

PORTFOLIO HOLDER DECISION POST ENGAGEMENT FINAL DECISION



Report subject	Poole Quay and (Lower) High St ETRO
Decision maker	Councillor Mike Greene – Portfolio Holder for Transport and Sustainability
Proposed decision	To amend and make permanent the current Experimental Traffic Regulation Order (ETRO) and advertise a permanent Traffic Regulation Order (TRO) to supersede the Temporary Traffic Regulation Order as detailed in this report.
Proposed decision publication date	13 May 2021 A copy of the proposed decision, background, options, etc., is appended to this final decision record.
Engagement period	Following the publication of the proposed decision, interested parties were invited to comment on the proposal for a period of five-clear days from 13 May 2021 to 20 May 2021 inclusive.
Comments received	A total of 7 responses were received to the proposed decision via the online representations form. All responses were provided to the Portfolio Holder for consideration before reaching this final decision. A full schedule of all responses received is appended to this decision record.
Decision taken	The Portfolio Holder for Transport and Sustainability has considered the representations received and determined to confirm the decision outlined above without modification.
Date of final decision	23 May 2021
Portfolio Holder Comments in response to points raised in 5-day engagement period	Response 3. I am glad that so many businesses have used the opportunity of the closure to make use of the outside space on the public highway. The respondent's concern about moving and storing heavy equipment is noted and it may be something that Poole BID would like to look into. Response 5. The response shows the need for the Council to make clearer the purpose, reasons and procedure of the 5-day engagement period after a draft decision is issued by a Cabinet Member. Response 6. I believe that the consultation process has been full, fair and proper. Officers may wish to provide more information on it to the respondent. Response 7. Keeping the closure in place all year was considered as an option. However, on the advice of the business community and after consultation with ward councillors, the decision was taken

	as recorded. There is more information within the report explaining the reasons.
Call-in and urgency:	Subject to any urgency provisions which shall be identified, this decision will not come into force, and may not be implemented, until the expiry of 5 clear working days after the decision was made, recorded and published.

PORTFOLIO HOLDER DECISION - POOLE QUAY AND (LOWER) HIGH ST ETRO

SCHEDULE OF REPRESENTATIONS RECEIVED VIA ONLINE FORM

(Text is displayed as entered by the respondent and may include grammatical or typographical errors)

No	Name	Your Postcode	Organisation (if applicable)	Your comments
1	Lucie Allen	BH13 7PP	BH Active Travel	BH Active Travel fully support the ETRO closure of Poole Quay and Lower High Street to motorised traffic. The area is part of National Cycle route 25 and not only is now much safer for cyclists to pass through Poole Quay it is also much more pleasant as a pedestrian. There is huge potential for redevelopment of Poole and the Quay would have the opportunity to be a 'destination' for both locals and tourists.
2	Susan Smith	BH15 1UZ		A good decision and pleased that you have made provision for events like Biker Night to carry on. Only concern is that people won't remember when the summer season starts and will take time for the outdoor venues to get going every year. I hope this will be kept under review with the option to make the closure permanent all year round it appropriate
3	Terry Humphries	BH15 1BP	Bingley's Bistro	In support of the ETRO measures and contributing to aspiration and development of a 'cafe culture' in BCP, local businesses were encouraged and supported in the process to apply for Pavement Licences and we have invested in the equipment required to meet the Planning requirements. The decision published today does not seem to take account of the issues arising from restaurants, pubs and cafes reopening for indoor dining from next week having to remove tables, chairs, umbrellas, plant pots and barriers from pavement areas at the end of every day and, now, during the winter months when the road will be reopened to traffic. We have nowhere to store this equipment from next week when dining areas are in use. Has Poole BID or the wider BCP team considered any solutions to what is an issue for many of the local businesses directly affected by this decision? Listed buildings and very limited spaces restrict storage systems, quite apart from the issue of the health and safety of staff having to move heavy items (umbrella stands 30kg+) setting up and clearing away, environmental health issues, etc. Trolleys would be required, again with nowhere to put them securely. Your response would be appreciated. Many thanks.
4	Dilraj matharoo	BH10 6AD		Need more cycling infrastructure which separates cars from bicycles. Make bike friendly infrastructure for kids and elderly to ride bikes to and from town centres
5	Jason Falconer	BH14 8AQ	Jason Falconer	"The Poole quay and old town was first of the EATF changes and the 6 months 'trial' ran out December 21st Don't understand why this consultation is needed again as patently obvious to anyone that the

No	Name	Your Postcode	Organisation (if applicable)	Your comments
			Cycling Coach Services	change has done nothing but good for Poole. When you stop being afraid of a few vocal anti-change individuals then you might start making some actual real changes to the way people get around. Thanks"
6	S Holyhead	BH9 2SD		Strongly OPPOSE. Absolutely disgusted to hear that your idea of 'consultation' is to keep the consultation period 'open' until you can massage the results into the outcome you want. This smacks of holding a referendum until you get the 'right' answer and is totally at odds with any democratic principle. As for the scheme. Not only will it endanger the livelihood of some businesses but it will fail to draw new people to visit the area. People visit a new area by car for reason, not to make a tortuous and pointless visit only to end up marooned by the vagaries of public transport. No doubt once in place parking charges will also go up. Unfortunately there appears to be too many Councillors at the helm of these vanity projects who have more interest in serving their own pet projects and interests rather than the interests and wishes of residents. For this reason : I would like to know where I can see the results of the consultation to date?. Which Councillors are involved?. Which Councillors have a personal interest in the outcome - e.g any member of or pro cycling lobby?. How the consultation was conducted?. Were all residents of BCP made aware of this scheme and if so how and when?.
7	Caroline Blunden	Bh152dr		"Please leave the ETRO permanent with no amends . It's either pedestrianised or it's not! It has been brilliant having this part closed to traffic. Once cars are able to have access the 10 til 10 will not be adhered to, without strict measures in place. who's going to manage these and what will be the deterrents for the rule breakers? So much better for tourists to the quay to leave it pedestrianised making it so much more attractive to visitors. We should be making the most of the quay as a tourist attraction and returning this part of town to its former glory.

PORTFOLIO HOLDER DECISION RECORD



Report subject	Poole Quay and (Lower) High St ETRO
Decision maker	Cllr Mike Greene
Decision date	Not Before 21 May 2021
Decision taken	To amend and make permanent the current Experimental Traffic Regulation Order (ETRO) and advertise a permanent Traffic Regulation Order (TRO) to supersede the Temporary Traffic Regulation Order as detailed in this report.*
Reasons for the decision	<p>Decisions regarding Traffic Regulation Orders (TROs) including ETROs are delegated to the Portfolio Holder. An ETRO can run up to a maximum of 18 months and therefore a decision is required in regard to the future regulation of traffic in this area.</p> <p>The Portfolio Holder has considered the results of consultation to date, has considered the evidence he has received relating to operation of the closure and the wider implications for the traffic network and considers that the experiment at Poole Quay and (Lower) High St. should be superseded by more permanent Traffic Regulation Orders as set out in this report.*</p>
Call-in and urgency:	This decision is subject to a 5-day call in period.
Corporate Director	Corporate Director of Regeneration and Economy
Responsible officer	Richard Pearson
Wards	Poole Town;
Status	Open
Background	<p>The existing Experimental Traffic Regulation Order (ETRO) was implemented on Saturday 27th June 2020 as part of the Council's Emergency Active Travel Fund Tranche 1 (EATF T1) Programme.</p> <p>An ETRO is a form of consultation in itself that can run for up to 18-months but in this instance via a subsequent Cabinet Report it was agreed that ETROs implemented as part of the EATF programme would be reviewed after an initial 6-month period.</p> <p>The 6-month consultation period for the Poole Quay/(Lower) High Street began on 20/6/20 to include the 7-day notice period and effectively ended on 27/12/20.</p> <p>The ETRO process was used to enable the measure to be installed at pace with limited pre-consultation and engagement owing to the timescales dictated by the EATF T1 programme. EATF T1 measures had to be devised within 7 days, started to be delivered on the ground within 4 weeks and completed on the ground within 8 weeks of commencement.</p>

	<p>The original decision was made using the Chief Executive's Urgency Powers in a report dated 11/06/20 and signed on 16/6/20, see Appendix A. This was to meet the urgency of progression as set by DfT.</p> <p>The stated objectives of the scheme were:</p> <ul style="list-style-type: none"> • To create a vibrant space where pedestrians can move around freely, safely and at ease. • To create a space that can also accommodate the safe through movement of cyclists. • To help make the location a thriving local destination, where residents and visitors can congregate to use the local bars and restaurants and enjoy the bespoke retailers, amusements and other visitor attractions. • Increased scope for street cafes. • To facilitate social distancing in the short to medium term. <p>The features of the scheme included:</p> <ul style="list-style-type: none"> • The closure of The Quay between Thames St and Old Orchard. • The closure of (lower) High St between Castle St and The Quay. • The closure of Paradise St and a short section of Castle Street adjacent to The Quay. <p>These roads were closed to all motor traffic 24/7 with the exception of deliveries of goods, that were permitted between 10pm and 10am.</p> <p>The creation of a parking zone in which all waiting and loading would be prohibited with the exception of loading between 10pm and 10am. (This arrangement was also to help facilitate the enforcement of the closure as vehicles illegally entering and stopping in the zone could be subject to parking enforcement if appropriate)</p> <p>Traffic surveys show that motor traffic entering the (Lower) High St peaked at around 136 vehicles per hr in the period 4th to 7th March 2020 (Pre-Covid lockdown). Given this relatively low motor traffic flow (the figure including traffic circulating looking for parking spaces), it was reasonable to conclude that traffic impact of diverting vehicles around the closed area would have a very limited impact on the diversion routes.</p>
Options appraisal	<p>The options available are to retain, modify or remove the measure and/or continue the experiment and review again at a future time within the original 18-month experimental period.</p> <p>Whilst the measure has never operated at normal times, due to the Covid 19 pandemic, many of the original scheme objectives still apply however certain modifications have been identified as being desirable and viable in the light of the consultation feedback.</p>
Consultation undertaken	<p>Whilst the period for pre-consultation of this measure was of short duration, an extensive list of statutory and non-statutory organisations and individuals were consulted as part of the ETRO process including letters to frontagers. The ETRO process itself provided for a trial period during which less time pressured consultation was undertaken as follows:</p>

- 'ETRO Response' mailbox collected formal objections and written representations of support or comment. A summary of responses and analysis is provided. (Appendix B);
- Online questionnaire to collect information about how individuals responded to the measures on a scale ranging from positive to negative and on a range of specific questions (Six-Month Review issued 19th January 2021- Appendix C).
- Draft Interim Business Impact Review – a more focussed consultation collecting information about the views of businesses within the area between 9th and 27th Nov 2020, (report issued Wednesday 9th December 2020 – Appendix D).

Some of the consultation material showed a change in attitude towards the measure over time. It is possible that early responses were more a reaction to the idea of the measure, whereas later responses were perhaps more a reflection on how the measure had performed in practice.

ETRO formal response:

A total of 118 responses were received, 32 in favour, 46 against and the remainder were comments or queries or neutral.

Considering the responses that came in after the first 4 weeks of the measures operation, 17 were in favour and 17 were against with the remainder being comments or queries.

On-line questionnaire:

As of 27th Dec 2020, 833 responses were received.

- Overall, 43% agree and 53% disagree that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling.
- 46% agree and 38% disagree that deliveries should be restricted between 10pm and 10am.
- 43% agree and 47% disagree that the changes will/do make it safer to walk around the Quay area.
- 32% agree and 57% disagree that the changes will/do encourage them to cycle in the area.
- 43% agree and 51% disagree that the changes make the Quay and (Lower) High Street a better place to visit.

42% of respondents took part in the consultation before the scheme was implemented, with 34% responding in the first four weeks and 24% responding after four weeks.

Analysis shows that before launch 42% agree and 55% disagreed that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling. During the first 4 weeks this changed to 33% and 64% respectively, and in the following 5 months the feedback changed notably to 61% and 37% respectively, indicating that the feedback was becoming more

positive as people experienced the impact of the measure in practice.

In terms of overall impact on whether the measures made the Quay and (Lower) High St a better place to visit. Overall, 43% of people said that the measure had a positive impact and 51% negative. Before launch these figures were 41% and 51% respectively. During the first 4 weeks this changed to 35% and 63% respectively, however in the remaining 5 months this changed to 60% and 36% respectively, again indicating that the feedback was becoming more positive as people experienced the impact of the measure in practice.

Business Consultation:

The questions enabled weighted answers on a scale of 1 to 10. The majority of businesses reported that the changes have been positive overall (55% vs 41%) although the impact on business activity itself was assessed as being neutral or slightly positive overall when also considering the weighting given (45% positive vs 33% negative).

The majority of businesses wanted the road to be re-opened for the winter period between November and March and if re-opened the majority preferred parking to be permitted for up to 30mins.

However, 83% of businesses have either already used the outdoor highway space, are planning to do so in the future or think that it improves the area.

The re-opening of road in the winter period would prevent use of the highway for street cafes and would also reduce the ability of individuals to socially distance. Therefore such a change would have both negative and positive outcomes in terms of the original objectives of the project.

6 businesses have pavement licences on Poole Quay, these were mainly pre-existing (4). 9 businesses have pavement licences in the High St, these have all been applied for since the road closure as it was not possible to permit pavement licences before the roads were closed. Most recently, some businesses have been exploring the options for installing improved restaurant/drinking areas on the highway to take advantage of the ability to make more use of the pedestrianised highway space even in inclement weather. Such initiatives require businesses to make investments and in that context it is helpful to clarify the plans for the more permanent arrangement of any road closures particularly as the national release of lockdown may make such activity more viable.

***Proposed Traffic Regulation Orders**

The main operational changes are proposed in the tables below:

1st April to 31st October inclusive
Moving Orders
10am to 10pm Closed to Motorised Vehicles**
10pm to 10am Open to all Traffic
One Way Streets as existing
Parking in Existing Bays
10am to 10pm no parking.
10pm to 10am - 2 hours no return for 4 hours
Loading and Disabled Bay(s) as existing

1st November to 31st March inclusive
Moving Orders
Open to all Traffic
One Way Streets as existing
Parking in Existing Bays
10am to 6pm - 30 minutes no return for 1 hour
6pm to 10am - 2 hours no return for 4 hours
Loading and Disabled Bay(s) as existing

These changes relate to the use of the current marked parking bays and bays used for loading or disabled parking would be retained for those uses within the area of the closed roads.

The bays opposite Da Vinci's restaurant on the quay side perpendicular to highway would be permanently suspended. For clarity, the bays on the carriageway adjacent to Da Vinci's would remain loading only 8am to 6pm with parking permitted for 2hrs no return for 4hrs outside that period during times when the road is open with restricted parking when the roads are closed.

The old Coastguard bay (No longer needed by the coastguard) on Poole Quay would be converted to 30mins parking no return for 1 hr Mon to Sat 8am to 6pm and the adjacent spaces, converted to disabled bays during the experimental period would be made disabled bays on a permanent basis.

****Minor operational changes are set out below:**

During the trial, queries have been raised about the ability of the taxis to enter the area between 10pm and 10am. It appears desirable to allow for this activity and it is recommended that the ETRO be modified to accommodate this request.

	<p>The Museum have explained that they host exhibitions and weddings and it is also recommended that the ETRO is revised to allow the Council to make vehicle exemptions to support such activities.</p> <p>Rockley Park have previously benefited from a land train. That was suspended due to Covid. This would be permissible in the revised ETRO to permit the Council to legally accommodate other vehicle types where it is safe and practical to do so (i.e. along The Quay).</p> <p>In addition, PHC have raised concerns about vehicles being permitted to access the quay for servicing vessels. A key was given to PHC to allow them to manage access for this purpose and this arrangement will would be more specifically provided for in the ETRO.</p> <p>Bikers raised concerns about their ability to hold events on the Quay. Previously they obtained Temporary Traffic Regulation Orders (TTROs) to allow them to close the road. Under the experimental and proposed arrangement, they could still similarly apply for a TTRO to allow them to enter the closed area for the purpose of holding their events.</p> <p>Minor changes for practical or aesthetic reasons. (i.e. – replace collapsible bollards with heritage style)</p> <p>Explanatory Note:</p> <p>The current moving Traffic Order was introduced through a ETRO and that can be confirmed and/or amended and made into a permanent TRO without further consultation.</p> <p>The current fixed Traffic Order was introduced via a TTRO and a TTRO can only exist for up to 18 months whereupon it must cease. Therefore the TTRO will be replaced by a permanent TRO and that will necessitate following the TRO process that includes a further 21 day period of advertisement during which individuals can comment further on the proposals. If no objections are received it is proposed to make that TRO.</p>
Financial/Resource implications	<p>The initial costs of implementing the original EATF T1 programme measure were approximately £11,500 and these costs were recoverable from the external EATF T1 capital grant from the DfT.</p> <p>Revising the measure in the way described would result in costs of around £5,000 and these costs would be funded from the EATF Tranche 2 programme that included budget for the modification of Tranche 1 schemes.</p>
Summary of legal implications	<p>The Experimental Order was made pursuant to the provisions of Section 9 of the Road Traffic Regulation Act 1984 (“the Act”) and can remain in place for a period of up to 18 months.</p> <p>Highway Authorities can revoke ETROs, amend them and/or make them permanent. In addition, Highway Authorities can make new Traffic Regulation Orders under the Road Traffic Act 1984.</p>

	<p>Highways Authorities are required to advertise proposed Orders and must consider any objections that are made in accordance with the Traffic Regulation Order process as set out in The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996</p> <p>In this case the proposal is to amend and make the original ETRO permanent and to replace the current TTRO by advertising a new TRO.</p> <p>In terms of the decision itself, consideration has been given to the consultation responses received and to the assessment undertaken in respect of impact upon those with protected characteristics. The decision sets out a rationale for the decision which is supported by the evidence obtained to date, and is made in accordance with the relevant delegated authority contained in the Council's constitution.</p>
Summary of sustainability impact	The DIA is included in Appendix E (Assessment number 191)
Summary of public health implications	<p>The continuation of the measures being in place between 10am and 10pm between April and Oct inclusive, with only minor amendments from the existing ETRO to improve the operation would ensure that the benefits of the part time pedestrian area which enhances the experiences of pedestrians, cyclists, the disabled and less mobile groups within the area are continued.</p> <p>There is a balance to be struck in terms of the overall impact on the businesses in the area and their ability to successfully trade and this factor has been evaluated elsewhere in the report.</p> <p>If central government advice on social distancing continues for some time, the part time closure of the roads between April and Oct inclusive, prioritises the road space for pedestrians and provides more opportunity for people to social distance and this may help support a positive public health outcome.</p>
Summary of equality implications	<p>A full EIA has been included in Appendix F.</p> <p>This assessment was based on the consultation feedback in Appendix C and an assessment of the actual area. Responses showed clear variations in levels of support according to protected characteristics, particularly for age and disability. The key issues are summarised below.</p> <p>The age group 18-24 were the least supportive and those over 45 yrs were also less supportive whilst those in the range 25 to 44 were more supportive and overall women were slightly more positive about the measure than men.</p> <p>Disabled individuals were mainly less supportive and their main concerns were around the loss of disabled parking in the roads that were closed to traffic.</p> <p>4 disabled bays were removed under the pedestrianisation scheme as these were no longer accessible by motor vehicles. (3 of these bays were substandard). 3 new standard disabled bays were created near to Customs House by converting general parking bays into disabled bays. It is noted that there are also a significant number of existing disabled bays on the remaining open section of The Quay (13) and within the Poole Visitors Car Park (16).</p> <p>Initially these individuals may have been unaware that replacement bays had been created adjacent to the closed area as the markings</p>

	<p>of the bays was completed slightly after the main closure was established. Following the early receipt of queries, information about the location of disabled bays was added to the consultation plans, and it is also possible that any change to the public highway results in a degree of initial uncertainty, particularly where a measure is introduced at pace as in this case.</p> <p>It is true that motor vehicle parking, including disabled vehicle parking was removed in the area of the closed roads however this was mainly replaced. Access to some areas may as a result have been made more difficult (by car) however in the context of the very narrow footways on (Lower) High St in particular, the removal of motor traffic has made access by foot or wheelchair significantly easier once individuals are actually in those areas.</p> <p>The re-establishment of disabled bays between Nov and March inclusive should also help mitigate the impact on disabled groups.</p> <p>This type of measure may be beneficial to individuals in areas of higher deprivation as they are less likely to own cars.</p> <p>The most positive group was people that are 'White Other', who showed significant levels of support for the aims and outcomes of the scheme.</p> <p>Overall, the equality impact of this measure is therefore considered neutral or slightly positive.</p>
Summary of risk assessment	There are no major risks identified and a summary of the risks is included in Appendix G
Conflicts of interest declared by Cabinet member consulted on this decision	Not applicable
Background papers	<p>Chief Executive Urgency decision dated 11/6/2020.</p> <p>Emergency Active Travel Fund Programme Cabinet Report 9/9/2020</p>



OFFICER DECISION RECORD

This form should be used to record Executive decisions taken by Officers

Decision Ref. No:			
Service Area:	Chief Executive	Date:	11/6/20
Contact Name:	Richard Pearson	Tel No:	07747 694117
E-mail:			
Subject:	Experimental Traffic Regulation Order (ETRO) – Poole Quay and Poole High Street		
Decision taken: To approve the making of Experimental Traffic Order(s) for Poole Quay and Poole High Street as set out in the documents appended to this Decision Record.			
Reasons for the decision: The reasons for the decision are set out fully in the Statement of Reasons appended to this Decision Record at Appendix A. The decision is being made by the Chief Executive pursuant to the urgency powers contained within the Constitution in Part 3 Paragraph 14. The power is being exercised in light of the Covid-19 emergency position. There is an urgent need to provide adequate space for pedestrians within the Town Centre of Poole area and in particular enable social distancing to be possible for pedestrians in the Poole Quay and High Street area of Poole for the safety of pedestrians, the support of cyclists and the support of businesses in the area during their re-opening following recent closure. The Chief Executive also recognises that there is a degree of risk associated with this decision and delegates authority to the Director of G&I power to revise, amend or remove these measures if serious and material matters arise. It is therefore necessary to protect the Council's interests and ensure it is able to meet its relevant duties that the Chief Executive exercises the urgency powers available to him to approve the ETRO(s) as at Appendix I including moving vehicle restrictions and prohibitions on parking and loading in the area and revisions to create disabled bays and a loading area outside the zone.			
Background: See appended documents and reasons above.			

Consultations undertaken and planned:

The implementation of any ETRO requires the Council to publish a notice in a newspaper, erect notices on site. In this case a letter drop will also be undertaken to reach individuals who may be self isolating or staying in for other reasons relating to Covid. In addition, the notice will be circulated to a wide consultation list including statutory consultees and many other organisations and individuals as attached in Appendix B and C from the commencement of the mandatory notice period lasting 7 days. In addition, the Council intends to issue a press release and invite public comment in regard to these proposals via an informal consultation, see Appendices E (Plan), G (questionnaire) and H (Information).

It should also be noted that an ETRO allows for formal objections to be made for a period of up to 18 months and also that during this period the measures may be revised or removed should it be considered appropriate to do so in the light of comments or objections received.

Finance and Resourcing Implications:

The first stage of the emergency active-travel fund was announced on 27th May comprising a Phase 1 grant allocation to BCP Council of £280,000. The fund is fairly closely defined to be used for full and light segregation cycle facilities and point road closures and measures to embed walking and cycling as part of new long-term commuting habits and reap the associated health, air quality and congestion benefits. As this proposal falls within the scope of the grant it is proposed to use part of this grant allocation to fund this scheme.

The current cost estimate for this scheme is £11,500 and it is proposed that the costs are fully charged to the aforementioned phase 1 grant of £280k.

Name: Adam Richens

Date: 12 June 2020

Signature (of Chief Finance Officer):

**Legal Implications:**

Section 9 of the Road Traffic Regulation Act 1984 gives the Council, as Traffic Authority, the power to make an Experimental Traffic Order. This is an experimental schemes of traffic control lasting for not longer, in total, than 18 months. These orders may cover the same ground as ordinary traffic regulation orders.

In the exercise of this power, as with the exercise of other functions under the Act, the Council has the duty (under s.122 of the Act), so far as is practicable, to secure the expeditious, convenient and safe movement of vehicular and other traffic

(including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway. In performing this duty they are to have regard to:

- the desirability of securing and maintaining reasonable access to premises;
- the effect on the amenities of any locality affected and the importance of regulating and restricting the use of roads by heavy commercial vehicles so as to preserve or improve the amenities of the areas through which the roads run;
- the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles; and
- any other matter appearing to the local authority to be relevant.

The procedure for making the Order is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. The Regulations provide for a seven day notice period prior to making of the Order, and for limited statutory consultation (as set out in Regulation 6) prior to the making of the Order by way of Regulation 6. These Regulations have been amended by recent temporary Regulations dealing with the impact of the Covid 19 implications, and provide for the provision of inspection of the relevant documents via a website rather than for physical inspection within the Council offices.

Consultation to satisfy the provisions of Regulation 6 has been undertaken as set out in this Decision Record above, and the purpose of an experimental order is to enable a detailed consultation exercise to take place throughout the period the Order is in effect prior to consideration by the Council as to whether to make it permanent. There are also powers to formally object to the making of a permanent order during the initial period of the experimental order.

The risks of making such an order, and of failing to do so, are set out in the body of the Decision Record and the appended documents. The reasons for the decision are set out in this Record and appended documents.

The decision-making process is set out in the Constitution, and this enables the Chief Executive to make a formal decision if the urgency provisions are satisfied, and the rationale for using the urgency provisions is set out in the reasons for the decision above. There is a risk of challenge on public law grounds by way of Judicial Review if it is argued that the decision does not meet this criteria but this is considered a low risk in light of the clear need and requirement for the restrictions imposed by the proposed Order in order to comply with the Government Guidance and legal requirements in respect of social distancing and enabling pedestrians and cyclists to be able to move around in a socially distant and safe way in areas such as this in which shops and other businesses will be opening imminently to the public.

Name: Anne Brown

Date: 12 June 2020

Signature (of Monitoring Officer):

Anne Brown

Risk Assessment:

In more normal times the Council would have undertaken an informal consultation prior to proceeding with a measure of this impact. In that context officers from the legal, consultation and traffic teams advised that there should be an informal consultation prior to implementing this scheme. This approach provides the public, residents and businesses time to consider the proposals and to voice their support and/or concerns. It gives the Council and Members the opportunity to revise the proposals to mitigate serious concerns that could otherwise result in successful legal challenge(s) to the Order. It gives businesses, including the bus companies time to re-schedule their services, inform their customers and revise their deliveries. It gives Members an opportunity to reflect on their decision to proceed or not. As such, this approach increases the chances of the scheme being implemented successfully. It also reduces the risk of the Council damaging its reputation, having to make 'on the hoof' changes to the proposals, or suspending the proposals in the context of any compelling operational or political pressures that might emerge.

It should also be noted that informal consultation has been undertaken for similar schemes in the past and this could raise a legitimate expectation from residents and businesses that we would consult in the same way in future.

In addition it should be noted that this proposal has been developed rapidly and therefore there is increased risk of a design issue or unforeseen issue emerging.

Notwithstanding those concerns and risks, the Covid crisis represents an immediate and serious risk to public health and the Council has been instructed to bring forward measures at pace through a grant that has rapid delivery as a pre-condition and for this explicit type of measure.

In addition, the fact that the ETRO is a formal legal process that incorporates a form of consultation and the proposal additionally includes an informal consultation and other measures, such as a letter drop, that collectively provide a significant opportunity for individuals to object or comment on the proposals and to do so in advance of their implementation and afterwards.

Furthermore, an ETRO can be removed or amended with relative ease and therefore if a materially serious issue arises, the Council can reverse this decision or amend the measures.

Impact Assessments:

An EQIA has been developed and is attached in Appendix D. The loss of disabled bays in the roads that will be closed to traffic is mitigated against by the provision of additional disabled bays immediately outside the closed area. The removal of motor vehicles creates an area in which people can move around more easily and safely.

As well as addressing an immediate public health risk from Covid, this measure is likely to promote sustainable travel and reduce carbon immissions and is in line with the Council's Transport and wider policies in that regard and also supports the declared Climate Emergency and consequential objectives.

The measure may also assist in increasing footfall in this area and therefore could contribute to regenerating the area.

Information for publication / not for publication

For publication

Background Papers

Appendix F – CIMT agreement to proceed.

Any declaration of interest by the
Officer responsible for the decision

Nature of Interest

Yes/No*

Note: No Officer having an personal financial interest in any matter should take a decision on that matter. Other interests of a non-disqualifying matter should be recorded here.

Any conflict of
interest declared by
a Cabinet
Member who is
consulted by the
Officer taking the
decision

Name of
Cabinet
Member


Nature of
interest

Details of any
dispensation
granted by the
Monitoring Officer

No*

Decision taken by: (print name and designation): Graham Farrant, Chief Executive

Signature:



Date of Decision: 16/06/20

Date Decision Effective:

Date of Publication of record of decision: (to be inserted by Democratic Services)

Emergency Active Travel Measures – ETRO/1 Consultation Summary Report January 2021 (Updated 6th May 2021)

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Background

This Consultation Summary Report brings together all the feedback received for the Experimental Traffic Regulation Order on Poole Quay and Lower High Street (ETRO/1).

ETRO/1 was implemented on Saturday 27th June 2020 for an initial 6-month period lasting until Sunday 27th December 2021 as part of the Council's response to the COVID-19 pandemic. Feedback about the scheme have been captured via the following reporting tools:

- 'ETRO' Response' mailbox (latest statistics as of close of play on Friday 22nd January 2021 plus findings from three Monitoring Reports issued Tuesday 6th October 2020, Thursday 26th November 2020 and Thursday 14th January 2021);
- Draft Interim Business Impact Review (issued Wednesday 9th December 2020); and
- Online Questionnaire (Six-Month Review issued 19th January 2021).

These outputs have been considered collectively to identify key themes, areas of consensus, points of difference and any suggestions for improvement.

Where applicable, a Red-Amber-Green (RAG) methodology has been used to aid analysis and interpretation, setting out feedback into three categories: 'Against'; 'Neutral' and 'For'.

Overall, the purpose of this report is to inform the decision-making process as to whether the scheme should:

- continue in its current form for a further period of time;
- be changed in some way;
- made permanent; or
- be removed.

This report has been structured into the following chapters:

- Overall feedback;
- Business feedback;
- Access feedback;
- Suggestions to improve the scheme; and
- Conclusions and recommendations.

Overall feedback

This section reports on the overall feedback, setting out statistical totals and a breakdown by time periods during the course of the experimental trial.

Statistical totals

The table below outlines the five sources of information from the three reporting tools which were determined to elicit such data. These five sources have then been aggregated to provide a series of combined statistics highlighting the prevailing view.

It should be noted that the percentages given do not add up to 100% because certain message types have been excluded from the analysis. This includes messages in the 'ETRO Response' Mailbox which have been classified as a 'Follow up to a Standard Response' or a 'Query' and messages from the Online Questionnaire which answered 'Don't know' or did not provide an answer. Such an approach was undertaken to avoid double-counting the views of those who had responded on more than one occasion and misrepresenting those who had not elicited a view. (See Appendix A of this report)

ETRO Response' Mailbox – latest statistics as of Friday 22 nd January 2021			
	Against	Neutral	For
Messages	46	18	32
Proportions	39%	15%	27%
Draft Interim Business Impact Review – Question 1A (overall impact) – 'Do you consider that the daytime and evening closures of the Lower High Street and The Quay have been beneficial overall so far?'			
	Against	Neutral	For
Messages	9	2	12
Proportions	38%	8%	50%
Online Questionnaire – Levels of agreement with aspects of the trial – 'The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling'			
	Against	Neutral	For
Messages	444	25	359
Proportions	54%	3%	43%
Online Questionnaire – Views on prioritising the roads for walking and cycling – 'Do you agree with prioritising the following roads for walking and cycling?'			
	Against	Neutral	For
Messages	408	50	362
Proportions	50%	6%	44%
Online Questionnaire – Impact of the changes – 'How do the changes impact on you?'			
	Against	Neutral	For
Messages	395	81	330
Proportions	48%	10%	40%
Aggregated statistics			
	Against	Neutral	For
Messages	471	72	394
Proportions	50%	9%	42%

Analysis

Looking at the disaggregated statistics from each the five sources of information:

- Neither of the three feedback categories garners a proportion in excess of 54%.
- Share of responses 'Against' exceeded those 'For' in four of the five sources.
- Biggest percentage of responses 'Against' (54%) came from the Online Questionnaire – Levels of agreement with aspects of the trial.
- Largest share of 'Neutral' feedback (15%) came from the 'ETRO Response' Mailbox.
- Greatest proportion 'For' came from the Draft Interim Business Impact Review.

Taking into account the aggregated statistics, there is no clear-cut consensus:

- Half are 'Against' (50%), representing the largest share, but not constituting a majority.
- Just under half are 'For' (43%).
- It would appear that views are finely balanced. Alterations or improvements to the scheme could alter the views and operating the measures in a more normal post Covid context could also produce a different outcome.

Breakdown by time periods

The table below provides a breakdown of responses at three points during the course of the experimental period. Percentages given indicate the proportion of all messages received during these periods. This has been done to illustrate how feedback may have changed as time progressed.

Data from the Draft Interim Business Impact Review was not relevant because this was gathered over a much shorter time period (approx. 1 week).

Again, it should be noted that the percentages given do not add up to 100% because certain message types have been excluded from the analysis for the same reasons as previously stated.

'ETRO Response Mailbox'						
Time period	Against		Neutral		For	
	Qty	%	Qty	%	Qty	%
All	46	39%	18	15%	32	27%
Before launch	9	41%	8	36%	2	9%
First 4 Weeks	20	48%	7	17%	13	31%
After 4 weeks	17	31%	3	6%	17	31%
Online Questionnaire – See questionnaire report page 15						

Analysis

'ETRO Response' Mailbox

A total of 118 responses were received, 32 in favour, 46 against and the remainder were comments or queries or neutral.

Considering the responses that came in after the first 4 weeks of the measures operation, 17 were in favour and 17 were against with the remainder being comments or queries.

Online Questionnaire

As of 27th Dec 2020, 833 responses were received.

- Overall, 43% agree and 53% disagree that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling.
- 46% agree and 38% disagree that deliveries should be restricted between 10pm and 10am.
- 43% agree and 47% disagree that the changes will/do make it safer to walk around the Quay area.
- 32% agree and 57% disagree that the changes will/do encourage them to cycle in the area.
- 43% agree and 51% disagree that the changes make the Quay and (Lower) High Street a better place to visit.

42% of respondents took part in the consultation before the scheme was launched, with 35% responding in the first four weeks and 24% responding after four weeks.

Analysis shows that before launch 42% agree and 55% disagreed that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling. During the first 4 weeks this changed to 33% and 64% respectively and in the following 5 months the feedback changed notably to 61% and 37% respectively, indicating that the feedback was becoming more positive as people experienced the impact of the measure in practice.

In terms of overall impact on whether the measures made the Quay and (Lower) High St a better place to visit. 43% of people said that the measure had a positive impact and 51% negative. Before launch these figures were 41% and 51% respectively. During the first 4 weeks this changed to 35% and 63% however in the remaining 5 months this changed to 60% and 36% respectively again indicating that the feedback was becoming more positive as people experienced the impact of the measure in practice.

General Observations

- Another trend is that people appeared more energised to speak about the scheme at the start, declining as time went on, with a slight uplift in the total number of responses towards the end of the trial.

Business feedback

This section examines feedback regarding impact to business, including footfall, use of space and deliveries. Pertinent findings from the three reporting tools are presented below along with an analysis of key trends. Sources of information include the following:

- **‘ETRO Response’ Mailbox** – key points made, and issues raised by businesses;
- **Draft Interim Business Impact Review** – Questions 1B and 5 relating to business impact and use of outdoor space respectively; and
- **Online Questionnaire** – Levels of agreement with aspects of the trial concerning delivery restrictions and whether it makes the place more attractive to visit.

A RAG methodology has again been used for Question 1B in the Draft Interim Business Impact Review and the two questions from the online questionnaire. **Appendix A** contains details on how the statistics for these have been derived.

‘ETRO Response’ Mailbox

- Of those who objected to the scheme, 54% (25) cited a negative impact to business. This represents around 21% of all respondents.
- Those in support argued that it was conducive to trade by reducing traffic dominance, allowing for outdoor seating and making it more amenable for recreation.

Theme	Issues raised by businesses
Bus tours and land train	<ul style="list-style-type: none"> Key selling point is access to Poole Quay and its visitor attractions. Costs of changing route.
Disabled and elderly	<ul style="list-style-type: none"> Re-routing of bus service plus lack of access for taxis and drop-off have deterred disabled and elderly clientele.
Maritime activities	<ul style="list-style-type: none"> Implications for RNLI operations. Need for vehicular access to support passenger boats and any larger vessels that may be moored up including charters and fisherman.
Parking and loading	<ul style="list-style-type: none"> Imbalanced parking allocation on the section of The Quay west of Thames Street. New disabled spaces mean there is a lack of short-stay parking and appears to be an over provision of loading bays. Delivery issues for premises with takeaways or no rear access. Higher delivery costs for consignments before 10am. Confusion as to whether deliveries can be received if a vehicle entered the restricted area before 10am. Disturbance from relocated loading bay outside Custom House. Access issues for premises with private off-street parking. Loss of short-stay parking on the High Street has reduced footfall. Access requirements for weddings and exhibitions at Poole Museum.
Seasonality	<ul style="list-style-type: none"> Restrictions unsuitable during winter months or inclement weather. Implications for event nights.
Taxis	<ul style="list-style-type: none"> Access required to support boat excursions, evening trade, hospitality venues, summer events and visitors unfamiliar with the area. Shortfall of taxi rank capacity due to removal of facility on The Quay. Existing facility outside Orchard Plaza suffers from parking stress. (N.B. a new taxi rank was created in Old Orchard). Uncertainty of where to pick-up booked passengers.

Draft Interim Business Impact Review

Question 1B (impact for business) – ‘Do you consider that the daytime and evening closures of the Lower High Street and The Quay have been beneficial overall so far?’			
	Against	Neutral	For
Messages	8	9	7
Proportions	33%	38%	29%

Question 5 (Use of outdoor space – tables and chairs etc)		
Response	No.	%
I have made use of the outdoor space and would want to continue over winter.	8	33
I have made used of the outdoor space but would not want to continue over winter.	3	13
I have not made use of the outside space but plan to do so in the future.	5	21
I have not made use but think the use of outdoor furniture improves the area.	4	17
I do not support the space being used in this way.	4	17
Total	24	100

Online Questionnaire

Levels of agreement with aspects of the trial – ‘Deliveries should be restricted to between 10pm and 10am’				
		Against	Neutral	For
Messages		316	113	377
Proportions	Overall	38%	14%	46%
	Resident living in the area	42%	13%	46%
	Resident living outside the area	39%	11%	48%
	Business owner	77%	3%	20%
	Visitor	43%	14%	41%
	Works in the area	45%	17%	38%
	Travels through the area	40%	14%	45%
	Member of local group / organisation	44%	16%	39%
	Other	38%	15%	44%
Levels of agreement with aspects of the trial – ‘The changes will/do make the Quay and Lower High Street a better place to visit’.				
		Against	Neutral	For
Messages		424	39	356
Proportions	Overall	52%	5%	43%
	Resident living in the area	46%	8%	46%
	Resident living outside the area	51%	3%	46%
	Business owner	71%	11%	18%
	Visitor	62%	8%	31%
	Works in the area	61%	5%	34%
	Travels through the area	56%	6%	38%
	Member of local group / organisation	65%	6%	28%
	Other	59%	2%	39%

Analysis

ETRO Response Mailbox

- Negative business impact is the most frequent reason cited in objections to the scheme, although this only represents around 20% of all respondents.
- Alternative means of access for customers is required when cycling and walking is not a viable option. Specifically, permitting taxi access could cater for those with reduced mobility and support the hospitality sector including seasonal events and coastal tourism.
- Relaxations to existing moving orders could also better accommodate certain access and delivery requirements including the land train, maritime activities, premises with no rear access and exemptions for approved events / functions.
- However, for any periods when the road is re-opened to motorised vehicles, the nine pavement licences on the High Street would need to be revoked due to width constraints. Conversely, of the six pavement licences on The Quay, four were pre-existing so a degree of coexistence can be applied.
- Fluidity of the ongoing COVID-19 pandemic means that the original purpose of the scheme remains valid for the foreseeable future with government advice likely to continue advocating social distancing. Narrow footways on the Lower High Street do not permit social distancing, hence the closure to motorised vehicles.

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‘BCP Council’ is the operational name for Bournemouth, Christchurch and Poole Council.

- Parking allocations near the closure points could also be reviewed for suitability. This would need to take into account the Council's emerging parking strategy which is likely to discourage on-street parking in town centre areas, promote sustainable travel modes and direct vehicle traffic to available off-street car parks.

Draft Interim Business Impact Review

- Impact on business appears to be mixed with the majority providing an answer that can be considered neutral. This suggests alterations to the scheme may be useful.
- Approximately 83% of respondents have either already used the outdoor space, are planning to do so in the future or think that it improves the area.
- Usage of the space is two-fold, with the area supporting both seating provisions and queuing for businesses operating a takeaway service.
- More appear to support retaining outdoor space during winter rather than its removal.
- On the whole, there appears to be general support for the reallocation of street space towards business use. However, this needs to be balanced against access requirements.
- Poole Harbour Commissioners (PHC) have also indicated that the Quay is a working Quay and as such vehicle access is required at all times.

Online Questionnaire

- Businesses report being the most impacted, with residents voicing more mixed opinions.
- In terms of delivery restrictions, more are 'For' than 'Against' overall, but there is no discernible majority. Business owners are predominately against the restrictions (77%).
- Just over half (52%) are against the notion of it making the place more attractive to visit, with businesses, organisations, visitors and workers the most critical (71%, 65%, 62% and 61% respectively).

Access feedback

This section reports on comments relating to the transport impact of prohibiting motorised vehicles. As part of this, factors include displaced traffic / parking and conditions for cycling / walking. Findings from the reporting tools are outlined below according to the two sub-themes along with an analysis of key outcomes. Sources of information include the following:

- **‘ETRO Response’ Mailbox** – key issues raised; and
- **Online Questionnaire** – Views by equalities groups and levels of agreement with aspects of the trial concerning whether it makes walking safer and encourages cycling.

A RAG methodology has again been used for the data from the Online Questionnaire.

Appendix A contains details on how the statistics for these have been derived.

Displaced traffic / parking

‘ETRO Response’ Mailbox

- Of those who objected 41% (19) referred to disabled / elderly impact; 15% (7) cited displaced traffic; 4% (2) alluded to displaced parking; and another 4% (2) mentioned emergency access. This represents circa 16%, 6% and 2% of all responses respectively.

Streets affected	Issues raised
Displaced Traffic	
Church Street, Levet’s Lane, Market Street and New Street	▪ Traffic diverting via Levet’s Lane, Church Street, and Thames Street, with vehicles allegedly exceeding the 20mph posted speed limit and ignoring signage indicating that motor vehicles are prohibited except for access.
	▪ This could relate to local access traffic avoiding southbound queues on the A350 West Street when the Poole Lifting Bridge is in operation which can block vehicular access to the western section of The Quay.
	▪ Prior to ETRO/1 some residents apparently used Old Orchard and the section of The Quay currently closed to bypass this congestion.
	▪ Reports of motorcyclists using Church Street, Market Street and New Street as an alternative route, ignoring the one-way system on New Street and the prohibition to motorised vehicles along the cobbled section of Market Street (numbers 6 to 12).
Barbers Gate, St James Close and Thames Street	▪ Reports of motorcyclists riding along the footway between St James Close and the A350 West Street, vehicles frequently turning around in St James Close and Barbers Gate cul-de-sacs, plus instances of road rage.
	▪ ‘No through road’ signs have been installed at the entrance point.
Ballard Road and Greens Garden	▪ One report of this becoming the main route for delivery vehicles, with HGVs mounting the footways on bends and at junctions.
Displaced parking	
Castle Street and the Quay	▪ Alternate disabled bays are too far away from facilities and shops.
	▪ Substitute bays outside of MDG sports lack sufficient dropped kerbs.
Old Orchard / The Quay	▪ Anti-social vehicle use transpiring at the replacement motorcycle parking on the roundabout, with noise disturbing residents of Dolphin Quays.
Strand Street	▪ Use by blue badge holders and delivery vehicles has increased parking stress and emissions, with incidents of private access being obstructed.

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Online Questionnaire – Views by equalities groups.

	Against		
	Age 65+	Disability – Limited a lot	Disability – Limited a little
Levels of agreement with aspects of the trial	52%	83%	65%
Views on prioritising the roads for walking and cycling	48%	78%	65%
Impact of the changes - How much of an impact, if at all, do the changes have	45%	70%	58%
Average	48%	77%	63%

Conditions for cycling and walking

‘ETRO Response’ Mailbox – Feedback			
<ul style="list-style-type: none"> Conflict between cyclists and pedestrians has been alleged, with the issue appearing to be most pronounced on the Lower High Street. Of those who objected to the scheme 9% (4) referred to this issue, representing approximately 3% of all respondents. This could be accentuated by a misconception from some that the scheme involves the full pedestrianisation of the area. Handful of respondents have stated that the scheme encourages a modal shift away from car use towards cycling and complements other similar measures. Representation made by Dorset Cyclists Network was in favour of the scheme. 			
Online Questionnaire – Levels of agreement with aspects of the trial – ‘The changes will/do make it safer for me to walk around the Quay area’			
	Against	Neutral	For
Messages	388	74	355
Proportions	47%	9%	43%
Online Questionnaire – Levels of agreement with aspects of the trial – ‘The changes will/do encourage me to cycle in the area’			
	Against	Neutral	For
Messages	469	82	263
Proportions	57%	10%	32%

Analysis

Displaced traffic / parking

- Negative implications for the disabled / elderly is the second most common reason cited by formal objections, with substitute parking bays viewed by some as inadequate.
- Likewise, in the Online Questionnaire those people with a disability were significantly against the scheme reporting values in excess of 60% on average across all the question types. However, those aged over 65 were more mixed, with just under half (48%) against the scheme on average.
- General parking bays outside the building known as ‘PIPLERS’ (currently occupied by DEFRA for the Fisheries Office and MDG Sports retail) have been converted to three new disabled bays to replace those no longer accessible. Four disabled bays were lost within the closed road areas however 3 of these were significantly substandard.

- Localised issues are apparent and complementary measures may be helpful in mitigating against displaced traffic in Poole Old Town, parking stress on Strand Street, and anti-social vehicle use outside Dolphin Quays.
- Keys have already been provided to those emergency services which requested them.

Conditions for cycling and walking

- Suitability of arrangement along the Lower High Street could be reviewed to ascertain whether cycle access is still practical given the new pedestrian uses of road space.
- This is substantiated by the fact that in the Online Questionnaire, views on whether the changes made it safer for walking were mixed.
- Most (57%) did not think the changes would encourage cycling. This could possibly be the result of viewing the scheme in isolation without wider sustainable travel initiatives.

Suggestions to improve the scheme

This section summarises suggested improvements made by respondents. Findings are summarised below followed by a Council response and an analysis of key outcomes.

‘ETRO Response’ Mailbox and Online Questionnaire

Suggestions made in correspondence captured by the ‘ETRO Response’ Mailbox and the Online Questionnaire have been tabulated together into three categories below. Totals are italicised in brackets.

Theme	‘ETRO Response’ Mailbox	Online Questionnaire
Alternatives	<ul style="list-style-type: none"> Separate ETROs for The Quay and Lower High Street to account for different contextual factors and requirements. <i>(1 person)</i> 	<ul style="list-style-type: none"> Increase parking provision, with resident permits available for the multi-storey car park. <i>(~2 people)</i>
		<ul style="list-style-type: none"> Removal of on-street parking along Lower High Street. <i>(~2 people)</i>
Complementary measures	<ul style="list-style-type: none"> Traffic calming or one-way system. <i>(~5 people)</i> 	
	<ul style="list-style-type: none"> Updating signage from the A350 West Street to deter rat-running through the Old Town <i>(~3 people)</i> 	<ul style="list-style-type: none"> Shop mobility scheme for disabled. <i>(1 person)</i>
	<ul style="list-style-type: none"> Physical measures to segregate cyclists and pedestrians. <i>(~10 people)</i> Modal filter or barrier on Levet’s Lane to stop rat running. <i>(~10 people)</i> 	<ul style="list-style-type: none"> Altering barriers to facilitate access by non-standard bicycles. <i>(1 person)</i>
	<ul style="list-style-type: none"> Soft landscaping including parklets, crabbing spots, and tourist information boards. <i>(~2 people)</i> 	<ul style="list-style-type: none"> Improved street lighting, more seating, reductions in street clutter, and resurfacing. <i>(~5 people)</i>
Restrictions	<ul style="list-style-type: none"> Exemptions for blue badge holders, deliveries, staff, and taxis or an ‘Access Only’ restriction. <i>(~10 people)</i> 	
	<ul style="list-style-type: none"> Prohibit cyclists and create a pedestrianised area. <i>(~10 people)</i> 	
	<ul style="list-style-type: none"> Alter closure timings i.e. off-peak / weekend only closures or separate winter and summer restrictions. <i>(~10 people)</i> 	
	<ul style="list-style-type: none"> Alterations to parking allocations on the section of The Quay west of Thames Street. <i>(1 person)</i> 	<ul style="list-style-type: none"> Exemptions for motorcycles and classic cars to support event-based tourism. <i>(2 people)</i>
	<ul style="list-style-type: none"> Extend closure of The Quay to a point east of Dolphin Quays. <i>(1 person)</i> 	

Draft Interim Business Review

The Draft Interim Business Review included three questions specifically considering potential modifications to the scheme. The table below summarises these, including feedback provided by Ward Councillors.

Draft Interim Business Impact Review	
Question 2 – ‘If a revised winter arrangement were implemented what would be your preferred options?’	
▪	The preferred winter arrangement appears to be for the roads to be fully re-opened between November and March. This was ranked number one by 46% of respondents (11 people). Although this preference is contradictory to the desire to make more use of the road space by businesses.
▪	However, 29% (7 people) ranked the option to retain the current closure as their favourite choice.
▪	Instances of non-answers increases among lower rankings (Rank 2: 38% (9 people); Ranks 3 & 4: 50% (12 people)).
▪	Second preferred winter arrangement seems to be split between the option for a weekend closure and the option to re-open except for the section between Da Vinci’s and the High Street. These were ranked number two by 25% (6 people) and 21% (5 people) of respondents respectively.
▪	Ward Councillors favour a weekend closure, with the roads re-opened during the week except for the stretch of road outside Da Vincis to prevent through traffic.
Question 3 – ‘If the roads were re-opened fully or re-opened to some degree between November and March inclusive, which parking option would you prefer?’	
▪	A significant majority 67% (16 people) indicated that they would prefer parking to be allowed in part of the Lower High Street as per the pre-existing arrangement.
▪	Councillor Hadley mentioned that reinstating car parking would be necessary if the roads were reopened to traffic so as to regulate vehicle speeds through forms of horizontal deflection.
▪	Councillor Howell proposed that the Coastguard space and some of the loading bays should be converted to parking for general traffic.
▪	However, both Councillors highlighted that reinstating parking would hinder efforts for social distancing and reduce the amount of outdoor space for businesses to use.
Question 4 – ‘If parking is allowed, what should be the maximum time limit?’	
▪	The majority of responses 42% (10 people) selected 30 minutes as the maximum time limit. Both Ward Councillors also felt that this time limit would be the best use of available space
▪	63% (15 people) favour a maximum time limit of somewhere between 30 and 60 minutes.
Other Ward Councillor Feedback	
▪	Councillor Hadley suggested reviewing: <ul style="list-style-type: none"> – Signage on nearby roads in the Old Town; and – Space at the West Street pedestrian crossing to support RNLI operations.
▪	Councillor Howell mentioned that: <ul style="list-style-type: none"> – During a ‘lockdown’ the roads should be closed to prioritise non-motorised users; – If there is no consensus, then the roads should be closed but reopened at 16:00; and – A winter arrangement for less than three months may create more confusion.

Council responses to suggestions made

Suggestion	Council Response
Separate ETROs	<i>A single ETRO for both Poole Quay and the Lower High Street suffices because the purpose is the same (to support social distancing). It also minimises possibility for public confusion and /or operational and enforcement difficulties.</i>
Increase parking provision	<i>This would not align with the Council's emerging parking strategy and its policies towards fostering sustainable travel choices.</i>
Removal of on-street parking	<i>These would not create the space necessary for social distancing.</i>
Traffic calming or one-way system	
Updating signage from the A350 West Street and the possibility for a modal filter or barrier on Levet's Lane	<i>Rat running through Poole Old Town is considered to be a temporary issue relating to unfamiliarity with the scheme. As the restriction becomes known, it is anticipated that such issues will dissipate. Nonetheless, if the trial were extended or made permanent, the matter would continue to be monitored. Levet's lane is subject to an 'Access Only' restriction. If necessary, further mitigation measures would be looked into such as extra enforcement.</i>
Shop Mobility Scheme	<i>There is a Shopmobility Centre in the Dolphin Shopping Centre Car Park. Further information is available on the following webpage: https://www.poole.gov.uk/streets-and-travel/public-transport/shopmobility/</i>
Altering barriers to facilitate access by non-standard bicycles	<i>Design team to review and if necessary, make amendments in accordance with guidance contained within Cycle infrastructure design (LTN 1/20).</i>
Physical measures to segregate cyclists and pedestrians	<i>This is not supported because evidence has shown that segregated routes in this type of area do not eliminate conflict.</i>
Soft landscaping and street furniture	<i>This is a separate matter to the scheme in hand and would of course be considered as part of any wider regeneration strategy should one arise.</i>
Resurfacing	<i>As a highway authority the Council regularly undertakes planned preventative maintenance and repairs to roads under its remit. Potholes can be reported using the Council's 'Report It Tool' via https://www.bcpccouncil.gov.uk/Report-a-problem-or-fault-or-tell-us-about-something/Report-a-problem-or-fault-or-tell-us-about-something.aspx</i>
Exemptions for taxis	<i>The current ETRO prevents Taxis from using the open roads between 10pm and 10am as it only permits the loading and unloading of goods. This limitation is arguably unduly restrictive. Recommend amending moving order to permit Taxis to enter, collect and drop off passengers between 10pm and 10am.</i>
Exemptions for blue badge holders	<i>This introduces motorised vehicles to a pedestrian area. Existing narrow footways makes disabled access and social distancing very challenging. It would also mean that pavement licenses are no longer viable. Disabled bays in the zone were replaced by three outside the building know as 'PIPLERS' (currently occupied by DEFRA for the Fisheries Office and MDG Sports retail).</i>
Exemptions for deliveries, drop-off, and staff.	<i>Broader exemptions such as these would give rise to public confusion and /or operational and enforcement difficulties. They would also insufficiently limit the volumes of motorised vehicles to safely provide the space needed for social distancing.</i>
'Access Only' restriction	<i>This by itself would not create the space necessary for social distancing.</i>
Prohibit cyclists	<i>This would be counterproductive to sustainable travel initiatives. Poole Quay is an on-carriageway cycle route which forms part of Poole's cycle</i>

	<i>network. During events however, The Quay is temporarily closed to take account of larger pedestrian numbers and special uses of the space.</i>
Alter closure timings	<i>Seasonal or weekend restrictions to be investigated as part of strategic measures to manage the resort during the busy summer tourism period.</i>
Alterations to parking allocations on The Quay near Thames Street.	<i>General parking bays outside the building know as 'PIPLERS' (currently occupied by DEFRA for the Fisheries Office and MDG Sports retail) have been converted to three new disabled bays to replace the four disabled bays no longer accessible although three of those bays were substandard so there provision is relatively similar overall. A new loading bay has also been provided opposite the Customs House. This is to support deliveries between 10am and 10pm (the periods when restrictions apply) for those businesses within the closure area. However, if loading bays are being underutilised, consideration could be given to the introduction of short-stay car parking (30mins).</i>
Extend closure of The Quay east of Dolphin Quays.	<i>There is a smaller concentration of businesses at this point meaning there is less need for additional pedestrian space. Additionally, this section of road needs to be open to support the Route One bus service.</i>
Exemptions for event-based tourism.	<i>Once it is safe again to host such activities, events will be held on The Quay in a similar way to how they were prior to the scheme by applying for Temporary Traffic Regulation Orders.</i>
Space at the West Street pedestrian crossing	<i>To be reviewed by the design team so as to better support RNLI operations.</i>
Allowing parking on the Lower High Street	<i>This is not supported because pavement licences would have to be revoked to allow access for motorised vehicles.</i>
<i>Option for a smaller closure of The Quay outside Da Vincis</i>	<i>This is something that could be considered as part of a future review.</i>

Outcomes

Amendments to the restrictions

- Greater flexibility seems to be needed to support taxis and specific access requirements such as events, whilst simultaneously prohibiting through traffic.
- Timings of the restrictions could be investigated to account for seasonality and distinguish between weekdays and weekends. This could form part of strategic measures to manage summer tourism over a longer review period.
- Results from the Draft Interim Business Impact Review infer that:
 - Retention of the existing arrangement or a return to the original set-up is not desired by a significant number.
 - A compromise between a weekend closure and / or the retaining of a smaller pedestrianised area would be the preferred winter arrangement when considering the wider interests of the business community although this would be at odds with the concurrent desire to make more use of the highway space by businesses.
 - Such an approach could simultaneously address some of the concerns that have raised, whilst continuing to realise the benefits of the scheme cited by others.

Complementary measures

- Vehicle rat-running through Poole Old Town, parking stress on Strand Street and anti-social vehicle use outside Dolphin Quays should continue to be monitored. If necessary, further mitigation measures could be looked into (i.e. extra enforcement and / or further modal filters).
- Details of access arrangement for events need to be confirmed during the application process.
- Space at the West Street pedestrian crossing needs to be reviewed to better support RNLI operations as part of separate network management work.
- Barriers at the closure points should be assessed to ascertain whether they facilitate access by non-standard bicycles as per guidance contained within Cycle infrastructure design (LTN 1/20).

Parking

- Feedback suggests that parking should be reviewed in line with any alterations made.
- The preference is for more short-stay parking especially on the Lower High Street. However, this would be incompatible with the pavement licences which have been issued when roads are closed but can be considered when roads are open.
- An alternative would be to ascertain the utilisation of loading bays on The Quay west of the closure. If they were found to be poorly used, consideration could be given to reallocating them towards short-stay car parking with a 30-minute maximum stay or disabled bays.
- A shorter maximum stay would increase parking turnover and the number of available parking sessions throughout the day. This means that there would be more opportunities for different people to make use of the available parking spaces.

Conclusion and recommendations

Conclusions

Overall

- There is no-clear cut consensus about the scheme, and it would appear that some alterations, would be beneficial if the scheme were to be made permanent.
- Over time respondents became more positive about the scheme although the early response was more negative, and more individuals responded earlier in the consultation window.
- People appeared more energised to speak about the scheme at the start, declining as time went on, with a slight uplift towards the end of the trial.
- Retention of the existing arrangement without any changes or a return to the original set-up, is not desired by a significant number.

Business feedback

- Mixed depending on where a business is located and their particular needs.
- Results from the Draft Interim Business Impact Review contrast with those in the Online Questionnaire.
 - The former appears to suggest that the scheme is positive overall and neutral for business.
 - The latter infers that the impact to business is negative.
 - This contradiction could be reflective of wider economic impacts.
 - COVID-19 has radically altered the commercial environment, creating challenging operating conditions and rendering many businesses inoperable.
 - It is possible that some of those businesses which responded to the online questionnaire last summer may have ceased trading during the trial period. It is not possible to be certain however the impact of Covid has been extremely detrimental to many businesses and that impact is likely to outweigh the impact of the experimental arrangement.
 - Positive impacts may have been more widely felt if the pandemic was not at large, substantiated by the general support for the use of outdoor space.
- Negative effects seem to be felt more by businesses than residents.
- General support for the reallocation of street space towards business use is apparent, with its function twofold, supporting outdoor seating and queuing. However, this needs to be balanced against access requirements.
- It is noted that extensive further discussions have taken place with the BID, who were requested to advise after speaking with businesses that are not levy payers as well as those that are. The draft decision reflects the BID's wishes.

Access feedback

- Alternative means of access for customers is required when cycling and walking is not a viable option, with impacts on the disabled / elderly a key issue.
- Localised issues apparent in the Old Town, Strand Street and outside Dolphin Quays.
- Suitability of cycle access on the Lower High Street could be reviewed in light of the new pedestrian uses of road space and pre-existing width constraints.

Suggestions to improve the scheme

- Relaxations to existing moving orders would better accommodate certain access and delivery requirements, including the land train, maritime activities, premises with no rear access and exemptions for approved events / functions.
- Permitting taxi access would support those with reduced mobility and the hospitality sector, including special events and coastal tourism although depending on the timing of access that could negate the use of road space by businesses.
- Seasonal and / or weekend only restrictions could be examined as part of strategic measures to manage summer tourism.
- Likewise, the option for a smaller closure of The Quay outside Da Vincis is something that could also be considered in future.
- Vehicle rat-running through Poole Old Town, parking stress on Strand Street and anti-social vehicle use outside Dolphin Quays should continue to be monitored. If required, further mitigation measures could be looked into.
- Barriers at the closure points should be assessed to see if they accommodate access by non-standard bicycles.
- Utilisation of loading bays on The Quay west of the closure requires quantifying to determine if some of these can be converted into short-stay car parking or disabled bays.

Recommendations

- **Make the experimental road closures permanent on a seasonal basis and include some additional amendments.**
- It is recommended that the moving traffic regulation orders are slightly relaxed to permit:
 - Taxis to enter, collect and drop off passengers between 10pm and 10am; and
 - The Council to authorise vehicles into the area between 10pm and 10am to allow it to consider accommodating the request for the land train, PHC, wedding cars and other vehicles beyond the scope of the current order.
 - Short term parking be permitted in existing bays when the roads are open.
- Other amendments could include:
 - An assessment of the barriers at the closure point to ascertain whether they facilitate access by non-standard bicycles as per guidance contained within Cycle infrastructure design (LTN 1/20).
 - A review of vehicular space at the West Street pedestrian crossing to support RNLI operations.

- For the short-term, displaced traffic and anti-social vehicle use should continue to be monitored with further mitigation measures considered if required.

Notes

- Ward Cllrs have also been involved in the discussions on a number of occasions.
- An amendment to the ETRO will re-start the 6-month review period.
- The current ETRO has a maximum duration of 18 months from the date which it commenced (27th June 2020).
- In view of the timing of this decision there is no opportunity for a further 6 month review and conclusion of a decision in the remaining 18 month window and therefore the recommendation is make the arrangement permanent whilst carefully reflecting the nuanced consultation feedback received to date.
- Any future amendments to parking will need to consider the Council's emerging parking strategy.
- Weekend restrictions would result in very complicated road signage that may lead to public confusion and operational / legal difficulties with enforcement.
- Depending on the requirements to change signage and road markings it will take approximately eight weeks to implement a revision to the current arrangement following the formal confirmation of such through the Council's prevailing governance process.

Next Steps

- Amend and make permanent the Experimental Traffic Regulation Order as per any alterations made. (Moving orders)
- Prepare a new Traffic Regulation Order to reflect revisions to the parking in the area.
- Advertise and communicate with stakeholders, outlining what has been decided and why. Inevitably some will always disagree, however, follow-up communication could help improve understanding of the factors.
- Confirmation with emergency services.

Appendix A – Notes on derivation of statistics

‘Against’ Category

‘ETRO Response’ Mailbox

- The ‘Against’ category comprises of responses which have been classified as an ‘Objection’.

Draft Interim Business Impact Review

- Applies to Question 1A (overall impact) and Question 1B (business impact).
- The ‘Against’ category comprises of responses in which participants chose the three lowest numbers on the scale (1 through to 3), indicating that the effect of the closures had not been beneficial.

Online Questionnaire – Levels of agreement with aspects of the trial

- This applies to the following questions:
 - ‘The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling’;
 - ‘Deliveries should be restricted to between 10pm and 10am’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make the Quay and Lower High Street a better place to visit’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make it safer for me to walk around the Quay area’; and
 - ‘The changes will/do encourage me to cycle in the area’.
- The ‘Against’ category comprises of responses in which participants answered either ‘Strongly disagree’ or ‘Disagree’.

Online Questionnaire – Views on prioritising the roads for walking and cycling

- Applies to the question ‘Do you agree with prioritising the following roads for walking and cycling?’.
- This question incorporated four embedded questions, asking respondents the same thing but from the different perspectives of each of the roads affected by the scheme (The Quay, Lower High Street, Castle Street and Paradise Street). Consequently, an average has been used in the figures above.
- The ‘Against’ category comprises of responses in which participants chose ‘No’.

Online Questionnaire – Impact of the changes

- Applies to the question ‘How do the changes impact on you?’.
- The ‘Against’ category comprises of responses in which participants answered ‘Negative impact’.

‘Neutral’ Category

‘ETRO Response’ Mailbox

- The ‘Neutral’ category includes responses which have been classified as a ‘Comment’.
- Follow up’ messages and ‘Queries’ were not included in the statistics.

Draft Interim Business Impact Review

- Applies to Question 1A (overall impact) and Question 1B (business impact).
- The ‘Neutral’ category includes responses in which participants picked the four numbers in the middle of the scale (4 through to 7), suggesting that the effect of the closures had been neutral. It does not include the solitary response which provided ‘No answer’.

Online Questionnaire – Levels of agreement with aspects of the trial

- This applies to the following questions:
 - ‘The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling’;
 - ‘Deliveries should be restricted to between 10pm and 10am’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make the Quay and Lower High Street a better place to visit’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make it safer for me to walk around the Quay area’; and
 - ‘The changes will/do encourage me to cycle in the area’.
- The ‘Neutral’ category includes responses in which participants marked ‘Neither agree nor disagree’.

Online Questionnaire – Views on prioritising the roads for walking and cycling

- Applies to the question ‘Do you agree with prioritising the following roads for walking and cycling?’.
- This question incorporated four embedded questions, asking respondents the same thing but from the different perspectives of each of the roads affected by the scheme (The Quay, Lower High Street, Castle Street and Paradise Street). Consequently, an average has been used in the figures above.
- The ‘Neutral’ category includes responses in which participants picked ‘Don’t know’.

Online Questionnaire – Impact of the changes

- Applies to the question ‘How do the changes impact on you?’.
- The ‘Neutral’ category includes responses in which participants marked ‘Mixed positive and negative impact’.

‘For’ Category

‘ETRO Response’ Mailbox

- The ‘For’ category consists of responses which have been classified as a ‘Message of support’.

Draft Interim Business Impact Review

- Applies to Question 1A (overall impact) and Question 1B (business impact).
- The ‘For’ category consists of responses in which participants selected the three highest numbers of the scale (8 through to 10), signifying that the effect of the closures had been beneficial.

Online Questionnaire – Levels of agreement with aspects of the trial

- This applies to the following questions:
 - ‘The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling’;
 - ‘Deliveries should be restricted to between 10pm and 10am’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make the Quay and Lower High Street a better place to visit’ (as well as disaggregation by respondent type);
 - ‘The changes will/do make it safer for me to walk around the Quay area’; and
 - ‘The changes will/do encourage me to cycle in the area’.
- The ‘For’ category consists of responses in which participants selected either ‘Strongly agree’ or ‘Agree’.

Online Questionnaire – Views on prioritising the roads for walking and cycling

- Applies to the question ‘Do you agree with prioritising the following roads for walking and cycling?’.
- This question incorporated four embedded questions, asking respondents the same thing but from the different perspectives of each of the roads affected by the scheme (The Quay, Lower High Street, Castle Street and Paradise Street). Consequently, an average has been used in the figures above.
- The ‘For’ category consists of responses in which participants selected ‘Yes’.

Online Questionnaire – Impact of the changes

- Applies to the question ‘How do the changes impact on you?’.
- The ‘For’ category consists of responses in which participants selected ‘Positive impact’.

Overall feedback – statistical totals

‘ETRO Response’ Mailbox

- Since Monitoring Report 3, six messages have been reclassified from a ‘Comment’ to an ‘Objection’ for reasons of consistency following an internal review.

Online Questionnaire

- Figures are an average.
- Mean values were first calculated for each of the three specific questions:
 - Levels of agreement with aspects of the trial – ‘The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling’;
 - Views on prioritising the roads for walking and cycling – ‘Do you agree with prioritising the following roads for walking and cycling?’; and
 - Impact of the changes – ‘How do the changes impact on you?’.
- An average of the mean values for each of the three questions was then calculated.

Aggregated Statistics

- Quantities from the ‘ETRO Response’ Mailbox and Draft Interim Business Impact Review were added to the averages from the Online Questionnaire.
- Percentages were then calculated from the total of these three inputs.

Overall feedback – breakdown by time periods

‘ETRO Response’ Mailbox

- Time periods have been aligned to those reported in the Online Questionnaire.
- A more detailed breakdown across all the various 4-week periods is available in Monitoring Report 3.

Online Questionnaire

- Figures are an average.
- Mean values were first calculated for each of the three themes (Levels of agreement with aspects of the trial; Views on prioritising the roads for walking and cycling; and Impact of the changes).
- An average of the mean values for the three themes was then calculated.

Aggregated Statistics

- Quantities from ‘ETRO Response’ Mailbox were added to the averages from the Online Questionnaire.
- Percentages were then calculated from the total of these two inputs.

Business feedback

Draft Interim Business Impact Review

- Applies to Question 1B (business impact).
- Same process as outlined in the 'Against', 'Neutral and 'For' categories.

Online Questionnaire

- Applies to the questions 'Deliveries should be restricted to between 10pm and 10am' and 'The changes will/do make the Quay and Lower High Street a better place to visit'.
- Same process as outlined in the 'Against', 'Neutral and 'For' categories.

Access Feedback

Displaced traffic / parking

Online Questionnaire – Views by equalities groups

- This included those:
 - Age 65+;
 - Disability – Limited a lot; and
 - Disability – Limited a little
- The 'Against' category comprises of responses in which participants answered either 'Strongly disagree', 'Disagree' or 'Negative impact', depending on the specific theme.
- Mean values were first calculated for each of the three themes (Levels of agreement with aspects of the trial; Views on prioritising the roads for walking and cycling; and Impact of the changes).
- An average of the mean values for the three themes was then calculated.

Conditions for cycling and walking

Online Questionnaire – Levels of agreement with aspects of the trial

- Applies to the questions 'The changes will/do make it safer for me to walk around the Quay area' and 'The changes will/do encourage me to cycle in the area'.
- Same process as outlined in the 'Against', 'Neutral and 'For' categories.



Poole Quay Experimental Traffic Regulation Order (ETRO) Six Month Review Consultation Report

January 2021

Insight Team
BCP Council

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1. Background

An Experimental Traffic Regulation Order (ETRO) as implemented on 27 June 2020 to trial an improved priority for those walking and cycling on The Quay, the Lower High Street, Castle Street and Paradise Street. The aim of this scheme is to create a safer environment, making it easier to maintain social distancing, improve the immediate area, promote the quay as a place for more cycling and walking, and to allow for a more relaxed, pleasant outdoor eating / drinking destination which support the regeneration of the area.

These changes are temporary to allow people to have their say on the changes until 27 December 2020, before any decision would be made on whether to make them permanent.

2. Methodology

The consultation started on Saturday 20 June, and will run for the duration of the 18 months trial. Information about the proposals and a consultation form was made available online at bcpcouncil.gov.uk/PooleQuayConsultation.

Official notices were displayed in the local area one week prior one week prior to the commencement of the trial. At the same time, a letter was delivered to all residential and business properties in the affected area to make them aware of the consultation, as it was taking place during lockdown.

Figures in this report are presented as a percentage of people who answered the question. The percentages in this report will not always add up to 100%. This can be because of rounding, or because for some questions, respondents are allowed to select more than one response.

3. Qualitative comments

Qualitative responses (write in text) to questions were exported into Excel and were thematically analysed. The most common themes are reported on in this report.

Please note that while the purpose of qualitative data is to provide deeper insights into reasoning and impact rather than to quantify data, the numbers of respondents who mentioned the most prevalent themes are provided in this report to give an indication of the magnitude of response. However, given the nature of qualitative data, it should be noted that this does not provide an indication of significance in relation to the question asked.

In addition, where respondents have provided comments that relate to more than one theme, their feedback has been categorised into multiple categories.

4. Summary of key results

As of 27 December 2020, 833 respondents took part in the consultation.

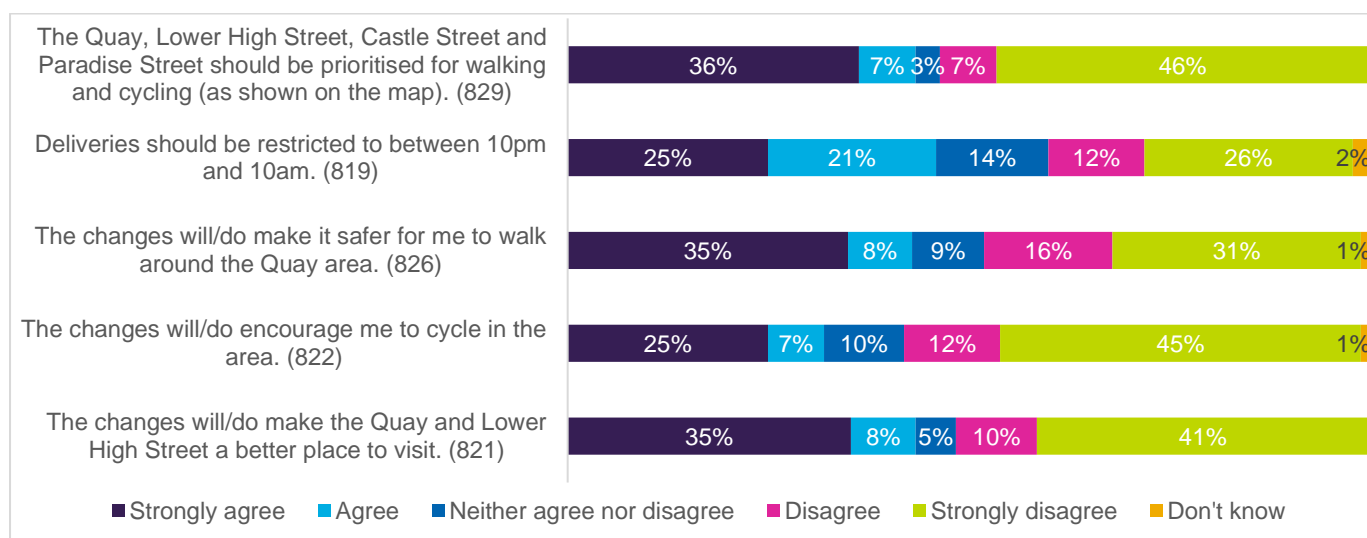
This section summarises the results to the key questions in the consultation.

Results are broken down by respondent type, when people gave their views during the trial and by equalities groups to show significant differences. Generally, responses become more positive over time, with those responding before and within the first four weeks after the changes were implemented being more concerned about the changes.

Businesses report as the most impacted, with residents living in the area and those from Poole more generally having more mixed responses. Those people with a disability that limits their activities a lot have higher levels of disagreement with the changes. There also are differences by age (those 35-44 and 45-54 generally have higher levels of agreement), ethnicity (white other respondents are more positive about the changes than other groups) and religion (other religions are less positive than Christians or those with no religious affiliation).

Levels of agreement with aspects of the trial.

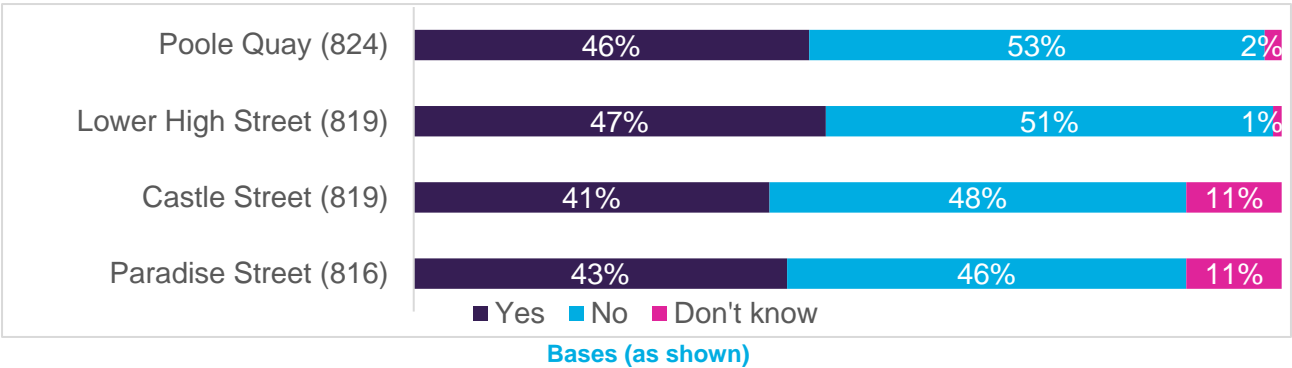
Figure 1: How strongly do you agree or disagree with the following.....



Views on prioritising the roads for walking and cycling

Overall, there is slightly more disagreement than agreement with prioritising each of the roads for walking and cycling, as shown in the chart below.

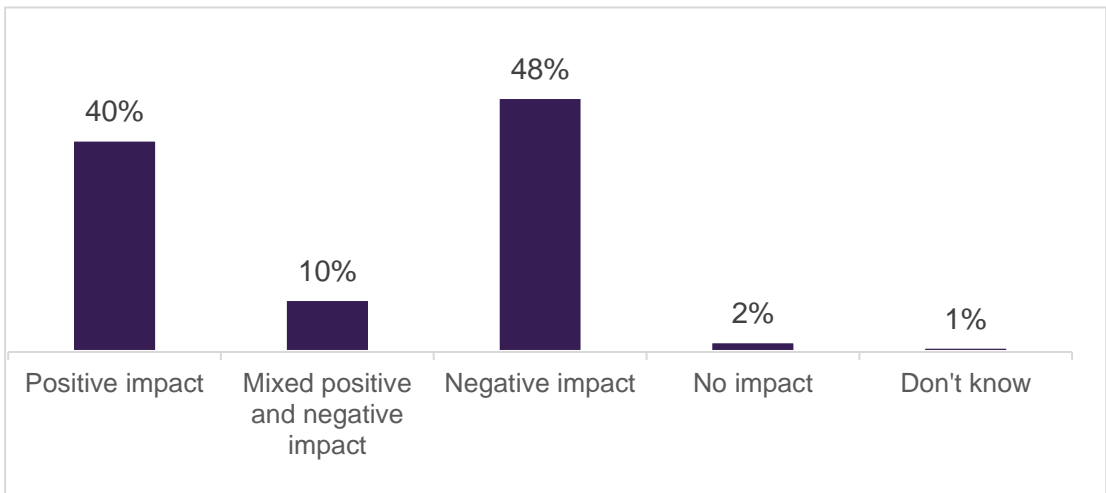
Figure 2: Do you agree with prioritising the following roads for walking and cycling?



Impact of the changes

Four out of ten respondents feel there would be a positive impact from the changes, with almost half (48%) feeling a negative impact. As with the other questions, response change by respondent type, date of response, equalities groups and how people travel through the area.

Figure 3: How do the changes impact on you?



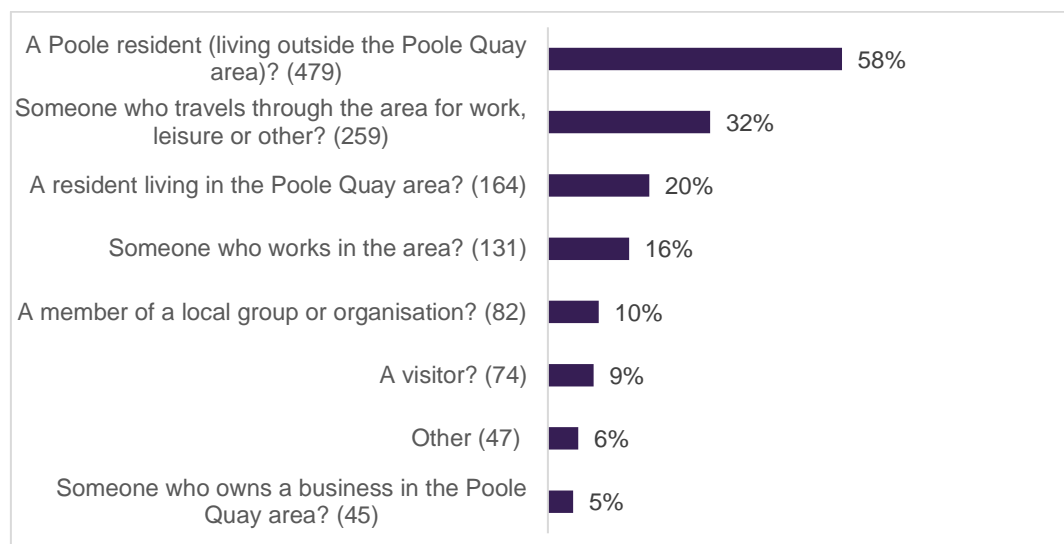
5. Key Results

As of 27 December 2020, 833 respondents took part in the consultation.

Respondent profile

Over half of respondents (58%) were Poole residents (living outside of the Poole Quay area), around one third (32%) travel through the area for work, leisure or other reason. One in five (20%) are residents living in the Poole Quay area.

Figure 4: Respondent type



Bases (as shown)

Further details about respondents (how they travel through the area, age, gender, disability, ethnicity, religion and postcode) are shown in the Appendix.

Respondents by response date

Just over four out of ten respondents took part in the consultation before the scheme was launched, with 35% responding in the first four weeks and just under a quarter (24%) responding after four weeks.

Time period	%
Before Launch	42%
First four weeks	35%
After four weeks	24%

A table showing respondent type by date is shown in the appendix. The profile is pretty similar throughout the six month period.

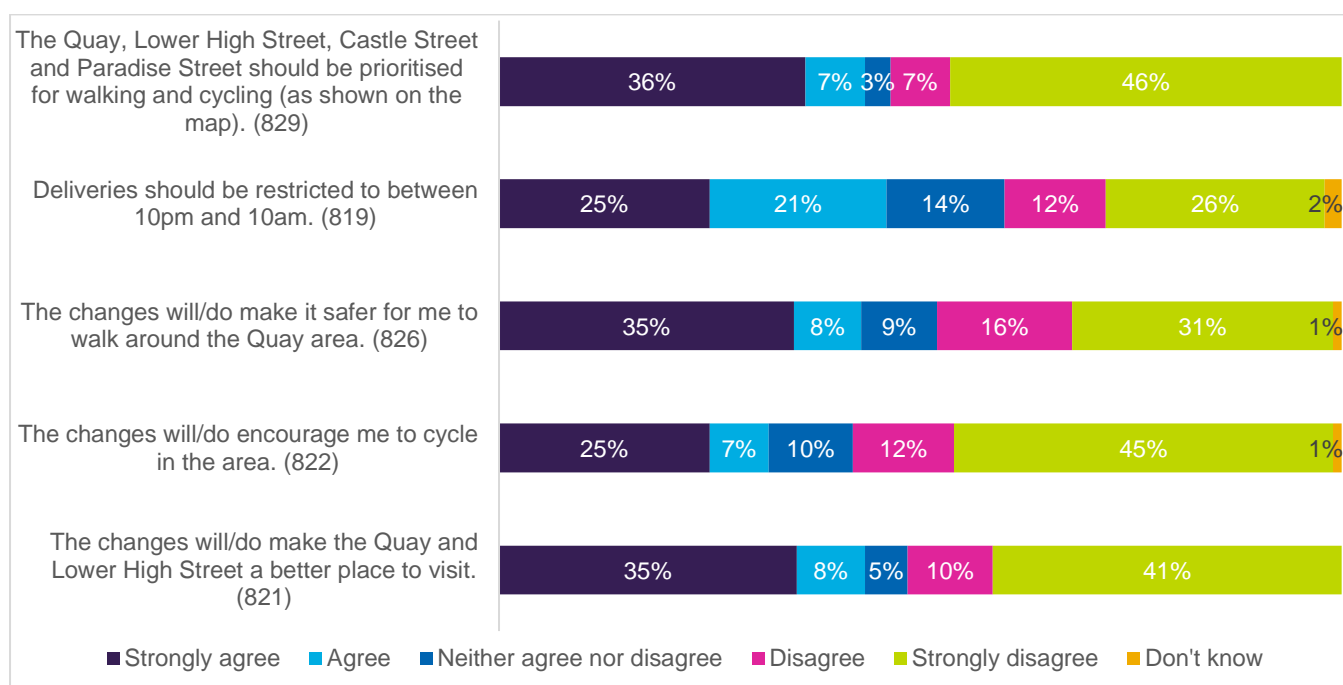
Levels of agreement with aspects of the trial

Respondents were asked how strongly they agree or disagree with a number of statements about the trial. The overall responses are shown below.

- Overall, 43% agree and 53% disagree that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling.
- 46% agree and 38% disagree that deliveries should be restricted between 10pm and 10am.
- 43% agree and 47% disagree that the changes will/do make it safer to walk around the Quay area.
- 32% agree and 57% disagree that the changes will/do encourage me to cycle in the area.
- 43% agree and 51% disagree that the changes make the Quay and Lower High Street a better place to visit.

The results are also broken down by respondent type, response date and equalities groups to highlight where results differ. These are shown on the following pages.

Figure 5: How strongly do you agree or disagree with the following.....



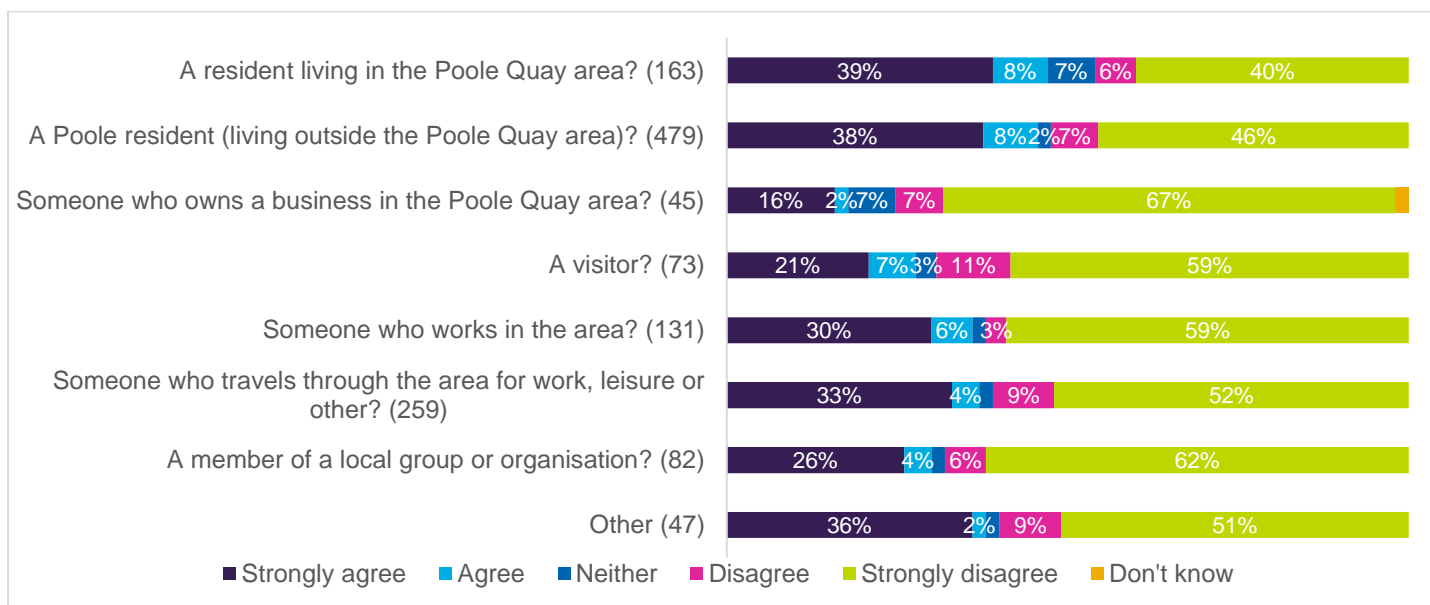
Bases (as shown)

Views differ by respondent type, when people gave their views during the trial and by some equalities groups, as shown in more detail on the following pages.

Views by respondent type

Opinions on whether the streets should prioritise walking and cycling vary by respondent type, with **residents living in the area** being more balanced than other groups (47% agree and 46% disagree). Around two thirds (67%) of **business owners** strongly disagree, followed by **organisations** (62%) and those who **work** in (59%) or **visit** the area (59%).

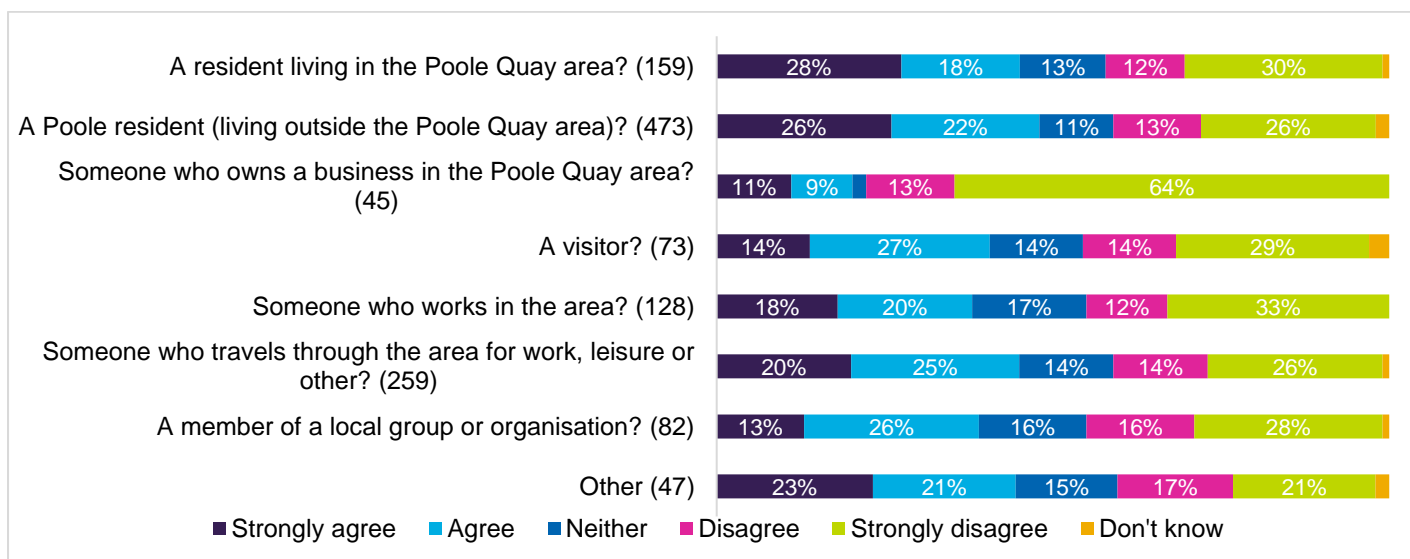
Figure 6: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by respondent type.



Bases (as shown)

46% of **residents living in the area** agree and 42% disagree. **Business owners** have the highest levels of disagreement, with just over three quarters (77%) disagreeing.

Figure 7: Deliveries should be restricted to between 10pm and 10am by respondent type.

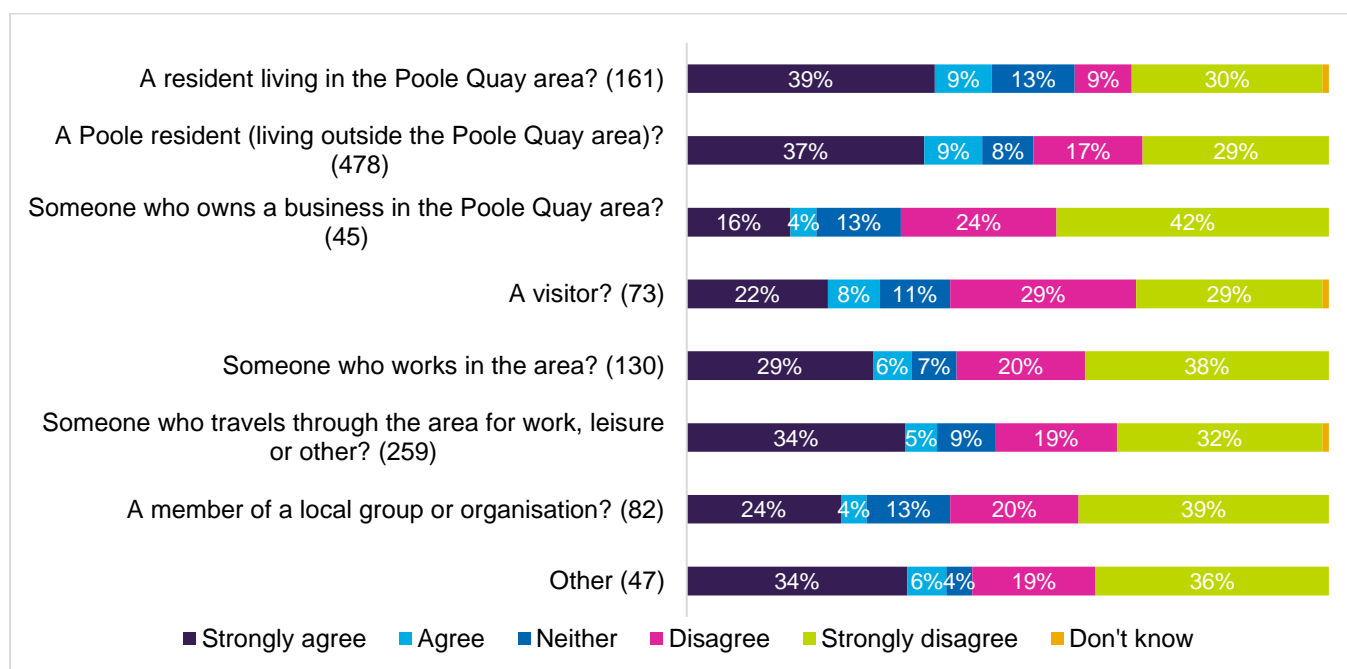


Bases (as shown)

More **residents living in the area** (48%) agree that it is safer to walk around than disagree (39%). **Poole residents** are balanced, with 46% agreeing and 46% disagreeing that it is safer.

Two thirds (66%) of **businesses** and 55% of **organisations** disagree.

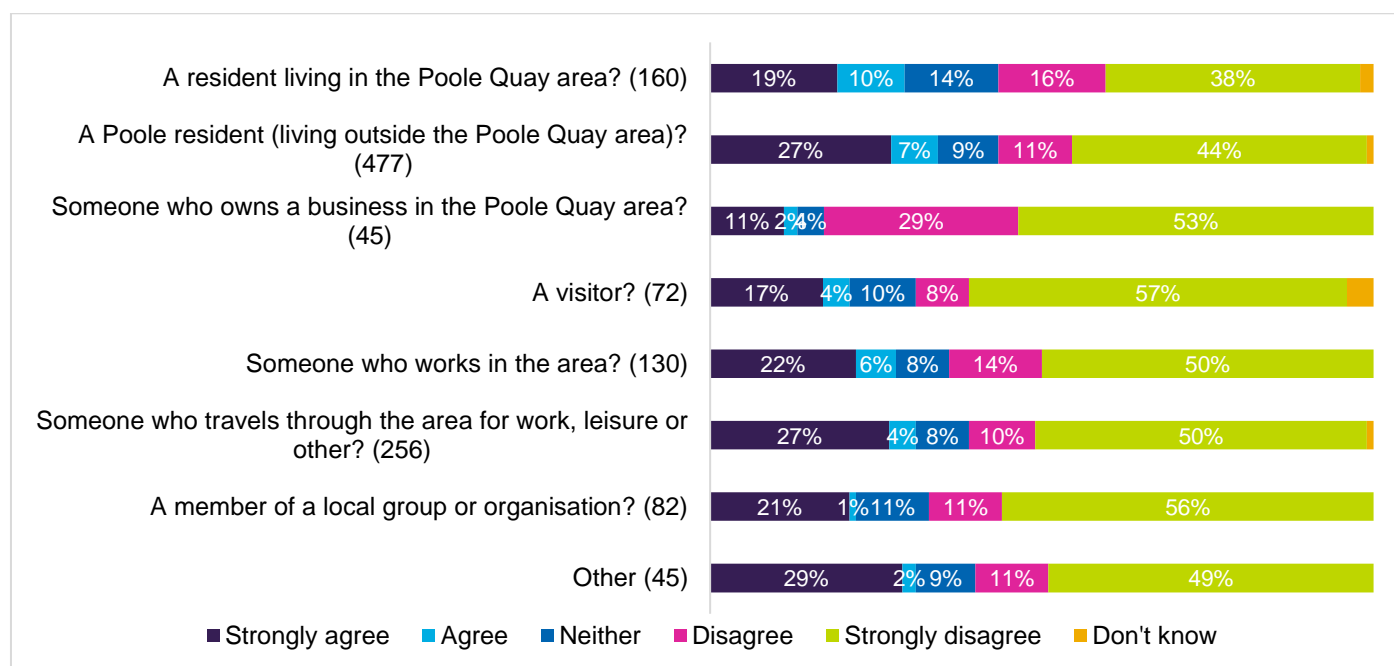
Figure 8: The changes will/do make it safer for me to walk around the Quay area by respondent type.



Bases (as shown)

Across **all respondent groups** more respondents disagree that it is safer to cycle in the area than agree.

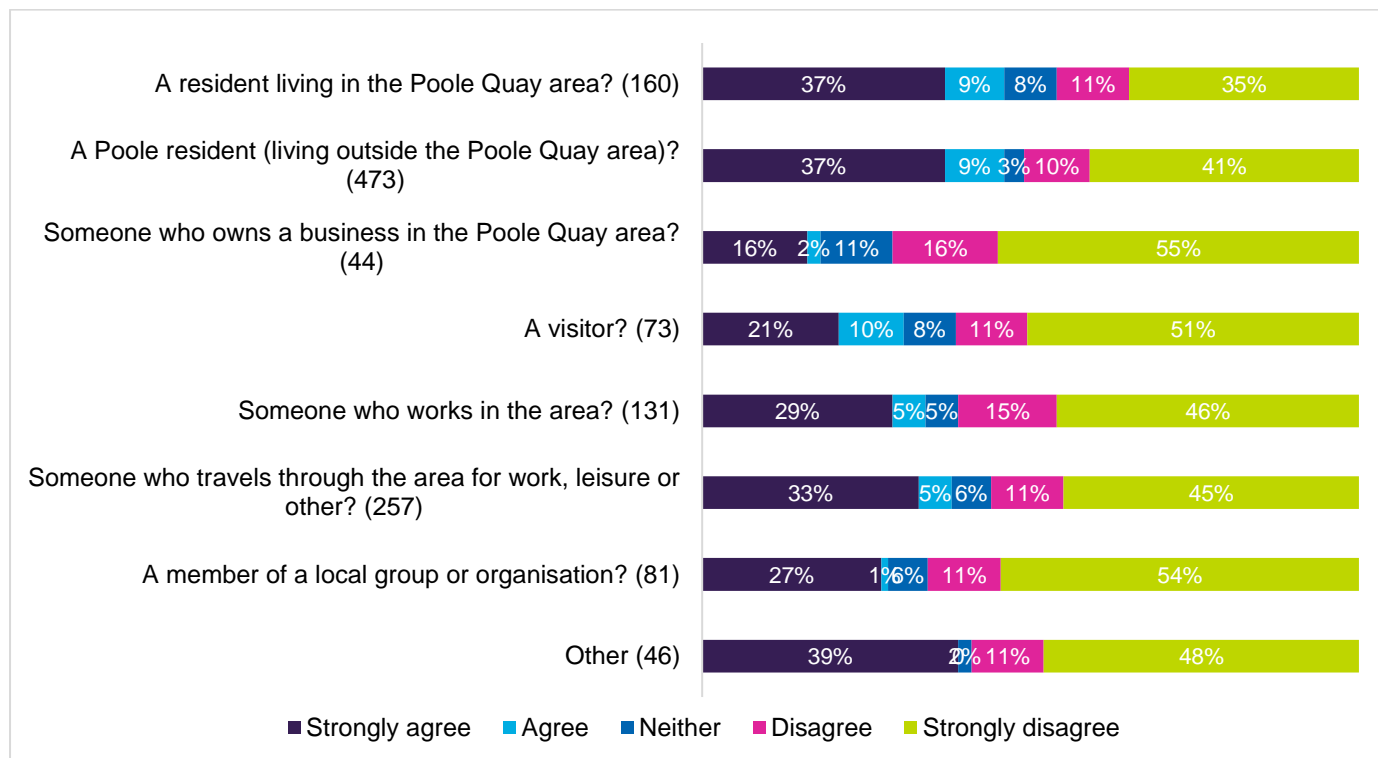
Figure 9: The changes will/do make it safer for me to cycle in the area by respondent type.



Bases (as shown)

Views on whether the changes made the area a better place to visit vary by respondent type. **Local and Poole residents** are more positive than other groups (with 37% strongly agreeing), with similar numbers strongly disagreeing (35%). More **businesses, organisations** and **visitors** strongly disagree than other groups.

Figure 10: The changes will/do make the Quay and Lower High Street a better place to visit.

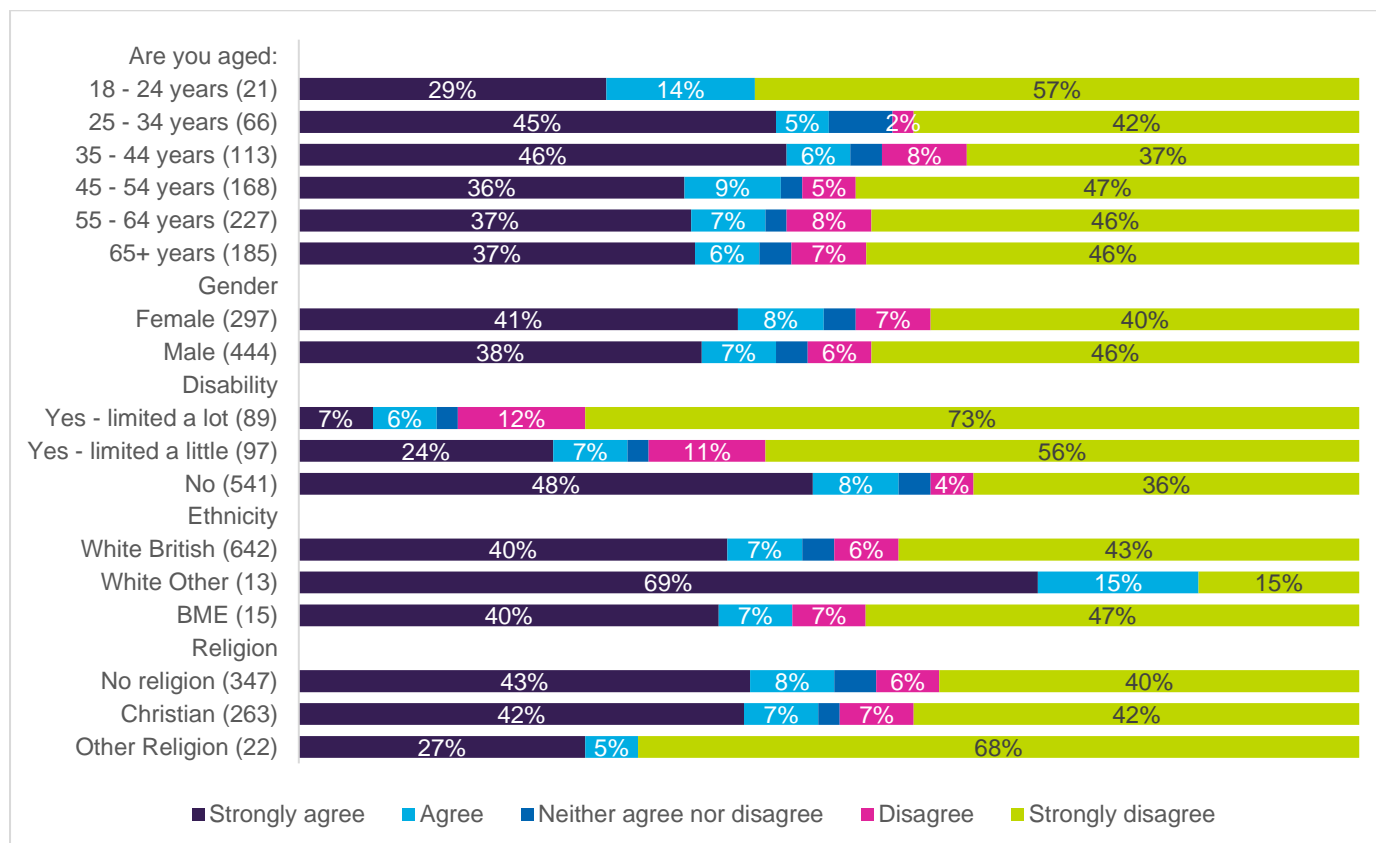


Bases (as shown)

Views by equalities groups

The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling.

Figure 11: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by equalities groups



Bases (as shown)

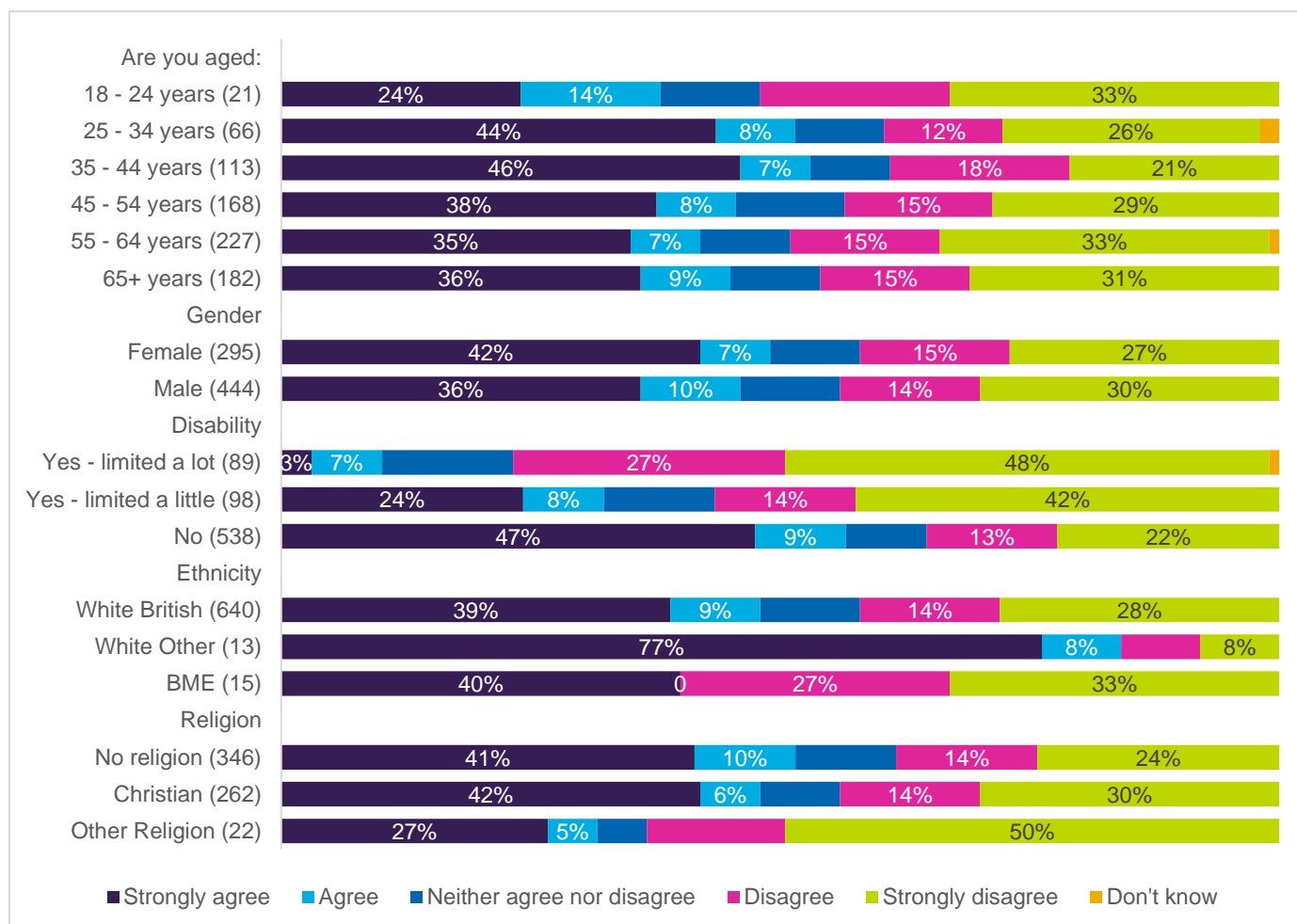
- Disability** The biggest differences are by **disability**, with those with a limiting illness have higher levels of disagreement (85% of those whose activities are **limited a lot** and 67% of those whose activities are **limited a little**) than those with **no limiting illness** (40%).
- Age** Those **aged 18-24** have higher levels of strong disagreement (57% strongly disagree, 29% strongly agree and 14% agree) compared to other age groups. Those **aged 35-44** are more likely to strongly agree (46%), with 37% strongly disagreeing.
- Ethnicity** There are differences by ethnic group, with **White** respondents being more mixed (40% strongly agree and 43% strongly disagree), compared to **White Other** respondents (69% strongly agree and 15% strongly disagree) and **BME groups** (47% strongly disagree and 40% strongly agree).
- Religion** Those with **no religion** (43%) or **Christian** (42%) are more likely to strongly agree than those from **other religions** (27% strongly agree). 40% of those with **no religion**, 42% of **Christians** and 68% **other religions** strongly disagree.

Deliveries should be restricted between 10pm and 10am.

There are no significant differences by equalities groups for this aspect.

The changes will/do make it safer to walk around the Quay area

Figure 12: The changes will/do make it safer to walk around the Quay area by equalities groups



Bases (as shown)

Disability

More people with a **limiting illness** disagree compared to those with no illness. 48% of those with an **illness that limits their activities a lot** strongly disagree, and 27% disagree (3% strongly agree and 7% agree). 42% of those with an **illness that limits their activities a little** strongly disagree, 14% disagree, 24% strongly agree and 8% agree. 47% of those with **no limiting illness** strongly agree, 9% agree, 13% disagree and 22% strongly agree.

Age

Those aged **25-34** and **35-44** have higher levels of agreement. (46% of those **aged 35-44** strongly agree and 7% agree; and 44% of those aged **25-34** strongly agree and 8% agree). Around a quarter (24%) of those aged **18-24** strongly agree, with 14% agreeing, 19% disagreeing and **33%** strongly disagreeing.

Ethnic group

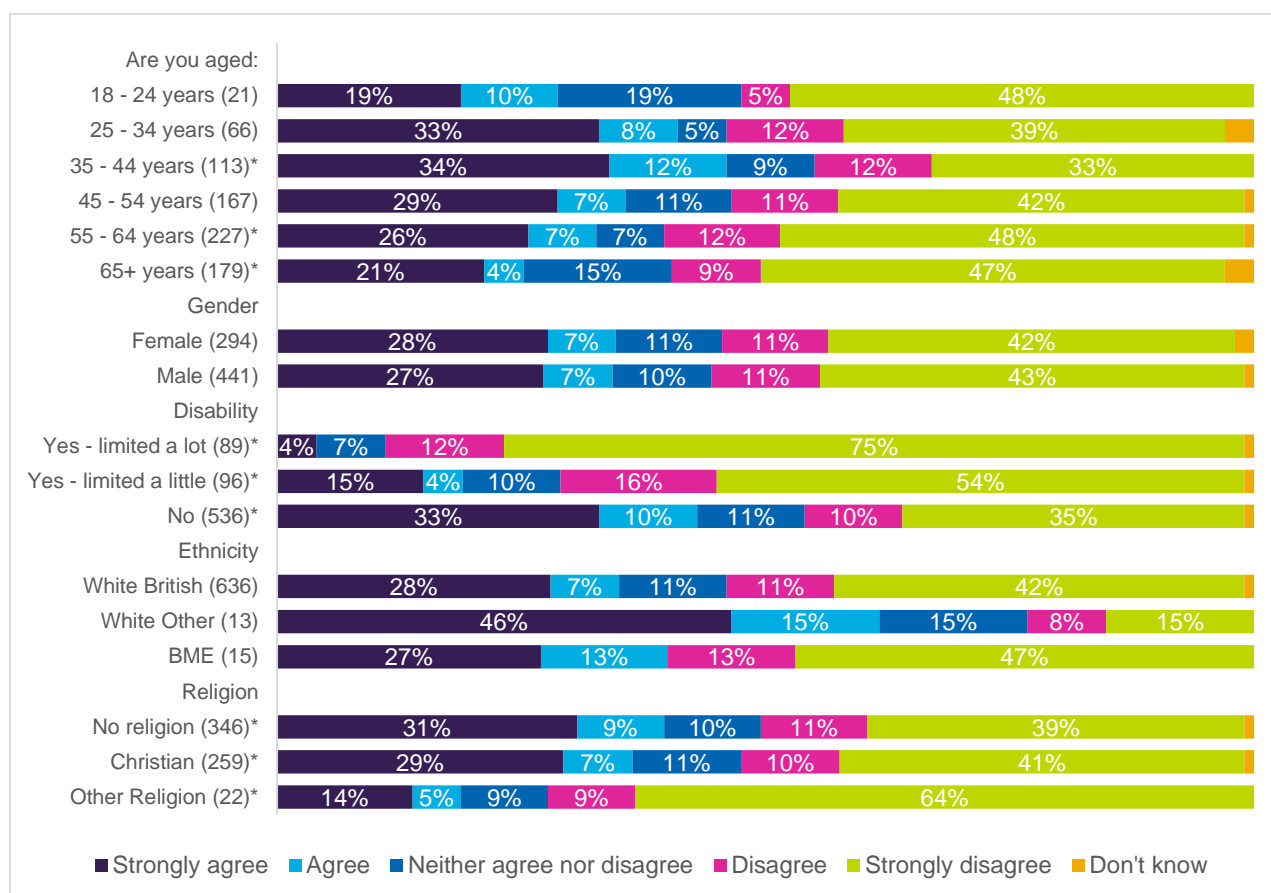
77% of **White other groups** strongly agree and 8% agree, with 39% of **White British** strongly agreeing, 9% agreeing, 14% disagreeing and 28% strongly disagreeing. 40% of **BME Groups** strongly agree, 27% disagree and 33% strongly disagree.

Religion

50% of **Other Religions** strongly disagree (27% strongly agree), compared to 30% of **Christian** (42% strongly agree) and 24% of those with **no religion** (41% strongly agree).

The changes will/do encourage me to cycle in the area.

Figure 13: The changes will/do encourage me to cycle in the area by equalities groups

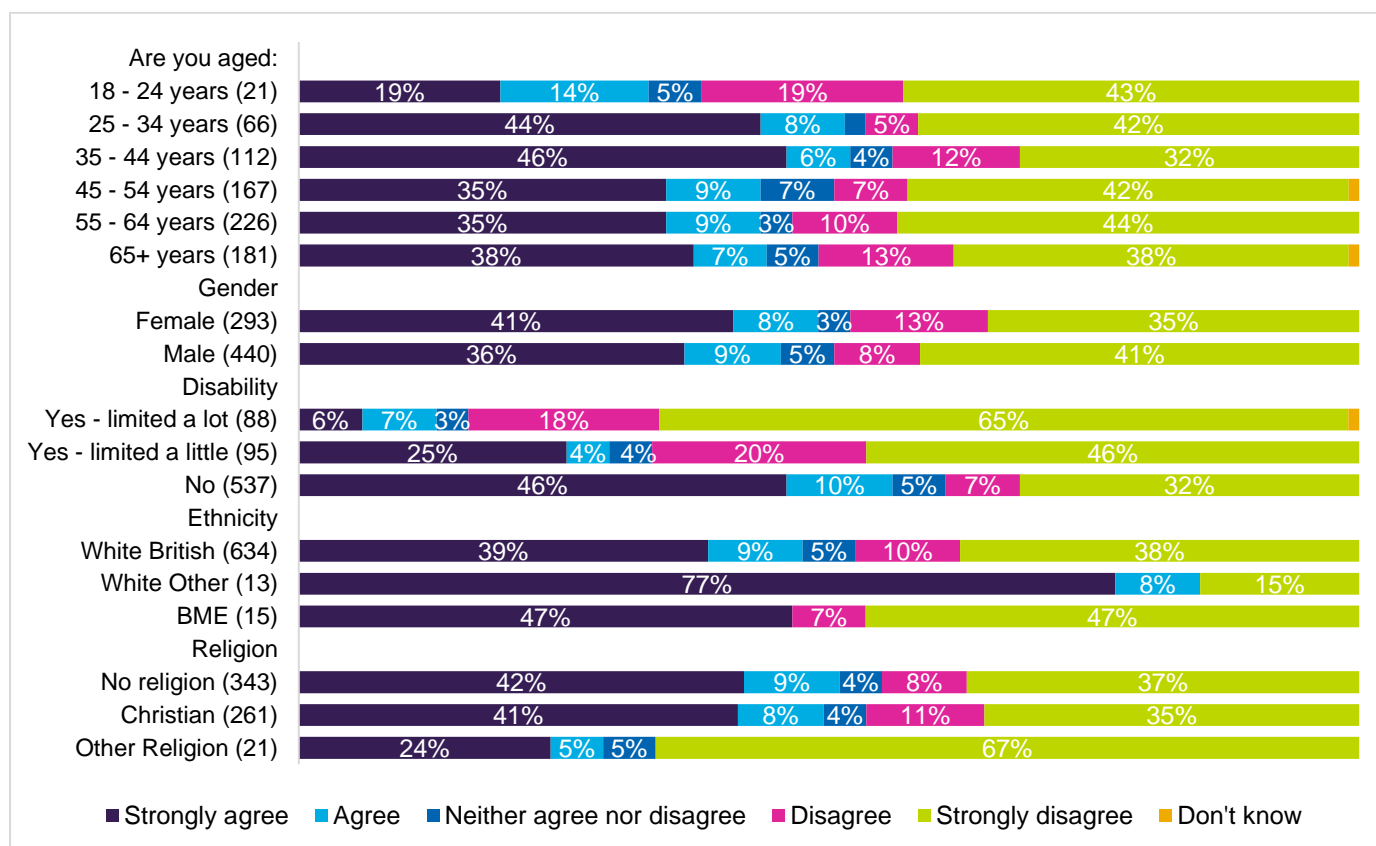


Bases (as shown)

- Age** Those aged **25-34** and **35-44** have higher levels of agreement (34% of those **aged 35-44** and 33% of those **aged 25-34** strongly agree). Around one fifth (19%) of those **aged 18-24** strongly agree, with 48% strongly disagreeing. Around one fifth (21%) of those **aged 65 or over** strongly agreeing, with 47% disagreeing.
- Disability** More people with a **limiting illness** disagree compared to those with no illness. 75% of those with an **illness that limits their activities a lot** strongly disagree, and 12% disagree (4% agree). 54% of those with **an illness that limits their activities a little** strongly disagree, 16% disagree, 15% strongly agree and 4% agree. 33% of those with **no limiting illness** strongly agree, 10% agree, 10% disagree and 35% strongly agree.
- Religion** 64% of **Other Religions** strongly disagree (14% strongly agree), compared to 41% of **Christian** (29% strongly agree) and 39% of those with **no religion** (31% strongly agree).
- Ethnic group** 46% of **White other groups** strongly agree and 15% agree, with 28% of **White British** strongly agreeing and 42% strongly disagreeing. 27% of **BME Groups** strongly agree, 13% disagree and 47% strongly disagree.

The changes make the Quay and Lower High Street a better place to visit.

Figure 14: The changes make the Quay and Lower High Street a better place to visit by equalities groups



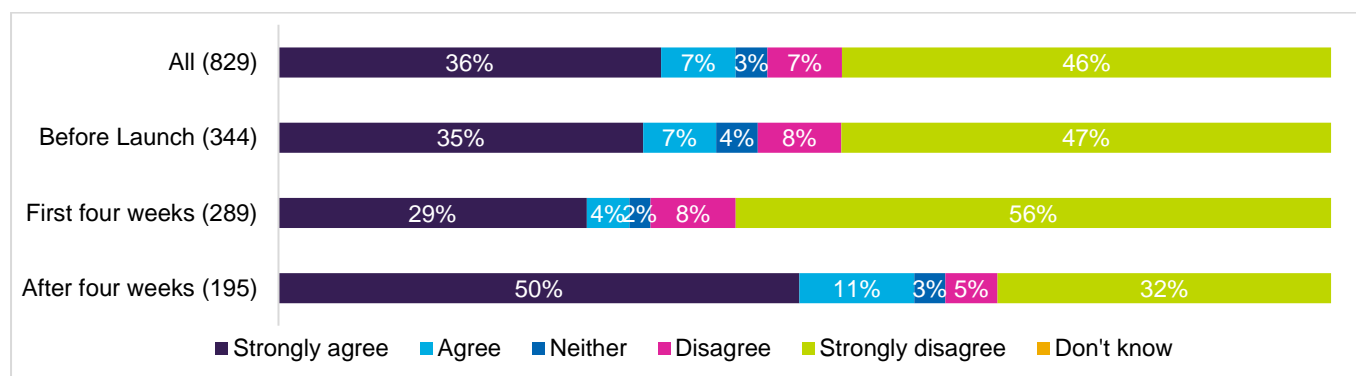
Bases (as shown)

- Age** Those aged **35-44** have the highest levels of agreement (46% strongly agree and 6% agree), followed by those aged **25-44** (44% strongly agree and 8% agree). Around one fifth (19%) of those aged **18-24** strongly agree, with 43% strongly disagreeing. Around two fifths (38%) of those **aged 65 or over** strongly agree, with 51% disagreeing.
- Disability** More people with a **limiting illness** disagree compared to those with no illness. 65% of those with an **illness that limits their activities a lot** strongly disagree, and 18% disagree. 46% of those with **an illness that limits their activities a little** strongly disagree, 20% disagree, 25% strongly agree and 4% agree. Almost half (46%) of those with **no limiting illness** strongly agree, 10% agree, 7% disagree and 32% strongly agree.
- Religion** Two thirds (67%) of **Other Religions** strongly disagree (24% strongly agree), compared to 35% of **Christian** (41% strongly agree) and 37% of those with **no religion** (42% strongly agree).
- Ethnic group** 77% of **White other groups** strongly agree and 8% agree, with 39% of **White British** strongly agreeing and 38% strongly disagreeing. Almost half (47%) of **BME Groups** strongly agree and 47% strongly disagree.

Views by response date

As the table shows below, respondents views on whether the streets should be prioritised for walking and cycling varied through the first six months of the trial. 344 respondents completed a form **before the scheme was launched**, 289 responded during the **first four weeks** and 195 **after four weeks**.

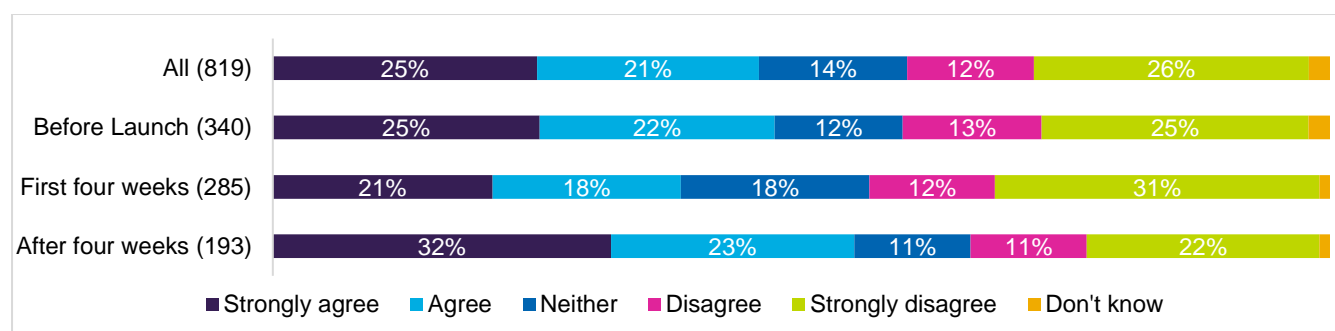
Figure 15: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by response date.



Bases, as shown.

Views on deliveries differ, with the biggest differences in the **first four weeks**, and **after four weeks**.

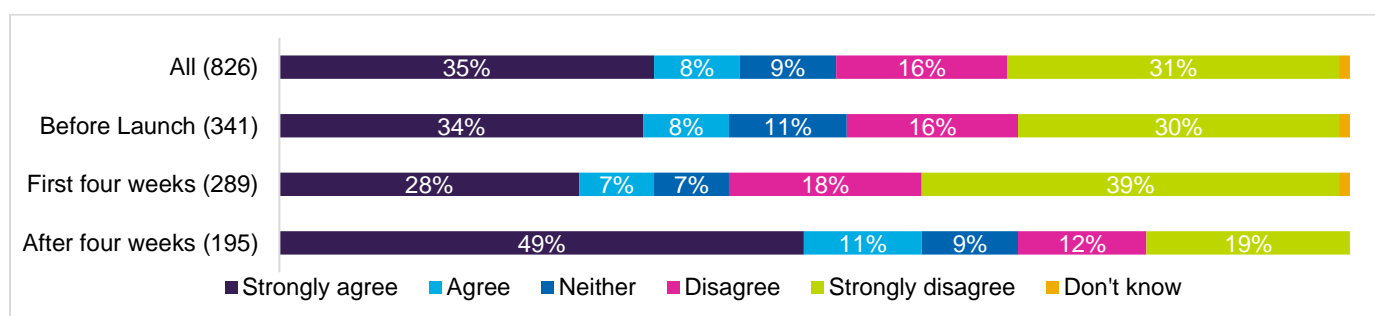
Figure 16: Deliveries should be restricted to between 10pm and 10am by response date.



Bases, as shown.

Opinions vary throughout the trial as to whether the changes make it safer to walk around the Quay, with those responding in the **first four weeks** being less positive than those **after four weeks**.

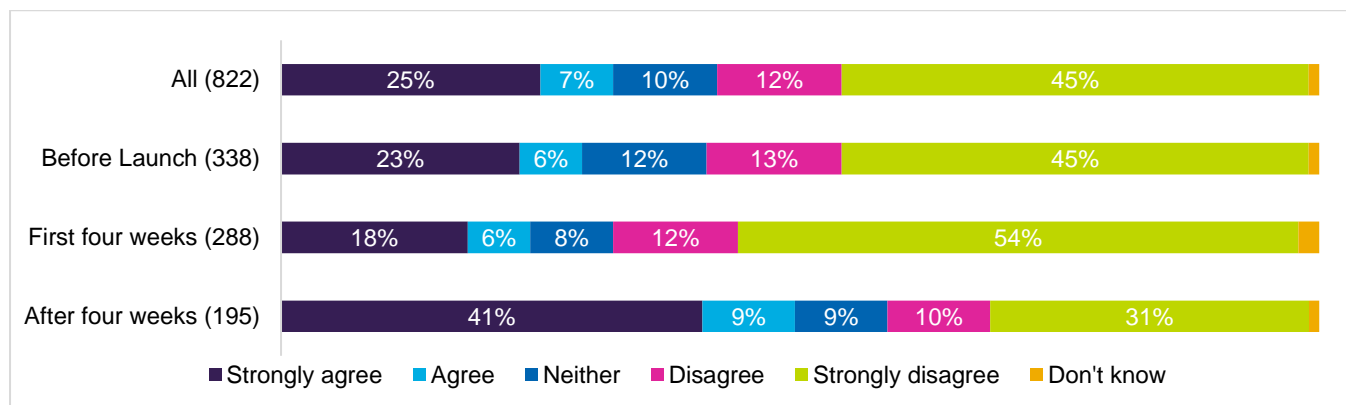
Figure 17: The changes will/do make it safer for me to walk around the Quay area by response date.



Bases, as shown.

Views on whether the changes will encourage me to cycle in the area vary, with responses being less positive in the **first four weeks** and more positive **after four weeks**.

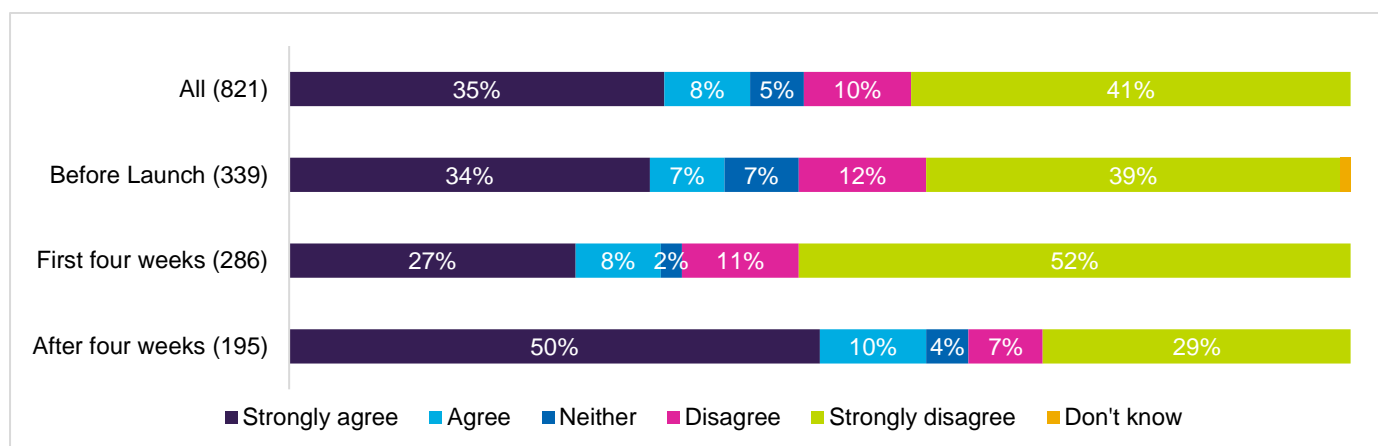
Figure 18: The changes will/do make it safer for me to cycle in the area by response date.



Bases, as shown.

Views on whether the changes will make the Quay and lower High Street a better place to visit vary, with responses being less positive in the **first four weeks** and more positive **after four weeks**.

Figure 19: The changes will make the Quay and Lower High Street a better place to visit by response date.

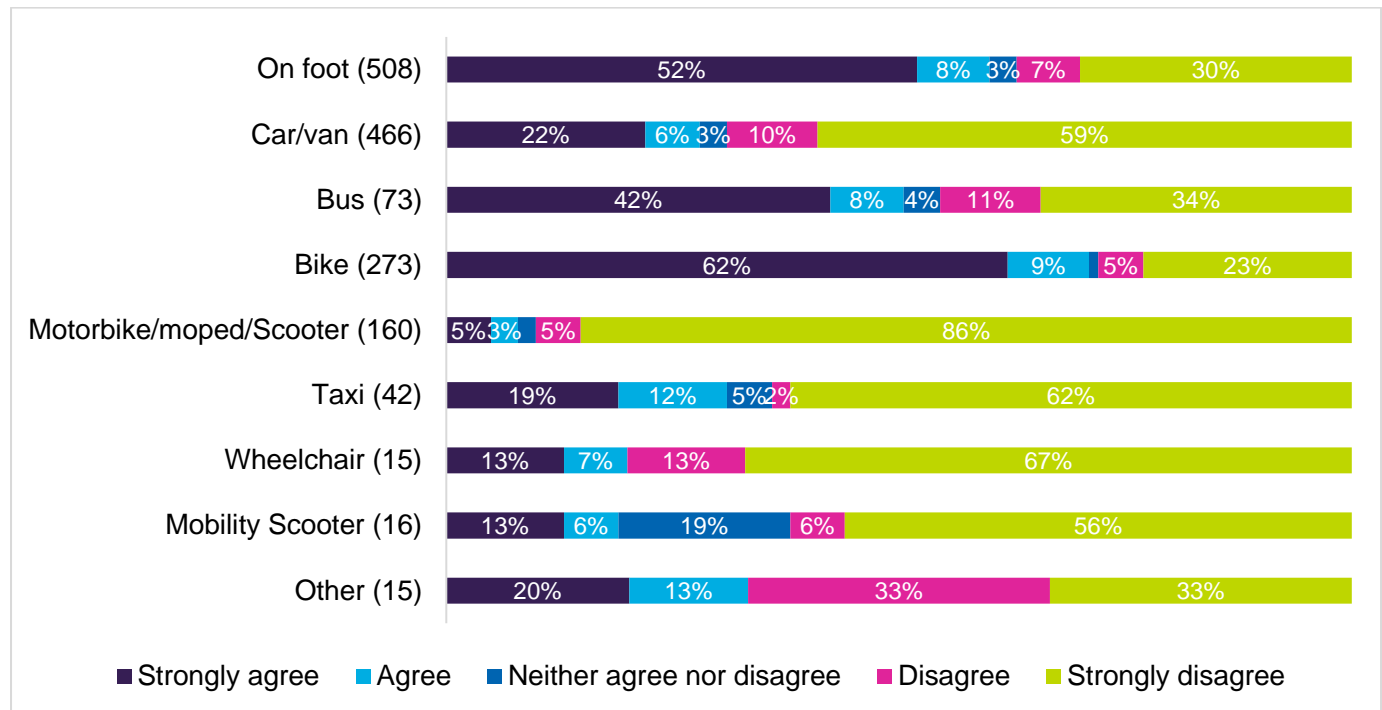


Bases, as shown.

Views by how travel through the area

As the chart shows below, respondents views on whether the streets should be prioritised for walking and cycling varied by how people travel through the area. Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

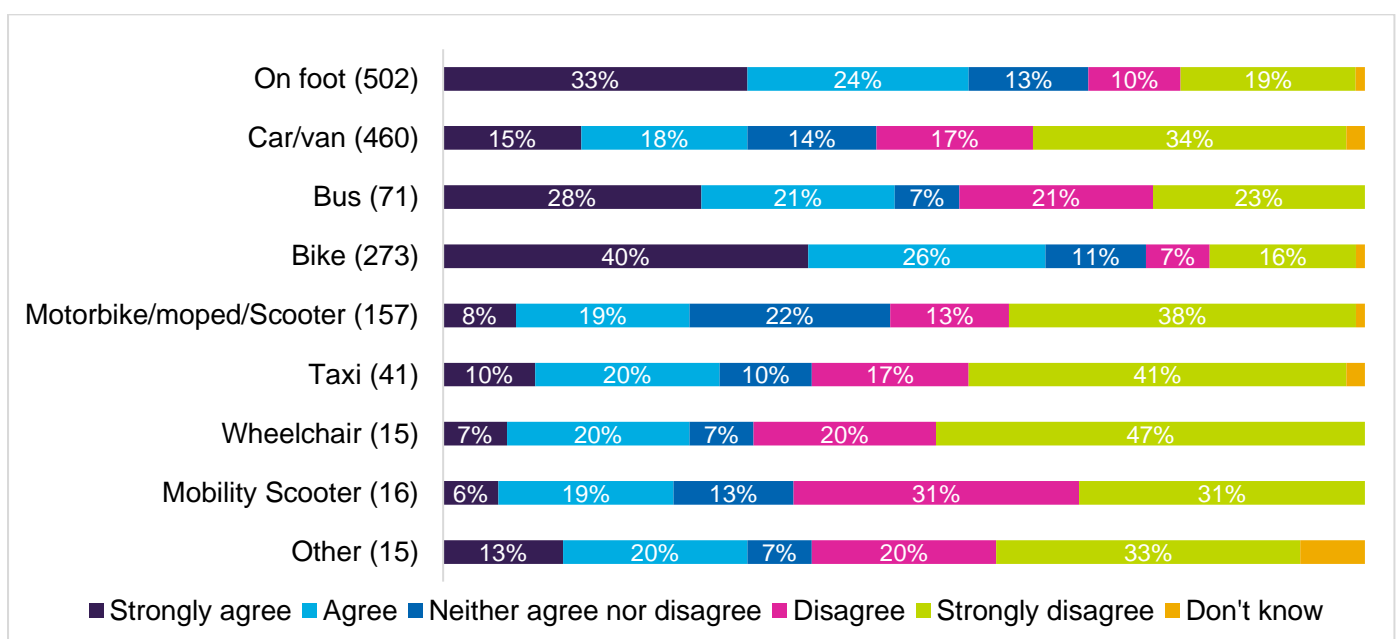
Figure 20: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by how travel through the area.



Bases, as shown.

Views on deliveries differ, with two thirds (66%) of those who travel by **bike** agreeing. Those traveling by **car/van** and **motorbike/moped/scooter** have highest levels of disagreement.

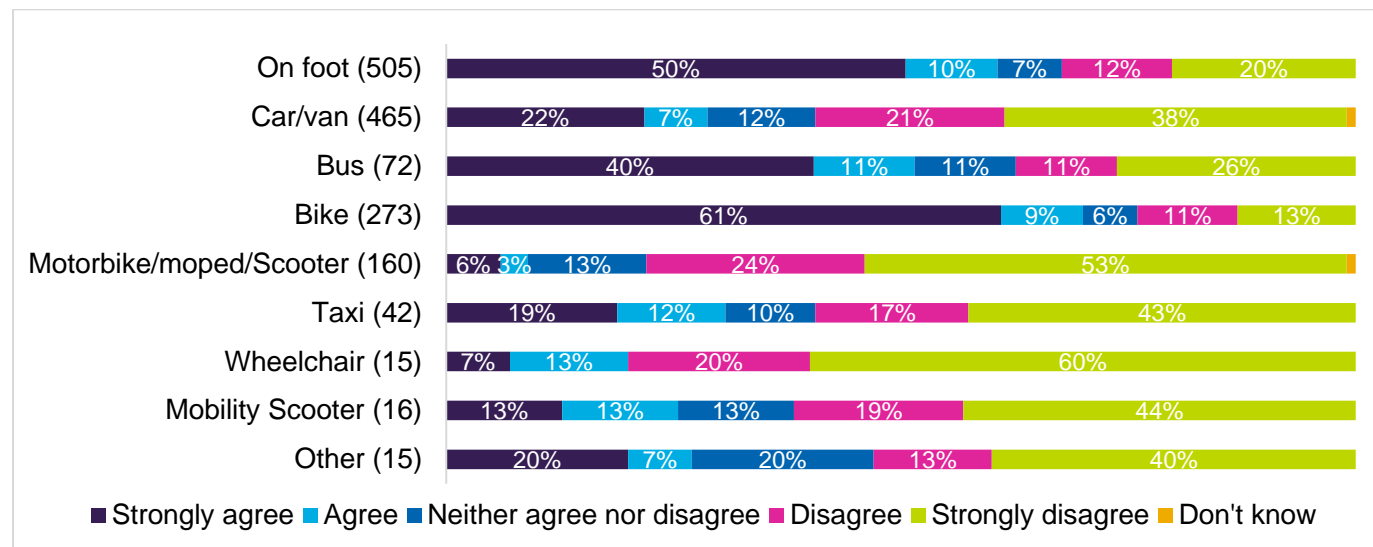
Figure 21: Deliveries should be restricted to between 10pm and 10am by how travel through the area.



Bases, as shown.

Opinions vary throughout the trial as to whether the changes make it safer to walk around the Quay, with those who travel through the area by **bike** agreeing most (61% strongly agree and 9% agree), followed by those who **travel on foot** (50% strongly agree and 10% agree) or bus (40% strongly agree and 11% agree). Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

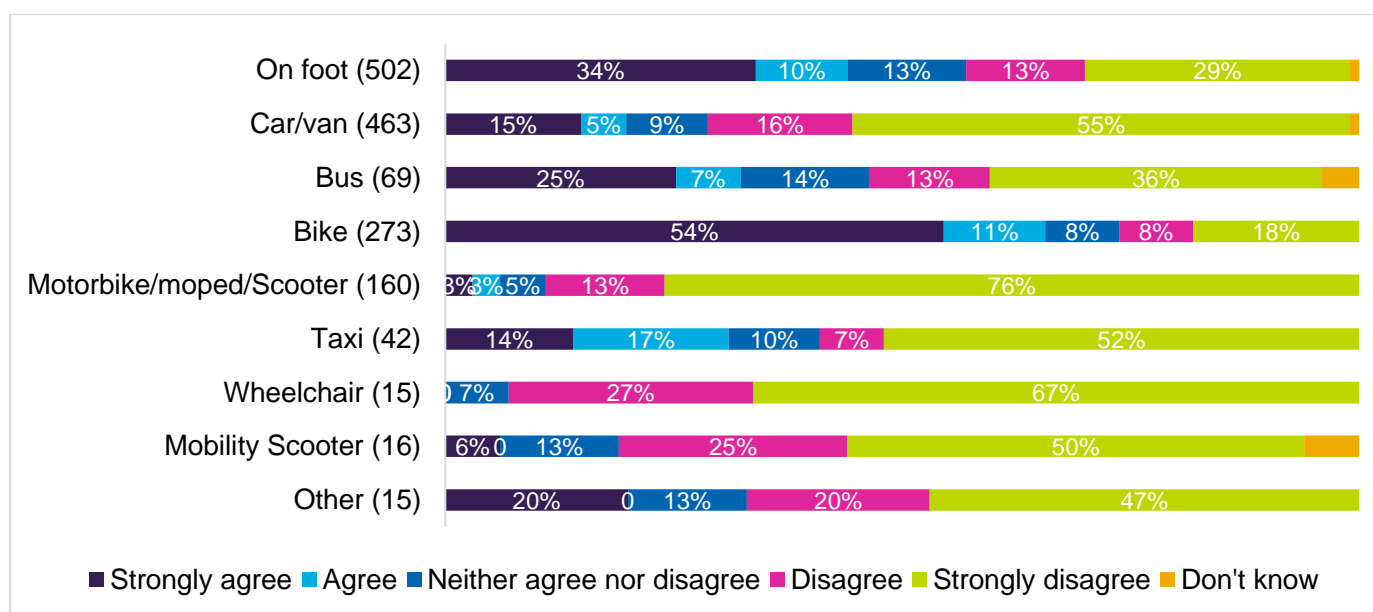
Figure 22: The changes will/do make it safer for me to walk around the Quay area by how travel through the area.



Bases, as shown.

Views on whether the changes will encourage me to cycle in the area vary, with those who travel through the area by **bike** agreeing most (54% strongly agree and 11% agree), followed by those who travel **on foot** (34% strongly agree and 10% agree) or bus (25% strongly agree and 7% agree). Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

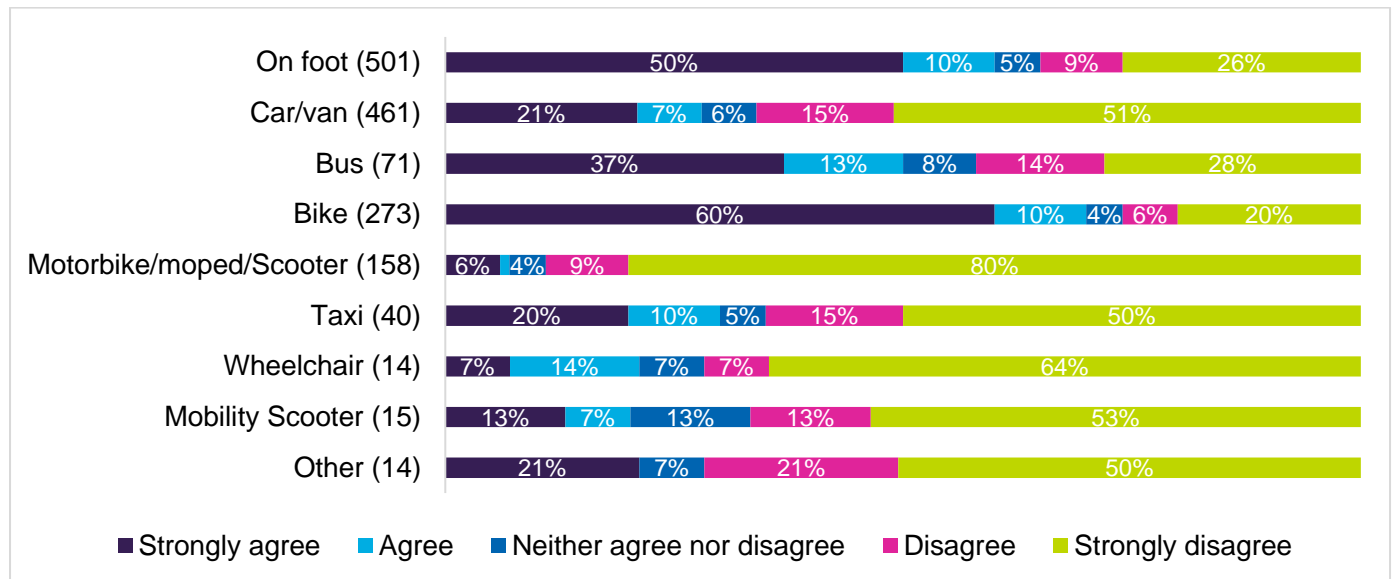
Figure 23: The changes will/do make it safer for me to cycle in the area by how travel through the area.



Bases, as shown.

Views on whether the changes will make the Quay and lower High Street a better place to visit vary, with those **travelling by bike** (60%) and **foot** (50%) having the highest levels of strong agreement. Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

Figure 24: The changes will make the Quay and Lower High Street a better place to visit by how travel through the area.



Bases, as shown.

Comments about the trial

Respondents were asked to explain their thoughts on various aspects of the trial, as shown in Figure 1. 705 respondents gave an answer. Responses were coded into themes, as shown in the table below.

Figure 25: Themes explaining their opinions on the proposals.

Theme	Number of comments
Positive comment	230
Impact businesses	187
Cycling/cyclists	130
Disabled / limited mobility	106
Pedestrians	85
Events	58
Deliveries and other access	40
Access to parking	37
Motorbikes	37
Council decision	36
Don't shut the roads	29
Taxis	14
Diving, fishing, charter boats	15
Bus route	12
Other	69

230 people made a **positive comment** about the proposals, including it feels safer and enjoying the more pleasant and relaxed environment without cars. Some people commented that it would be safer without cyclists (these are covered in the cyclists section below).

Love it now walking and cycling is prioritised!

It is a very heavily pedestrian area and before these measures cars would become a real hazard and nuisance. The changes have made it a safer area for pedestrians and has had limited effects on road journeys as plenty of alternative routes exist.

It creates a far more attractive and sociable area. I live near the quay and have always used it as a cut through but have found it takes no longer to use the other roads.

So pleasant to walk along the Quay and lower high street with no cars especially as the pavements are so narrow along the high street. You can now stop and look in the shop windows instead of walking past as you felt you were holding up other pedestrians. Nice to see tables and chairs outside. Would like to see more planters outside of shops to make them look more inviting.

There can be little doubt that in general pedestrianised areas are safer and more relaxed and this area has been transformed by the changes.

Why are cars allowed in the lower High Street anyway? The rest of the High St is pedestrianised and nicest bit has a tiny pavement with cars whizzing past pedestrians. No idea why cars are allowed on the Quay - it is one of Poole's best assets and people are forced to walk along the narrow bit in front of the pubs or the narrow section at the waterside because some people are too lazy to walk to the Quay! There is a multi story car park about 75 from the Quay anyway.

I often cycle to the Quay and/or walk there with my kids and the traffic is a worry. We have visited since the roads were closed and it's so much more relaxing, we will visit more often now I'm sure.

I think it is the best thing that has happened to Poole Quay. Now we need the cafes and restaurants to be more Al fresco (within Covid guidelines), open up some of the shops that have closed with interesting items for sale and that will encourage people to use and enjoy the Quay area safely. Brilliant idea to have made it car free.

We enjoy walking to the quay and have said many times that it would be so much nicer if it was pedestrianised. Excellent idea.

Less cars speeding in busy pedestrian areas

Couldn't agree more, just be understanding of pubs and restaurants as they try to get back to business.

These proposals are excellent. Poole Quay is suffering and pedestrianising it and allowing restaurants and pubs to spill out onto the Quay would be fabulous

I think this is a fantastic idea and is long overdue. The lower high street has very narrow pavements and you often have to walk in the road to go past people and that was before social distancing. I would fully support this being a permanent move and think this is a fantastic opportunity to revitalise the lower quay and the quay in general. I would like to see the cafes, pubs, restaurants etc be actively encouraged and supported by the council in expanding onto the lower high street and quay with additional seating etc.

The comments included cyclists who welcomed the changes.

These changes will allow more space for me as a cyclist, These are narrow roads and it will avoid close passing of motor vehicles. A more relaxed atmosphere due to less motor fumes and traffic will encourage more walking and social behaviour.

I'm a frequent cyclist, runner and walker through this area. It will make use of the quay much safer, especially the contra flow cycle lane because I won't be constrained to cycle dangerously close to people seated on the wall, parked motor cycles etc

Removing the cars helps keep me my distance between other pedestrians when walking and encourages me to cycle more rather than take the car.

Respondents made 187 comments about the **impact on businesses**, including concerns about killing of businesses and restricting delivery access and some respondents (9 people) commenting about how it would affect their business. 15 people said they would stop visiting the Quay.

You're going to kill off businesses in the lower high street your killing Poole more

But in the winter when Poole high street is dead, restrictions should be lifted as this may encourage shoppers to pop in, all restrictions should go, BUT have shopping limit to say 30 mins to give shoppers time to pop in shops, or you will kill more shops

I believe that this will affect the businesses greatly down the bottom of the High Street. Poole is being changed beyond recognition.

I will no longer visit Poole Quay if I am unable to drive there, when cyclists pay road tax and have to pass a cycling test perhaps they can then be given more of a share of the road system. Until that time I will never support your proposals. Once again, the people that pay the most money are the people that are being penalised

The lower high street, which is already in a poor state, will die completely. Any further restrictions of access to Old Poole, including delivery access, will kill the businesses in these streets.

The main high street seems a ghost town enough with people not walking there let alone doing it to the rest of town, and believe it may finish off some passing trade for businesses in that area. Cycling access seems OK now with all the new lanes in new Quay Road.

Without being able to park my motorcycle on the Quay, it ceases to be a destination that myself and many other motorcyclists use, along with the associated spend in local businesses.

Business owners (9 comments) expressed their concern about the changes and how they would, or are, affecting their business.

It is killing of my already slow recovery to my business at the Lower High Street in this difficult times as family cars and Taxi can't drop off and pick up older and disable customers to my restaurant, with reduced tables to follow social distancing, no customers can drive and pick up take away orders will end up not bother in the future after finding out the street is closed off, in the long wet cold winter months ahead, no body walks around visiting around here, car traffic is to give some life and movement to the area, all this is not helping my business to get back to some normality, 10 pm to 10 am for deliveries is a missed guided fact in real life, no companies makes deliveries that time of night to early hours of the morning, it's an empty gesture.

These proposed changes would make running my business impossible. Causing difficulty to my customers and myself. I cannot believe this is even being considered. Poole council leave me speechless.

These measures will destroy trade in this historic part of Poole. Business will suffer. As a contractor who supports several businesses in this area these measures will make it impossible to continue work in this area.

Some respondents (15 people) also mentioned the impact on **diving, fishing and charter boats**.

Dive, fishing and other charter boats operating from the quay need clients to be able to drop equipment at the pickup point (e.g. Customs House steps). The proposal effectively ends that business in Poole.

As a Scuba diver these changes will make it impossible to load my dive gear to dive boats therefore it will have a high impact on the diving and fishing Carter boats and the additional Income it brings to the area!

The Quay is a working quay! Some businesses depend on traffic to the water side of the quay.

The impact on **taxis** was also mentioned (14 people).

How are taxis going to cope with this situation for hotels and restaurants where will they drop passengers for Thames Street for instance?

Good luck at the weekend when all the revellers have to try and find taxis.

I choose not to drive, but often use taxis to get to places along the quay or the route one bus, you are taking that option away, on bad weather days I may struggle to access places I want to go..

Changes to the **bus route** as a result of the scheme was brought up by 12 respondents.

As an elderly bus user I am appalled at the proposal to remove the Route One bus from my nearest bus stop...

I believe the bus route should not be changed but all (other than emergency) traffic should be prohibited as planned..

It is disappointing that the Route One bus no longer visits the lower High Street and Western Quay. A drawback for retailers and disabled people or those wishing to visit the west end of the Quay. The parking in the High Street was a useful facility for quick visits when a Car Park is a bit of a trial.

The impact of not having **events**, such as bike night, was raised by 58 respondents. Information that was included in the information document was added to the webpage to make it clearer for respondents that these events could continue.

The evening events held on the key throughout the year bring a lot of custom to the shops, pubs and cafes. This includes the very popular motorbike and car evenings which wouldn't be able to continue with the proposed changes. The key will be dead without these events.

If it ain't broken don't try to fix it...Poole Bike nights bring in revenue also a world wide known event...

I think these proposed closures will have an effect on special events that run through the summer and bring in custom for many of the business and are popular with tourists

Comments about **restricting deliveries** were made by 38 respondents, as it would impact businesses and some were concerned about the noise from 10pm to 10am. Some respondents suggested times that would be better, or suggested businesses should have a say on when would be better.

Whilst it would be good to restrict delivery times, the ones suggested may be impractical for smaller shops.

There needs to be some consideration given to the practical problems encountered by businesses for deliveries or access, but overall it's great to see priority given to pedestrians & cyclists.

Businesses have no say on when their suppliers can deliver.

...10 pm to 10 am for deliveries is a missed guided fact. In real life, no companies make deliveries that time of night to early hours of the morning, it's an empty gesture.

I don't believe deliveries should be restricted businesses need to be able to have their deliveries and they can't always arrive before 10am.

If deliveries will only be done between 10pm and 10am, will there be signs to keep quiet? Cannot see this working well if you stop all motor vehicles.

Deliveries restricted to 10 pm and 10 am will disturb residents and is unfair on delivery drivers who will have to operate a night shift.

I think the access for deliveries should be better than proposed for both businesses and residents. Also, tradesmen should be included if not already

A few people (4) raised about **emergency vehicles** being able to access the roads.

RNLI Crew, should be exempt & allowed down the lower high street if driving to station for emergency call outs

How are ambulances meant to get on to the quay side and boat access you haven't thought about the bigger picture

130 respondents mentioned **cycling**. Many of these were concerned about safety (66 respondents), with worries about mixing cyclists and pedestrians, the speed of cyclists and having no segregation. Some people felt that whilst the changes were positive, they had concerns about cyclists being allowed, with some making suggestions (such as signs or segregation). 32 respondents made positive comments about the changes making it safe to cycle in the area as there are no cars on these roads.

Good for walking, I would suggest it won't attract cyclists. Any cyclists it does attract will likely be more dangerous to pedestrians than cars

The very bad is uncontrolled cycling access it is obviously an accident waiting to happen. You cannot mix uncontrolled cyclists and pedestrians many are too fast and have no respect for other users. It is the same problem in Baiter. I am a cyclist.

Positive move to prevent traffic but will need to be cautious about cyclists speeding and feeling entitled to priority.

The original layout worked and was well managed when the quay was closed to traffic for events. Unfortunately there are some cyclists who cycle inappropriately. Taking vehicles totally out of this area will most likely make it easier for cyclists to behave inappropriately as well as pedestrians not taking care and looking.

I agree to these measures as even before covid it was not that safe to walk that part of the high street. I like to cycle myself and feel I am considerate to pedestrians in slowing down and ringing my bell to let people know I'm there. Allowing cyclists will still make it less safe to walk there.

If the council think that having more cyclists going flat out down the Lower High Street is going to be safer for pedestrians, they must be living in cloud cuckoo land.

I like the pedestrianisation of The Quay however I have been amazed at the speed of the cyclists using the area as they come flying through with little regard to pedestrians.

As a cyclist I find if cycling through pedestrianised areas, pedestrians are usually less alert than when they are crossing a road as they do not expect cyclists.

...I do think there needs to be clear indication for cyclists about speed and sharing paths, giving pedestrians priority.

It's more dangerous on my bike now as cars coming along the Quay from the bridge end now have to turn around, often with difficulty, often ignoring bikes and pedestrians.

32 respondents made a positive comment about how the changes have made **cycling safer**.

Restricting cars from accessing the area makes it much safer for walking and cycling. It also makes it quieter and so a more attractive place to visit.

The quay is so much more pleasant when it is closed to traffic. I'd love to see more outside eating and drinking places, especially on the old high street. Along with the cycle lane on evening hill I can now cycle safely nearly all of the way from Southbourne to my office in Poole.

Prioritising pedestrians and cyclists will be a welcome improvement as it will allow for a nicer and safer environment.

The changes that have been made to Pool Quay are FANTASTIC!! Being able to walk and cycle safely through the area without having to worry about motor traffic is wonderful.

Will make me more likely to visit the area and do so on foot or bike

Reducing traffic makes it safer for walking and cycling. I'm now able to cycle from white cliff to the high street with my daughter safely

Pedestrians were mentioned by 78 respondents, with most of those (66 people) saying it is much safer and enjoyable for walkers without cars and many commenting about walking and cycling (as above). The others referred to the conflict of pedestrians and cyclists, as above.

Prioritising pedestrians and cyclists will be a welcome improvement as it will allow for a nicer and safer environment.

It is a very heavily pedestrian area and before these measures cars would become a real hazard and nuisance. The changes have made it a safer area for pedestrians and has had limited effects on road journeys as plenty of alternative routes exist.

I've visited Poole Quay with my dad on a number of occasions in the past and it's always been quite unpleasant due to the road...I'm sat here right now with a pint and the difference is immeasurable. I will definitely be coming back here more often than I ever used to, and spending longer when I am here.

It feels safer to walk down, and a lot nicer without all the fumes and noise of traffic! I can queue for the record shop, and lush and all the others safely. It's also nice to sit outside and have a sandwich from new street! I feel like I'm not rushing and can spend a lot of time here. Also how wonderful has the quay been full of bustle!

The area is so much quieter and more attractive - you can wander around without worrying about traffic. It must be great for families with young children - so much safer.

Lower High Street pavements are too narrow for anything other than single file walking. With buses and cars you get pedestrian jams. In the summer it's full of pedestrians with kids and needs to be more welcoming for people to saunter. I'm sure they'd spend more in the shops if more comfortable to take time to look into windows etc. The Quay is a destination for many and having traffic go through is just in the way.

Brilliant. Makes the area so much more pleasant to visit and spend time. No more choking fumes, revving engines and obstruction by vehicles at busy times.

Access for people with disabilities or limited mobility was mentioned by 106 respondents, with the main reasons being that it would make it more difficult for them to visit, or they would no longer visit; although one person mentioned that it is easier to move along the Lower High Street now. Some people also asked about access or parking for Blue Badges (15 people).

I am disabled and have mobility issues so banning cars along the Quay will make it difficult to visit.

My disabled father enjoys visiting Poole Quay by car. He is unable to walk so I park or drop him outside his chosen venue so he can enjoy the view or refreshments...

As a disabled [person] who looks after my mother who is in a wheelchair, it is now totally impossible for us to visit our favourite restaurants and shops at the bottom end of the High Street. Being very limited in my walking capacity it was essential to be able to park very close to our destination, as I am unable to push the chair for any distance...By closing these roads you are stopping access for many disabled and carers

As a wheelchair user the lower high street has been very difficult to visit. At least now i can move safely and maybe the restaurants will have tables outside as on continent.

We have a disabled child and quite often go down the bottom of the Hugh Street to park. I believe that this will affect the Businesses greatly down the bottom of the High Street. Poole is being changed beyond recognition...

I don't feel any consideration has been given to blue badge holders who can't walk far or cycle to enjoy the quay

Where can disabled people with blue badges park? I can't walk far because of severe pain. How can I access the lower High Street and and quay? Please remember the disabled who again seem to be neglected

I am a disabled driver who regularly use the lower high street parking spaces, also visiting the restaurants including Pizza Express and The Antelope Pub. Where are disabled drivers supposed to park to access that end of the High Street and Quay?...

I have a disability and a blue badge. There is nothing about retaining access for disabled persons

Access to parking was raised by 37 people (15 of which are disabled asking about disabled parking, as above).

By closing the Quay and lower High Street to traffic, you are killing the shops that are already struggling. You are also taking away valuable parking for visitors to the Quay and High Street.

Access to NCP car parks needs to be ensured for motorists

The Lower High Street is nearly all restaurants, takeaways and pubs. Certainly a lot of the restaurants and takeaways gain much of their business because people can park free in the evening, especially early evening, for families, close to an eating place.

As you are removing the 30min parking so you can visit the shops in that area to collect items are you going to provide alternative free parking close by

For myself, as a resident of the old town, and without of road parking, I cannot afford to pay fees, nor do the time restrictions for overnight parking allow me to use pay car parks...

21 people raised the **impact of the changes on surrounding streets**.

...I also think that for the people that live in the old town the access should not just be from Levetts Lane which equally has narrow pavements and a nasty turning corner from Levetts Lane into Church Street.

I live on the Quay and if I can't drive along it to get out of town or to Poole Park etc I'll have to drive along West Quay Road and that whole circuitous route, adding to the already very busy traffic flow

1. As a Strand Street resident the effects of closing The Quay will cause little benefit and due to the "side effects" will cause increased traffic in Strand Street resulting in considerable environmental impact. 2. Restricting deliveries to The Quay will increase delivery traffic using Strand Street to access The Quay...

37 of the comments related to **motorbikes**; most of them (33) relate to the business that motorbikes bring to the Quay, with 4 mentioning other negative impacts of not having bikes on the Quay (more noise, or driving over cobbles to get through the roads).

Although I agree that cars should be banned from this area, I strongly disagree with motorbikes being able to use the area as it is the main parking area for the quay for motorbikes. The bike parking is off the road and not stopping cycling and I feel we as motorcyclists are discriminated against because of car drivers blocking roads and driving through the quay area unnecessarily

The knock on effect / impact is that motorcyclists are now using the cobbles on Market Street to circumvent the road closures. This isn't directly the fault of the Quay being pedestrianised, but it is the impact. The motorcyclists are mounting the pavement on Market Street / driving the wrong way down New Street. It is dangerous for residents.

Poole Quay is one of few incredibly motorcycle friendly areas for motorcycles to go knowing there is always parking available. By taking away their ability to park there, thousands of motorcyclists will not be able to visit the key, and this will have a hugely adverse effect on the businesses on the Quay.

Motorbikes not being allowed on the quay will be detrimental to the restaurants and pubs as they bring in a lot of trade and will leave them nowhere to park with easy access to these facilities.

Some respondents (36 people) commented about this being a **bad decision by the council**.

These changes are unnecessary and will negatively affect local businesses. The events on the Quay that attract so many visitors will be negatively affected too. If such temporary measures are introduced, they will end up staying indefinitely and that would be a bad thing for Poole

BCP is being VERY narrow minded. You clearly have an agenda to pedestrianise Poole. You are squeezing the same amount of traffic into fewer road spaces hence clearly making the traffic situation worse. If you truly want to encourage people to cycle around then provide adequate cycle lanes/paths without detriment to the roads eg: Evening Hill. BCP is not considering the local community.

But this exercise in 'consultation' is academic anyway as BCP (like Poole BC before) doesn't take any notice of residents wishes, but just likes spending money.

Totally unnecessary, a waste of public money, damaging to many businesses and will discourage people, especially the elderly, infirm and disabled from visiting these areas...

Some people (29) comments related to **not agreeing with closing the road / excluding vehicles** and felt the scheme is not needed.

The main road alongside the Quay does not need to be closed to road traffic, it is appropriate for all forms of traffic.

The town is difficult enough to get around as it is and there are plenty of cycle lanes and crossings for walkers/cyclists to make use of (and a lot of cyclists use the pavements and pedestrian crossings to get about illegally anyhow)

Far too much is already pedestrianised and given over to cycles. By all means create cycle lanes but don't remove all traffic access...Please don't pander to the eco department, allow Poole to breathe and function with free flowing traffic, rather than push the surrounding areas into congestion

I cycle and walk in Poole all the time to work and pleasure. There is absolutely no need to ban vehicle access. It's not just about getting rid of bike night...It's already dead with the worst high street for shopping

I've lived in the Quay for a number of years and never felt it needed to be made safer in terms of reducing flow of traffic. I very much appreciate areas being made easy for access for pedestrians but balanced in a way that makes access for businesses and people who live there easy too.

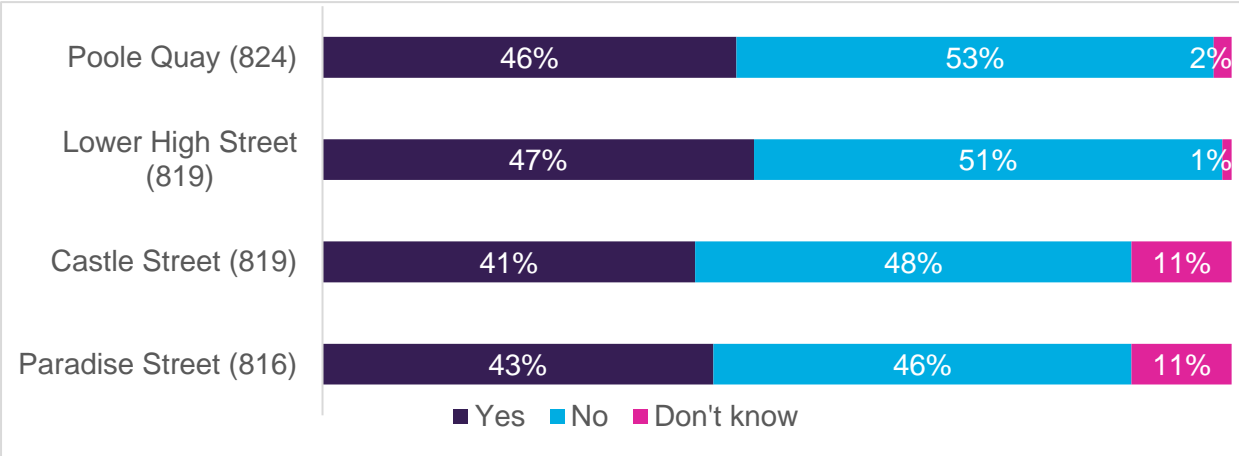
Leave it alone

No need for it

Views on prioritising the roads for walking and cycling

Overall, there is slightly more disagreement than agreement with prioritising each of the roads for walking and cycling, as shown in the chart below.

Figure 26: Do you agree with prioritising the following roads for walking and cycling?



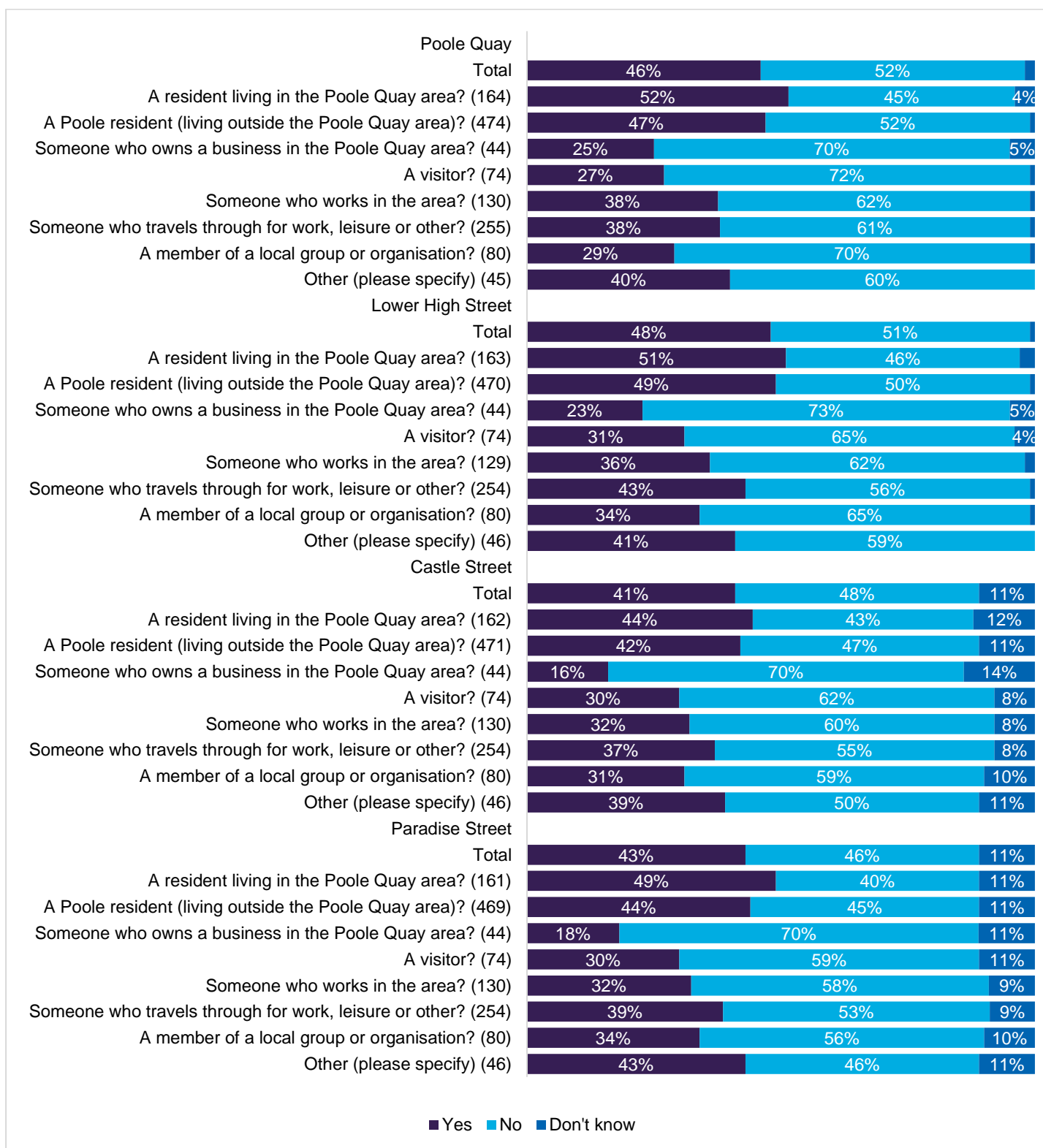
Bases (as shown)

Views differ by respondent type, when people gave their views during the trial and by equalities groups.

Views by respondent type

Views on whether the roads should be prioritised for walking and cycling varies by respondent type. **Residents living in the area** have higher levels of agreement than other groups, followed by **Poole residents**. **Businesses** have higher levels of disagreement.

Figure 27: Do you agree with prioritising the following roads for walking and cycling by respondent type.

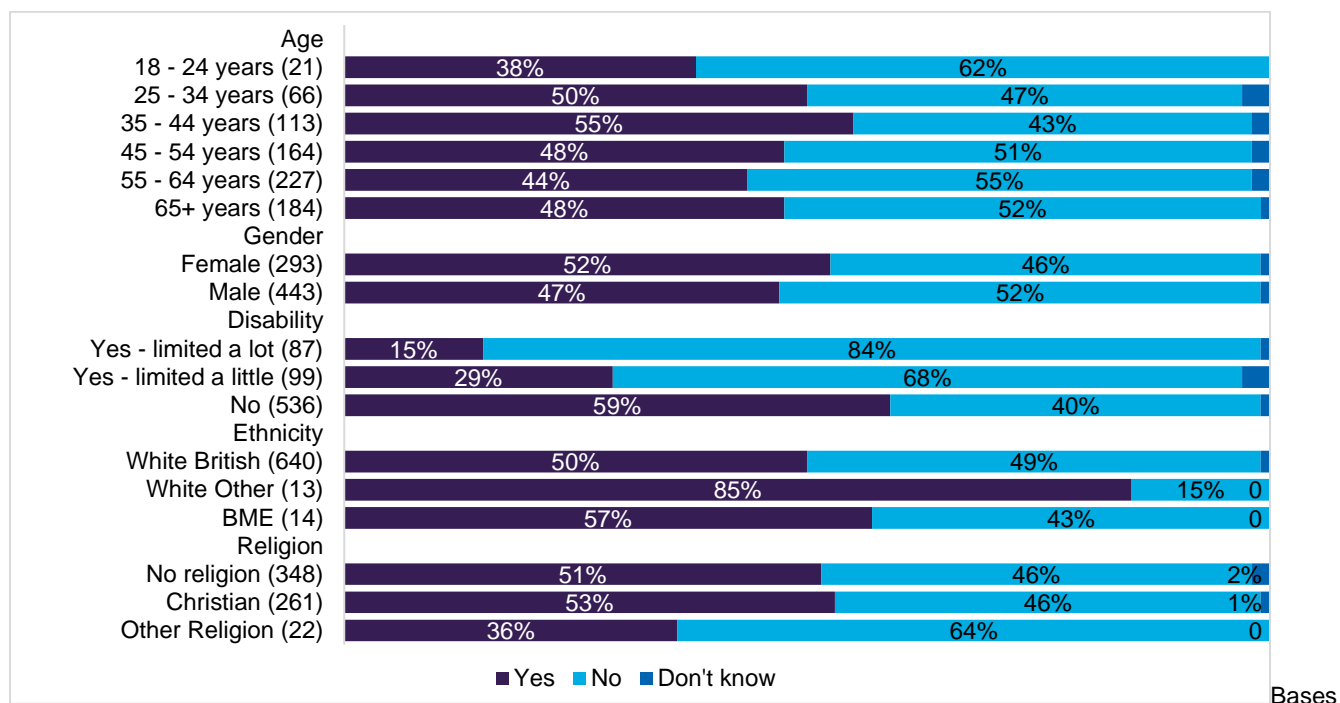


Bases (as shown)

Views by equalities groups

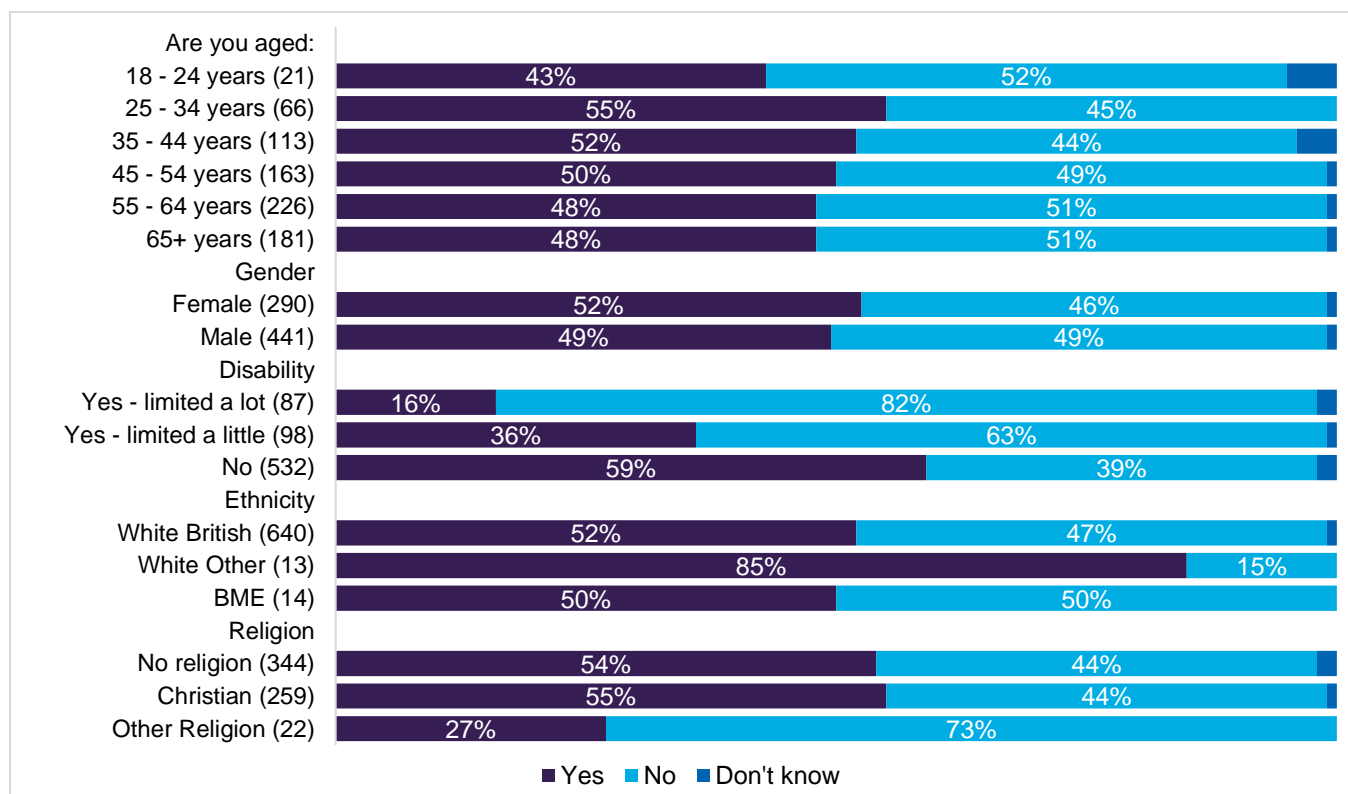
Those with a **disability that limits their activities a lot** have the highest levels of disagreement. **White Other** respondents have highest levels of agreement.

Figure 28: Do you agree with prioritising Poole Quay for walking and cycling by equalities groups.



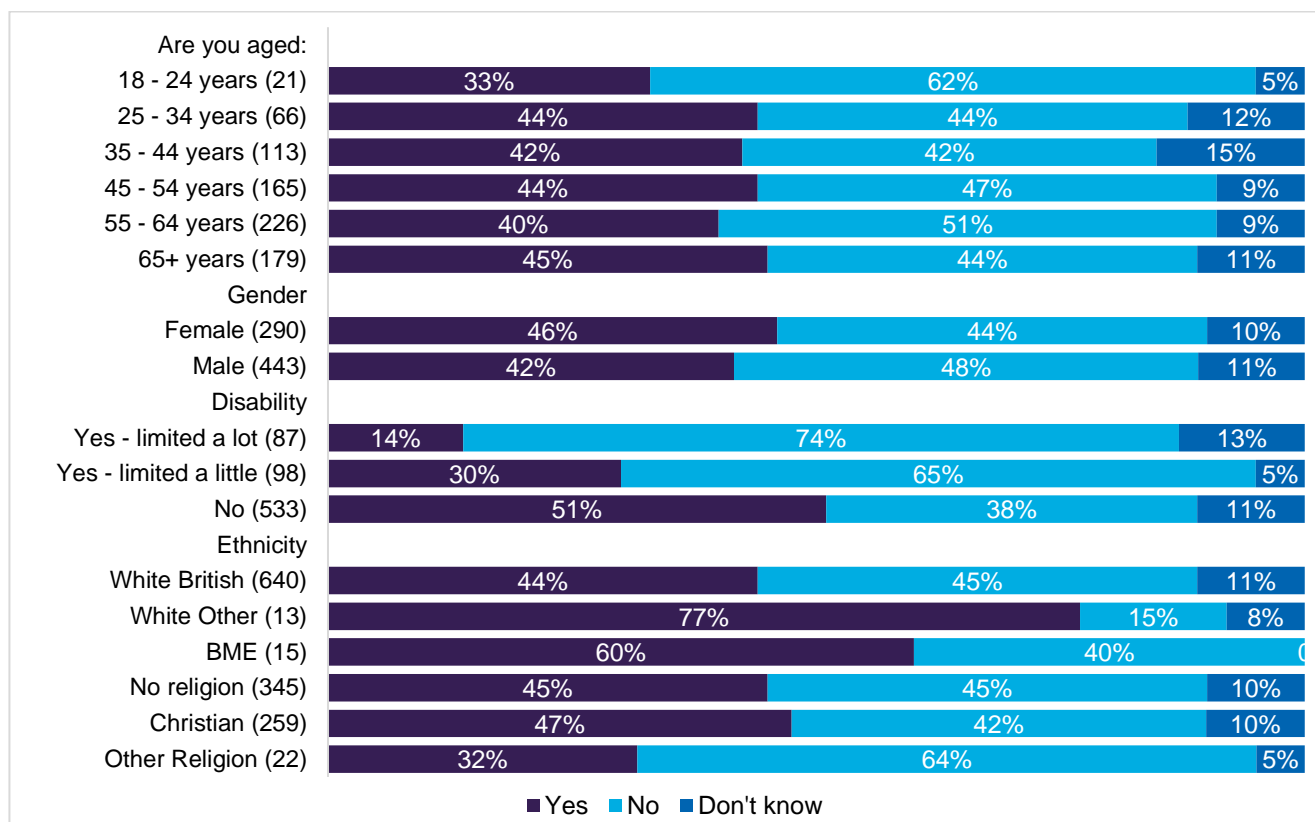
(as shown)

Figure 29: Do you agree with prioritising Lower High Street for walking and cycling by equalities groups.



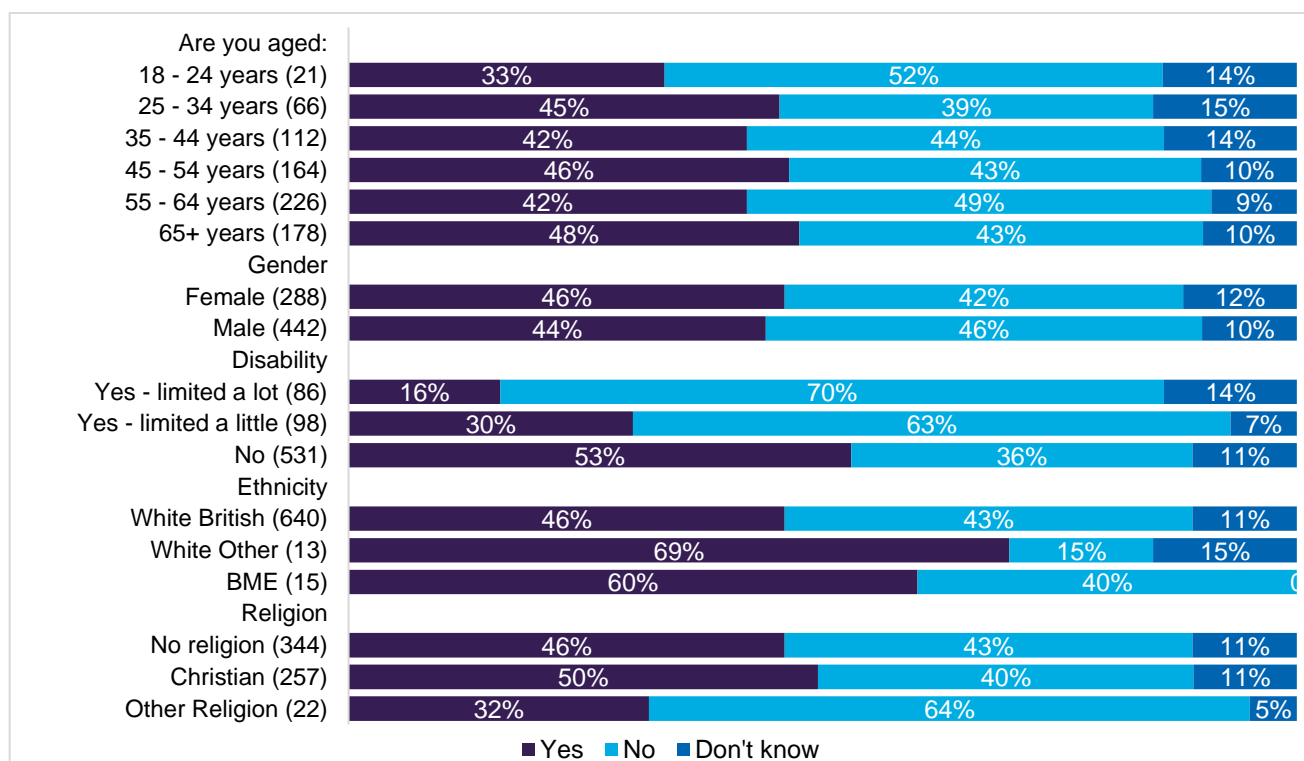
Bases (as shown)

Figure 30: Do you agree with prioritising Castle Street for walking and cycling by equalities groups.



Bases (as shown)

Figure 31: Do you agree with prioritising Paradise Street for walking and cycling by equalities groups.

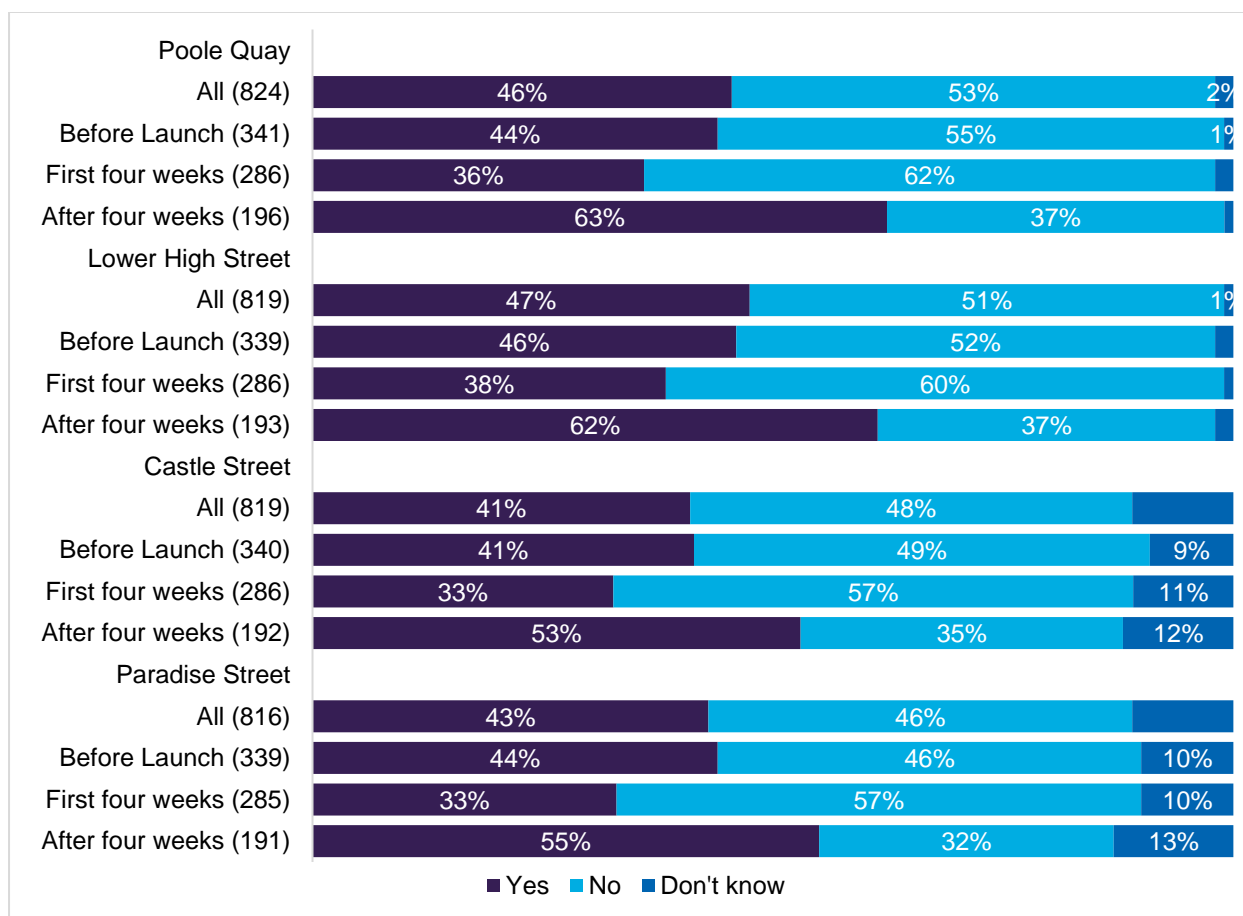


Bases (as shown)

Views by response date

Opinions vary throughout the trial as to whether the roads should be prioritised for walking and cycling, with those responding **after four weeks** being more positive than those responding earlier in the trial.

Figure 32: Do you agree with prioritising the following roads for walking and cycling by respondent type.

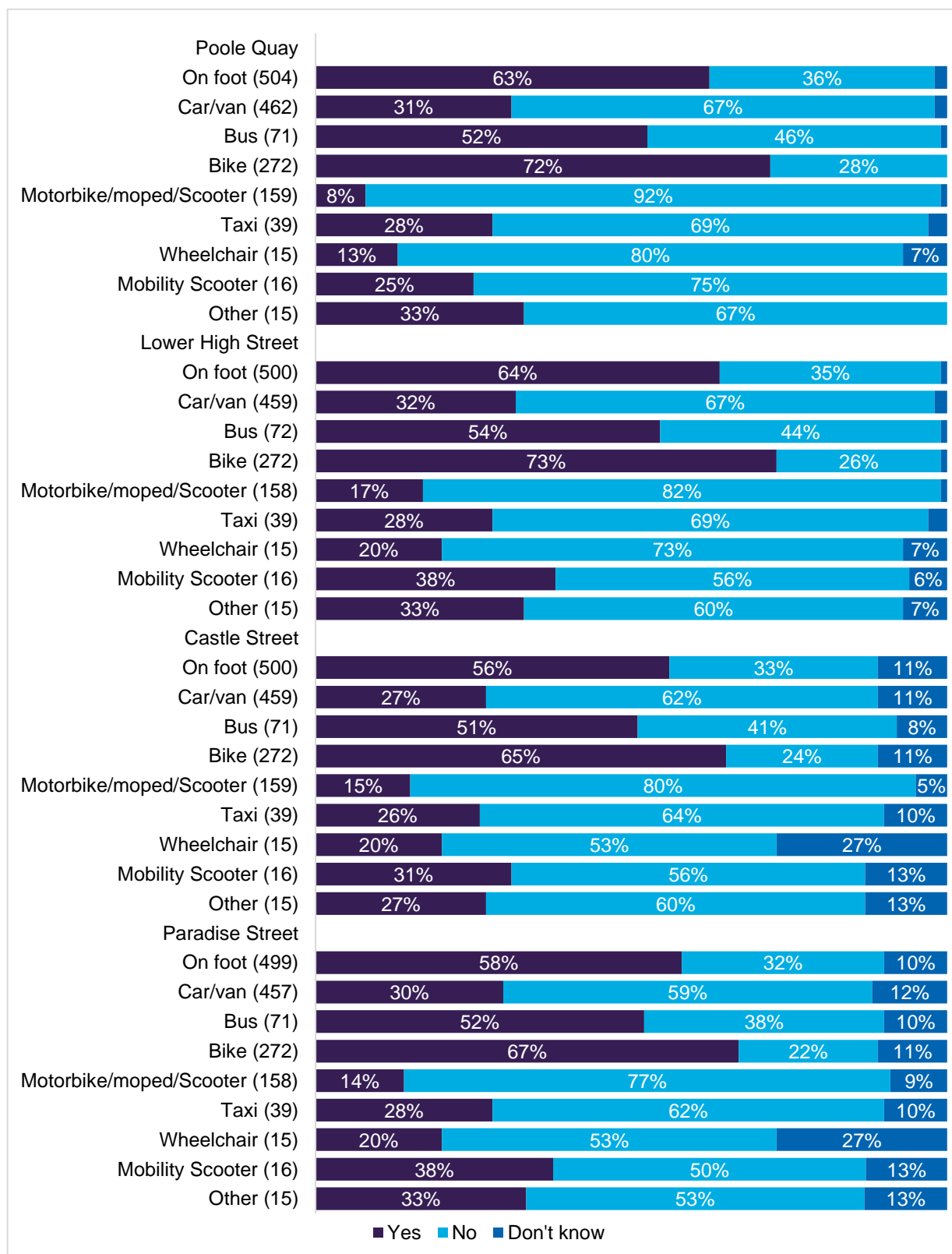


Bases (as shown)

Views by how travel through the area

Responses vary by how people travel through the area, with more of those travelling by **bike**, **on foot** or bus agreeing than **motorbike/moped/scooters**.

Figure 33: Do you agree with prioritising the following roads for walking and cycling by respondent type.

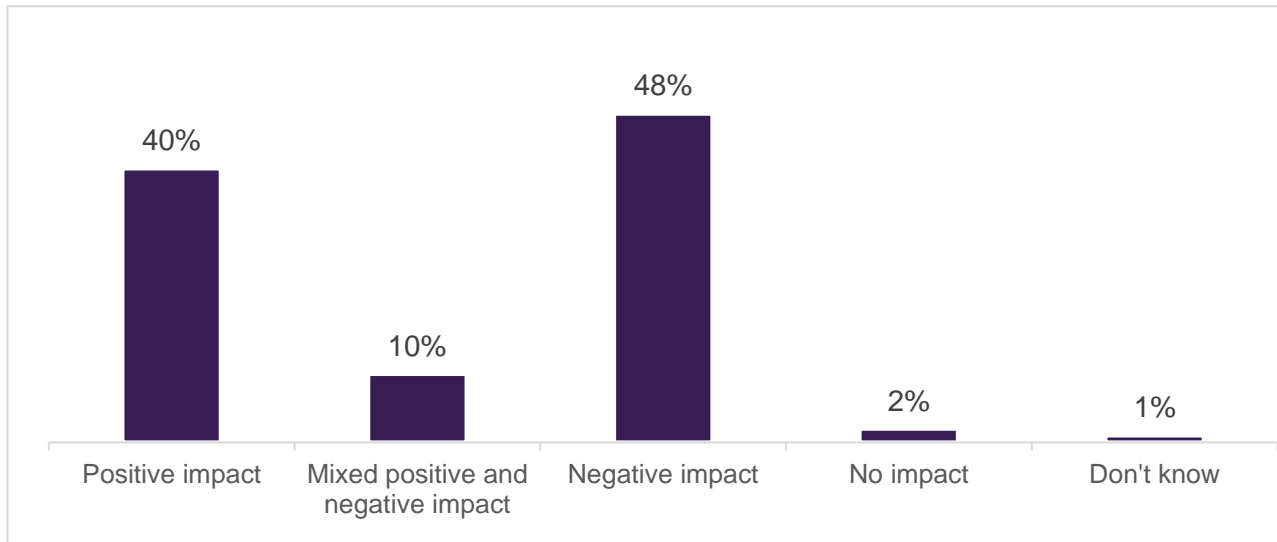


Bases (as shown)

Impact of the changes

Overall, 40% of respondents feel there is a positive impact from the changes, with almost half (48%) feeling a negative impact. The results vary by respondent type, equalities groups, when responded and how people travel through the area, as shown in this section.

Figure 34: How much of an impact, if at all, do the changes have on you?



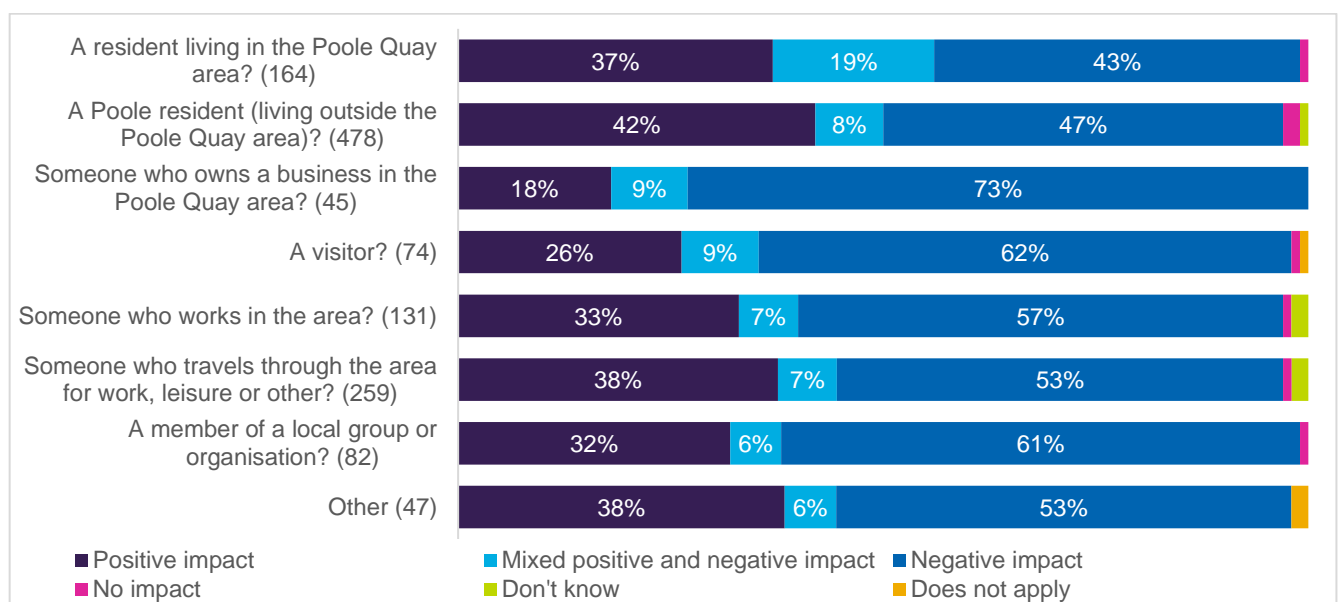
Bases (as shown)

Views by respondent type

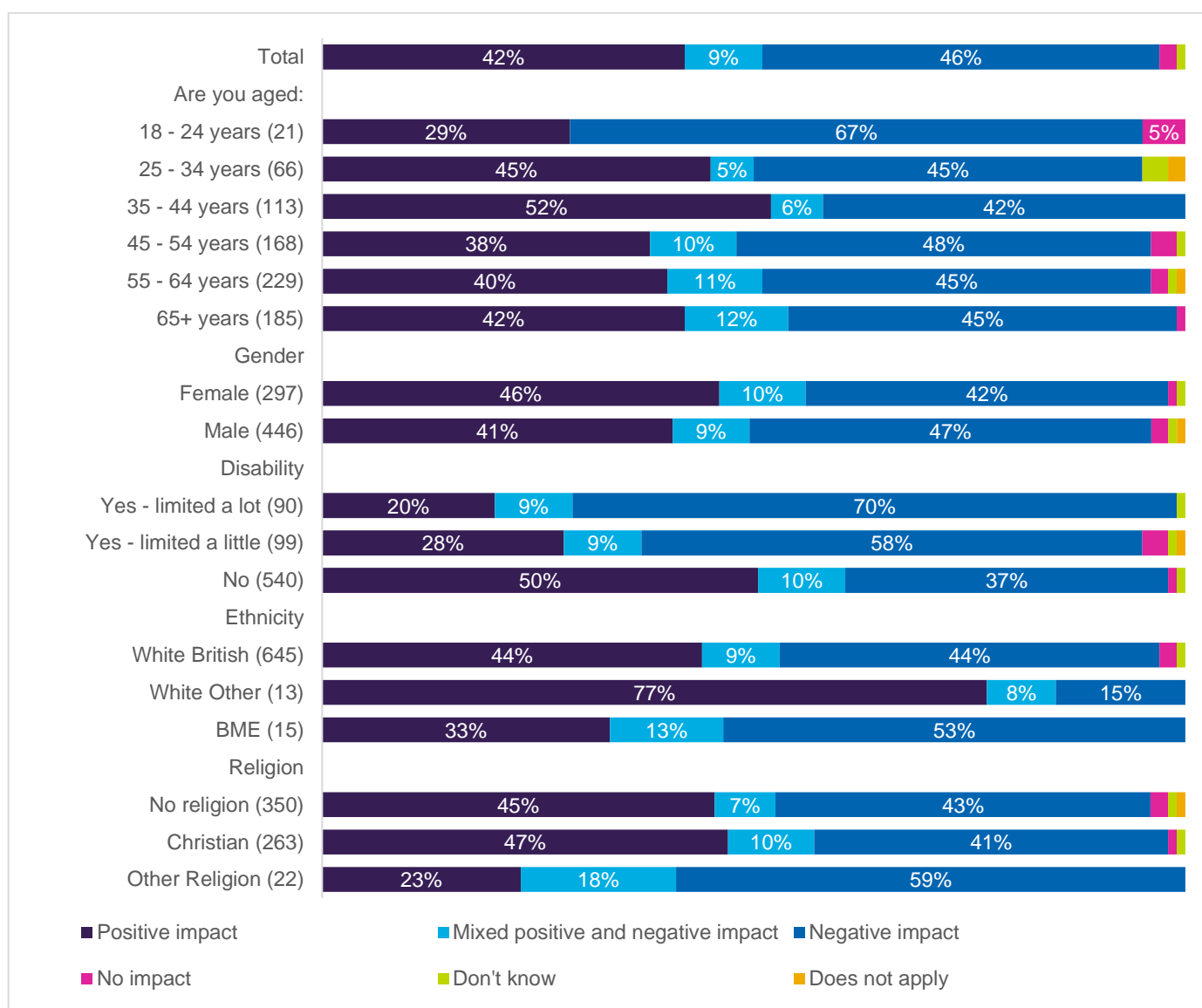
Impact varies by respondent type. Almost three quarters (73%) of **businesses owners** report a negative impact, with almost two out of ten (18%) reporting a positive impact.

Local and **Poole residents** report higher levels of positive impact than other groups, with 37% of residents living in the Poole Quay area feeling a positive impact (43% feel a negative impact) and 42% of Poole residents feeling a positive impact (47% feel a negative impact).

Figure 35: How much of an impact, if at all, do the changes have on you by respondent type



Bases (as shown)

Figure 36: How much of an impact, if at all, do the changes have on you by equalities groups

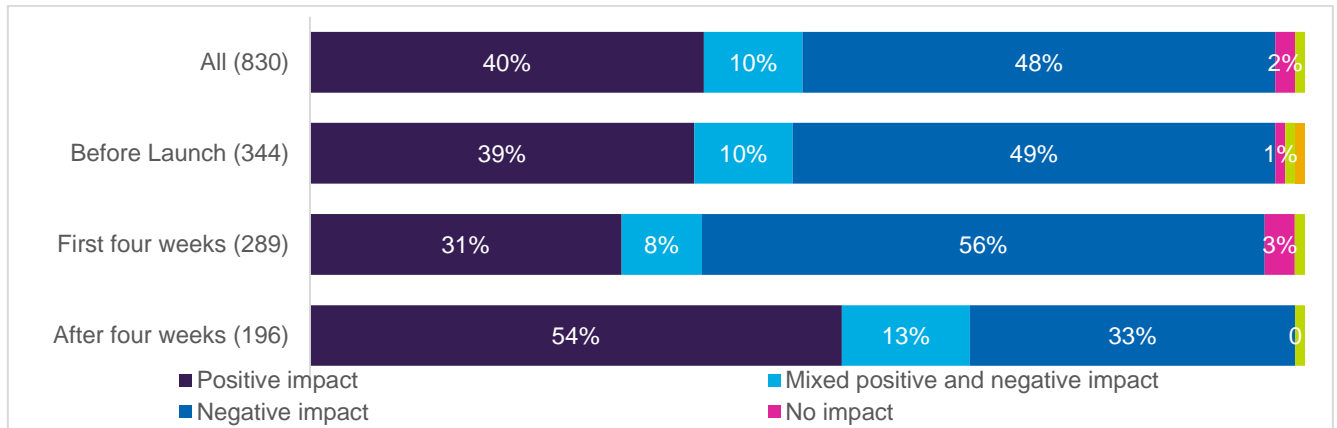
Bases (as shown)

- Age** Just over half (52%) of those aged **35-44** feel they have a positive impact from the changes, followed by those aged **25-34** (45%). Two thirds of (67%) of those aged **18-24** feel the changes have a negative impact on them.
- Disability** Seven out of ten (70%) of those with a **limiting illness** feel a negative impact, followed by 58% of those with an **illness that limits their activities a lot**. Half (50%) of those with **no limiting illness** feel a positive impact, with just over one third (37%) feeling a negative impact.
- Ethnic group** Just over three quarters (77%) of **White other groups** feel a positive impact (15% feel a negative impact), with 44% of **White British** feeling a positive impact and the same proportion (44%) feeling a negative impact. Just over half (53%) of **BME Groups** feel a negative impact and one third (33%) a positive impact.
- Religion** Around six out of ten (59%) of **Other Religions** feel a negative impact, with 23% feeling a positive impact. Almost half (47%) of **Christians** feel a positive impact (41% feel a negative impact) and 45% of those with **no religion** feel a positive impact (43% feel a negative impact).

Views by response date

Impact changes by response date, as shown in the chart below, with those responding in the earlier stages of the trail feeling more of a negative impact and those responding after four weeks feeling a positive impact.

Figure 37: How much of an impact, if at all, do the changes have on you by response date

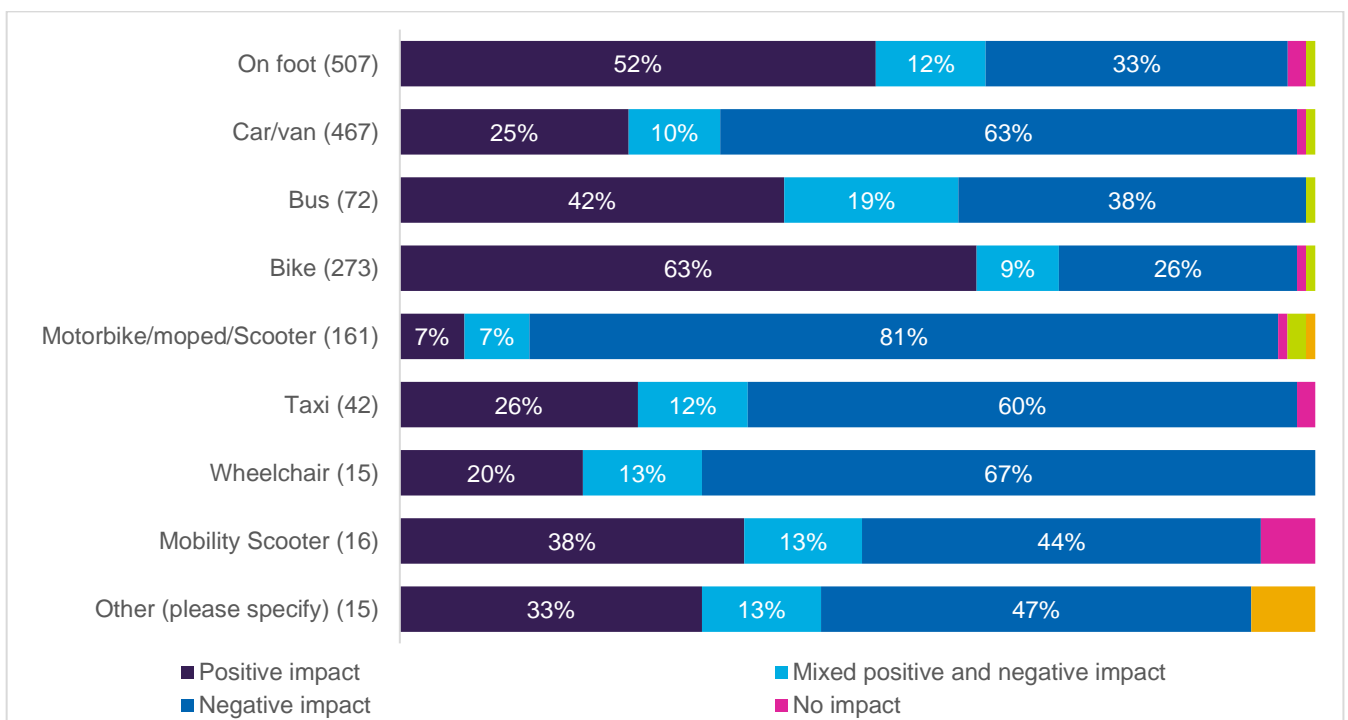


Bases (as shown)

Views by how travel through the area

Impact varies by how people travel through the area, with almost two thirds of those who travel through the area by **bike** (63%) feeling a positive impact, followed by those who travel **on foot** (52%) and **bus** (43%). Those traveling by **motorbike/moped/scooter** have the highest level of negative impact (81%).

Figure 38: How much of an impact, if at all, do the changes have on you by how travel through the area



Bases (as shown)

Impact

Respondents were asked to explain how the changes would impact them. 625 respondents gave an answer. Responses were coded into themes, as shown in the table below. These themes are consistent with the themes in the first write in section, and many comments are similar, or reiterated. 57 people wrote 'as in my first comment' or 'as above'.

302 respondents who felt a negative impact of the scheme explained why. 207 respondents who recorded a positive impact of the changes wrote in a response. 62 people who commented did not know how they were impacted, or felt a positive and negative impact.

6 people said they had no impact, and explained that this was because they did not live in, work in, or use the area.

Figure 39: Themes the explaining impact of the proposals.

Theme	Number of comments
Positive impact	197
Impact on business / fewer visitors	104
Impact on my business	12
Boat / harbour access/ scuba diving	7
Disabled	71
Motorbikes	55
Cycle	50
Deliveries/access	29
Other roads	21
As above / first comment	57
Other	47

'Other' comments include impact on other roads in the area, the change to bus routes, taxis not being able to access the Quay and collect passengers, opinions on the council.

The biggest theme related to **positive impacts** of the proposals and covered things like feeling **safer**, it being **more pleasant to walk** or **enjoy the area being free of traffic**, or make them **more likely to visit**. Some commented that they are **enjoying being able to sit out at restaurants or pubs**.

Cleaner air, safer to use

Improved safety when visiting these areas.

It's made it considerably safer for pedestrians and has had a limited effect on any of my road journeys as there are plenty of alternative routes.

I'm less anxious and rushed to shop. I can visit all the local pubs without the worry and noise of traffic!

Much nicer walking up Lower High St without cars crawling for parking spots by the pubs and restaurants.

Having eaten out at a couple of restaurants during summer on The Quay it was much nicer to not have noisy cars and motorbikes driving past. Some people in vehicles use it as a place to show off their car or motorbike, but I think that should be reserved for the special events, not an everyday occurrence. Not allowing vehicles benefits many and inconveniences a few in my opinion.

It's now safer and more pleasant to walk and cycle in this area :)

The feeling of a non traffic area is more pleasant

Less pollution, less traffic, safer streets, more personable and welcoming, better for children and elderly, makes me want to visit more.

Much more likely to visit quay and support businesses in traffic free environment

Less intimidating motorised traffic.

It is just wonderful

Made us visit here more often as is now safer for us as a family with children.

The Quay would become a much more enjoyable place to visit

A safer and quieter environment without noisy motor cycles.

It has been shown in other places around the world that reallocating road space for pedestrians and cyclists can increase footfall

The road system in Poole is much improved and the town will be able to make more areas traffic free.

Much more pleasant to walk and cycle in the area. Feel safer being able to keep social distance from others

The new seating outside De Vinci's is excellent, hoping to see increased use of the previous road space

The central part of the Quay doesn't work for traffic, does work for pedestrians. That just needs to be made official.

Although I will no longer be able to park on the Lower High Street, I'd like to cycle (in a cycle lane) or wander down a street that has lots of character and when driving I mostly park in the multi-storey car park anyway.

Less pollution and noise. Safety for all visitors way more important than car access when all you have to do is park in the Quay Visitors CP and walk a few yards.

Positive comments (14 respondents) also related to **encouraging more people to cycle** and making it **safer for cyclists**.

Safer for me to cycle to work

I am over 70 years old and have recently purchased a bicycle and have loved the feeling of freedom and safety through Poole Park and am delighted you are enabling me to widen my horizons, I can't tell you how pleased I am. Safer and cleaner air. Wonderful !!

It will make our cycling and walking experience more pleasurable and safe

We cycle a lot as a family, our kids are 6,4,2 yo and we find it difficult to find good safe routes in and around very around certain parts of Poole and would encourage these changes as a way of connecting Whitecliff, Poole old town and onwards to Upton country park as this area is particularly difficult to navigate with bikes and trailers.

I commute by bike and have found the roads so much safer during the Coronavirus lockdown. As a large town with what I see as traffic congestion problems we should be doing everything we can to promote cycling, scooting, walking and public transport. I would really like to think that I could safely cycle with my children around most of harbour from the Quay to the beach and even onward up to Hamworthy and Upton CP

Continuing with the cycling theme, 28 respondents mentioned it being **unsafe with mixing pedestrians and cyclists**, or that **cyclists should not be allowed**.

Positive impact with the removal of cars from these areas, but negative impact unless cyclists are going to be monitored in some.

The problem being that cyclists do not adhere to the cycle lane and go through these areas to fast also the problems with electric scooters the speed is faster than most cars that use to use these roads

should be safer but pedestrians and cyclists are not a great mix

I believe something needs to be done about cyclists as at the moment they speed down the Quay In all areas in different directions with no real regard to pedestrians.

Cyclists travelling too fast in the area makes me nervous about walking in the area

The **negative impact on businesses** was mentioned as an impact by 103 respondents; relating to having **lower footfall**, people saying that they would **no longer visit** as they cannot access the area / park on-street.

Good for environment but maybe have detrimental effect on businesses

I will go elsewhere so at least you will have less visitors and less footfall in the shops so you can demolish them and sell the land to the builders!

Will not bother to visit!

This will destroy business. Just take a look at the rest of the high street.

Will not encourage people to use these areas [due] to lack of parking

I strongly believe the impact will be massively negative towards businesses and disabled people.

War on the motorist will just reduce passing trade.

Please do not do this and damage the trade around the Quay.

Look at the pedestrianised middle high street. Closed shops and almost deserted apart from people heading to the quay (before it was pedestrianised)

Some **businesses** (11) mentioned how the changes are, or will, impact them

We have a business on the Quay...elderly and less able customers who would normally be dropped off outside our premises would no longer be able to do this and would find it difficult to walk from the car parks hence loss of trade.

It will destroy several arms of our business already struggling!

Many elderly/disabled people visit my pub, who normally get dropped off by partners/siblings, who cannot walk far, so this will directly affect my business.

I cannot run my business without vehicles or moving from the area altogether. If this under thought process continues, my choice is simple close the business or move!

This will be a complete disaster and i'm afraid this will only have a negative impact on the town. We will move our business to outside the town if this is put in place.

Elderly and disabled can no longer reach my restaurant. I can no longer go to cash & carry and unload at my restaurant

A further 7 people mentioned the impact on **marine/diving/fishing businesses**.

I work from the Quay and this will make it impossible to load and unload clients

The **restrictions of delivery times/access** was raised as an impact by 29 respondents.

At other times, it will be nice to walk the old town with limited traffic. However both the licensed premises covered by the scheme would find it hard to get deliveries outside the working day.

I'm unable to use the road to load and unload for my regular diving hobby activities for the dive boat!! Because of your idiotic decision I'll have to, as well as others, carry my expensive, heavy dive equipment (making several journey to and from the car, where ever I end up having to park it!)

...late night deliveries will disrupt local residents.

Closing The Quay to delivery traffic will increase the number of delivery drivers who park with engines running in Strand Street whilst walking the length of the lanes to The Quay to preform their deliveries. This was proven recently during the closure of The Quay to traffic during the "boarding-up" of the Baden Powell Statue.

Can't just stop outside shops to pick things up. Must use council run car parks and walk.

as a business not all of our deliveries can get to us before 10am and we have heavy deliveries that even with sack trucks would be difficult to get to us

Difficulty getting deliveries and for trades to work.

The impact on **people with a disability** was raised by 71 respondents, including being unable to get to shops and restaurants, or enjoy the Quay as they are unable to park – although one person commented: 'Once again as a disabled person with a car there are quite a lot of parking spaces or on road opportunities (Thistle).'

Mobility issues means I now can't visit shops and restaurants that I love.

Very very very very very very very negative impact on me and my mother.

Good for those who like cycling bad for disabled who want to be dropped at or collected from a restaurant in the lower high street (by private car or taxi) and no, it isn't always possible for people to access the taxi rank in old orchard.

I often have to take my son, who is also registered disabled to the vessel xxxx. I then get to see him sail off from the quay.

Loss of disabled parking at lower end of High Street

My mother will not be able to walk along the quay...she will lose the place she loves the most

I used to drop my disabled wife off at Wetherspoons and then go and park the car, not anymore...

It's nice driving to the quay and watching the world go by. I am disabled and can't walk far so parking on the quay means I don't have to go far for the shops and cafe's there.

I cannot visit as my mobility is poor. Using a car I was able to get to Setchfields the coffee shop and the sweet shop easily by car. Now I can't as I cannot walk the distance. So I no longer go

Having limited mobility I am unable to walk the length of the Quay so a lack of disabled parking along High Street and The Quay means that I will not be able to visit the area.

I am disabled and CANNOT walk any distance. These changes will make the Old town and Quay inaccessible to my wife and myself. We currently get great pleasure driving along the Quay and do not want to lose this facility. Do not take this facility from the people of Poole and its visitors.

My mother is 90 and she used to catch the number 1 route to the Quay. Her and her friends would meet at Oriels. The walk from the end of the quay to Oriels is too far. She is not alone. You have taken their little bit of independence and freedom. Shame on you!!!

I can no longer take my mother to the lower high street to shop or eat out. She is disabled and I also have mobility problems. Parking in the multi storey car park is not an option.

The impact on **motorcyclists** were commented on by 55 people, including not being able to park and concern about whether bikes nights could still happen.

Poole is a popular ride destination bikers so provision needs to be made somewhere for motorcycle parking

And what of Tuesday bike nights?

I'm motorbike rider. Motorbikes should be allowed along with pushbikes

I love going down to the quay on my motorbike every Tuesday which on average I spend 20 pounds a night and on Saturday and Sunday I meet up with my friends and park in the motorbike parking and we chat and drink coffee from the restaurants and takeaway shops

The Quay should remain available to motorcycle, together with access roads to the Quay. Agree that cars/buses should be restricted except for the disabled.

For many years I have visited Poole quay on my motorcycle and enjoy nothing more than admiring the motorcycles and having a bag of chips taking away the parking for bikes will put the business elsewhere

the Quay is one of my favourite places to visit on my motorbike. I would be very sad if this was removed. And would no longer be a me to visit the Quay.

Without access to the Quay the regular bike nights won't be able to run, this is my only reason for visiting the area. I also believe this will have a negative impact on local traders who will lose the business and profits generated by Bike Night

As a motorcyclist who regularly attends events, and who regularly uses the [pubs on the Quay], the added vibrancy that motor vehicles add will be missed. Poole Quay is a well renowned meeting place and is very much 'on the map' of places to ride for people all over the country. A low speed limit, noise abatement signs would benefit visitors and reduce complaints. More near misses occur due to the contra-flow cycle lane than by cars or motorcycles passing along the quay.

I strongly agree with all of this, however closing the main part of the Quay has forced the motorbike up towards Dolphin Quays which is now beginning to cause noise disturbance and more traffic along a very thin piece of road making it more dangerous for pedestrians as people are parking cars meaning buses etc cannot get past - please can you consider closing this end of the Quay too asap?

The motorcycles have now had to move along The Quay and they need more space to park

Other comments or suggestions about the changes

Respondents were asked to write in any other **comments** or **suggestions** about the changes. 495 respondents provided a comment. Many of these reiterated previous comments about the proposals or how they would affect them. 118 respondents made a **suggestion** and 16 people asked a **question**. These are summarised below.

Suggestions

131 respondents made a **suggestion**. These were grouped into the main themes:

Figure 40: Why do you travel to/through the Poole Quay area?

Theme	Number of comments
Access / deliveries	19
Cycles/cycling	19
Business related	14
Parking	11
Seasonal	8
Alternative suggestions	7
Seating	7
Disabled	6
Redesign/improve the space	5
Other roads that could be included	4
Buses	4
Other	25

The comments are shown in the table on the next page

Main Theme	Comment
access/deliveries	Allow staff of shops/hotels to be able to drive on the roads
access/deliveries	I think some measures are good but need to balance the need for people who live here to get in and out / have access / have parking with the ability for people (local and visitors) to walk around and enjoy the quay.
access/deliveries	With regard to the Quay the Council must not forget that it is a working quay and that access to vehicles servicing vessels berthed on the quay must be preserved. I would also add that social distancing is never an issue in the winter so if these changes happen they should only be in peak summer months. Finally I think to help the pubs an restaurants on and near the quay, the Council should introduce free parking in the evenings.
access/deliveries	Provide access 24/7 for taxis, disabled and deliveries.
access/deliveries	Stop 4 wheeled vehicles accessing the quay but keep it open to bicycles and motorbikes. The other roads keep open to all traffic, restrict deliveries to 10pm - 6am
access/deliveries	Allow 'access only' dropping off/picking up for taxis and car passenger blue badge holders.
access/deliveries	Proper consideration needs to be given to deliveries to business premises.
access/deliveries	The majority of businesses on the lower high street are in hospitality of some description. They have deliveries during am hours and are at their busiest after 6pm. I would have thought that a more sensible solution would be to close the lower high street between 10am to 6pm when at least potential customers could access premises particularly bearing in mind many customers have difficulty in walking and at a minimum require "dropping off" It would have been useful to have had a consultation prior to implementing this considerable change.
access/deliveries	Limit the restrictions from 10am to 10pm each day
access/deliveries	It may be necessary to allow a bit more access for deliveries & drop offs, but this should be limited & speeds kept to a minimum. Pedestrians & cyclists should have priority over motor vehicles
access/deliveries	Consult people about your plans before confirming a decision! Allow access for loading/unloading. Allow access and use to the Britannia car park. Better yet, just leave it as it is. Are people that concerned about social distancing they should be staying at home! The pavements give plenty of room for all users!
access/deliveries	10 pm it too early for deliveries. This area is still a tourist hotspot until at least midnight. Consider whether or not these changes should be seasonal or all year round. There is little need for them in the winter months. Although not directly impacted by the proposals, it is important to maintain access to the disabled parking spaces outside the Thistle hotel for blue badge holders. They should not need to go all round the back streets to get there.
access/deliveries	I think delivery times should be extended, there should be disabled drop off points and taxi drop off points.
access/deliveries	Cycling/walking is certainly a good thing, but not an option for the elderly and those with mobility problems. Not all necessary journeys can be done by cycle or on foot - where large or heavier loads are involved, for example, and shopping.
access/deliveries	As in previous comments. Make these changes flexible according to seasons and changes in the weather. Many many people enjoy being able to drop off elderly and disabled relatives outside of restaurants and pubs before going to park. Especially in bad weather. Many local people also use facilities such as fishing tackle shops and currently enjoy being able to stop outside for a few minutes to pick up or drop things off. It would seem ridiculous to have an empty pedestrianised area when it is raining or in the winter and to inconvenience local people just for the sake of a lack of flexibility.
access/deliveries	Have some remit for disabled/elderly access.
access/deliveries	If you are determined to make the area inaccessible for the disabled (which is discrimination), then why not consider setting up a shop mobility premises next to the quay, with adjacent disabled parking spaces?
access/deliveries	reopen the quay for disabled parking
access/deliveries	Consider disabled access. Work with BID & local businesses to ensure they can trade effectively. Signage needs to improve. Too brutal. Temporary bollards might look better (as Poole park entrances?).
alternative suggestions	Maybe limit cars, as there's no real requirement for a car to travel down these roads, but with the motorcycle parking in place it doesn't make sense to ban these too.
alternative suggestions	Stop cars and deliveries between certain times.
alternative suggestions	Only pedestrianise the quay from The one way section By the barrier
alternative suggestions	Just slow traffic down- don't stop it completely
alternative suggestions	Open the road at certain times to vehicular traffic. Ban cycles.
alternative suggestions	Maybe stop traffic during the day say 8am - 6pm and all it the rest of the time. Better than saying not at all. Let's face it, not everyone wants to walk or cycle.

Main Theme	Comment
alternative suggestions	<i>I don't understand why the parking on lower high street could not be transformed into extended pavement like in most other towns including Wimborne the cyclists should be using the roads anyway unless a cycleway is available they are more dangerous to pedestrians Just look at the comments from locals regarding the high street cycling and the promenade.</i>
buses	<i>have an easy park n ride bus free for over 60c.S. Preferably electric buses like York</i>
buses	<i>I'd like to see buses travel west to east along the Quay to facilitate access and bring visitors.</i>
businesses	<i>Allow the businesses on the Quay to have stalls or more seating outside their properties - café culture in the warm weather.</i>
businesses	<i>Outdoor refreshments and dining should also be allowed</i>
businesses	<i>Allow restaurants to put tables outside during the warmer months, would create a lovely atmosphere</i>
businesses	<i>I would strongly recommend allowing boats and yachts to be able to once again moor up alongside the quay. This would (1) increase the amount of pedestrians who are able to access and support local businesses including restaurants, pubs and shops and bringing more foot traffic to the area to help with rejuvenation; and (2) provide pedestrians with something interesting to look at when walking along the quay rather than the eyesore of the concrete plant.</i>
businesses	<i>I think there needs to be a campaign to promote the benefits of coming to the quay area and that also promotes the businesses.</i>
businesses	<i>Consult with BID and Quay business about how popular summer events (bike night, etc.) are able to continue. Maybe a special dispensation for certain types of vehicles on event nights.</i>
businesses	<i>Make Poole old town a better place to visit. Like places in Devon and Cornwall. More individual shops, so lower rates all year particularly as footfall is low in winter.</i>
businesses	<i>We need to make the Quay and lower high street a much more attractive place for good businesses to come to our town.</i>
businesses	<i>try talking the businesses and residents involved and the local people. Old High Street is not the Quay.</i>
businesses	<i>Should be discussed with businesses in these areas</i>
businesses	<i>Please be innovative celebrate the historic end and have open markets etc</i>
businesses	<i>I would like to see more markets down the lower high street and quay. A focus on arts and arts projects, farmers markets, Christmas Market, the old French market with Cherbourg, vintage markets etc. Music events would also be good live music.....a buskers area perhaps.</i>
businesses	<i>Allow the pubs & Restaurants on The Quay to use more of the area for tables & chairs</i>
cycles/cycling	<i>Non standard bikes such as trikes, child trailers and cargo bikes, sometimes have to stop and move the temporary barriers on the quay (toward the lifting bridge end) in order to pass through. Please make sure any permanent barriers are set wide enough to accommodate non standard as well as standard bikes.</i>
cycles/cycling	<i>Designated cycle lanes.</i>
cycles/cycling	<i>If it becomes permanent then the paved area should be extended so there is a consistent surface. There may be a case for having a marked cycle route and/or speed restriction for cyclists as I have noticed some cyclists riding through at excessive, unsafe speed. The increased space available provides scope for alfresco dining and I note that some businesses have already taken advantage of this.</i>
cycles/cycling	<i>Put clearly marked defined Cycle only bike lanes on one side of the road.</i>
cycles/cycling	<i>Please ensure that cyclists are not given free rein to use these roads as race tracks. The share the path system needs to prioritise walkers.</i>
cycles/cycling	<i>I would like to see pedestrians and cyclists separated as much as is practicable to make it as safe as possible for both sets of users.</i>
cycles/cycling	<i>Cyclists will need a clearly marked lane</i>
cycles/cycling	<i>A cycle path would be a good idea as I get abuse when riding my bike even though I'm going slow</i>
cycles/cycling	<i>Great scheme. At the moment if you cycle from the Quay up the Lower High Street there is no signage to advise that the top end has one-way system,</i>
cycles/cycling	<i>If anything stop bicycles from racing along in both directions as it's supposed to be one way</i>
cycles/cycling	<i>would prefer no cyclists a weekly market would be good more outside tables and chairs</i>
cycles/cycling	<i>Make cyclists dismount in pedestrian areas</i>
cycles/cycling	<i>Separate the cycle lanes to the pedestrians.</i>
cycles/cycling	<i>Pedestrians need segregation from cyclists eg enforce the law on cycling on pavements</i>
cycles/cycling	<i>Specific cycle lanes should be implemented and cyclists fined for not adhering to them.</i>
cycles/cycling	<i>If you insist on bikes being ridden in the area then signs are required for speed limit and 'Pedestrians have priority'</i>
cycles/cycling	<i>Make the cycle path on Poole Quay more visible</i>

Main Theme	Comment
<i>cycles/cycling</i>	<i>Prioritising cycling should be given more detailed consideration. Many anti-social incidents may be caused. (e.g. consideration by cyclists not being afforded to pedestrians) If and when these proposed changes are made they will be totally ineffectual unless provision is made to monitor them by increasing staff at all times and applying affective penalties.</i>
<i>cycles/cycling</i>	<i>If cyclists are now being prioritised maybe its time cyclists were made to pay a tax for using the roads. and help towards the council coffers.</i>
<i>parking</i>	<i>If one of the car parks on or near the quay could be made free (or cheaper) it would encourage more visitors.</i>
<i>parking</i>	<i>More parking to facilitate the usage of the Poole harbour quayside by harbour users would be an improvement.</i>
<i>parking</i>	<i>Just don't pedestrianise. This never works. Actually get less foot fall. Rents are too high for the shops and car parks are too expensive. You want more people spending money in shops, make the car parks free.</i>
<i>parking</i>	<i>Please review the orchard road car park and the dreadful impact it will have on our lives</i>
<i>parking</i>	<i>Yes stop parking at the bottom end of town and leave it as it is</i>
<i>parking</i>	<i>The old high street being narrow could benefit from parking spaces being more limited to make space for wider pavements but i believe there should be access for deliveries and residents and taxis otherwise you are restricting businesses.</i>
<i>parking</i>	<i>residents need alternative other areas to park in if they cannot park on roads (as there is not enough spaces for all) so how about letting them have a space in one of the 2 multi storeys for the same price as a residents permit?</i>
<i>parking</i>	<i>Remove the parking in high street and have a couple of loading/unloading bays. This will still open up space in high street and still allow more space for pedestrians/cyclists but not impede delivery's, access for residents and emergency services.</i>
<i>parking</i>	<i>More parking down by The Thistle Hotel for the motor cyclists as they love to come to Poole and we should welcome them. The council should have more signage regarding not feeding the seagulls as when a tourist starts to feed the birds they can be hostile when locals ask them to stop. Surely this is an easy remedy.</i>
<i>parking, buses</i>	<i>The number of parking places, which already is limited, has been further restricted, thereby increasing congestion and emissions (locals & visitors often end up driving around for an extra 15 minutes looking for parking places). One way to alleviate this would be to restrict all parking around the Quay to just resident only, and having all visitors use the car parks. Another area of concern is the re-routing of Bus Route One along Castle Street and Strand Street, which now increases the amount of large vehicles on these narrow streets and poses a safety risk with the large amount of pedestrians along these streets. A better model would be to opt for a hybrid system as opposed to full closure of these areas. For example, the streets currently closed could be re-opened to vehicular traffic for residents only (via an ANPR system linked to current Zone A permit holders), or as a simpler model, allowing vehicular access to these roads during the weekday, but closing them over the weekends or for special events. That way, pedestrians could still have priority during times of high demand (weekends / special events), but access would not be completely restricted as it is now.</i>
<i>parking, buses</i>	<i>At worst at least open lower high street up with parking. Leave bus route as in changed route. If any large delivery lorry due, close access to cars during the delivery time. Reduce speed limit to 10mph. This could also apply to the quay area. Another option is to leave lower high street open with the restrictions as I have suggested but close from the sculpture to the shambles for the summer season to all but pedestrians and the odd vehicle events. Vehicles can then access the shops, cafes and restaurants in lower high street but have to turn right towards the bridge at the sculpture.</i>
<i>redesign/improve the space</i>	<i>Refurbishment required to attract new business</i>
<i>redesign/improve the space</i>	<i>Using lightweight pillars etc: demarcation between walking and cycling corridors to avoid congestion and possible conflict at busy periods.</i>
<i>redesign/improve the space</i>	<i>Would be good to see whole area designated as a visitor destination, e.g. the Poole Quay Quarter or Historic Quay Quarter etc. With bit of imagination suitable street furniture, planting etc could highlight its identity.</i>
<i>redesign/improve the space</i>	<i>Tidy it all up. Repair the poorly constructed road. Give the tourist something to visit. Invest in weather friendly amenities.</i>
<i>redesign/improve the space</i>	<i>Redesign the Quay area as a shared space, allowing access to Emergency Vehicles when 'Closed' but also allowing cars to pass through when not. During the summer pubs & restaurants could use the available space for more tables & chairs to attract visitors. Allow parking during the winter so people can stop, buy a coffee or food and sit in their cars watching the world go by.</i>
<i>Roads</i>	<i>Stop New street from through traffic</i>
<i>Roads</i>	<i>Kingland Road should be traffic free.</i>
<i>Roads</i>	<i>Suggest leaving Lower High Street as current but Turn Right at Quay as when events on being held on Quay. No parking/waiting in Lower High Street except for disabled. Segregate cyclists from pedestrians. No cyclist at all along Quay by water.</i>
<i>Roads</i>	<i>Put a barrier in Levets Lane to stoop it being a through route. PLEASE DO THIS SOON Improve signage at Thames St / Levets Lane entrances to deter traffic attempting this inappropriate cut through.</i>

Main Theme	Comment
seasonal	The actual Quayside could be closed off in the summer months like they do in Swanage.. But included in the pedestrianisation should be cyclist as they are as dangerous as cars especially when they wear earphones and travel at high speed without any care and attention to anyone else
seasonal	Close in summer if essential but open it by 30th September
seasonal	Close the area to traffic and cyclists in the summer school holidays and at weekends from Easter until the end of September. Otherwise it should be left open
seasonal	We feel the area could be closed in the school summer holidays and weekends during the summer. Whilst we would still be inconvenienced this would be a compromise to benefit all businesses
seasonal	I believe this closure should be seasonal .as above . A tourist train so access is given to all . Cyclist skate boards and electric scooters . Make it safe for all
seasonal	Just do this at weekends when Poole is at its busiest. That way local older people can still enjoy the drive and businesses can get there supplies all week and stick up for the weekend.
seasonal	If this takes effect make the closure weather dependant
seasonal, parking	My suggestion would be especially now in the darker colder winter months is after say 5-6 o'clock then allow parking to be introduced or parking is allowed for residents of the street with special permits.
seating	Make the changes permanent and add more seating. Also improve the lighting at night and encourage street sellers to create an inviting atmosphere.
seating	Provision of more benches for elderly and those with mobility restrictions should be included.
seating	What about extending the outside seating areas, at least while we are all trying to keep social distance. I am sure this would help the pubs and coffee shops, even if it is just through the summer months. Could some of the empty shops be used as pop up shops for more individual merchandise, not more eateries or charity shops but something to encourage residents and holiday makers down to the quay.
seating	Landscaping and additional seating would attract more people.
seating	It would be good to see the space being used for more seating along the quay.
seating	More seating areas
seating	Would be good to get more seating, greenery etc down the high street, maybe some covered areas too which would be cosy in the winter months (thinking Xmas market like in Bournemouth)
businesses	Amongst other things proper signage and on street mapping, removal of bins from alleyways and rights of way, and encouragement of year-round business development suited to this new environment.
other	Eventually this area should be fully pedestrianized, allowing car access only to residents who have a assigned parking place. Telegraph poles should be removed and trees planted in "open" parking spaces. BCP Council should rent out plots on these streets for exhibitors at the board show.
other	Please encourage your peers at Dorset council to consider doing the same in Wimborne square!!!!
other	More police presence
other	Restrict over size vehicles to high St.
other	Why not stop people driving into and camping on Poole park cricket pitch than waste money on this project
other	Anti-social gatherings on the side closest to the water - opposite Wetherspoons, need to be controlled. From a tourist perspective this does nothing for the general appearance of the town.
other	Ban consumption of alcohol in tourist areas except on licensed premises. This is the case in Bournemouth already. Families should not have to listen to foul language when they are on holiday.
other	encourage street entertainment and vendors
other	MORE pedestrian areas, with segregated, and speed restricted cycle ways. Look at places like hackney which have become vibrant pedestrian areas .. like Netherlands.
other	By pedestrianising area it doesn't teach people to be responsible for their own behaviour And wandering about without taking any notice of their surroundings which already happens on the quay. As a cyclist pedestrians cross the road without looking and this scheme will make it worse. Maybe the quay should have a 10mph speed limit
other	let people walk one way or walk on each side is more better than closed traffic.
other	Stop the outdoor drinking the traffic isn't the issue the local drinks on the quay is the real issue. And maybe try focussing on the beaches and surrounding car parks to stop the high volumes of people going there
other	Bike night and similar events are something that should still be able to go ahead, as they are fantastic events that brings people to spend money in the area
other	My only comment would be not to implement the changes at all, or cancel the restrictions for Bike night.
other	Please keep the changes in place!!

Main Theme	Comment
other	<i>Dont listen to all the moaning mini's. If we want to attract new money into Poole we need to attract a few more up market businesses....Celebrity Chefs maybe. When the cruise liners dock they need a better first impression..</i>
other	<i>Please make them permanent.</i>
other	<i>Please make this a permanent measure, it really does improve the area and encourages me to use the car a lot less.</i>
other	<i>Please keep as traffic free zone to encourage pedestrians and cyclists. Thank you 😊</i>
other	<i>make them permanent, extend the location for boat boarding so they can collect closer to the north if necessary. encourage craft markets</i>
other	<i>Allow at least one part for motorcycle parking along the front</i>
other	<i>Allow motorbike parking at some point along the quay, resurface the proposed closed areas to be one uniform level. Cycling to the quay has now been made more confusing with the new road layout and instead of doing this a proper route plan needs to be drawn up. Using covid to pass through ETOs is not truthful to tax payers.</i>
other	<i>Only disallow cars from driving through the area</i>
other	<i>If you are worried about covid a one way system would be better. One side of the pavement for one direction, the other side of the pavement for the other direction. Also banning cyclists from certain routes would be safer as I have nearly been hit several times by cyclists not being careful but never by a car.</i>
other	<i>A mixed use area with pedestrian priority would be much more useful</i>
other	<i>Use these areas for pedestrians only to make it a safe place.</i>
other	<i>The chicane in front of tescos to the old quay hotel should also be closed to motorised vehicles</i>
other	<i>Look at what they have done at Bicester Village - Why don't you transform Poole High Street to this https://www.google.com/maps/uv?pb=!1s0x4876dd80c1dc0759%3A0xc851a992f5d56354!3m1!7e115!4shttps%3A%2F%2Fh5.googleusercontent.com%2Fp%2FAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu%3Dw239-h160-k-no!5sbicester%20shopping%20village%20-%20Google%20Search!15sCglgAQ&imagekey=!1e10!2sAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu&hl=en&sa=X&ved=2ahUKEwi1yc_Nt8rsAhVRmuAKHSdsCp gQoiowHXoECDMQAw</i>
other	<i>Is it possible to make it more obvious that The Quay is closed to through traffic</i>
other	<i>Please look at Ashley Road. It's exceptionally dangerous for cyclists and not great for pedestrians but is a main cycle route and popular shopping area.</i>
other	<i>Provide toilets.</i>
other	<i>We should be encouraging as many as possible to start or continue walking and cycling. A venue becomes far more attractive if it can be enjoyed and filled with safe, engaging street activities, view are not impeded by moving vehicles and we can avoid low speed traffic pollution. Access and Parking nearby but away from the quay should be a priority.</i>
other	<i>MORE walking and cycling improvements - eg widening shared paths around Poole</i>

Questions

16 people asked **questions**:

1. What about disabled access needs to those who have severe mobility problems?
2. Please can we have a dedicated cycle lane along the Quay (going both ways) with signs up alerting people that the Quay is for cyclists also?
3. Presumably Castle Street will remain as it is ie one way at the north end and two way to enter the multi-story at the south end. Before I lived here, which only in the last six months I used to visit regularly. It always amazed me that the lower high street wasn't a pedestrian area.
4. What about the roundabout to Fisherman's Dock? Restrict vehicles there please.
5. More information required as to alternative ways of accessing the Lower High Street/Quay junction. Has this been properly thought through?
6. Lord Nelson and Jolly Sailor both have off road parking, how will they be able to access this if road is closed.
7. How many accidents or near misses have we had between cars and pedestrians in the last few years? Now have a quick pole of walkers on Baiter Park, ask how many of them have had near misses or been hit themselves (or their dogs) by lunatics on bikes/scooters
8. why isn't an impact study available?
9. Surely simply removing all parking from Lower High street would solve most of the problems. There is a reference to opposition to public transport. This cannot possibly be true! This would appear to discriminate against older residents. Has does this decision square with the Authority's commitment to Equality and Diversity?
10. If cyclists are now being prioritised maybe it's time cyclists were made to pay a tax for using the roads. and help towards the council coffers.
11. Is it possible to make it more obvious that The Quay is closed to through traffic?

The following questions refer to Bike Night / events

12. Have not heard what will happen with the motor cycles? Great business brought to Poole by the bikes, but there is a small percentage of bikers that spoil it for the others with their loud engines and "look at me" behaviour. Certainly would not want to live on the Quay because of the bikes.
13. What will happen to car/bike nights which bring in a lot of tourism to the local economy?
14. Will there be exceptions made for classic cars and motorbikes when Tuesday and Friday evenings can resume?
15. What is going to happen on Tuesday bike nights and custom car nights
16. What is to happen to 'Bike Night' and 'Custom Car Night'? Are these to be abandoned or moved to another obscure part of Poole?

Appendix – Respondent Profile Information

Just over two third of respondents travel to or through the Poole Quay area to go shopping / to cafes or to go for a walk / leisure. 20% live in the area.

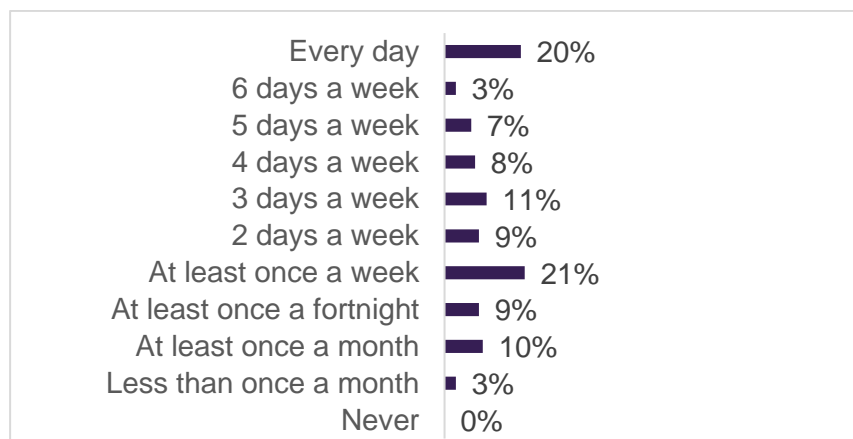
Figure 41: Why do you travel to/through the Poole Quay area?



Base (805)

Almost eight of ten respondents (79%) travel to/through the Poole Quay at least once a week, with 20% travelling to/through the area every day.

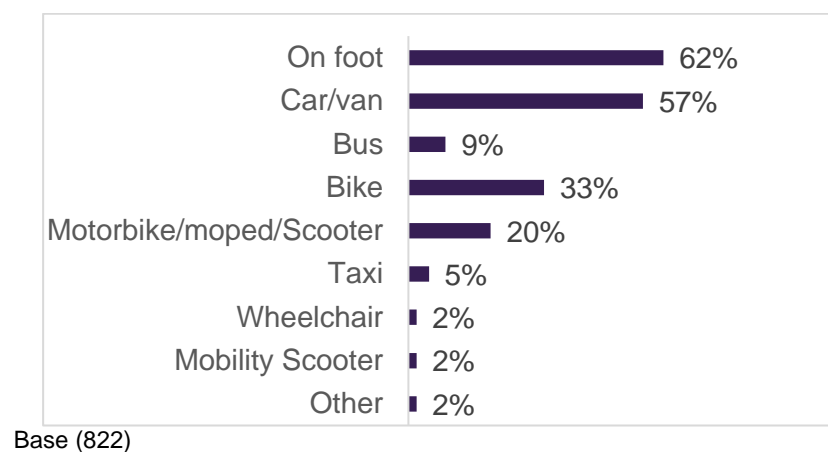
Figure 42: How often do you travel to/through the Poole Quay area?



Base (821)

Almost two thirds respondents (62%) travel to/through the Poole Quay on foot, with 57% travelling through by car and one third (33%) travelling by bike.

Figure 43: How do you travel to/through the Poole Quay area?



The demographic and equalities profile is shown below.

Figure 44: demographic and equalities profile

Group	Breakdown	Number	%
Gender	Male	447	60%
	Female	297	40%
Age	18 – 24 years	21	3%
	25 - 34 years	66	8%
	35 - 44 years	113	14%
	45 - 54 years	168	21%
	55 – 64 years	229	29%
	65 +years	186	24%
Disability	Yes, limited a lot	90	12%
	Yes, limited a little	99	14%
	No	541	74%
Ethnicity	White British	645	96%
	White Other	13	2%
	BME	15	5%
Religion	No religion	350	55%
	Christian	263	41%
	Other religion	22	3%
Sexual Orientation	Heterosexual	570	94%
	All other sexual orientations	35	6%

The numbers of respondent types by response date is shown in the table below.

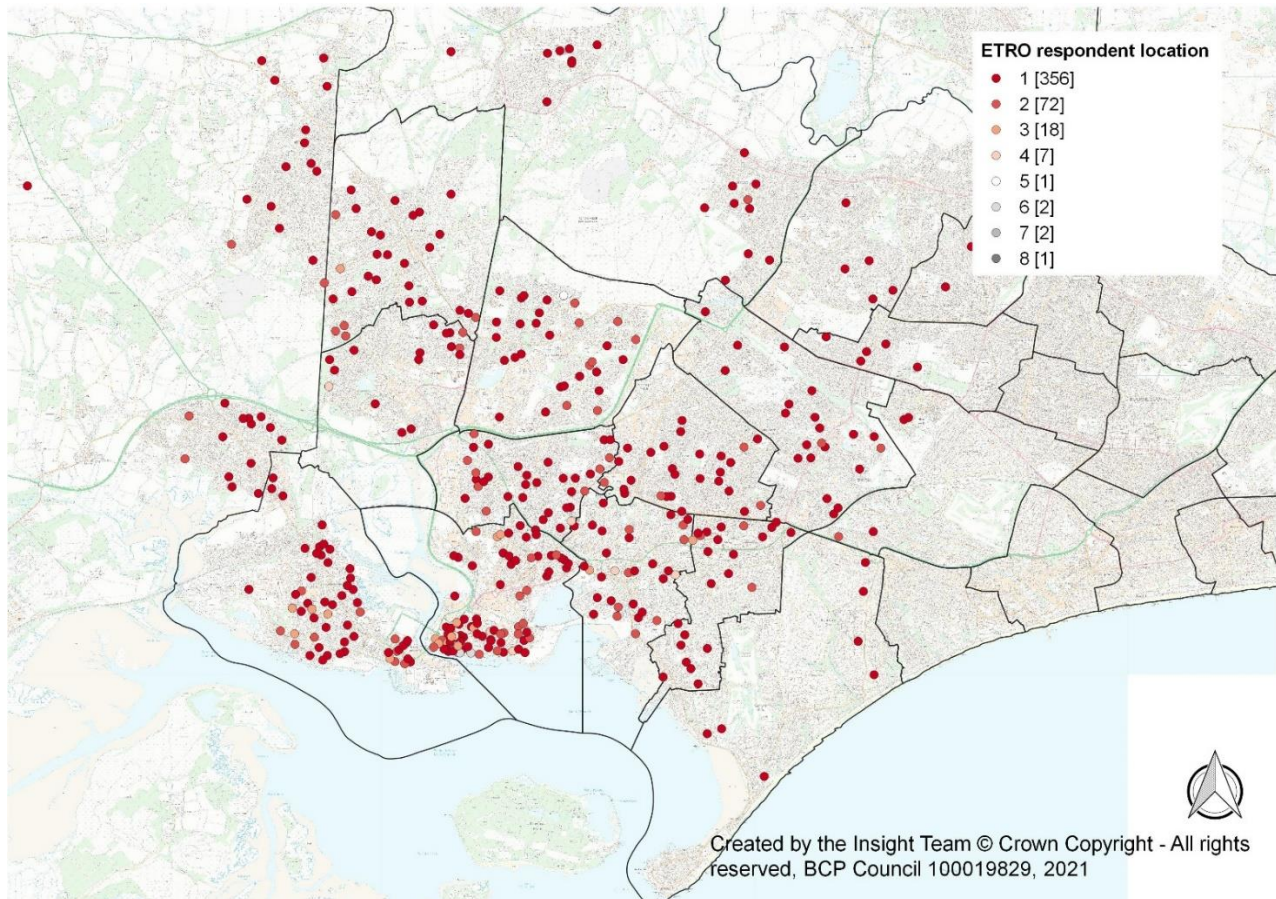
Figure 45: Respondent type by response date

Respondent type	All	Before Launch	First four weeks	After four weeks
A resident living in the Poole Quay area? (164)	20%	20%	19%	22%
A Poole resident (living outside the Poole Quay area)? (479)	58%	60%	57%	57%
Someone who owns a business in the Poole Quay area? (45)	5%	5%	5%	6%
A visitor? (74)	9%	7%	11%	9%
Someone who works in the area? (131)	16%	14%	19%	15%
Someone who travels through the area for work, leisure or other? (259)	32%	27%	35%	34%
A member of a local group or organisation? (82)	10%	11%	13%	5%
Other (47)	6%	7%	5%	5%

Respondent postcodes

The map below shows the postcode of respondents. The colour shows the number of respondents from each postcode, with a greater concentration in the Poole Quay area.

Of the 833 respondents, 621 people provided a postcode that could be mapped.



Poole Quay and High St Interim Business Impact Review Relating to Emergency Active Travel Measures – (ETRO1)– Feedback Questionnaire Summary Report

Date: Wednesday, 9th December 2020
Prepared by: Daniel Parsons
Checked by: Samantha Grant
Approved by: Samantha Grant/Richard Pearson

Introduction and background

The Experimental Traffic Regulation Order (ETRO) to close Poole Quay and the High St was implemented from 27th June 2020 as part of the Council's response to the Covid-19 pandemic. The measure assisted with social distancing and it is important to note that the Covid crisis has not currently passed. The measure also supported the wider transport objective of promoting sustainable travel modes and measures here and under the wider programme are experimental and the option to revoke, amend or make the measures permanent remains, within the 18 month maximum legal duration of the experimental order.

As part of the on-going consultation process for the ETRO on Poole Quay and the Lower High Street (ETRO/1), BCP Council are undertaking a supplementary review in conjunction with Poole Business Improvement District (BID). The purpose of this review is to consider possible alterations to the scheme to ascertain how business activity can be best supported going forward. Specifically, the review will consider how the scheme can be adapted to account for seasonal fluctuations in trade between the winter months and summer tourism season; potential social distancing requirements when businesses are allowed to re-open; and preferences for the area post-COVID.

As part of the review, BCP Council and Poole BID, in conjunction with Ward Councillors Andy Hadley and Mark Howell helped develop a feedback questionnaire. This aimed to elicit responses from local businesses on the following matters regarding ETRO/1:

- Preferences for a revised winter arrangement;
- Favoured provisions for vehicular parking;
- Maximum time limits if parking is allowed; and
- Opinions on the use of outdoor space.

Week commencing Monday 9th November 2020, the feedback questionnaire was circulated by Poole BID amongst their members. It was also distributed by the 'ETRO Response' mailbox (etroresponse@bcpcouncil.gov.uk) to the following stakeholders:

- Dorset Police;
- Dorset and Wiltshire Fire and Rescue Service (DWFRS);
- Poole Harbour Commissioners (PHC);

bcpcouncil.gov.uk

'BCP Council' is the operational name for Bournemouth, Christchurch and Poole Council.

- Royal National Lifeboat Institution (RNLI);
- South Western Ambulance Service (SWAS); and
- The three Ward Councillors for Poole Town, Councillors Hadley, Howell and Evans (correct as of November 2020).

The advertised deadline for responses was Friday 20th November 2020, although an additional week was informally allocated to allow for any late responses, of which there were a handful.

Overall, this report analyses the responses to the feedback questionnaire, summarising the general consensus and providing some recommendations based on the prevailing viewpoint. The report is structured into the following four subsections:

1. Overview of responses to the feedback questionnaire;
2. Statistics and findings from the feedback questionnaire;
3. Feedback from Ward Councillors; and
4. Conclusions, recommendations and possible next steps.

Ultimately, the aim of this report is to facilitate decision makers to determine the most appropriate course of action.

Overview of responses to the feedback questionnaire

Altogether 24 responses were received from local businesses, as shown in the table below. Additionally, there was a written response from PHC. Of these 24, 16 were from the hospitality sector, 5 were from the retail sector, 2 were from the hair and beauty sector and 1 was a private investment firm. In terms of location, 16 of the businesses which participated are located on the High Street, with another 7 on The Quay and 1 on Strand Street.

No responses were received from Dorset Police, Dorset and Wiltshire Fire Service, Royal National Lifeboat Institution, or South Western Ambulance Service.

Business Name	Business Type	Location
Rockfish Restaurant	Restaurant	9 The Quay
Quayside Guesthouse	Bed and Breakfast	9 High Street
Riptide Espresso and Records	Coffee Shop	2 Grande Parade High Street
Poole Sea Angling Centre	Fishing Shop	5 High Street
The Porthole	Restaurant	4 Grand Parade High Street
Forelle Estates	Private Investment Firm (Commercial Property)	Strand House, Strand Street
Truly Scrumptious	Sweet Shop	5 High Street
Fisherman Café LTD	Café	5 High Street
City Cruises	Boat Sightseeing Excursions	Hennings Wharf, The Quay
The Lord Nelson	Public House	The Quay
The Antelope Hotel	Hotel	8 High Street
The Poole Arms	Public House and restaurant	19 The Quay
Da Vinci's	Italian Restaurant and Pizzeria	7 The Quay
Drift	Micro Bar	7 The Quay
Custom House Café and Bistro	Café	The Old Custom House, The Quay
The Kings Head	Public House	6 High Street
Paradox Comics	Comic Book Shop	19 High Street
Poole Violins	Musical Instrument Store	32 High Street
Setchfields Model Shop	Model Shop	21-25 High Street
Bingley's Bistro	Restaurant	14 High Street
Dr Feelgoods Tattoo Studio	Tattoo Studio	6 Grand Parade High Street
Maddisons Hair Design	Hairdressers	24 High Street
Baffi Pizza (Old Town Poole Branch)	Restaurant	12 High Street
Poole Museums (Poole Museum, Scaplen's Court and Sea Music sculpture)	Museum	4 High Street

Statistics and findings from the feedback questionnaire

This section presents the responses to the questions asked, alongside the accompanying analysis and findings, plus any additional comments that have been raised.

Question 1: Do you consider that the daytime and evening closures of the lower High St and The Quay have been beneficial overall so far? (1 to 10 scale)

The table below summarises the responses given to Question 1. It should be noted that the question consisted of two parts asking the respondent the same thing but from two different perspectives: one based upon the overall impact; the other in terms of the impact for their business. For reference, these are referred to as Question 1A and Question 1B respectively.

Response	Question 1A		Question 1B	
	Qty	%	Qty	%
1 (no)	5	21	6	25
2	2	8	2	8
3	2	8	0	0
4	1	4	0	0
5 (neutral)	0	0	5	21
6	0	0	2	8
7	1	4	2	8
8	3	13	2	8
9	4	17	1	4
10 (yes)	5	21	4	17
No answer	1	4	0	0
Sum	24	100	24	100

Analysis and findings for Question 1A (overall impact):

- In general, the majority are of the view that the scheme's effect is positive overall.
- Circa 50% chose the three highest numbers on the scale (8 through to 10), signifying that the effect of the closures had been beneficial.
- Approximately 38% selected the three lowest numbers on the scale (1 through to 3), indicating that the effect of the closures had not been beneficial.
- Around 8% picked the four numbers in the middle of the scale (4 through to 7), suggesting that the effect of the closures had been slightly positive or neutral.

Analysis and findings for Question 1B (impact for business):

- In general, the impact on business appears to be more mixed with the majority providing an answer that can be considered fairly neutral. This suggests that some views could be influenced by alterations to the scheme.
- Around 38% picked the four numbers in the middle of the scale (4 through to 7), suggesting that the effect of the closures had been neutral.
- Approximately 33% selected the three lowest numbers on the scale (1 through to 3), indicating that the effect of the closures had not been beneficial.
- Circa 29% chose the three highest numbers on the scale (8 through to 10), signifying that the effect of the closures had been beneficial.

Question 2: If a revised winter arrangement were implemented what would be your preferred options? (rank 1-4)

The table below summarises the responses given to Question 2.

Response	Rank							
	1 (Highest)		2		3		4 (Lowest)	
	Qty	%	Qty	%	Qty	%	Qty	%
Roads to remain closed daytime and evenings 10am to 10pm (as now).	7	29	2	8	2	8	6	25
Roads re-opened between November and March inclusive 7 days per week 24/7.	11	46	2	8	2	8	3	13
Roads re-opened between November and March inclusive Monday to Fridays only (Weekend closures as now).	2	8	6	25	6	25	0	0
Roads re-opened except between Da Vinci's and the High Street (this would reduce through traffic and retain a pedestrianised area).	3	13	5	21	2	8	3	13
No answer*	1	4	9	38	12	50	12	50
Sum	24	100	24	100	24	100	24	100

*One response ticked all the options that did not involve retaining the current arrangement but gave no ranking. Consequently, no answer was recorded.

Other suggestions raised:

- One person stated that the roads should be 'completely open'. This was interpreted as support for the roads to be reopened throughout the year.
- Another mentioned that 'For people travelling into town via car / van customer access [should be provided for those arriving] before 10am'. This was interpreted as support for the concept of allowing vehicles to park before 10am and then leave the area after 10am in accordance with the permitted maximum stay period.
- One questioned 'Why is option 4 an option? Keep High St closed, open the quay to allow disabled bays there [to] be used outside DaVincis'.
- One commented that 'Our choice would depend on if and how we would be allowed to utilise the area'.
- Two suggested that the winter arrangement for re-opening the roads should apply between October and April.
- One proposed an alteration of the closure timings to between 11am and 11pm.

Analysis and findings:

- The preferred winter arrangement appears to be for the roads to be fully re-opened between November and March. This was ranked number one by 46% of respondents.
- However, a further 29% of respondents ranked the option to retain the current closure as their favourite choice.
- Fundamentally, these figures infer that the retention of the existing arrangement or a return to the original set-up would not be welcomed by a significant number.
- This is substantiated by the fact that the instances of non-answers increases among the lower rankings to 38% for Rank 2 and 50% for Ranks 3 and 4.

- Additionally, the second preferred winter arrangement seems to be split between the option for a weekend closure and the option to re-open except for the section between Da Vinci's and the High Street. These were ranked number two by 25% and 21% of respondents respectively.
- Therefore, it would seem that a compromise between a weekend closure and / or the retaining of a smaller pedestrianised area would be the preferred winter arrangement when considering the wider interests of the business community. Such an approach could simultaneously address some of the concerns that have raised, whilst continuing to realise the benefits of the scheme cited by others although the answer here does potentially conflict with later responses in terms of making more use of the space by businesses.

Question 3: If the roads were re-opened fully or re-opened to some degree between Nov to March inclusive, which parking option would you prefer?

The table below summarises the responses given to Question 3.

Response	Qty	%
No parking allowed except for loading and unloading (including pick up and drop off by taxis).	8	33
Parking to be allowed in parts of the lower High Street as per the pre-existing arrangement.	16	67
Some other suggested parking arrangement	0	0
Sum	24	100

Other suggestions raised:

- One person proposed that 'short-term parking [should] be allowed by La Lupa / Quay House (instead of loading only during the day)'.
- Another mentioned that 'permanent access to business with no rear access' should be provided.

Analysis and findings:

- A significant majority (67%) indicated that they would prefer parking to be allowed in part of the lower High Street as per the pre-existing arrangement if the road were opened.
- This aligns with general feedback which has been received in the 'ETRO Response' mailbox which has cited the need for some on-street parking to cater for passing trade (particularly for harbour related activities) and disabled / elderly customers.

Question 4: If parking is allowed, what should be the maximum time limit?

The table below summarises the responses given to Question 4.

Response	Qty	%
30 mins	10	42
1hr	5	21
2hrs	7	29
Other	2	8
Sum	24	100

Other suggestions raised:

- The two responses citing 'other' proposed the following arrangements:
 - 'As before' which was interpreted as support for a return to the original parking provisions.
 - 'No parking'.
- One person stated the maximum time limit should be 30 mins to 'stop office staff using [it] all day'.
- Two mentioned that the maximum time limit should be 1hr 'including Saturday / Sunday as Sunday used to be all day'.

Analysis and findings:

- The majority of responses (42%) selected 30 minutes as the maximum time limit.
- Collectively it would appear that short-stay on-street parking is preferred with 63% favouring a maximum time limit of somewhere between 30 and 60 minutes.
- A shorter maximum stay would increase parking turnover and the number of available parking sessions throughout the day. This means that there would be more opportunities for different people to make use of the available parking spaces.

Question 5: In respect of use of outdoor space – tables and chairs etc

The table below summarises the responses given to Question 5.

Response	Qty	%
I have made use of the outdoor space and would want to continue over winter.	8	33
I have used outdoor space but would not want to continue over November to March inclusive.	3	13
I have not made use of the outside space but plan to do so in the future.	5	21
I have not made use but think the use of outdoor furniture improves the area.	4	17
I do not support the space being used in this way.	4	17
Sum	24	100

Analysis and findings:

- Approximately 83% of respondents have either already used the outdoor space, are planning to do so in the future or think that it improves the area.
- More appear to support the retention of the outdoor space compared to the removal of it during the winter season.
- Evidently, there appears to be general support for the reallocation of street space towards business use. However, given the responses to previous questions, this needs to be balanced against requirements for access.

Other feedback:

- A Harbour Engineer responded on behalf of Poole Harbour Commissioners (PHC). They decided not to complete the feedback questionnaire and instead reiterated the following points which they had previously made back in June 2020 with a former BCP Council Officer:
 - 'PHC is very concerned with the experimental TRO as per our previous email of 30 June (attached)'.
 - 'We are all very much focused on EU exit at the moment but would welcome the opportunity to have a meeting in due course'.
 - 'The closure was implemented with no consultation with PHC. It is very unfortunate that the consultation process didn't start earlier'
 - Back in June, PHC were advised that there would be a lockable bollard at the closure point near the Custom House and were offered keys to this for the purposes of facilitating vehicular access as required.
 - PHC highlighted that they 'cannot comply with the loading / unloading restriction and will require access 24/7. Poole Quay is a working quay'.
 - This feedback suggests that the application of shared-space principles may need to be considered for any pedestrianised area(s) along The Quay.
- One business stated 'I hope this isn't considered a consultation as it falls far short'.

Feedback from Ward Councillors

Two of the three Ward Councillors for Poole Town responded to the request for feedback. Given their role in helping devise the feedback questionnaire, they instead opted to provide a qualitative written response. This was done to explain the wider context and highlight the various nuances involved. The table on the next page details their views, categorising the elements of their response into designated themes to aid analysis.

Analysis and findings

Revised winter arrangement:

- Both Ward Councillors have indicated a preference for the roads to be re-opened during the week but with the closures retained at weekends. Likewise, both favour keeping a closure on the stretch of road outside Da Vincis to prevent through traffic.

- This approach contrasts with what most businesses preferred but is akin to a compromise when considering the wider interests of the business community.
- Councillor Hadley suggested two complementary measures were required irrespective of any revisions to the arrangement. These involved reviewing:
 - Space at the West Street pedestrian crossing to support RNLI operations; and
 - Signage on nearby roads (Church Street, Levet's Lane and Thames Street.
- Councillor Howell has caveated their view on the basis that:
 - In a 'lockdown' the roads should be closed to prioritise non-motorised users;
 - If the responses by businesses are inconclusive, then the roads should be closed for the majority of the day but reopened at 16:00; and
 - A winter arrangement for less than three months may create more confusion.

Parking option and maximum time limits:

- Both Ward Councillors have highlighted that short-stay parking for a maximum of 30 minutes would be the best use of available space. This is similar to the majority view held by those businesses which responded.
- Councillor Hadley mentioned that reinstating car parking would be necessary if the roads were reopened to traffic. This is because parking would regulate vehicle speeds by creating a self-enforcing design through forms of horizontal deflection.
- However, he also discussed that it would hinder efforts for social distancing and reduce the amount of outdoor space for businesses to use. This relates to what Councillor Howell noted with regards to 'lockdown' arrangements.
- Councillor Howell proposed that the Coastguard space and some of the loading bays should be converted to parking for general traffic.

Use of outdoor space:

- Both Ward Councillors have reported an increased use of outdoor space (albeit for different purposes), with the area supporting seating provisions and queuing for businesses operating a takeaway service. This seems to align with the prevailing view of those businesses which responded.

Theme	Views of Ward Councillor Hadley	Views of Ward Councillor Howell
General comments and overall benefit of the scheme	<ul style="list-style-type: none"> ▪ 'Trading will be very tough for businesses over the winter, especially with the current lockdown. Some had shifted to take-away or deliveries during the original period, and that is their only choice this month'. ▪ 'A couple of the pubs, even if closed, live above the shop, and at the bottom of the high street, they and the B&B have struggled'. ▪ 'A couple of the pubs, even if closed, live above the shop, and at the bottom of the high street, they and the B&B have struggled'. ▪ 'From the non-business front, the general sentiment that I've received has been on balance positive, with some notable exceptions: <ul style="list-style-type: none"> – Residents of Barbers Piles not happy at only being able to access from West Street. – Residents on Levets Lane which has seen an increase in people cutting through (not helped by signs being obscured at the Custom Office building that I did report) – The RNLI – delays in crews getting to a shout because of the narrowing of West Street at the extra pedestrian crossing. – People who were used to dropping the infirm at the restaurant door, but I've seen quite a lot of mobility. scooters using the space in a way they couldn't before – There have been a few very loud voices against closure'. 	<ul style="list-style-type: none"> ▪ 'In October my view was exactly the same as Cllr Hadley sets out below. However, that was on the basis that the Winter regime would run between 1 Nov and 28 Feb. However, I am now questioning whether it is sensible to reopen the roads to traffic'. ▪ 'The delay in implementation will mean that closure takes place for less than three months. If the closure is too short, will it create confusion without being of significant benefit?'
Revised winter arrangement	<ul style="list-style-type: none"> ▪ 'During the initial discussions the week before closure, the issue of what to do over winter months was raised, and there was a feeling that especially in inclement weather, the restaurants would really struggle if we didn't reopen the road. This has changed with some'. 	<ul style="list-style-type: none"> ▪ 'In lockdown mode, the roads are better closed as they allow pedestrians more space and there are more cyclists about. I would expect that lockdown will be reintroduced in January'. ▪ 'If the responses to the consultation are not clear cut, for the Winter period I would therefore favour keeping the roads closed during the day but reopening them to traffic at 4pm.'

	<ul style="list-style-type: none"> ▪ 'On balance, and subject to the responses from the businesses, I would favour reopening during the week until March/Easter holiday, but if we can, keeping the closures at the weekend'. ▪ 'Additionally, I'd favour keeping the section of the quay between Sea Music and the Customs House closed, as this prevents the return to through traffic nipping around this way for no reason connected to the high street, in order to use it to bypass queues for the bridge (notwithstanding the comments above, I think that reviewing lanes on West Street and signage would be a better response)'. 	<p>This would provide opportunities for drop offs/parking for late shoppers/diners'.</p> <ul style="list-style-type: none"> ▪ 'I agree with Cllr Hadley that the stretch outside Da Vincis should remain closed'.
Parking option and maximum time limits	<ul style="list-style-type: none"> ▪ 'Unrestricted parking on the high street on Sundays was being used by one diving business, really poor use of the space' ▪ 'Car parking on the high street is a problem in supporting social distancing for pedestrians, and outdoor space for businesses, but without it, traffic speeds will probably increase. Could make it half an hour in the daytime, but I think Richard was of the view that its easiest just to return to what was there'. 	<ul style="list-style-type: none"> ▪ 'I think the parking restriction should be 30 mins before 18:00 and 2 hours after 18:00 to serve the different needs of shops and restaurants'. ▪ 'The Coastguard space should be converted to 30 mins parking'. ▪ 'Three of the loading bays outside Colemans should also be converted to 30 mins parking'.
Use of outdoor space	<ul style="list-style-type: none"> ▪ 'Some, Da Vincis and Tin of Sardines for example, looking to outdoor seating as key, including cover/heating solutions'. ▪ 'A couple of new businesses have started in the high street, benefiting from the closure, and over time more have taken outdoor space'. 	<ul style="list-style-type: none"> ▪ 'The opening of two new takeaway drinks businesses in the lower High Street (Riptide and tearoom) has seen queues of people in the High Street on to the road. People also queue outside Lush'.

Conclusions, recommendations and possible next steps

This section sets out the conclusions, recommendations and any possible next steps. These have been devised with consideration to the feedback that has been received and the overarching consensus.

Conclusions

Effect of the current scheme

- The majority of respondents are of the view that the scheme is positive overall.
- Conversely, the impact on business appears to be more mixed, with the majority providing an answer that can be considered neutral or slightly positive. This suggests alterations to the scheme may be useful.

Revised winter arrangement

- The preferred winter arrangement appears to be for the roads to be fully re-opened between November and March. However, a significant number of respondents favoured the option to retain the current closure.
- Ward Councillors indicated a preference for the roads to be re-opened during the week but with the closures retained at weekends and the retention of a closure on the stretch of road outside Da Vincis restaurant - to prevent through traffic.
- Fundamentally, this infers that neither the existing arrangement nor a return to the original set-up would be welcomed.
- Therefore, it would seem that a hybrid approach between a weekend closure and / or the retaining of a smaller pedestrianised area may be worth considering.

Preferred parking arrangement

- If road were re-opened, the general consensus is a preference for parking to be allowed in part of the lower High Street as per the pre-existing arrangement.
- Some of the existing loading bays could also be converted to general parking.
- It is likely that some reintroduction of parking may be necessary if the roads were re-opened so as to regulate vehicle speeds and provide local access.
- However, allowing parking would limit space for social distancing and reduce the amount of outdoor space available to businesses requiring all pavement licences in the (Lower) High St to be revoked.
- Allowing parking would also re-introduce the accessibility issues associated with the narrow footways.
- Consequently, a seasonal approach, at a time when lockdown and social distancing considerations are not a factor may change the balance of these considerations.

Maximum time limit for parking

- There were a spread of views however the prevailing view is that on-street parking should be short-stay with a maximum time limit of somewhere between 30 and 60 minutes.

- Both Ward Councillors have highlighted that a maximum of 30 minutes would be the best use of available space.
- Shorter maximum stays would increase parking turnover and the number of available parking sessions throughout the day.
- The parking that existing prior to the introduction of the ETRO permitted a maximum of 60 minutes and it appears this period remains broadly in line with the consensus from this survey.

Use of outdoor space

- The majority of respondents have either already used the outdoor space, are planning to do so in the future or think that it improves the area.
- Usage of the space is two-fold, with the area supporting both seating provisions and queuing for businesses operating a takeaway service.
- More appear to support the retention of the outdoor space during the winter season compared to those who want it removed.
- On the whole, there appears to be broad support for the reallocation of street space towards business use. However, this needs to be balanced against access requirements.
- Shared-space principles could help create a useful compromise.

Other factors to consider

- The current ETRO commenced on 27th June 2020 and has a maximum duration of 18 months.
- 6 businesses have pavement licences on Poole Quay, these were mainly pre-existing (4). 9 businesses have pavement licences in the High St, these have all been applied for since the road closure as it was not possible to permit pavement licences before the roads were closed. All High St pavement licences would need to be revoked for any periods during which the road is re-opened to traffic.
- The Covid situation remains fluid. It is likely that the current Covid Tier system will continue and could place the area into varying degrees of lockdown and it appears probable that even at the lowest tier, the advice will be to maintain social distancing. With the roll out of the vaccine it appears likely that restrictive measures will begin to relax during 2021 however it is also possible that social distancing recommendations could remain in place beyond the current tier system. This aspect is particularly pertinent to the (Lower) High St where the very narrow footways do not allow social distancing. In essence the original reason for the measure has not changed.
- The car parking strategy for BCP Council is under development. This is likely to discourage on-street car parking in town centre areas and instead seek to promote sustainable travel modes and direct vehicle traffic to any available car parks.
- Vehicular space at the West Street pedestrian crossing to support RNLI operations.
- Signage on surrounding roads.
- Different arrangements for those business with no rear access.
- The current ETRO prohibits parking in the zone and also prohibits loading except between 10pm and 10am. Opening roads and permitting parking during the week on a seasonal arrangement would result in very complicated road signage that may

lead to public confusion and may result in operational and legal difficulties with enforcement.

- Depending on the requirements to change signage and road markings it will take between 6 and 8 weeks to implement a revision to the current arrangement following approvals needed under the prevailing Council Governance arrangements. This timescale means that a decision to amend the arrangement would be implemented mid to end of February, at the earliest meaning that the arrangement would exist for 4 to 6 weeks only before the re-imposition of the summer arrangement.
- The BID have separately made the Council aware of a desire from one business to continue to operate a land train. This could not progress through the High St without revoking all pavement licences however it would be safe to operate a land train on Poole Quay if the ETRO was amended to permit this motor vehicle during operational times of the current closure.
- The current ETRO prevents Taxis from using the open roads between 10pm and 10am as it only permits the loading and unloading of goods. This limitation is arguably unduly restrictive.
- The Museum have highlighted that they host weddings and exhibition vehicles and have requested that wedding cars and exhibition vehicles be permitted.
- PHC have also indicated that the Quay is a working Quay and as such vehicle access is required at all times.

Recommendations

- Amend the current order to permit Taxis to enter, collect and drop off passengers between 10pm and 10am.
- Amend the order to permit the Council to authorise vehicles into the area between 10pm and 10am to allow it to consider accommodating the request for the land train, PHC, wedding cars and other vehicles beyond the scope of the current order.

Notes –

- 1) an amendment to the ETRO will re-start the 6 month review period however the original 18 month order period will remain.

Potential Next Steps

- Once a decision has been made, communicate with businesses on the outcome outlining what has been decided and why. This could be disseminated via the Poole BID and /or the ETRO Response mailbox. Inevitably some will always disagree with any decision that is made. However, follow-up communication could help improve understanding of the decision.
- Confirmation with emergency services.

Proposal Title: Poole Quay and (Lower) High Street ETRO
Impact Summary

Climate Change & Energy	Green - Only positive impacts identified
Communities & Culture	Green - Only positive impacts identified
Waste & Resource Use	Green - Only positive impacts identified
Economy	Amber - Minor negative impacts identified / unknown impacts
Health & Wellbeing	Green - Only positive impacts identified
Learning & Skills	Green - Only positive impacts identified
Natural Environment	Green - Only positive impacts identified
Sustainable Procurement	Amber - Minor negative impacts identified / unknown impacts
Transport & Accessibility	Green - Only positive impacts identified



Major negative impacts identified



Minor negative impacts identified / unknown impacts



Only positive impacts identified



No positive or negative impacts identified

Answers provided indicate that the score for the carbon footprint of the proposal is: 3.5	The Carbon Footprint is banded as follows: 0-4 Low 5-9 Moderate 10-14 High
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Proposal ID: **191**Proposal Title: **Poole Quay and (Lower) High Street ETRO**Type of Proposal: **Project**

Brief description:

Review of an experimental, part time closure of Poole Quay and the Lower High Street to motor traffic. The main options are to retain, remove or amend the measures put in place in June 2020.

Proposer's Name: **Richard Pearson**Proposer's Directorate: **Regeneration & Economy**Proposer's Service Unit: **Growth & Infrastructure**Estimated cost (£): **Below £5K**If know, the cost amount (£): **£5000**

Ward(s) Affected (if applicable):

Poole Town

Proposal Title: Poole Quay and (Lower) High Street ETRO

Sustainable Development Goals (SDGs) supported by the proposal:

3. Good Health and Well Being 8. Decent Work and Economic Growth 10. Reduced Inequalities 11. Sustainable Cities and Communities 13. Climate Action

Proposal Title: Poole Quay and (Lower) High Street ETRO

Climate Change & Energy

Is the proposal likely to have any impacts (positive or negative) on addressing the causes and effects of climate change? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Has the proposal accounted for the potential impacts of climate change, e.g. flooding, storms or heatwaves? **Not Relevant**
- 2) Does it assist reducing CO2 and other Green House Gas (GHG) emissions? E.g. reduction in energy or transport use, or waste produced. **Partially**
- 3) Will it increase energy efficiency (e.g. increased efficiency standards / better design / improved construction technologies / choice of materials) and/or reduce energy consumption? **Partially**
- 4) Will it increase the amount of energy obtained from renewable and low carbon sources? **No**

How was the overall impact of the proposal on its ability to positively address the cause and effects of climate change rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Aim is to provide a vibrant space where pedestrians can move around freely, safely and at ease. Also, to create a space that can accommodate the safe through movement of cyclists and pedestrians.

The small amount of motor traffic that used to pass through this area may take a longer route around the area and this could have a small additional carbon emission outcome. However, the creation of a large area that is dedicated to walking and cycling, may in the short and medium term may promote these modes, which reduce carbon emissions.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

N/A

Proposal Title: Poole Quay and (Lower) High Street ETRO

Communities & Culture

Is the proposal likely to impact (positively or negatively) on the development of safe, vibrant, inclusive and engaged communities? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it help maintain and expand vibrant voluntary and community organisations? **Yes**
- 2) Will it promote a safe community environment? **Yes**
- 3) Will it promote and develop cultural activities? **Yes**

How would the overall impact of the proposal on the development of safe, vibrant, inclusive and engaged communities be rated?

Green - Only positive impacts identified

Reasoning for the answer (details of impacts including evidence and knowledge gaps):

Aim is to make the location a thriving local destination, where residents and visitors can congregate to use the local bars and restaurants and enjoy the bespoke retailers, amusements and other visitor attractions. Increased scope for street cafes. Removal of motor vehicles from pedestrian areas is inherently safer and making provision to enable social distancing is also safer.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Includes provisions for more flexible use of the space e.g. museum, land train.

Proposal Title: Poole Quay and (Lower) High Street ETRO**Waste & Resource Use**

Is the proposal likely to have any impacts (positive or negative) on waste resource use or production and consumption? **No**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

Temporary bollards will be replaced with heritage bollards, however temporary bollards can be reused in other projects.

- 1) Will it prevent waste or promote the reduction, re-use, recycling or recovery of materials? **Partially**
- 2) Will it use sustainable production methods or reduce the need for resources?
No
- 3) Will it manage the extraction and use of raw materials in ways that minimise depletion and cause no serious environmental damage?
Not Relevant
- 4) Will it help to reduce the amount of water abstracted and / or used?
Not Relevant

How would the overall impact of the proposal on the sustainable production and consumption of natural resources be rated? **Green - Only positive impacts identified**

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Details of proposed mitigation/remedial action and monitoring
(inc. timescales, responsible officers, related business plans etc):

Proposal Title: Poole Quay and (Lower) High Street ETRO**Economy**

Is the proposal likely to impact (positively or negatively) on the area's ability to support, maintain and grow a sustainable, diverse and thriving economy? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will the proposal encourage local business creation and / or growth?

Partially

- 2) Will the proposal enable local jobs to be created or retained?

Partially

- 3) Will the proposal promote sustainable business practices?

Yes

How would the overall impact of the proposal on it's potential to support and maintain a sustainable, diverse and thriving economy be rated?

Amber - Minor negative impacts identified / unknown impacts

The reasoning for the answer (details of impacts including evidence and knowledge gaps)

Opinions of businesses are both for and against the proposals, however the proposed decision aims to strike a balance between those in favour and against the scheme retaining the benefits for the better weather period.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc)

Consultation to continue with businesses and the public through the advertisement of the new TROs.

Proposal Title: Poole Quay and (Lower) High Street ETRO**Health & Wellbeing**

Is the proposal likely to impact (positively or negatively) on the creation of a inclusive and healthy social and physical environmental for all?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will the proposal contribute to improving the health and wellbeing of residents?

Yes

- 2) Will the proposal contribute to reducing inequalities in health between different communities or groups?

Partially

- 3) Will the proposal contribute to a healthier and more sustainable physical environment?

Yes

How would the overall impact of the proposal on the creation of a fair and healthy social and physical environmental for all be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Measure would improve pedestrian accessibility and accommodate social distancing. Expected benefits for air quality and noise reduction during road closed period.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Equalities Impact Assessment carried out.

Proposal Title: Poole Quay and (Lower) High Street ETRO**Learning & Skills**

Is the proposal likely to impact (positively or negatively) on a culture of ongoing engagement and excellence in learning and skills? **No**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

Not relevant to this proposal.

- 1) Will it provide and/or improve opportunities for formal learning?
- 2) Will it provide and/or improve community learning and development?
- 3) Will it provide and/or improve opportunities for apprenticeships and other skill based learning?

How would the overall impact of the proposal on the encouragement of learning and skills be rated?

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Proposal Title: Poole Quay and (Lower) High Street ETRO**Natural Environment**

Is the proposal likely to impact (positively or negatively) on the protection or enhancement of local biodiversity or the access to and quality of natural environments?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it help protect and improve biodiversity i.e. habitats or species (including designated and non-designated)? **Not Relevant**
- 2) Will it improve access to and connectivity of local green spaces whilst protecting and enhancing them? **Not Relevant**
- 3) Will it help protect and enhance the landscape quality and character?
Partially
- 4) Will it help to protect and enhance the quality of the area's air, water and land?
Yes

How would the overall impact of your proposal on the protection and enhancement of natural environments be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Expected benefits for air quality and noise reduction within the boundary of the roads that are closed.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Expected benefits for air quality and noise reduction within the boundary of the roads that are closed.

Proposal Title: Poole Quay and (Lower) High Street ETRO**Sustainable Procurement**

Is the proposal likely to involve the procurement of goods or services which risk negative impact on resources (including power, water, raw material extraction), natural environment or labour markets (e.g. welfare standards)?

Yes

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

Has or is it intended that the Strategic Procurement team be consulted?

No

If the Strategic Procurement team was not consulted, then the explanation for this is:

Minor expense on routine items (bollards and advertising space), covered by inhouse service provider under existing arrangements.

- 1) Do the Government Buying Standards (GBS) apply to goods and/or services that are planned to be bought?

Not Relevant

- 2) Has sustainable resource use (e.g. energy & water consumption, waste streams, minerals use) been considered for whole life-cycle of the product/service?

Partially

- 3) Has the issue of carbon reduction (e.g. energy sources, transport issues) and adaptation (e.g. resilience against extreme weather events) been considered in the supply chain?

Don't know even though may be relevant

- 4) Is the product/service fairly traded i.e. ensures good working conditions, social benefits e.g. Fairtrade or similar standards?

Not Relevant

- 5) Has the lotting strategy been optimised to improve prospects for local suppliers and SMEs?

Not Relevant

- 6) If aspects of the requirement are unsustainable then is continued improvement factored into your contract with KPIs, and will this be monitored?

Not Relevant

How is the overall impact of your proposal on procurement which supports sustainable resource use, environmental protection and progressive labour standards been rated?

Amber - Minor negative impacts identified / unknown impacts

The reasoning for the answer (details of impacts including evidence and knowledge gaps):

Heritage bollards made of durable material to maximise life expectancy.

Details of proposed mitigation/remedial action and monitoring (inc. timescales, responsible officers, related business plans etc):

Bollards are catalogue items to industry standard.

Proposal Title: Poole Quay and (Lower) High Street ETRO

Proposal Title: Poole Quay and (Lower) High Street ETRO**Transport & Accessibility**

Is the proposal likely to have any impacts (positive or negative) on the provision of sustainable, accessible, affordable and safe transport services - improving links to jobs, schools, health and other services? **Yes**

If the answer was No, then the explanation is below (there are no answers to subsequent questions in this section):

- 1) Will it support and encourage the provision of sustainable and accessible modes of transport (including walking, cycling, bus, trains and low emission vehicles)?

Yes

- 2) Will it reduce the distances needed to travel to access work, leisure and other services?

No

- 3) Will it encourage affordable and safe transport options?

Yes

How would the overall impact of your proposal on the provision of sustainable, accessible, affordable and safe transport services be rated?

Green - Only positive impacts identified

The reasoning for the answer (details of impacts including evidence and knowledge gaps):
One of the scheme objectives is to promote safe, sustainable travel.

Details of proposed mitigation and monitoring (inc. timescales, responsible officers, related business plans etc):

The volume of vehicles that would be diverted by the measure is low in traffic terms and the diversion routes are capable of accommodating this additional minor flow. The intention is for further monitoring of traffic impact to take place to better understand the degree to which the measure has promoted walking and cycling.

Proposal Title: Poole Quay and (Lower) High Street ETRO

BCP Equality Impact Assessment Template

Executive Summary and Conclusions

Once the Equality Impact Assessment Template has been completed, please summarise the key findings here. Please send a copy of your final document to the Policy and Performance Team.

Poole Quay was the first to be introduced of a series of active travel schemes during the Summer of 2020. Done so on an emergency basis due to the Covid-19 pandemic. This updates the initial Equalities Impact Assessment, EIA, and includes detail from a generic EIA, provided in advance covering all the schemes. Questionnaire responses for individual schemes, including Poole Quay, are then analysed for equalities detail when each individual scheme is up for decision.

Guided by local research and consultation, reducing the impact of traffic generally, by improving the amenity for people that walk and cycle, will contribute to a more inclusive transport network. As some of our residents, especially in areas of high social deprivation, do not own cars, enabling cycling and walking, will deliver travel improvements for these communities. There are intended benefits to many of the higher risk people in society - including the elderly, BME citizens and people with health limiting disabilities, by providing additional space for social distancing giving more confidence to travel locally. These aims were the main reason why the government funding was provided. Prioritising active travel will result in less pollution and better air quality, this benefits all of us but especially people with respiratory conditions. Reduced conflict with motor vehicles for people that walk and cycle are intended to improve road safety.

Responses from the questionnaire specific to Poole Quay from 20 June 2020 until 27 December 2021, with 833 responses, showed a number of differences by equalities groups. The group that were clearly positive and in agreement with the changes were people from 'Other white' backgrounds - for two questions an 85% agree or strongly agree response was provided. Responses from disabled people showed the least support of all groups, with a clear majority considering the changes have negative impacts. For religion 'All other religions' also showed low levels of support compared to all responses. People aged 18-24 also showed low levels of support. Replies from other groups were less conclusive, a small majority overall were not in agreement to the changes, people aged 25 to 44 and women just slightly more in agreement than not. All other groups gave responses that were not significantly different to that provided by all replies.

Responses from people who walk or cycle through the area were positive about the changes, particularly that they would encourage cycling. This has a likely positive outcome for areas with higher levels of social deprivation, where car ownership levels are lower. Specific comments were received from some welcoming the changes to an environment free from motor traffic, for others this was the main concern as this had a negative impact on their ability to park and access the area - some of these comments came from disabled respondents.

The changes have brought benefits to some, however taking account of all responses more people do not agree with the changes, views have changed over time, 42% of responses were received before the changes and more recent replies have tended to be more positive. The negative views of some groups are balanced with the clear support of others. Any recommendation to make all of the changes permanent will need to consider access to the pedestrianised area by people who are not able to walk or cycle, as well as the views of disabled people that don't drive. As with other schemes specific

BCP Equality Impact Assessment Template

negative equalities impacts will need to be seen in conjunction with the wider equalities benefits of an inclusive active and sustainable transport network.

Part 1 - The Project

Policy/Service under development/review:	Closure to traffic of Poole Quay from Thames Street to Old Orchard, Lower High Street from Castle Street to the Quay; Paradise Street and the lower part of Castle Street adjoining the Quay.
Service Unit:	Growth and Infrastructure
Service Lead:	Gary Powell/Richard Pincroft
Equality Impact Assessment Team:	Richard Barnes, Beth Barker-Stock, Richard Pearson. Simon Philp.
Date assessment started:	12 th June 2020
Date assessment completed:	February 2021
What are the aims/objectives of the policy/service?	<p>Realised by Department of Transport, (DfT) funding, the aims of the project are;</p> <p>To create a vibrant space where people that walk can move around freely, safely and at ease.</p> <p>To create a space that can also accommodate the safe through movement of people who cycle.</p> <p>Increased walking and cycling as part of long - term travel habits provide associated health, air quality and congestion benefits by avoiding escalating car use. Creating better spaces for cycling and walking will encourage local sustainable travel which aligns with BCP Council's declared Climate and</p>

BCP Equality Impact Assessment Template

Part 1 - The Project

	<p>Ecological emergency and commitment to 'Develop an eco-friendly and active travel network'.</p> <p>To help make the location a thriving local destination, where residents and visitors can congregate to use the local bars and restaurants and enjoy the bespoke retailers, amusements and other visitor attractions.</p> <p>Increased scope for street cafes.</p> <p>To facilitate social distancing in the short to medium term, noting that 7 months from the start, this is still relevant.</p>
What outcomes will be achieved with the new or changed policy/service?	<p>By measures to reduce through motor traffic and other highways changes, the Poole Quay area will be enhanced as a recreational and leisure destination.</p> <p>More people will be attracted to the area to visit and dwell longer, with a more positive overall experience and a higher profile for the area, creating a more thriving local destination.</p> <p>Residents and visitors will feel safer overall with less conflicts with motor vehicles and a better environment for social distancing.</p> <p>Improved viability of most businesses with enhanced provision for outside food and drink provision. Significantly improved amenity for walking on the Lower High Street in particular.</p> <p>Increased proportion of access to the Quay and immediate area by active travel with corresponding environmental benefits.</p> <p>Some changes to access to the area by car or delivery vehicle.</p>
Are there any associated services, policies or procedures?	<p>COVID-19, Emergency Active Travel Fund Statutory Guidance issued by HM Government including related temporary processes for new emergency traffic orders. Network Management Duty as part of Traffic Management Act 2004.</p> <p>Bournemouth, Poole and Dorset Local Transport Plan 3, 2011.</p> <p>BCP Council Local Cycling and Walking Infrastructure Plan (Draft December 2019)</p> <p>BCP Council Climate Emergency, declared July 2019.</p>

BCP Equality Impact Assessment Template

Part 1 - The Project

	BCP Council priority 'To develop an eco-friendly and active travel network'
Please list the main people, or groups, that this policy/service is designed to benefit, and any other stakeholders involved:	Visitors to Poole Quay, Lower High Street and surrounding areas. People who cycle and/or walk for access to and travel around the area. Local residents Local businesses – especially retail, leisure and hospitality.
With consideration for their clients, please list any other organisations, statutory, voluntary or community that the policy/service/process will affect:	BH Active Travel Forum. Local Chambers of Commerce and Trade. Organisations on the statutory consultation list for Traffic Regulation Orders (TRO) including the emergency services – Police, Fire, Ambulances, Taxi associations/operators and DOTS Disability - community interest company. Bournemouth Transport – Yellow Buses Go South Coast – More Bus. Discover Dorset (operate the City Sightseeing Franchise) Beryl Bikes (BCP Council cycle/scooter hire partner)

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence¹

Please list and/or link to below any recent & relevant consultation & engagement that can be used to demonstrate a clear understanding of those with a legitimate interest in the policy/service/process and the relevant findings:

General -

Bournemouth, Christchurch and Poole Travel Survey, October 2018 to January 2019, a comprehensive local travel survey with a sample size of 3,621. There is detailed analysis as part of the survey linked to equalities profiles. The availability of local information is important as the schemes are within the BCP Council area. National data on transport is plentiful, however use of local research will provide more relevant data to evaluate the equalities impact of these schemes. Some findings from the research are detailed below.

If there is insufficient consultation or engagement information please explain in the Action plan what further consultation will be undertaken, who with and how.

The BCP Travel Survey, is useful through the research undertaken, to consider the impact on different protected characteristics of the overall objective of the wider Active Travel Schemes to increase cycling and walking.

- 86% of respondents had travelled on foot within the last 12 months, the highest take up of any travel mode.
- Respondents with a disability are significantly less likely to drive a car or van compared to those without a disability.
- Males are twice as likely to cycle at least weekly, compared to females, with females citing personal security concerns and busy roads as a barrier to cycling to a greater degree than men.
- With car ownership and use proportionately lower in deprived communities and for younger people (16-24 Years), improving the viability of cycling and walking is anticipated to benefit these groups to a greater extent.
- Respondents with a disability are significantly less likely to cycle or walk than those without a disability; encouraging cycling and walking could exclude take up by some disabled people.

Specific to Poole Quay

A questionnaire by the BCP Council consultation team started on 20 June 2020 until 27 December 2020. The scheme was initiated on 27 June 2020, allowing responses during the trial, as part of the guidance issue by HM Government for the funding. The evidence detailed is based upon 833 responses.

The key questions asked were if respondents strongly agree, agree, disagree or strongly disagree -

¹ This could include: service monitoring reports, research, customer satisfaction surveys & feedback, workforce monitoring, staff surveys, opinions and information from trade unions, previous completed EIAs (including those of other organisations) feedback from focus groups & individuals or organisations representing the interests of key target groups or similar.

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence¹

- Should cycling and walking be prioritised at Poole Quay, and at other locations in the area?
- The changes will/do make it safer for me to walk around the quay area?
- The changes will/do encourage me to cycle in the area?
- The changes will make the area a better place to visit.
- Does the scheme provide a positive, negative or neutral impact?

When the responses were broken down according to protected characteristics, there were some differences.

Age - Those aged 25-34 and 35-44 showed the highest agreement levels, noting that for some questions only slightly more than half agreed. Support reduced for age groups over 44 upwards and notably responses from the 18-24 age group were the least supportive with a clear majority strongly disagreeing for some questions. When asked about the impact of the changes, only people from the 35 to 44 age group showed a majority, 52%, as viewing the changes as positive. Other age groups showed between 38% and 45% positive impact. Notably the 18-24 group viewed the changes as least positive – 29%.

Gender – Women were marginally more supportive than men, notably women were underrepresented in the responses at 40%.

Disability – for the question, whether cycling and walking should be prioritised? the sample of the questionnaire who are disabled showed the least agreement of all groups with just 11% strongly agreeing or agreeing- for those with a more limiting disability. An equivalent low level of agreement was shown for the changes to encourage cycling. When asked if the changes would make disabled people feel safer walking around the area and whether the quay would be a better place to visit, the disagreement was less pronounced, but a majority of disabled respondents still gave an overall unsupportive response. In terms of impact of the scheme, disabled responses to the questionnaire gave an overall negative impact.

Ethnicity – There are differences by ethnic group, 'White other' responses showed very high levels of agreement with 85% strongly agreeing or agreeing to prioritising cycling and walking and that the changes make the Quay a better place to visit. Responses from other groups – white British and BME, were more mixed, broadly in accordance with the total sample.

Religion - Those with no religion or Christian are more likely to strongly agree to all the questions, noting that overall, their views are balanced. All other religions are less supportive and show higher levels of disagreement than Christians and those with no religion.

For **Transgender and Sexual Orientation** there were no significant differences, or the sample size was too low.

Please list below any service user/employee monitoring data available and relevant to this policy/service/process and what it shows in relation to any Protected Characteristic:

Comments about the accessibility of the Lower High Street – before the scheme –

For many years we have had complaints about the narrowness of the pavements in Lower High St and the difficulty for wheelchair / mobility scooter users and parents with buggies who have to walk in the road to pass each other. In addition, vehicles often encroach upon the pavement (which doesn't have a traditional kerbface) when passing the parked cars.

BCP Equality Impact Assessment Template

Part 2 – Supporting Evidence¹

People responding to the questionnaire were also able to provide comments. Some responses from businesses mentioned the changes made access for disabled and elderly customers more difficult. Changes to bus routes resulting from the changes were seen as negative for some disabled and elderly people. Where disabled people rely on cars for transport, access and parking issues were raised following the changes. One person who uses a wheelchair felt the changes would make the area safer and more pleasant. A number of comments suggested that the changes would encourage them to cycle more - providing a better environment for cycling could benefit areas of higher social deprivation where proportionately fewer residents have access to cars.

The Traffic Regulation Order process is also a consultation, with comments able to be submitted with responses. Comments related to Equalities mentioned that replacement disabled parking bays were too far away.

If there is insufficient research and monitoring data, please explain in the Action plan what information will be gathered:

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue.

Click here for more guidance on how to understand the impact of the service/policy/procedure against each characteristic.

If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
1. Age ²	Locally, younger people (16-24 yrs.) are significantly less likely to drive than all other age groups. Enhancements to encourage more walking and cycling will proportionately benefit younger people.	With car use highest amongst middle age groups and higher among older people than much younger ages, any measures prioritising road space to people that walk and cycle, will affect the age groups that drive more.

² Under this characteristic, The Equality Act only applies to those over 18.

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

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If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
	<p>Both the younger (16-34 yrs. and 65 yrs. and over) are less likely to cycle regularly than all other age groups. A better environment for cycling could encourage greater take up from both younger and older people who currently cycle less. With under 35 yrs. groups more likely to be discouraged from cycling due to personal safety concerns, this age group would likely feel safer from local measures to give more road space to cycling.</p> <p>Providing pedestrian areas with more personal space will give greater confidence to travel by foot or cycle for elderly people who could find crowded areas intimidating during the current health situation.</p> <p>Responses to the questionnaire indicated the highest levels of agreement to the aims and outcomes for the age groups between 25 and 44 yrs.</p>	<p>Questionnaire responses indicated that ages over 55 and especially the 18-24 yrs. group, showed lower levels of agreement with the changes, and felt the impact was negative to a greater extent. Based on the people from these groups that responded to the survey, the intention of the changes to deliver an improved environment for cycling and walking and increased personal space was seen as less justifiable.</p>

BCP Equality Impact Assessment Template

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If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
2. Disability ³	<p>Locally people who identified as having a disability were slightly less likely to travel regularly by car, both as a driver or passenger, than non-disabled people. For many disabilities driving is not an option or through reduced income, motoring is not feasible. Prioritising transport by other means than cars would likely benefit the many disabled people who do not have access to a car.</p> <p>Personal safety is highlighted to a greater degree by disabled people as a barrier to cycling. Improvements creating a safer cycling environment as part of these schemes should help mitigate this, benefiting some disabled people.</p> <p>Where a scheme widens pavements and removes any on street parking, the additional space will give visibility and easier movement with potential benefits for disabled people with mobility aids/wheelchairs and for partially sighted people. The aim in creating more space is that confidence is provided for local movement during the Covid-19 pandemic,</p>	<p>People who identified as having a disability are less likely to walk and especially cycle regularly, compared to non-disabled people. With 70% of disabled people mentioning health factors/physical ability as one of the reasons why they do not regularly cycle or walk, schemes prioritising active travel will not benefit these disabled people.</p> <p>The responses to the questionnaire from disabled people, were predominantly not supportive to the aims and indicated that the anticipated benefits would not be realised for disabled people compared to the non-disabled. The changed clearly had a high negative impact for disabled people, especially disabled motorists who cited challenges parking and access as a result.</p>

³ Consider any reasonable adjustments that may need to be made to ensure fair access.

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Part 3 – Assessing the Impact by Equality Characteristic

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If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
	benefiting many disabled people, including those affected by mental health. A comment sent as part of a questionnaire response from a wheelchair user welcomed the additional space resulting from the changes. The Council has historically received comments about the challenges for people in wheelchairs and mobility scooters using the Lower High Street before it was pedestrianised.	
3. Sex	In the UK, cycling, both frequency and distance cycled are significantly higher for men than women. Locally men are twice as likely too cycle regularly than women. Busy roads and personal safety are mentioned to a greater extent as barriers to cycling; and personal safety for walking by women, compared to men. By reducing traffic and creating a safer environment for active travel, the main barriers to cycling for women will be addressed. The responses to the questionnaire showed the scheme was supported slightly more by	Prioritising a transport means, cycling, which is significantly more likely to be undertaken by men could increase the existing gender disparity. By focusing on the reasons why women cycle less, this gap can be narrowed. Based on the responses to the specific scheme men, were slightly less in agreement overall of the changes than women. The gender split of the responses to the scheme were not representative with 60% men and 40% women.

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. [Click here](#) for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
	women, who were slightly more likely to view the scheme as encouraging cycling/walking. This potentially indicates that the changes, because of better safety, were proportionately more welcome for women.	
4. Gender reassignment ⁴	There are not any known positive outcomes specific to gender reassignment. The specific survey included a question whether respondents identified as trans, there were not any responses that identified as such.	There are not any known negative outcomes specific to gender reassignment. The specific survey included a question whether respondents identified as trans, there were not any responses that identified as such
5. Pregnancy and Maternity	Wider pavement widths will help ease of movement around local areas for people with prams/pushchairs.	The physical ability to take up active travel through pregnancy.
6. Marriage and Civil Partnership	There are not any known positive outcomes specific to Marriage/Civil Partnership.	There are not any known negative outcomes specific to Marriage and Civil Partnership.
7. Race	People from 'White Other Backgrounds' and BME backgrounds are locally more likely to cycle than 'White British' people, this is likely correlated with car ownership levels – 'White Other Backgrounds' are likely to be residents from the European Union who rely on other	White British and other ethnicities people's responses were less supportive compared to the clear support from 'Other white' backgrounds, noting that the levels of agreement from all groups except 'other white' were Generally, in line with general responses – marginally not in agreement.

⁴ Transgender refers people have a gender identity or gender expression that differs to the sex assigned at birth.

BCP Equality Impact Assessment Template

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	Actual or potential positive outcome	Actual or potential negative outcome
	transport modes, if they don't own a car. Creating better spaces for cycling will have a positive impact for different racial groups. For schemes that deliver additional public space there should be more confidence for BME people to travel locally, linked to the emerging evidence that BME communities are impacted to a greater extent by the pandemic. The responses to the questionnaire show that 'White other' people were the most supportive of any equalities group with their agreement at a higher level than the corresponding degree of lack of support from all disabled people.	
8. Religion or Belief	Following the questionnaire, people that have no religion or were Christian were less in disagreement to the changes than people from all other religions.	From the specific scheme questionnaire, people from all other religions were stronger in their opposition and more negatively impacted than Christians and those with no religion.
9. Sexual Orientation	The BCP Transport Survey analysis suggested that differences in responses due to sexual orientation correlated with age responses due to a higher proportion of non-heterosexual identification amongst younger groups. Non-heterosexual people are linked to this, more	The BCP Transport Survey analysis suggested that differences in responses due to sexual orientation correlated with age responses due to a higher proportion of non-heterosexual identification amongst younger groups.

BCP Equality Impact Assessment Template

Part 3 – Assessing the Impact by Equality Characteristic

Use the evidence to determine to the impacts, positive or negative for each Equality Characteristic listed below. Listing negative impacts will help protect the organisation from potential litigation in the future, it does not mean the policy cannot continue. [Click here](#) for more guidance on how to understand the impact of the service/policy/procedure against each characteristic. If the impact is not known please explain in the Action plan what steps will be taken to find out.

	Actual or potential positive outcome	Actual or potential negative outcome
	likely to cycle or walk than heterosexual people so measures as part of these schemes will proportionately benefit LGBT+ people. The specific Poole Quay questionnaire indicated no significant differences in responses linked to sexual orientation.	The specific Poole Quay questionnaire indicated no significant differences in responses linked to sexual orientation.
10. Armed Forces Community	Any impacts are not known, if information becomes available it will be included.	Any impacts are not known, if information becomes available it will be included.
11. Any other factors/groups e.g. socio-economic status/carers etc ⁵	The BCP Transport Survey included analysis of index of multiple deprivation. Residents living in the most deprived areas are significantly less likely to drive frequently and have lower car ownership levels than areas of lower deprivation. Where schemes are focused on creating a better transport environment for walking and cycling the measures will benefit residents living in more deprived areas accordingly. Creating an improved environment at Poole Quay for people who cycle and walk will encourage access from areas of social deprivation, where car	

⁵ People on low incomes or no income, unemployed, carers, part-time, seasonal workers and shift workers

BCP Equality Impact Assessment Template

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	Actual or potential positive outcome	Actual or potential negative outcome
	ownership is lower. When responses were split by mode of travel through the area, people who walk/cycle were more supportive suggesting a positive impact for these groups whose may not have access to cars,	
12. Human Rights	Any impacts are not known, if information becomes available it will be included.	Any impacts are not known, if information becomes available it will be included.

Any policy which shows actual or potential unlawful discrimination must be stopped, removed or changed.

Part 4 – Equality Impact Action Plan

Please complete this Action Plan for any negative or unknown impacts identified in the assessment table above.

Issue identified	Action required to reduce impact	Timescale	Responsible officer
Take account of responses from groups that were less supportive in the decision whether to continue part of all of the scheme as intended. For any future	Consider if the responses from the questionnaire were representative. Further investigate why responses from disabled people indicated they were negatively impacted compared to other responses.	TBA	Project and consultation team.

BCP Equality Impact Assessment Template

review use the equalities responses given.			
42% of all responses were received before the layout of Poole Quay was changed.	Further research to establish whether measures put in place when the scheme was completed – eg new disabled parking spaces, are suitable. After the scheme was delivered and with hindsight some views may have changed.	TBA	Project and consultation team.

Key contacts for further advice and guidance:

Equality & Diversity:

[Sam Johnson - Policy and Performance Manager](#)

BCP Equality Impact Assessment Template

Consultation & Research:

[Lisa Stuchberry – Insight Manager](#)

RISK ASSESSMENT RECORD

Service Unit : G&I

Assessor/s: Richard Pearson

Reference: EATF T1WR

Activity assessed:
Minor Amendments to Poole Quay and (Lower) High St ETRO

Date:	08/02/21
Review date:	ongoing

Hazards identified	Who might be harmed and how	Existing control measures	Further action required		
			Action	By when	Person responsible
Taxis entering between 10pm and 10am	Cyclists and pedestrians	Normal road rules apply however Taxis will need to take care when entering the area which is effectively traffic calmed.	Monitor impacts on road safety.	N/a	Road Safety Team Leader
Vehicles entering the closed area by permission.	Vulnerable road users (pedestrians and cyclists)	Appropriate risk assessments will have to be undertaken by those entering to ensure adequate attention paid to speed, manoeuvres and safety.	License and or permit activity. Monitor impacts on road safety.	Ongoing	Streetworks manager. Parking manager. Road Safety Team Leader.