

Future High Street Fund

# Queen Street Pedestrian Access Enhancements

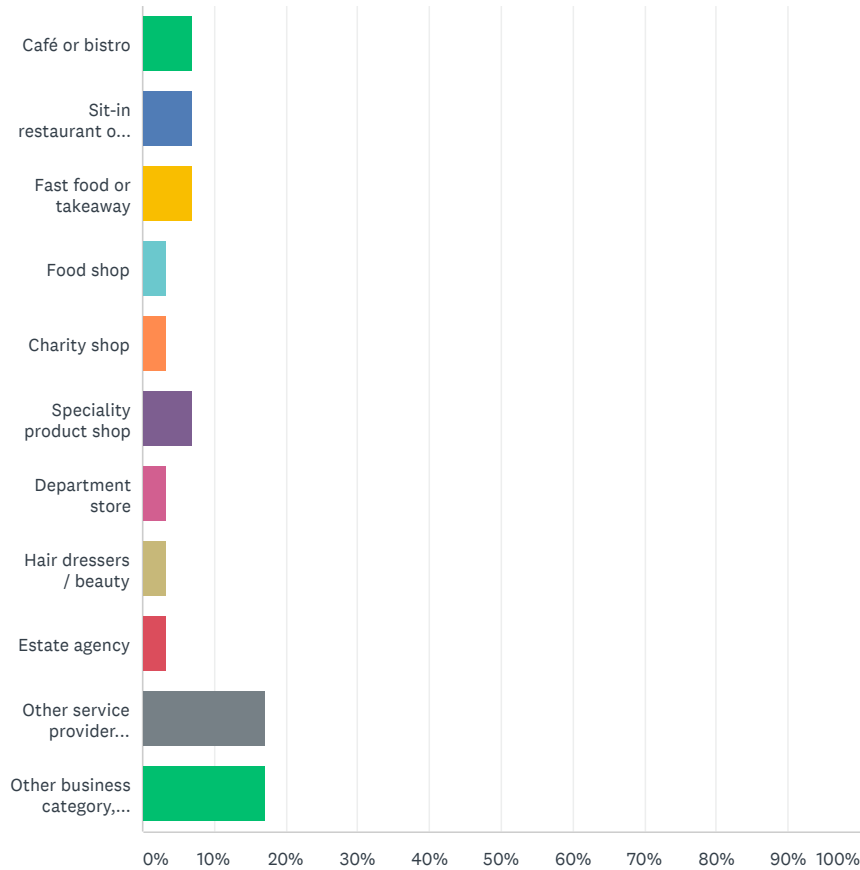
Business Survey Responses

This document provides information on the feedback received via the online survey that formed part of our Future High Street Fund engagement process. This took place during June 2020 and the feedback is summarised below via the bar charts as well as key comments and issues accompanied with our responses to these.

# Question 1

What is your main category of business?

Answered: 29 Skipped: 0

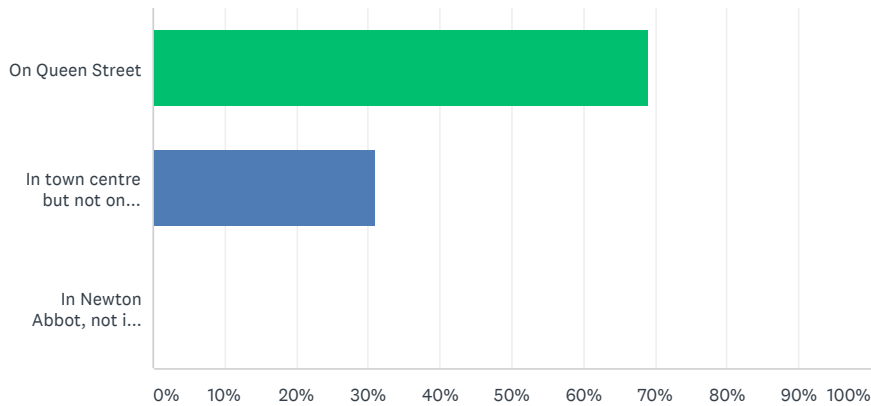


ANSWER CHOICES	RESPONSES	
▼ Café or bistro	6.90%	2
▼ Sit-in restaurant or pub	6.90%	2
▼ Fast food or takeaway	6.90%	2
▼ Food shop	3.45%	1
▼ Charity shop	3.45%	1
▼ Speciality product shop	6.90%	2
▼ Department store	3.45%	1
▼ Hair dressers / beauty	3.45%	1
▼ Estate agency	3.45%	1
▼ Other service provider (accountants, solicitors etc)	17.24%	5
▼ Other business category, specify below please	17.24%	5
<b>TOTAL</b>		<b>29</b>

## Question 2

Where is your business located in Newton Abbot?

Answered: 29 Skipped: 0



### ANSWER CHOICES

▼ On Queen Street

▼ In town centre but not on Queen Street

▼ In Newton Abbot, not in town centre

**TOTAL**

### ▼ RESPONSES

68.97%

31.03%

0.00%

▼  
20

9

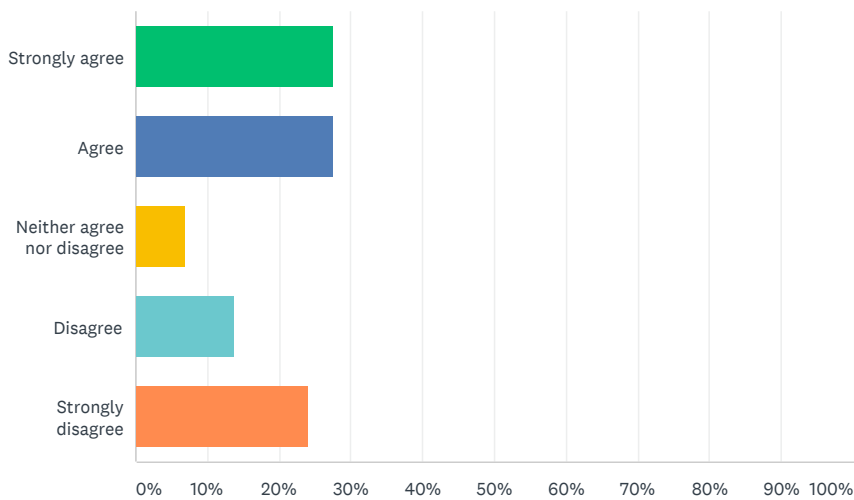
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**29**

### Question 3

Do you agree with enhancing the environment along Queen Street for shoppers (wider pavements, outdoor seating, greening in suitable locations, & better disabled access), to enhance the town centre overall as a hub & destination?

Answered: 29 Skipped: 0

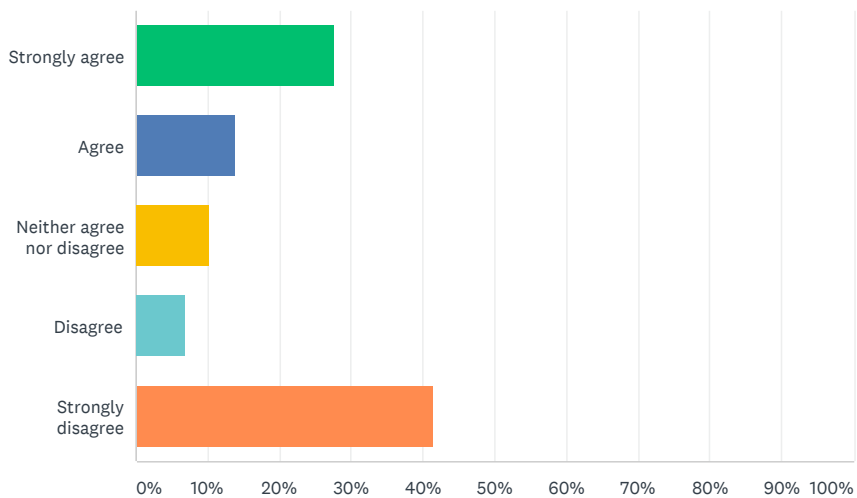


ANSWER CHOICES	RESPONSES	
Strongly agree	27.59%	8
Agree	27.59%	8
Neither agree nor disagree	6.90%	2
Disagree	13.79%	4
Strongly disagree	24.14%	7
<b>TOTAL</b>		<b>29</b>

## Question 4

Do you agree with relocation of approximately two-thirds of the street side parking spaces from Queen Street to new decking at Cricketfield to enable these improvements, whilst retaining overall town centre parking capacity?

Answered: 29 Skipped: 0

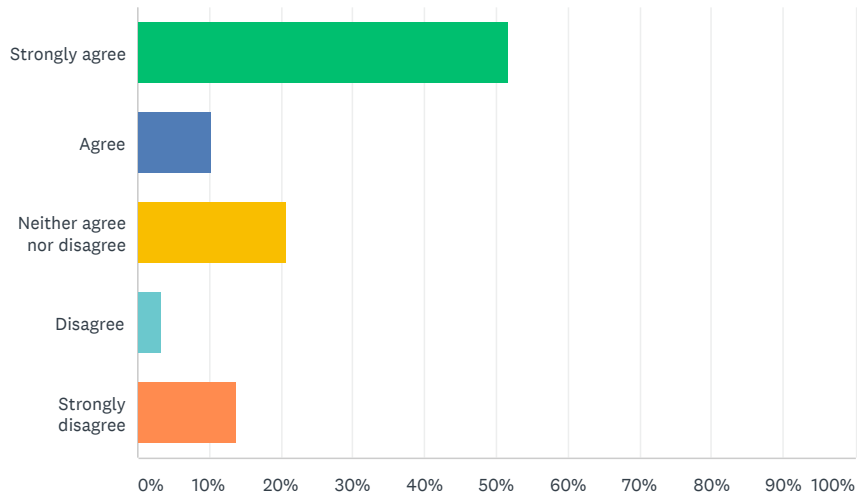


ANSWER CHOICES	RESPONSES	
▼ Strongly agree	27.59%	8
▼ Agree	13.79%	4
▼ Neither agree nor disagree	10.34%	3
▼ Disagree	6.90%	2
▼ Strongly disagree	41.38%	12
<b>TOTAL</b>		<b>29</b>

## Question 5

Do you feel your business relies heavily on Pop & Shop parking (ie street side parking capacity, with fast turnover, directly by business premises)?

Answered: 29 Skipped: 0



### ANSWER CHOICES

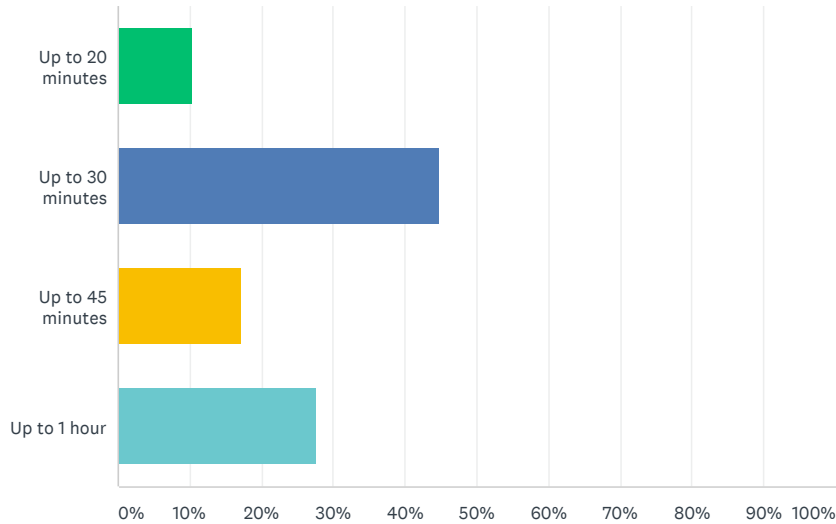
### RESPONSES

Strongly agree	51.72%	15
Agree	10.34%	3
Neither agree nor disagree	20.69%	6
Disagree	3.45%	1
Strongly disagree	13.79%	4
<b>TOTAL</b>		<b>29</b>

## Question 6

In your opinion, how long is a Pop & Shop visit to Newton Abbot town centre?

Answered: 29 Skipped: 0



### ANSWER CHOICES

- ▼ Up to 20 minutes
- ▼ Up to 30 minutes
- ▼ Up to 45 minutes
- ▼ Up to 1 hour

### RESPONSES

10.34%	3
44.83%	13
17.24%	5
27.59%	8

**TOTAL**

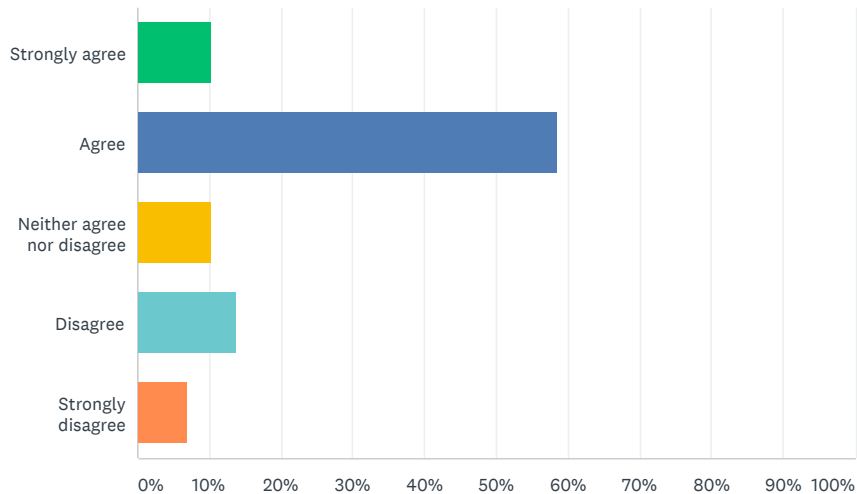
**29**



## Question 7

Is the amount of loading, and/or locations for loading, outside or close to your business suitable for your business operation needs?

Answered: 29 Skipped: 0

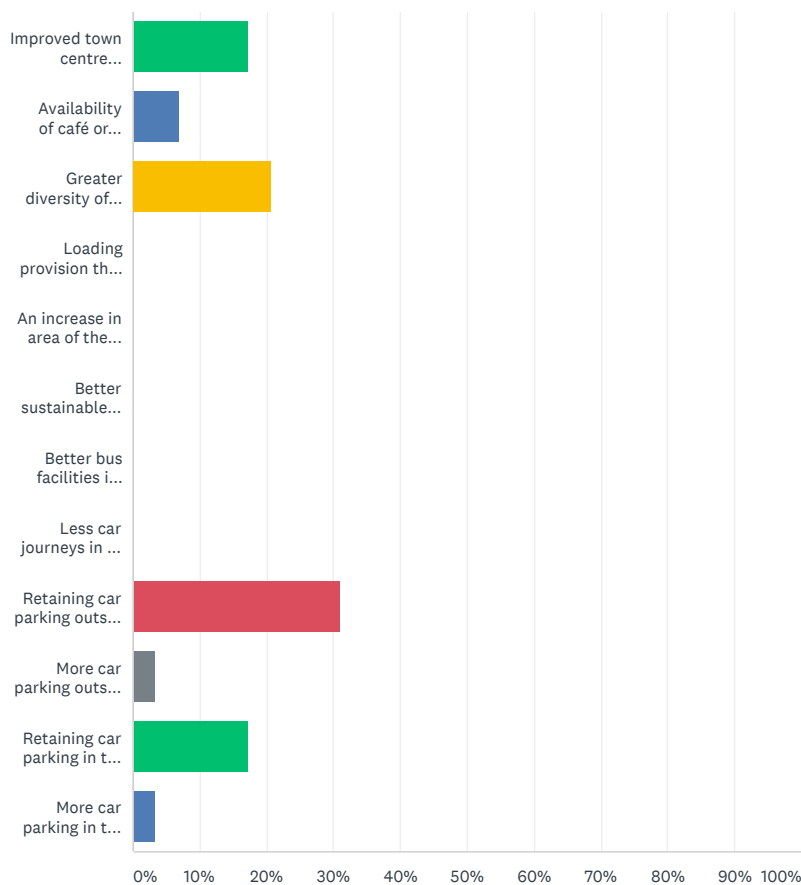


ANSWER CHOICES	RESPONSES	
Strongly agree	10.34%	3
Agree	58.62%	17
Neither agree nor disagree	10.34%	3
Disagree	13.79%	4
Strongly disagree	6.90%	2
<b>TOTAL</b>		<b>29</b>

## Question 8

Which of the options below is the most important to you for supporting the continued function of your business in Newton Abbot long-term (please use comments box to note any other key needs that relate directly to this fund)?

Answered: 29 Skipped: 0



### ANSWER CHOICES

### RESPONSES

ANSWER CHOICES	RESPONSES
Improved town centre environment via wider pavements and greening to encourage more footfall and town resilience	17.24% 5
Availability of café or bistro seating on wider pavements	6.90% 2
Greater diversity of offer in the town centre, to make Newton Abbot more of a hub for communities and a destination for visitors	20.69% 6
Loading provision that is closer to my business premises	0.00% 0
An increase in area of the existing loading provision that is already close to my business premises	0.00% 0
Better sustainable travel links into town for pedestrians & cyclists, & more cycle parking (in suitable, non-obstructive locations), for a better range of ways to access town, alongside driving (note that e-bikes now allow more people to shop via bicycle journeys and 6 shoppers on bicycles can park in the same sized space as 1 shopper in a car)	0.00% 0
Better bus facilities in the town centre	0.00% 0
Less car journeys in the town hub itself (but with parking very close by)	0.00% 0
Retaining car parking outside my business premises	31.03% 9
More car parking outside my business premises	3.45% 1
Retaining car parking in the town centre generally	17.24% 5
More car parking in the town centre generally	3.45% 1

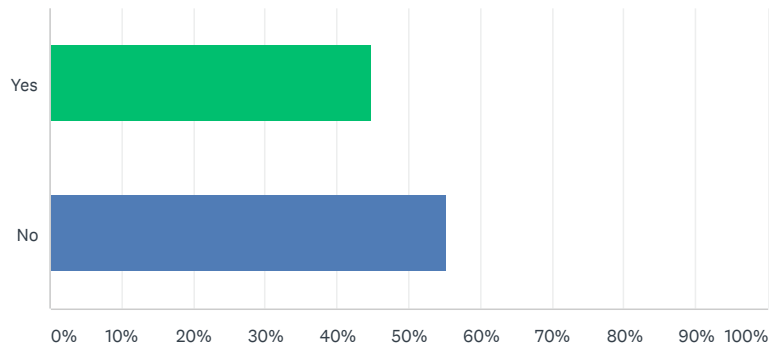
TOTAL

29

## Question 9

Do you have any specific comments in relation to the design plans for Queen Street (please note these are not finalised and your comments can help shape the design process)?

Answered: 29 Skipped: 0



### ANSWER CHOICES

▼ Yes

▼ No

TOTAL

### ▼ RESPONSES

44.83%

55.17%

13

16

29

## Your Comments and Our Response

Question 3: Do you agree with enhancing the environment along Queen Street for shoppers (wider pavements, outdoor seating, greening in suitable locations, & better disabled access), to enhance the town centre overall as a hub & destination?

Issues / Key Comments	Teignbridge District Council Responses
<p>Reducing the number of car parking spaces will retard trade, not enhance it.</p>	<p>Without relocating any street-side parking from Queen Street, the uplift that can be achieved for pedestrians, in this case mostly shoppers, is fairly minimal. The balance between achieving the pedestrian improvements in Queen Street that are well-supported by the public respondents and many businesses, whilst retaining a suitable amount of street-side parking spaces is key to the success of the proposals. This has been clear via the overall feedback from businesses and the public. Footfall is a good indicator of business success and, though case studies will not ever be exact replicates of any other scheme, they can be useful to review and consider. In Piccadilly, Stoke-on-Trent, a £10 million investment to make the area more pedestrian-friendly led to 30% more footfall. New businesses, cafes and restaurants have opened. The project's success has led to further strategic investment in public realm improvements in the town. In Coventry City Centre, new pedestrian areas and a new civic square, clearer signs and better placement of street furniture were credited with a 25% rise in footfall in the town centre on Saturdays. In Altrincham, Greater Manchester, £15 million investment in the public realm for a new market, better streets, pavements and crossing points are credited with increasing footfall by 25% between 2010 and 2017, with further year-on-year increases predicted. A temporary 'parklet' in Shoreditch, East London, which turned a space normally occupied by two cars into seating and cycle parking spaces, are credited with an increase of 20% for the adjacent shops takings.</p>

Question 4: Do you agree with relocation of approximately two-thirds of the street side parking spaces from Queen Street to new decking at Cricketfield to enable these improvements, whilst retaining overall town centre parking capacity?

Issues / Key Comments	Teignbridge District Council Responses
<p>The parking in Queen St is used by a high percentage of customers and is of great assistance to those less mobile.</p>	<p>About a third of public respondents said they already walk or cycle into Newton Abbot town centre as their main mode of travel. About 60% drive as their main mode of travel into Newton Abbot for visiting the town and 35% park on Queen Street at least a few times per month. However, just over 60% of respondents (all modes of travel) usually stay for between 1 hour and 3 hours in town, and Queen Street street-side parking allows only for up to 1 hour maximum. There is not any preference for less-able drivers without a blue badge to utilise the street-side spaces on Queen Street, and the only disabled access spaces are currently are at the far western end of Queen Street, a bay for 2-3 cars. If successful with the funding bid, there will be potential to review whether any voluntary elderly access spaces would be feasible and also suitable for Queen Street.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Convenient car parking is at the heart of the functionality of Queen Street.</p>	<p>There is support on the whole from businesses for pedestrian realm improvements to Queen Street - just over 55% of business respondents support improvements on Queen Street (pavement widening, greening, cafe seating). Just over 40% of business respondents agree or strongly agree with a third of street-side parking being retained on Queen Street, whereas almost 50% of business respondents disagree or strongly disagree with this and would like to see more retained. The public feedback strongly supports greening and pavement widening, as well as some café seating if sufficient width is achieved along Queen Street.</p>

## Question 5: Do you feel your business relies heavily on Pop & Shop parking (ie street side parking capacity, with fast turnover, directly by business premises)?

Issues / Key Comments	Teignbridge District Council Responses
<p>All my customers stay from 10 - 25 mins if they cant park easily, I will lose them to out of town shopping in Kingsteignton with free parking on site</p>	<p>The majority of business respondents (55%) believe that Pop &amp; Shop relates to use of a street-side space on Queen Street for no longer than 30 minutes. At present all street-side parking spaces on Queen Street can be used for up to 1 hour, with three options available for all users: up to 20 minutes, up to 40 minutes or up to 1 hour. If successful with securing this funding , then we will continue to the detailed design plans and this will include discussions about whether any alterations to duration of use of street-side parking spaces on Queen Street would be beneficial, such as removing the 1 hour option to facilitate Pop &amp; Shop turnover, or other similar alterations.</p>

Question 7: Is the amount of loading, and/or locations for loading, outside or close to your business suitable for your business operation needs?

Issues / Key Comments	Teignbridge District Council Responses
There is always conflict between car drivers, pedestrians, delivery vehicles, bus passengers etc	This conflict can hopefully be reduced via the proposed changes to Queen Street. A conflicted street is not a pleasant environment to shop or to run a business, and one of the key objectives of the Queen Street proposals is to enhance the pedestrian realm and achieve a more balanced environment between pedestrians and motor vehicles, rather than the current vehicle dominated and sometimes chaotic situation on Queen Street.

Question 8: Which of the options below is the most important to you for supporting the continued function of your business in Newton Abbot long-term (please use comments box to note any other key needs that relate directly to this fund)?

Issues / Key Comments	Teignbridge District Council Responses
<p>The high street is competing against on line shopping, access and reasonable car parking is important.</p>	<p>The overall bid proposal for Newton Abbot is designed to enable greater resilience for Newton Abbot town centre, against continued change and pressures now and into the future. Taking into account the need to retain and enhance the diverse offer and improve focal locations for a good-quality public environment overall is important. It is recognised that sufficient parking is a notable component, and this was recognised by many business respondents. The updated Queen Street plans propose retaining closer to half of street-side parking along Queen Street, compared to the public engagement plans that proposed retaining a third of street-side parking on Queen Street. This has been modified in order to reflect feedback but to ensure a good balance for achieving the notably well supported improvements of pavement widening, greening, and if feasible outdoor cafe seating.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Queen street has become a popular area for various food businesses and Pop &amp; Shop is vital for this.</p>	<p>Local food businesses are of benefit for shoppers on Queen Street. Our public feedback survey showed that about a third of respondents are already walking for their main mode of travel for town centre shopping, and there is very significant support from the public respondents, and the majority of business respondents, for pavement widening for improved pedestrian realm measures including tree planting and planters. This cannot be achieved if all street-side parking is retained. There is also a strong need felt by many of the business respondents that street-side spaces are important for their business, to facilitate Pop &amp; Shop. To reflect this the updated plans include proposed retention of closer to half of the street-side spaces along Queen Street, compared to the engagement plans that proposed retention of a third of street-side spaces.</p>



Question 9: Do you have any specific comments in relation to the design plans for Queen Street (please note these are not finalised and your comments can help shape the design process)?

Issues / Key Comments	Teignbridge District Council Responses
I think the proposed changes will improve Queen Street.	There is a great deal of support shown for enhancements to Queen Street. Being transformational is a key requirement for funding bid success. There are significant wellbeing benefits that can be gained via improved pedestrian environment, and this is supported by the majority of public respondents as well as many businesses. The benefits of these improvements can also contribute to footfall, a key business success indicator.

Issues / Key Comments	Teignbridge District Council Responses
Cars are the lifeblood of shops and with an elderly population walking from Cricketfield is not an option.	The updated Queen Street plans propose retention of closer to half of street-side parking along Queen Street, which offers parking for up to an hour only. There is potential to look at parking restrictions on Queen Street to consider whether it would be feasible and beneficial to instate some voluntary spaces for elderly person's who do not have a blue badge but are not confident walking. Cricketfield car park is 150m from Queen Street, a 2-minute walk for many shoppers, but it is important that those who physically rely on the most direct access have the best chance of finding that provision. This will be further explored if the significant external funding boost is secured via this funding bid.

Issues / Key Comments	Teignbridge District Council Responses
Essential to retain traffic flow and on street parking whilst incorporating improvement with wider pavements, seating and greenery.	Achieving the improvements such as pavement widening and greening, and potentially outdoor seating, cannot be done effectively without relocating some street-side parking to Cricketfield. It is noted that getting the right balance between these two somewhat conflicting factors is key to enabling the best overall outcomes.

