

Report to	Norwich Highways Agency Committee 17 September 2015
Joint Report of	Head of city development services (Norwich City Council) and executive director of community and environmental services (Norfolk County Council)
Subject	Transport for Norwich Plan – Golden Ball Street and Westlegate

Item

6

Purpose

To consider the results of the consultation linked to the wider Transport for Norwich proposals for the Golden Ball Street and Westlegate project and to agree to implement the scheme.

Recommendations

- (1) To approve the changes required to implement the scheme, including:
 - (a) Conversion of Golden Ball Street to two-way for general traffic.
 - (b) Pedestrianisation of Westlegate with access for deliveries and cyclists only.
 - (c) Removal of general traffic from Red Lion Street to create a bus, cycle and taxi only route with access for deliveries only.
 - (d) Reconfiguration of John Lewis car park access on Ber Street to enable right turn in and out in addition to existing movements.
 - (e) Conversion of Farmers Avenue to two-way for general traffic between the Castle Mall car park entrance and its junction with Golden Ball Street.
 - (f) Reconfiguration of Rouen Road/Cattle Market Street junction to remove traffic signals and improve cycle/pedestrian facilities.
 - (g) Removal of traffic on Farmers Avenue between its junctions with Castle Meadow and Orford Street, with access for cyclists and pedestrians retained.
 - (h) Removal of vehicular through traffic from All Saints Green, from its junction with Surrey Street northwards, and removal of all traffic from All Saints Street, except for use by buses and taxis when St Stephens Street, Red Lion Street or Castle Meadow are closed.
 - (i) Removal of traffic signals at St Stephens Plain - Westlegate/St Stephens Street/Red Lion Street/Rampant Horse Street junction.
 - (j) Removal of existing turning bans at St Stephens Plain, with provision of right turn for buses and taxis from Rampant Horse Street into St Stephens Street, and left turn from St Stephens Street into Rampant Horse Street.
 - (k) Closure of Thorn Lane at its junction with Ber Street, with the provision of a turning area at the closed end.
 - (l) Removal of the signal controlled pedestrian crossing at Castle Meadow/Farmers Avenue junction, with provision of an uncontrolled table crossing in its place.

- (m) Provision of raised table with combined pedestrian and cycle zebra crossing on Ber Street at junction with Golden Ball Street/Timberhill.
 - (n) The removal of the banned left turns for cyclists from St Stephens Street into Rampant Horse Street, and from Westlegate into St Stephens Street.
 - (o) Provision of a signal controlled crossing on Rampant Horse Street immediately west of its junction with Brigg Street.
 - (p) Restrict right turns from Orford Hill into Red Lion Street except for cyclists and taxis.
 - (q) Note that all the roads subject to road closures will be designed such that they are available for use in the event of an emergency.
- (2) To ask the Transportation & network manager at Norwich City Council to carry out the necessary statutory processes to confirm the following Traffic Regulation Orders:
- (a) The Traffic Management Order
 - (i) Introduce a pedestrian zone on Westlegate and All Saints Street, whilst retaining access for loading and cyclists.
 - (ii) Introduce a pedestrian zone on Farmers Avenue between Castle Meadow and Orford Street, retaining access for cyclists.
 - (iii) Rescind the existing turning bans, to enable buses, taxis and cyclists to turn in all directions at St Stephens Plain.
 - (iv) Make Red Lion Street two-way for buses, taxis, cycles and access only; this will be consistent with the approach taken on St Stephens Street.
 - (v) Rescind the current one-way orders on Golden Ball Street and Farmers Avenue, and the one-way order on Westlegate and All Saints Street to allow two-way cycling.
 - (vi) Introduce a point closure, with cycling and emergency access, on Thorn Lane at its junction with Ber Street.
 - (vii) Introduce a mandatory on-carriageway cycle lane on the east side of Cattle Market Street and Golden Ball Street.
 - (b) The Controlled Parking Zone Order
 - (i) Introduce a 'loading only' restriction in all of the proposed pedestrian areas.
 - (ii) Introduce no waiting and no loading restrictions along both sides of Golden Ball Street and Ber Street up until the junction with Thorn Lane, excepting those locations reserved for on-street parking. Similar restrictions will be introduced on All Saints Green around the proposed turning head.
 - (iii) Introduce revised parking arrangements on Ber Street to include additional disabled parking provision.
 - (c) In relation to pedestrian crossings:
 - (i) Replace the existing signal controlled crossing on Surrey Street, at its junction with St Stephens Street, with an uncontrolled crossing point.

- (ii) Replace the existing signal controlled crossing on Rampant Horse Street, near St Stephens Plain, with a raised uncontrolled crossing point.
- (iii) Replace the existing signal controlled crossing on Red Lion Street, near St Stephens Plain, with a raised uncontrolled crossing point.
- (iv) Remove the existing signal controlled crossing on Westlegate near St Stephens Plain.
- (v) Replace the existing signal controlled crossing on Castle Meadow, at its junction with Farmers Avenue, with an uncontrolled crossing point.
- (vi) Remove the existing signal controlled crossing on Farmers Avenue, at its junction with Castle Meadow.
- (vii) Replace the existing signal controlled crossings at the All Saints Street junction with Golden Ball Street and Ber Street with a raised crossing point with a combined (pedestrian and cycle) zebra crossing.
- (viii) Replace the existing signal controlled crossing on Farmers Avenue, at its junction with Golden Ball Street, with an uncontrolled crossing point.
- (ix) Replace the existing signal controlled crossing on Golden Ball Street, at its junction with Farmers Avenue, with an uncontrolled crossing point on Cattle Market Street, just north of its junction with Rouen Road.
- (x) Replace the existing signal controlled crossing on Rouen Road, at its junction with Cattle Market Street, with an uncontrolled crossing point.
- (xi) Provide a signal controlled crossing on Rampant Horse Street immediately west of its junction with Brigg Street.

(3) To ask the Transportation & network manager at Norwich City Council to commence the necessary statutory processes to:

- (i) Make Timberhill two-way for general traffic from Lion and Castle Yard to its junction with Golden Ball Street.
- (ii) Re-advertise the locations of the parking bays on Ber Street to confirm the position of the revised proposals.
- (iii) Extend the existing coach bay on Castle Meadow.
- (iv) Implement the additional formal crossings recommended in the report.
- (v) Delegate the consideration of any objections received to the Head of city development services in association with the Chair and Vice Chair.

(4) To ask the NATS and NDR Manager at Norfolk County Council and Transportation & network manager at Norwich City Council to:

- (i) Carry out further analysis and design work for the necessary improvements at Finkelgate / Queens Road junction and Ber Street / Bracondale junction to mitigate the impacts of the additional traffic resulting from the works described above.

- (ii) With the agreement of the chair and vice chair of this committee carry out any necessary statutory consultation on the proposed scheme
- (iii) Report the results of that consultation to a future meeting of this committee. .

Financial implications

The scheme will be funded by £2m from the local growth funding (LGF), £0.5m from Community Infrastructure Levy (CIL) income as part of the strategic pool as agreed by the Greater Norwich Growth Board, and £52k of Section 106 funds from the recently completed Westlegate House development.

The development and implementation costs of the scheme will be refined as the detailed design is progressed. The extent of streetscape enhancements, notably on Westlegate, will depend on availability of remaining funds after those required to implement the essential traffic management changes.

Contact Officers

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Report

Background

1. At the meeting in June 2015 members approved for consultation the proposed 'Transport for Norwich' (TfN) scheme to make Golden Ball Street two-way, and to remove general traffic from Red Lion Street, Westlegate and All Saints Street.
2. TfN is an overarching programme of strategic works to improve accessibility by all modes of transport around the City, and encourage the use of more sustainable modes of transport, such as public transport, cycling and walking, but also includes capacity enhancement of the strategic road network, and new road building, in particular the NDR. The aim of the strategy within the urban area is to stabilise traffic levels and to cater for increased demands for travel by more sustainable means. This scheme provides improvements to the pedestrian and cycling environment, and should improve further the reliability of public transport, whilst improving and simplifying vehicular access to several major City Centre car parks
3. The scheme aims to provide improve access to the city centre car parks at John Lewis, Castle Mall and Rose Lane, and to deter through traffic from using the city centre.
4. The proposed changes were the subject of the recent scheme consultation. A number of related changes were also consulted on in order to improve the access to the city centre car parks, a key aim of the scheme.
5. The scheme area falls within the proposed City Centre 20mph area which has recently been agreed by the committee.

Consultation

6. The consultation started on 22 June 2015 and ran for five weeks, until 27 July; this was two weeks longer than the statutory minimum three week period for traffic regulation order consultation.
7. The details of the consultation were publicised in the local press and radio, both before and during the consultation in order to inform as many people as possible.
8. A letter was distributed to some 600 properties, businesses and other stakeholders. A flyer was also distributed in the city centre in order to reach the largest audience possible. Copies of the flyer were distributed to a number of businesses in the area including John Lewis, Castle Mall, Aviva, Marks & Spencer, Debenhams, The Forum and City Hall. A copy of the flyer is included in Appendix 1.
9. The consultation included an exhibition in City Hall and the same exhibition boards were displayed within the retail unit at Westlegate Tower. Officers manned the City Hall exhibition on 1 and 2 July from 09:00-18:30 and 10:00-18:30 respectively. A total of 34 people attended the first day of the exhibition with 35 on the second day. The exhibition was moved to the Forum during

some of the weekends within the consultation period.

10. All of the consultation material was also available online on Norfolk County Council's website at www.norfolk.gov.uk/citychanges with a link to the page on Norwich City Council's website. There was an online questionnaire where people could give their views on the proposals. In addition, a bird's eye virtual tour was produced and made available for viewing on [YouTube](#) and on the County Council's [Facebook](#) page.

Stakeholder views and feedback

11. During the consultation, a total of 190 responses were received, including 89 by email, letter or at the exhibition and 101 via the online questionnaire. The bird's eye tour received over 6,500 viewings on YouTube, and over 1,900 viewings on Facebook.
12. The consultation results have been analysed. Of the 190 responses received, 66 expressed support of the proposals, either unreservedly or with some concerns. Support for the scheme has been expressed by several major stakeholders including John Lewis and the Castle Mall operator, whose car park accesses are to be altered.
13. Meetings were held with stakeholders on the scheme proposals, in particular the bus companies and the operators of the affected car parks, to discuss access issues.
14. John Lewis are in favour of the creation of the continuous pedestrianised thoroughfare that is proposed between All Saints Street and Westlegate, and are supportive of the scheme on the proviso that the scheme doesn't introduce a wider detrimental impact with regards vehicular access to the city centre.
15. The Castle Mall operator is supportive of the aim of the scheme to enhance the circulation around the shopping centre and improve the pedestrian links between Timber Hill and the John Lewis store.
16. The detailed proposals relating to the affected car parks are being developed and finalised as part of the detailed design in discussion with the operators of the affected car parks.
17. The bus operators support the proposals, which will in particular help to achieve more predictable bus journey times within the city centre, and enable the company to provide a greater choice of destination and increase frequencies at peak times due to bus times being reduced. Konectbus have said the plan will provide a better shopping experience and remove the last 'bottleneck' within the central Norwich shopping area.
18. A number of issues were raised by respondents, either disagreeing with the scheme or requesting clarification of the proposals. The issues have been grouped into a number of common topics and these are shown in the consultation summary table in Appendix 2, together with officer comments. The main issues raised by a number of respondents are discussed below.

19. Norwich Business Improvement District (BID) have expressed concern about a number of issues including the need to ensure that access is maintained to businesses both during construction and after works are completed, ensuring that the changes do not adversely affect the vitality of the city centre and ensuring the scheme does not cause congestion problems on the road network. Norwich BID have questioned the phasing of the city centre schemes with regard to the implementation of the NDR. Responses to these issues are covered in the following sections.

Proposed restrictions and traffic impacts

20. The majority of respondents who disagreed with the proposals expressed concern with displaced traffic, with 62 comments raising concern about additional traffic on the Inner Ring Road leading to increased congestion. Some respondents also questioned the accuracy of the forecast traffic. Specific points were raised about the following:
- Increased traffic on Ber Street and particularly at the junctions of Finkelgate and Queens Road and Ber Street and Bracondale; 29 comments
 - the proposed closure of All Saints Street, and All Saints Green for through traffic; 27 comments
 - the planned closure of Thorn Lane at its junction with Ber Street; 18 comments

Modelling of traffic changes due to the scheme

21. One of the objectives of the TfN plan is to monitor and mitigate the impact of displaced traffic. The initial intention was to monitor the impacts of the Chapel Field North and St Stephens Street schemes before the Golden Ball Street/Westlegate scheme was implemented. However, due to the delay caused by the legal challenge on the Chapel Field North scheme, and the need to deliver the Golden Ball Street scheme to the current funding timetable, there has not been the opportunity to do this.
22. The data provided in the June report and which was used at the consultation to show the impacts of the changes in the city centre was therefore based on the 2012 base before the Chapel Field North and St Stephens Street schemes were introduced. It also was looking forward to the opening of the Northern Distributor Road (NDR). It is acknowledged that this may have misled some respondents and caused confusion as many people interpreted it as just showing the effects of this scheme in isolation.
23. In order to fully understand the true impact of the Golden Ball Street scheme the traffic modelling team have carried out further work to consider the impacts of the schemes that have already been implemented (Chapel Field North, Grapes Hill and St Stephens Street). This concludes that around two thirds of the predicted impact of all the pre-NDR city centre measures has already been absorbed by the network, and that this current proposed scheme will contribute around a third of the impact.
24. In light of this, the traffic flow data has been revised and Appendix 3 provides

two diagrams which show the expected change in traffic, from that currently experienced as a result of implementing the Golden Ball Street/Westlegate proposals only. Traffic figures provided are two-way totals over a 24 hour period. Figure 3 provides forecast traffic change within the city centre and figure 4 shows the predicted change on the Inner Ring Road.

25. The predicted increase in traffic on Ber Street is approximately 10% over a 24 hour period from 10,050 to 11,000 vehicles while All Saints Green traffic is forecast to reduce almost completely, as there will no longer be a route to Westlegate (except local access) or from Golden Ball Street or Ber Street. Likewise, traffic on Westlegate itself will reduce from 3,100 vehicles to the few vehicles that will still use this for access.
26. Traffic flows on individual roads in Norwich are made up vehicles making lots of different journeys with varied origins and destinations and not all the vehicles currently using All Saints Green will simply transfer to Ber Street. The increase on Ber Street reflects the importance that this route will have in providing access to city centre car parks in the completed scheme. Usage of car parks does vary considerably throughout the day, and from week to week, so the overall impact will similarly vary over time. However, the increase will be complemented by a range of safety improvements including imposing a 20mph limit and traffic calming throughout, as part of a the push the pedalway 20mph scheme that was approved in July.
27. The current proposals would be effective in reducing through traffic within the city walls and this traffic is likely to be displaced onto more appropriate routes along the Inner and Outer Ring Roads. This is acknowledged in the ongoing TfN programme, which includes is a commitment to monitor, preserve and enhance capacity on these routes.
28. Work has commenced to look at capacity improvements at the Dereham Road Sweet Briar Road roundabout programmed for construction 2018 and the Newmarket Road / Daniels Road roundabout programmed for construction 2019. Traffic around the Norwich area is likely to continue to change following the delivery of the city centre measures, construction of the NDR, improved park and ride facilities and housing grows. Officers will continue to monitor/asses the ring road and key junctions and identify future improvements that may be required.

The Inner Ring Road junctions with Finkelgate and Ber Street

29. Turning right from Finkelgate into Queens Road at peak times is a current issue that was raised by a number of respondents. The additional modelling work has demonstrated that the Finkelgate junction onto the Inner Ring Road is expected to experience increased traffic as a result of the scheme, particularly during the PM peak time, as will the Ber street junction onto the IRR. It is therefore proposed that this area is looked at in more detail to determine what improvement is required here.
30. While a solution has yet to be fully developed, early feasibility works suggests that it is likely to involve the introduction of traffic signals at the Finkelgate / Queens Road junction. The extent of this signalisation is yet to be determined but it is likely to include incorporating the existing signalled crossing facilities to

the east and west of the Finkelgate junction (which are currently due for replacement) within the new signalised junction. Changes in the Finkelgate area that are required will be delivered at the same time as the Golden Ball Street/Westlegate scheme and will be planned in to the overall construction programme.

All Saints Street and Green

31. The closure of All Saints Street to traffic is an important aspect of the proposals, reducing the desire line for cross-city through traffic and enabling greater connectivity for pedestrians and cyclists between St Stephens Street and All Saints Street and Ber Street. The planned public realm enhancements here will provide a safer and more accessible environment for pedestrians and cyclists. The City Centre measures consulted on as part of the overall strategy for the Norwich Area provided for a 'bus only' link here, but subsequent discussions with operators has confirmed that this will only be required during significant events, such as the Lord mayors procession. The ability to do this will be designed into the scheme, but for the majority of the time, the area would be fully pedestrianised. Designing the route to be used for buses will also mean that in the event of an emergency closure of Ber Street the All Saints Street could be used as an alternative route for general traffic.

Thorn Lane

32. At present, Thorn Lane provides a link between Ber Street and Cattle Market Street via Rouen Road and crucially caters for the northbound movement that is not currently available on Golden Ball Street. When Golden Ball Street becomes two-way, traffic will use it as a more direct route. For this reason, Thorn Lane can be closed at its junction with Ber Street. Another important benefit of closing this junction is that it removes vehicular movements from this arm which simplifies the new access arrangement with the John Lewis car park. The closure will be designed so that in the rare event of an emergency it can be used as an exit route from the city.

Pedestrian and cycle access

33. A number of respondents raised issues relating to pedestrian and cycle access. This included:
- concern about use of shared space in pedestrianised areas that could lead to pedestrian/cyclist conflict; 19 comments;
 - concern about removal of signal controlled crossings; 10 comments
 - 4 respondents asked for a clarification of cycle routes;
 - concern about pedestrian/cycle conflict on Rampant Horse Street; 3 comments.

Pedestrian access

34. The changes proposed by the scheme have enabled the existing junctions and pedestrian crossings to be reviewed to ensure they are appropriate for their

location.

35. The removal of general traffic from Westlegate will change the junction from a 4-way to a 3-way junction and combined with the already implemented removal of general traffic from St Stephens Street will allow all signal control to be removed. However, it is intended to retain a signal controlled crossing on St Stephens Street, immediately west of Surrey Street. The crossing on Surrey Street by the junction with St Stephens Street will be removed; the removal of general traffic from this section of Surrey Street in 2014 means that a controlled crossing is no longer required here.
36. The closure of Farmers Avenue at the junction with Red Lion Street and Castle Meadow enables the signal control to be removed however the controlled crossing on Red Lion Street at the bottom of Orford Hill will be retained.
37. The changes proposed at the junction of All Saints Street with Ber Street/Golden Ball Street mean that signal control here is now redundant. Instead it is proposed to provide a crossing on Ber Street, where it meets Golden Ball Street and Timber Hill – this will be a combined zebra crossing to cater for pedestrians and cyclists and will be on a raised table.
38. It is proposed to remove the traffic signal control at the junctions of Rouen Road with Cattle Market Street, and Farmers Avenue with Golden Ball Street. However, there will be the crossing mentioned above, and the signal controlled crossing towards the bottom of Cattle Market Street will remain.
39. It has already been noted that the signal control crossing on the Inner Ring Road to the west of Finkelgate is at the end of its life. This provides an opportunity both to review the junction, and the crossing facilities here to meet current requirements.
40. It is proposed to provide a signal controlled crossing on Rampant Horse Street to provide a replacement for the one being removed near the Red Lion Street junction. This will be installed on the existing raised table, to the west of the junction with Brigg Street.
41. Overall, the scheme provides for a good spread of both controlled and uncontrolled crossing facilities across the area, maximising accessibility, without requiring an excessive number of light controlled junctions. . The concerns of various potentially disadvantaged groups, including those of the Norwich and Norfolk Association for the Blind have been taken into account both in the Equality Impact assessment (Appendix 4), and in detailed changes to the scheme currently under consideration

Cycle access

42. While cycles will be allowed within the new pedestrianised areas, cycling will be particularly promoted on the All Saints Green/Surrey Street/Red Lion Street route for the yellow pedalway route as these roads will be free of general traffic. Consideration has been given to re-routing the yellow pedalway along Westlegate following its' closure but is considered that due to the gradient the existing route is preferable. Westlegate will be a neighbourhood route. Providing connectivity between Rampant Horse Street and Ber Street.

43. The new mandatory cycle track on Cattle Market Street and onto Golden Ball Street will provide a useful uphill facility. Cyclists will still be able to use Thorn Lane to access between Ber Street and Rouen Road.
44. It is intended that cyclists will remain on the carriageway along Rampant Horse Street, thus reducing conflict with pedestrians, and cyclists will be able to make all turning movements at Stephens Plain. Whilst recognising that there are concerns about conflicts on the raised table by the Brigg Street junction, it is for users to be aware of each other and it is difficult to guard against this as visibility is good on this straight section of road and the level of traffic in this area has reduced very substantially.
45. The shared space on Westlegate will predominantly be used by pedestrians although access is retained for deliveries. As discussed above, the yellow pedalway route will remain along Surrey Street/St Stephens Street although cyclist will not be excluded from using Westlegate. It is intended that the surfacing materials will help to provide guidance for vehicles and cyclists using the road.

Localised vehicular access

46. A number of issues were raised by respondents relating to vehicular access, including:
 - Concern that access from Westlegate Tower would be made more difficult by the proposals was raised by Westlegate Tower Residents' Association as well as by individual residents;
 - concern about access to/from Emms Court, off Ber Street due to increased traffic and the fact that the Thorn Lane closure will prevent using this route to approach the access from Golden Ball Street direction;
 - residents of King Street Cannon Wharf are concerned that the proposal will make it more difficult for access/egress. In particular they have cited the closure of Thorn Lane and All Saints Street (from Ber Street to All Saints Green) as impacting negatively on their access and have suggested these roads remain open;
 - the concern that the proposal, including removal of general traffic on Red Lion Street, will have a negative impact on access to the city centre for disabled and/or elderly persons and will limit the opportunity to drop off or pick up – this was raised by 22 respondents.
47. Currently, Westlegate Tower residents access from Golden Ball Street via the top of Timber Hill. Exit is via Timber Hill, Orford Hill then right onto Red Lion Street and onto Farmers Avenue. The scheme will restrict right turns from Orford Hill to left only so access will be via St Stephens Street to St Stephens roundabout. By changing the section of Timber Hill, from Lion and Castle Yard to Golden Ball Street, from one-way to two-way operation, this will enable an alternative way out. This change will be made as part of the proposals. These proposals have been discussed with residents who are satisfied with this arrangement.

48. Some residents of Emms Court have expressed concern that access/egress from/to Ber Street will be made more difficult due to the increase in traffic volume on Ber Street. In addition, the closure of Ber Street/Thorn Lane junction means that traffic will not be able access Rouen Road from Ber Street to turn into the access from the Golden Ball Street direction. Access from the Golden Ball Street direction will therefore be via Rouen Road or Cattle Market Street. Although concern has been expressed about increased traffic levels, it is forecast that this increase will be about 10% so is not considered that this will adversely impact the use of the Emms Court access. The roads will be within the 20mph zone so traffic speeds are expected to be low. In addition, a new raised zebra crossing will be introduced at the junction of Ber Street/Golden Ball Street with Timber Hill and the proposed westwards realignment of the road in this area will improve the visibility from the Emms Court access to the right.
49. The King Street Cannon Wharf residents are concerned that the junction of King Street with Carrow Road is already difficult to turn out of and that the proposed priority junction of Rouen Road/Cattle Market Street may not be adequate, particularly that the right turn lane from Golden Ball Street/Cattle Market Street into Rouen Road may not be sufficient to cater for demand. However, traffic flows on both Rouen Road and Cattle Market Street are anticipated to fall, and the flows are well within the limits that can be adequately catered for by a priority junction. As discussed, after this first phase of city centre changes are implemented, it may be necessary to make adjustments to some junctions on the Inner Ring Road including King Street with Carrow Road.
50. Although two disabled bays will need to be removed from the east side of Ber Street, to introduce the changes to the John Lewis car park access, these will be replaced by four bays on the other side of the road. The pedestrianisation of Westlegate, All Saints Street and part of Farmers Avenue should greatly improve access for all pedestrians using these streets as they will not have to contend with general traffic. It is proposed that some benches will be provided in the All Saints Street/Westlegate area.
51. Regarding city centre vehicular access to disabled or elderly persons, one of the scheme objectives is to maintain access for disabled motorists. Streets such as St Stephens Street and Rampant Horse Street into Red Lion Street already have access restrictions but bays for blue badge holders are currently available within the city centre locations at Brigg Street, All Saints Green and Surrey Street and these will remain unchanged. In addition, the bays on Rouen Road by the walk-in Health Centre will also remain in place.
52. The scheme has been subject to an equality impact assessment that identified issues for these groups, and the recommendations have been incorporated in the scheme, or will be at the detailed design stage. The EIA is attached as Appendix 4

Public transport

53. Several comments received related to bus and coach routes and facilities including:

- Requests for clarification of bus routes and bus and coach stops;
 - concern about pollution from idling buses; 3 comments was raised by 3 respondents;
 - Requests for improved bus services particularly Park & Ride; 11 comments
54. The whole ethos of the city centre measures is to improve access to the city centre by all modes of transport including sustainable means such as public transport. The scheme will remove general traffic from Red Lion Street, meaning that the key bus corridor between Agricultural Hall Plain and St Stephens roundabout and Bank Plain will not have to contend with general traffic. This fits with the future plan for bus only (plus taxis, cyclists and servicing) on Prince of Wales Road.
55. The scheme will also remove the right turn ban for buses (and taxis) from Rampant Horse Street to St Stephens Street, and the left turn ban that is in place for the reverse of this. This will build on the bus improvements introduced as part of the changes to Chapel Field North in 2014 and increase the permeability and options for future bus movements in the centre.
56. The closed section of All Saints Street and Farmers Avenue will remain as emergency routes for buses, but will be controlled by removal bollards and will only be used if the St Stephens to Bank Plain corridor is unavailable such as during temporary closures for public events or if the route is unavailable for maintenance closures.
57. Regarding bus stops, there is an occasional bus service that uses a stop on Ber Street outside John Lewis. This will be removed and the service will use an alternative stop, location to be confirmed.
58. The existing coach stop on All Saints Green (outside John Lewis) will be removed and the new location for coaches to pick up here will be on Ber Street in front of the store; coaches will be able to leave via Rouen Road. There will a new bus/coach stopover bay on Castle Meadow, near the existing junction with Farmers Avenue. A comment was raised that four coaches could use the bus station, however there is not enough space for coach pick-up/drop-off here and this arrangement is not going to change, at least in the short term.
59. Regarding pollution from idling buses, the air quality in the city centre is monitored to ensure the quality is within the permitted level, and there is a separate report on this agenda looking in detail at the city centre air quality action plan. Many of the buses accessing the centre are already meeting stringent emission standards. Bus operators will also be required to meet increasing emission standards, which will further reduce impacts. There may be the opportunity for bus drivers to switch off engines whilst stationary and this will be discussed with operators.
60. Improvements have just been introduced to Park & Ride services that aim to increase the usage and the city centre schemes complement this aim by improving the bus corridors. A new contract has been awarded to Norfolk-based Konectbus that will run all six Park and Ride bus services on behalf of Norfolk County Council as well as managing the sites and Norwich bus station.

The change will mean a re-launch of Norwich Park & Ride with a range of improvements, designed to confirm its place as a flagship public transport service.

Car parks

61. In relation to car parks, 5 respondents were concerned with queuing vehicles using the city centre car parks in busy periods and causing congestion.
62. A key aim of the scheme is to make it easier to access the city centre car parks. In particular, the John Lewis car park access will be greatly improved as access in and out will be available from both directions on Ber Street with two lanes into the car park on the modified entrance. However the detailed design of this junction will need to address how the car park queues will be managed at peak times such as Christmas to ensure that vehicles waiting to turn right into the car park do not cause congestion on the network.
63. Castle Mall 2 car park will also have a modified access with entry along a two-way section of Farmers Avenue from Golden Ball Street rather than the existing route along Westlegate and Red Lion Street. Both car park operators are supportive of the proposed changes to the car parks.
64. The variable message car park signing showing spaces available for each of the city centre car parks is being reviewed and will help to ensure that drivers are directed to those car parks with available spaces.

Businesses

65. A number of comments were received relating to businesses, including concern that:
66. Access for businesses will be restricted when the scheme is complete, and that this will have a detrimental effect on operation and trade – this was raised by 30 respondents;
67. Trade will be affected while the scheme is under construction, 4 comments were received on this point.
68. Access for deliveries will still be available in the pedestrianisation proposals, this will allow delivery access down Westlegate and left into St Stephens Street. Access will still be available along Orford Street, via Farmers Avenue.
69. Disruption due to construction is inevitable but is short in duration compared to the benefits of the schemes being implemented. The construction of schemes such as this are always planned to minimise disruption and impact. Pedestrian access will be maintained to all businesses during construction and the project team will keep businesses within work areas and other stakeholders updated on progress.
70. The scheme construction would include repairs to worn out sections of carriageway, in order to reduce the need for future repairs soon after the scheme is completed and to minimise future disruption.

71. A comment was received from Tesco, requesting that the currently restricted delivery hours on Westlegate be revised. The proposed TRO for Westlegate does not restrict delivery times so there would be more flexibility for delivery times if the scheme is implemented. Further discussions will be held with Tesco regarding delivery hours.

Timescales

72. The implementation programme for the NATS city centre measures has altered slightly from those suggested as part of the NATS Implementation Plan in 2010 in response to the availability of new funding streams. However, the significant interventions identified for pre and post NDR implementation, as originally planned, have not changed.
73. If members approve the presented scheme, construction would start in January 2016, and be completed within 2016/17. The exact scale of the additional works on at the inner ring road junctions with Ber Street and Finkelgate will determine the overall length of the programme and if the works cannot be completed ahead of the Christmas embargo in November 2016, construction will be suspended for the embargo period and recommence in January 2017.
74. Although the detailed programme of works is yet to be finalised, construction would be carried out using a phased approach. The first phase would involve the changes at the Cattle Market Street / Rouen Road / Farmers Avenue junction, to enable Golden Ball Street to be made two-way, which in turn facilitate the closures of Westlegate and Farmers Avenue at the Castle Meadow end. These elements of the scheme have little impact on diverting additional traffic onto Ber Street. Subsequent phases will be managed to ensure that the mitigation works at the inner ring road junctions with Ber Street and Finkelgate are complete, assuming they are feasible, before the works that do directly contribute to the additional traffic on Ber Street are undertaken.

Conclusions

75. This project is a key part of the TfN strategy that has been adopted by both Norwich City and Norfolk County Councils. The principle of pedestrianising Westlegate has support from a majority of the public and stakeholder organisations. The proposals will provide a number of benefits:
76. Improve shopping and economic vitality of the city centre;
77. Safer and more accessible environment for cyclists and pedestrians;
78. Promote quicker and more reliable bus services.
79. One of the main objectives derived from the TfN strategy is to increase walking and cycling and the strategy follows a mode hierarchy principal where walking, cycling and public transport are, where appropriate, prioritised above use of the car. That is why these proposals form part of an overall package that will remove extraneous through traffic from the city centre whilst providing access for those that need to park there.

80. The principle of good access by all modes is embedded in the TfN strategy and this has not changed in over 10 years. The enhancements proposed within TfN are also aimed at improving the city centre and making it a more attractive place to visit and shop.
81. Regarding traffic impacts, TfN is a long term project with both the Inner and Outer Ring Roads assessed when NATS was refreshed in the early 2000's. Some of the junctions along the IRR such as the Queens Road/bus station/Brazengate junctions, Chapel Field Roundabout and Dereham Road/Barn Road traffic lights have already been reconfigured as the opportunity has arisen, in order to accommodate future usage levels.
82. As well as the junctions discussed in the report where modelling has indicated potential increases in congestion, the Council would monitor the effects at other junctions not specifically highlighted by the model work, such as at the Chapel Field Roundabout, to determine if alterations are required to address any congestion issues.
83. It is proposed to carry out further development and design work for a possible improvement at Finkelgate/Queens Road junction and/or Ber Street/Bracondale junction to cater for additional traffic resulting from the scheme. If additional measures are required here, it is proposed to consult on these, and to report the feedback to committee at a future meeting.
84. The detailed proposals relating to the affected car parks are being developed and finalised as part of the detailed design in discussion with the operators of the affected car parks.
85. The level of enhancement works along the full extent of Westlegate will be dependent on the available budget but it is certainly proposed to enhance either end of the street and those area along All Saints Street as a minimum, and the aim will be to improve the whole length of Westlegate.
86. As a whole, the proposals will provide the next phase of improvements within the city centre that would enhance the environment of the city within the key shopping area.

Resource Implications

87. Finance: The TfN programme forms an integral part of strategic infrastructure as set out in the Joint Core Strategy. The delivery of this work is funded through a number of sources including additional government grants e.g. City Cycle ambition, Community Infrastructure Levy, and mainstream capital funding LTP and allocated funding from the Local Enterprise Partnership (LEP). The overall funding of the programme has been agreed through the Greater Norwich Growth Board.
88. Staff: The project will be delivered through joint team working involving both County Council and City Council officers.
89. Property: The proposals can be provided within the existing highway boundary. The scheme has been subject to a screening opinion for an Environmental Impact assessment. This screening has confirmed that there are no anticipated environmental impacts of any significance, and further assessment is not

therefore required. As this is the case, and the scheme is wholly within exiting highway boundaries, the scheme is permitted development.

90. IT: None.

Other implications

91. Legal Implications: None.

92. Human Rights: None.

93. Equality Impact Assessment (EqIA): An EqIA has been completed for the NATS Implementation Plan (TfN). An Equality Impact Assessment for this scheme has been carried out as part of the detailed development, after discussions with the appropriate groups, this is included as Appendix 4.

94. Communications: None.

Section 17 - Crime and Disorder Act

95. The scheme will be designed to ensure it has a positive effect on crime and disorder where possible. Care will be taken during construction to minimise opportunities for crime and disorder, for instance the secure storage of construction equipment and materials.

Risk Implications/Assessment

96. A risk assessment has been undertaken for development of the NATS Implementation Plan (TfN). The key risks for delivering this are around funding, timescales and planning. These risks are being managed through active project management and ongoing engagement with stakeholders.

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

We've got big plans for roads and streets around All Saints Green.



Now we need your views.

Our plans for **Westlegate, All Saints Green, Golden Ball Street** and **surrounding roads and streets** aim to make life better for anyone visiting, working or doing business in this important part of Norwich city centre. The changes are designed to:

- Give motorists easier access to car parks, including John Lewis, both Castle Mall car parks and the multi-storey under construction off Rose Lane.
- Restore All Saints Green as a traffic-free haven.
- Improve connection with the rest of the city centre by removing traffic from Westlegate.
- Simplify north-south vehicle access by making Golden Ball Street two-way.

Find out more at www.norfolk.gov.uk/citychanges.

From 1 July view the plans at Westlegate Tower or in City Hall.

Changes summary:

- **Golden Ball Street** - two-way for all traffic.
- **Farmers Avenue** - two way to Castle Mall car park, pedestrianised to Castle Meadow.
- **Cattle Market Street** - single lane with cycle lane southbound (uphill). New Rouen Road and Farmers Avenue junctions.
- **Ber Street** - right turn into and out of the John Lewis car park.
- **Thorn Lane** - closed at its junction with Ber Street.
- **Rouen Road** - raised crossing point to serve the walk-in health centre.
- **All Saints Green** - Pedestrians and cyclists only, enhanced as an open space.
- **Westlegate** - for pedestrians, cyclists and deliveries only.
- **St Stephens Plain** - improved for pedestrians.
- **Red Lion Street** - only used by buses, taxis and cyclists.

Find out more at www.norfolk.gov.uk/citychanges.

From 1 July view the plans at Westlegate Tower or in City Hall.

Give us your views online, by email to norwich.transport@norfolk.gov.uk, or by post to Golden Ball Street/Westlegate Consultation, Transport for Norwich – floor 6, Norfolk County Council, County Hall, Martineau Lane, Norwich, NR1 2DH.

Call 0344 800 8020 if you need assistance. Closing date 27 July.



Appendix 2 – NHAC Report September 2015 – Issues raised

Ref.	Times raised	Issue raised	Officer response
0	66	In support of proposals	Support welcomed.
1a	62	Concerned with displaced traffic, particularly on Inner Ring Road.	Refer to report, section 'Stakeholder views and feedback'.
1b	29	Concerned about additional traffic on Ber Street and impact of traffic turning onto Queens Road, or Bracondale.	Refer to report, section 'Stakeholder views and feedback'.
1c	27	Disagrees with proposed closure of All Saints Green and route of displaced traffic.	Refer to report, section 'Stakeholder views and feedback'.
1d	18	Disagrees with proposed closure of Thorn Lane and route of displaced traffic.	Refer to report, section 'Stakeholder views and feedback'.
1e	1	Concerned about congestion at Cow Hill, Upper St Giles Street and Cleveland Road.	This area is not part of the current scheme but is within the area of the Chapel Field North scheme which introduced the two-way traffic on Cleveland Road. The traffic at Grapes Hill roundabout is routinely monitored to determine if there are any issues on the network.
2a	10	Concern about removal of signal controlled crossings.	Refer to report, section 'Stakeholder views and feedback'.
2b	4	Request for clarification of routes for cyclists.	Refer to report, section 'Stakeholder views and feedback'.
2c	1	Concerned about lack of existing crossing facilities on the Inner Ring Road.	There are existing facilities on both Queens Road (west of Finkelgate junction) and Bracondale (east of Ber Street junction). As existing crossing facilities come to the end of their life, their location and layout is reviewed in order to decide if they are still suitable.
2d	3	Concerned about cycle/pedestrian conflict, on Rampant Horse Street.	Refer to report, section 'Stakeholder views and feedback'.
2e	19	Concerned about proposed shared space in pedestrianised areas.	Refer to report, section 'Stakeholder views and feedback'.

2f	1	Disagrees about providing enhanced facilities for cyclists.	In accordance with the objectives of the TfN Plan the scheme provides routes for cyclists when accessing the city centre and removes some of the existing barriers such as the current restricted movements at St Stephens Plain, and to Ber Street via Westlegate.
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Appendix 2 – NHAC Report September 2015 – Issues raised

Ref.	Times raised	Issue raised	Officer response
2g	3	Ensure that cycle facilities are to the correct standard, such as flush crossings and appropriate signing.	Cycle facilities will be provided to the current guidance. There will be substantial opportunities to provide increased levels of cycle parking in the area, which will be subject to detailed design
2h	1	Request for cycle parking/cycle stands.	It is proposed to provide some cycle parking facilities and these are likely to be located within the proposed public realm area where All Saints Street meets Westlegate.
3a	6	Request for modified access for Westlegate Tower.	Refer to report, section 'Stakeholder views and feedback'.
3b	2	Concern about negative impact on access to Emms Court (off Ber Street).	Refer to report, section 'Stakeholder views and feedback'.
3c	5	Concerned about impact on access from King Street, particularly for residents along here.	Refer to report, section 'Stakeholder views and feedback'.
3d	2	Is against access restriction on Surrey Street (west of All Saints Green).	It is not proposed to alter the current access arrangements that were introduced in 2014 as part of the St Stephens Street project to general traffic, so access will still be available to the school and businesses along here.
3e	22	Concerned about restricting access to the city centre, particularly for disabled and elderly persons.	Refer to report, section 'Stakeholder views and feedback'.
4a	2	Request for clarification of bus routes.	Refer to report, section 'Stakeholder views and feedback'.
4b	1	Request for restrictions on Castle Meadow for non-scheduled coaches.	Regarding non-scheduled coaches using Castle Meadow, there is no restriction on these. Norwich is now one of the 6 th most visited cities in the UK for day trippers and coaches are bringing many of those visitors so we want coaches to find drop off and layover bays as efficiently as possible. Theatre Street and Castle Meadow are offered as pick up/drop-off places. Detailed information is available at http://www.norwich.gov.uk/coaches and coach facilities are kept under review to ensure demand can be catered for.

4c	6	Request for clarification of bus/coach stops.	Refer to report, section 'Stakeholder views and feedback'.
4d	3	Concerned about pollution from idling buses.	Refer to report, section 'Stakeholder views and feedback'.
4e	11	Request for improved bus services including P&R services.	Refer to report, section 'Stakeholder views and feedback'.
5a	5	Concerned about car park queues causing congestion, particularly at Castle Mall and John Lewis.	Refer to report, section 'Stakeholder views and feedback'.

Appendix 2 – NHAC Report September 2015 – Issues raised

Ref.	Times raised	Issue raised	Officer response
6a	30	Concerned that access will be too restrictive for businesses, that this will have a detrimental effect.	Refer to report, section 'Stakeholder views and feedback'.
6b	4	Concerned about temporary effect on businesses during construction.	Refer to report, section 'Stakeholder views and feedback'.
6c	1	Request for a change in delivery hours for a business on Westlegate.	Refer to report, section 'Stakeholder views and feedback'.
7a	1	Considers that enhancing the street scene on St Stephens would be more beneficial.	St Stephens Street is an important bus route and was subject to the traffic restriction introduced in 2014. It is not proposed to carry out changes to the streetscape here, such as those proposed on Westlegate and All Saints Street, subject to affordability. Proposals along here will be limited to the construction of the raised junction table at St Stephens Plain and the removal of the pedestrian guard railing.
7b	4	Concerned that pedestrianisation will make the area a no-go zone, due to unsociable behaviour.	There is no reason to believe the pedestrianisation would attract unsociable behaviour. The traffic changes will reduce the dominance of the car within the heart of the city and provides the opportunity to enhance the area between the main shopping street and the Ber Street area to the east, to increase the vibrancy of the area.
7c	1	Request for bollards or no entry signs on restricted	It is proposed to use bollards on All Saints Street, and at the

		roads.	western ends of both Thorn Lane and Farmers Avenue. Other streets such as Westlegate will need to remain open for access and will be enforced by the traffic management TRO's and appropriate signing.
7d	1	Request to minimise traffic sign clutter.	The existing signing and street furniture will be reviewed and redundant items removed. This will include the pedestrian guard railing on St Stephens Street and Red Lion Street, and redundant traffic signing in the proposed pedestrian zones for example.



Figure 1: Current highway network (following implementation of Chapel Field North and St Stephens Street projects in 2014)



Figure 2: Changes to highway network following implementation of proposed Golden Ball Street/Westlegate project

Appendix 3 – NHAC Report September 2015

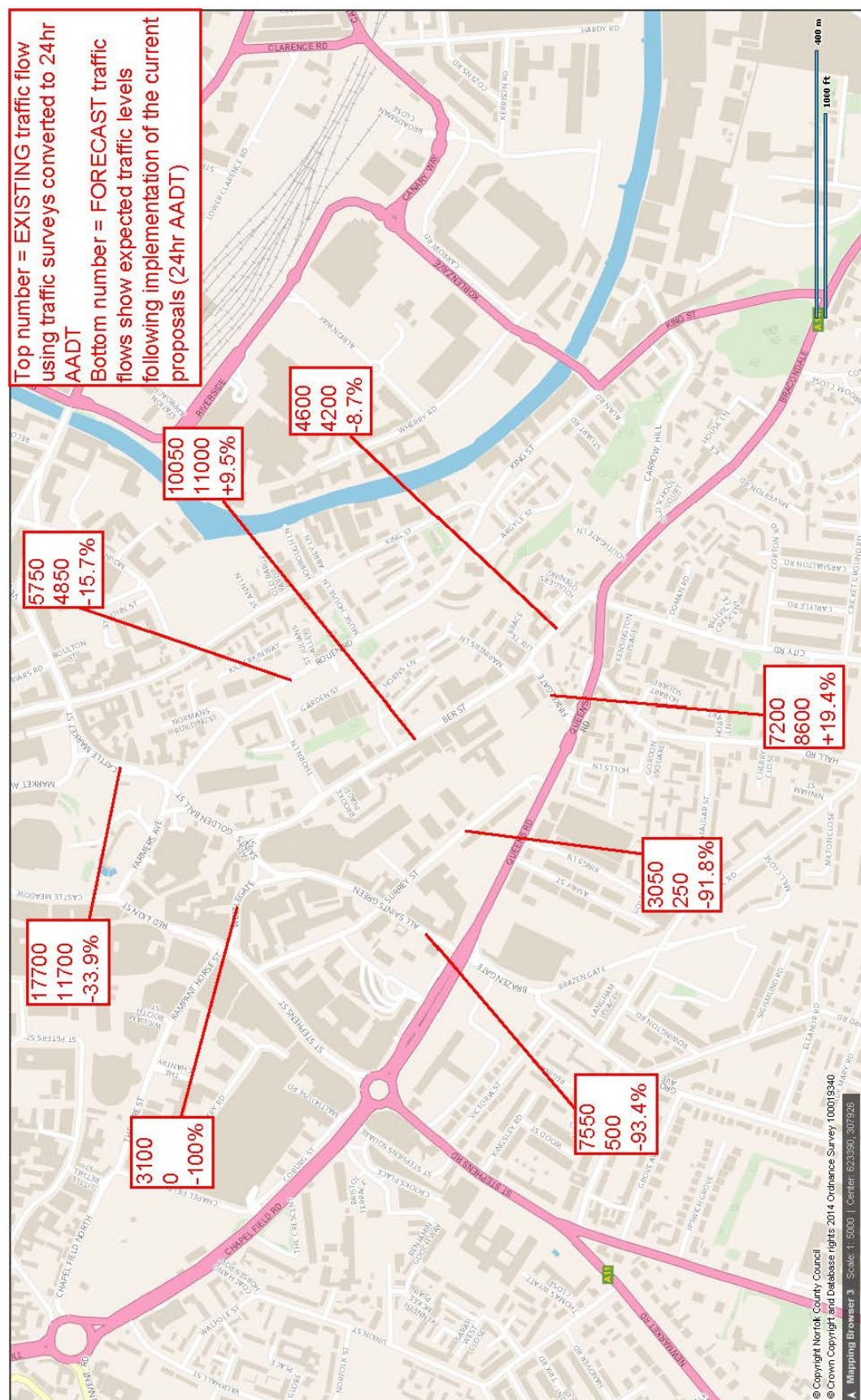


Figure 3: Existing and forecast traffic flows in the city centre (shown as 24-hour Annual Average Daily Traffic together with percentage change)

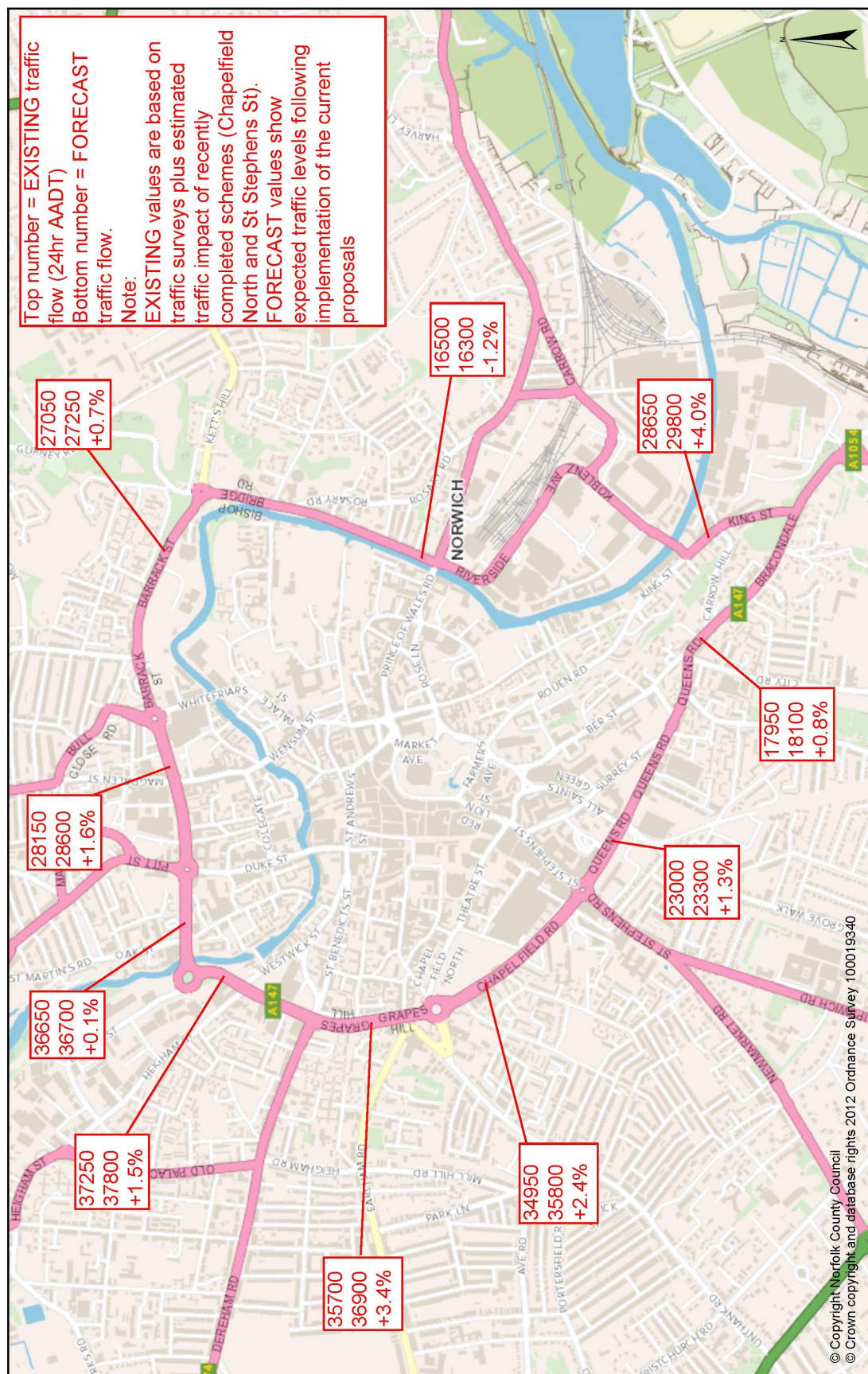


Figure 4: Existing and forecast traffic flows on the Inner Ring Road (shown as 24-hour Annual Average Daily Traffic together with percentage change)

Screening Checklist Process – EIA Regs 2011

Instructions:

1. Answer the following questions in the order that they appear.
2. If an assessment of the likely significant environmental effects of the development is required, because development exceeds thresholds within Schedule 2 or is within a sensitive area, complete screening checklist questionnaire (Appendix 2) to satisfy the requirements and considerations of Schedule 3, and attach with this document.

	Site The site of the works includes St Stephens plan. Westlegate, All Saints Green, All saints Street part), Golden Ball Street and extends into the western ends of Ber Street and Rouen Road	
	Brief description of proposed development: The scheme is basically a traffic management scheme, with engineering works within exiting footway and carriageway to provide extended pedestrian areas and junction re-alignments. New areas of green space will also be created where there is currently hard surfaced roads and pavements. The scheme will <ul style="list-style-type: none"> • Pedestrianise Westlegate, and All Saints Green and All Saints street • Introduce two-way traffic in Golden Ball Street • Remove private traffic from Red Lion street • Pedestrianise part of farmers avenue, and make the remainder two-way to access the Castle Mall 2 Car park The scheme also involves the removal of a number of light controlled junctions, and the installation and removal of various pedestrian crossing facilities	
1	Is the development listed in Schedule 1 ?	No
<i>If yes, EIA automatically required</i>		
<i>If no:</i>		
2	Is the development listed in the first column of Schedule 2	Yes
	10f	
		AND
	a) Is any part of the site located within a sensitive area ? (SSSI, in the Broads, Scheduled Ancient Monument, SPA/ SAC)	No
		OR
	b) does the development meet one of the relevant criteria or exceed one of the relevant thresholds listed in the second column of Schedule 2 ?	No
<i>If yes to 2a or 2b, the development is then a ‘Schedule 2’ development, and therefore it is necessary to consider the criteria listed in Schedule 3 of the Regulations to assess:</i>		

3	Is the proposal likely to have significant environmental effects due to its nature, size or location?	No
<i>In order to assist with this process and the assessment of the likelihood of significant environmental effects, the Schedule 3 questionnaire needs to be completed and attached to the Screening covering letter as Appendix 2.</i>		
4	Is EIA required?	No

Reasons for screening opinion:

The scheme is a significant element of the Norwich Area Transportation Strategy (NATS), and its implementation plan which was subject to a Strategic Environmental Assessment in February 2010. Key policy objectives are to reduce the level of motorised traffic within the City Centre (except public transport) and promote the use of sustainable forms of transport within the urban area (particularly walking, cycling and public transport). The traffic modelling work that has been supplied shows that there will be very significant fall in traffic levels within the City Centre Conservation Area as a result of the scheme (with substantial amounts of traffic removed from the most sensitive parts of the City) with very high levels of pedestrian movement. The scheme also results in improvements in public transport, both in terms of journey time and reliability which will have positive environmental impacts across the urban area as a whole. The physical works associated with the scheme are minor and fall below the applicable thresholds and criteria of the Schedules to the Regulations. The scope of the physical works involved are within existing highway boundaries and are consequently potentially reversible. All the areas of work are already part of hard construction (either footway or carriageway, and the scheme itself allows for some of this to be removed to create green space. There are some displacement effects associated with the removal of traffic but the scheme will not have wider impacts or a significant adverse effect on the environment. It is therefore not considered to be Schedule 2 development and EIA is not required.

The proposals could have potential for localised impacts (both positive and negative) on pollution and nuisances and landscapes of historical, cultural or archaeological significance but these are well below the scale of impact that would invoke the requirement for an EIA. Such impacts should be considered as part of the normal assessment of the scheme, and appropriate mitigation measures taken where possible.

As no significant adverse environmental impacts have been identified, the work (as it is solely within highway boundaries, is all upgrading or alteration of existing highway and is to be undertaken by the highways authority) is permitted development and no planning permission is required

Bruce Bentley
24 August 2014

Equality impact assessment template



NORWICH
City Council

1. Title of proposed policy, function or project:

Golden Ball Street and Westlegate

The scheme is a traffic management scheme, including the pedestrianisation of Westlegate and part of All Saints Green and Farmers Avenue. It involves

- Conversion of Golden Ball Street to two-way for general traffic.
- Pedestrianisation of Westlegate with access for deliveries and cyclists only.
- Removal of general traffic from Red Lion Street to create a bus, cycle and taxi only route with access for delivery only.
- Conversion of Farmers Avenue to two-way for general traffic between the Castle Mall car park entrance and its junction with Golden Ball Street.
- Reconfiguration of Rouen Road/Cattle Market Street junction to remove traffic signals and improve cycle/pedestrian facilities.
- Pedestrianisation of Farmers Avenue between its junction with Castle Meadow and the Castle Mall car park entrance with access for cyclists and delivery only.
- Removal of traffic from All Saints Green (from its junction with Surrey Street) and All Saints Street except for use by buses when St Stephens Street/Red Lion Street/Castle Meadow is closed.
- Removal of traffic signals at St Stephens Plain - Westlegate/St Stephens Street/Red Lion Street/Rampant Horse Street junction.
- Removal of existing turning bans at St Stephens Plain
- Provision of a signal controlled pedestrian crossing on Rampant Horse Street between Brigg Street and Malthouse Road.
- Provision of right turn for buses from Rampant Horse Street into St Stephens Street.
- Closure of Thorn Lane at its junction with Ber Street, with the provision of a turning head at the closed end.
- Removal of the traffic signal controlled crossing on Ber Street, on west side of Horns Lane junction.
- Removal of the signal controlled pedestrian crossing at Castle Meadow/Farmers Avenue junction.
- Provision of raised table crossing on Rouen Road, to tie in with the new location of the walk-in Health Centre.
- The removal of the banned left turns for cyclists from St Stephens Street into Rampant Horse Street, and from Westlegate into St Stephens Street
- The ability for buses to use both Farmers Avenue, and All Saints Green during events such as the Lord mayor's Procession

Some adjustments to on-street parking are proposed as part of the scheme. The area is currently subject to extensive parking restrictions

2. What are the aims and objectives?

The purpose of the scheme is to encourage the use of sustainable transport modes to and within the City Centre by

- Providing better access for public transport to the City Centre, improving journey times and reliability of public transport services
- removing private traffic from sensitive City centre Streets, and
- Improving the environment for pedestrians and cyclists

The scheme is in full accordance with the aims of the Norwich Area Transportation Strategy (NATS), and forms part of the NATS Implementation Plan (NATSIP) This Strategy has already been subject to an in-depth impact assessment.

3. Who are the key stakeholders?

Norwich City Council

Norfolk County Council

Public Transport Users

Local Residents

City Centre Businesses

Public Transport Operators

Norwich Access Group, on behalf of disabled people

Norfolk and Norwich Association for the Blind

Age Concern

4. What evidence has been used for this assessment?

Factual information regarding extant facilities in the area, and the detailed proposals themselves. Studies undertaken by the DPTAC (Disabled Persons Transport Advisory Committee) and Age UK

5. Have any concerns been raised about the proposed policy? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5a. What have people from these equalities groups told you about their concerns?

Norfolk and Norwich association for the Blind

- Wish to be involved in discussions about the details of the scheme, as it is this that make environment legible to the blind and partially sighted
- Consider a controlled crossing is needed at the top of Ber Street at Golden Ball Street. Cycling and pedestrian facilities should be kept separate if possible
- Potential issues with finding routes in open spaces need to be considered
- Request new controlled crossing on rampant Horse Street – probably by Brigg Street

Norwich Older People's Forum

- Plans assume that everyone drives or has access to a car
- Want assurance that no disabled parking spaces will be lost as a result of the proposals
- Scheme reduces opportunity to pick up older people from the City centre
- Older people find hills difficult
- The elderly need more seating
- Cyclists are a danger to older people
- Current arrangements are safer for old people

Norwich Access Group

- Pleased to see additional parking for Blue Badge holders
- Would appreciate additional controlled crossings at Ber Street, and by M&S
- Seating needs armrests to help less able people and the elderly get up from their seat
- Avoid cobbled surfaces

6. Do different groups have different needs in relation to this policy? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

6a. Please explain what the potential outcomes are for these equalities groups:

Disabled people tend to travel less, but use buses and taxis far more often, and drive less than the population as a whole (Source DPTAC). The picture is similar for elderly people (Source Age UK). This scheme will further improve the reliability of public transport in the City by removing traffic from key public transport routes, and negating the need for light controlled junctions.

The scheme involves the removal of traffic from several City centre Streets which will improve the overall environment for everyone. An extensive new pedestrianised area will be created along the length of Westlegate and into all Saints Green. There are no parking facilities, and no bus services currently serving these areas, but the provision of additional Blue badge parking bays immediately adjacent to the All Saints Green area will improve accessibility for disabled drivers.

Light controlled junctions are being removed at St Stephens Plain, Rouen Road/cattle Market Street and Castle Meadow/ Red Lion Street and the light controlled crossing between Timberhill and John Lewis will no longer be needed as this area will become part of the extended pedestrian Zone. Courtesy crossings will be provided at all these locations, with existing light controlled facilities retained at Surrey Street, Red lion Street, Cattle Market Street and on Castle Meadow. This arrangement provides regular 'courtesy' crossings around the whole area, with regularly spaced light controlled facilities in locations of high demand. The extended pedestrian areas provide opportunities for enhanced seating facilities. Overall, the scheme is likely to provide improvements for the affected equalities groups. Although there are some features of the scheme that may be of detriment to some people.

7. Is there a chance to: a. promote equality of opportunity, and b. promote good relations in the community? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Racial group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7a. Please explain whether the potential is for a positive or neutral outcome:

Some light controlled crossing facilities are being removed as they are part of light controlled junctions that are no longer necessary as a result of traffic reduction measures. Replacement courtesy facilities will be provided as part of the scheme. There is, therefore, a potentially negative effect for blind and partially sighted people.

8. Is there evidence to suggest that the policy may have a disproportionate adverse impact on an equalities group? (Please check the relevant boxes below)

	Yes	No	Not known
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

8a. Please explain what this potential impact is and how you intend to mitigate against it in a proportionate and relevant way:

The area will still be served by many well-spaced light controlled facilities which cover key routes, as well as the more informal facilities. Disabled drivers will benefit from additional parking facilities, and less mobile people will have an improved environment with additional seating facilities. It is not possible to alter the topography of the area, and there are many locations where people can be legitimately picked up and dropped off. Demand Responsive transport has full access to the restricted bus only areas. Careful consideration of the detail of the scheme, and further crossing facilities should overcome most concerns.

9. Please outline key recommendations and actions committed to in the future:

Maintain additional Blue badge parking adjacent to the extended pedestrian area. Provide replacement formal crossing facilities on Rampant Horse Street and at the top of Timberhill over Ber Street. Provide seating with arm rests throughout the pedestrianised areas. Involve groups in detailed design to maximise legibility of scheme in terms of shorelines, and surfacing details.

10. On the basis of this assessment, should this policy go on to the further impact assessment stage?

Yes ☐ No ☒

11b. Please explain:

The scheme is of overriding benefit to both elderly and disabled people. Any negative impacts have been addressed so far as is practically possible. Detailed design should resolve most issues of concern.

Lead review manager name:	Bruce Bentley
Job title:	Principal Transportation Planner
Date:	August 2015

Please note that the further impact assessment is only necessary if a potentially disproportionate negative impact has been identified.