the constraints of the city wall. The existing loading and pay and display bay on Chapel Field East need to be retained to serve the residents and businesses in the area.
Other 5	3	All streets within the inner ring road should be subject to a 20mph speed limit.	All streets within the proposed scheme will be subject to a 20mph speed limit. A city centre wide 20mph limit could be considered as part of a separate scheme.
Other 6	1	The underpass at Stephens Roundabout needs improving.	This is beyond the scope of this scheme but would be taken forward if funding were available.

Appendix Two – Issues raised

Refer- ence	Times raised	Issue raised	Officer response
Other 7	4	Congestion would be improved if alternative measures were considered: e.g. box junctions were enforced, Oyster cards for bus passengers, access restrictions and traffic calming.	The Better Bus Area project has 17 workstreams that will consider all aspects of tackling delays to bus services.
Other 8	3	Concern at distance between city centre bus stops and removal of stops on Chapel Field North and Chapelfield Road.	This is discussed fully in the report paragraph 56.
Other 9	1	Request that cycle link from Coburg Street to St Stephens is provided	This is beyond the scope of this scheme but is acknowledged as a potential improvement for the city's cycle network.

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Aviva	Yes	Support the proposals that aim to reduce congestion, improve public transport service and pedestrian/road safety in the city centre. They will help staff travel to and from work	Support welcomed
Castle Mall	Yes	Support the St Stephens/Chapelfield Gardens scheme. Recognise that an alternative route to Castle Mall car park 2 in particular is proposed, and accept the alternative route provided. The broader benefits to the public transport system and pedestrian movements within the western half of the city centre are compelling and should benefit the whole community.' Request directional signage to Castle Mall car parks.	Support welcomed. Directional signage to all affected City Centre Car Parks will be revised as part of this scheme
Chapel Field Society	No	Objection to impact of scheme on Chapelfield Gardens in terms of perceived increased in traffic impact from noise, noise and air pollution. Objection to removal of pavement on Chapel Field North adjacent to park due to tree impact concerns. Belief that bus services should be routed on inner ring road and not Chapel Field North	These issues are covered in detail in the report

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Chapelfield Gardens residents association	No	Object to loss of convenient routes to and from Chapel Field East to access apartment parking garage entrance. Concerns about congestion on Chapel Field North and request for measures to enable traffic to turn right from Chapel Field North in and out of Chapel Field East.	Access to and from the Grapes Hill roundabout will be more direct and less congested. The removal of traffic from routes through the City Centre is part of the NATS strategy. The levels of traffic on Chapelfield North/Theatre Street and Chapelfield East will be significantly lower than currently, and no specific right turn facility is necessary
Chapelfield Shopping Centre	Not disclosed	States unrestricted access for freight deliveries is essential to the operation of the shopping centre as freight deliveries arrive without notice at any time and adequate access from Chapel Field North to Chapel Field East. Suggests zebra crossing may need repositioning towards the mosque.	No timed access restrictions are proposed. The crossing is currently 17 metres back from the junction, which exceeds the length of any vehicle permitted on UK roads. In addition, moving it would take it further from the pedestrian desire line.
Disabled Motoring	No	Accept the reasoning behind the proposals but does not agree to the net loss of Blue Badge parking bays. Suggest that there should be an increase in the number of Blue Badge bays located on Brigg Street outside Debenhams.'	This issue is covered in paragraphs 39 to 42 of the report

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
English Heritage	Yes	<p>The proposal will result in an enhancement of the city centre. The overall reduction in through traffic will benefit both pedestrians and cyclists, while the tree planting in Little Bethel Street coupled with the potential for the future removal of the pedestrian barriers around St Stephens Plain will visually enhance those parts of the city. However the concerns of residents on Chapel Field North should be given serious consideration. The loss of the pavement on the south side of Chapel Field North is adequately compensated for by the works proposed by the scheme and the overall reduction in traffic on this road is welcomed.</p> <ul style="list-style-type: none"> • Request that monitoring of traffic numbers be undertaken once the scheme has been implemented and any modify the scheme if appropriate. • Requests that William Booth Street and crossing to St Stephens Church and Chapelfield shopping centre be considered further. 	Support welcomed. Monitoring of the scheme will take place. Alterations to William Booth Street are outside the scope of this scheme, and are covered in paragraph 60 of the report
First Bus	Yes	Scheme wide support.	Support welcomed

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
GNDP design review panel	Yes	<p>Strongly supportive of the scheme and agree there is both inevitability and desirability for moving in this direction. Recognises there are challenges in the detail of making any such scheme work but success will be a major achievement resulting in multiple benefits. Careful detailed design will be required with respect to;</p> <ul style="list-style-type: none"> • Cycling around and through Chapelfield Gardens • linking of Chapelfield to Little Bethel Street (urban design opportunities) • The interface between pedestrians and cyclists at the bottom of Westlegate. • Clear signage in the urban realm will be required and the Panel agrees that there is an opportunity <p>Concern that the sum of the scheme interventions will ultimately displace traffic to the ring road and that that sufficient work is done to reassure all concerned that this will have no or limited negative impacts elsewhere</p>	Support welcomed. The detailed design of individual elements of the scheme and the associated signage will seek to minimise conflict and enhance the public realm, There will be additional traffic on the ring road, but alterations to Grapes Hill roundabout will ensure that there is no detriment
Institute of Advanced Motoring (Observer)	Not disclosed	Believes that bus lanes and bus only routes should be available for use by motor bikes and mopeds. Would resist any loss of motorcycle parking	Motorcycles and mopeds are not permitted in any of the bus lanes in the City, and any change to this policy is outside the scope of this project. There are no proposals to reduce motorcycle parking.

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
John Lewis	Yes	<p>Strongly support this proposal as it will improve the shopping experience in the city centre by making the main shops (including John Lewis) more accessible for pedestrians. Longer term would favour the pedestrianisation of Westlegate.</p> <p>Request phasing of traffic lights on All Saints Green is considered carefully as all traffic leaving John Lewis car park would exit via this route.</p>	Support welcomed. The SCOOT system will optimise the operation of the lights.
Konect bus	Yes	Scheme wide support. Scheme will significantly improve the speed and reliability of services which are currently being hampered by congestion. Reduction in congestion on St Stephens Street will reduce delays and allow more services to be introduced	Support Welcomed
Little Melton Parish Council	Yes	Queries cycle proposals for Chapelfield Gardens and junction at Grapes Hill.	The new entrance links with the existing footpath/cycleway on adjacent to the Grapes Hill Roundabout, and new crossing facilities across Chapelfield North are to be provided at this point as part of the junction redesign
Living Streets	<p>Yes</p> <p>(except removal of Cleveland Road Crossing</p>	<p>Support for St Stephens, Chapel Field North proposals</p> <ul style="list-style-type: none"> • Objection to loss of pedestrian crossing on Cleveland Road. • Concern at relocation of zebra crossing on Chapel Field North near The Garage • Support for new bus stop opposite St Stephens Church that would require shelter and seating 	Support Welcomed. The issue about the Cleveland Road pedestrian crossing is considered in paragraph 38. The repositioning of the crossing on Chapelfield North places it strongly on the pedestrian desire line into Chapelfield Park

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Marks & Spencer plc	Yes	In complete support of the proposals which will bring benefits to business in the city centre, provide a safer environment for the public and can only enhance the shopping experience and encourage more people to shop in the city centre	Support welcomed
Norfolk Bus Watch	Yes	Support for new bus stop opposite St Stephens Church Bus stop on Red Lion Street needs careful siting to enable right turn into Rampant Horse Street	The position of any bus stop on Red Lion Street has yet to be determined
Norfolk Chamber Council	Not disclosed	Concern about access to premises on Surrey Street and ease of access to city centre car parks	Access to premises on Surrey Street is maintained. Revised routes to all affected Car parks will be signed
Norwich Access Group	Yes	<p>The group are generally in favour of the scheme to reduce the amount of traffic in the centre</p> <ul style="list-style-type: none"> • Concerns about impact on disabled persons i.e. relocation of disabled parking bays from St Stephens Street and Surrey Street • Concern about commercial vehicles mixing with disabled parking on Gentleman's Walk • Request for additional disabled parking on Gentleman's Walk and Brigg Street • Signage for Shopmobility from the inner ring road is required. • Concern that the number of holders of blue badges exceeds the supply of disabled parking in the city centre • Request that blue badge holders are allowed access into St Stephens and Surrey Street when camera enforcement is underway 	Support welcomed. The issues raised are discussed in paragraphs 39-42 of the report

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Norwich and Norfolk Friends of the Earth	No	Concerns that proposals will not deliver benefits for cycling and pedestrians.	There are extensive benefits for pedestrians and cyclists which are discussed fully in the report
Norwich Business Improvement District	Yes	Support of the scheme on St Stephens and Chapelfield North area as part of the wider Norwich Area Transportation Strategy for the city centre. Supports the objectives to deliver prosperity and vibrancy to the city centre through the reduction and control of traffic levels in the city and considers that it provides additional value to the local green spaces in the city centre.	Support welcomed
Norwich cycling campaign	Yes	<p>strongly supports the safety and amenity features of the proposals</p> <ul style="list-style-type: none"> • Support for 20mph speed limits • Support for cycleway on Westlegate • Support for access restrictions on Rampant Horse Street • Support for extension of path in Chapelfield Gardens for shared use by cyclists and pedestrians • Support proposals for Little Bethel Street • Concerns about ease of cycling between Little Bethel Street and Chapelfield Gardens • Request that the option of shared use of footway near Grapes Hill is safeguarded for future consideration 	Support welcomed. The proposed crossing arrangements at the entrance to Chapelfield Gardens represent the most appropriate solution for all users to provide a direct access on the desire line. The precise arrangements at Grapes Hill are subject to detailed design.
Norwich Door to Door	Yes	Proposals for demand responsive transport bays replacing disabled bays on St Stephens Street will benefit disabled members of Norwich Door to Door	Support welcomed

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Norwich Hackney Trade Association	Yes	Support the whole scheme and consider that it all fits together as a package. Would like the 2 taxi ranks in St Stephens Street to be consolidated into one larger one	Support welcomed. The amendment to the taxi ranks would improve the scheme and members are recommended to approve this.
Norwich HEART (Heritage Economic and Regeneration Trust)	Yes	Overall broad support for the scheme details. Particularly support the reduction in traffic in St Stephens and Rampant Horse Street, reducing the propensity to rat run and enhancing the pedestrian character of these streets. Measures will improve greatly the pedestrian character of this part of the centre promoting more pedestrian activity and longer dwell times. Care needs to be taken to humanise the rather sterile quality of street like St Stephens, adding art features, interpretive materials, information and orientation devices'	Support welcomed. Streetscape enhancements will be considered as part of the detailed design
Norwich Spiritualist Church	No	Objection to perceived detrimental effect of scheme on the building and future viability of the church, in particular the removal of parking on Chapel Field North (for disabled visitors) and site access issues for church events. A petition sheet was completed by 59 persons, described as 'Reject the proposed two way traffic scheme for Chapelfield North'. Other letters and emails were also received from members of the congregation, and its building manager in agreement.	This representation is discussed in paragraph 35 and appendix 4 of the report

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
Norwich open top tourist bus operator	Yes	<p>Support based on these aspects of the scheme and other aspects of the Better Bus Area initiative :</p> <p>Provision of coach park near bus station This would bring considerable income to businesses in the city, especially by 2014/2015 when the A11 duelling is completed as supported by The Norwich Attractions Group and VisitNorwich</p> <p>Concern about coach congestion on Theatre Street and request for layover bay near City Hall, but willing to give up bay on Theatre Street that is currently used. .</p>	Support welcomed. Provision of a new coach station is beyond the scope of this project, but is noted. Demand for coach bays will be kept under review
Olde Norwich tourist sight seeing bus	Not disclosed	Request that Chapel Field East is converted for coach parking and has access opened up onto inner ring road for coach access only.	Opening up Chapelfield East is not possible for the same reasons as discussed in paragraph 27
Simonds Coaches	Yes	Fully support these measures that will help alleviate congestion in the city centre	Welcome the support
The Assembly House	Not disclosed	Request from Assembly House for signage to venue from the inner ring road and approaches to the city centre	This is outside of the scope of the project, but the Assembly Rooms are signed on the pedestrian signage within the City Centre, and it is not possible to sign all potential destinations within the City from the ring road.

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
The Forum	Yes	<p>Broadly supportive of the scheme and the aim of reducing traffic levels and congestion while improving the environment for pedestrians and cyclists'</p> <p>Concerned about the possible disruption during construction to routes that serve The Forum car park, coach parking and operation of the building, especially the BBC that requires access from 5am till late. Requests consultation on these matters.</p>	Support welcomed. We will liaise with any potentially affected parties before and during construction
The Free School Norwich	Yes	<p>Changes would make the road much safer for pedestrians and children at Notre Dame and the Free School.</p> <p>Requests that Surrey Street should be for buses and cycles only with access for deliveries and off road parking.</p>	Support welcomed.. The arrangements on Surrey Street are as requested.
The Garage	Yes	<p>Supports the proposed scheme and fully endorses it as it will reduce traffic overall and make it safer for pedestrians to access the Garage. Supports the enhanced entrance to Chapelfield Gardens, re-located pedestrian crossing and pedestrianised Little Bethel Street'</p> <p>Request that safety railings outside the Garage are retained the loading bay is extended.</p>	Support welcomed. The railings can be retained

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
The Norwich Society	Yes	<p>Supports this strategy and its objectives of improving the environment for retail and commercial development of improving the quality and reliability of public transport and of removing through traffic from the city centre</p> <ul style="list-style-type: none"> • Concerns about the impact of traffic on Chapel Field North • Queries why buses are being rerouted from the inner ring road onto Chapel Field North • Concerns about the removal of the pavement on the south side of Chapel Field North • Requests consideration of two way operation of St Giles Street 	Support welcomed. The issues raised are considered in paragraphs 7, 25-26, 33 and 60 of the report
Theatre Royal Norwich	Yes	<p>Supports the scheme and will benefit from the improved access proposed. Allowing coaches, mini buses, taxis and delivery drivers to enter Chapelfield North from the Chapelfield roundabout rather than having to access a complicated and unsuitable route across the city is a big improvement. The scheme will help to increase business from the coach and travel industry, and will certainly offer efficiencies in delivering the shows to and from the theatre. With the scheme in place, Norwich Theatre Royal could become one of the most accessible in the country rather than one of the most difficult to find.</p> <ul style="list-style-type: none"> • Queries the ability coaches and mini buses access via Rampant Horse Street and ability to turn on Theatre Street • Requests that the number of disabled bays and coach spaces near the Theatre is retained • Requests phasing of traffic lights at Grapes Hill junction takes into account surges in traffic from the Theatre 	Support welcomed. Coaches will be able to use the bus gates and lanes, and will not need to turn in Theatre Street. The number of disabled bays in the vicinity of the theatre is increasing at the expense of a coach bay. The traffic signals on Grapes Hill will have SCOOT detection that will recognise increasing traffic queues.

Appendix 3 – Stakeholder responses

Stakeholder	Support	Comment	Officer response
University of East Anglia	Yes	Wholeheartedly support that proposals that will see improved facilities for pedestrians and cyclist, more reliable bus services and will reduce congestion and improve air pollution and carbon emissions.	Welcome the support

Reject the proposed two way traffic scheme for Chapelfield North

We, the undersigned church members of Norwich Spiritualist Church are alarmed at the prospect of the two way traffic scheme, traffic restrictions etc.

We believe it is a dangerous introduction and restricts access to our Church. This has many negative implications, including stopping our enjoyment and right to be able to enjoy and practise our religion and eroding a highly valued local community amenity. It will not allow us access, parking access will be unsatisfactory and there will be difficulties in managing deliveries to the premises.

We the undersigned petition the Council to reject all the proposals to manage traffic either on a trial or a permanent basis, as detailed in the "two way traffic in Chapelfield North

I the undersigned oppose all the above proposed measures for the following reasons: –

Tick as appropriate:

- ☐ 1. The proposals will divert traffic into already congested and narrower streets.
Response : The aim of the scheme is to remove through traffic from this part of the city centre, traffic will be diverted to the inner ring road which is designed to cater for such traffic
- ☐ 2. Access to our church is restricted
Response: Access to the church is maintained at all times, however all access by car will now be via Grapes Hill Roundabout rather than from Theatre Street or Little Bethel Street. Access for those using buses, or walking or cycling will improve as part of the scheme.
- ☐ 3. Deliveries to our church are restricted
Response: Deliveries to the church will be allowed at off peak time, i.e. before 7:30am, between 9:30pm and 4:30pm and after 6:30pm. This is the same as the current loading restriction in Chapel Field North
- ☐ 4. Parking is restricted
Response: Currently parking is allowed on the single yellow line in Chapel Field North after 6:30pm and on Sundays, this will not be the case when the scheme is implemented. However additional parking bays will be provided on Bethel Street and recently have been introduced on Chapel Field East. Additionally blue badge holders can park for up to three hours on double yellow lines

Appendix 4 – Spiritualist Church pro-forma, with city council rebuttal to each statement

- ☐ 5. Off street parking will not be available after hours, therefore making it un-accessible to elderly people who cannot park nearby

Response: All off street car parks are open until at least midnight, and the pay and display car parks are open at all hours. This scheme does not effect the opening hours of the car parks.

- ☐ 6. The impact of the displacement of this traffic will increase the likelihood of serious road traffic accidents particularly where elderly people attempt to use the church

Response: By removing significant amounts of traffic from the busy shopping areas such as Rampant Horse Street and Westlegate the potential for accidents decreases. In the direct vicinity of the Church the volume of traffic also decreases and therefore this claim is incorrect. Pedestrian crossing facilities in the area will improve..

- ☐ 7. If people are dropped off and collected nearby, the likelihood of RTA's will increase due to the additional traffic flow.

Response: As 6 above

- ☐ 8. The proposed controls will, in the evening rush hour period, necessitate local residents crossing across a contra flow traffic to get into their street to access homes. Traffic congestion will increase during heavy commuting times instead of reducing it. This fundamentally undermines the scheme.

Response: It is assumed that this statement is referring to residents accessing off street parking spaces or car parks. At peak times, particularly in the evening Chapel Field North is already heavily congested and the traffic modelling predicts that the queues will be significantly less once the scheme is implemented. All residents will be accessing the street from Grapes Hill Roundabout and therefore will be turning left into any parking spaces, they will not be crossing the traffic flow.

- ☐ 9. Traffic, queues and delays on the route will increase, with motorcycles overtaking the additional queue of vehicles waiting in the contraflow will increase the risk of RTA's.

Response:. The traffic modelling predicts that traffic levels, queuing and delays all reduce under these proposals.

- ☐ 10. The inability to use the route out of the city during rush hour periods will force local residents and other vehicles wishing to access these roads, to use other exits from the city adding to journey times and pollution, increasing the risk of accidents and damage to vehicles in these narrower roads and adding up to a mile to their journey as well as a longer journey time.

Response: Local residents will have access maintained at all times; this scheme removes through traffic from this part of the city. Some residents will need to change the routes they take

Appendix 4 – Spiritualist Church pro-forma, with city council rebuttal to each statement

- ☐ 11. Local businesses will also lose their access and parking for their customers. The scheme is financially disastrous for the area as a whole.

Response: Access is maintained for all deliveries and to all car parks. The business community in the city centre represented by the BID company believes that the scheme will have a positive impact on the city centre economy and developers say that removing through traffic from the city centre is key to their investment strategies.

- ☐ 12. A new contraflow and vehicle restriction will force large commercial vehicles into other less suitable roads in the area, will hinder and delay emergency services response vehicles and will hinder refuse collection services.

Response: The scheme takes large commercial vehicles away from unsuitable roads such as Little Bethel Street and from busy pedestrian areas such as Westlegate and Rampant Horse Street. Access for emergency vehicles and refuse collections will not be affected.

- ☐ 13. This removes a community focal point from the local area, this road system denies access to us and other members and potential members

Response: As stated above there is no restriction on access to the church and the levels of parking in the area are being maintained.

- ☐ 14. We believe the congregation will diminish due to access thus reducing our Church Funds which will seriously jeopardise our Churches future

Response: There is no evidence to suggest that the scheme will directly contribute to a reduction in the numbers attending the church.

Any Further Comments:

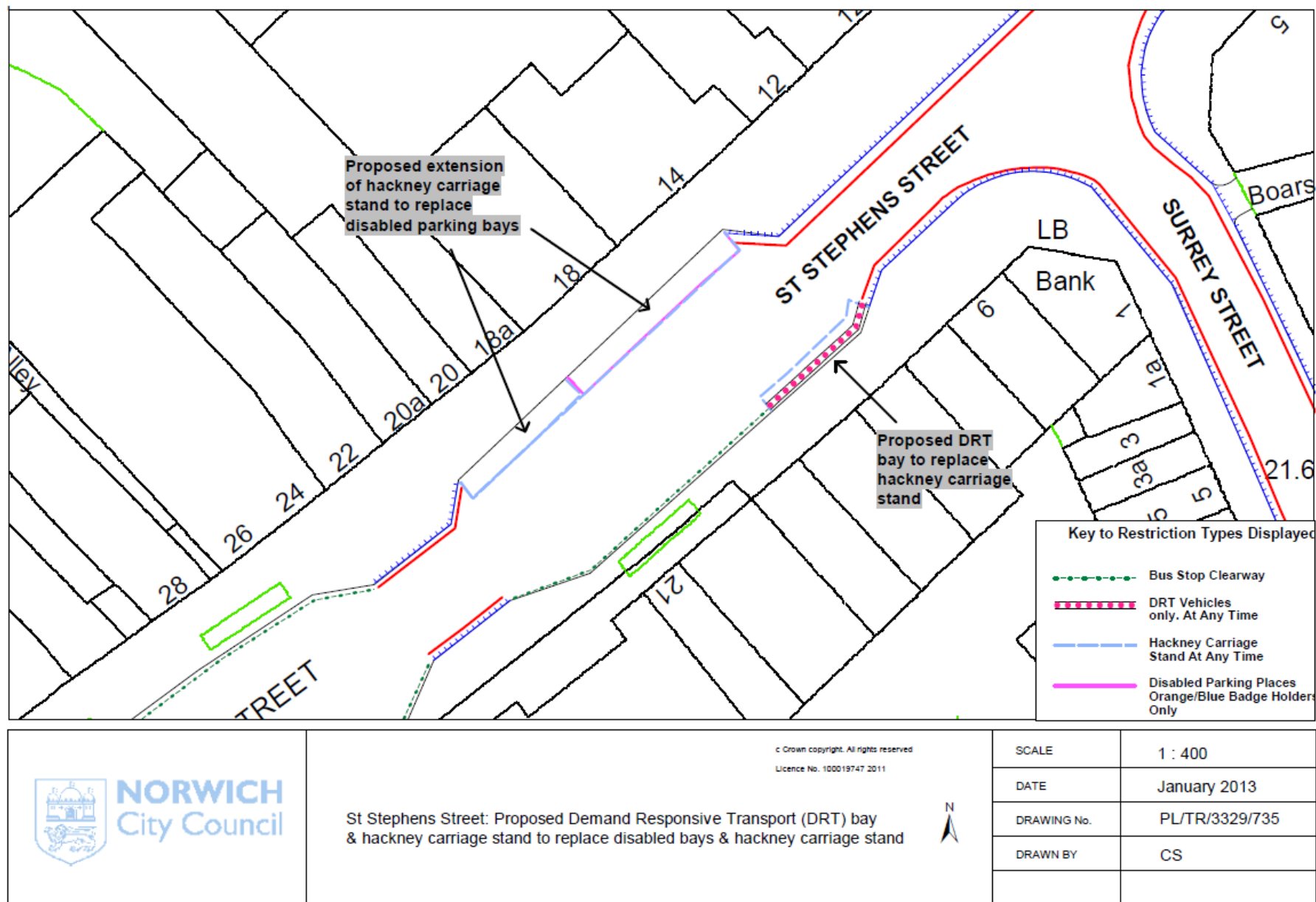
Signed:

Name(Print on Block Capitals)

Address: Print in Block Capitals)

Date:

Appendix 5 – Changes to Hackney carriage stands in St Stephens Street



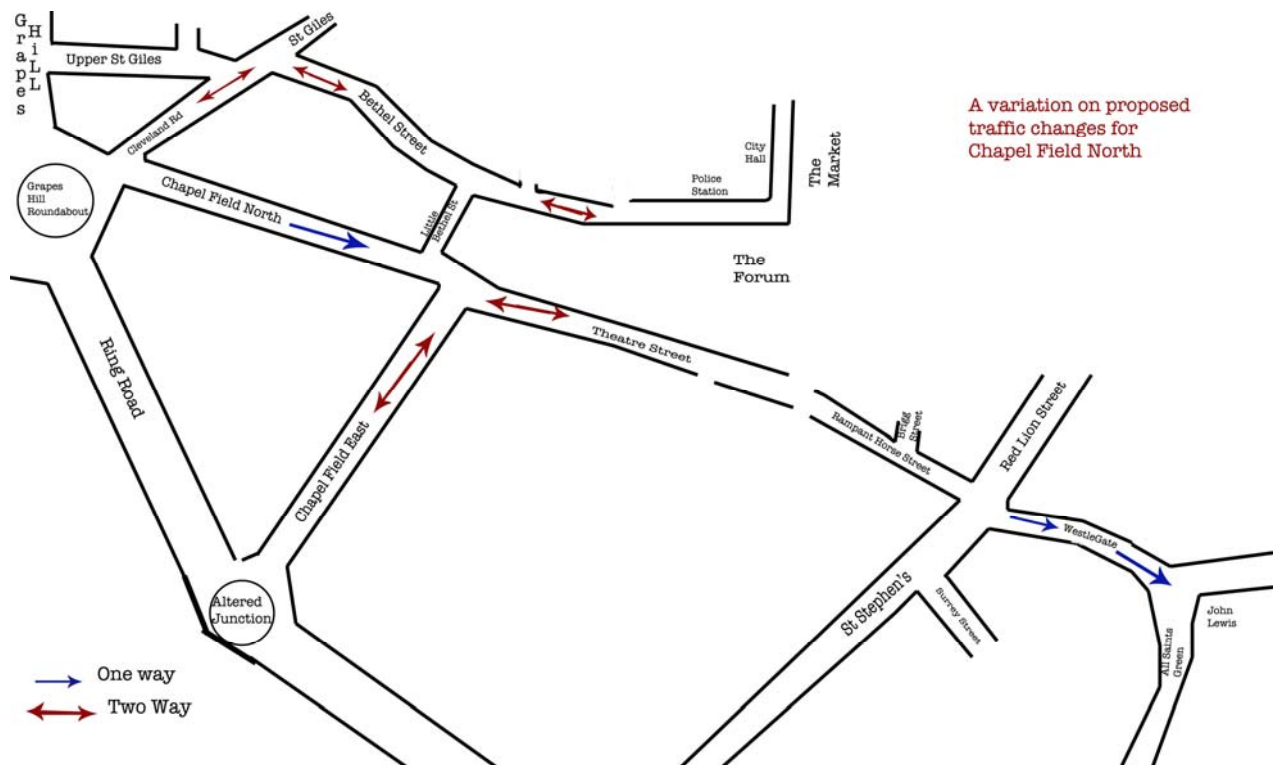
Appendix 6 – Alternative proposals

Alternative No 1

The variant proposed is to:

- Bring forward two-way traffic, as planned, in Rose Lane, Farmers Avenue and Golden Ball Street;
- Reduce Westlegate, as in the 2005 plans, to one lane;
- Reverse the flow in Chapel Field North and Westlegate;
- Provide an exit for light vehicles only from Chapel Field East into the Ring Road;
- Implement, as proposed, the changes in Cleveland Road and Bethel Street, including the closure of Little Bethel Street.

Chapel Field North would be available for appropriate incoming bus routes. Traffic would no longer be stalled there, waiting for the lights and adding to pollution. It might also be unnecessary to remove the pavement on the south side, thereby improving what is proposed for Chapel Field Gardens, or even creating the one-way St Giles, St Peter's, Bethel Streets loop.



Please note, it is not suggested that a roundabout be provided at the Chapel Field East junction.

Officer response to Alternative No 1

Appendix 6 – Alternative proposals

The prime reason for proposing the changes recommended is to improve facilities and access for public transport for the benefit of the entire City, maximising travel choice and minimising congestion. These proposals deliver none of the benefits that are needed for buses, and consequently there are no benefits for the City as a whole. In addition the use of Chapel Field East as an entry point into the area for all vehicles is not feasible. To accommodate this part of the city wall, a scheduled ancient monument, will need to be demolished. It has been suggested it could be rebuilt in Chapelfield gardens but this would not be acceptable in conservation terms.

Reversing the flow on Westlegate through to Chapel Field North and not implementing a bus gate will do nothing to improve facilities for pedestrians in the heart of the city centre as the proposals are unlikely to have any significant impact on existing traffic levels

Alternative No 2

- (1) CF East becomes the **entry** point for all traffic needing access to Theatre Street and CF North

The alteration carried out for the entry of traffic from CF ring road into CF East would be far less disruptive than the planned alteration to the roundabout and the major works being proposed to CF North.

- (2) Install two 'No queuing signs'

One at CF shopping car park entrance, and another at the CF ringroad/Grapes Hill roundabout.

- (3) CF north is **exit** route for all traffic.

No works required. (this enables the widening and improvement of the pavement on the north side of CF North)

- (4) Bethel Street /St Giles becomes a **one-way loop**. St Giles **IN**. Bethel Street **OUT**. via Cleveland Rd.

- (5) Exchange Street should be pedestrianised sooner rather than later.

- (6) Little Bethel Street. **Single lane exit** for both car parks plus **cycle lanes**.

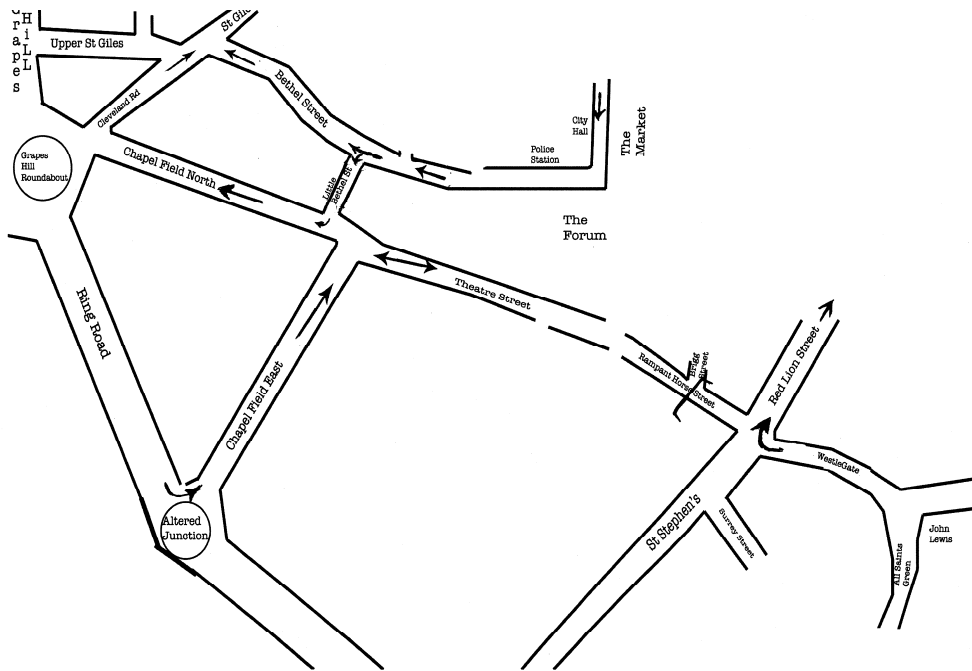
- (7) Westlegate Gate right-turn only - as proposed.

This means the St. Stephens Master-planning will have reduced impact on this part of the City Centre.

- (8) Bus/Coach/Taxi/Deliveries only in Rampant horse Street.

As proposed.

Appendix 6 – Alternative proposals



Officer response to alternative No 2

The prime reason for proposing the changes recommended is to improve facilities and access for public transport for the benefit of the entire City, maximising travel choice and minimising congestion. There is every likelihood that these proposals will worsen the current situation (as they would increase congestion on the ring road, further delaying bus services and private traffic)) and consequently undermine the strategy that has been successful in improving transport choice and reducing traffic levels and congestion

The use of Chapel Field East as an entry point into the area for all vehicles is not feasible. To accommodate this part of the city wall, a scheduled ancient monument, will need to be demolished. It has been suggested it could be rebuilt in Chapelfield gardens but this would not be acceptable in conservation terms.

The proposal suggests Little Bethel Street should remain open. This will not help alleviate the problem of unsuitable vehicles using Little Bethel Street.