

**Norwich Highways Agency committee**

**Date: Thursday, 21 March 2019**

**Time: 10:00**

**Venue: Mancroft room, City Hall, St Peters Street, Norwich, NR2 1NH**

**Members:**

**County  
Councillors:**

Fisher (chair)\*  
Vincent \*  
Bills  
Jones (C)  
Thomson

**City Councillors:**

Stonard (vice chair)\*  
Stutely\*  
Malik  
Carlo  
Peek

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## Agenda

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**1 Apologies**

To receive apologies for absence

**2 Public questions/petitions**

To receive questions / petitions from the public

Please note that all questions must be received by the committee officer detailed on the front of the agenda by **10am on Monday, 18 March 2019.**

Petitions must be received must be received by the committee officer detailed on the front of the agenda by **10am on Wednesday, 20 March 2019.**

For guidance on submitting public questions or petitions please see appendix 1 of the council's constitution.

**3 Declarations of interest**

(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)

**4 Minutes**

**5 - 14**

To approve the accuracy of the minutes of the meeting held on 20 December 2018.

**5 'Welsh Streets' area Permit Parking Consultation**

**15 - 58**

**Purpose -** To advise members of the responses to the recent consultation in the 'Welsh Streets' area to extend the existing permit parking areas, and recommends the partial implementation of permit parking.

**6 Transport for Norwich - A140 Mile End Road and Colman 59 - 104**

## **Road Improvements to relieve congestion at the Daniels Road Roundabout**

**Purpose** - To consider the responses to the consultation on proposed changes to the Outer Ring Road (ORR) and to agree to implement the proposals as originally proposed with minor amendments.

### **7 Transport for Norwich – Bank Plain and London Street 105 - 116**

**Purpose** - To agree to consult on proposals to upgrade Bank Plain and London Street at its junction with Bank Plain and its junction with Opie Street and agree to advertise revised Traffic Regulation Orders to facilitate the revised layout.

### **8 Permit Issuing Software Upgrade and the Introduction of Virtual Parking Permits 117 - 126**

**Purpose** - To note that the existing software that is used to issue parking permits must be updated, and to agree to the rollout of 'virtual' permits once the new system is in place.

### **9 Committee schedule 2019-20 127 - 128**

**Purpose** - To agree the meeting schedule for the 2019 to 2020 civic year.

Date of publication: **Wednesday, 13 March 2019**



**Norwich Highways Agency committee**

**10:00 to 11:15**

**20 December 2018**

Present:     **County Councillors:**           **City Councillors:**  
                  Fisher (chair) (v)\*           Stonard (vice chair) (v)  
                  Vincent (v)                    Stutely (v)  
                  Bills                             Carlo  
                  Jones (C)                       Malik  
                  Thomson

Apologies:   City Councillor Peek

\*(v) voting member

(The chair announced that notification had been given that the first item, Public Questions/Petitions was being filmed in accordance with the city council's film policy.)

**1.     Public Questions/Petitions**

**Public questions -**

Question 1   Ms Gail Mayhew, chair, Cathedral, Magdalen and St Augustine's Forum, asked the following question:

"We understand that Norwich City Council is putting forward a bid to the Transforming Cities Fund for further street-scaping in Tombland. Has a post-hoc appraisal been done of the success or otherwise of the first portion of the scheme, given the very high level of public usage of and demands on Tombland? In movement terms would this not be wise in advance of designing an improvement scheme?"

Councillor Fisher, chair, replied on behalf of the committee as follows:

"The northern part of Tombland was improved in 2015 with the expectation that the rest of Tombland would be improved as soon as potential funding had been identified. The report before the committee today makes it clear that although no formal bid for funding for Tombland has yet been submitted, there is the potential to obtain funding through the Transforming Cities Fund, and a substantial amount of work has been undertaken in order to bring proposals to the position that they can be consulted on, which again is the consultation we are discussing at today's committee meeting.

The feasibility study that has been published along with today's report has considered not only the issues surrounding the southern area of Tombland, but has also reviewed the northern section and the movement demands of the area as a whole."

As a supplementary question, Ms Mayhew said that there were a number of safety issues and asked that the safety review was conducted by a third party rather than the officers who had designed the scheme. The transportation and networks manager, Norwich City Council, said that safety audits were conducted for all highways schemes; two before implementation, one after completion, and a follow up safety audit one year after completion. The audits were carried out by council officers but they were not officers who had a direct involvement in the scheme.

Question 2 Mr Simeon Jackson, Mousehold Street, Norwich, asked the following question:

"The changes to the junction at the Magpie Road/Heath Road/Edward Street junction, seems to have changed the phasing so that pedestrians are shown a red light at the crossings, even when it is safe to cross, where previously the green man would show whenever there was a red light for the traffic. What's more, pressing the button during one of the phases when the road traffic is on red does not cause it to change straight away, so pedestrians must wait out the rest of that phase, plus a full phase of traffic, before the lights turn green. If one is walking on the south side of Magpie Road, as I do every day, this means potentially having to wait for over two full phases of vehicle traffic (once at the road, and again on the island) before getting across, all the while exposing one to the air pollution from the passing traffic. The other option, of course, is to cross on a red light, which is unsafe, particularly for children and visually impaired people. Both of these options are unacceptable.

When will the council correct this junction's poor phasing and make it so that a green man always shows when it is safe to cross?"

Councillor Fisher, chair, replied on behalf of the committee as follows:

"The operation of traffic signals at this junction was changed as you know to accommodate the introduction of the cycle facility to and from Heath Road. Consideration was given to operating a similar pedestrian crossing arrangement as previously but the introduction of the cycle crossing facility meant this was not possible.

I am informed by officers that the new phasing of the lights maximises the overall efficiency of the junction. The operation of the junction is not unsafe as any pedestrian input will receive a green signal the only difference is that it is no longer at green for the same length of time as it used to be. This is in order to provide a greater flexibility and an overall improvement in the efficiency of the junction for all the users, not just pedestrians. The performance of the junction will continue to be monitored to ensure this remain the case."

Mr Jackson said that during the consultation on this scheme he had been a ward councillor and had not been aware that the phasing would change as a result of the proposal. He asked that people could be made aware of how traffic signal phasing would be affected by a proposed scheme during the consultation. The transportation and network manager said that phasing was complicated and difficult to explain without using technical terms. However, she would take away Mr Jackson's point about raising awareness of phasing changes for consideration in future public consultations.

**Question from a local member:**

Question 3 Councillor Lubbock, Eaton ward councillor, asked the following question:

"Traffic travelling in and out of the city on the Newmarket Road particularly at the signalled crossing close to where there is a turning into Unthank Road is travelling too fast. It is at this point that drivers going out of the city see the 50 mph sign and have speeded up in anticipation.

Conversely coming into the city drivers are still in the process of slowing down from the previous 50 and 40 mph signs but not actually doing 30mph. This is shown by the Speed Activated Sign which flashes when drivers exceed 30 mph.

Please can the committee support the Eaton councillors and residents who use this crossing with requesting a review of these speed signs especially their position so close to the crossing and 30 limit and also close to the Eaton Hill slip road into Eaton which is signed 20mph."

Councillor Fisher, chair, replied on behalf of the committee as follows:

"When setting speed limits, Norfolk County Council applies its Speed Management Strategy which is closely related to current Department for Transport guidance contained in Circular 1/2013. A key element to both documents is that speed limits must be self-explanatory and help to reinforce to drivers the appropriate speed at which to travel. To artificially set a speed limit too low can actually cause more safety problems as the difference in speed between the fastest and average speed of drivers increases. It can also lead to a lack of respect for speed limits in general. Frontage development with facilities such as shops, a school etc. and pedestrian activity are important factors in setting speed limits as they change the highway environment very clearly and reinforce to drivers of the need to reduce speed.

Following the submission of Councillor Lubbock's question, officers in the network safety and sustainability team at Norfolk County Council have reviewed the speed limit signing in the vicinity of the new Toucan crossing. I am advised that the inbound 30mph speed limit on Newmarket Road conforms to the guidance which I mentioned earlier as it commences around 40m prior to the pedestrian crossing in an area where shared use footways are present at the start of the built up area. There is an argument for extending the speed limit 40m further south to the end of the Norwich bound slip road, but, there are trees and communications cabinets in this area making the signs problematic to install. It is also possible that 30mph signs in this location could be missed by drivers leaving the slip road on to A11 Norwich bound, when they are concentrating

more on joining the flow of traffic. Officers do not recommend starting the 30mph speed limit south of the slip road as this is a very different environment with no footways or frontage development and speed limit compliance would likely be poor. Travelling south, they are satisfied that the 50mph signs are sufficiently far enough south of the Cringleford bound off-slip road and pedestrian crossing.

They also advise that the injury accident records show that there have been no recorded incidents on the slip roads or at the pedestrian crossing since it was installed in May 2016, which we believe indicates that the area is operating safely. They also assure me that the pedestrian crossing has been designed so that should the driver, approach at excess speed, the time gap between a driver red light and a pedestrian, green man is extended so that a pedestrian should not step out in to its path. Technically it is there to protect people.”

Councillor Lubbock expressed her disappointment with the response because she considered that Newmarket Road was getting increasingly busier and said that she would liaise with the police for their support.

## **2. Declarations of Interest**

Councillor Vincent declared an other interest in item 5 (below), Tombland Transforming Cities Project, in that she worked for a business in The Close.

## **3. Minutes**

**RESOLVED** to approve the accuracy of the minutes of the meeting held on 20 September 2018.

## **4. Transport for Norwich - A11 Newmarket Road – A140 Mile End Road Improvements to relieve congestion at the Daniels Road Roundabout**

The chair introduced the report.

The principal transportation planner, Norwich City Council, explained the plan, attached to the report as appendix 1 and explained that the extent of the proposed yellow lines which had not itemised in the officer recommendations.

During discussion, the principal transportation planner and the transport for Norwich (TfN) manager, Norfolk County Council, referred to the report and answered questions on the proposed scheme. Members were advised that the proposals sought to improve traffic flow on the main roads. Bus journey times were not expected to be affected as losses in journey times on side roads would be made up by gains on the main roads. The changes to the signal phasing at the South Park Avenue junction would improve the right turn access for vehicles turning into the ring road. Officers would advise Councillor Stutely about the impact that the proposals would have the crossing patrol on South Park Avenue. Members were also advised that the proposals would improve access for cyclists crossing from one side of Unthank Road to the other.

Councillor Lubbock, Eaton ward councillor, addressed the committee and expressed concern that the capacity of Newmarket Road and the ring road were not being

considered as a whole. Leopold Road and Christchurch Road had been considered. She referred to the schools in the vicinity and the hospital and expressed concern that a consequence of the parking bays outside the Colman Hospital would be tail backs and traffic congestion on the ring road. In reply the TfN manager and the engineer (network analysis), Norfolk County Council, explained that this scheme had wider implications for the transportation network in Norwich than the previous schemes and would make a sizeable improvement to journey times on the ring road. The TfN manager explained that the parking bays would provide controlled parking areas where parking was currently chaotic and uncontrolled. The bus companies were fully engaged with the consultation. He confirmed that he would meet with Councillor Lubbock on site as requested.

Members spoke in support of the proposed scheme which they considered would improve traffic flow on the ring-road. One voting member expressed reservations about the efficacy of the proposed parking bays.

The chair moved and the vice chair seconded the recommendations as set out in the report.

**RESOLVED**, unanimously, with all 4 voting members voting in favour, to:

- (1) agree to consult on proposals for changes to the section of the outer ring road between South Park Avenue and Newmarket Road as shown on the plans in Appendix 1 to include the following:
  - (a) alterations to the traffic light controlled junction at South Park Avenue to improve the operation of the junction, including pedestrian facilities;
  - (b) new pedestrian refuges near to Highland Road and Unthank Road;
  - (c) replacing the existing pedestrian crossings near Mornington Road and Waldeck Road with a staggered signalised pedestrian crossing;
  - (d) provide double yellow lines on the northern side of Colman Road with a combination of double yellow lines and limited waiting parking bays on the southern side;
  - (e) provide double yellow lines on both sides of Unthank Road with a parking bay on the northern side;
  - (f) provide double yellow lines at the junction of South Park Avenue
- (2) ask the head of city development services to commence the necessary statutory process to implement the above proposals;
- (3) note that the results of the consultation will be reported to the committee at a future date.

## **5. Tombland Transforming Cities Project**

(Councillor Vincent had declared an interest in this item.)

The principal transportation planner pointed out that a revised appendix 2 had been circulated in advance of the meeting as an incorrect version had been attached to the agenda papers.

Councillor Stonard, vice chair, said that he welcomed this proposal to improve the historic centre of the city and remove the eyesore of the disused public toilets and refuse bins. The chair also considered that the proposals would improve this important area for tourists. The chair and vice chair moved the recommendations as set out in the report.

Councillor Jones, Thorpe Hamlet division, also expressed general support for the proposal.

During discussion, the principal transportation planner, answered questions. He explained that the proposed removal of the “triangle” route to the Ethelbert Gate would improve the public realm and also protect the gate as vehicles would not approach it at an oblique angle. He considered that concerns that the proposals would lead to congestion were unfounded. Access to the gateway was important and would be two way. It was not wide enough to segregate pedestrians and cyclists. In reply to a suggestion that insufficient consideration had been given to the number of pedestrians, cyclists and drivers who accessed The Close through the gate, the principal transportation planner said that the purpose of the consultation was to get feedback from the public which would inform the next stage of the project. The landscape architect, Norwich City Council, explained that it was necessary to remove two trees and confirmed that five trees would be planted as part of the landscaping, resulting in a gain of three trees within the space.

The design and conservation manager, Norwich City Council, explained that the consultation approach would be similar to that used in the previous cycling ambition programme that involved a small exhibition at the Hostry, writing to interested parties and issuing a press release. A member referred to the public question from Gail Mayhew earlier in the meeting and asked that the consideration be given to include the outcome of the safety audit as information provided as part of the consultation.

**RESOLVED**, unanimously, with all 4 voting members voting in favour, to approve for consultation the proposals for Tombland that improve facilities for pedestrians, cyclists and public transport users by better managing existing traffic movements and creating and improved the environment to boost the local economy as shown on the plan attached as Appendix 1 which have the following effects:

- (1) removing traffic from the northern arm of the ‘Tombland Triangle’, creating a two-way route to the Ethelbert Gate and improved pedestrian space;
- (2) replacing the pedestrian crossing where Upper King Street meets Tombland, narrowing the carriageway to make crossing easier and putting it on a table to reduce speeds and increase pedestrian safety;
- (3) moving the inbound bus stop CP from Tombland to Upper King Street and widening the pavement to provide improved waiting facilities, including a bus shelter;

- (4) moving the outbound bus stop CK from Upper King Street to Tombland and extending the kerb space available for bus stopping on the west side of Tombland to provide more coherent facilities for north bound bus services;
- (5) providing a new bay in Tombland that caters for loading (including coach drop-off and pick up), taxis and disabled parking;
- (6) formalising the motorcycle parking and increase the amount of bicycle parking;
- (7) implementing changes to the on street parking and loading restrictions.

## **6. Essex Street Safety Scheme**

Councillor Corlett, Town Close division, addressed the committee on behalf of residents who were calling for a raised table to prevent speeding in Essex Street. She said that drivers had been reported who were driving in excess of 40 mph and in some cases in the wrong direction on this one way street. She listed the concerns of residents which included the need to prevent cars from driving the wrong way and speeding and that this was important because the pavements were narrow and used as a pedestrian route to three primary schools. She said that the safety audits did not include the number of near misses. Residents were also concerned about parking and congestion from delivery vehicles to Tesco's.

The transportation and network manager referred to the report and replied to the issues raised by the local member. She said that the changes to the junction of Suffolk Square and Essex Street would change the priorities but would not be a physical island. The issue of parking and delivery vehicles on the supermarket site would be raised with development control colleagues. The civil enforcement officers could enforce existing restrictions. Delivery vehicles and builders could have dispensations to park outside properties.

Councillor Stonard, vice chair, said that he was shocked that drivers could drive the wrong way down a narrow street at 50 mph, with a cycle contraflow in place. He said that he considered that the proposals would address the issues raised and that there the proposed pinch-point had been removed from the scheme so there would be no loss of parking. However he had listened to the residents' request for speed table and therefore moved, seconded by Councillor Stutely, that there should be a traffic survey six months after implementation of the safety scheme and if problems had not been addressed then consideration could be made for further measures, including a speed table.

During discussion the transportation and network manager replied to a member's question and said that the cycle contraflow was part of the Pink Pedalway and that it was not proposed to review the right turn from Unthank Road into Essex Street as part of these proposals.

The chair moved the recommendations, seconded by the vice chair, with the additional recommendation to conduct a traffic survey in Essex Street. The chair referred to the

committee's policy on speed tables (as set out in paragraph 22 of the report) and said that he hoped that the proposals would solve the problems, but if not then an exception to the policy could be considered.

**RESOLVED**, unanimously, with all 4 voting members voting in favour, to:

- (1) approve the installation of (as set out in the plan shown as appendix 3 of the report):
  - (a) a changed priority at the junction between Essex Street and Suffolk Square;
  - (b) additional 20mph signage and road markings;
  - (c) road markings to delineate a parking bay.
- (2) agree not to introduce the proposed pinch point / cycle bypass (shown in Appendix 1).
- (3) ask officers to carry out a further weeklong traffic survey in Essex Street approximately 6 months after the change of priority and additional 20mph signs and roundels have been introduced, to see what effect the changes have had on speeds, and to ask officers to report those findings back to a future meeting of this committee.

## **7. Waggon and Horses Lane - Proposed Traffic Management**

The chair introduced the report and moved the recommendations. The vice chair seconded the recommendations.

Councillor Jones, Thorpe Hamlet division, welcomed the proposal, which was supported by residents and businesses alike. However it had been reported to him that the temporary bollard was heavy to remove. The principal transportation planner said that it would be replaced by a "Norwich" bollard which was relatively light and easy to lift when required.

**RESOLVED**, unanimously, with all 4 voting members voting in favour, to:

- (1) note the results of the experimental road closure and that the initial road closure point has achieved the scheme objectives without the need to trial alternative road closure locations on Waggon and Horses Lane.
- (2) ask the head of city development to undertake the necessary statutory procedures to make permanent the provisions of the Experimental Traffic Regulation Order (TRO) without amendments.
- (3) agree minor highway works in response to consultation feedback in relation to the choice of bollard used and removal of redundant bollards nearby.

## 8. Proposed Limited Waiting Restrictions in the Sewell Ward – Consultation Results

The chair moved the recommendations and said that Councillor Brociek-Coulton, local member for Sewell ward and division, supported the proposal. The vice chair seconded the proposal. (A copy of Councillor Brociek-Coulton's letter was circulated at the meeting.)

**RESOLVED**, unanimously, with all 4 voting members voting in favour, to:

- (1) approve the installation of the proposed limited waiting restrictions in four locations in Sewell Ward (as set out in the report and in 2 (a) to (d) below);
- (2) ask the head of city development services to carry out the statutory legal procedures to finalise the traffic regulation orders to:
  - (a) amend waiting restrictions in Denmark Opening as shown on plan No.PL/TR/3329/788;
  - (b) install waiting restrictions in Garrett Court and Gertrude Road as shown on plan No. PL/TR/3329/790;
  - (c) amend waiting restrictions in John Stephenson court and Violet Road as shown on plan No. PL/TR/3329/791;
  - (d) install waiting restrictions in Mousehold Avenue and Lavengro Road as shown on plan No. PL/TR/3329/792.

CHAIR



**Report to** Norwich highways agency committee  
21 March 2019  
**Report of** Head of city development services  
**Subject** 'Welsh Streets' area Permit Parking Consultation

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Item

5

### **Purpose**

To advise members of the responses to the recent consultation in the 'Welsh Streets' area to extend the existing permit parking areas, and recommends the partial implementation of permit parking.

### **Recommendation**

Members are recommended to:

- (1) note the responses to the permit parking consultation;
- (2) agree to implement a Monday-Saturday, 8:00am to 6:30pm (8:00 to 18:30) controlled parking zone (CPZ) as shown on the plans (nos. PL/TR/3584/440/A) as set out in Appendix 1 in:
  - (a) Cardiff Road, Havelock Road and part of Earlham Road and Denbigh Road;
  - (b) College Road and Recreation Road from the junction of Avenue Road to the junction with Earlham Road;
  - (c) Avenue Road between Recreation Road and Christchurch Road;
- (3) install extended yellow lines at the junctions of other streets in the area including Caernarvon Road, Denbigh Road (part), Earlham Road, Swansea Road and Wellington Road also shown on the plan no. PL/TR/3584/440/A in Appendix 1;
- (4) ask the head of city development services to complete the statutory processes to implement these proposals.

### **Corporate and service priorities**

The report helps to meet the corporate priority to provide a safe, clean and low carbon city and the service plan priority of implementation of the Transport for Norwich strategy.

### **Financial implications**

The installation costs of the scheme will be funded through on-street parking charges. Implementation costs are estimated at £46,000.

**Ward/s:** Nelson

**Cabinet member:** Councillor Stonard – Environment and sustainable development

**Contact officers:**

Bruce Bentley, principal transportation planner

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**Background documents**

None

## **Background**

1. Permit parking achieves two objectives; the first is to ensure that limited on-street parking (particularly in more densely developed areas) is available for those who live or do business in the area, and the second is to support the Transport for Norwich Strategy, by discouraging commuter parking in specific areas and supporting more sustainable modes of transport.
2. Currently, the city council operates and enforces controlled parking zones (CPZs) throughout the city centre, the inner suburbs of the city and around the university. These permit parking schemes operate 24 hours a day, seven days a week, in and around the city centre, whilst the more suburban ones operate between 8am and 6:30pm (8:00 to 18:30), Monday to Saturday. Some parts of the 'University' scheme only operate between 10.00am and 4pm (10:00 to 16:00), Monday to Friday.
3. In agreement with local members, residents on the periphery of the existing south west CPZ were consulted about being included in the CPZ. The exact streets were Caernarvon Road, Cardiff Road, College Road (remaining section), Denbigh Road, Earlham Road (from the existing CPZ boundary to Christchurch Road), Havelock Road, Milford Road, Recreation Road, Swansea Road, The Avenues (Recreation Road to Christchurch Road), and Wellington Road. The original consultation plan is set out in Appendix 2.
4. Following the consultation, some minor amendments and additions were advertised on 26 February 2019, with the closing date for representations being 20 March 2019. These are discussed in the report below.

## **The consultation**

5. Almost 900 consultation letters were sent out to residents and local businesses and schools: 431 responses were received from local residents and businesses, individual letters from all three schools and 213 responses from non-residents.
6. The overall response rate from occupiers in the area (primarily residents) was 48%. Details of the response rates are contained in the table in Appendix 3.
7. Almost all the responses from non-residents were received from school parents and school teachers (although it is not always possible to tell the relationship of any particular individual to the area).

## **Where do residents want Permit Parking?**

8. Members will be aware that it is hoped to achieve a 50% response rate from residents, with an overall majority in favour of permit parking (i.e. more than a quarter of household's expressing a preference for permits) to proceed with implementing a scheme. That threshold was achieved on Cardiff Road and Havelock Road and The Avenues, College Road and Recreation Road.

9. Including Cardiff Road and Havelock Road in the permit scheme will require the inclusion of a short length of Earlham Road and Denbigh Road in the permit area. This will require the inclusion of 91-123(odds) and 82-104(evens) Earlham Road and Denbigh House, Nos. 1 and 1a(odds) and 4-14 (evens) Denbigh Road in the scheme. Of these properties, 7 were in favour of permits whilst 8 were not. This does not affect the overall balance significantly in favour of permit parking being introduced in this area.
10. Including The Avenues as far as Christchurch Road, Recreation Road and College Road will also mean allowing parking permit entitlement for some Earlham Road residents between Recreation Road and College Road (Nos. 150-168(evens)) and some immediately east of College Road (nos. 138-148) as to leave them out would require residents to park on the opposite side of the road and three of the houses have frontages to the side streets. 7 residents were not in favour of permits whilst one was. Again, this does not significantly affect the overall balance in favour of permit parking being introduced in this area.
11. Earlham Road at this point would not be within the permit zone and the parking opposite would remain unrestricted.

#### **Where are residents opposed to permit parking?**

12. Residents in Carnarvon Road were particularly opposed to permit parking with 47 households there opposing the idea and only 4 supporting it. A petition of 108 signatures (mostly Caernarvon Road residents) opposed to any extension of permit parking has been received. Residents in Wellington Road were also not in favour and the response from Swansea Road was insufficient to make a judgement. Generally, residents in Earlham Road and Denbigh Road did not favour permits either, and only those areas necessary to make the permit zone coherent have been included in the recommended scheme.

#### **Issues raised by residents**

13. Most other issues raised are detailed and listed in Appendix 4 on a street by street basis together with an officer response.
14. A number of residents raised concerns about the extension of the double yellow (DY) lines around the junctions in the 'Welsh streets' area suggesting that they were unnecessary. However, these were included at the request of the refuse collector and have been subject to correspondence from them which is included at Appendix 5. The contractor for refuse collection has confirmed that accessing these particular streets is a particular challenge and 105 incidents including near vehicle strikes and inability to access due to bad parking have been logged in the area in the past two years including a substantial number of incidents on the junctions blocked by parked vehicles. Consequently, it is recommended that the principal of extending the double yellow lines is accepted.
15. Subsequent to the consultation, discussions took place between officers and the refuse contractor and it was agreed that some sections of double yellow lines, originally proposed, could be reduced. These include a short section on

Caernarvon Road and a length proposed opposite the junction of Milford Road on Swansea Road.

### **Issues raised by non-residents**

16. The issues raised by non-residents are detailed and listed in Appendix 6, with officer comments where the issues are not covered in the report. The concerns raised were essentially split into three different issues, although a number of detailed points were also raised. The vast majority of non-resident responses were from either parents or teachers at the three schools and one nursery in the area.
17. The primary and junior schools on The Avenues and Recreation Road, judging from the correspondence received, have a primarily local catchment many of whom already live in a permit parking area. Parkside School caters for children with additional and complex needs from across Norfolk and consequently most of these children need to be brought to the site by car, taxi or minibus. The Peapod Nursery also has a wider catchment and caters for the youngest children.
18. Letters received from the schools in the area are reproduced in Appendix 7. The response from the Peapod Nursery was made on line and raised concerns about parent pick-up/ drop off and teacher parking.

### **Parent pick-up – drop off**

19. A significant number of parents raised concerns that they would be prevented from picking up and dropping off their children by car at the various schools. As a result of the consultation, the areas around the Peapod Nursery and Avenues School are not recommended for any changes over the current arrangements, but in any case, stopping to let children alight or get into a vehicle is permitted even in a permit area.
20. Although most responses were from parents concerned about car pick-up/ drop off, some parents welcomed the changes as a potential mechanism for reducing the level of traffic around the schools due to the impact of traffic and poor parking on safety around the schools. Adjustments to the availability of short stay parking provision in the vicinity of the schools would help to allow those parents who need to accompany their children into the school to park legally and might manage parent parking more effectively so that it does not impact as much on local residents.

### **Nowhere to park for events/clubs etc.**

21. In response to these concerns, additional short stay parking provision was proposed outside the schools within the proposed zones. This is detailed below.

### **Nowhere for teachers to park**

22. All of the schools in the area have limited on-site parking provision, with that at The Avenues and Peapod being the most limited (and no change is proposed in the vicinity of those sites). Some staff do not work on site all day and the overall demand for car parking by the schools was outlined in the letters that were sent in by them during the consultation.

### **Travel Plans**

23. None of the schools operate a travel plan.

### **Other issues**

24. The only other issue raised by a significant number of non-residents was that there would be a knock-on effect from the implementation of permit parking. This is undoubtedly true, and is something that is made clear in the consultation literature.

### **Changes resulting from Consultation**

25. There is clearly tension between occupiers of residential properties in some areas and users and employees of the schools.

26. Officers and local members for (both city and county councils) discussed the outcome of the consultation and agreed that some of these issues could be addressed by amending the proposals to provide parking facilities more directly related to the school users adjacent to the schools. As a consequence, revised proposals were advertised that provide school related facilities on the school frontages and permit parking to the residential frontages.

27. Both the schools that will be within the extended zones do have some on-site parking that they can manage as they see fit, and there will still be unrestricted on-street parking available within walking distance of those schools albeit not right outside. In any case, one of the aims of permit parking is to reduce the reliance on private cars and this could be achieved if the schools began to implement travel plans for staff and pupils, which could also ease the parent parking pressure.

### **The revised proposals**

28. As a result of the consultation, revised proposals for the school frontages on College Road and Recreation Road were drawn up. The changes involved replacing the previously advertised permit parking in these locations with 4-hour short stay parking slots. This would provide facilities for visitors, club and sports centre use and short term teacher use without affecting parking directly outside people's homes.

29. Local members and officers discussed the anticipated extent of the permit parking scheme and the revised proposals with Parkside School on 6 February

2019 and with the Avenues School on 14 February and both schools felt they were an improvement although remained concerned about staff parking. Recreation Road School was unable to meet us prior to the advertisement of the revised scheme. They were advised of the proposed changes by email and invited to meet with us again once the proposals were advertised

30. A short section of short stay parking was also advertised on Cardiff Road to take account of the concerns raised by an adjacent business premises.
31. These amendments are shown on the final proposals plan in Appendix 1
32. As the statutory period for responses for these amendments expires on the 20<sup>th</sup> March 2019, all responses received will be presented at the meeting

### **Proposed extent of recommended permit scheme**

33. Consequent on the consultation the recommendation is to:
  - (a) extend permit parking to the residents of Cardiff Road, Havelock Road and part of Earlham Road and Denbigh Road; and, also to,
  - (b) College Road and Recreation Road from the junction of Avenue Road to the junction with Earlham Road and Avenue Road between Recreation Road and Christchurch Road with the inclusion of short stay parking on the school frontages.
34. This does leave the areas surrounding Caernarvon Road, Swansea Road and Wellington Road (including most of Earlham Road) outside the proposed permit area, leaving these streets effectively surrounded by permit areas. However, the nature of the issues facing the adjacent areas is different. Cardiff Road and Havelock Road are primarily affected by City Centre issues, whilst those on College Road and Recreation Road are more local in nature, and have been affected by the recent extensions of permit parking into the other parts of these streets.

### **Next steps**

35. Should members agree the recommendations in this report, it is anticipated that the new permit areas will go live in the summer.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

<b>Committee:</b>	Norwich Highways Agency Committee
<b>Committee date:</b>	21 March 2019
<b>Director / Head of service</b>	Andy Watt
<b>Report subject:</b>	'Welsh Streets' Area CPZ Extension
<b>Date assessed:</b>	4 March 2019
<b>Description:</b>	

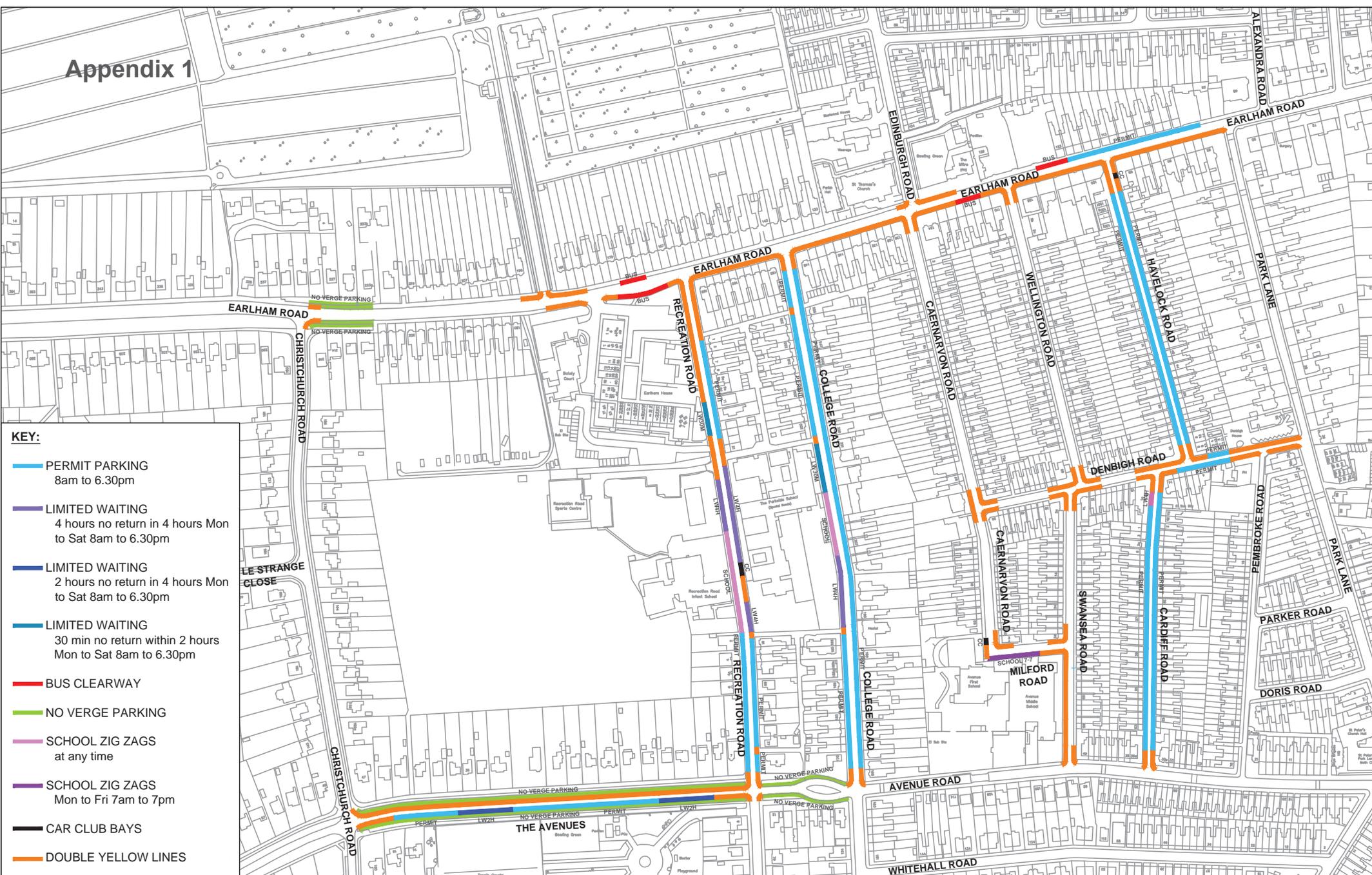
	Impact			
<b>Economic</b> (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Permit parking schemes cover their own operational costs
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uses existing processes.
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Uses existing software
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Social</b> (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The permit scheme has been designed to take account of the needs of protected groups affected
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The implementation permit parking supports NATS by discouraging commute parking in the urban area
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Will help to promote sustainable transport forms by discouraging commuting by car
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Will improve facilities for cycling, walking and public transport in the longer term

	Impact			
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment
<b>Positive</b>
The proposal will reduce parking congestion in this part of the City and support NATS
<b>Negative</b>
N/A
<b>Neutral</b>
<b>Issues</b>
N/A

# Appendix 1



- KEY:**
- PERMIT PARKING  
8am to 6.30pm
  - LIMITED WAITING  
4 hours no return in 4 hours Mon to Sat 8am to 6.30pm
  - LIMITED WAITING  
2 hours no return in 4 hours Mon to Sat 8am to 6.30pm
  - LIMITED WAITING  
30 min no return within 2 hours Mon to Sat 8am to 6.30pm
  - BUS CLEARWAY
  - NO VERGE PARKING
  - SCHOOL ZIG ZAGS  
at any time
  - SCHOOL ZIG ZAGS  
Mon to Fri 7am to 7pm
  - CAR CLUB BAYS
  - DOUBLE YELLOW LINES



Title  
**SOUTH WESTERN CONTROLLED PARKING ZONE EXTENSION  
 PROPOSED CHANGES  
 A3 MARCH 2019**

Date  
01/11/2018  
 Designed by  
JG  
 Drawn By  
JG  
 DWG. No.  
PL/TR/3584/440/A

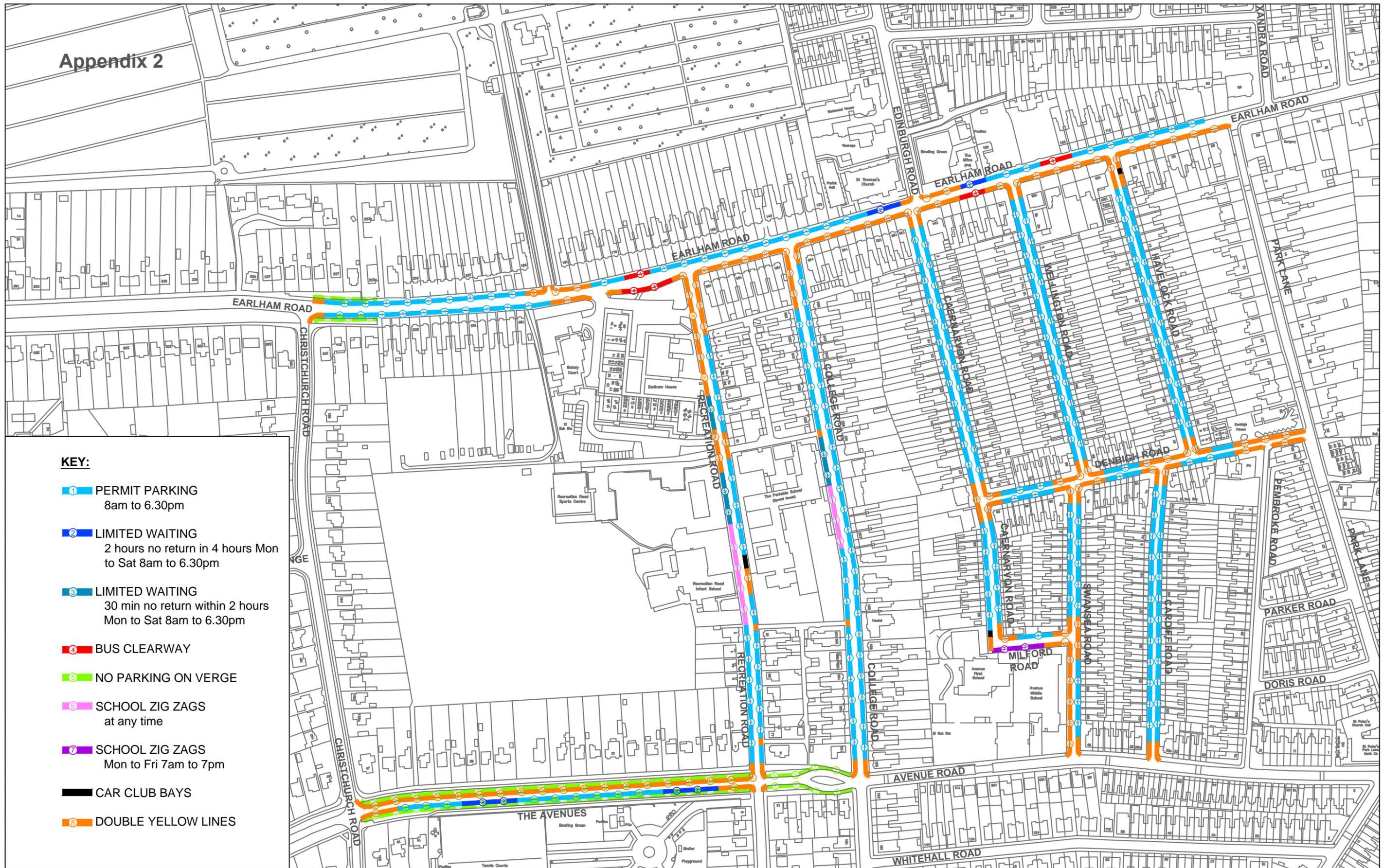
Scale(s)  
NTS  
 NEG. No.  
 Checked By  
BB

No.	Date	Notes	REVISIONS	Int.	Ckd.
A	6/3/19	MARCH AMENDMENTS			

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

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# Appendix 2



**KEY:**

- ① PERMIT PARKING  
8am to 6.30pm
- ② LIMITED WAITING  
2 hours no return in 4 hours Mon to Sat 8am to 6.30pm
- ③ LIMITED WAITING  
30 min no return within 2 hours Mon to Sat 8am to 6.30pm
- ④ BUS CLEARWAY
- ⑤ NO PARKING ON VERGE
- ⑥ SCHOOL ZIG ZAGS  
at any time
- ⑦ SCHOOL ZIG ZAGS  
Mon to Fri 7am to 7pm
- CAR CLUB BAYS
- ⑧ DOUBLE YELLOW LINES



**NORWICH**  
City Council

Title  
**SOUTH WESTERN CONTROLLED PARKING ZONE EXTENSION  
PROPOSED CHANGES**

Date  
01/11/2018  
Designed By  
JG  
Drawn By  
JG  
DWG. No.  
PL/TR/3584/440

Scale(s)  
NTS  
NEG. No.  
Checked By  
BB

No.	Date	Notes	REVISIONS	Int.	Ckd.

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

Road	No of households	YES responses	NO responses	Response rate	% of those who responded in favour	Include in CPZ
Denbigh House	14	0	0	0%	0%	Y**
Cardiff Road	70	20	12	46%	63%	Y
College Road	81	35	18	65%	66%	Y
Havelock Road	65	23	17	62%	58%	Y
Recreation Road	29	25	4	100%	86%	Y
The Avenues	24	13	11	100%	54%	Y
Total	283	116	62	63%	65%	
Denbigh Road	44	5	13	41%	28%	Part*
Earlham Road	189	34	46	42%	43%	Part*
Total	233	39	59	42%	40%	
Earlham House/ Bately Court	132	1	3	3%	25%	N
Milford Road	4	1	1	50%	50%	N
Caernarvon Road	112	4	47	46%	8%	N
Swansea Road	53	7	7	26%	50%	N
Wellington Road	74	10	26	49%	28%	N
Total	375	23	84	29%	21%	
* Just those sections between the existing permit area and Havelock/ Cardiff Road to make the zone coherent						
** Denbigh House has its own car park and response rates from blocks of flats are routinely low						

<b>Caernarvon Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
No (daytime) parking issues	40	This is captured in the overall responses to the proposals for permit parking here
Unnecessary expense	7	Permit parking is implemented in areas where residents support it, and charges cover the operational costs only
Shouldn't have to pay to park/ permits unaffordable	5	Those on a low income receive free visitor permits
Shouldn't have to pay to park/ permits unaffordable	5	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Makes money for the Council	5	Permits are priced solely to cover the costs of the permit scheme itself. This was made clear in the consultation material
School needs to be able to park	5	This area is no longer recommended for inclusion in the permit parking zone
Statement of reasons for scheme invalid	2	The statement of reasons completed from a standard national list of reasons and has to cover all the proposals. It does not necessarily apply in total to every element
Would discourage visitors	2	noted
Just pushes issues further away	2	This is acknowledged in the consultation information, however, issues reduce as distance from cause of parking issues increases
Would ease problems in the street	2	Permit parking eases issues where these are caused by non-residents
Road should only be included if all the others become permit parking	1	Noted, but the Council's usual approach is only to implement permit parking where there is a majority in favour
Area is becoming a Police State	1	Consultations take full account of the views expressed by residents.
Keep on being consulted and always say no!	1	This is the first statutory consultation that has been undertaken in this area since before 1997

<b>Caernarvon Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
No need for additional yellow lines	1	See report
Yellow lines at junction of Caernarvon Rd/ Denbigh Road by bollards are unnecessary	1	Agreed. These will be shortened to coincide with the bollards
Public transport needs improving instead	1	Permit schemes complement improvements to public transport by restricting free parking close to destinations
Scheme expensive to install	1	Permit schemes are self-financing
Pavement parking is an issue	1	It is not possible to resolve this in terraced streets without a substantial reduction in parking provision
Permit Parking does not guarantee a parking space	1	No it doesn't. We are clear about that.
Permit Schemes a waste of time and resources	1	noted
2 permit limit for householders is unreasonable	1	There isn't enough space for one car in front of most terraced houses.

<b>Cardiff Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Commuters/shoppers/non-residents use the parking spaces	8	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
There has been an increase in non-resident parking that needs to be addressed	3	Permit parking should help to reduce this issue
No (daytime) parking issues	3	Those opposed to parking permits tend towards this view
Shouldn't have to pay to park/ permits unaffordable	2	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
permit parking should be extended into the evening or 24/7	1	Noted, but the adjacent areas operate satisfactorily within the proposed times

<b>Cardiff Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
2 permits per household insufficient	1	There isn't enough space for one car in front of most terraced houses.
Scheme will not resolve parking issues	1	Permit parking helps to resolve issues where these are cause
Will make school pick-up/drop off problems worse	1	It is still permitted to pick up and drop off in permit areas.
Schemes push parking into adjacent streets	1	This is acknowledged in the consultation information
How will this be enforced	1	The Council Civil Enforcement staff routinely patrol all our permit parking areas
There is a lot of inconsiderate parking by residents that needs to be resolved	1	The Council can only enforce against illegal parking (where someone parks in contravention of a waiting restriction). We have published articles in Citizen magazine urging residents to park with consideration for others
Only residents should have been consulted	1	Advertising proposed traffic regulation orders (such as those required to back up permit parking) is a statutory requirement and anyone has the right to comment or object
Parking should be provided for non-residents in existing zones to take pressure off those areas outside	1	One of the aims of permit parking is to discourage commuting by car. This would negate that aim.
Residents from other parts of the zone should not be able to park in Cardiff Road	1	Anyone with a permit for a particular zone can park anywhere in it. In practice most people try to park as close to their own homes as possible

<b>College Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
There has been/will be an increase in non-resident parking that needs to be addressed	10	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
No (daytime) parking issues	10	Those opposed to parking permits tend towards this view
Parents leave cars and walk to work and teachers use all the parking spaces	4	See report
permit parking should be extended into the evening or 24/7	3	Noted, but the adjacent areas operate satisfactorily within the proposed times
Unnecessary expense	3	Permit parking is implemented in areas where residents support it, and charges cover the operational costs only
Scheme will need enforcement	2	The Council Civil Enforcement staff routinely patrol all our permit parking areas
Agrees with road markings to protect Alleyways	2	noted
Shouldn't have to pay to park/ permits unaffordable	1	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Would discourage visitors	1	The visitor permit scheme covers unlimited short visits and up to sixty full day visits per year. Permits are not required outside operational hours
Won't be possible to enforce against parent parking	1	It is permitted to stop to pick up or drop off children, so we cannot enforce against that. We can enforce against longer term parking
Doesn't support DY lines shown between Alleyway and Earham Road	1	This was a drafting error. The parking spaces here are to be retained
Parking on verges is necessary	1	Verge parking damages both the grass and the trees.
Scheme would help to address some, but not all the parking issues	1	Yes, this is correct and we aim to make that clear in the consultation material
Makes money for the Council	1	The permits are priced solely to cover the costs of the permit

<b>College Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
		scheme itself. This was made clear in the consultation material
DY lines on Alleyways need to ensure access and visibility	1	Lines extend 1 metre to each side of the alleyways
Alleyway on east side of College Road should have DY lines	1	Agreed. These are now proposed
DY lines between the Avenue and Recreation Road are not shown	1	This area is already in the CPZ and existing restrictions there have not been shown on the plan
Avenue Road need traffic calming	1	This is outside the scope of a permit parking scheme
A one-way system is needed in College and recreation Roads	1	This is outside the scope of a permit parking scheme
Alleyways should have DY lines	1	Alleyways are private and not public highway
Taxis and buses for Parkside arrive far too early and block the street	1	This issue has been raised with the drivers, and the scheme provides an are to minimise the potential impact of drivers arriving early.
Needs to be a limited waiting bay by Avenue School	1	This area is not recommended for permit parking
Will encourage pupils to walk to school	1	Permit parking does not prevent pick-up/drop off by car
Residents on other streets should be in a different zone	1	Anyone with a permit for a particular zone can park anywhere in it. In practice most people try to park as close to their own homes as possible

<b>Denbigh Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
No (daytime) parking issues	4	Those opposed to parking permits tend towards this view
No need for additional yellow lines	3	See report
Unnecessary expense	2	Permit parking is implemented in areas where residents support it, and charges cover the operational costs only

<b>Denbigh Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Makes money for the Council	2	Permits are priced solely to cover the costs of the permit scheme itself. This was made clear in the consultation material
Area outside business should be short stay parking/ concerned about impact on businesses	2	Agreed – See report
Road is used by non-residents and this is a problem	1	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
Shouldn't have to pay to park/ permits unaffordable	1	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Should operate longer/ 24/7	1	Noted, but the adjacent areas operate satisfactorily within the proposed times
Pavement parking is an issue	1	This can only be resolved by substantially reducing the level of on-street parking
Extending permit parking around the school would make it difficult for parents	1	It is still permitted to pick up and drop off in permit areas.
Schemes aren't enforced	1	The Council Civil Enforcement staff routinely patrol all our permit parking areas
Where will teachers park if permits are introduced	1	See report
Area is dominated by student lets. Permits should be introduced irrespective of the result of the survey	1	Responses from residents showed little support for permits –see report

<b>Earlham Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Commuters/shoppers/non-residents use the parking spaces	7	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
No more than one permit per household should be issued	3	Currently, the permit scheme outside the City Centre allows two residents permits
2-hour parking not supported outside Mitre PH/ St Thomas Church	2	It is normal practice to provide short stay parking for non-residential uses. Changes are not recommended here, however
DY Lines not needed outside the Mitre PH (have not been agreed to before)	1	We have declined these lines on the basis of cost. Implementing them as part of a wider scheme is cost effective
Concerned about safety of proposed pedestrian crossing at Christchurch Road	1	Not relevant to permit parking, but all our schemes are independently safety audited
Concerned about the effect of a partial extension of permit parking	1	There is always an 'edge' effect. We are clear about this in the consultation material
Wants to park on verge outside house	1	Verge parking damages both the grass and the trees.
Road isn't wide enough for parking on both sides	1	Proposals reflect existing parking arrangements
Approve of extension to Zig Zag lines outside school	1	noted
No rationale for DY lines between Car Club Bay and permit spaces	1	These are already in place as the road narrows at this point
DY Lines on Recreation Road are historic and could be reduced in length	1	One of the accesses might not currently be in use and the land is vacant. It seems unlikely that this will remain the case
Not clear whether proposal is to construct a parking lay-by on the Avenues	1	Parking is expected to be on the carriageway. Constructing a parking lay-by is beyond the scope of this project
Support DY lines over side alleys	1	noted
DY lines should be extended at the entrance to College Road to facilitate turning in	1	Lines are being standardised at 10 metres in most locations
First permit should be issued free. Why does the Council need to make money	1	Permit charges only cover the operational costs of the permit scheme. Most household only have

<b>Earlham Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
		one permit
DY Lines should protect the driveways on nos. 223 a,b and c	1	We do not protect private driveways, but parking over a formal dropped kerb is not permitted and penalty charges can be issued
Permits are far too cheap. Prices should be raised significantly to pay for sustainable transport improvements	1	The High Court has determined that the 1984 Road Traffic Regulation Act is not a fiscal measure and does not authorise an authority to use its powers to charge local residents for parking in order to raise surplus revenue for other transport purposes.
Permits should be issued free	1	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits

<b>Havelock Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Commuters/shoppers/non-residents use the parking spaces	9	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
No (daytime) parking issues	8	Those opposed to parking permits tend towards this view
Permits are inconvenient	4	This needs to be balanced against the benefit of having priority to use on-street parking provision
The number of parking spaces is being reduced	4	See report
Shouldn't have to pay to park/permits unaffordable	3	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Vehicles are not obstructed at the junctions so the yellow lines are unnecessary	2	See report

<b>Havelock Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Will cause problems for the schools	2	See report
permit parking should be extended into the evening or 24/7	1	Noted, but the adjacent areas operate satisfactorily within the proposed times
Schemes push parking into adjacent streets	1	This is acknowledged in the consultation information, however, issues reduce as distance from cause of parking issues increases
Scheme needs more enforcement than happens at the moment	1	The Council Civil Enforcement staff routinely patrol all our permit parking areas
other drivers could block driveway unless double yellow lines are painted in front of it	1	Permits are only valid in front of legitimate dropped kerbs with the agreement of the householder
Issue is too many cars. Should aim to reduce car ownership	1	Permits are limited, but other sustainable transport initiatives encourage lower car ownership
There should be more car club cars	1	These are provided in response to increasing demand. Every new car club car reduces car ownership locally by 15 vehicles
Residents should be informed of the views of other streets so that they can make an informed decision	1	We can't provide this information until after the survey is done as we don't have it.
Concerned about impact on business	1	Short stay parking spaces are proposed near to this business. Businesses also have access to parking permits
Issues are caused by HMOs so permits won't help	1	HMOs are subject to the two permit limit.
Concerned that permit entitlement will be sold on so that the problem will not be resolved	1	The permit scheme is designed to limit the potential for abuse
Permit parking extensions should be implemented strategically	1	
Car Club bay is too close to Earham Road	1	It is no closer that the parking bays on adjacent streets
Need some parking at recreation Road infants school	1	See report
Need parking for Peapod nursery	1	See report
Parking bays should be constructed on the Avenues	1	This is outside the scope of a permit parking scheme

<b>Havelock Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
within the verge.		
No provision for Disabled people or adults with Children to visit Heigham Park	1	Short stay spaces are proposed and Blue Badge holders can park in these for an unrestricted period or in permit bays for up to three hours

<b>Milford Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Scheme would encourage parents dropping off children to park dangerously	1	Scheme does not affect the ability to pick up and drop off. Dangerous parking is solely the responsibility of the driver

<b>Recreation Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Commuters/shoppers/non-residents use the parking spaces	2	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
Concerned about the changes to parking arrangements at Earlham House	2	This is a private area not in the control of the Council
There needs to be 'leeway' for pick-up/ drop off	2	There is, but not for extended parking
Will cause problems for parents at the schools. Need short stay spaces	1	These were proposed as part of the original consultation and these have subsequently been extended
permit parking should be extended into the evening or 24/7	1	Noted, but the adjacent areas operate satisfactorily within the proposed times
Scheme needs more enforcement than happens at the moment	1	The Council Civil Enforcement staff routinely patrol all our permit parking areas
People park for extended periods waiting to pick up children with their engines running	1	The 'engine switch off' policy is being implemented in parts of the City Centre. It could be extended if

<b>Recreation Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
		it proves successful
Earlham House Shopping Centre will suffer	1	Earlham House has a car park and short stay parking is proposed on-street
Banning verge parking on the Avenues will be limiting for parents	1	Parking is damaging the verges and the trees
Do the lines outside nos. 19 and 21 need to be so long?	1	These are existing lines.
If cars are not permitted to park partially on the pavements then the roads will become impassable	1	The proposals do not affect partial parking on the pavement
No limited waiting bays should be provided. All the bays should be permit parking	1	Proposals do need to take some account of non-residential uses in the area
Will help to make the area safer around the school	1	It is unlikely that a permit parking scheme alone would have significant impact at school pick-up/drop off times

<b>Swansea Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
No (daytime) parking issues	5	Those opposed to parking permits tend towards this view
Shouldn't have to pay to park/permits unaffordable	1	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Will just move any parking issue elsewhere	1	This is acknowledged in the consultation information
New DY lines in the middle of Swansea Road are not necessary	1	See report

<b>The Avenues</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Stated support all the proposals for the Avenues	7	noted
Parking bays should be constructed on the Avenues within the verge.	7	This is beyond the scope of a permit parking scheme
Parking on the verges is a safer option and should be allowed	3	There is a clear tension between a desire to park on the verges and concerns about damage to them.
Parking should not be allowed on the carriageway	3	Parking is currently permitted on the carriageway, but many people use the verges which damages both the grass and the trees
Wants Double Yellow lines on both sides of the Avenues	3	There is a need for some parking on the Avenues due to the proximity of Heigham park.
Area will become gridlocked at school pick-up/ drop off times and the scheme disadvantages cyclists.	3	Outbound cyclists will have to manoeuvre around any parked vehicles as they do elsewhere on Avenue Road. It is not practically possible to manage parent parking, except in the most dangerous locations.
Support proposals for verge parking	2	noted
Permit parking areas should be double yellow lines/ Passing places should be provided	2	Experience is that in streets where most residents have significant off-street parking such as the Avenues actually have very few vehicles in the permit parking areas (as has happened in Jessop Road)
Permit Parking is not needed on the Avenues	2	See above
Commuters/shoppers/non-residents park dangerously	1	Formalising the short stay bays might help with this
Will push verge parking further up the road	1	This is always a potential issue when controlled parking zones are extended
Concerned about proposed short stay bay near the tennis courts	1	This is to take account of the new access to the tennis courts at this point
No provision for Disabled people or adults with Children to visit Heigham Park	1	Short stay spaces are proposed and Blue Badge holders can park in these for an unrestricted period

<b>The Avenues</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
		or in permit bays for up to three hours
The section of the Avenues between College and recreation Road only has verges for half it's length	1	Accepted. The parking restriction applies to the grass verges only
The Council should install bollards to protect the verges	1	This is outside the scope of this scheme. We do not have the resources to protect verges with bollards

<b>Wellington Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
No (daytime) parking issues	15	Those opposed to parking permits tend towards this view and this is reflected in the responses
Commuters/shoppers/non-residents use the parking spaces	4	Those in favour of permits tend to hold this view. Permit parking helps to resolve this issue
Shouldn't have to pay to park/permits unaffordable	4	Permit parking is a service that the Council does not have to provide and any scheme needs to cover its costs. Those on a low income receive free visitor permits
Money making for the Council	2	Permits are priced solely to cover the costs of the permit scheme itself. This was made clear in the consultation material
Visitor permit scheme is inconvenient/ does not allow sufficient visit time	2	Visitor scheme allows unlimited 4-hour visits and up to 60 full day/overnight visits per year.
permit parking should be extended into the evening or 24/7	1	Noted, but the adjacent areas operate satisfactorily within the proposed times
There should be short stay bays for the Mitre	1	These were proposed as part of the consultation
Scheme needs more enforcement than happens at the moment	1	The Council Civil Enforcement staff routinely patrol all our permit parking areas

<b>Wellington Road</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Double yellow lines should not be extended	1	See report
Households that have more than one vehicle should have to pay a charge	1	This could only be done by introducing a permit scheme, and as these need to be self-financing, only charging for second vehicles would not be viable.

## Biffa response to the Welsh Roads Consultation

With the exception of the turnings off Earlham Rd, nearly every road corner within the consultation area represents an access issue for our collection lorries. Poorly and/or illegally parked cars that routinely ignore existing double-yellow lines represent a serious access issue due to the limited space and tight angles that the vehicles are required to turn in.

In the two years to February 2019, Biffa crews reported 105 near misses within the consultation area – formally recorded health and safety incidents related to access issues caused by poorly/illegally parked cars. The figures reported within the consultation area are disproportionately high compared to those reported in other areas of the city where safe access for Biffa collection lorries is less of an issue. Representative examples of the type of reports include:

- Poorly parked cars on a narrow road causing our collection truck to mount the path to pass enabling us to access road to collect waste bins
- Cars parked on both sides of the road at the very top of the hill resulting in the refuse vehicle not being able to gain access.
- Driver reports cars parked in awkward position on corners of Caernarvon Road and Wellington road making it difficult to get down road.
- Road slippery on hill when icy

The Denbigh, Caernarvon, Wellington and Swansea Road turnings are a particular problem area for our crews.

Extending the double-yellow lines and introducing controlled parking would go some way to alleviating these issues as the number of vehicles on the roads should be reduced, together with greater turning space made available for the lorries to safely negotiate the area.

### **Addendum to Biffa Response to the Welsh Roads Consultation: 26/02/19**

A Biffa representative met with Bruce Bentley, Principal Transportation Planner, Norwich City Council on 26/02/19 to discuss the draft proposals for the Welsh Roads and in particular the extension of double-yellow lines.

Following that meeting, it was agreed to amend the draft proposals by extending the double-yellow lines at the junction of Denbigh and Caernarvon Roads to allow a wider turning space for our vehicles, while removing those opposite the corner of Swansea and Milford Roads as they will have little impact on Biffa's vehicles ability to negotiate the corner.

Biffa would wish to have those amendments, together with all existing double-yellow line extensions within the proposal retained. Doing so would go some way to alleviating the problems faced by our collection crews when working within the consultation area.

<b>Non-resident comments</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
<b>Avenue Road School</b>		
Limited on-site parking means staff have to park on-street	10	See report
Pick-up/drop off would be made too difficult	9	See report
Allowance should be made to pick-up/drop off children	4	This is permitted from the permit parking areas. What is not permitted is parking there
No alternative to driving so needs to park on street	4	See report
Parent needs to park to pick up children on Avenue Road	2	Avenue Road is already a permit area and has been since 2000
Not convenient to pick up child on foot and then drive to evening activities	1	See report
Need to visit school often for extended visits	1	See report
Need to bring equipment / have a lot to carry	1	See report
<b>Parkside School</b>		
Very limited on-site parking means staff have to park on-street	40	See report
Parking is always available on-street during the day	6	See report
Cannot get to school except by car	3	See report
Permit parking would cause traffic congestion during pick-up/drop off times	1	See report
Need to bring equipment / have a lot to carry	2	See report
Will make it difficult to hold events	1	See report
Would reduce staff morale and make recruitment difficult	1	See report
Disabled children would be unable to get to school	1	See report

<b>Non-resident comments</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
<b>Peapod Nursery</b>		
Parent needs to pick up children. Would like to see pick-up area included in the plans	10	See report
Permit scheme would prevent school pick-up drop-off	8	See report
School staff need to be able to park. Would affect employment	7	See report
School would be detrimentally affected	2	See report
As women are primarily those picking up/dropping off children, the scheme is discriminatory	1	See report
Permit scheme should only operate during school hours so that pick-up drop off is not affected	1	See report
<b>Recreation Road School</b>		
Will cause issues accessing the Recreation Road sports centre/ swimming pool	23	See report
limited on-site parking means staff have to park on-street	14	See report
Need to pick-up/drop off children	9	See report
Need to park to work at the school (non-teacher)	6	See report
Parents will not be able to attend events/ Breakfast Club	5	See report
There is no provision for pick-up/drop off	3	Some provision was proposed and this has been revised following consultation
Provision for short stay parking is not adequate	3	See report
Will have detrimental effect on parents and carers	2	See report
Need to bring equipment / have a lot to carry	2	See report
Additional double yellow lines should be removed to allow more parking for pick-up/drop off	1	The only additional lines proposed are to protect the rear alleyway accesses and parents shouldn't be parking there anyway

<b>Non-resident comments</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Teachers should be given parking permits	1	All non-residential organisations have some access to permits, but this is necessarily limited
Suggest entire area is made 2-hour limited stay	1	See report
<b>Other Comments</b>		
Permit parking will increase parking pressure on other streets	10	Yes. This is made clear during the consultation
Parking is essential for parents and teachers at all three schools	8	See report
Parking is needed to visit schools and the park	5	See report
This will discourage dangerous parking	5	noted
Parking for the park is not adequate	4	Short stay parking is provided on the Avenues
Parking will be made more unsafe by permit parking scheme	3	Unsafe parking is consequent on driver behaviour
Residents are selfish not to accept parent pick-up drop off	2	See report
Permits will make obesity crisis worse as people won't be able to use the park/ sports facilities	2	Short stay parking is provided close to the park which is within walking distance of many people's homes anyway
Objects to the statement of reasons	2	It is a statutory requirement to provide this statement, and only certain reasons are permitted. The reasons listed apply across the whole of the proposals not necessarily to individual elements of it
The Pink Pedalway should be protected	2	This part of the pedalway is on street in an area with on-street parking
Will encourage people not to drive, which is a good thing	2	See report
Unfair that people need to buy a permit to park at home when they pay to park t work.	1	There is no connection between work base permit schemes and on-street resident schemes
Would not be able to visit friends/relatives for more than four hours	1	The permit scheme allows for day visits as well as short stay ones and permits are only needed 8.00am to 6.30pm Mon-Sat

<b>Non-resident comments</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Proposals will create congestion and make it harder to walk to school because parents won't be able to park	1	See report
Proposals discriminate against pregnant women who won't be able to park outside schools. More short stay parking is needed	1	See report
Resident of existing permit area needs to park outside of the zone	1	Resident will need to buy a permit or make private arrangements
Roads with schools on them shouldn't have permit parking	1	There are schools within permit parking areas in the City and all over the UK
Will teachers get permits?	1	Non-resident occupiers have limited access to the permit scheme
Why aren't people ticketed for parking on DY lines	1	They are, but we cannot be everywhere at once, and a warden does need to observe the offence.
Would increase traffic and foot flow	1	Unlikely to increase traffic flows, Might increase walking
Existing permit schemes should be removed to ease parking pressures rather than putting in new ones	1	That would be contrary to the aims of a permit parking scheme
Permit scheme should not start until 9.00am to allow school drop-off	1	See report
The unauthorised 'bollards' on The Avenues are preventing parents parking on the verges and causing congestion and should be removed	1	Parents should not be parking on the verge which is why a verge parking restriction is proposed
Permit parking isn't needed in the area	1	See response from residents
No need for permit parking in Winter Road	1	This was not part of the proposal
No everyone can walk or cycle to school	1	This is true, but very many who can, don't.
Permits should not be restricted to two per household - unfair on larger households/ HMOs	1	There isn't enough road space on most streets for even one car per household.
Avenues residents don't need permits as they have driveways	1	Residents have also expressed their views

<b>Non-resident comments</b>		
<b>Issue Raised</b>	<b>Frequency</b>	<b>Officer Comments</b>
Residents have said that they don't want permit parking	1	The purpose of this consultation was to formally ask everyone over a wide area whether they wanted permit parking or not
Results of consultation should be made public	1	That is normal practice
Schools and shops should have priority over residents	1	The aim of any CPZ scheme is to balance the needs and desires of users
Parking is needed for school events and performances	1	See report
If permits are introduced, the operational hours should be shorter (e.g. 9.30 to 3pm) to allow for school	1	See report
It's unreasonable to have to pay for a permit to undertake child care at a resident's home	1	Permit schemes need to cover their operational costs
Verges are being trashed and there is too much traffic in the area	1	Scheme aims to reduce verge parking
Residents don't need permit parking	1	Residents have also expressed their views

## Recreation Road Infant School

Recreation Road Norwich NR2 3PA  
 Tel: 01603 457120 Fax: 01603 453958  
 e-mail: [head@recreationroad.norfolk.sch.uk](mailto:head@recreationroad.norfolk.sch.uk)  
 website: [www.recreationroad.com](http://www.recreationroad.com)

Headteacher: Michael Bunting

11<sup>th</sup> December 2018

Mr Bruce Bentley  
 Principal Transportation Planner  
 Norwich City Council  
 City Hall  
 St Peters Street  
 NORWICH  
 NR2 1NH

Dear Mr Bentley,

### Proposed Permit Parking on Recreation Road

I am writing in response to your letter regarding proposed permit parking in the local area, dated November 2018. Having now explored the impact of this initiative on the school and its community, we believe that the proposal may have a significant and sustained detrimental impact on the education of young people attending our school and there do not support it in its current form. I have met with you and the Green Party councillor to make this point; my colleagues have also attempted to contact Hugo Malik (City Councillor) and Jessica Barnard (County Councillor), but our calls have not been returned.

### Firstly, the proposal poses a threat to the ethos of our school.

Our school has been rated as 'Outstanding' by OFSTED during the past two inspections and one of the key hallmarks of its success has been the building of deep and influential relationships with families in order to gain excellent holistic outcomes for children. We involve families heavily in their children's learning journeys. This includes inviting all parents and carers onto site for the first 10 minutes of each and every school day to involve them in community time; it includes having multiple parent-volunteers on-site each day; it also involves having frequent family engagement events, many of which are attended by more than 90% of the parent body. For many families we are now the 'go to' place for family support (as Children's Centres now focus on under 5's) and many safeguarding meetings are held at our school because of its welcoming and non-threatening atmosphere. We are also used by many visiting professionals to provide a wide range of therapies for our many children. To maintain vital work at its current level of effectiveness, I calculate that we would need access to a minimum of ten parking spaces on the road throughout the school day, not including those required at pick-up and drop-off times.



It has been suggested to me that parents and carers would be able to park in permit parking bays at these peak times as they would not be monitored by wardens, but this is not a behaviour that we wish to promote when, as part of promoting Fundamental British Values, we are teaching our children about the importance of the rule of law.

**Secondly, the proposal potentially undermines the sustainability of our current staffing team and therefore the provision that we can offer to pupils.**

The school has 55 staff and many travel from out of the area. The majority of staff living within the local area walk or cycle; those that do drive travel straight from work to collect children from schools and childcare providers. Car shares are not a viable option for many staff who do use cars, as they are live in various places around the county and have different contractual hours. One point made by the Council was that many institutions limit staff parking, forcing them to make other arrangements. Recruitment and retention of teaching and support staff is a nationwide issue, recognised by the Department for Education. A number of staff have indicated to me that parking a distance from our school would force them to consider their positions. If this were the case, a successful staff team could be undermined by this decision and there is no guarantee that vacancies could be successfully filled, due to the recruitment issues cited above.

**Thirdly, this proposal could have a detrimental financial impact on our school at a time of already significant financial pressures**

Due to a relative dip in infant age children in the catchment area, the school is taking an increased number of pupils from out of catchment. Many of these parents and carers travel by car to the school. Forecast catchment numbers remain reasonably suppressed for the coming years. The permit parking proposal potentially threatens our school's accessibility to parents and carers who need to travel by car due to their distance from the school. If this leads to school places remaining vacant, the school will receive less income (as this is largely attracted on a 'per pupil' basis) and this will detrimentally affect our financial position and therefore provision for our children.

**Fourth, it could threaten the amenities that it's aimed at preserving / improving**

Our school operates the Recreation Road Swimming Pool and, like many school pools, this is not profitable. In order to minimise the losses incurred, the pool is let out to other schools, swimming clubs and mother and baby groups, during and after school hours. I have been contacted by some users worried about the impact of parking restrictions on their ability to do business in future. As a school, we are actively looking to increase lettings in order to keep the swimming pool a viable concern; this parking decision could undermine its future.

As Head Teacher of the school, I sit on the management committee of Recreation Road Sports Centre, which will also be affected by the proposed parking permit initiative. As mentioned in Bob Holderness' letter to you, dated 3<sup>rd</sup> December, the Sports Centre relies on securing booking from football teams for matches as an important part of its income stream. Currently visiting teams park on the surrounding roads on Saturdays as the parking at the Sports Hall is limited. An introduction of permit parking would therefore jeopardise the viability of the Sports Centre, of which the council is a signatory on the Joint User Agreement.

**Fifth, it could undermine pupil safety and wellbeing**

Recreation Road Infant School educates 360 pupils under the age of seven. While many children transit to and from school by walking, scooting and biking, and this is something we're promoting by becoming a Pushing Ahead 'Community Champion' school, there are parents and carers for whom traveling by car is a necessary option. We have serious concerns that limiting parking at drop-off and pick-up times could promote unsafe practices, such as double parking or letting children making their own way into school. Our pupils are young and vulnerable; they need to be accompanied into school by their parents and, to secure pupil wellbeing, there needs to be an opportunity for these parents to stay and talk with the class teaching team, rather than dashing back to their cars.

In summary, the parking permit proposal as it stands undermines the ability of this school to maintain its current ethos, staffing team and budgetary position, and raises concerns about pupil safety and wellbeing. The impact of introducing permit parking on this school's long-term future is impossible to quantify, but it has the potential to detrimentally impact on the quality of learning and therefore outcomes for our children. Many residents prize living in this area, because of the high-quality schooling and facilities on offer. By addressing local parking concerns in the manner proposed, it's possible that these amenities will be threatened or undermined.

Yours sincerely,

Michael Bunting  
Head Teacher

Cc Chris Snudden, Assistant Director, Children's Services  
John Atkins  
Bob Holderness, The Parkside School  
Debbie Dismore, Avenue Junior School

NORFOLK COUNTY COUNCIL




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**AVENUE JUNIOR SCHOOL**

AVENUE ROAD, NORWICH, NORFOLK, NR2 3HP

Head Teacher: Mrs D. Dismore B.Ed. (Hons)

**Telephone: Norwich (01603) 441034 Fax: (01603) 441035**
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**[www.avenuejuniorschool.org](http://www.avenuejuniorschool.org)**


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 5<sup>th</sup> December 2018

Mr Bruce Bentley  
 Principal Transportation Planner  
 Norwich City Council  
 City Hall  
 St Peters Street  
 Norwich  
 NR2 1NH

Dear Mr Bentley

Proposed Permit parking

I am writing on behalf of the staff and governors at Avenue Junior to respond to the proposals you outlined in your letter dated November 2018.

This school currently employs 74 staff members and has 480 children. We are a popular school and often oversubscribed. The proposed plan will have a catastrophic effect on the operation of the school and therefore we are opposed to the plan.

Avenue Junior School has very limited parking on site with approximately 15 spaces off road. The majority of our staff travel some distance from the school and 33 school staff drive to school and need to park. All staff who live nearer to the school already walk or bike; these are predominantly support staff. The numbers of staff needing to park do not include our contract staff of cleaners, lunch providers, after school care providers, Peapods Nursery staff and security staff who need to park during the school day and also currently park on the streets surrounding the school.

One suggestion that has been made is that staff in schools should look at car sharing, use public transport or park some distance away and walk, as is the example at County Hall. This suggestion shows a lack of understanding of the nature of work of the staff in school. Teachers will take on average 60 exercise books home each evening to mark in addition to laptops and other administrative material. It is not reasonable or safe to expect that teachers/cover supervisors and other staff in school park elsewhere. Staff also have different care needs for children or other dependents - and due to the different nature of their positions in school, they have different start



Supported by Parkside Community Trust  
Head Teacher: Mr R Holderness  
Chair of Governors: Mr S Hobbs



3 December 2018

Mr Bruce Bentley  
Principal Transportation Planner  
Norwich City Council  
City Hall  
St Peters Street  
NORWICH  
NR2 1NH



Dear Mr Bentley



**Proposed Permit Parking in your Area**

Following your letter dated November 2018, setting out the proposed permit parking, I have now conducted an investigation into the effect of the initiative on the roads surround Parkside School.



Parkside educates 169 pupils with additional and complex needs from across Norfolk. The school has staff on the main site on College Road, and at Pathways College, the school's post 16 provision off Hall Road, as well as in the White Lion Café in the city centre. Staff need to move between these sites throughout the school day.



The Head Teacher and Governors at Parkside School have responsibility for the management of Recreation Road Sports Centre, which will also be affected by the proposed parking permit initiative.



My analysis of our staffing leads me to conclude that there is very little we can do further as a school to alleviate the pressure on the on-road parking. The vast majority of staff who live within 3 miles of Parkside currently walk or cycle, and those that do not, generally have responsibilities on multiple sites. There has been discussion around car sharing for those staff living further away, and I am assured that this already happens whenever possible, but that can be limited by different contractual hours of staff.



One point made by the Council was that many institutions limit staff parking (Carrow House, County Hall), forcing staff to make other arrangements. I am



sure that councillors are acutely aware of the issues of teacher and support staff recruitment and retention nationally. This is compounded in complex needs schools by several factors including candidates with relevant experience and training, and by the perception of the nature of the work. My staff have already indicated that if forced to park elsewhere (city, park and ride) and to walk or bus in to the site, they would look to relocate to schools closer to where they live. If this happened, I would be discussing with the Education Authority about reducing the pupil numbers on roll, and hence the staffing required. This would need to be done as a managed reduction, quite quickly, as if the school runs at anything less than full staffing capacity, keeping children safe with such complexity of need is significantly compromised.

Parkside has been rated outstanding during its last three Ofsted inspection. It has close links with the UEA Occupational Therapy, Physiotherapy and Teacher training courses, as well as leading initiatives for the Norwich Opportunity Area. It strives to use latest Evidence based practice wherever possible, using Educational Psychologists, specialist teachers and Occupational Therapists in its everyday practice to improve outcomes for pupils. We therefore have many visiting professionals and students daily, most of whom can be accommodated in our visitor parking bays, but there are times when they also need to park on the surrounding roads. The effect of permit parking on the neighbouring roads goes way beyond a simple practical consideration of parking bays. It would jeopardise the quality of provision that the school has developed over many years, and would go against the work of the SEND Strategy team at the Authority who are striving to increase specialist provision across Norfolk to address the current shortfall.

Our parents need to travel from across Norfolk to Parkside, as our catchment area is currently the County.

I calculate that at any point in a day, we have the need for approximately 20-25 staff, visitors and parents to park on the surrounding roads. We would need that number of generic permits if the Authority would like us to continue the work that we are currently doing.

I have also brought up this issue with the management committee of the Recreation Road Sports Centre, which I chair. The Community Sports centre supports local community sports activities but is also dependent financially on securing the bookings of football teams for matches. Currently visiting teams

park on the surrounding roads on Saturdays as the parking at the Sports Hall is limited. An introduction of permit parking would therefore jeopardise the viability of the community Sports Centre, of which the Council is a signatory on the Joint User Agreement, setting out its vision for Community Use.

I look forward to hearing from you.

Yours sincerely

Mr R Holderness  
**Head Teacher**

cc: Michael Bateman  
Nicki Rider  
John Atkins  
Michael Bunting, Recreation Road Infant School  
Debbie Dismore, Avenue Junior School

## Permit parking and Controlled Parking Zones

When there are parking pressures on streets in Norwich we have Controlled Parking Zones (CPZs) where parking permits are used. CPZs are very effective at preventing commuter parking or local parking pressures as we enforce the restrictions. You can find out more about permit parking and CPZs at [www.norwich.gov.uk/permits](http://www.norwich.gov.uk/permits)

### How CPZs work

The proposed permit parking zone is dependent on the outcome of this consultation. We are required by law to publish a Traffic Regulation Order which we will do alongside this public consultation so that if residents approve the scheme we can implement it quickly. This streamlines the process and reduces costs.

We are proposing a CPZ in your area that operates during the hours detailed in the letter that accompanies this note.

During these hours you and your visitors will need to use parking permits to park in a permit bay. We might also propose limited waiting bays that offer short stay parking which do not require the use of permits. These tend to be located near to local business premises. Short lengths of double yellow lines will also be implemented on junctions where they are not in place already. Please see the attached plan for the local proposals.

Outside of these hours there is no restriction on parking in any designated parking bay, nor is there any restriction on Christmas Day. However, permits are required during operational hours on all other public holidays.

### Number of resident permits allowed

We offer residents up to two parking permits for their own vehicles and a choice of visitor parking permits. Visitor permits are available as a one-day 'scratchcard' (maximum of 60 per year valid on day of validation and until 10.00am the following day) and/or a four-hour permit (this is issued with a clock to confirm the time the permit is used).

### Costs

Resident permit charges are based on the length of your vehicle to encourage use of shorter vehicles in CPZs to maximize the amount of parking space available.

Resident's parking permit for 12 months:

- Short vehicle (or Blue Badge holder): £24.60
- Medium vehicle: £37.20
- Long vehicle: £52.80

- Four-hour visitor permit: £24.60 for 12 months (no charge for those on low incomes).

( please note – we can issue permits for a minimum of 1 month up to 18 months)

- One-day visitor parking permit: 60p per day (but issued as a £12 minimum amount).
- We also issue care permits to people who can demonstrate the need for support relating to health/disability reasons or for childcare.

### **Business permits and costs**

We offer a range of parking permits to suit the needs of businesses situated within a permit parking area.

A business may apply for the following permits:

- Long stay permit; all day stay (two permits with two vehicles per permit) £138 for 12 months
- Short stay permit: two hours stay (one permit with any vehicle per permit) £138 for 12 months

Minimum permit issue is one month, up to a maximum of 18 months.

There are also arrangements in place for hotels and guest houses and other specific business and household needs. Visit [www.norwich.gov.uk/permits](http://www.norwich.gov.uk/permits) for more information.

### **Other things to consider**

- Permits are for use on-street only. They are not required for any private off street parking areas or driveways.
- Properties built or converted after the CPZ is in operation will not receive a permit entitlement. This rule aims to ensure that CPZs are not oversubscribed when new residential developments are built.
- If you have a blue badge you can park for up to three hours in a permit bay, but you will need a permit for longer stays.
- If you are actively unloading or loading you don't need a parking permit (for example if you have deliveries from a supermarket to your property).
- CPZs are a tried and tested way of managing high demand to parking and we aim solely to cover the operating costs of enforcement, permit issuance and maintenance from permit charges. If we were to make any surplus, this would be invested in other transport improvements.
- Permit parking does not resolve parking issues if these are caused by residents own vehicles
- Streets just outside permit parking areas can be subject to increased parking pressures.

October 2018

and finish times. It is therefore not possible for enough of the staff to be able to car share to make a significant difference to parking needs. As it stands, we would require 18 permits and I believe that 3 have been offered; this is totally unacceptable.

Retention and recruitment of school staff is at a critical point in education. Having to park a significant distance away from the school or getting a number of buses (and walking as there is no direct bus route along this area) is likely to deter new applicants to the school. In addition to this we regularly hold professionals meetings with social workers, educational advice staff, governors and other colleagues which are crucial to the smooth running of the school. I find it difficult to see how I am going to be able to accommodate them. In any given day we can have 12 visitors plus to the school. Are they all supposed to walk from County Hall, the PDC or even farther away?

I must also question the reliability of the perceived need for permit parking. At any point in the day (bar possibly the beginning and end of the school day for a short period of time) there is sufficient parking on the streets surrounding Avenues and empty spaces. I arrive early in the morning to school and the roads surrounding the school are quite full with residents' cars – not commuters into town as is the perception and I believe is one of the reasons for the possibility of permits. I am often out at meetings during the school day and there are sufficient places to park despite staff parking on the roads.

It is very clear to us should this consultation be successful in introducing permit parking that the school will be seriously disadvantaged, as will all the schools in the area without large car parks and it will make it more difficult to retain our existing staff who are already stressed by this situation as well as our ability to recruit new staff.

I feel it is my duty to oppose this development in the strongest possible terms and hope that all the schools' points of view and concerns are taken seriously and acted upon. If the school suffers then the pupils and local community suffers. There is enough pressure on local education as it is without external pressures like this making our task even more difficult.

Yours sincerely

Deborah Dismore  
Headteacher

<b>Report to</b>	Norwich Highways Agency Committee 21 March 2019	<b>Item</b>
<b>Joint Report of</b>	Assistant Director Communities and Environmental Services, and Head of city development services	<b>6</b>
<b>Subject</b>	Transport for Norwich - A140 Mile End Road and Colman Road Improvements to relieve congestion at the Daniels Road Roundabout	

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### **Purpose**

To consider the responses to the consultation on proposed changes to the Outer Ring Road (ORR) and to agree to implement the proposals as originally proposed with minor amendments

### **Recommendation**

To:

- (1) agree to implement the proposals on Colman Road, Mile End Road, South Park Avenue and Unthank Road as shown on the plan numbered 1-4 attached as Appendix ;
- (2) ask the head of city development to complete the necessary statutory process to implement the above proposals with the exception of those items in (3) below as detailed in the report:
- (3) ask the head of city development to advertise the following minor amendments to the previously proposed traffic regulation orders, as shown on the plans in Appendix 1:
  - (a) the removal of the previously advertised short stay spaces on Unthank Road and their replacement with double yellow lines;
  - (b) changes to the proposed arrangement of the bus stop and parking spaces on the westbound section of Colman Road;
- (4) agree to delegate any objections to these minor changes to the head of city development services in discussion with the chair and vice-chair.

### **Corporate and service priorities**

The report helps to meet the corporate priority a safe, clean and low carbon city and the service plan priority to implement the Local Transport Plan and Norwich Area Transportation Strategy.

## **Financial implications**

The Local Enterprise Partnership (LEP) Local Growth Fund has allocated funding to relieve congestion and delays related to the A11 / A140 roundabout. The cost of the implementation of these recommended works is initially estimated at £650,000, but this will be subject to revision following more detailed design work.

**Ward/s:** Eaton, Nelson and University

**Cabinet member:** Councillor John Fisher - Environment and Sustainable Development; Councillor Stonard - Sustainable and inclusive growth

## **Contact officers**

Bruce Bentley - Principal Transportation Planner 01603 212445  
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## **Background documents**

None

## Report

### Background

1. The roundabout junction of the A11 Newmarket Road with the A140 Daniels Road / Mile End Road has been identified as one of the key sites in Norwich where works are needed to relieve congestion, reduce delays and improve journey times for all road users. The Local Enterprise Partnership (LEP) has recognised the need for improvements at the junction and has allocated funding to deliver these outcomes.
2. At the inception of the project it was identified that one of the main causes of congestion at the roundabout was the queuing back from adjoining junctions on the network. At the June 2018 Norwich Highways Agency committee (NHAC) meeting officers advised that work was underway looking at the section of the Outer Ring Road (ORR) between South Park Avenue and Newmarket Road and at the December NHAC meeting this work was considered and it was resolved to consult on proposals for the Mile End Road / Colman Road section of the ORR between South Park Avenue and Church Avenue.
3. The proposals included the following:-
  - (a) alterations to the traffic light controlled junction at South Park Avenue to improve the operation of the junction, including pedestrian facilities;
  - (b) new pedestrian refuges on Colman Road near to Highland Road and Unthank Road;
  - (c) replacing the existing pedestrian crossing near Mornington Road and Waldeck Road with a staggered signalised pedestrian crossing;
  - (d) provide double yellow lines on the northern side of Colman Road with a combination of double yellow lines and parking bays on the southern side;
  - (e) provide double yellow lines on both sides of Unthank Road with a parking bay on the northern side.
4. The consultation took place between 18 January 2019 and 12 February 2019, with statutory advertisements placed in the press and around the entire area and a letter drop (including copies of the proposals) to all local residents, schools and businesses. Stakeholder groups were also consulted. Information about the associated traffic regulation orders was also available on the City Council's website.
5. This report considers the responses to those proposals.

### Consultation

6. Overall, approximately 280 letters (some stakeholders were consulted via e-mail) were sent out to local residents, businesses and stakeholders and 64 responses were received. The overall responses from businesses, residents and other interested parties are summarised in Appendix 2. The major issues raised are discussed later in this report. Those issues raised by just a few respondents are responded to in the Appendix.

7. Officers visited the schools in the area, and whilst two of them were happy with the proposals, the response received from Colman Junior School is reproduced at Appendix 3 and the issues raised and responded to in the main report.

## **Responses to Issues Raised**

### **Proposals do not favour sustainable transport modes**

8. The overall aim of the Transport for Norwich (TfN) strategy is to increase walking, cycling and the use of public transport, but one element of it is to manage general traffic (including Heavy Goods Vehicles [HGVs] accessing the City) onto the main road network, which is more suited to larger vehicles and higher traffic flows, to enable sustainable transport improvements elsewhere. This results in quieter side streets becoming much more suitable as walking and cycling environments. The main aim of these proposals is to improve vehicular traffic flow along this length of Colman Road / Mile End Road and to encourage traffic to use this route, which is one of the most important parts of the strategic road network in the City, rather than the side roads.
9. Colman Road and Mile End Road currently suffer from slow moving traffic congestion at peak times, which has a negative impact on to Newmarket Road. In order to facilitate more efficient and flexible coordination of the traffic signal installations along the route, staggered pedestrian crossing facilities are required, as at other locations around the ORR. Although introducing a staggered crossing will inherently add a small amount of time to the pedestrian crossing movement, the average time to complete the entire crossing movement will be reduced. This is because there are a reduced number of phases in the lights, so the overall repeat cycle is shorter
10. Informal, non-signalised, pedestrian crossing points are also being proposed which will enable pedestrians to cross the road in other locations when there is a gap in the traffic if they are confident to do so. These are in addition to the light controlled facilities.
11. The existing cycle advance stop line (ASL) will be retained at the South Park Avenue junction with Colman Road / Mile End Road. The westbound approach to the South Park Avenue junction provides a single wider lane in place of the existing two narrow lanes, which allows more carriageway space for cyclists. The installation of double yellow line waiting restrictions, other than where there are proposed parking spaces, will contribute to a clearer and safer route for cyclists by reducing the amount of cars parked along the edge of the carriageway.
12. Although changes to the timing of the traffic signals on the new junctions will mean slightly increased waiting times here for buses, this is more than compensated for by improvements to journey times along the ring road itself. The proposals result in substantially faster and more consistent bus journeys as was demonstrated in the previous report.

### **Pedestrians will be subject to increased levels of pollution**

13. These proposals will not expose pedestrians to a greater level of air or noise pollution and in fact are likely to result in less exposure. A major contributor to air pollution is queuing traffic, and these proposals will result in fewer queues which will be particularly beneficial in the morning peak hours when there are high levels of vehicular traffic and pedestrian movement. In addition, as has already been noted, the average time to cross the road will be reduced with the new crossing arrangements.

### **Crossings are less safe for Children**

14. The staggered pedestrian crossings provide a safe environment while waiting for a pedestrian green phase to be activated at the crossing points. An Integrated Impact Assessment has been conducted which amongst other factors has considered the impact of these proposals on equality and diversity for all users of the proposed highway improvements. The overall assessment has determined the impact of this scheme to be neutral in this regard. There is no evidence to suggest that a staggered crossing presents a particular increased risk to children or other road users. A staggered crossing ensures that waiting pedestrians are only required to check that traffic has stopped from one direction and also that they are in the live carriageway for a shorter period of time overall. The existing crossing patrol will be retained so long as finance and political will remains. Recent consultation on removal of crossing patrol was rejected by councillors.

### **Pedestrian Crossings will not have adequate capacity**

15. The pedestrian crossing islands will be designed in accordance with appropriate design standards. The traffic signal controlled pedestrian movements would be staggered so that pedestrians would have to cross in two movements where they currently cross in one. This is unlikely to result in the island becoming overfilled with pedestrians.

### **Proposals will increase congestion**

16. The proposals have been specifically designed to reduce levels of congestion, and this was demonstrated in the figures supplied with the previous report to this committee which are reproduced at Appendix 4.

17. The efficiency of the junction at South Park Avenue is improved by introducing staggered pedestrian crossing arrangements which also reduces the length of time for a complete cycle of the junction to take place. All the junctions will be fully integrated with the new pedestrian crossings (which is not really possible at the moment as they operate with a single crossing movement) This will reduce congestion has been demonstrated by the improved and more consistent journey times that will be achieved on this section of the ORR .

18. The existing full length of the right turn lanes on the Colman Road / Mile End Road approaches to Unthank Road and Daniels Road are often not utilised to full capacity. It is not expected that reducing these lengths will contribute to

congestion and this is supported by traffic modelling simulations. Existing video surveys and queue length surveys were analysed before bringing forward the suggestion of reducing the available right turn lanes and as mentioned were heavily under-utilised. The aim is to optimise the carriageway space for ahead movements.

19. Reducing the north bound lane on Colman Road from two to just one lane also has advantages. The main advantage is the reduction of two traffic phases at the lights (left turn and ahead) into one (ahead or left), this simplifies the junction with the introduction of segregated pedestrian crossings (where pedestrian movements are done in two phases) to allow the junction to be as efficient as possible. Previously, when a large vehicle sat in the left and ahead narrow lanes, there would be friction between the vehicles, causing slow moving traffic which would cause a temporary bottleneck.

### **Traffic Regulation Orders**

20. The following Traffic Regulation Orders (TRO) (which have already been advertised) will be required to implement the scheme:

- Additional double yellow lines in South Park Avenue.
- Double Yellow lines on Colman Road, with limited waiting bays
- Install Bus Stop Clearways at bus stops (these do not require a formal TRO)

21. The consultation raised a couple of issues that result in the need to amend (and therefore re-advertise) the traffic regulation orders in a couple of locations. On Colman Road, First Buses have raised concerns about the location of the bus stop within a section of car park bays, preferring a location before the parking bays. This requires a re-advertisement of a revised location of the parking bays. On Unthank Road, concern was raised that the retention of some parking spaces between the proposed double yellow lines would add to congestion (although vehicles do park there currently).

22. Therefore, the following changes to the previously proposed TRO are recommended for statutory consultation following the results of this consultation:

- (a) the removal of the limited waiting bays on Unthank Road to be replaced by double yellow lines
- (b) changing the arrangement of the bus stop and the proposed parking spaces on Colman Road (Westbound side near to the junction with Unthank Road).

## **Resource Implications**

23. 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 by government grants by way of the Local Enterprise Partnership (LEP) Local Growth Fund.
24. Staff: The project will be delivered through joint team working involving both county council and city council officers.
25. Property: The proposals can be delivered within the existing highway boundary so there is no requirement for land acquisition.

## **Other Implications**

26. Legal Implications: None
27. Environmental implications. No significant environmental impacts have been identified, and the proposals are therefore permitted development.
28. Human Rights: None.
29. Communications: The Communications Project Manager for Transport for Norwich schemes will manage publicity and enquiries.
30. An Integrated Impact Assessment has been conducted which amongst other factors has considered the impact of these proposals on equality and diversity for all users of the proposed highway improvements. The overall assessment has determined the impact of this scheme to be neutral in this regard.

## **Section 17 - Crime & Disorder Act**

31. 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**

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

## **Implementation**

33. Consultation on the minor amendments to the TROs will take place in early summer, and the full technical design will take place so that construction of the scheme can commence in Spring 2020.

## **Conclusions**

34. The proposals fully accord with the Transport for Norwich Strategy, and many of the concerns raised at the consultation are not supported by the analysis or by experience in other locations. The ORR is a critical part of the strategic road network and is one of the few locations where general traffic would be prioritised over other user groups, but overall, no groups are disadvantaged by the scheme which, subject to a minor amendment to the proposed traffic regulation orders is recommended for implementation.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

**Committee:**

Norwich Highways Agency Committee

**Committee date:**

21 March 2019

**Director / Head of service**

Head of City Development Services

**Report subject:**

Transport for Norwich - A11 Newmarket Road – A140 Mile End Road Improvements to relieve congestion at the Daniels Road Roundabout

**Date assessed:**

14 March 2018

**Description:**

This report updates members on the current position of the work to identify capacity improvements at the A11 Newmarket Road / A140 Mile End Road junction

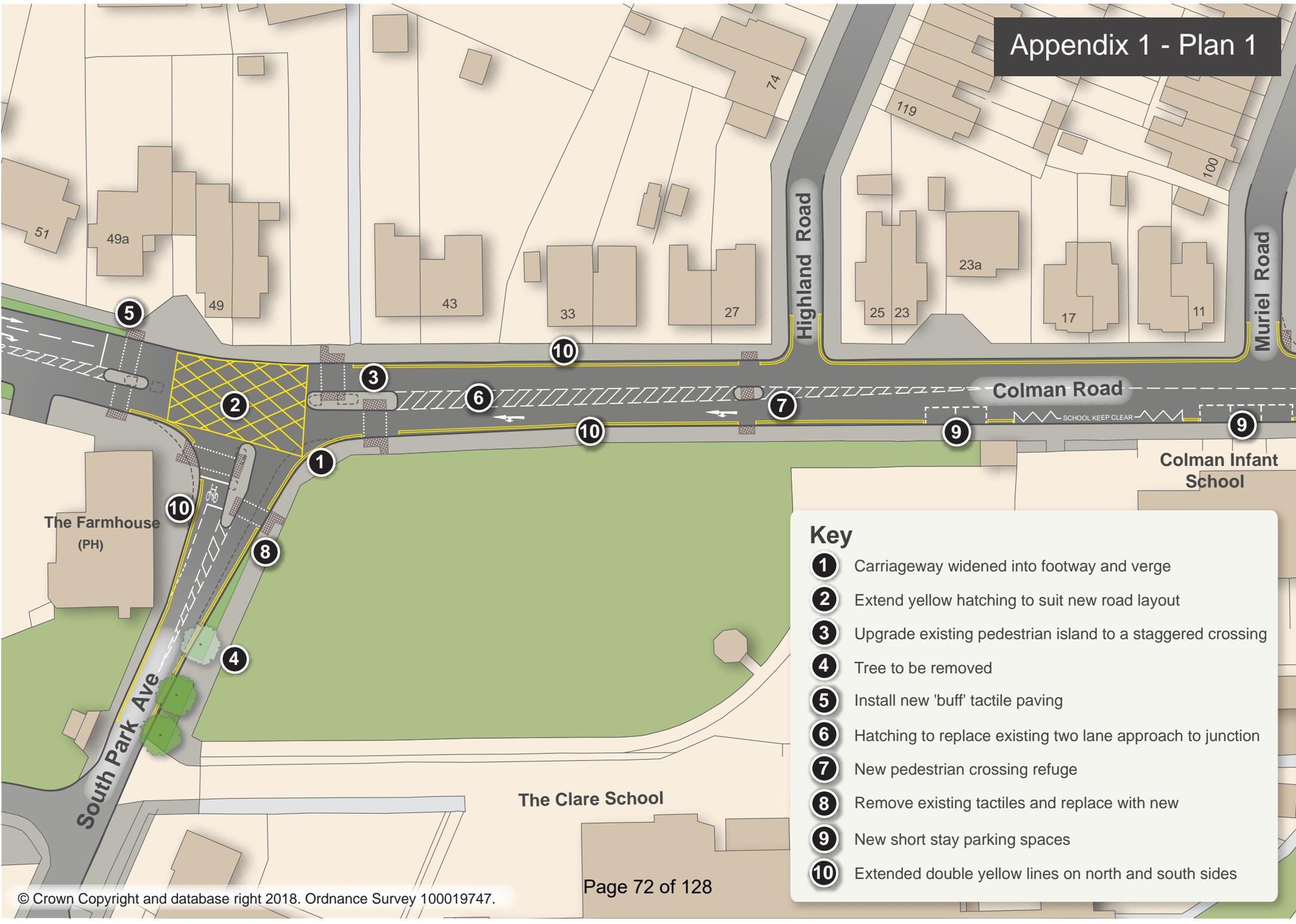
	Impact			
Economic (please add an 'x' as appropriate)	Neu tral	Positi ve	Negat ive	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The TfN programme forms an integral part of strategic infrastructure as set out in the Joint Core Strategy. The delivery of this project is funded by the Local Enterprise Partnership (LEP) Local Growth Fund.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The project will be delivered through joint team working involving both County Council and City Council officers
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
Social (please add an 'x' as appropriate)	Neu tral	Positi ve	Negat ive	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This 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.

	Impact			
<b>Human Rights Act 1998</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments
<b>Health and well being</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The transport for Norwich strategy aims to encourage more trips by foot and cycle. These proposals from part of that strategy by encouraging general traffic to use the main road network
<b>Equality and diversity (please add an 'x' as appropriate)</b>	<b>Neu tral</b>	<b>Positi ve</b>	<b>Negat ive</b>	<b>Comments</b>
<b>Relations between groups (cohesion)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
<b>Eliminating discrimination &amp; harassment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
<b>Advancing equality of opportunity</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments.
<b>Environmental (please add an 'x' as appropriate)</b>	<b>Neu tral</b>	<b>Positi ve</b>	<b>Negat ive</b>	<b>Comments</b>
<b>Transportation</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	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. These proposals form part of that overall package as they contribute to an improved journey time for public transport and an improved cycle environment, promoting the use of sustainable travel methods.

	Impact			
Natural and built environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No further comments
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments
Pollution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	These proposals are intended to reduce journey times and delays on the main road network
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No further comments
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	These proposals are intended to reduce journey times and delays on the main road network
<b>(Please add an 'x' as appropriate)</b>	<b>Neu tral</b>	<b>Positi ve</b>	<b>Negat ive</b>	<b>Comments</b>
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A risk assessment has been undertaken for the development of the NATS Implementation Plan (TfN). The key risks for delivering this are around funding, planning and timescales. These risks are being managed through active project management and ongoing engagement with stakeholders

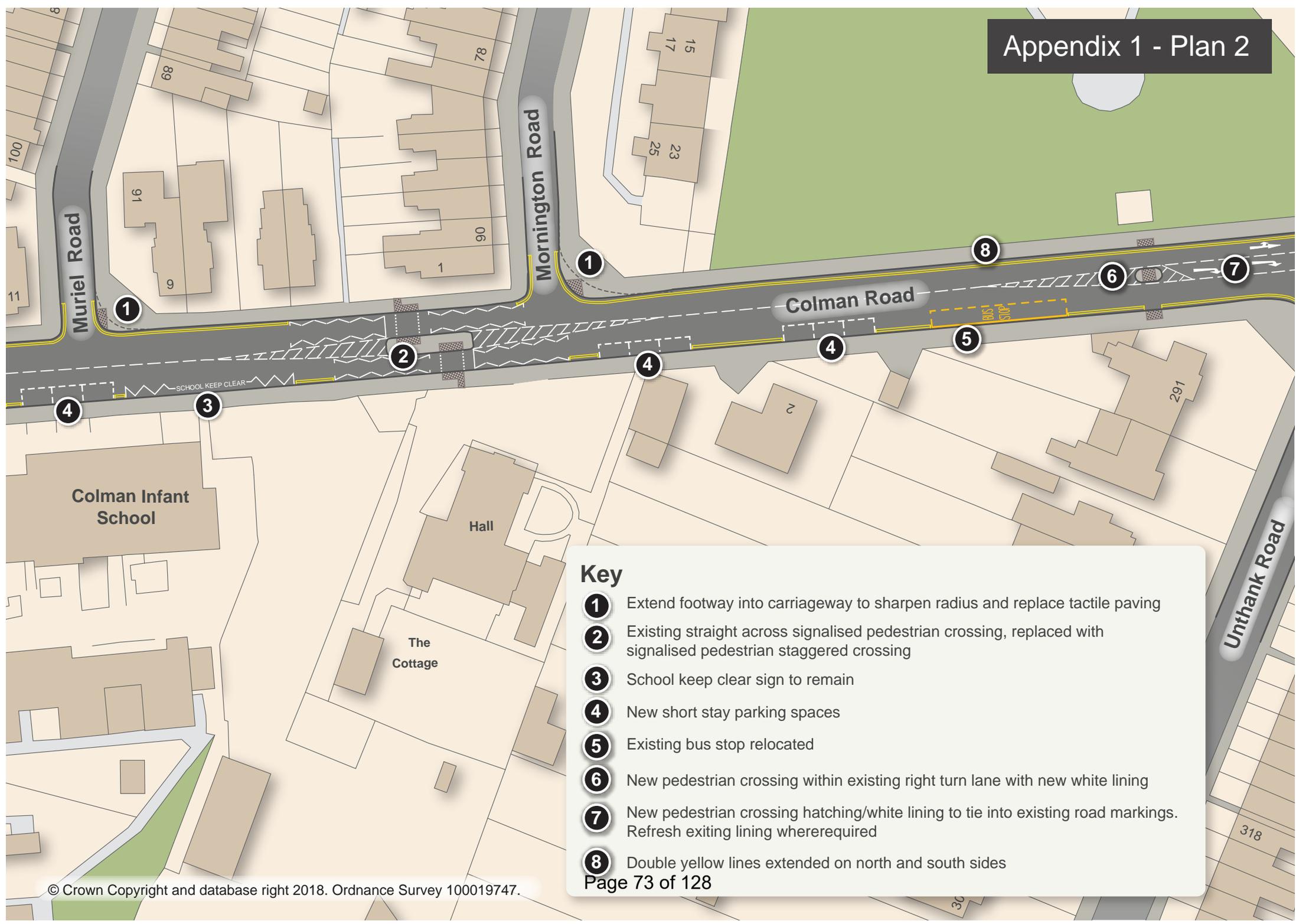
Recommendations from impact assessment
Positive
None
Negative

None
<b>Neutral</b>
<b>Issues</b>



**Key**

- 1 Carriageway widened into footway and verge
- 2 Extend yellow hatching to suit new road layout
- 3 Upgrade existing pedestrian island to a staggered crossing
- 4 Tree to be removed
- 5 Install new 'buff' tactile paving
- 6 Hatching to replace existing two lane approach to junction
- 7 New pedestrian crossing refuge
- 8 Remove existing tactiles and replace with new
- 9 New short stay parking spaces
- 10 Extended double yellow lines on north and south sides



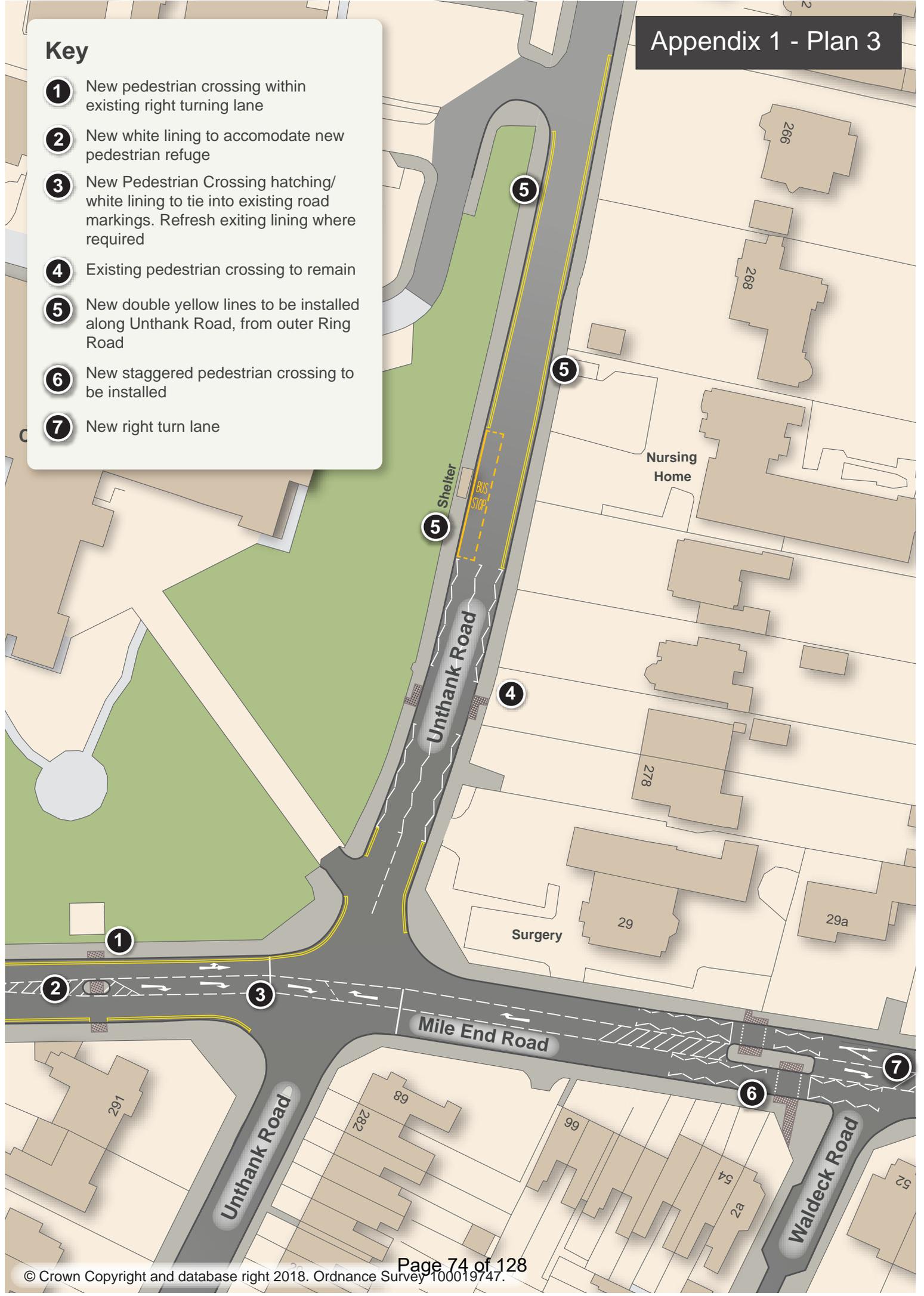
**Key**

- 1 Extend footway into carriageway to sharpen radius and replace tactile paving
- 2 Existing straight across signalised pedestrian crossing, replaced with signalised pedestrian staggered crossing
- 3 School keep clear sign to remain
- 4 New short stay parking spaces
- 5 Existing bus stop relocated
- 6 New pedestrian crossing within existing right turn lane with new white lining
- 7 New pedestrian crossing hatching/white lining to tie into existing road markings. Refresh exiting lining wherever required
- 8 Double yellow lines extended on north and south sides

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**Key**

- 1 New pedestrian crossing within existing right turning lane
- 2 New white lining to accomodate new pedestrian refuge
- 3 New Pedestrian Crossing hatching/ white lining to tie into existing road markings. Refresh exiting lining where required
- 4 Existing pedestrian crossing to remain
- 5 New double yellow lines to be installed along Unthank Road, from outer Ring Road
- 6 New staggered pedestrian crossing to be installed
- 7 New right turn lane



**Key**

- 1** New staggered pedestrian crossing to be installed
- 2** New right turn lane
- 3** Extend length of right turn lane starting adjacent to Melrose Road



<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
<b>Overall responses</b>		
Generally against the proposed highway improvements.	<b>32</b>	All the issues raised are discussed individually either in the Appendix or in the report
Generally in favour of the proposed highway improvements.	<b>7</b>	All the issues raised are discussed individually either in the Appendix or in the report
<b>General Comments</b>		
Proposals favour vehicular traffic over pedestrians and cyclists.	<b>15</b>	See Report
Pedestrians will be exposed to increased air and noise pollution while waiting at the staggered pedestrian crossings which also increase the risk of people crossing during a green traffic phase.	<b>13</b>	See Report.
General concern for the safety of school children. Traffic crossing patrol staff will still be required to manage school children - especially at proposed staggered pedestrian crossing on South Park Avenue junction with Colman Road/Mile End Road.	<b>10</b>	See report
High volume of Heavy Good Vehicles (HGVs) use A140 Colman Road/Mile End Road.	<b>9</b>	See report
Proposals do not promote the use of sustainable travel methods or provide improved journey times for public transport and cyclists.	<b>9</b>	see report
Staggered pedestrian crossing islands could become filled with pedestrians waiting to cross the road.	<b>8</b>	.See report

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
The proposals do not include facilities for cyclists.	<b>6</b>	See report
Proposals encourage increased traffic flow and speed and do little to minimise or mitigate the impact on local residents.	<b>6</b>	see report
Narrow existing wide carriageway to provide segregated cycleway facility and improvements for cyclists crossing the carriageway.	<b>4</b>	The main aim of these proposals is to improve vehicular traffic flow along this length of Colman Road/Mile End. There is insufficient space to provide a segregated cycleway facility along this length of Colman Road/Mile End Road.
Cars park at Caroline Court during peak school times, contribute to congestion and create a dangerous environment for pedestrians and cyclists. Extend double yellow line waiting restrictions.	<b>3</b>	There are currently double yellow line waiting restrictions at the entrance to Caroline Court and these are to be extended along South park Avenue to the junction with the ORR. Pick-up/ drop off is, however permitted on DY lines which are enforce by the City Council's Civil Enforcement team
Proposed carriageway layout on Colman Road/Mile End Road will make route more difficult for emergency vehicles to overtake.	<b>2</b>	The proposals are unlikely to affect the journeys of emergency service vehicles. However, all blue light emergency services were included within this consultation.
Loss of carriageway lanes will reduce the volume of traffic that can be held on Colman Road/Mile End Road and cause traffic to queue and back up to Daniels Road roundabout.	<b>2</b>	See report
The 30mph speed limit along Colman Road/Mile End Road is often ignored and traffic only usually slows down when approaching the speed camera. Enforce speed restriction.	<b>2</b>	The proposed highway improvements will not contribute to increased vehicle speeds. Enforcement of speed limits is outside of the scope of these proposals.
Encourage emergency vehicles to use alternative routes to the NNUH and Earlham Road Police Station.	<b>1</b>	The routes taken by emergency vehicles are dependent upon the location of each individual emergency situation. It is not possible to dictate routes for emergency services.

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
School buses to Norwich High School for Girls should be encouraged to park on Newmarket Road.	1	School buses stopping on A11 Newmarket Road would contribute to congestion on this main route which would also create safety concerns with children walking further to school.
Make roads adjoining Colman Road/Mile End Road 'access only' to encourage cycling to the nearby schools.	1	This issue will be given further consideration by officers from Norwich City Council and is beyond the scope of the current scheme.
Give consideration to the effect that the Northern Distributor Road (NDR) has had on traffic using the outer ring road (ORR).	1	The traffic modelling that forms the basis of these proposals was derived from traffic counts taken in 2016 and 2018. This data has been balanced to represent typical traffic flows. The impact of the NDR on other roads in Norwich is still being assessed. If the NDR had a drastic effect at this location, it would show as the difference between the 2016 and 2018 surveys (which was recorded as minimal, less than 100 vehicles) - however, both surveys were combined and used in the traffic modelling, taking the averages from the combined surveys to factor in changes such as NDR and Sweet Briar/Dereham Road roundabout.
Remove redundant bus stop pole from the north side footway between the junctions of Waldeck Road and Melrose Road.	1	This bus stop pole relates to the now redundant Norwich Orbital bus service. Consideration will be given to its removal as part of this scheme.
Resurface the full extents of Colman Road/Mile End Road.	1	It is currently proposed that only the carriageway at the South Park Avenue junction with Colman Road/Mile End Road and the approaches to the new pedestrian crossings will be resurfaced.
Plans do not show details for works on Daniels Road roundabout itself - traffic will back up onto this junction.	1	It has been identified that the main causes of congestion on the Daniels Road roundabout are due to the impact of nearby junctions on A11 Newmarket Road and A140 Colman Road/Mile End Road. It is not necessary to conduct physical works on the roundabout itself. Traffic modelling has demonstrated that these proposals will reduce

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
		congestion along this length of Colman Road/Mile End Road.
Remove Daniels Road roundabout and replace with traffic lights, yellow boxes and enforcement cameras.	1	Consideration has been given to alternative options to a roundabout at the Daniels Road junction. However, traffic modelling has determined that the congestion on the roundabout is caused by the nearby junctions and not the roundabout itself. At present, the local highway authority does not have the power to enforce moving traffic violations beyond those in relation to bus lanes/gates.
There has been no analysis of the potential delays to pedestrian movements.	1	The purpose of this scheme is to improve the operation of this complex section of carriageway and reduce tailbacks through the Daniels Road roundabout from Colman Road/Mile End Road. However, it is not expected that the provision of staggered pedestrian crossings will cause significant delays to pedestrians or increased journey times. Also, additional pedestrian refuges have been provided for pedestrians to increase available options to cross the carriageway.
Proposals include a lot of road markings (white hatching, yellow lines, yellow box markings) this creates a future maintenance issue and is unlikely to be enforced.	1	White hatching and centre lines are required to create distinct traffic lanes and direct vehicles around kerbed pedestrian islands. Double yellow line waiting restrictions are required to discourage parking along much of the length of Colman Road/Mile End Road. Enforcement of the waiting restrictions is outside of the scope of these proposals.
Previous proposals were considered in 2007 for a scheme to provide pedestrian refuges along Colman Road/Mile End Road which did not go ahead. Have these been considered as part of these proposals?	1	These proposals are based upon traffic survey data taken in 2016 and 2018 and have not been influenced by previous proposals.

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
Plans lack detail, do not include proposals for Daniels Road roundabout or take into account the daily pattern of traffic movements.	<b>1</b>	The plans show the proposals in an appropriate level of detail for consultation purposes. No physical works to the Daniels Road roundabout are proposed as part of this scheme. Traffic modelling has demonstrated that these proposals will reduce congestion along this length of Colman Road/Mile End Road. The traffic simulation model was based on analysis of current traffic movements via video surveys and traffic surveys.
<b>Pedestrian Crossings</b>		
Proposals do not improve conditions for pedestrians. The staggered crossings will increase journey times for both pedestrians and cyclists.	<b>11</b>	See Report
Proposed uncontrolled pedestrian refuges do not provide benefit or physical protection to heavy traffic flows and will lead to pedestrians feeling unsafe.	<b>8</b>	See Report
Proposed staggered crossings will contribute to congestion.	<b>7</b>	See Report
Proposed staggered pedestrian crossings are unsafe for school children and general pedestrian traffic as there is insufficient space to safely wait to cross.	<b>7</b>	See Report
Concern for high traffic speeds and reduced carriageway width for HGVs.	<b>5</b>	An appropriate carriageway width will be specified to ensure that adequate space is provided for all forms of vehicular traffic.
Longer waiting times for pedestrians to cross carriageway using proposed staggered pedestrian crossings	<b>5</b>	see report

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
Proposed staggered pedestrian crossings, pedestrian refuges and right turn lanes create pinch points for overtaking vehicles that are likely to come closer to cyclists which will contribute to a more dangerous cycling environment.	<b>2</b>	Central carriageway hatching will be provided along some of the length of Colman Road/Mile End Road which will provide additional space for vehicles to pass cyclists. All motorists should use their own judgement and only over take a cyclist when it is safe to do so.
It is not clear how the proposed staggered pedestrian crossing will work.	<b>2</b>	The staggered crossings replace the straight-across pedestrian crossings which only stop one direction of traffic at a time. This makes it easier to synchronise the green time of the crossing with the green time at the Mile End Road/Unthank Road traffic signals.
Vibration will be caused to nearby properties when the proposed staggered pedestrian crossing between Muriel Road and Mornington Road are constructed.	<b>2</b>	Appropriate construction techniques will be conducted to ensure that nearby properties are unaffected.
Do not change any of the existing controlled pedestrian crossings into staggered pedestrian crossings facilities.	<b>2</b>	The existing straight across pedestrian crossings are contributing to congestion on Colman Road/Mile End Road. The staggered crossings will only stop one direction of traffic at a time. This makes it easier to synchronise the green time of the crossing with the green time at the Mile End Road/Unthank Road traffic signals.
Experiment with timings of existing pedestrian crossings to simulate the effects of the proposed staggered pedestrian crossings between South Park Avenue and Daniels Road roundabout.	<b>1</b>	These proposals are supported by traffic modelling which has shown that they reduce journey times on Colman Road/Mile End Road for general traffic throughout the day and make journey times far more consistent. Peak hour delays for traffic on the ring road are improved and overall journey times for bus services are both quicker and more consistent. It is not necessary or practical to experiment with the existing pedestrian crossings.
Provide an additional controlled pedestrian crossing closer to the Daniels Road roundabout.	<b>1</b>	It is not currently proposed to install a pedestrian crossing at this location.

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
Consider installing a pedestrian guard rail along Colman Road from The front of the Infant School to outside 1 Colman Road.	1	Consideration will be given to providing pedestrian guardrails at appropriate locations. These proposals will also be subjected to a road safety audit as part of the design process and, if approved, following construction to ensure that they are operating in a safe manner.
Why have proposed uncontrolled pedestrian crossing near Highland Road and Unthank Road when a signal controlled pedestrian crossing is proposed close by?	1	The proposed uncontrolled pedestrian refuges are intended to provide an alternative crossing point at off peak times when the level of traffic flow is less.
Proposed uncontrolled pedestrian refuge at junction of Unthank Road is a good idea to provide protection for pedestrians crossing the carriageway at this location.	1	No further comment.
Proposed uncontrolled pedestrian crossing on Colman Road/Mile End Road opposite Colman Infant School is unsafe.	1	The proposed uncontrolled pedestrian refuges are intended to provide an alternative crossing point at off peak times when the level of traffic flow is less. In times of increased traffic flow or if it is not safe to cross then the controlled staggered pedestrian crossings could be used.
It has been observed that motorists frequently ignore the red traffic lights at the South Park Avenue junction which is putting children in danger.	1	This is an enforcement issue and is outside the scope of these proposals.
Change the timings of the existing signals at South Park Avenue and on Colman Road/Mile End Road rather than make comprehensive changes.	1	The provision of staggered crossings will make it easier to synchronise the traffic signals at the South Park Avenue junction.

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
<b>Waiting Restrictions</b>		
Provide double yellow line waiting restrictions along both sides of Unthank Road (between junctions with Unthank Road to Christchurch Road), Colman Road (between South Park Avenue junction and Colman Road Hall) and at Caroline Court with no provision for parking bays.	<b>5</b>	Vehicles currently park along the edge of the carriageway on Unthank Road and Colman Road/Mile End Road especially in close proximity to Colman Junior School and the Colman Hospital. The purpose of the proposed limited time parking bays is to control and manage parking along this length whilst at the same time acknowledging that some parking is still required. There are currently double yellow line waiting restrictions at the junction of Caroline Court And these are to be extended to Colman Road
Properties 13, 15 and 17 Colman Road have no off road parking and residents will not be able to park outside their homes. This will affect deliveries and the value of properties. Cars from side roads often park here which keeps HGV traffic away from the kerb line.	<b>2</b>	Deliveries are unaffected as these can be made from a double yellow line. Many properties on more major routes have no on-street parking outside and have to use side streets
Vehicles will still park on the proposed double yellow lines and this will not be enforced.	<b>2</b>	Waiting restrictions are enforced, but obviously Civil Enforcement Staff cannot be everywhere at once
General support for double yellow lines waiting restrictions.	<b>2</b>	No further comment.
Objection to double yellow line waiting restrictions on both sides of Colman Road/Mile End Road Traffic Regulation Order (TRO).	<b>2</b>	No further comment.
Vehicles occasionally park on the roadside or footway. Consider installing double yellow lines on Mile End Road.	<b>1</b>	It is proposed that double yellow line waiting restrictions will be installed on the northern side of Colman Road/Mile End Road with a combination of double yellow lines and limited waiting parking bays on the southern side between its junctions with South Park Avenue and Unthank Road.

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
Proposed waiting restrictions on Unthank Road will lead to vehicles parking on other nearby side roads.	1	It is not expected that this additional length of double yellow lines will have a significant impact on encouraging vehicles to park on adjacent side roads. It is proposed that some time limited parking spaces will also be included on Unthank Road next to the proposed waiting restrictions.
Where are the proposed double yellow line waiting restrictions going to be installed on South Park Avenue?	1	It is proposed that double yellow line waiting restrictions will be installed along South Park Avenue from its junction with Colman Road/Mile End Road to the entrance of The Clare school on both sides of the carriageway.
Double yellow line waiting restrictions on the north side of the carriageway and centre carriageway hatching will make it difficult for residents to reverse into their properties.	1	Reverse manoeuvres into properties will still be possible when there is a gap in the traffic and it is safe to do so.
Can parking permits be used for properties 13, 15 and 17 Colman Road as they have no off road parking and residents will not be able to park outside their homes	1	There are no proposals for permit parking in this area at the current time and this is outside the scope of this project
There is no rear vehicular access for properties 13, 15 and 17 from Muriel Road or off carriageway parking facilities.	1	Comment noted.
Extend double yellow line waiting restrictions either side of the Colman Hospital entrance on Unthank Road to improve visibility.	1	We are proposing to amend these

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
<b>Parking Bays</b>		
Proposed parking bays on Unthank Road will restrict traffic flow and contribute to traffic tail backs onto Colman Road/Mile End Road - especially for public transport and cyclists. Consider widening into the footway at this location to accommodate the spaces.	<b>8</b>	Traffic travelling between Unthank Road and Colman Road/Mile End Road will be managed by the traffic signals at this junction. There is not sufficient space to reduce the existing footway width.
Objection to time limited waiting parking areas on both sides of Colman Road/Mile End Road Traffic Regulation Order (TRO).	<b>8</b>	No further comment.
Purpose of the parking bays on Colman Road and Unthank Road is not clear. These appear to make it more difficult for vehicular traffic and cyclists movements.	<b>6</b>	Vehicles currently park along the edge of the carriageway on Unthank Road and Colman Road/Mile End Road especially in close proximity to Colman Junior School and the Colman Hospital. The purpose of the proposed limited time parking bays is to control and manage parking along this length whilst at the same time acknowledging that some parking is still required.
Proposed parking bays on Unthank Road could hold up and obstruct visibility to vehicles entering and exiting the Colman Hospital and for pedestrians crossing the carriageway.	<b>4</b>	Vehicles currently park along the edge of the carriageway on Unthank Road in proximity to the Colman Hospital. The purpose of the proposed limited time parking bays is to control and manage parking along this length whilst at the same time acknowledging that some parking is still required.
Traffic turning right from Colman Road/Mile End Road into Muriel Road, Mornington Road and Highland Road adjacent to proposed parking bays will hold up traffic where it can currently pass. Why not provide right turn lanes?	<b>4</b>	It is not anticipated that these right turn movements into the side roads adjoining Colman Road/Mile End Road will have a significant impact on traffic flows on the outer ring road. There is a low vehicle count turning right into the side roads and it is not considered to have a drastic impact on ORR flows - only Muriel Road is affected by on-street parking, Morning Road and Highland Road have available and protected waiting space in the hatched markings.

<i>Issue</i>	<i>Times Raised</i>	<i>Officers Comments</i>
Proposed parking bays on Colman Road/Mile End Road and Unthank Road are unsafe and are unlikely to be used as children will be placed into the carriageway while accessing vehicles.	4	Vehicles currently park at these locations outside Colman Junior School and the Colman Hospital. The proposed time limited spaces can be used for short stays only.
Parking bays on Colman Road and Unthank Road will be detrimental to traffic flows and are unusual on the outer ring road.	3	Vehicles currently park at these locations outside Colman Junior School and the Colman Hospital. The proposed time limited spaces can be used for short stays only.
Consider providing short stay parking spaces on Christchurch Road as opposed to Unthank Road	1	Parking is not restricted on Christchurch Road. The parking spaces proposed for Unthank Road are recommended for removal
There are not enough parking spaces proposed outside Colman Infant School on Colman Road/Mile End Road.	1	It is proposed that a limited number of parking spaces will be provided, but this is restricted by the available space within the carriageway.
<b>South Park Avenue junction with Colman Road/Mile End Road</b>		
What is the advantage of not providing a straight lane and a left lane at the junction with South Park Avenue? This will hold up traffic on Colman Road as nothing can over take (especially at school times) and it will lead to cars not slowing down when turning left making the junction more dangerous for cyclists.	13	The main advantage is the reduction of two traffic phases (left turn and ahead) into one (ahead or left), this simplifies the junction with the introduction of segregated pedestrian crossings (where pedestrian movements are done in two phases) to allow the junction to be as efficient as possible. Previously, when a large vehicle sat in the left and ahead narrow lanes, there would be friction between the vehicles, causing slow moving traffic which would cause a temporary bottleneck.
Concerns regarding narrowed footway on the corner of South Park Avenue to accommodate the widened carriageway.	7	The footway is the same width as all the others in the vicinity.

**APPENDIX 2**

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
No justification for removing the tree on South Park Avenue.	<b>4</b>	It will be necessary to remove approximately two trees on South Park Avenue in close proximity to the junction with Colman Road in order to provide the required space to construct these improvements. Tree replanting will be conducted to replace any trees removed as part of this scheme.
Traffic signal changes at South Park Avenue will cause greater delays to traffic on Colman Road/Mile End Road and South Park Avenue causing blocking and queueing at the junction.	<b>4</b>	The opposite it the case. The signalised junctions on Colman Road/Mile End Road are currently giving long green times at the expense of the main road traffic. This is one of the main contributing factors to congestion on the outer ring road at both Unthank Road and South Park Avenue junctions. It is proposed to rebalance the timings at these junctions to favour traffic on Colman Road/Mile End Road.
Modifications to the current tight left turn from Colman Road into South Park Avenue are welcome.	<b>1</b>	No further comment.
Provision of one traffic lane turning left into South Park Avenue and heading straight on will make the junction safer for pedestrians crossing the carriageway.	<b>1</b>	No further comment.
Shortened green phase crossing time will lead to pedestrians becoming stranded on the proposed pedestrian crossing islands.	<b>1</b>	An appropriate amount of time will be allowed for pedestrians to cross the carriageway during the green phase when it is requested. The proposed pedestrian islands at the staggered crossings will provide a safe refuge for pedestrians while waiting to cross the carriageway.
Install enforcement cameras at the South Park Avenue junction to discourage motorists from jumping red traffic lights or stopping within the yellow hatched area and pedestrian crossings.	<b>2</b>	It would not be appropriate to install enforcement cameras at this location.

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
Proposed widening at the corner of South Park Avenue could lead to increased vehicle speeds. However, the radii of the junctions at Muriel Road and Mornington Road being are being decreased.	<b>2</b>	It is proposed to widen the junction of South Park Avenue to provide space for a pedestrian island to be constructed while maintaining adequate carriageway width for large vehicles to turn into the junction. This is a traffic signal controlled junction which will contribute to lower vehicle speeds. It is proposed that the radii of the kerb lines at the junctions with Muriel Road and Mornington Road will be decreased to create a safer environment for pedestrians to cross the carriageway.
Change traffic lights so that they detect cycles.	<b>1</b>	The existing cycle advance stop line (ASL) will be retained at the South Park Avenue junction with Colman Road/Mile End Road. The traffic signals will accommodate vehicular and cycle traffic equally.
Disruption to public transport services.	<b>2</b>	Public transport operators have been consulted and generally support these proposals.
The proposals will contribute to greater disruption during peak time at the accesses to the schools on South Park Avenue and create a less safe environment for school children.	<b>2</b>	Consideration is being given to the existing school access to The Clare School in conjunction with these proposals. These proposals will also be subjected to a road safety audit as part of the design process and, if approved, following construction to ensure that they are operating in a safe manner.
Proposals will make it more difficult to turn into and out of the access to the Clare School which becomes very busy at peak times. Can school start and end times being staggered?	<b>2</b>	The Clare School has been consulted and consideration is being given to improving the existing access arrangements to the site in conjunction with these proposals. Managing the school start and end times are outside of the scope of these proposals.
Do not change priority at either South Park Avenue or Unthank Road.	<b>1</b>	The signalised junctions on Colman Road/Mile End Road are currently giving long green times at the expense of the main road traffic. This is one of the main contributing factors to congestion on the outer ring road at both Unthank Road and South Park Avenue junctions. It is proposed to rebalance the timings at these junctions to favour traffic on Colman Road/Mile End Road.

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
Motorists ignore existing yellow box road marking at South Park Avenue junction with Colman Road/Mile End Road.	1	This is an enforcement issue and is outside of the scope of these proposals.
<b>Unthank Road junction with Colman Road/Mile End Road</b>		
During peak times there may be more right turning traffic from Mile End Road into Unthank Road than can be contained in the right hand lane leading to blockage on the main traffic lane made worse by vehicles waiting to turn into the Mile End Road doctors surgery. Can the proposed pedestrian crossing be moved to the other side of Waldeck Road to provide more space for right turning traffic or the traffic signals rephrased to allow right turns when in use? Would a yellow 'keep clear' box be appropriate here?	9	The highest observed queues (morning peak) in the right hand turn lane are 60m long. The length of the proposed right turn lane is approximately 52m, but the queues are not expected to build up to the existing levels due to extended green time on Colman Road/Mile End Road. The zig zag lines and hatching will be reviewed to achieve an extended turn lane
Giving greater priority to Colman Road/Mile End Road over Unthank Road and South Park Avenue by changing traffic signals is not appropriate. This will force more traffic onto side roads adjoining Unthank Road and cause disruption to public transport.	3	The scheme aims to redirect traffic from the minor roads back to the major roads by addressing the inadequacies of the major road thus reducing traffic on more minor routes. Traffic modelling has demonstrated improvements to the overall journey times for public transport.
There have been accidents at the Unthank Road junction with Colman Road/Mile End Road possibly as a result of the pedestrian crossing lights being mistaken as traffic signals at the cross roads.	1	The pedestrian crossing is situated approximately 40m back from the junction with the ring road and it is considered unlikely that any collisions at the ring road junction are as a result of mistaking one set of signals for another. A potential risk would be that of viewing the vehicular green signal at the ring road and proceeding through a

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
		vehicular red at the crossing, coming into conflict with a crossing pedestrian. Analysis of Police personal injury collision data shows one pedestrian collision in the vicinity of the crossing, however, this was a hit and run involving a refuse vehicle operative and was not obviously related to the crossing.
Since previous work on the traffic light junction on Unthank Road with the outer ring road the pedestrian traffic lights on Mile End Road have not been synchronised with the main traffic lights.	<b>1</b>	The signalised junctions on Colman Road/Mile End Road are currently giving long green times at the expense of the main road traffic and this is one of the contributing factors to congestion on the outer ring road at both the Unthank Road and South Park Avenue junctions. It is proposed to rebalance the timings at these junctions to favour traffic on Colman Road/Mile End Road.
The turning lanes at the traffic lights at the Unthank Road junction with Colman Road/Mile End Road are aligned so that you cannot see the oncoming traffic if there is another vehicle larger than a car waiting in the turning lane from Colman Road going out of the city onto Unthank Road.	<b>1</b>	The existing road markings will be reviewed as part of the design process. The scheme design will also be subjected to a road safety audit process during design and, if approved, following construction to ensure that it is operating in a safe manner.
Unsafe location of the proposed pedestrian refuge just before Unthank Road junction with Colman Road/Mile End Road - motorists may be concentrating more on their movement/position rather than looking out for pedestrians.	<b>1</b>	The right turn lane is located after the proposed pedestrian refuge when traveling towards the junction so motorists will not need to change traffic lanes until they have passed the refuge. This scheme will be subjected to a road safety audit as part of the design process and, if approved, following completion of construction to ensure that it is operating in a safe manner.

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
The proposed pedestrian refuge island at The Colman Road/ Mile End Road junction with unthank Road reduces the length of the right turn lane into Unthank Road which means that cyclists have to mix with general traffic for a longer duration. Can a separate cycle turning lane be provided?	<b>1</b>	Traffic modelling has demonstrated that the existing long right turn lane is not fully utilised. It is not possible to provide a separate cycle turning lane.
<b>Newmarket Road junctions with Christchurch Road, Leopold Road and Sunningdale</b>		
Main cause of congestion at the Daniels Road roundabout appears to be the traffic lights at the Leopold Road/Eaton Road and Sunningdale junctions with Newmarket Road. Can the timing frequency and duration of these two sets of lights be assessed in order to optimise flow on Newmarket Road?	<b>2</b>	The timing of the traffic lights at the junctions on Newmarket Road have been revised and the impacts monitored. The outcome of this exercise is yet to be reviewed.
Traffic lights at the junctions with Christchurch Road at Unthank Road and Newmarket Road can cause erratic traffic flows at Daniels Road roundabout. Further reduction of signal timing in favour of Christchurch Road or removal of the traffic lights could be tried to keep traffic moving more freely.	<b>1</b>	The timing of the traffic lights at the junctions on Newmarket Road have been revised and the impacts monitored. The outcome of this exercise is yet to be reviewed.

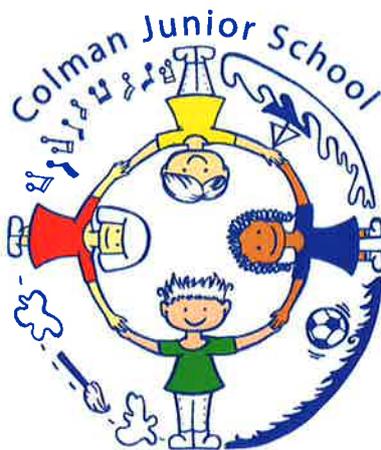
<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
<b>Unthank Road junction with Christchurch Road</b>		
Unthank Road junction with Christchurch Road is dangerous. Christchurch Road is being used as a 'rat run' and vehicles park along the road side. Install parking restrictions along Unthank Road near to the Colman Hospital on both sides of Christchurch Road and Mornington Road.	<b>1</b>	It is proposed that double yellow line waiting restrictions will be installed on both sides of Unthank Road from its junction with Colman Road/Mile End Road to the entrance of the Priscilla Colman Hospital. The provision of additional waiting restrictions along Christchurch Road and Mornington Road is beyond the scope of this current scheme.
These proposals will have a serious effect on traffic flow along Unthank Road. Traffic is currently often tailed back past Upton Road and sometimes to Judges Walk.	<b>2</b>	It is not anticipated that these proposals will have a significant impact on traffic flow along Unthank Road.
<b>Church Avenue junction with Colman Road/Mile End Road</b>		
Provide right turn lane into Church Avenue rather than Mile End Close.	<b>2</b>	Turning lanes can be provided for both Church Lane and Mile End Close and this will be done.
<b>Melrose Road junction with Colman Road/Mile End Road</b>		
Melrose Road is sometimes used as a shortcut from Newmarket Road to Mile End Road to avoid the Daniels Road roundabout.	<b>1</b>	The impact of traffic joining Colman Road/Mile End Road from the side roads was considered as part of the traffic modelling simulation.
Is it safe to wait on either the proposed hatched areas or the right turn lane into Melrose Road when waiting to turn into properties between Waldeck Road and Melrose Close?	<b>1</b>	It is acceptable to wait within the hatched area for the purpose of accessing residential properties until it is safe to cross the oncoming lane of traffic.
Dedicated right turns into Melrose Road and Waldeck Road from Colman Road/Mile End Road are not required.	<b>1</b>	These are required to separate vehicles wishing to turn right into these side roads from the main traffic lane to reduce disruption on Colman Road/Mile End Road.

<b><i>Issue</i></b>	<b><i>Times Raised</i></b>	<b><i>Officers Comments</i></b>
<b>Daniels Road junction with Colman Road/Mile End Road</b>		
At peak times there is currently congestion on the entry and exit on Daniels Road roundabout from Colman Road/Mile End Road. Pedestrians cross the carriageway at this location using the existing splitter island which can be especially dangerous for high volumes of school children who use this route.	<b>3</b>	Traffic modelling indicates there will be a reduction in congestion to the entry and exit of this roundabout. Video surveys show approximately 35 children crossing in a 15 minute period in the AM and PM peak. However, the road safety team does not consider this to be an issue as slow or quicker moving traffic can be equally as dangerous and there are crossing locations provided at earlier opportunities as most come from the Mile End Road direction.
Proposals will cause further congestion on Daniels Road roundabout.	<b>3</b>	Traffic modelling has indicated that the proposals will contribute to relieving congestion on the Daniels Road roundabout.
Yellow box road markings on Daniels Road roundabout need to be refreshed and enforced.	<b>2</b>	The yellow box markings were refreshed on Daniels Road roundabout in summer 2018. These are provided for an indicative purpose only. It is not possible to enforce these markings on a non-traffic signal controlled roundabout.
<b>Bus Stops</b>		
Are bus stops proposed to be removed between Highland Road and Muriel Road? These are important bus stops.	<b>2</b>	It is not proposed to remove these bus stops as part of these proposals.
Relocate proposed bus stop yellow box opposite 2 Colman Road (which is currently proposed to be located between five parking spaces to the east and four to the west) so that it is adjacent to the proposed double yellow lines and the parking bays are in a row of nine continuous spaces to the east. This will allow buses to enter the bus stop box without need to manoeuvre between parked cars.	<b>2</b>	Noted. This will be considered as part of the design process.

<i>Issue</i>	<i>Times Raised</i>	<i>Officers Comments</i>
Retain existing bus stop on north side of carriageway opposite 33 Colman Road and provide on carriageway bus stop yellow box.	1	Noted. This will be considered as part of the design process.
Proposals do not appear to make allowance for existing bus stop on Unthank Road opposite the entrance to Colman Hospital.	1	Bus Stop Clearways will be installed as part of the scheme
<b>Mornington Road junction with Colman Road/Mile End Road</b>		
Tightening the junction of Mornington Road will make vehicular access onto Colman Road/Mile End Road more difficult.	1	Vehicle turning movements have been checked at the Mornington Road junction as part of the design process. It has been determined that the proposed tightened radius will still enable this manoeuvre to be conducted.
<b>Other issues</b>		
These proposals are disruptive and disadvantage vulnerable road users - especially children - these changes should not be made until the outcome of the changes to traffic signals at Christchurch Road/Lime Tree Road and Eaton Road/Leopold Road and the Transforming Cities Bid are known. It is difficult to determine how these proposals will impact on the issues presented by these junctions.	2	An Integrated Impact Assessment has been conducted which amongst other factors has considered the impact of these proposals on equality and diversity for all users of the proposed highway improvements. The overall assessment has determined the impact of this scheme to be neutral in this regard. Traffic modelling has demonstrated that these proposals will reduce congestion along this length of Colman Road/Mile End Road and it was agreed to progress these in advance of any proposals for the Newmarket Road corridor because of the benefits to the ring road.
Proposals are not sustainable - consideration should be given to more support for Park and Ride scheme and encouraging walking, cycling and public transport.	2	An Integrated Impact Assessment has been conducted which amongst other factors has considered the impact of these proposals on equality and diversity for all users of the proposed highway improvements. The overall assessment has determined the impact of this scheme to be neutral in this regard. The use of Park and Ride facilities is outside of the scope of these proposals.

<b>Issue</b>	<b>Times Raised</b>	<b>Officers Comments</b>
Consider relocating the cycle contraflow from Essex Street to Trinity Street.	1	This is outside of the scope of these proposals.
Ensure that proposed highway works, if approved, are constructed in the shortest possible timescale to minimise disruption to local residents and through traffic.	1	If these proposals are approved; carefully consideration will be given to the construction programme and traffic management to minimise disruption as much as possible during the works.
Consider removing length of bus lane between Leopold Road and Daniels Road roundabout to create left turn lane into Colman Road/Mile End Road and right lane straight ahead and right turn.	1	It is anticipated that (subject to external funding) that proposals will be forthcoming for Newmarket Road and options will be investigated as part of that project
How has traffic modelling determined that proposals will improve traffic flow?	1	The traffic modelling that forms the basis of these proposals was derived from traffic counts taken in 2016 and 2018. This data has been balanced to represent typical traffic flows. Simulations of the expected traffic flows at peak times have been modelled and compared with the existing traffic conditions. This has demonstrated improvements to traffic flows along Colman Road/Mile End Road.
<b>Highland Road junction</b>		
Provide an additional traffic signal controlled pedestrian crossing on Colman Road/Mile End Road close to Highland Road to enable motorists from Highland Road to turn right onto the outer ring road.	1	This is not considered necessary at this location and would contribute to disruption in the traffic flow on Colman Road/Mile End Road.

Mrs Julie Sandford  
Headteacher



South Park Avenue  
Norwich NR4 7AU

Councillor John Fisher  
Chair of Norwich Highways Agency Committee  
Norwich City Council  
City Hall  
St Peter's Street  
Norwich  
NR2 1NH

Environment, Transport & Development Dept

FAO .....

- 7 FEB 2019

Onto.....

Action.....

File.....

PEM Ref.....

1<sup>st</sup> February 2019

Dear Councillor Fisher

We are writing jointly as the Board of Governors of Colman Junior School in response to the proposed 'Improvements to relieve congestion at the Daniels Road Roundabout'<sup>1</sup> that were presented to your Committee by Transport for Norwich on 20th December 2018.

**Our position:**

Our primary concern at all times has to be for the safety and welfare of our school community and the local community more generally. We have major concerns regarding the proposed scheme in terms of safety and whether due diligence has been carried out during its design. We must therefore register our strong opposition to the proposals.

In particular we are concerned about the introduction of staggered crossings at the South Park Avenue / Colman Road junction and the uncontrolled crossings on Colman Road that are also being suggested<sup>1</sup>. We are also unconvinced by some conclusions contained in the report that was presented to the Committee.

**Staggered junctions and uncontrolled crossings:**

We are extremely concerned that staggered crossings at the South Park Avenue / Colman Road junction will not be able to be properly patrolled as they are at the present time. You will be aware that parents at this school successfully campaigned against the removal of the road crossing patrol from the South Park Avenue / Colman Road junction during 2016/17 - their campaign video is still available to view at <https://tinyurl.com/colmancrossings>. Their research revealed that the crossings outside our school are already subject to a greater volume of cars than any other in a similar situation anywhere in Norfolk.

The crossing patrol at this junction plays a vital role in making sure that pupils can navigate this busy road safely. The crossings are also used by older students from the UEA and adult individuals. These individuals often step out onto the road when they judge the situation to be safe, even when the pedestrian lights are against them. Infant and junior school students can often follow such behaviours



instinctively - with disastrous consequences. Staggering the junctions will double the number of occasions on which pupils may accidentally step out on to the road.

The crossing patrol ensures pupils remain safe by being both a physical presence in the road when it is safe to cross and by being able to issue a vocal warning when it is not. We are alarmed that the *'principal transportation planner'* was unable to directly answer Councillor Stutely regarding *'the impact that the proposals would have the [sic] crossing patrol on South Park Avenue.'*<sup>2</sup>

The Committee minutes demonstrate that no consideration has been given to the issue of pedestrian safety. This is particularly alarming considering the location of the crossings and the high level of use by young children. We regard the proposal of installing an uncontrolled crossing directly opposite Colman Infant School as profoundly reckless.

#### **Increasing traffic volume and traffic flow:**

We are dismayed that these new proposals are aimed specifically at further increasing the number of vehicles crossing the junction, by *'encouraging general traffic to use the main road network'*<sup>1</sup>, and increasing *'traffic flow'*. We cannot envisage how an increase in the volume and flow of traffic will result in the crossings becoming safer for our pupils, parents and staff.

The effect of the proposed changes on journey times was investigated using *'microsimulation modelling software'*<sup>1</sup> according to the report. No similar analysis is reported to have been done to assess the impact on safety. It is difficult, therefore, to defend the conclusion of the *'Integrated Impact Assessment'* that, in terms of *'Safeguarding children and adults'*, the proposals would have a *'neutral effect'*<sup>1</sup>.

#### **Impact on cyclists:**

In the absence of any changes aimed specifically at cyclists it is curious that the report concludes that the proposals would *'contribute to an improved journey time for public transport and an improved cycle environment, promoting the use of sustainable travel methods.'* The minutes also record *'that the proposals would improve access for cyclists crossing from one side of Unthank Road to the other.'*<sup>2</sup> There is no evidence within the plan to support this statement. It appears to be based on no more than wishful thinking.

#### **Impact on public transport:**

Whilst the impact assessment concluded that there would be a *'positive'* impact on *'Transportation'* where *'Overall journey times for bus services are both quicker and more consistent.'*<sup>1</sup> The minutes of the Committee note that *'Bus journey times were not expected to be affected as losses in journey times on side roads would be made up by gains on the main roads.'*<sup>2</sup>

#### **Unreliable conclusions:**

*'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.'*<sup>1</sup> This is a curious statement to include in an impact assessment for a scheme that proposes to interrupt pedestrians crossing roads by introducing staggered crossings in an attempt to increase traffic volume and flow and includes no specific measures aimed at improving the cycle environment.

The *'General Traffic Journey Time results'* presented in Figs. 1 to 4 as Appendix 2 in the report are astonishing. *'Peak hour delays for traffic on the ring road are almost eradicated.'*<sup>1</sup>

This, of course, does not mean that the rush hour has vanished. It means more vehicles travelling more quickly. Neither the increase in number of vehicles per minute nor the increase in average speed at peak times appear to have been calculated. We are especially concerned about this since peak periods on the roads also coincide with periods when the crossing is most used by members of our school community.

An opportunity also appears to have been missed at reporting on a more detailed analysis. How significant, for example, would be the effect of changing the sequencing of traffic lights alone?

**Driver negligence:**

One of the biggest dangers at the South Park Avenue / Colman Road junction currently is driver negligence - mainly the running of red lights. These proposals are not aimed at resolving this problem. In fact, staggering the crossings will make it impossible, as at present, for one crossing patrol to manage young pedestrians across both lanes of traffic. Thus, the proposals as they stand will leave young children at the mercy of frequent poor driver behaviour.

**Our suggestion:**

We believe many of the benefits sought by the proposals will be able to be achieved solely by implementing the changes in timings of lights as already suggested in the 'Report to Norwich Highways Agency Committee'<sup>1</sup> in points 4 and 6. We would be interested to see the results of analysis where only the changing of the timings of lights were included.

The money saved by not implementing the proposed changes to crossings could be better spent by installing cameras to monitor the crossings to encourage improvements in driver behaviour. This would benefit both drivers and pedestrians - preventing backlogs from cars stranded on junctions and reducing the impact of cars driving across crossings whilst pupils are on them.

We encourage all the councillors to visit the junction on a school morning to judge for themselves whether staggering the junction and installing uncontrolled crossings seems like a sensible idea.

Finally, we would like to reiterate our grave concerns for our school community regarding the proposed changes. We invite you to watch the video at <https://tinyurl.com/colmancrossings> which graphically illustrates the hazards our young pupils already face on this stretch of road. Introducing staggered and uncontrolled crossings whilst also encouraging higher volumes of faster moving traffic to drive across them will leave our pupils even more vulnerable.

We urge you to reject the current proposals.

Regards

Ed Rose  
Chair of Governors  
On behalf of the Board of Governors

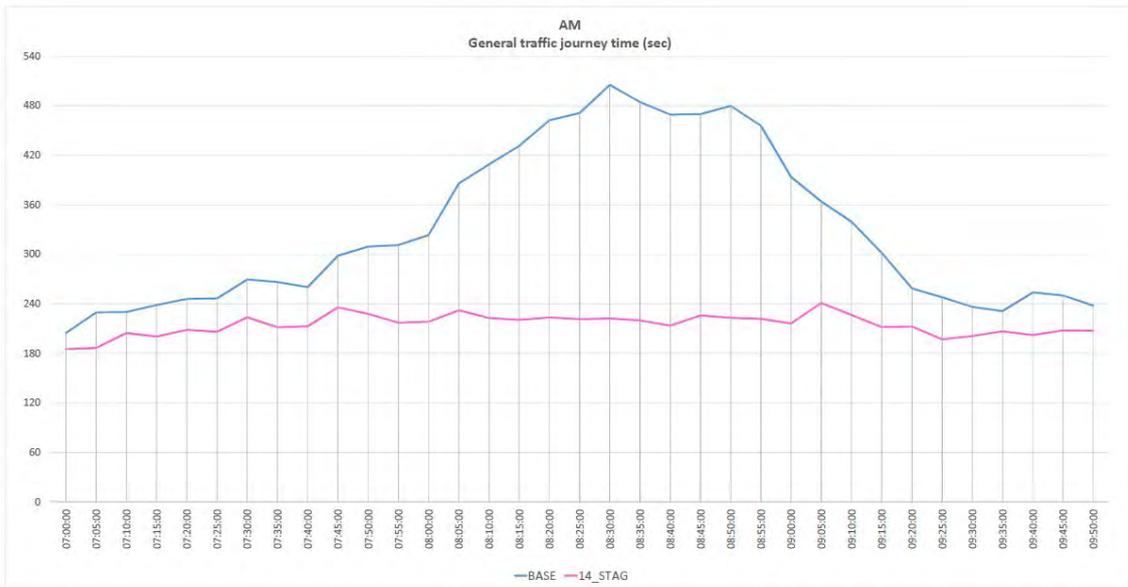
c.c. Nick Woodruff, Project Engineer, Community & Environmental Services, Norfolk County Council.

1. Report to Norwich Highways Agency Committee, Item 5, 20 December 2018: Transport for Norwich - A11 Newmarket Road - A140 Mile End Road Improvements to relieve congestion at the Daniels Road Roundabout.
2. Minutes of the Norwich Highways Agency committee, 20 December 2018.

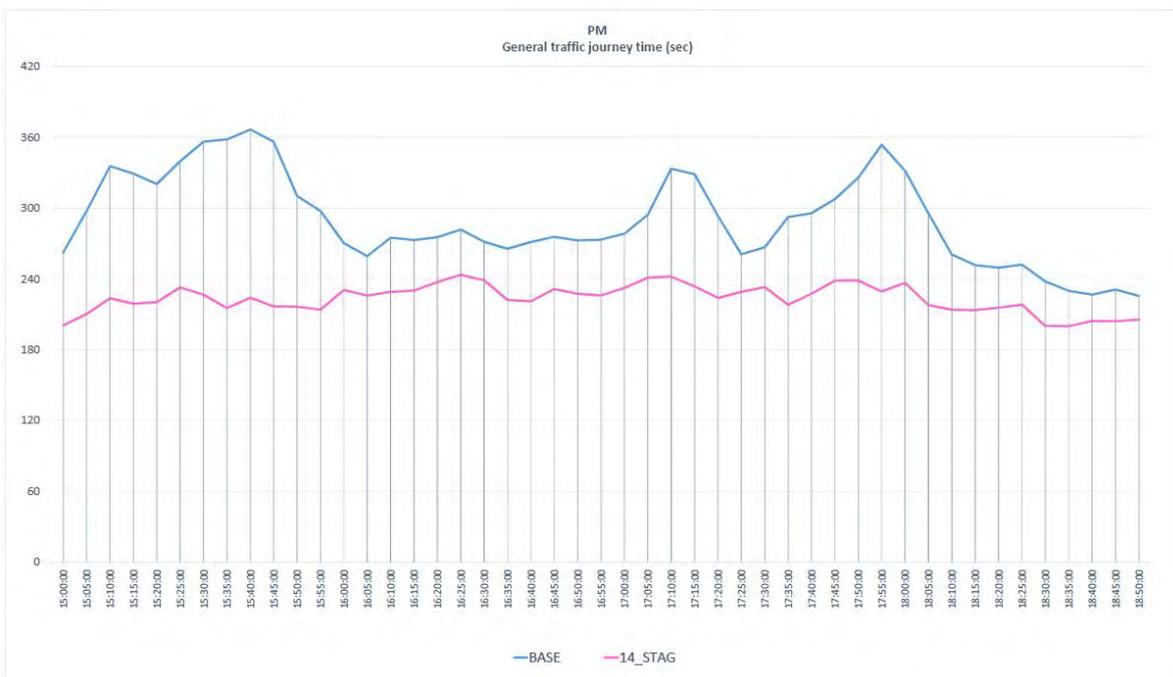
- The **A.M.** testing period was carried out between 07:00 – 10:00
- The **P.M.** testing period was carried out between 15:00 – 19:00

**A. General Traffic Journey Time results – Daniels Road roundabout to The Avenues**

**Fig 1. A.M. Results**

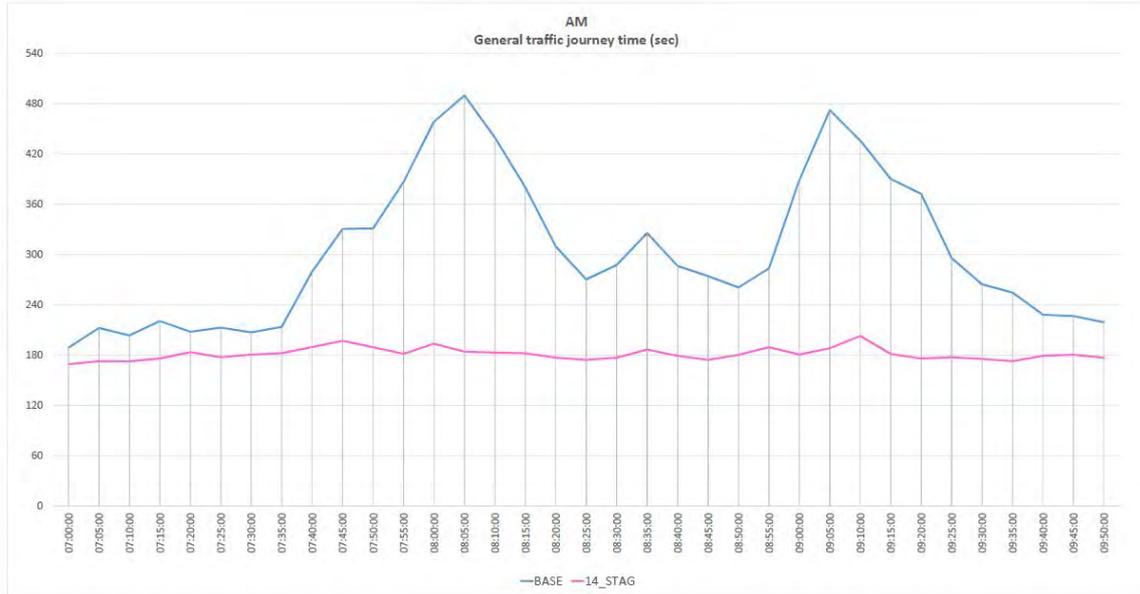


**Fig 2. P.M. Results**

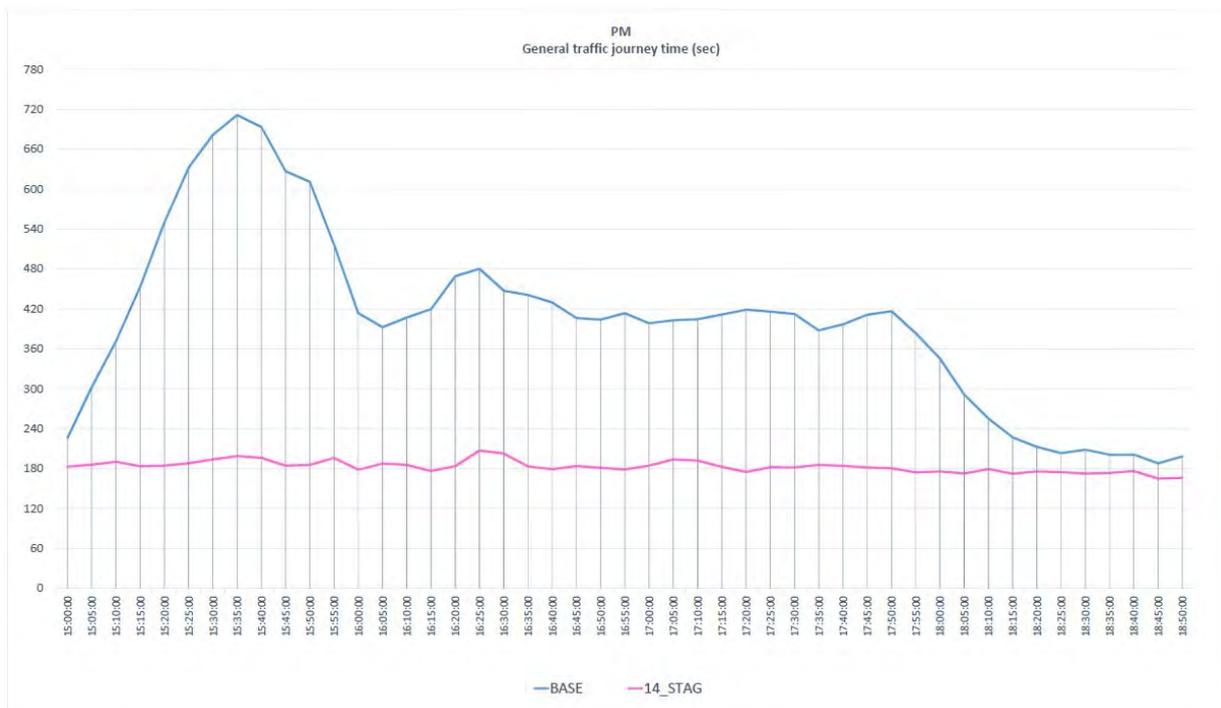


**B. General Traffic Journey Time results – The Avenues to Daniels Road roundabout**

**Fig 3. A.M. Results**



**Fig 4. P.M. Results**



Bus Journey Times

C. Bus Journey Time results – Unthank Road to South Park Avenue

Fig 5. A.M. Results

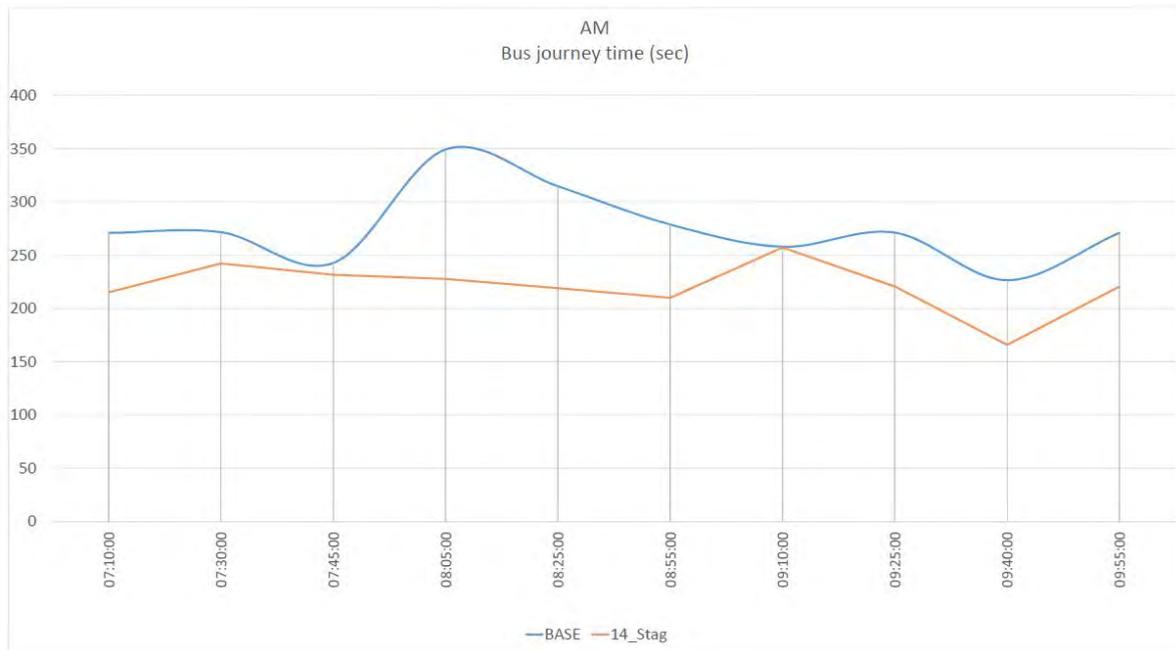
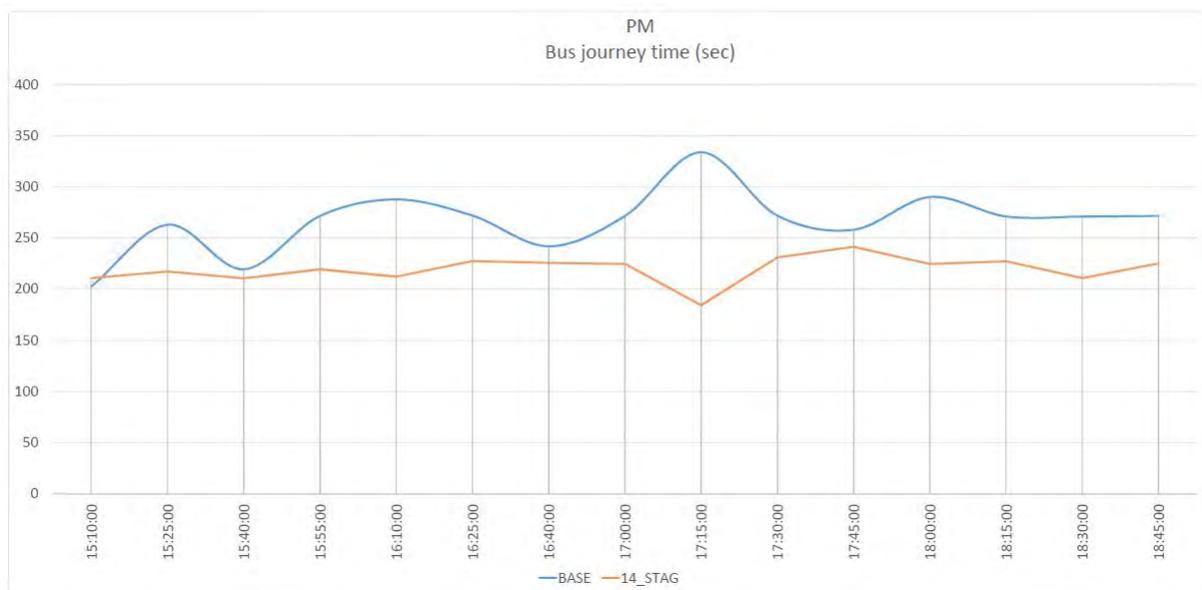


Fig 5. P.M. Results



D. Bus Journey Time results – South Park Avenue to Unthank road

Fig 7. A.M. Results

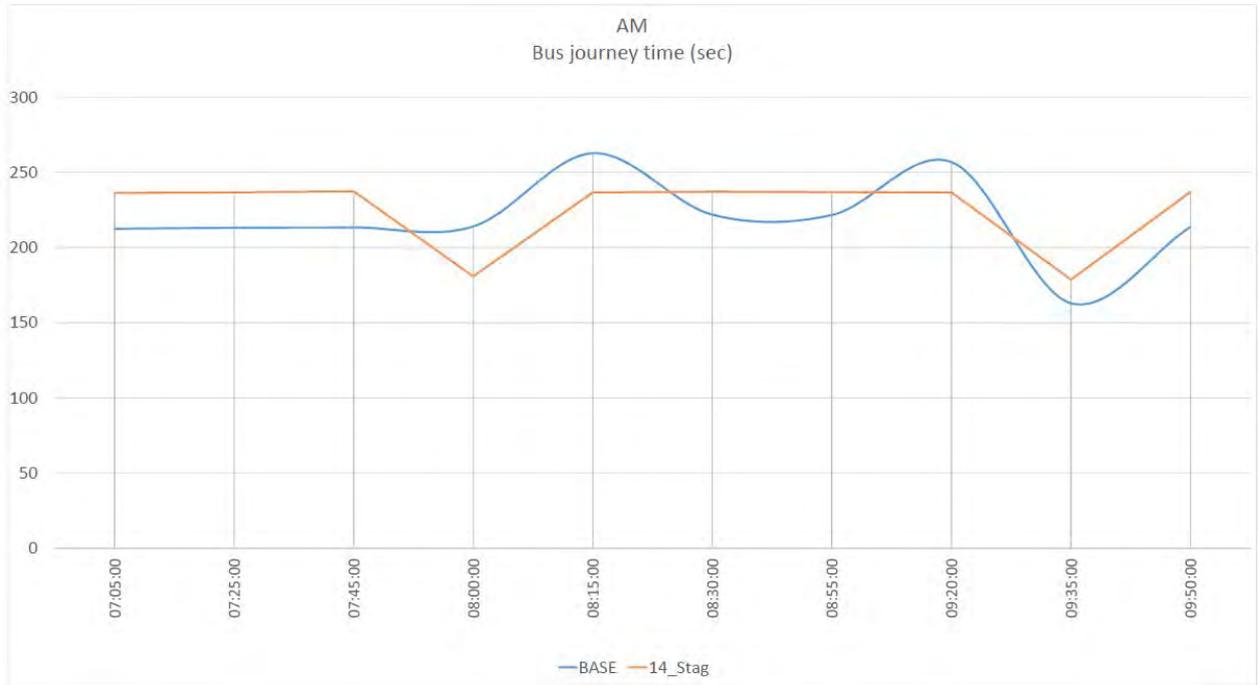
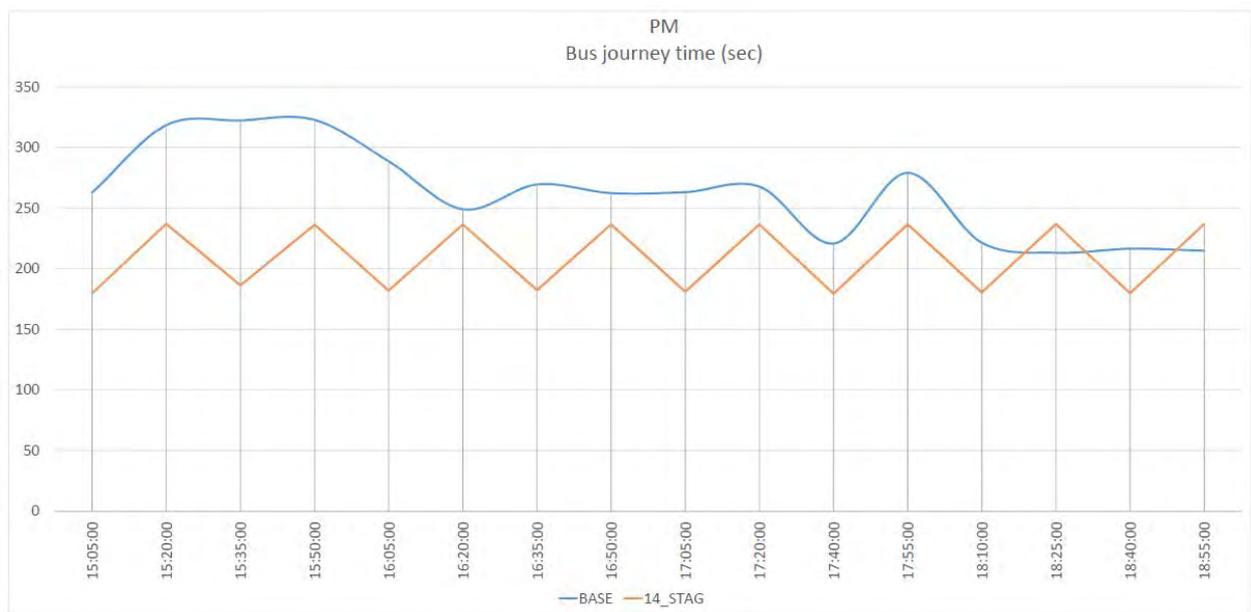


Fig 8. P.M. Results





<b>Report to</b>	Norwich highways agency committee	<b>Item</b>
	21 March 2019	
<b>Joint report of:</b>	Assistant Director Communities and Environmental Services, and head of city development services	<b>7</b>
<b>Subject</b>	Transport for Norwich – Bank Plain and London Street	

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## Purpose

To agree to consult on proposals to upgrade Bank Plain and London Street at its junction with Bank Plain and its junction with Opie Street and agree to advertise revised Traffic Regulation Orders to facilitate the revised layout

## Recommendation

To:

- (1) agrees to consult on proposals, shown on the plans contained in Appendix 1, that will:
  - (a) Improve the section of London Street at its junction with Opie Street;
  - (b) Improve the area at the eastern end of London Street, at its junction with Bank Plain;
  - (c) Improve Bank Plain by widening pavements and re-arranging the on street parking and loading facilities;
  - (d) Upgrade Bank Street to create a more pedestrian friendly environment;
- (2) asks the head of city development services to commence the statutory procedures associated with the following traffic regulation orders and notices associated with these proposals, which is shown on the plan contained in Appendix ;
  - (a) Install new loading facilities in Bank Plain on the western side;
  - (b) Create an extended blue badge parking area and further loading facilities on the east side;
  - (c) Replace the loading bay on Redwell Street with Car Club spaces;
  - (d) Widen the light controlled pedestrian crossing on Bank Plain, and include crossing facilities for cyclists;
  - (e) Introduce a restricted zone in Bank Street, maintaining the existing one-way arrangements for motorised vehicles but allowing contraflow cycling and allowing loading only in the street;
  - (f) Remove the existing designated bays (including the car club bay, pay and display bays, blue badge spaces and loading bays ) in Bank Street and Opie Street and the existing bus and coach stops on Bank Plain;

(3) note that the responses to the consultation and any objections to the statutory notices will be considered at a future committee.

### **Corporate and service priorities**

The report helps to meet the corporate priority of a safe, clean and low carbon city.

### **Financial implications**

These proposals are being brought forward as part of the first tranche of bids to the Department for Transport (DfT) for Transforming Cities funding building on the current work to improve Prince of Wales Road and Rose Lane. The estimated cost of the remaining work in the Prince of Wales Road area (including these proposals) is £3.3million of which £2.3 million is being sought through the Transforming Cities Fund bid to the DfT to cover the cost of these additional elements. The cost of the work outlined in this report is initially estimated at £906,000

Other funding is provided by the Local Growth Fund and local maintenance funds. Funding is not, therefore guaranteed for this work, but it is hoped that there will be confirmation prior to the committee

**Ward/s:** Multiple Wards

**Cabinet member:** Councillor Stonard - Sustainable and inclusive growth

### **Contact officers**

Bruce Bentley – Principal transportation planner 01603 212445

David Wardale Project Engineer (Highway Projects) 01603 223259

### **Background documents**

None

# Report

## Background

1. The traffic management scheme for the Rose Lane / Prince of Wales Road area which was approved last year at the Norwich Highways Agency Committee (NHAC) is currently under construction. King Street has been closed to through-traffic and works to upgrade Rose Lane and St Vedast Street are currently underway. The potential for funding via the Transforming Cities initiative from the Department for Transport (DfT) means that the full Prince of Wales Road scheme can be completed and the benefits extended into Bank Plain and London Street.
2. The proposals for the area will improve key sections of the route between the railway station and the city centre and includes measures to improve bus journey times between the rail station and bus interchanges in Castle Meadow and St Stephens Street. The contra-flow cycle lane to be provided on Prince of Wales Road and Agricultural Hall Plain will improve connectivity and the junction of Mountergate with Rose Lane has been redesigned to allow vehicles to exit Mountergate without navigating the one-way system, at the same time creating a public space. These elements have already been approved by the Committee and are funded. The proposals detailed in this report build on these improvements and substantially improve the links between the railway station and the city centre for pedestrians and cyclists.

### The proposals

3. There are four principal elements to the proposals for the Bank Plain / London Street. The first of these focuses around the junction of London Street with Opie Street / Bedford Street, the second is the area at the top of London Street where currently there is a turn-round area used for blue badge parking, the third is Bank Plain itself and finally there are proposals to upgrade Bank Street.
4. Informal discussions have already taken place with Norwich Business Improvement District (BID) and the OPEN and both are supportive of the approach.

### London Street / Opie Street area

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

this area will be investigated as part of the detailed design.

### **London Street at its junction with Bank Plain**

7. Currently, there is a small turn-round area here, containing blue badge parking bays, and this effectively cuts London Street off visually from Bank Plain. In addition, the paving here has failed and there is a damaged planter associated with a few utility cabinets and cycle stands using up what could be a positive public open space with a much closer relationship with Bank Plain.
8. The proposal is to remove the current turn around area and to pave the area in a similar style to the junction at Opie Street, thus providing continuity across the street and creating significant public open space outside OPEN and providing a much improved entrance to London Street. The blue badge parking bays will be consolidated onto Bank Plain.

### **Bank Plain and Bank Street**

9. Bank Plain is not currently an inviting pedestrian environment, but is part of the main link from the station to the city centre and that is not immediately obvious to visitors to the city.
10. As St. Andrews Street / Redwell Street joins with Bank Plain, the carriageway widens significantly, but still only provides for two lanes of traffic. Maintaining a consistent width of carriageway from St Andrews Street / Redwell Street provides the opportunity to widen pavements, provide dedicated parking and loading bays, and potentially additional street tree planting. This will significantly improve the pedestrian environment and also provide enhanced loading facilities for local businesses. The blue badge spaces removed from London Street, Opie Street and Bank Street will all be replaced in a single consolidated block.
11. The proposals for Bank Street include extending the footways across the junctions at both ends of the street and upgrading the carriageway surface with a more attractive material. The existing footways will be retained as these are already paved and mostly in good condition. Loading will continue to be permitted in Bank Street, but other on-street parking facilities will be removed, with the blue badge spaces relocated to Bank Plain.

### **Programme**

12. There is an ongoing programme of work in the Rose Lane/ Prince of Wales Road area which will continue over the next few months into Eastbourne Place, and subsequently on Prince of Wales itself to install the approved contra-flow cycle lane. Provided that the funding for this project is confirmed, the intention is that the works to Bank Plain and London Street will follow in late Summer/ Autumn

### **Resource Implications**

13. Finance: These additional elements that build on the already approved proposals will only progress if funding is approved through the first tranche of the Transforming Cities programme. However, as the spend profile for any funding that is achieved via this route is very time limited, it is imperative that

the scheme is fully consulted upon now. Assessment of this scheme using the governments Active Mode Appraisal Tool indicates that this scheme represents High value for money with a Benefit to Cost ratio of 2.85.

14. Staff: The project will be delivered through joint team working involving both county council and city council officers.

15. Property: All work is within the existing highway boundary.

16. IT: None.

### **Other implications**

17. Legal Implications: None.

18. Human Rights: None.

19. Communications: The Transport for Norwich Communications Project Manager is a member of the delivery team.

### **Risk Implications/Assessment**

20. A risk assessment has been undertaken for development of the NATS Implementation Plan. 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.

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

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

<b>Committee:</b>	Norwich Highways Agency Committee
<b>Committee date:</b>	21 March 2019
<b>Director / Head of service</b>	Andy Watt
<b>Report subject:</b>	Norwich Area Transportation Strategy Implementation Plan – London Street and Bank Plain
<b>Date assessed:</b>	February 2018
<b>Description:</b>	

	Impact			
<b>Economic</b> (please add an 'x' as appropriate)	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Finance (value for money)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The scheme will be externally funded through the Transforming Cities programme and is subject to appropriate business case development and sign off.
<b>Other departments and services</b> e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None anticipated.
<b>ICT services</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.
<b>Economic development</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme improves access to jobs, training / education and retail opportunities in the city centre, as well as improving the environment in this part of the city.
<b>Financial inclusion</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.
<b>Social</b> (please add an 'x' as appropriate)	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Safeguarding children and adults</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.
<b><u>S17 crime and disorder act 1998</u></b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Police will be consulted as part of the consultation and throughout any subsequent detailed design to ensure any particular concerns / issues around crime and disorder are noted and addressed where appropriate.
<b>Human Rights Act 1998</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.

	Impact			
<b>Health and well being</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This scheme supports increased levels of walking, cycling and public transport and associated health / well-being impacts of this.
<b>Equality and diversity (please add an 'x' as appropriate)</b>				
	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Relations between groups (cohesion)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.
<b>Eliminating discrimination &amp; harassment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comment.
<b>Advancing equality of opportunity</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme will reduce street clutter, relocate and consolidate Blue Badge spaces and provides an upgraded signalised crossing
<b>Environmental (please add an 'x' as appropriate)</b>				
	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Transportation</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme provides improved pedestrian and cycling environments.
<b>Natural and built environment</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme offers the potential for significant enhancement in terms of hard and soft landscaping and the creation of the public space.
<b>Waste minimisation &amp; resource use</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Materials will be re-used where possible. The scheme makes better use of existing spaces.
<b>Pollution</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme should encourage greater levels of cycling and walking
<b>Sustainable procurement</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The scheme is provided under long term contract.

	Impact			
<b>Energy and climate change</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The scheme should encourage greater levels of cycling and walking.
<b>(Please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Risk management</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Risk assessments are routinely carried out on contracts such as this. There is a communications plan in place to minimise any risk to reputation.

<b>Recommendations from impact assessment</b>	
<b>Positive</b>	
	Positive impacts on townscape and the provision of open space.
<b>Negative</b>	
	There are no significant negative impacts to resolve.
<b>Neutral</b>	
	There are no significant neutral impacts to resolve.
<b>Issues</b>	
	Any issues raised through the consultation will be fully considered and reported as appropriate at NHAC.

# Draft London Street Proposals

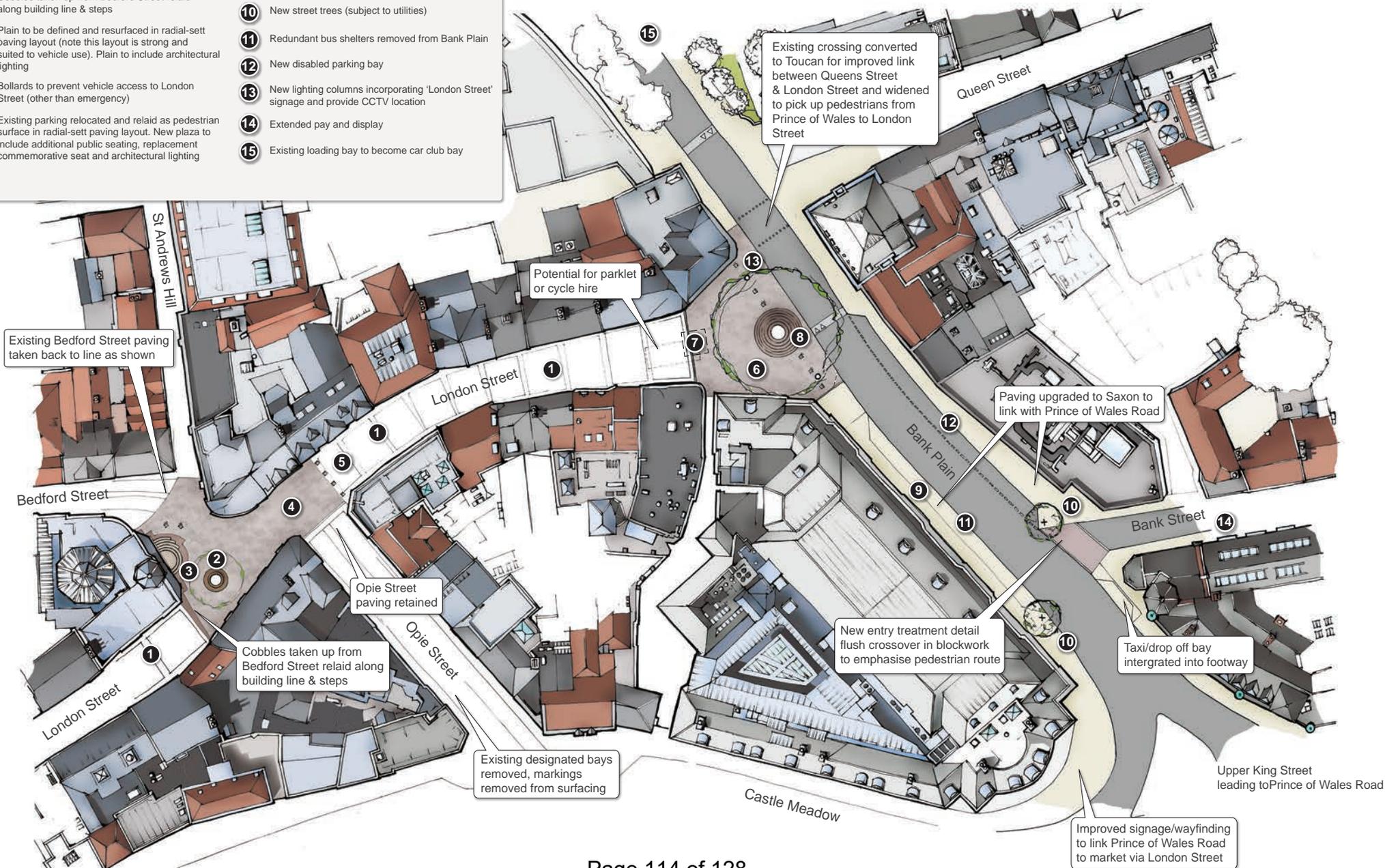
07/03/2019

## Appendix 1



### Key

- 1 Original London Street paving retained
- 2 Existing tree in poor condition removed and new tree planted, black & white 'Round Table' paving design reinstated
- 3 Cobbles taken up from Bedford Street relaid along building line & steps
- 4 Plain to be defined and resurfaced in radial-sett paving layout (note this layout is strong and suited to vehicle use). Plain to include architectural lighting
- 5 Bollards to prevent vehicle access to London Street (other than emergency)
- 6 Existing parking relocated and relaid as pedestrian surface in radial-sett paving layout. New plaza to include additional public seating, replacement commemorative seat and architectural lighting
- 7 Existing planter removed. Area for street furniture
- 8 Existing tree retained & protected block surfacing surround retained and adapted
- 9 New loading bay integrated into footway
- 10 New street trees (subject to utilities)
- 11 Redundant bus shelters removed from Bank Plain
- 12 New disabled parking bay
- 13 New lighting columns incorporating 'London Street' signage and provide CCTV location
- 14 Extended pay and display
- 15 Existing loading bay to become car club bay







<b>Report to</b>	Norwich Highways Agency committee 21 March 2019	<b>Item</b>
<b>Report of</b>	Head of city development services	<b>8</b>
<b>Subject</b>	Permit Issuing Software Upgrade and the Introduction of Virtual Parking Permits	

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### **Purpose**

To note that the existing software that is used to issue parking permits must be updated, and to agree to the rollout of 'virtual' permits once the new system is in place

### **Recommendation**

To:

- (1) note that the software that is used to issue parking permits needs to be replaced;
- (2) agree to the rollout of 'virtual' permits (where appropriate) once the new system is in place;
- (3) authorise the head of city development to make the necessary changes to the permit parking terms and conditions to reflect the move to virtual permits.

### **Corporate and service priorities**

The report helps to meet the corporate priority of value for money services.

### **Financial implications**

Estimated set up costs for the new system are £42k, with on-going costs of approximately £41k per annum. Based on the current cost apportionment mechanism, there will be an 80% contribution from income received from the operation of the permit parking scheme with the city council contributing the rest from existing budgets covering the non-highway permits.

The new platform will allow for the introduction of virtual permits. Approximately 70,000 permit application or renewals are processed on an annual basis, and savings associated with postage and printing will be passed through to the County Council via a reduction in the back office costs that are currently recharged. The level and pace of savings will be dependent on the level of uptake and will be monitored over the next 12 months.

**Ward/s:** Multiple Wards

**Cabinet member:** Councillor Stonard - Sustainable and inclusive growth

**Contact officers**

Bruce Bentley: Principal transportation planner

01603 212445

**Background documents**

None

# Report

## Background

1. All of the city centre, and many of the surrounding suburbs as well as some areas around the university, are in controlled parking zones (CPZs) where much of the on-street parking is available only to those who are eligible for a permit. Most permits are issued to local residents, but other permit types are available for businesses based outside the city centre, but are in a permit area, or those who routinely frequent premises in the permit zones. The city council issues approximately 22,000 permits for the permit parking areas, around 110,000 visitor day scratchcards and 5000 business dispensations to allow contractors to park and access premises on which they are working.
2. Paper permits are issued through a specialist software package, and the current system is no longer supported by the incumbent software supplier. It is therefore necessary to replace the current system for issuing permits with a new one.
3. On-street parking enforcement is also undertaken by the city council and our Civil Enforcement Officers (CEOs) regularly patrol all our CPZs and enforce the on-street waiting restrictions, including checking the validity of parking permits. CEOs carry hand-held units which contain information to help them with their enforcement duties and these units (together with the back of house systems that support them) have recently been upgraded. These units have the capability to be updated in real time, and can use automatic number plate recognition (ANPR) to help to establish whether a vehicle should or should not be parked in a particular location.
4. Integrating the system used by the CEOs with an upgraded permit issuing system, presents the opportunity to replace much of our current paper based permits with one that works electronically. By using ANPR, the CEOs would be able to identify which vehicles are legitimately parked without the need for them to display a permit, in a similar way to the manner in which untaxed vehicles are now identified. That is the concept of virtual permits.

### What are the advantages of virtual permits?

5. There are a number of advantages to switching to electronic virtual permits:
  - (a) There is no need to wait for a permit to be issued, so new permits can become valid immediately they are issued, should that be appropriate;
  - (b) It would be possible to manage visitor permits on line in real time.
  - (c) It would not be possible to lose or deface a virtual permit, or get caught out because the permit wasn't visible in the vehicle
  - (d) Virtual permits are hard to fake. Electronic permit data will be held securely behind the council's firewalls. Only authorised staff will be able to access it.
  - (e) Enforcement should be more straightforward and safer as there would be no need to search around the vehicle to find the permit.

- (f) Virtual permits are more cost effective. The current paper based permits use specialist stationery to make forging difficult, and this is expensive. As permit prices are set solely to cover the costs of the permit scheme, this will help to keep permit prices as low as possible.
- (g) The public increasingly expect to be able to manage their lives from their 'phones and we have had requests for the visitor scheme in particular to be available as a 'phone app.

### **Are there any disadvantages?**

- 6. There are potentially a few disadvantages, but these are outweighed by the benefits.
  - (a) Residents would not be able to immediately see whether a vehicle had a valid permit or not. However, it will be possible to check this on line in a way similar to how the public can check whether a vehicle is taxed (this feature will not be available immediately, but will be available within a few months of the launch of the scheme).
  - (b) It might be easier to overlook renewing a permit, thus risking a Penalty Charge Notice (PCN). However, we do send out reminders to all permit holders, and it will be possible to check when your own permit expires on line.
  - (c) When the Vehicle Excise Duty disc was abandoned a few years ago, there was an increase in the number of untaxed vehicles leading to revenue loss. However, this is unlikely to be a significant issue with parking permits as all our zones are routinely patrolled, so any unpermitted vehicle would be quickly spotted.

### **Will paper permits disappear?**

- 7. This is unlikely. Some permit types are relatively straightforward to manage electronically, whether the user has access to the internet or not (such as permits for residents own vehicles). Other types, where the permit can be used by more than one vehicle (for example visitor permits) are likely to remain available as a paper based permit with an on-line version available for those who prefer it.

### **The way forward**

#### **Residents permits for their own cars**

- 8. Initially, the most straightforward permits would be migrated to the virtual platform. These would be any permit that is vehicle specific for one vehicle only, which will primarily be parking permits for resident own vehicles. These account for almost half of the total number of permits that we issue. It will take approximately 18 months for all paper residential permits to expire. As all permits, whether they are ordered on line or over the phone have to be registered on the system, every residential permit user can transfer to virtual permits.

## **The Visitor permit scheme**

9. Unlike the residents own permits (where the permits are vehicle specific, and are tied to that vehicle for a predetermined period) the visitor scheme is much more flexible in that permits can be used on almost any vehicle. Virtual visitor permits would therefore require routine access to an on-line service.
10. Consequently, a paper based system for visitor parking is likely to remain in place for the foreseeable future, as some residents do not have access to the appropriate technology to enable them to access real time systems. However, a virtual visitor system would be more flexible for those who did wish to use it.
11. If residents chose to use the virtual visitor system instead of the paper based one, the principle of the visitor scheme would remain the same (i.e. unlimited four-hour visits (one at a time) and up to sixty full day visits (currently our scratchcards are valid on the day of issue and up until 10.00am the next day to allow for overnight stays). Residents would be able to book and cancel their visitor parking needs on line. The paper based system would be unchanged for those residents who prefer that option.
12. As the scheme will require no stationery (and the scratchcards we use, although effective, are both expensive to produce and have to be subject to a one-year time limit so that we can standardise the stationery) the virtual scheme can be made more flexible. There will not be a need to time limit the virtual scratch cards and whilst this does not affect many residents, the current need to time limit the physical scratchcards been the source of some irritation.
13. It should also be possible to opt to use the virtual equivalent of the four-hour visitor permit and either have it automatically expire after four hours or convert to a virtual scratchcard. It will also be possible to cancel one user of the four hour permit and commence another four hour period for a different visitor. 'Resetting' the clock for the same vehicle or attempting to re-use the four-hour permit on the same vehicle returning within the 'no-return' period (also four hours) will not be possible, making enforcement simpler, and the system more difficult to abuse.

## **Other permit types**

14. The resident permit scheme described above covers over 90% of all the permits and 75% of all scratchcards that we issue and consequently will be prioritised for implementation. We are already offering business dispensations (the scratchcards that contractors use) as a virtual permit in some circumstances as we no longer issue permits over the counter, and very often these are required on demand. Business dispensations will continue to be issued both as physical scratchcards and as a virtual product. This will mean that all current scratchcards will be available as a virtual product for those who prefer this option.

## **Other business permits**

15. Business permits will be offered as a virtual product where this is practical. As they represent less than 10% of permits we issue, this will be a lower priority than the previously mentioned permits. In addition, business permits tend to have more complex operational criteria, so it may not prove practical to offer all of them as a virtual option.

### **Terms and Conditions**

16. Terms and conditions (T&Cs) will need to be updated as currently they state that all our permits are supplied as a printed physical product. T&Cs will need to reflect the changes to virtual permits, so will be updated as the new permit types become available

### **Timescales**

17. It is anticipated that the new software will be in place before the end of the summer 2019, and migration to virtual permits will commence once as soon as the system has been tested (so is likely to be in place before the autumn).

18. Virtual permits for residents own vehicles will then be issued with the online visitor scheme being launched as soon as practicable after that. As previously mentioned, work on business permits will be a lower priority both due to the volume of permits issued and the fact that paper permits might provide the better option for some permit types.

### **Conclusions**

19. The introduction of virtual permits will provide additional options for residents and in particular offer the option of managing visitor parking on-line (rather than having to keep a stock of paper permits at home) and make permits available to them much more quickly than is currently possible. Virtual permits also have the benefit of being less prone to fraud and easier to enforce as well as being more cost effective.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

**Committee:** Norwich Highways Agency Committee

**Committee date:** 21 March 2019

**Director / Head of service** City Development

**Report subject:** Permit issuing software upgrade and the introduction of virtual parking permits

**Date assessed:** 31 January 2019

	Impact			
<b>Economic (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Finance (value for money)</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposals reduce the overhead costs of running the permit parking scheme
<b>Other departments and services e.g. office facilities, customer contact</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proposals will streamline the issuing and operation of the permit scheme
<b>ICT services</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Software upgrade is required whether virtual permits are issued or not
<b>Economic development</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Financial inclusion</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no changes to the permit scheme which already make allowance.
<b>Social (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Safeguarding children and adults</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
<b><u>S17 crime and disorder act 1998</u></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
<b>Human Rights Act 1998</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
<b>Health and well being</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
Eliminating discrimination & harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
Advancing equality of opportunity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reduce the production of paper based permits which are no recyclable due to security features
Waste minimisation & resource use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reduce the production of paper based permits which are no recyclable due to security features
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is a negligible positive impact
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is a negligible positive impact
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is a negligible positive impact

	Impact			
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is a mechanism for delivering the same service in a different way

Recommendations from impact assessment	
<b>Positive</b>	
	Scheme reduces costs and reduces waste
<b>Negative</b>	
	none
<b>Neutral</b>	
	This is a mechanism for delivering the same service in a different way
<b>Issues</b>	
	none

**Report to** Norwich Highways Agency committee

**Item**

21 March 2019

**Report of** Director of business services

**9**

**Subject** Committee schedule 2019-20

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### **Purpose**

To agree the meeting schedule for the 2019 to 2020 civic year.

### **Recommendation**

That the committee agrees, subject to approval at the city council's annual council, the schedule of meetings of the Norwich Highways Agency committee for the civic year 2019-20, with all meetings to be at 10:00 and held at City Hall, as follows:

Thursday, 20 June 2019  
Thursday, 19 September 2019  
Thursday, 19 December 2019  
Thursday, 19 March 2020

### **Corporate and service priorities**

The report helps to meet the corporate priority to provide value for money services and in accordance with the Norwich Highways Agency agreement.

### **Financial implications**

There are no direct financial implications arising from this report.

**Ward/s:** All Wards

**Cabinet member:** Councillor Kendrick - Resources

### **Contact officers**

Jackie Rodger, senior committee officer

01603 212033

### **Background documents**

None

## Report

1. The committee schedule was reduced to four meetings in 2018-19. Officers had reviewed the number of schemes for decision at committee over the civic year and had recommended that the committee's schedule of meetings was rationalised to reduce the number from six to four, distributed evenly throughout the year and to reflect the workload of the committee.
2. The Norwich Highways Agency agreement between the city and county councils states that the committee "will meet at least six times per year (or such other minimum number as the Joint Committee may from time to time agree) and such dates and at such as it may determine" .
3. The chair and vice chair have the discretion to approve requests for a committee meeting not to be convened if there is insufficient business.
4. Meetings of the city and county councils, room availability and where possible the avoidance of school holidays has been taken into account. Colleagues at Norfolk County Council have been consulted on the proposed dates of meetings.
5. The city council approves its schedule of meetings for the civic year at its annual council which will be held on 21 May 2019. The city council elects the vice chair at annual council. The county council elects the chair at its annual council. Holding the first meeting of the civic year in June allows for this process to be completed.

### Schedule for 2019-20

6. In order to be as efficient and cost effective as possible, officers have monitored and where possible planned the amount of business to be considered for each scheduled meeting. Officers advise the chair and vice chair when there are no substantive items requiring a decision by the committee. All four of the scheduled meetings for 2018-19 were convened. No extra meetings were required to deal with the business of the committee.
7. It is therefore proposed to hold four committee meetings during 2019-20.
8. The December meeting will fall in the school holidays. All other meetings will be held in school term time.
9. There is provision to convene extraordinary meetings of the committee should it be required.
10. The proposed schedule of meetings for 2019-20 is to hold meetings at 10:00 on at City Hall on:

Thursday, 20 June 2019  
Thursday, 19 September 2019  
Thursday, 19 December 2019  
Thursday, 19 March 2020