

Future High Street Fund

Queen Street Pedestrian Access Enhancements

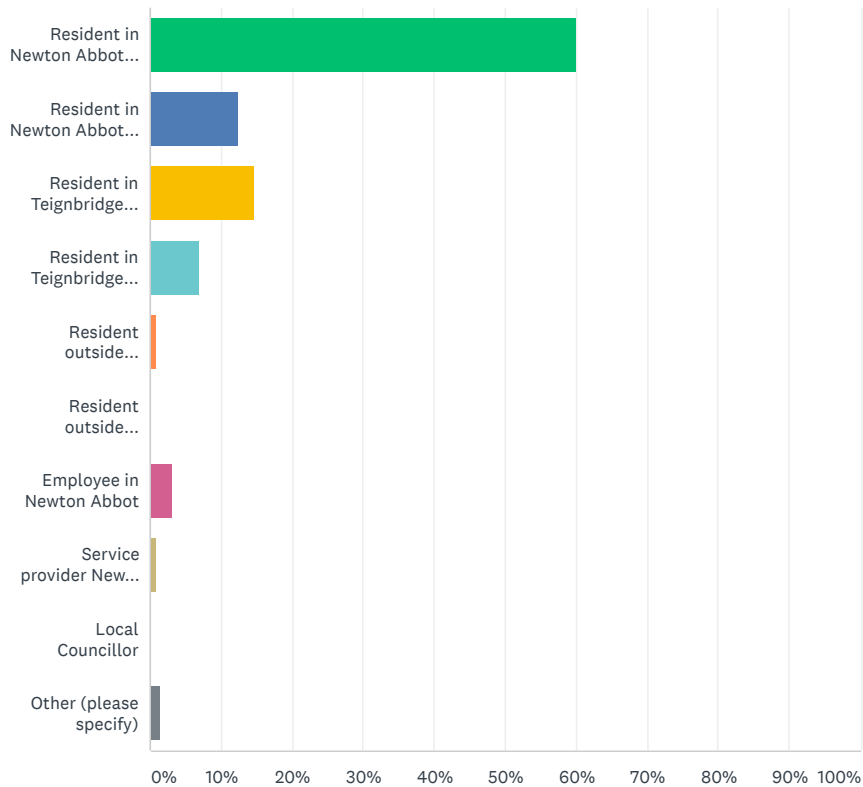
Public Survey Responses

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 connection to Newton Abbot (if you are a business owner/manager please fill in the other questionnaire for businesses only)?

Answered: 130 Skipped: 0

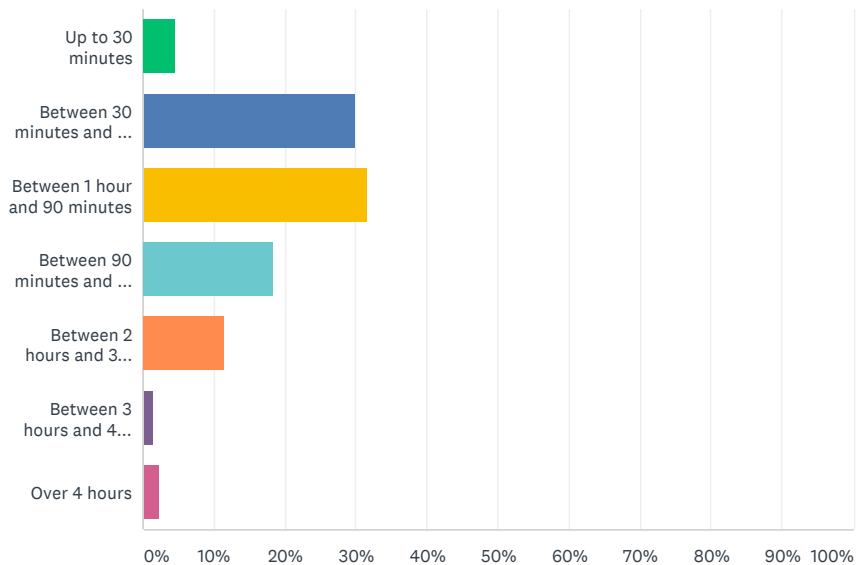


ANSWER CHOICES	RESPONSES	
▼ Resident in Newton Abbot & regular shopper in Newton Abbot	60.00%	78
▼ Resident in Newton Abbot & infrequent shopper in Newton Abbot	12.31%	16
▼ Resident in Teignbridge (not Newton) & regular shopper in Newton Abbot	14.62%	19
▼ Resident in Teignbridge (not Newton) & infrequent shopper in Newton Abbot	6.92%	9
▼ Resident outside Teignbridge & regular shopper in Newton Abbot	0.77%	1
▼ Resident outside Teignbridge & infrequent shopper in Newton Abbot	0.00%	0
▼ Employee in Newton Abbot	3.08%	4
▼ Service provider Newton Abbot	0.77%	1
▼ Local Councillor	0.00%	0
▼ Other (please specify)	Responses 1.54%	2
TOTAL		130

Question 2

How long do you usually spend in Newton Abbot town centre when you visit, for shopping, eating out, meeting friends in town?

Answered: 130 Skipped: 0

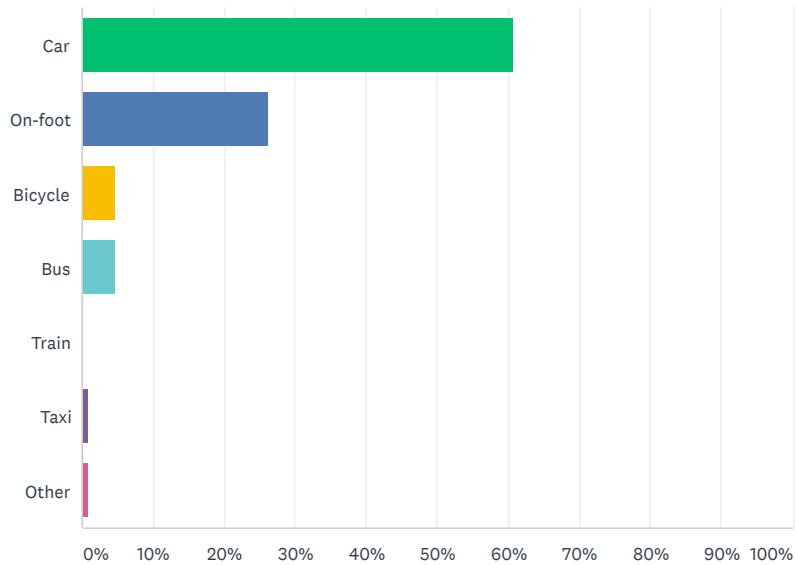


ANSWER CHOICES	RESPONSES	
▼ Up to 30 minutes	4.62%	6
▼ Between 30 minutes and 1 hour	30.00%	39
▼ Between 1 hour and 90 minutes	31.54%	41
▼ Between 90 minutes and 2 hours	18.46%	24
▼ Between 2 hours and 3 hours	11.54%	15
▼ Between 3 hours and 4 hours	1.54%	2
▼ Over 4 hours	2.31%	3
TOTAL		130

Question 3

What is usually your main mode of travel to visit Newton Abbot town centre (if public transport was operating as standard)?

Answered: 130 Skipped: 0



ANSWER CHOICES

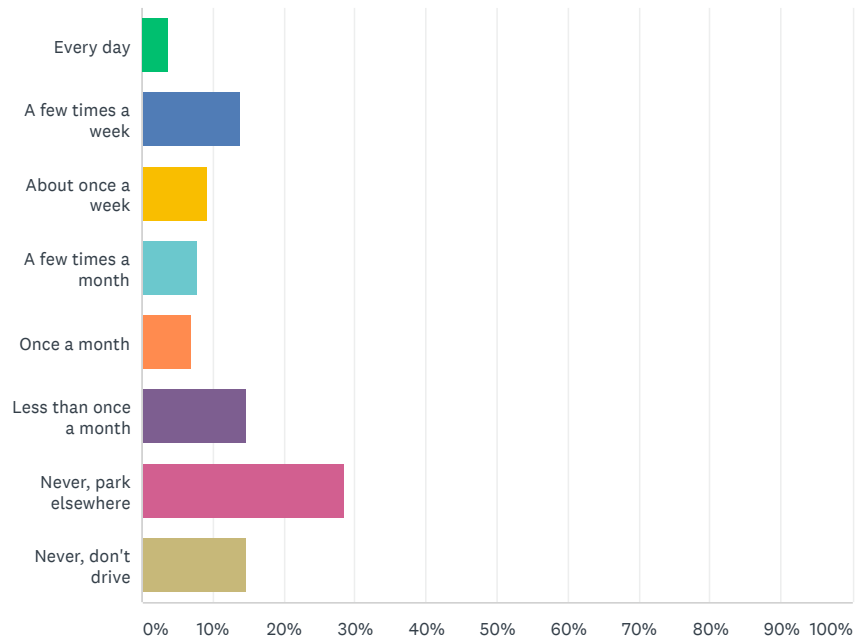
RESPONSES

ANSWER CHOICES	RESPONSES	
▼ Car	60.77%	79
▼ On-foot	26.15%	34
▼ Bicycle	4.62%	6
▼ Bus	4.62%	6
▼ Train	0.00%	0
▼ Taxi	0.77%	1
▼ Other	0.77%	1
TOTAL		130

Question 4

If you drive, how often do you park on Queen Street when visiting Newton Abbot town centre to visit the shops & cafes?

Answered: 130 Skipped: 0

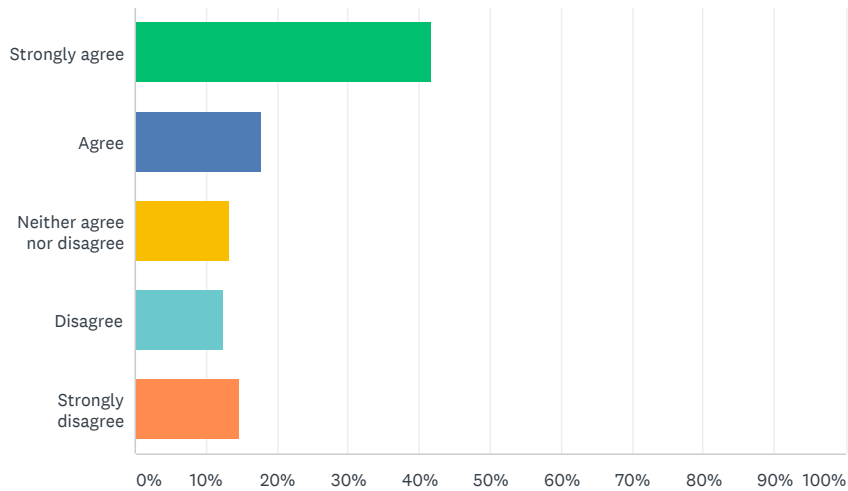


ANSWER CHOICES	RESPONSES	
▼ Every day	3.85%	5
▼ A few times a week	13.85%	18
▼ About once a week	9.23%	12
▼ A few times a month	7.69%	10
▼ Once a month	6.92%	9
▼ Less than once a month	14.62%	19
▼ Never, park elsewhere	28.46%	37
▼ Never, don't drive	14.62%	19
TOTAL		130

Question 5

Do you agree with the need to widen pavements to increase the space available for pedestrians shopping and walking on Queen Street, for improved quality of experience?

Answered: 130 Skipped: 0



ANSWER CHOICES

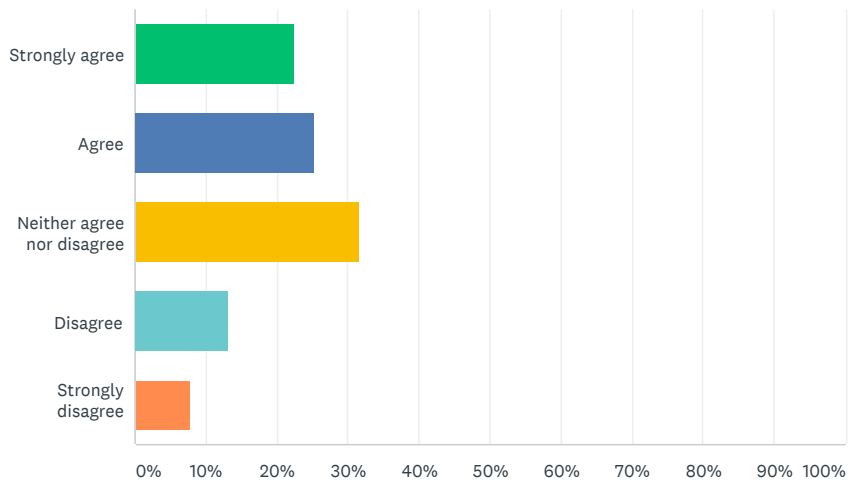
RESPONSES

Strongly agree	41.54%	54
Agree	17.69%	23
Neither agree nor disagree	13.08%	17
Disagree	12.31%	16
Strongly disagree	14.62%	19
TOTAL		130

Question 6

Do you agree with an increase of disabled access parking spaces on, and close to, Queen Street?

Answered: 130 Skipped: 0

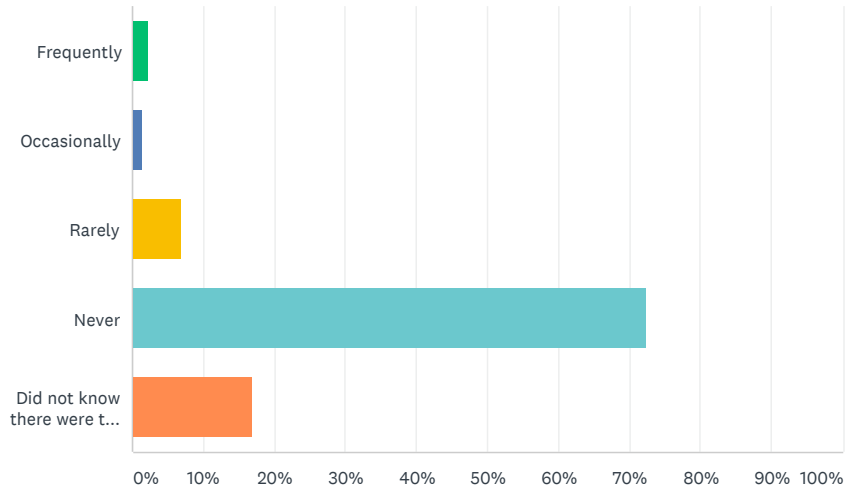


ANSWER CHOICES	RESPONSES	
▼ Strongly agree	22.31%	29
▼ Agree	25.38%	33
▼ Neither agree nor disagree	31.54%	41
▼ Disagree	13.08%	17
▼ Strongly disagree	7.69%	10
TOTAL		130

Question 7

Do you make use of taxi bays on Queen Street?

Answered: 130 Skipped: 0

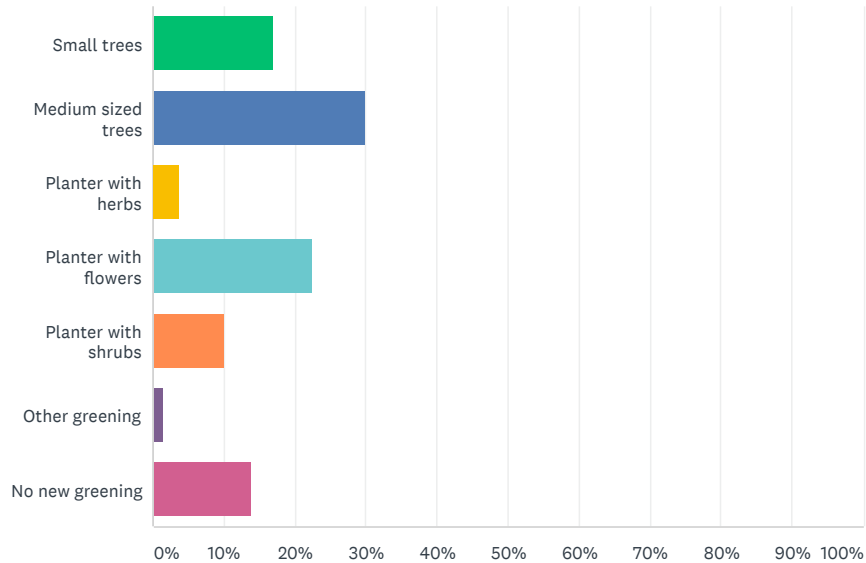


ANSWER CHOICES	RESPONSES	
▼ Frequently	2.31%	3
▼ Occasionally	1.54%	2
▼ Rarely	6.92%	9
▼ Never	72.31%	94
▼ Did not know there were taxi bays on Queen Street	16.92%	22
TOTAL		130

Question 8

Do you support some greening of Queen Street provided this is suitably located & maintained? Please select the one option you most agree with below.

Answered: 130 Skipped: 0

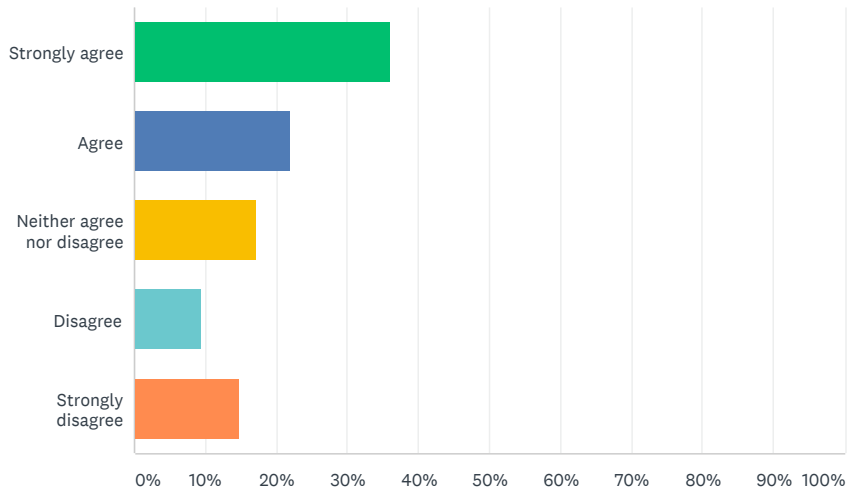


ANSWER CHOICES	RESPONSES	
▼ Small trees	16.92%	22
▼ Medium sized trees	30.00%	39
▼ Planter with herbs	3.85%	5
▼ Planter with flowers	22.31%	29
▼ Planter with shrubs	10.00%	13
▼ Other greening	1.54%	2
▼ No new greening	13.85%	18
TOTAL		130

Question 9

Do you support creating space (by widening pavements) for outdoor seating for cafes and coffee shops along Queen Street?

Answered: 128 Skipped: 2



ANSWER CHOICES

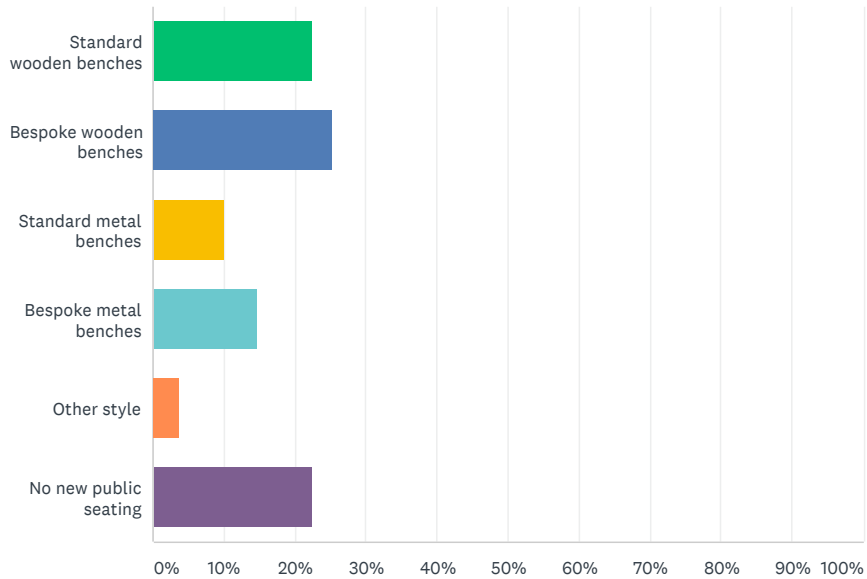
RESPONSES

ANSWER CHOICES	RESPONSES	
Strongly agree	35.94%	46
Agree	21.88%	28
Neither agree nor disagree	17.19%	22
Disagree	9.38%	12
Strongly disagree	14.84%	19
TOTAL		128

Question 10

Do you support provision of a small amount of public seating on Queen Street provided it is well maintained?
Please select the one option you most agree with below.

Answered: 130 Skipped: 0

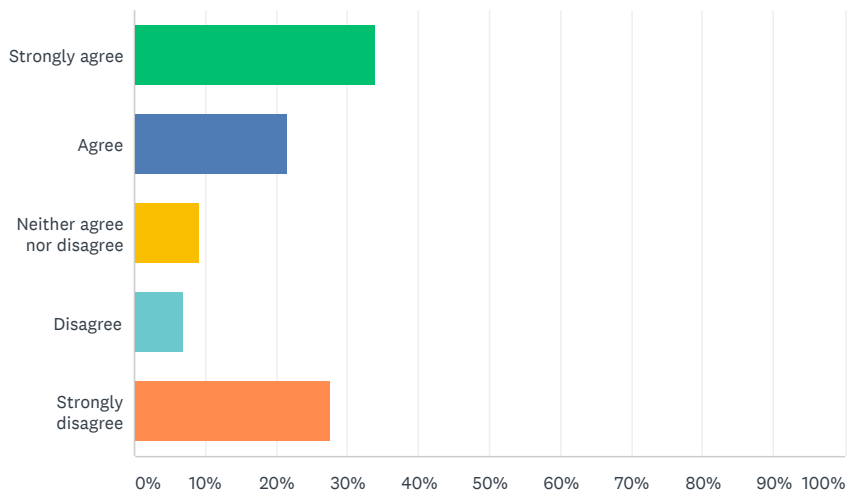


ANSWER CHOICES	RESPONSES	
▼ Standard wooden benches	22.31%	29
▼ Bespoke wooden benches	25.38%	33
▼ Standard metal benches	10.00%	13
▼ Bespoke metal benches	14.62%	19
▼ Other style	3.85%	5
▼ No new public seating	22.31%	29
TOTAL		130

Question 11

Do you agree with relocation of about two-thirds of street-side car parking spaces on Queen Street to new decking at Cricketfield car park (2-3minute walk to Queen Street) to free-up space for all of the improvements referenced above: wider pavements, planting/greening, outdoor seating, better disabled access?

Answered: 130 Skipped: 0

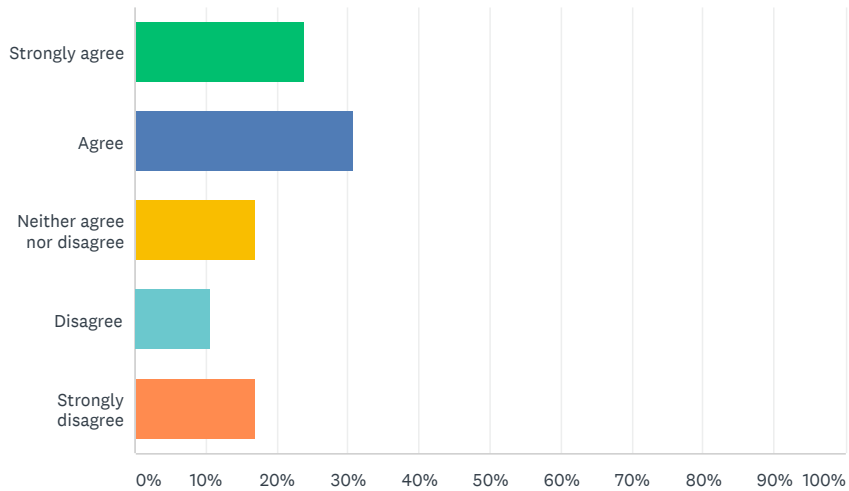


ANSWER CHOICES	RESPONSES	
Strongly agree	33.85%	44
Agree	21.54%	28
Neither agree nor disagree	9.23%	12
Disagree	6.92%	9
Strongly disagree	27.69%	36
TOTAL		130

Question 12

Do you think you would visit Queen Street for shopping more often, and/or spend longer to visit more shops, if the improvements above were implemented?

Answered: 130 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	23.85%	31
Agree	30.77%	40
Neither agree nor disagree	16.92%	22
Disagree	10.77%	14
Strongly disagree	16.92%	22
TOTAL		130

Your Comments and Our Response

Question 3: What is usually your main mode of travel to visit Newton Abbot town centre (if public transport was operating as standard)?

Issues / Key Comments	Teignbridge District Council Responses
These plans don't have enough cycle parking.	<p>Within the cycle enhancement plans for Future High Street Fund, the cycle parking is proposed to be reinforced along the National Cycle Network route that runs parallel with Queen Street (just to the north): Victoria Gardens western margin (increased), close to ASDA (new), by the animal charity shop Highweek Way (increased). On Queen Street, there are 2 additional racks proposed at the Lemon Road-Queen Street junction. The potential for enhancing the appeal of shopping via bicycle will in part depend on easily accessible and well overlooked parking. Of the respondents to the Queen Street pedestrian enhancements survey, a minority (approx. 5%) said they travel mainly by bicycle, but in the cycle enhancements survey about 25% of respondents said they do their shopping in Newton Abbot at least a few times per month via bicycle, and almost 60% said they would cycle for their shopping if the cycle provision was improved. Plans for Queen Street have been updated to show some additional locations where cycle parking could be achieved, and this will require continued discussion with stakeholders as we progress to the detailed design plan stage, to ensure locations are appropriate (if successful with the funding bid). If generally supported, there may be potential to install some racks that also function as an art feature - such as penny farthing shaped racks - in the most focal locations.</p>

Question 5: Do you agree with the need to widen pavements to increase the space available for pedestrians shopping and walking on Queen Street, for improved quality of experience?

Issues / Key Comments	Teignbridge District Council Responses
<p>The whole of Queen Street should be pedestrianised.</p>	<p>It is important to recognise the difference between pedestrianisation and traffic access restrictions. It wouldn't be feasible to fully pedestrianise Queen Street because of access requirements for loading services to businesses, and because of buses and taxis being through-traffic and necessary resident access to side-streets off Queen Street. It may be feasible to put in place access restrictions at the far western end of Queen Street, between King Street and Courtenay Street, allowing only the modes of traffic noted above, and cyclists. This would have the benefit of reduced noise and air pollution for an improved environment for shoppers on-foot but would need further public consultation and would need traffic assessment to understand any impact to other nearby streets that may see a related uplift in traffic. The Queen Street plans have been updated to include further enhancement for the pedestrian realm at the western end of Queen Street but without adding traffic restrictions, so that this stretch of Queen Street provides for loading, bus drop-off bay and taxi bay only, as well as cycle parking and green features on a notably wider pavement, meaning it is more accessible and appealing for pedestrians.</p>

Question 6: Do you agree with an increase of disabled access parking spaces on, and close to, Queen Street?

Issues / Key Comments	Teignbridge District Council Responses
<p>Is there any evidence that the amount of existing disabled spaces is inadequate? There are enough disabled parking spaces.</p>	<p>Almost 50% of respondents to the public Queen Street survey said they agreed or strongly agreed with a slight increase in disabled access parking provision on and close to Queen Street, whereas just over 20% disagreed or strongly disagreed. The current disabled access parking spaces on Queen Street are at the far western end only, a bay for 2 to 3 cars, and with no specific provision anywhere else along Queen Street. There has been some feedback from businesses along Queen Street that they have a significant base of customers who are elderly and less physically able, and that they rely on direct provision for ease of direct access. Some of these customers may hold blue badges but that is not necessarily the case. The public engagement plans showed a series of individual disabled access parking spaces proposed along Queen Street but on further review the capacity for widening of pavements would be somewhat restricted due to the spread of interspersed spaces along Queen Street. In order to ensure quality of width for accessibility on pavements, the Queen Street plans have been modified so the disabled parking bay at the western end of Queen Street would be relocated to Courtenay Street outside the South Devon college building, for safe and convenient access, and the additional provision would be via 2 disabled access parking spaces on the stretch of Queen Street between The Avenue & Lemon Road, where the pavements are not being widened and where there is sufficient road width to enable the wider bays required for disabled access spaces. The disabled access parking can be discussed further as progress is made towards detailed design plans, including with Newton Abbot Community Transport and others with strong local knowledge of access needs, if successful with the funding bid.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Would there be a time limit on parking spaces so there is turnover?</p>	<p>If successful with the funding bid we can explore this further, in continued discussion with key stakeholders. Feedback in the surveys provides useful data on shopper duration of trips to town and also on how long businesses feel is generally needed for street-side parking use, and the most popular response was up to 30 minutes (55%). The street-side spaces can currently all be used for up to 1 hour, with ticket options of 20 minutes, 40 minutes and 1 hour. Devon County Council own and operate these street-side spaces. This can be explored and discussed further if we are successful with the funding bid.</p>

Question 8: Do you support some greening of Queen Street provided this is suitably located & maintained?
Please select the one option you most agree with below.

Issues / Key Comments	Teignbridge District Council Responses
Any planting will be destroyed by vandals	<p>The maintenance of greening aspects is important, to ensure they remain a positive feature of an urban environment. Any tree planting would be done using trees that are matured enough so as not to be snapped or broken. The planting of trees into well-designed tree pits is essential, as this means that once planted trees should be able to self-sustain on the whole, with a watering regime only being necessary during establishment (first year in particular but up to the first 5-years) and possibly also during any particularly long sustained dry, hot periods after establishment. This approach also allows trees the best opportunity to remain healthy with low maintenance requirements. Good-quality tree pits also help avoid issues such as pavement lifting. In terms of planters, existing planters in town are generally well maintained by the Town Council. The visual appeal of the actual planters themselves is important and there is a mix of lesser and more attractive options in Queen Street. This will be discussed further to ensure good-quality, durable and visually attractive planters are selected. Low maintenance options for plant species can be selected, perhaps herbaceous low-growing shrubs such as lavender, that provide scent and attractive flowers for visual appeal and offering nectar for bees and other pollinators. There will be further discussion with the Town Council and other local stakeholders on these details, if the bid is successful.</p>

Issues / Key Comments	Teignbridge District Council Responses
Don't choose trees over parking spaces	<p>The parking spaces proposed for relocation are not to free up space for greening only but to generally enhance the pedestrian environment, including wider pavements to improve access conditions. Almost 60% of respondents agree or strongly agree with the need for widening pavements for improved pedestrian experience on Queen Street. Trees offer significant wellbeing benefits including filtering particles of air pollution to reduce risk to human health, slowing storm-water to support efforts against flooding in times of heavy downpours, providing shade for shoppers - particularly important for those who are vulnerable, visual benefits including stress relief in a busy urban environment (viewing nature including trees releases positive chemicals in human brains supporting stress relief), habitat for wildlife including bees who collect nectar from many different types of tree, storing greenhouse gases to support climate change</p>

Issues / Key Comments	Teignbridge District Council Responses
	<p>emergency actions, and improved sense of place and community, all of which can contribute to footfall which is a key indicator of business success. The feedback has shown very significant support for tree planting in suitable locations along Queen Street, with almost 50% of respondents wanting to see tree planting in Queen Street, less than 15% of respondents did not support any new greening, and just over 35% of respondents support planters for greening. There is still further work to be done on confirming the best locations, to feed into the detailed designs that will be needed if successful with the funding bid, via further discussion with key local stakeholders. There has been critique that there should be clearer provision for greening in the plans; some further information has now been added on particular locations with good potential for tree planting and for planters, which also correlate with location suggestions received via feedback.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Tree planting would add greatly to the street scene</p>	<p>There has been very strong support for tree planting along Queen Street, in suitable locations. There are many recognised benefits, and some are described in the response above. This is a key part of the Queen Street proposals. Please see the updated plans, which include more information on locations that are likely to have good potential for tree planting, and planters.</p>

Question 9: Do you support creating space (by widening pavements) for outdoor seating for cafes and coffee shops along Queen Street?

Issues / Key Comments	Teignbridge District Council Responses
Cafes have enough seating, outdoor space is too weather dependent	The constraint on Queen Street is the total available width, taking into account the road width plus road-side and pavement width. Capacity for outdoor seating may be feasible in certain locations along Queen Street provided sufficient pavement widening can be achieved. The plans aim to widen pavements most notably where there is a greater density of cafes and eateries, and this now has been enhanced slightly more in the updated Queen Street plans - on the southern side of the western reaches of Queen Street. At least minimum usable pavement width for pedestrians must be maintained alongside any outdoor seating, and licenses would only be provided by the Town Council if this can be evidenced. Almost 60% of respondents support or strongly support outdoor seating for cafes where sufficient width can be achieved. In terms of weather conditions, in Britain the weather is unpredictable, and outdoor seating is unlikely to be usable at all times, but that is not viewed as a reason to have none.

Issues / Key Comments	Teignbridge District Council Responses
Outdoor seating will cause conflict with other footway users.	Please see comment above.

Issues / Key Comments	Teignbridge District Council Responses
We have to move away from car choked streets	About a third of respondents said they are already walking or cycling into Newton Abbot town centre as their main mode of travel, which is positive in terms of sustainable travel, and is something that is likely to increase further via pedestrian and cycling enhancements that will be delivered provided the funding bid is successful. Relocating some of the street-side parking to Cricketfield enables these improvements and also enables less of a car dominated environment in the main street and more of a balanced environment between pedestrians and motor vehicles, whilst not actually losing any parking capacity overall in the town centre (via the Cricketfield car park decking).

Question 10: Do you support provision of a small amount of public seating on Queen Street provided it is well maintained? Please select the one option you most agree with below.

Issues / Key Comments	Teignbridge District Council Responses
Use benches made of recycled plastic that are more vandal proof. A bespoke design with a local influence would create interest	This is a good suggestion. Bespoke wooden benches were the preferred option in the survey feedback, but decisions like this won't be finalised until the detailed design plans are undertaken, if funding is successfully secured via this bid. Benches with local input on design can often work better as a placemaking feature, to enhance the feel of the town.

Question 11: Do you agree with relocation of about two-thirds of street-side car parking spaces on Queen Street to new decking at Cricketfield car park (2-3 minute walk to Queen Street) to free-up space for all of the improvements referenced above: wider pavements, planting/greening, outdoor seating, better disabled access?

Issues / Key Comments	Teignbridge District Council Responses
<p>Are the parking spaces needed? Would it be better to promote public transport and cycling?</p>	<p>There has been a mixed response on street-side parking needs on Queen Street. There is support overall for relocating some street-side parking away from Queen Street to Cricketfield to enable improvements - 55% of respondents agree or strongly agree with this, whilst almost 35% disagree or strongly disagree. In addition, almost 60% of respondents agree or strongly agree that pavements should be widened whereas 27% disagree or strongly disagree. Some businesses on Queen Street are concerned about parking changes. It is important to achieve the right balance between parking provision and enhancing the environment for pedestrians, in this case mostly shoppers. The plans aim to achieve notable improvements for pedestrians. The plans also include a suggested increase cycle parking in the town centre, please see some additional suggestions in the updated Queen Street plans, for additional cycle parking, to ensure good access via this mode of travel. About a third of respondents are already walking or cycling into Newton Abbot town centre as their main mode of travel, this is likely to increase via the improvements that will be delivered if the funding bid is successful.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>This totally removes the pop and shop option</p>	<p>The Pop and Shop option is not removed. By relocating some street-side parking spaces to Cricketfield car park there is potential to transform Queen Street into an improved environment for pedestrians, in this case mostly shoppers, something that is supported in the feedback. About 25% of respondents are already walking to town as their main mode of travel. In addition, almost 60% of respondents agree or strongly agree that pavements should be widened. We have attained data on Pop and Shop via the feedback to understand better how this functions. It is important to balance the amount of street-side spaces retained on Queen Street and the extent of capacity to widen pavements and add greening, and potentially outdoor seating, into Queen Street. Based on feedback from this survey and the business survey, the updated plans show retention of closer to half of street-side spaces along Queen</p>

Issues / Key Comments	Teignbridge District Council Responses
	<p>Street (instead of the proposal for a third of street-side spaces retained), with particular emphasis on retention in the eastern reaches of Queen Street. The greatest enhancements for pedestrian environment are focused in the western reaches of Queen Street, and to some extent the central parts, but with some enhancements throughout. The engagement plans are preliminary design plans that do not contain full, fixed detail but are specifically flexible so that feedback could be incorporated where appropriate.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Shoppers will not come to NA if on street parking is removed</p>	<p>Please see comment above.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Put in a lay by pick up point with a 10 min restriction to pick up shopping.</p>	<p>Thanks for this suggestion. The street-side parking time-limit restrictions will be explored further if we secure the funding, to understand more about whether any shorter time-limit restrictions would be beneficial for some or all spaces, to support turn-over. At present, Queen Street street-side spaces all allow three options: up to 20 mins, up to 40 mins or up to 1 hour.</p>

Question 12: Do you think you would visit Queen Street for shopping more often, and/or spend longer to visit more shops, if the improvements above were implemented?

Issues / Key Comments	Teignbridge District Council Responses
<p>The pavements on Queen St are too high. The crossing at Queens Gate needs to be made safer. Pedestrianise Queen Street in full or in part.</p>	<p>If successful with the funding bid, we will continue to have discussions with stakeholders as part of the detailed design process. We will seek to involve access experts such as Newton Abbot Community Transport, to understand more about specific local access needs, and where there may be demand for dropped curbs and other elements.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Please consider EV charging.</p>	<p>We are hoping to achieve EV charging at Cricketfield car park, and we will also work towards provision at other car parks. For street-side parking on Queen Street, this is notably short-stay and so is less likely to demand charging capacity than in TDC car parks where some visitors may have travelled further, to spend more time.</p>

