



Tindal Square Non-Statutory Consultation Report

Date: September 2019

Document Control Sheet

Document prepared by:

Adam Charles

Essex Highways
Victoria House
Chelmsford
CM1 1JR

E
W

adam.charles@jacobs.com
www.essex.gov.uk/highways

Report Title	Tindal Square Non-Statutory Consultation Report
Project Number	B355344A
Status	Second issue
Revision	1
Control Date	28/08/19

Record of Issue

Issue	Status	Author	Date	Check	Date	Review	Date
1	First issue	AC	28/08/19	PK	30/08/19	PK	30/08/19
2	Second Issue	AC	19/02/2020	SA	20/02/2020	SA	20/02/2020

Approved for Issue By	Date
Chris Harvey	28/08/19

Distribution

Organisation	Contact	Number of Copies
Essex County Council	Katie Pudney	Electronic
Chelmsford City Council	Hannah Dungate	Electronic

© Copyright 2018 Jacobs U.K. Limited. The concepts and information contained in this document are the property of Jacobs. Use or copying of this document in whole or in part without the written permission of Jacobs constitutes an infringement of copyright.

Limitation: This report has been prepared on behalf of, and for the exclusive use of Jacobs' Client, and is subject to, and issued in accordance with, the provisions of the contract between Jacobs and the Client. Jacobs accepts no liability or responsibility whatsoever for, or in respect of, any use of, or reliance upon, this report by any third party.

1. Introduction.....	6
1.1 Background	6
1.2 Purpose of questionnaire	6
2. Research Methodology	7
2.1 Sample	7
2.2 Questionnaire	7
2.3 Promotion of the consultation	7
3. Confidentiality and anonymity	9
4. Respondents.....	10
4.1 Introduction.....	10
4.2 Age	10
4.3 Gender.....	11
4.4 Marital Status	12
4.5 Religion/Faith	13
4.6 Ethnicity	14
4.7 Physical/sensory impairment, learning difficulty, disability or mental health needs	15
4.8 Caring responsibilities	16
4.9 Locality.....	17
5. Responses	18
5.1 Response method.....	18
5.2 COMMENTS RECEIVED THROUGH OTHER CHANNELS	18
6. Data Analysis & Interpretation	19
6.1 Introduction.....	19
6.2 Quantitative Analysis	19
6.3 To what extent do you support plans to prioritise pedestrians at Tindal Square?.....	20
6.4 To what extent do you support the creation of a high-quality public space to complement the Shire Hall and existing High Street improvements?.....	21
6.5 To what extent do you support the statement: ‘restoring the cultural heritage of Tindal Square and Shire Hall is important to me’?	22
6.6 To what extent do you support the statement: ‘These plans complement the cultural heritage of Tindal Square & Shire Hall’?	23
6.7 Would you be more inclined to use Tindal Square as a recreational space if these plans were implemented?	24
6.8 Would you use High Street businesses more if outdoor seating was available nearby?	25
6.9 How would you like to see outdoor seating for business laid out on the High Street?	26
6.10 Would you be more inclined to travel sustainably (e.g. walk or cycle) if Tindal Square was transformed into a prioritised pedestrian space?	27
6.11 To what extent do you support plans to integrate a cycle-link through Tindal Square as part of the improved east-west city centre link?	28
7. Businesses Quantitative Response Analysis.....	29
7.1 Do you feel your business will benefit from the planned improvements to Tindal Square?.....	29
7.2 To what extent do you support plans to create a prioritised pedestrian space at Tindal Square?.....	30

7.3 To what extent do you support plans to reverse the one-way for deliveries so that delivery vehicles enter the High Street at Baddow Road and exit onto New Street?	31
7.4 To what extent do you support plans to introduce a 7.5 tonne weight limit on the High Street to improve safety and protect paving and bridge infrastructure?	32
8. Qualitative Analysis	33
8.1 Introduction	33
8.2 Coding	33
8.3 Key Findings	35
8.4 Cycle Route	36
8.5 Cost	Error! Bookmark not defined.
8.6 Traffic	37
8.7 Traffic Lights	38
8.8 Businesses	39
8.9 Access to City Centre	39
8.10 Public Realm	Error! Bookmark not defined.
8.11 Other Comments – Out of Scope	40
8.12 Recommendations	42

No table of contents entries found.

Executive Summary

In summer 2019 Essex Highways invited people living and working in Chelmsford to complete an online questionnaire which asked a series of questions concerning proposals to pedestrianise Tindal Square. A total of **305 responses** were received which demonstrated an overall positive and optimistic view of the proposals.

Over half of all respondents (58%) ‘strongly support’ or ‘support’ plans to pedestrianise Tindal Square. In comparison, only 36% of respondents reported that they ‘strongly oppose’ or ‘oppose’ the plans. A further 6% of individuals felt neutrally towards the proposals.

Respondents were split on whether they would be inclined to travel more sustainably if Tindal Square was pedestrianised. **Half of all respondents (50%) said they would not be more inclined to travel sustainably**, whereas **42% of people** said they **would be more inclined to travel sustainably** following pedestrianisation.

Overall, respondents felt that restoring the cultural heritage of Tindal Square and Shire Hall was important. **55% of respondents either ‘strongly support’ or ‘support’ restoring the cultural heritage of the area** and **59% of respondents were in favour of plans to create a high-quality public space to complement Shire Hall.**

Over half of the respondents (51%) ‘strongly support’ or ‘support’ the proposal to integrate a cycle-link which indicates a growing desire to embrace more sustainable travel options into the public realm.

Amongst businesses there was almost universal support for introducing a weight limit on the High Street with 7 out of the 9 businesses that responded to this question in support. 6 out of 9 businesses also felt their business would benefit as a result of the proposed improvements.

There was a similar level of support from businesses when asked if they were in favour of pedestrianisation of Tindal square with 7 of 9 businesses strongly supporting this move.

1.Introduction

This report summarises responses submitted to the Tindal Square Public Realm Improvements non-statutory consultation which ran from 4 June 2019 to 16 July 2019.

1.1 Background

Tindal Square is of significant historic importance to both Chelmsford's past and future. A square has existed here from as early as 1199 and has been the forefront to one of the city's finest historic Georgian buildings, Shire Hall, since 1791. The area has been of immense civic, social, legal, and architectural importance to Chelmsford society for centuries and is named after one of the area's most celebrated sons, Judge Tindal.

Sitting at the historic heart of the city centre, Tindal Square is an integral meeting point of five streets and lies at the top of the High Street. This scheme seeks to transform Tindal Square to relate to its historic context by removing the road and creating a prioritised pedestrian space, whilst also maintaining an uninterrupted east-west cycle link. An important new city square will be created to enhance its sense of place, optimise its public use and improve pedestrian access and enjoyment, connecting Shire Hall to the High Street once again.

To enable the creation of the space, current traffic flows through Tindal Square will be diverted and vehicle movements for the servicing of businesses of the High Street will be formalised. Once complete, vehicles will be able to access Waterloo Lane via New Street whilst traffic from Duke Street will continue around into Market Road.

Chelmsford City Council (CCC) and Essex County Council (ECC) have committed to working collaboratively to deliver highways and public realm improvements which offer a large benefit to residents, visitors and the local economy. As part of the Chelmsford City Growth Package, this scheme offers an opportunity to create a new and improved public space within the city centre, whilst formalising the servicing of the High Street market, shops and businesses, as well as maintaining an uninterrupted east-west cycle link through the heart of the city.

1.2 Purpose of questionnaire

The feedback received from the questionnaire was used to establish a baseline of information to inform further study work.

2. Research Methodology

2.1 Sample

The target demographic for the questionnaire were people who live, spend leisure time, work and/or travel in and around Chelmsford, particularly those within the immediate vicinity of Tindal Square, Shire Hall and the High Street.

300 people chose to respond. As they were self-selecting, the results are not indicative of the views of the wider population.

2.2 Questionnaire

A questionnaire was used to establish a baseline of information from members of the public regarding:

- The extent to which they supported our proposals to pedestrianise Tindal Square
- The extent to which they supported our proposals to integrate a cycle-link in the network
- The feasibility of a dedicated public/recreational space
- Willingness to travel sustainably if the proposals were introduced
- The importance of the cultural heritage to respondents

There was also a dedicated section for businesses to complete asking:

- Whether they felt their business would benefit from improvements to Tindal Square
- The extent to which they supported plans to create a prioritised pedestrian space
- The extent to which they supported plans to reverse the one-way system
- The extent to which they support plans to introduce a 7.5-ton weight limit on the High Street

2.3 Promotion of the consultation

The survey was promoted through May, June and July 2019 using various channels to capture as wide an audience as possible.

Digital

Website – a dedicated webpage for the project was established. This provided the opportunity to explain the proposals in full detail, outline all elements and host the questionnaire. It also linked to relevant pages on the CCC and ECC websites.

Social media – Twitter and Facebook posts were pre-scheduled to ensure public events and the consultation questionnaire were promoted fully.

Both CCC and ECC maximised the reach of these communications using their own social media channels to promote the questionnaire and associated events. Banners signposting people to the project's webpage were displayed in High Chelmer Shopping Centre.

Engagement with special interest groups

Presentations were delivered to special interest groups such as Chelmsford Access Group and businesses based in close proximity to Tindal Square.

Public Engagement Events

Two engagement events promoting the consultation were held in High Chelmer Shopping Centre, Chelmsford. The first was held outside the retail unit *Blue Inc* on Saturday 8 June 2019. The second was held the following Friday (14 June 2019), in the Central Square. Leaflets were distributed at both events to promote the project's webpage and direct stakeholders to the online questionnaire.

3. Confidentiality and anonymity

Personal information was gathered as part of the questionnaire to monitor diversity and equality practices. The following statement was provided in the questionnaire:

To ensure the continued development of our diversity and equality practices, everyone that we work with is asked to complete the information below.

You are not obliged to answer any of the questions, but the more information you supply, the more effective our monitoring will be. If you choose not to answer questions, it will not affect your participation.

The information you supply below is confidential and will be used solely for monitoring purposes and anonymously in the reporting of the results of this consultation.

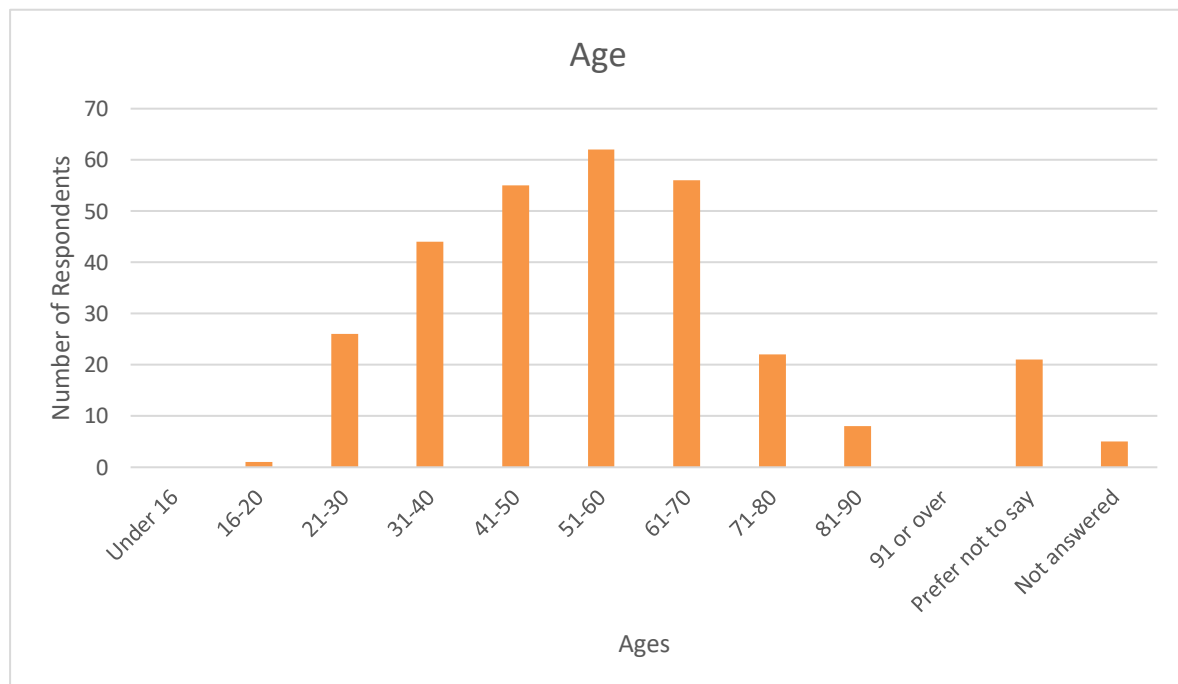
[A link to Essex County Council's privacy statement](#) was also provided in the questionnaire, which explains how the County Council uses and handles personal data.

4. Respondents

4.1 Introduction

We received 300 responses to the survey. Respondents were asked to provide personal information to help us establish the level of support for our proposals and to facilitate monitoring of diversity and equality practices. None of the questions in the survey were compulsory: respondents could submit their survey response without answering all the questions.

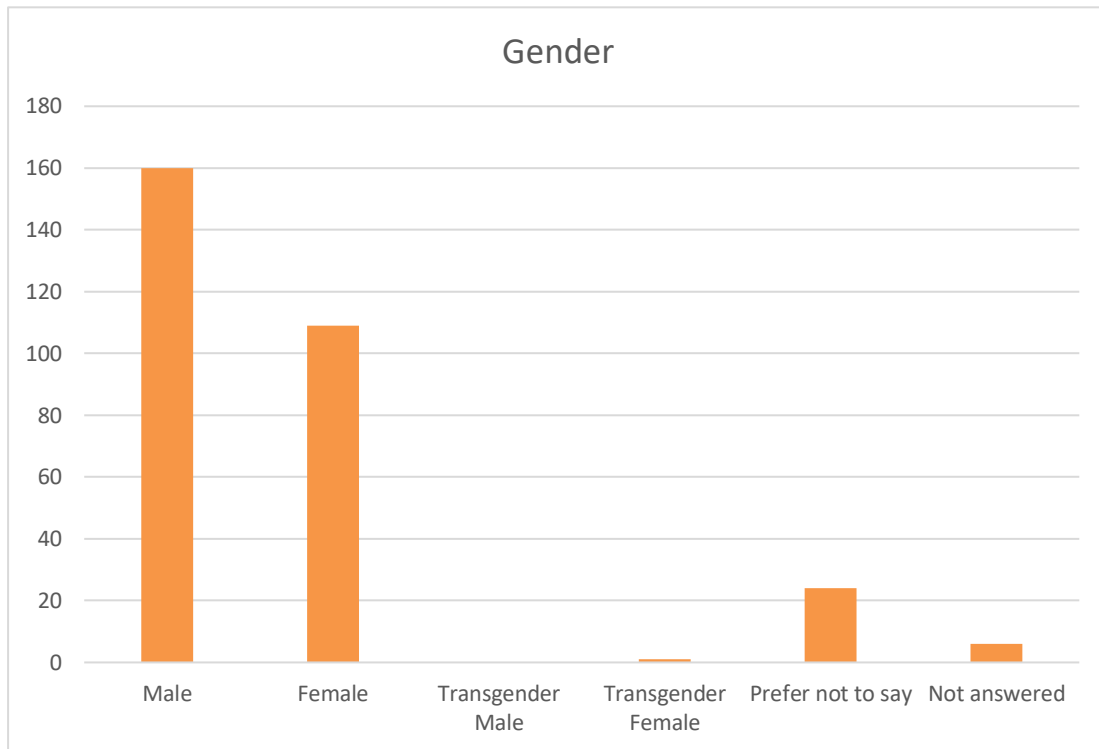
4.2 Age



The age category 51-60 had the highest number of responses: 21% of the 295 responses to this question were aged between 51 and 60. There were no respondents from the under 16 and 91+ categories.

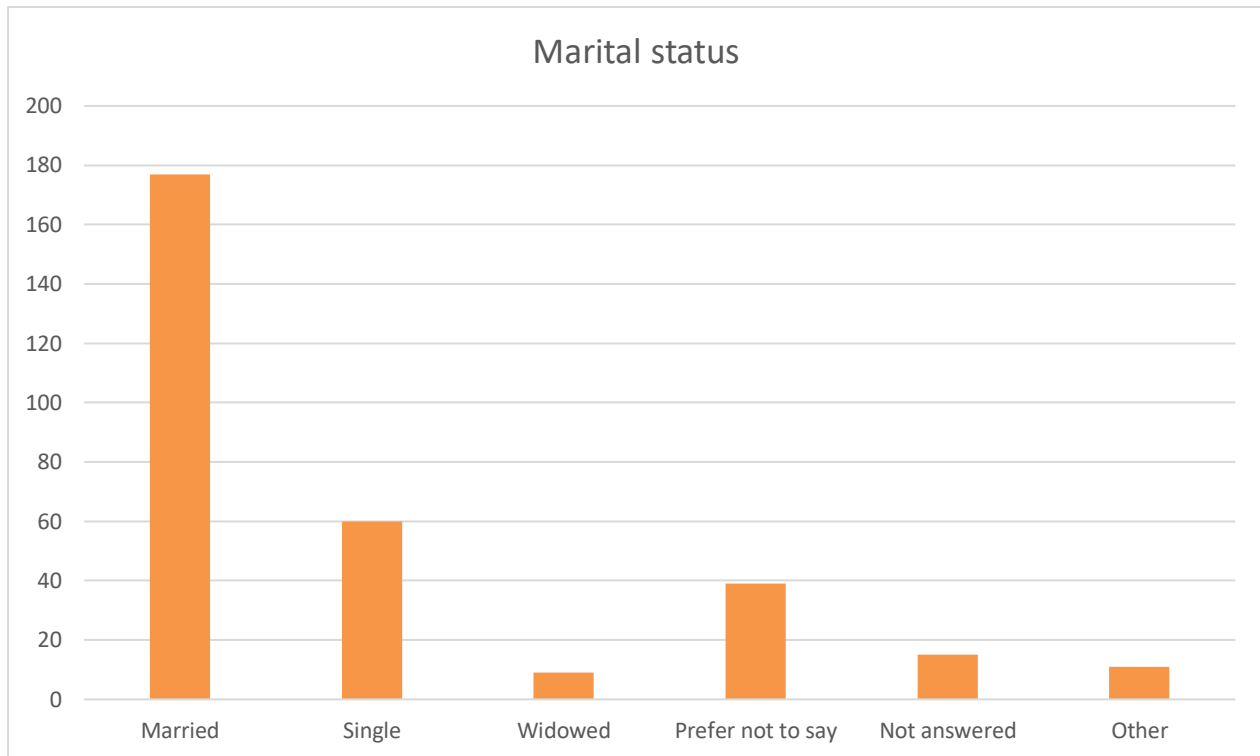
7% of respondents preferred not to give their age, and 2% did not answer the question.

4.3 Gender



53% of the 294 respondents to this question were male and 36% were female. 8% preferred not to specify their gender and 2% of respondents did not provide a response. There was also one response from a transgender female.

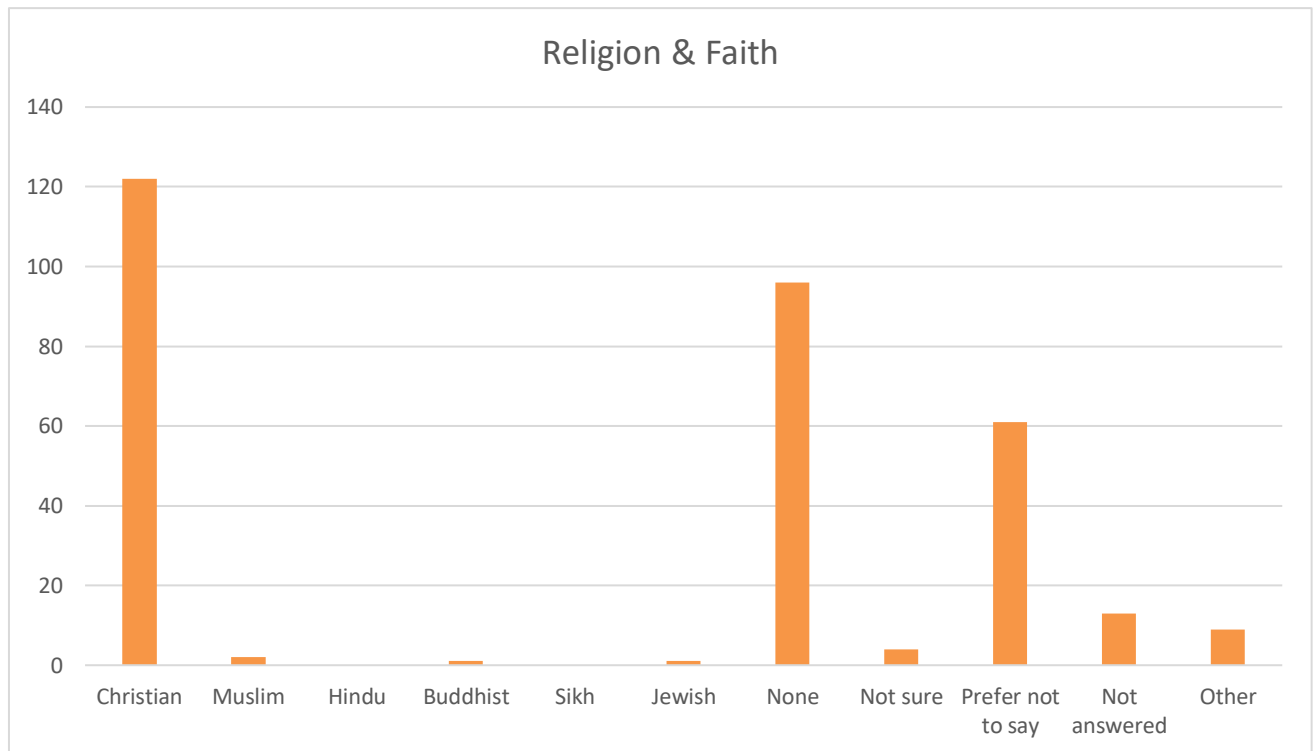
4.4 Marital Status



Of the 296 respondents to this question, most responses received were from married people, comprising 59% of responses. 20% of responses were submitted by single people and 3% from individuals who had been widowed.

13% of people selected the 'prefer not to say option', while there were 11 individuals who selected 'other'.

4.5 Religion/Faith



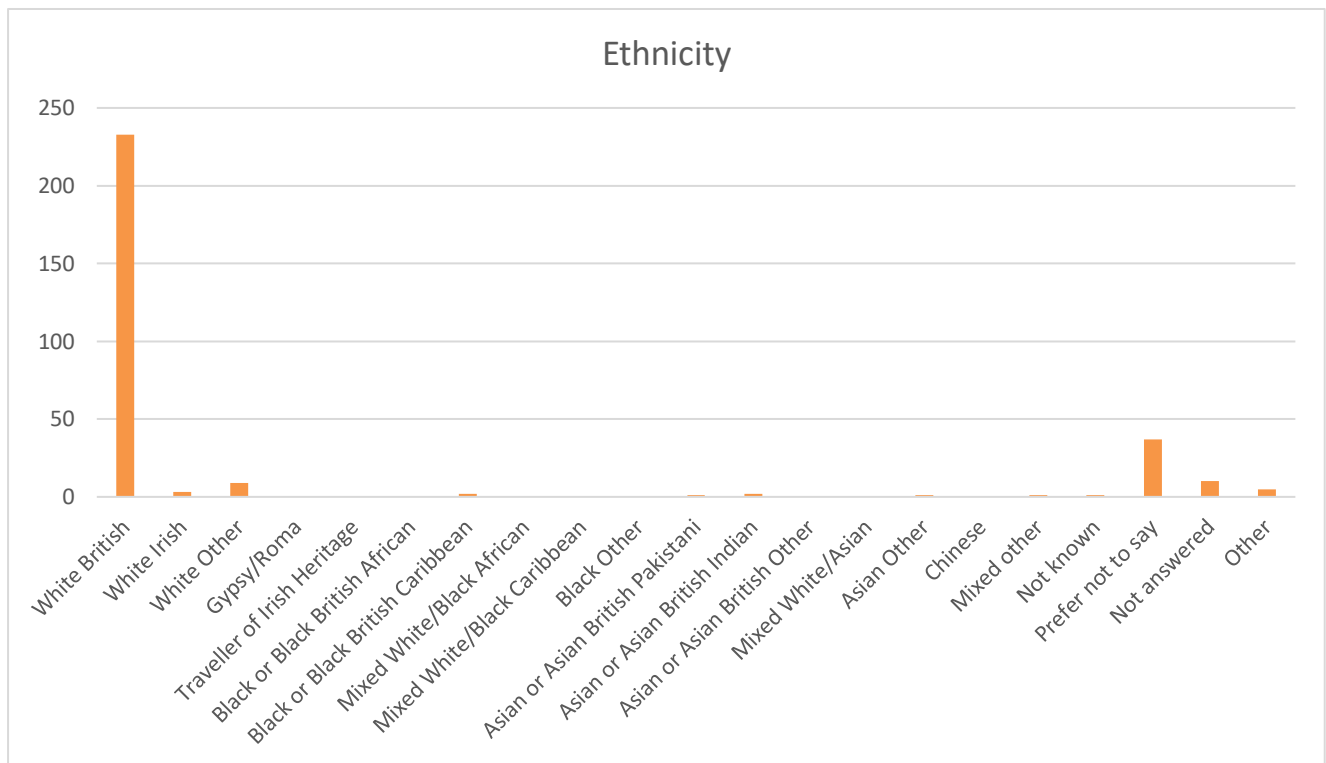
Most responses were received from Christians who formed 40.6% of respondents. The second highest number of responses were from people of no religion or faith – 32%. There were no responses from people identifying themselves as Hindu or Sikh. 0.6% of respondents identified themselves as Muslim and 0.33% identified themselves as Jewish.

1.3% said they were not sure of their religion/faith. 4.3% of respondents preferred not to answer this question.

9 respondents identified themselves as belonging to a religion/faith that was not listed.

This is generally representative of the area: according to the 2011 census data, most people in Chelmsford are Christian and the second-most numerous category is those with no religion.

4.6 Ethnicity



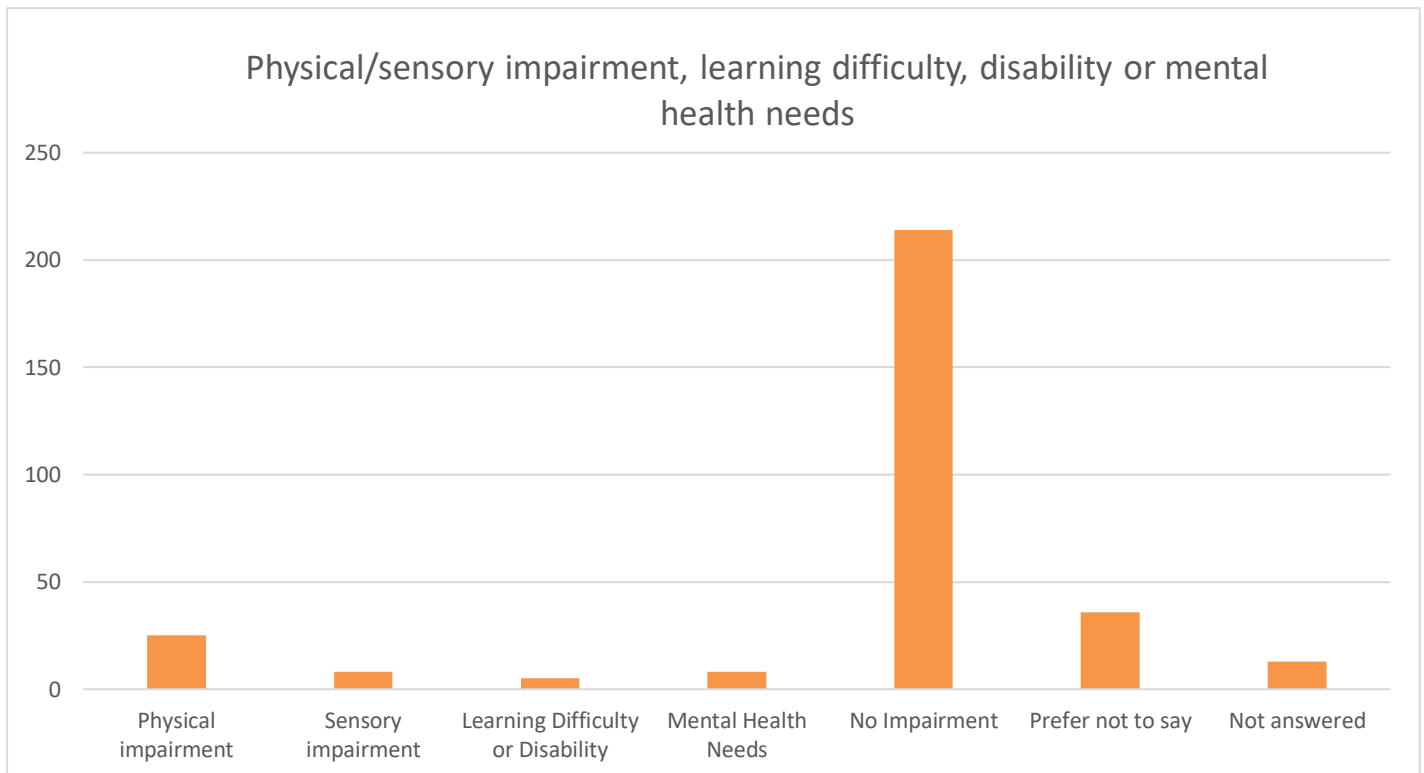
77.6% of responses were from people of White British ethnicity. 1% of respondents were White – Irish, and 3% White – Any other background. 0.6% of respondents were Black or Black British Caribbean.

0.3% of respondents were from Asian or Asian British Pakistani ethnicity, while 0.6% of respondents were Asian or Asian British Indian.

This appears to be largely representative of the study area – according to the 2011 census data, 90% of people from Chelmsford are White British.

12.3% of respondents preferred not to answer this question, and 3.3% left this blank.

4.7 Physical/sensory impairment, learning difficulty, disability or mental health needs

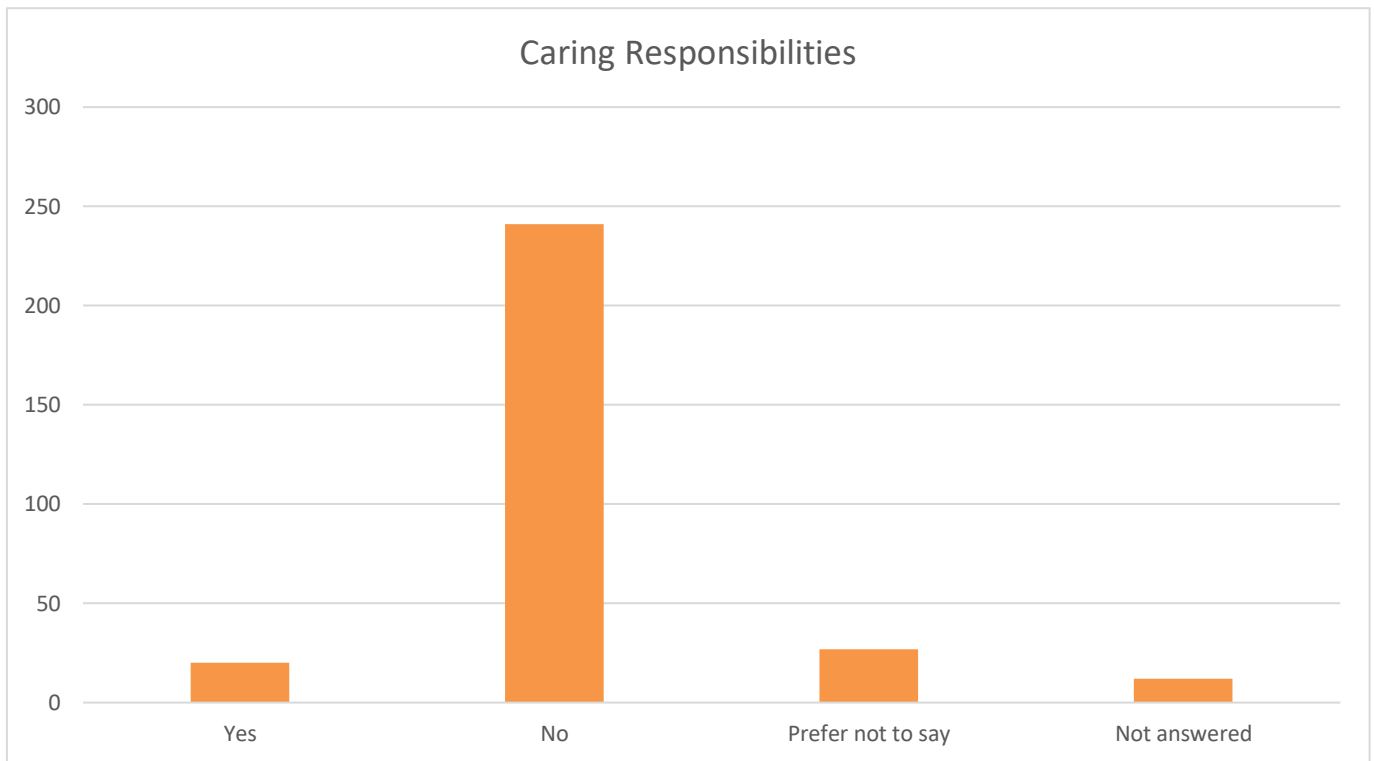


71.3% of respondents did not have any physical, sensory or mental impairment.

8.3% of respondents said they had a physical impairment, while 2.6% of respondents said they had a sensory impairment. A further 1.6% stated they had a learning difficulty or disability and 2.6% of respondents said they had mental health needs.

12% of respondents preferred not to answer this question and 4.3% left this question blank.

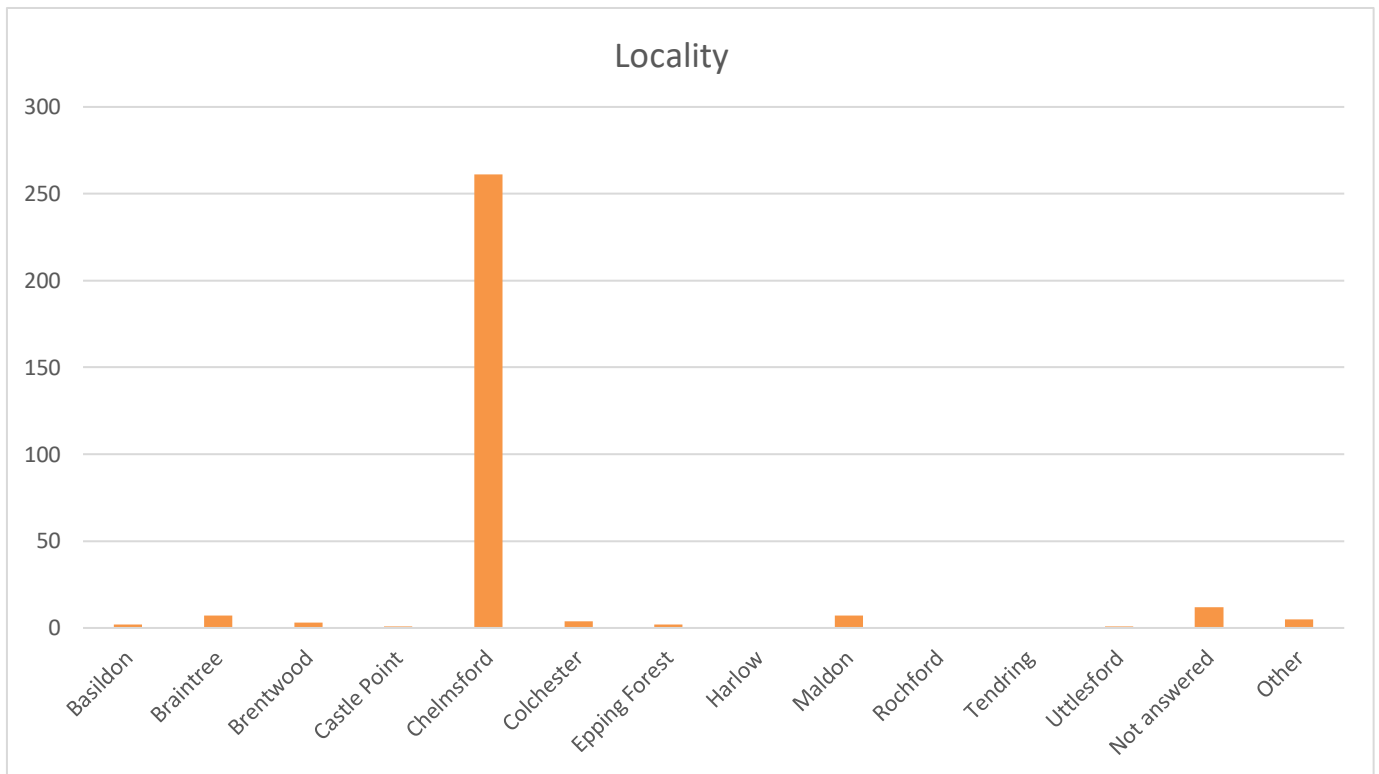
4.8 Caring responsibilities



6.6% of respondents identified as having caring responsibilities, while 80.3% do not have caring responsibilities.

9% of respondents preferred not to answer this question, and 4% did not provide an answer.

4.9 Locality



Respondents were provided with a list of localities within the county of Essex. Most respondents reported that they were from Chelmsford (87%), followed by Braintree (2.33%), Maldon (2.33%), Colchester (1.33%), Brentwood (1%), Basildon (0.67%), Epping Forest (0.67%), Uttlesford (0.33%) and Castle Point (0.33%). No responses were received from Harlow, Rochford or Tendring.

Another 5 respondents reported that they were from other localities.

4% of respondents did not provide a response to the question.

5. Responses

5.1 Response method

Most responses were received through the online survey (227). ECC's Customer Contact Centre was available to complete the response form over the phone for anyone that wanted to respond but did not have access to the internet.

Written submissions were also accepted from various stakeholders and included in the analysis of responses.

5.2 Comments received through other channels

We received 6 written submissions with comments on our proposals through other channels. Most were letters sent by residents to ECC. Two organisations also submitted comments in letters which were included in our qualitative analysis.

6. Data Analysis & Interpretation

6.1 Introduction

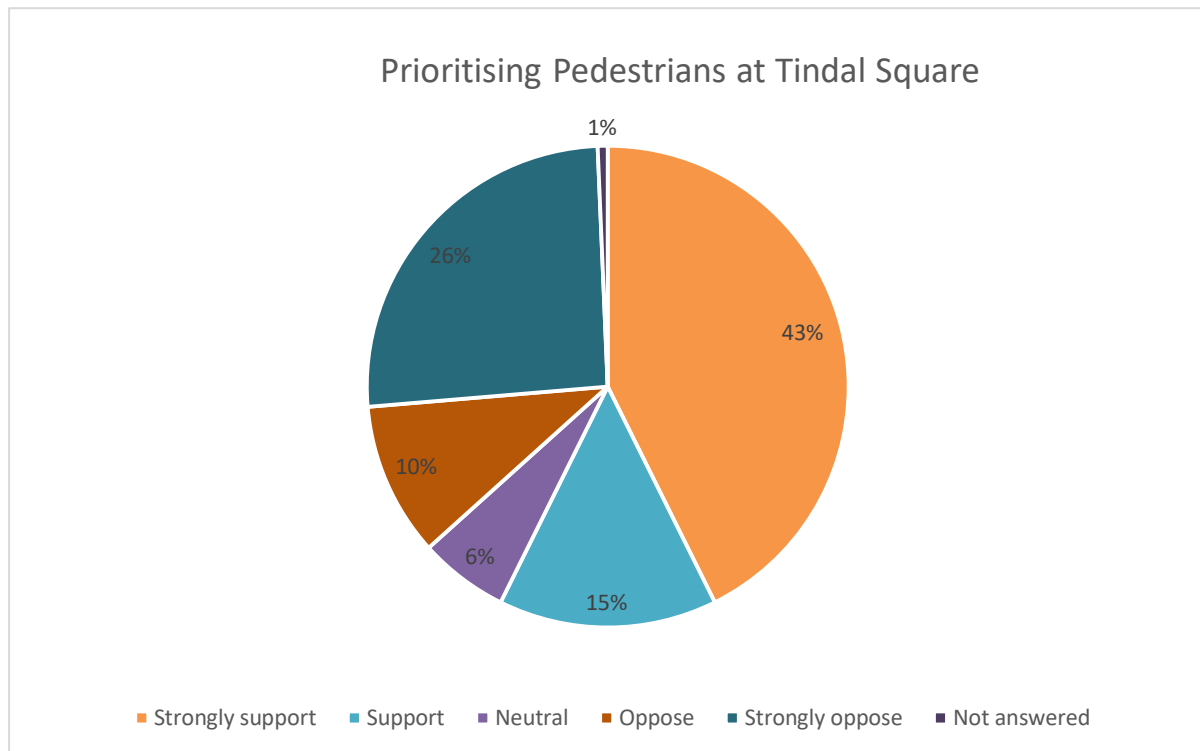
The data analysis is both quantitative and qualitative to cover closed questions and the comment section of the questionnaire.

6.2 Quantitative Analysis

The following quantitative data is presented in graphical and text form to provide a summary of the responses received.

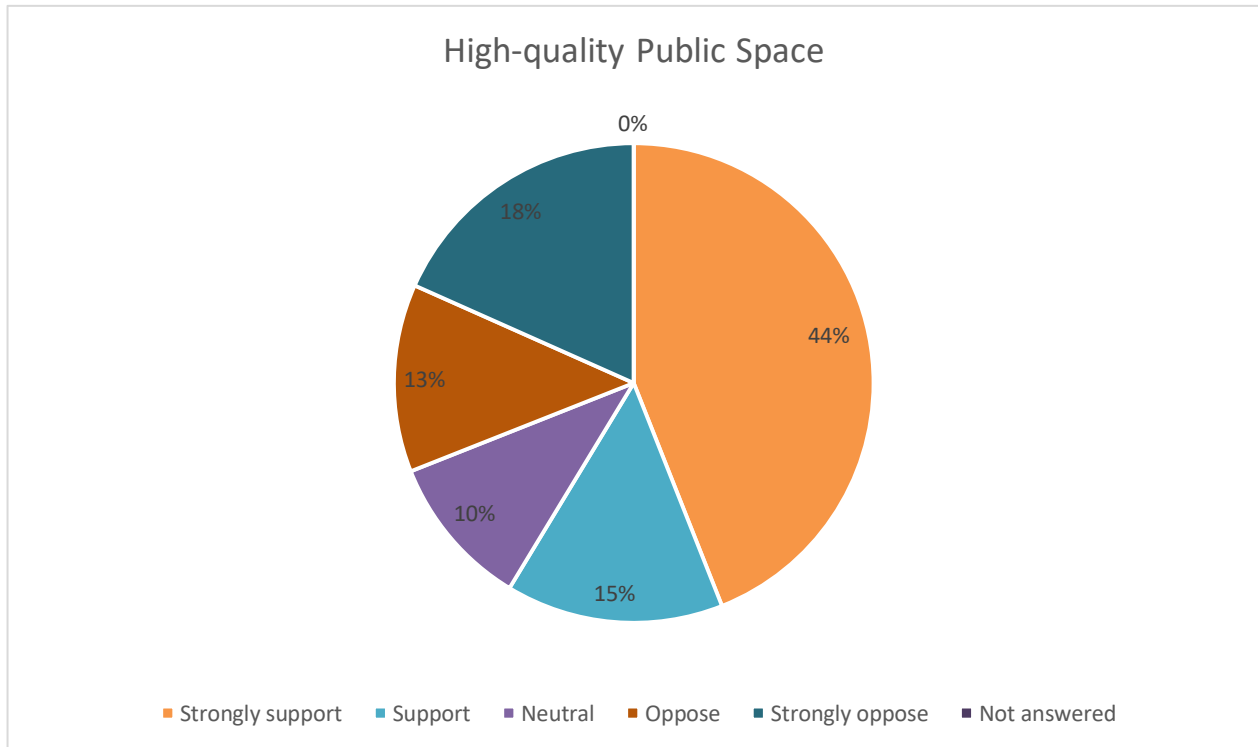
Please note that the percentages in the following pie charts have either been rounded up or down by the system to ensure that the whole number percentages add up to 100%. The percentages in the explanations below the charts are to one decimal place and thus more accurate.

6.3 To what extent do you support plans to prioritise pedestrians at Tindal Square?



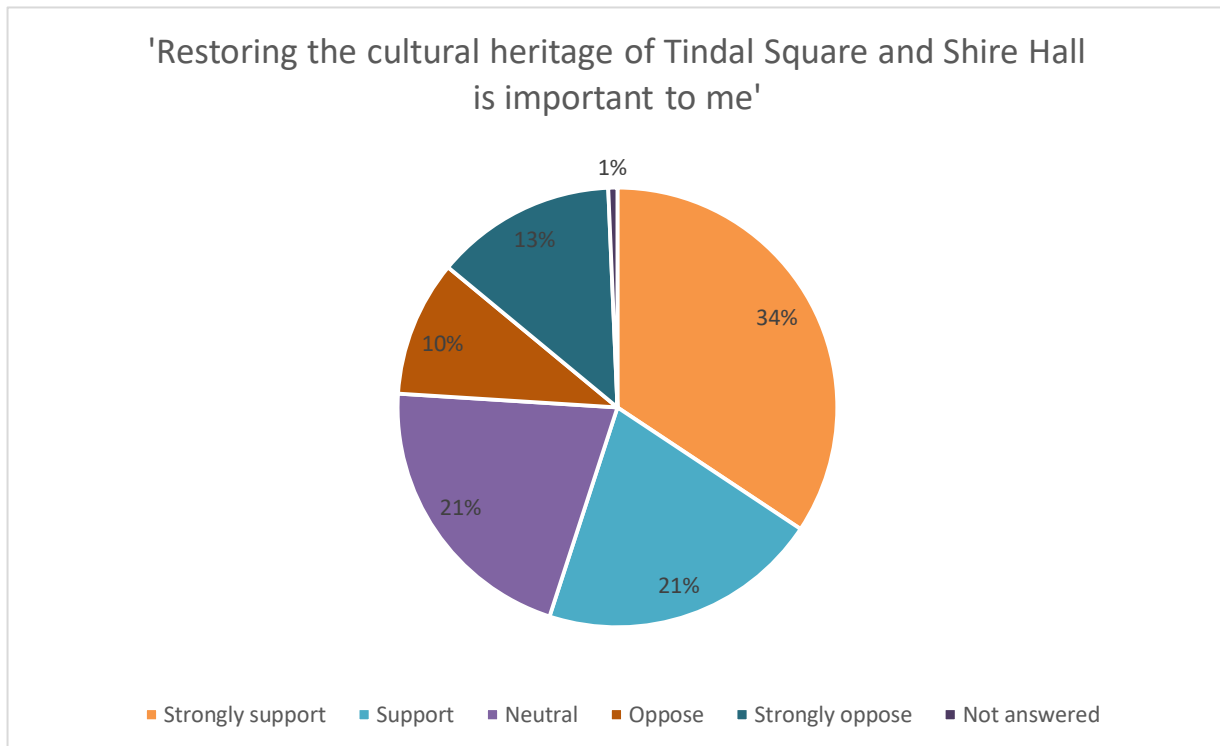
A total of 58% of respondents are in support of the plans to prioritise pedestrians at Tindal Square. 43% of respondents said they 'strongly support' the plans and 15% said they 'support' the plans. Alternatively, 26% of respondents said they 'strongly oppose' the plans and a further 10% were 'opposed'. 6% of respondents felt neutrally about this aspect of the proposals and 1% did not respond.

6.4 To what extent do you support the creation of a high-quality public space to complement the Shire Hall and existing High Street improvements?



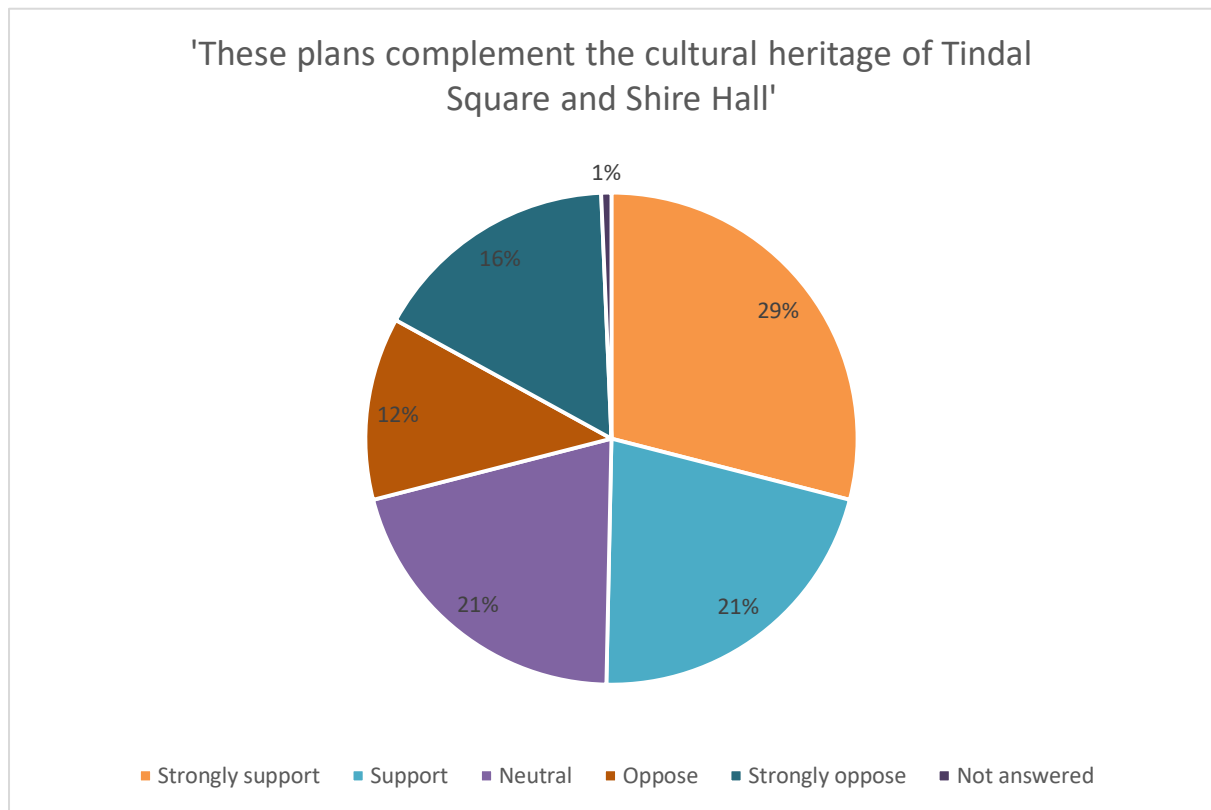
The majority (59%) of respondents are in favour of the plans to create a high-quality public space to complement Shire Hall. 44% of respondents said they 'strongly support' the plans and a further 15% said they 'support' the proposals. However, 18% of respondents were 'strongly opposed' while 13% were 'opposed' – creating a total 'opposition' figure of 31%. 21% of respondents selected 'neutral' and all respondents answered this question.

6.5 To what extent do you support the statement: 'restoring the cultural heritage of Tindal Square and Shire Hall is important to me'?



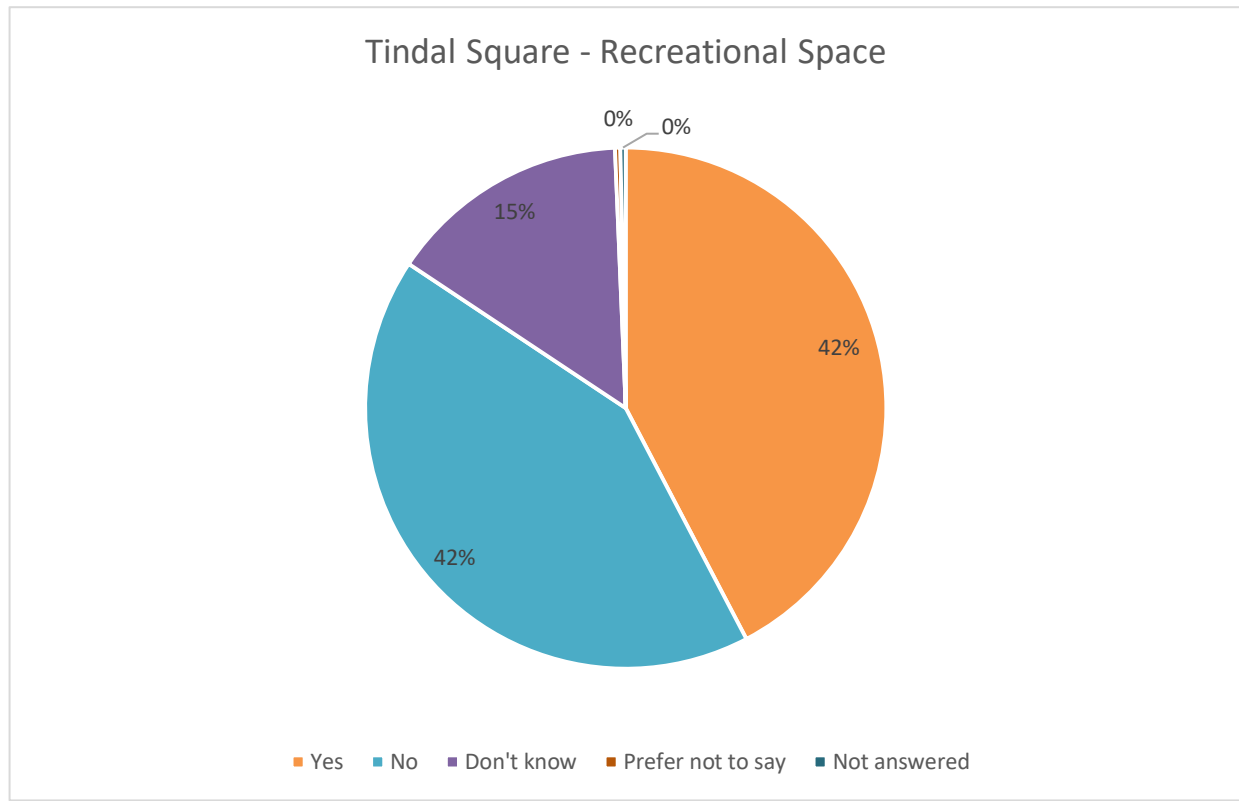
Altogether, 55% of respondents felt that restoring the cultural heritage of Tindal Square was important to them – 34% 'strongly support' this statement and 21% are in 'support' of it. A combined total of 23% of respondents did not feel restoring the cultural heritage of Tindal Square was important. 13% 'strongly opposed' this aspect of the plans and 10% 'oppose' it. 21% of respondents felt neutrally towards this statement and 1% did not answer.

6.6 To what extent do you support the statement: 'These plans complement the cultural heritage of Tindal Square & Shire Hall'?



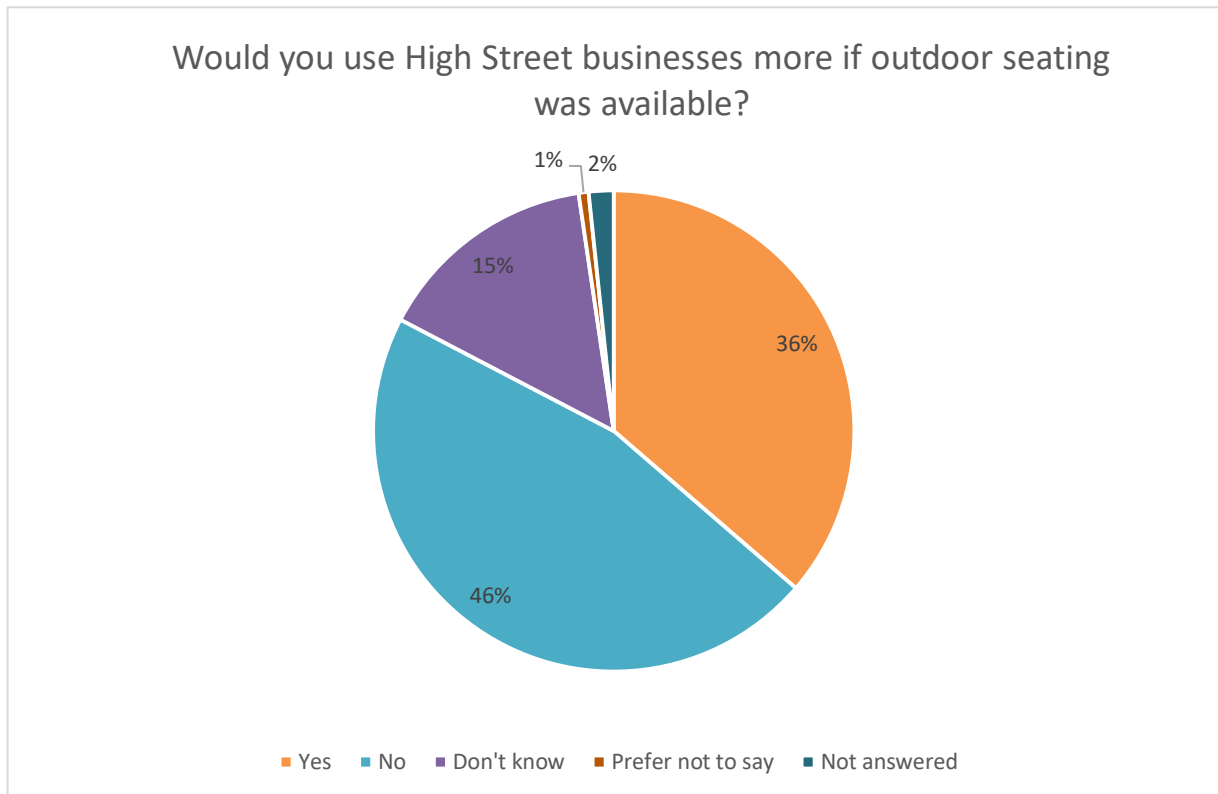
41% of respondents believe these plans complement the heritage of Tindal Square – 29% 'strongly support' the statement and 21% 'support the statement'. In total, 28% of respondents did not believe these plans complemented Tindal Square and Shire Hall. 16% of respondents 'strongly oppose' and a further 12% 'oppose'. 21% of respondents felt neutral about this statement and 1% failed to answer the question.

6.7 Would you be more inclined to use Tindal Square as a recreational space if these plans were implemented?



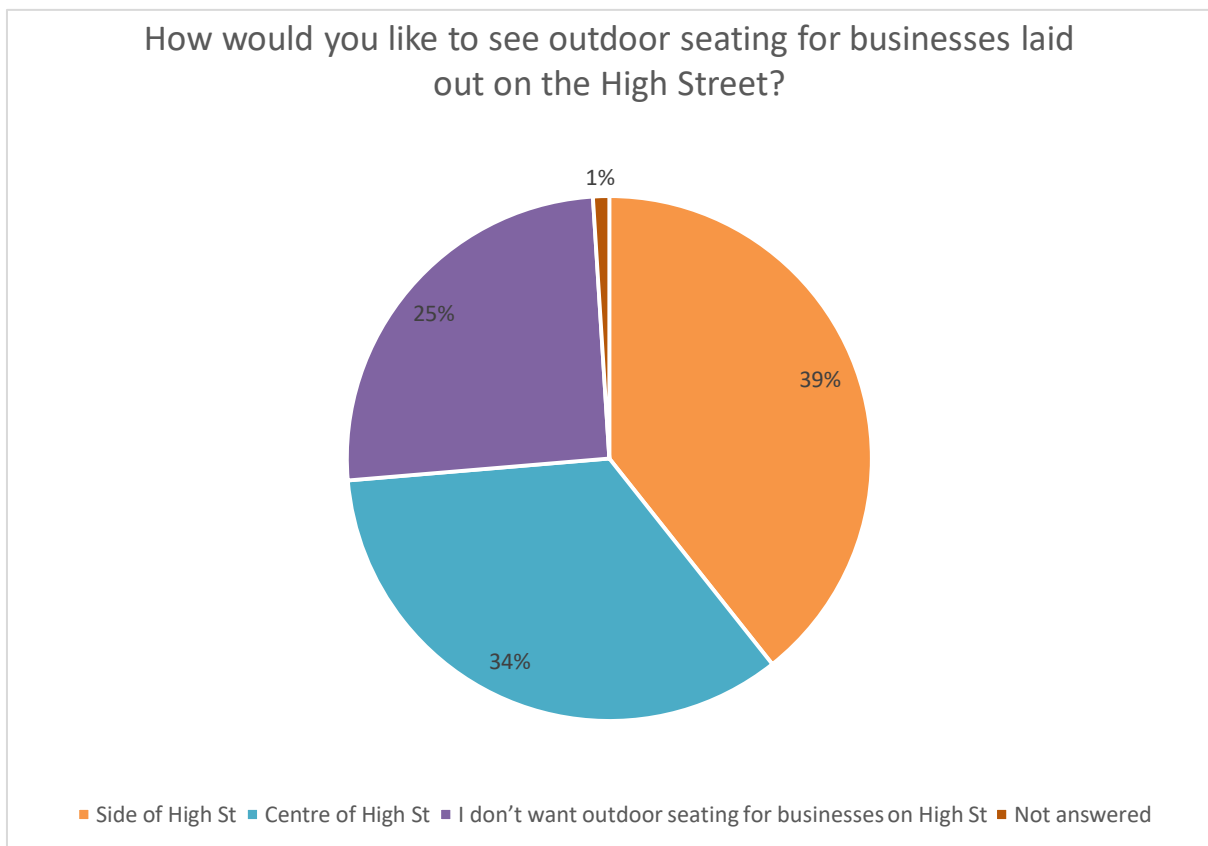
42% of respondents answered 'yes' – they would be more inclined to use Tindal Square as a recreational space if these plans were implemented. Equally, 42% of respondents also said 'no'. 0.33% of respondents preferred not to answer the question and 0.33% failed to respond. 15% of respondents said they were unsure, selecting 'don't know'.

6.8 Would you use High Street businesses more if outdoor seating was available nearby?



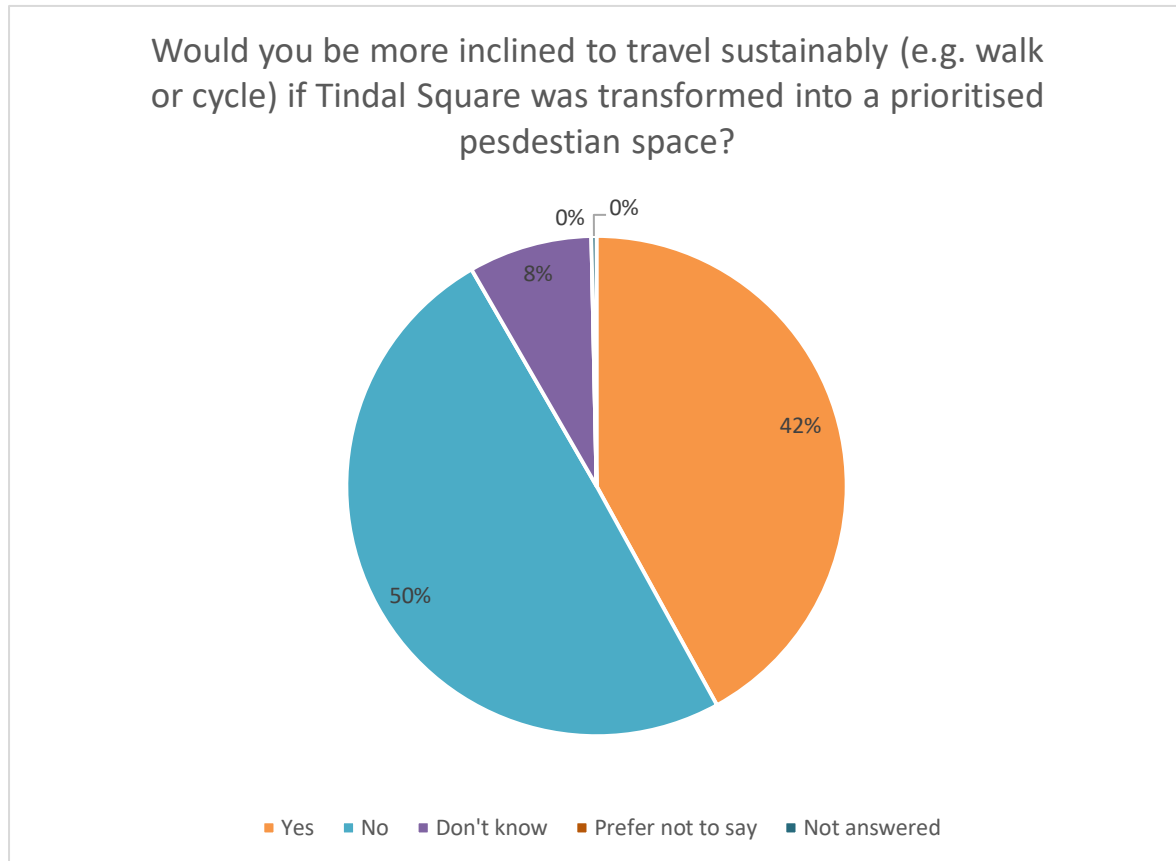
Most respondents (46%) said they would not use High Street businesses more, even if more outdoor seating was available. 36% of respondents said they would, while 1% said they were unsure. 1% of respondents preferred not to answer the question and 2% failed to answer.

6.9 How would you like to see outdoor seating for business laid out on the High Street?



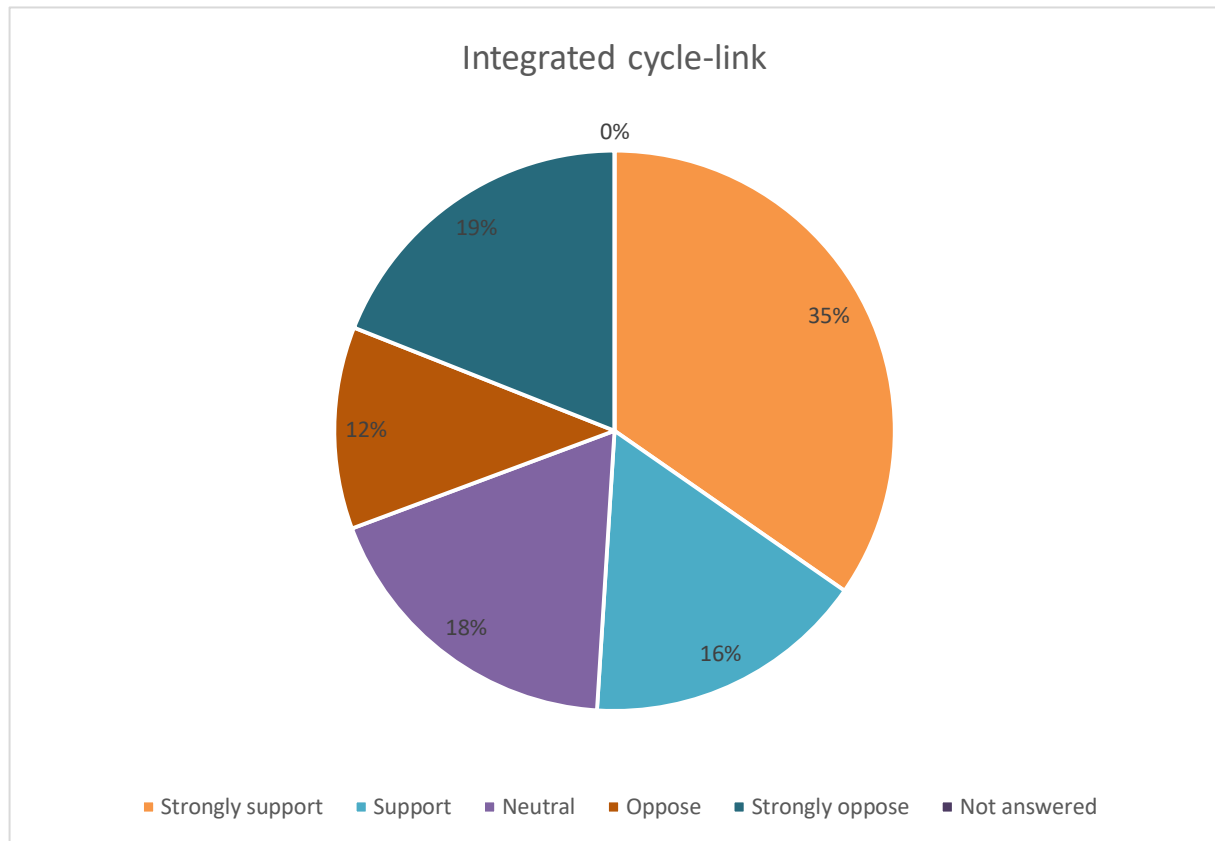
40% of respondents said they would like to see outdoor seating placed along the sides of the High Street. A further 35% said they would like to see the seating in the centre of the High Street. 25% of respondents however, said they did not want outdoor seating for businesses on the High Street. 1% of respondents failed to answer this question.

6.10 Would you be more inclined to travel sustainably (e.g. walk or cycle) if Tindal Square was transformed into a prioritised pedestrian space?



50% of respondents said they would not be more inclined to travel sustainably if Tindal Square was pedestrianised, while 42% of respondents said they would. 8% of respondents said they did not know and only 0.33% of respondents did not answer.

6.11 To what extent do you support plans to integrate a cycle-link through Tindal Square as part of the improved east-west city centre link?

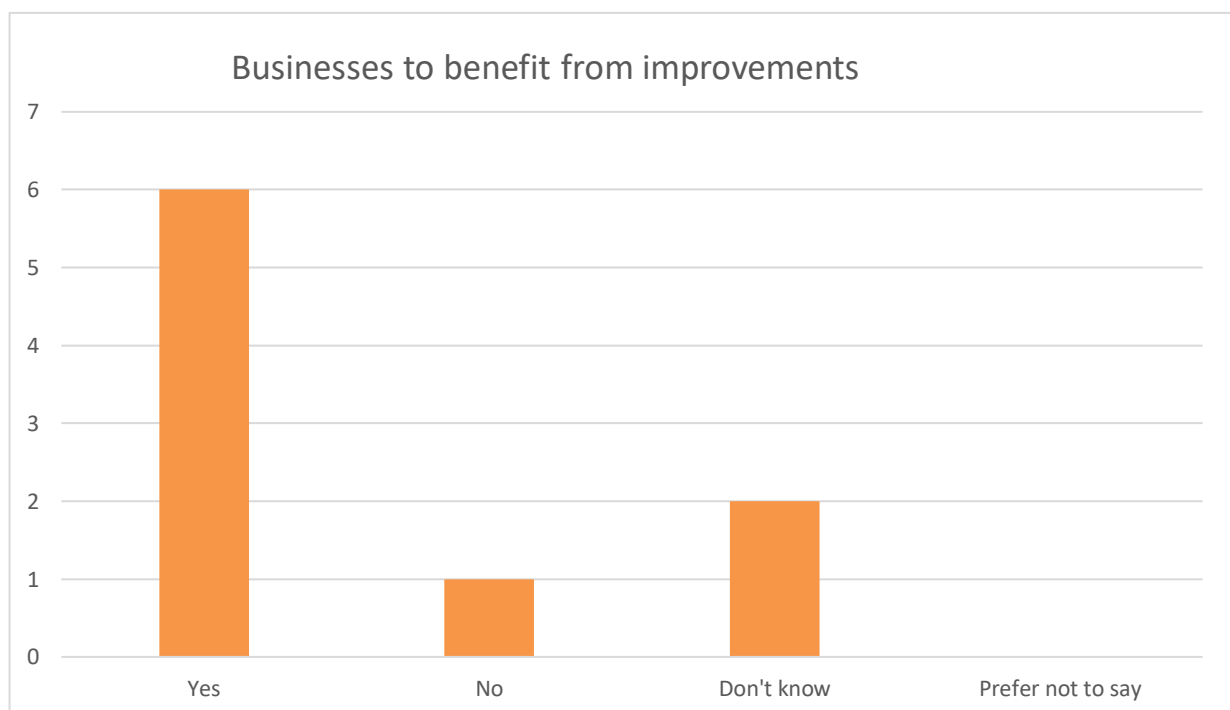


Overall, 51% of respondents support the idea to integrate a cycle link as part of these proposals – 35% ‘strongly support’ and 16% ‘support’. Conversely, 31% of respondents are against the plans to integrate a cycle link. 19% ‘strongly oppose’ and a further 12% ‘oppose’. 18% of respondents were neutral towards this question and all respondents answered.

7. Businesses Quantitative Response Analysis

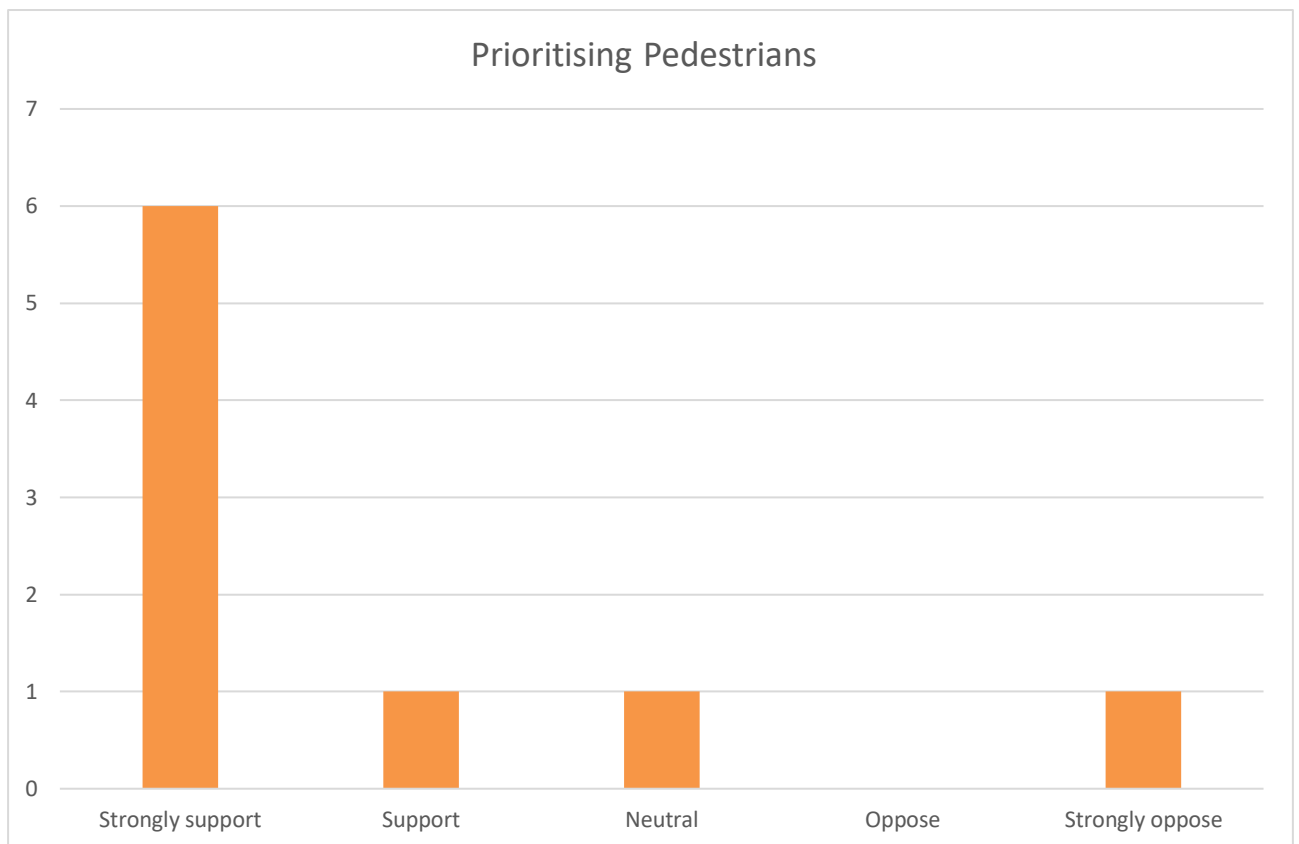
Businesses were given the opportunity to respond to issues directly relating to them. In total, there were 9 responses from businesses that completed this section of the questionnaire.

7.1 Do you feel your business will benefit from the planned improvements to Tindal Square?



Of the 9 businesses to respond, 6 said 'yes' – they feel their business will benefit from the planned improvements to Tindal Square. Only 1 business responded, stating it did not feel it would benefit. The remaining 2 businesses said they did not know.

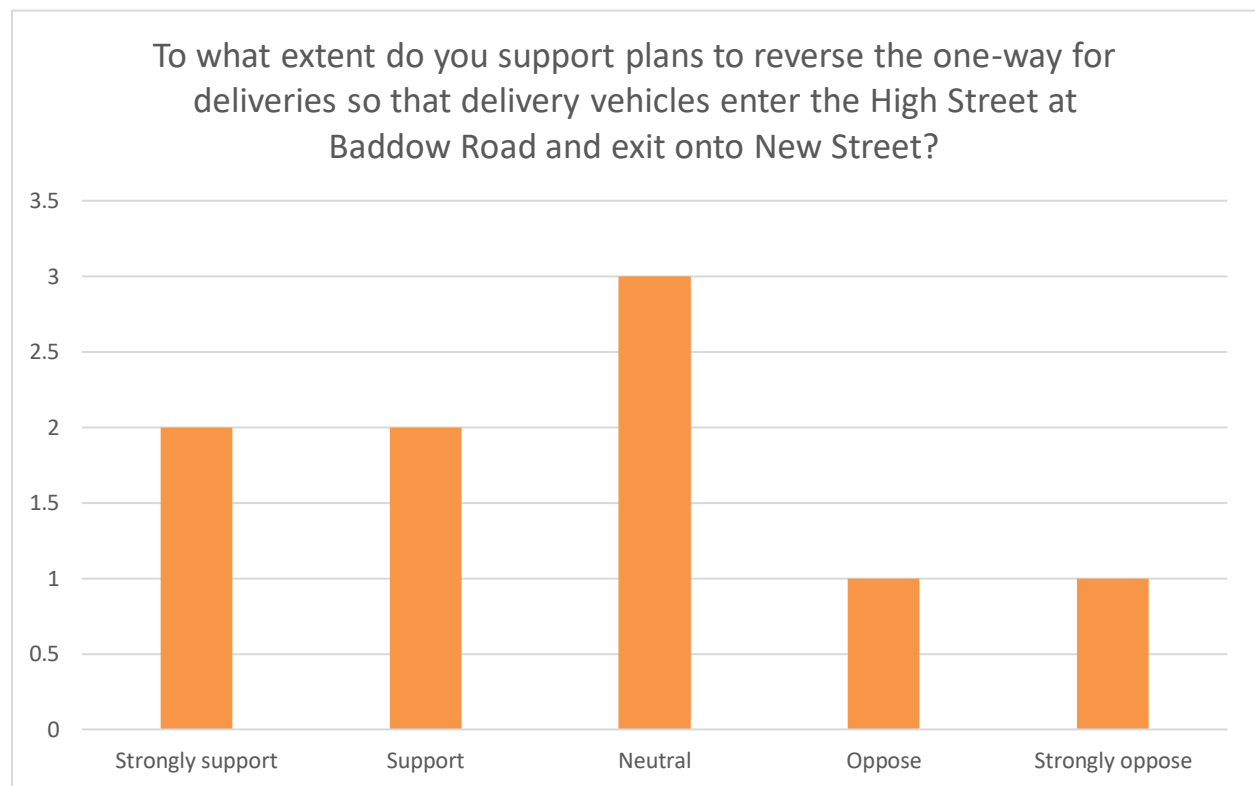
7.2 To what extent do you support plans to create a prioritised pedestrian space at Tindal Square?



7 of the 9 businesses to respond to this question were in favour of plans to create a prioritised pedestrian space – 6 said they ‘strongly support’ the plans and 1 said it ‘supports’ the plans.

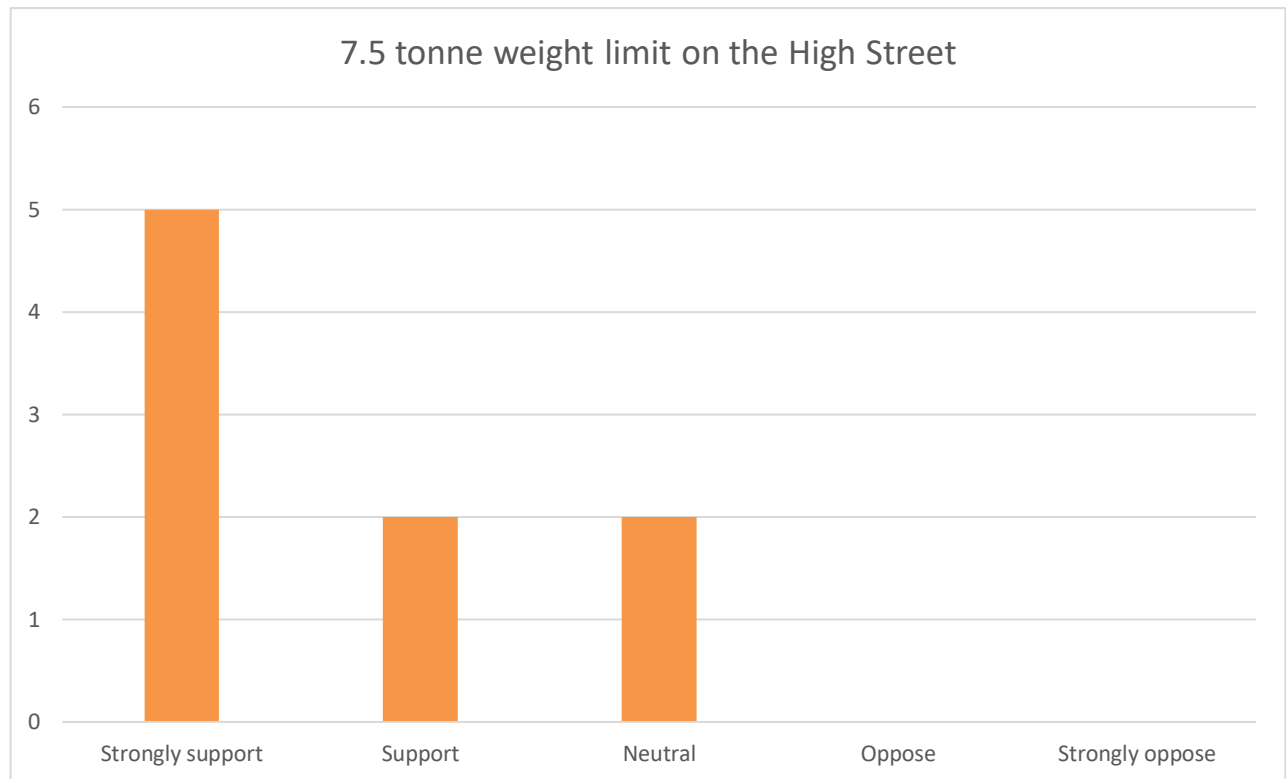
1 business ‘strongly opposed’ and the other responded to say it felt neutral.

7.3 To what extent do you support plans to reverse the one-way for deliveries so that delivery vehicles enter the High Street at Baddow Road and exit onto New Street?



There was a slight majority (3) for businesses that felt indifferent towards the plans to reverse the one-way system for deliveries. 3 businesses selected the 'neutral' option. 2 businesses said they 'strongly support' this proposal and 2 businesses also said they 'support' it. 1 business 'opposes' this element of the scheme and another business 'strongly opposes'.

7.4 To what extent do you support plans to introduce a 7.5 tonne weight limit on the High Street to improve safety and protect paving and bridge infrastructure?



In total, 7 businesses were in favour of introducing a weight limit – 5 ‘strongly support’ this move and 2 ‘support’ it. There were also 2 business that felt ‘neutral’ about the plans.

No businesses were against introducing a weight limit on the High Street to improve safety.

8. Qualitative Analysis

8.1 Introduction

This section provides a summary of the comments made in response to the following section of the questionnaire:

'Do you have any comments on the scheme? Please be clear on which element(s) you are commenting on in your answer to help ensure we can take your comments into account.'

278 of the 300 respondents to the survey provided comments. We also received 6 letters from various bodies, organisations and members of the public which have been considered.

8.2 Coding

Coding describes a process whereby themes within the response to the open question are identified and allocated a tag. The tags are used to facilitate the reporting of key themes that emerge from the sample and are not to be used as a way of quantifying the number of times a particular theme is tagged.

A code frame (Table 1) was developed from the responses received to this consultation to facilitate their analysis. This approach was used to ensure the key themes identified were derived from the responses themselves.

Table 1 – Coding Frame

Theme	Code	Theme Explanation	No. Times Theme Referenced (Primary)
Access to Chelmsford	AC	Commuting, Public Transport, Park & Ride	4
Army & Navy Roundabout	AN		3
Business	B	HGVs, deliveries, High St, markets etc.	11
Cars	C		2
Cost	CO	Taxpayers' money, funding etc.	19
Cultural Heritage	CH		3
Cycle Route – Bike Parking	CRB	Bike parking, motorcycle parking	5
Cycle Route - Cyclists	CRC	Cyclists, cyclist's behaviour	6
Cycle Route - Design	CRD	Delineation, design, contraflow etc.	16
Cycle Route - General	CRG	Non-specific Cycle Route comments	13
Cycle Route - Location	CRL	Where cycle route will be placed	4
Cycle Route - Pedestrians	CRP	Clashes with pedestrians	23
Disabled & Vulnerable Road Users	D		3
Emergency Services	E	Access for Emergency Services	1
Impacted Roads	IR	Victoria Road, Waterloo Lane, New Street etc.	15
Infrastructure	I	Roads (general), housing, utilities	4
Non-specific	NS	General comments relating to scheme referencing no specific element	14
Other	O	Comments out of Scope	10
Public Realm	PR	Seating, social spaces etc.	8
Rough Sleepers	R	The homeless	3
Shire Hall	SH		28
Stone Bridge	SB		2
Sustainability	S	Climate change, air quality	7
Traffic - Congestion	TC	Traffic flow, queues etc.	7
Traffic - General	TG	Traffic surveys, pollution, traffic management	18
Traffic - Lights	TL		4

8.3 Key Findings

Several key findings emerged from the consultation responses:

- Most comments regarding our public realm improvements were positive. Respondents offered many suggestions as to the types of features they would like to see along the High Street.
- Respondents supported plans to increase cyclist provision but were concerned about potential clashes between cyclists and pedestrians if both groups use the same designated space.
- According to respondents, the design of the cycle-link (e.g. delineation, contra-flow lane) must be an adequate size to accommodate all kinds of cyclists
- Victoria Road, Waterloo Lane, New Street, Meadows End & Market Road were all cited as routes that could be impacted by the proposals. Respondents wanted suitable changes made (such as parking prohibitions) to ensure smooth traffic flow.
- Business owners and delivery drivers contributed to discussions about changes to delivery times. Some were concerned about the impact this would have on deliveries
- We received many comments requesting that Shire Hall serve a community purpose. Respondents suggested transforming it into a registry office or theatre – although such a move is beyond the scope of this scheme.

8.4 Public Realm

Comments relating to our proposed public realm improvements were very supportive. Respondents were pleased with the move and suggested several aesthetic enhancements which could be implemented on the High Street as part of our plans.

"I think a large water feature (perhaps with central statue/fountain) would provide a focal point for the square and enhance the appearance, acting as a magnet to shoppers otherwise centred further down the high street."

[Quote from respondent 246]

"In the summer the High Street becomes very hot, so I would like to see some large trees that can provide shade whilst using the new seating and providing a green vista breaking up what can be a very stark view up the High Street".

[Quote from respondent 216]

Respondents were optimistic about the benefits of these such plans and how they were needed in the community.

"The current priority for spend should first be on a community space - urgently needed for the local community... In 5 years' time we will not regret doing this".

[Quote from respondent 186]

8.5 Cycle Route

Clashes with pedestrians

Overall, respondents supported plans to increase cycling provisions in Chelmsford. However, some expressed concerns about integrating a cycle route within a designated pedestrianised space.

"Cycle route through Tindal square - cyclists should dismount and walk across Tindal square-it would only take them a minute and make it much safer for pedestrians."

[Quote from respondent 33]

Although other commenters made similar observations, they liked the idea of the scheme overall.

"Scheme looks very exciting. Don't like the idea of cyclists speeding through a pedestrian zone though".

[Quote from respondent 97]

Design

Many comments we received offered suggestions on how to best design the cycle route. Some respondents claimed that adequate provision should be made for cycling, so it could seriously be considered as a means of transport. Such comments emphasised the importance of end-to-end cyclist travel.

“If the infrastructure to cycle unhindered all the way to their destination safely is not provided, then cyclists will continue to do this unsafely...”

[Quote from respondent 223]

Other comments included specific design suggestions for the cycle-route including: clear demarcation, delineation and an appropriate width for cycle lanes to cater for all types of cycles.

“The cycle link must be well designed from a cyclist’s point of view and delineated well to all users to avoid conflict.”

[Quote from respondent 4]

“The bi-directional cycleway needs to be wide enough to cater all forms of cycles, tricycles & disabled adapted cycles.”

[Quote from respondent 160]

Altogether, respondents supported the idea of an integrated cycle network as part of our plans.

“I would strongly encourage a greater dedicated cycle network within the town centre which is not shared with the roads. Additionally, I feel that more inner-city roads should be closed to vehicular traffic.”

[Quote from respondent 5]

8.6 Traffic

Impacted Roads/Routes

Throughout all the comments we received, ‘traffic in Chelmsford’ was a continued theme. Many respondents expressed their frustration with congestion in the city and would like to see steps taken to improve this.

Victoria Road, Waterloo Lane, New Street, Meadows End & Market Road were all cited as routes that could be impacted by the proposals. However, respondents offered suggestions as to how this could be mitigated.

“If the only way for vehicles to exit out of Waterloo lane is to turn right then parking needs to be prohibited along the road where the courts are, everyday”.

[Quote from respondent 17]

“...If this is to become the only route out of Bond Street then it should be made completely parking free”

[Quote from respondent 201]

These recommendations are being considered by the Project Team and will inform our work going forward.

8.7 Traffic Lights

Another theme that emerged from the qualitative data relates to wait times at traffic lights. Some respondents felt this scheme was a great opportunity to address issues and were positive about such a move.

“Although I don’t live in Chelmsford, I sing in the cathedral choir. This means that I drive into Chelmsford several times a week for services and, as the cathedral car park is accessed from Waterloo Lane, I am very well aware of the area both as a motorist and a pedestrian...This seems particularly attractive... It seems too good an opportunity to pass by”.

[Quote from respondent 211]

Other respondents however, were particularly concerned about the traffic lights located at New Street and Victoria Road. Some reported extremely long wait times during rush hour and felt these times would be exacerbated by the scheme.

“The traffic lights by the police station only allow 3-4 cars through at each change, currently it can already take up to 20 minutes to get out of New Street at those traffic lights, can you imagine how much longer it will be if everyone has to turn right. I envisage potentially hours! Do you think that is acceptable after a day at work, personally I do NO.”

[Quote from respondent 47]

8.8 Businesses

Commercial Vehicles

Business-owners and traders acknowledged the importance of the High Street and the crucial role that deliveries play its smooth running. However, not all stakeholders felt that the proposed changes to delivery times and direction of travel was helpful.

'I'm a delivery driver and to make deliveries from the bottom end of the High Street just sounds more time consuming... You would need to extend the barrier times from 10am to 10.30am to allow all the deliveries stuck in traffic. Not all deliveries are locally based and most of time spent on motorways and barely making 10am time currently.'

[Quote from respondent 89]

Other respondents felt the changes were was important for Chelmsford City and the High Street.

'This is a really important project/development to join the high st with the areas around the cathedral and beyond towards the station. As a resident I rarely go beyond Tindal Sq when I am in the centre of the shopping areas. I think this improvement will change that for me. This is a really great step forward for Chelmsford.'

[Quote from respondent 213]

Loading Bay

There was slight concern among respondents about the potential removal of the loading bay as several businesses currently use it.

'The Wine Cellar is situated just outside the proposed development area on Duke Street, virtually opposite The Golden Fleece pub. Not only are we underground, we have no direct access points for our deliveries with the exception of the current loading bay. The area of Duke Street where we are located has a bus stops/shelters alongside the roadside. The cathedral is behind us. If the current loading bay is to be removed then a new one must be created to enable us to continue trading'.

[Quote from respondent 187]

8.9 Access to City Centre

Events

Chelmsford Cathedral plays a key role, representing the historic heart of the City. As such, the Cathedral requested parking spaces to allow such events to continue. It

was argued by the Cathedral that the loss of parking bays would have a detrimental impact on the Cathedral's ability to host such events

'We wish the Council to make adequate provision, close to the Cathedral, for ceremonial, funeral and wedding vehicles required for services and events at the cathedral'.

[Quote from Chelmsford Cathedral]

Pick-up & Drop-off points

Vulnerable respondents wanted to ensure they still had access to the city centre. Individuals with disabilities and elderly residents urged the project team to consider their needs in any changes.

"Where do I drop off my partner who enjoys her weekly trip to the high street? My partner and myself both in our late 80s... Please keep the elderly in mind when these grand alterations are considered."

[Quote from respondent 155]

8.10 Other Comments – Out of Scope

The themes in this section of the report are not within the scope of this project. For example, it is not within the scope of this project to attempt to reverse the decline of Chelmsford High Street or provide a use for Shire Hall. However, all comments and suggestions have been acknowledged.

Shire Hall

Shire Hall received the greatest number of primary comments of any theme (28). Many respondents spoke of Shire Hall's cultural importance and the necessity of bringing such a significant landmark to the forefront of the city centre. Interestingly, even respondents who felt negatively about the scheme more generally, were in favour of giving Shire Hall a purpose.

"Shire Hall should be converted into a focal point building like a music venue or community use to make the public realm improvements relevant and useable. Nobody will use them if Shire Hall is not in use as an important landmark building at the top of the high street."

[Quote from respondent 8]

"What are the plans for Shire Hall? I would like to see it used as something interesting for the public and visitors to enjoy"

[Quote from respondent 26]

'I hope that as part of the scheme there will be plans for using the Shire Hall. We cannot feature it and then not use it!'

[Quote from respondent 68]

It is not within the scope of this project for ECC or CCC to provide a use for Shire Hall, although comments relating to this theme have been acknowledged.

8.11 Recommendations

Overall the responses to the questions asked were positive and respondents have helpfully included suggestions that will be acknowledged by the project team going forward. On analysis of the outcome of the questionnaire the following recommendations have been made:

- It would be useful to provide a Frequently Asked Questions (FAQs) document for members of the public to explain how this project is being funded.
- Inform stakeholders that currently, there is nowhere in the city centre that they could park legally. As such, ECC & CCC are not removing provisions, they are simply using the spaces that exist now.
- Consider further engagement with cyclist and local access groups to discuss findings from report. With a specific focus on cycling in pedestrianised areas
- Consider further engagement with businesses with view to discuss the most suitable solution for business loading times, and provision for Chelmsford Cathedral operations.

APPENDICES

Appendix A: Survey

1. What is your email address?
2. Please provide us with your postcode:
3. Are you completing this questionnaire on behalf of:
 - Yourself (as an individual)
 - A friend or relative (please answer using their details)
 - A District/Town/Parish Council
 - A voluntary or Community Sector Organisation (VCS)
 - A business
 - Other (please specify)
4. To what extent do you support plans to prioritise pedestrians at Tindal Square?
 - Strongly support
 - Support
 - Neutral
 - Oppose
 - Strongly oppose
5. To what extent do you support the creation of a high-quality public space to complement the Shire Hall and existing High Street improvements?
 - Strongly support
 - Support
 - Neutral
 - Oppose
 - Strongly oppose
6. To what extent do you support the statement: 'Restoring the cultural heritage of Tindal Square and Shire Hall is important to me'?
 - Strongly support
 - Support
 - Neutral
 - Oppose
 - Strongly oppose

7. To what extent do you support the statement: 'These plans complement the cultural heritage of Tindal Square & Shire Hall'?
- ☐ Strongly support
 - ☐ Support
 - ☐ Neutral
 - ☐ Oppose
 - ☐ Strongly oppose
8. Would you be more inclined to use Tindal Square as a recreational space if these plans were implemented?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Prefer not to say
9. Would you use High Street business more if outdoor seating was available nearby?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Prefer not to say
10. How would you like to see outdoor seating for businesses laid out on the high Street?
- ☐ Along the sides of the High Street
 - ☐ In the centre of the high Street
 - ☐ I do not want outdoor seating for businesses on the high Street
11. Would you be more inclined to travel sustainably (e.g. walk or cycle) if Tindal Square was transformed into a prioritised pedestrian space?
- ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Prefer not to say
12. To what extent do you support plans to integrate a cycle-link through Tindal Square as part of the improved east-west city centre link?
- ☐ Strongly support

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly oppose

13. Do you have any comments on the scheme? Please be clear on which element(s) you have commenting on in your answer to help ensure we can take your comments into account.

Business Only

14. Are you filling out this survey on behalf of a business?

- ☐ Yes
- ☐ No

15. Your name:

16. Name of business:

17. Your position at the business:

18. Do you feel your business will benefit from the planned improvements to Tindal Square?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to say

19. To what extent do you support plans to create a prioritised pedestrian space at Tindal Square?

- ☐ Strongly support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly oppose

20. To what extent do you support plans to reverse the one-way for deliveries so that delivery vehicles enter the High Street at Baddow Road and exit onto New Street?

- ☐ Strongly support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly oppose

21. To what extent do you support plans to introduce a 7.5 tonne weight limit on the High Street to improve safety and protect paving and bridge infrastructure?

- ☐ Strongly support
- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Strongly oppose

22. Do you have any comments on the changes to access for businesses?
Please be clear on which element(s) you are commenting on in your answer to help ensure we can take your comments into account.

23. How did you hear about this consultation?

- ☐ Email
- ☐ Letter
- ☐ Media
- ☐ Online
- ☐ Leaflet
- ☐ Event
- ☐ Social media
- ☐ Other (please specify)

24. Did you find the consultation survey easy to access and complete?

- ☐ Yes
- ☐ No
- ☐ Rather not say

25. What is your age?

- ☐ Under 16
- ☐ 16-20
- ☐ 21-30
- ☐ 31-40
- ☐ 41-50

- ☐ 51-60
- ☐ 61-70
- ☐ 71-80
- ☐ 81-90
- ☐ 91 or over
- ☐ Prefer not to say

26. To which gender identity do you most identify?

- ☐ Male
- ☐ Female
- ☐ Transgender Male
- ☐ Transgender Female
- ☐ Prefer not to say
- ☐ Other (Please state)

27. What is your marital status?

- ☐ Married
- ☐ Single
- ☐ Widowed
- ☐ Prefer not to say

28. What is your religion/faith?

- ☐ Christian
- ☐ Muslim
- ☐ Hindu
- ☐ Buddhist
- ☐ Sikh
- ☐ Jewish
- ☐ None
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please state)

29. What is your ethnicity?

- ☐ White British
- ☐ White Irish
- ☐ White Other
- ☐ Gypsy/Roma
- ☐ Traveller of Irish Heritage
- ☐ Black or Black British African

- Black or Black British Caribbean
- Mixed White/Black African
- Mixed White/Black Caribbean
- Black Other
- Asian or Asian British Pakistani
- Asian or Asian British Indian
- Asian or Asian British Other
- Mixed White/Asian
- Asian Other
- Chinese
- Mixed Other
- Not Known
- Prefer not to say
- Other (please specify)

30. Do you consider yourself to have an impairment?

- Physical impairment
- Sensory impairment
- Learning difficult or disability
- Mental health needs
- No impairment
- Prefer not to say

31. Are you responsible for caring for an adult relative/partner, disabled child, or friend/neighbour?

- Yes
- No
- Prefer not to say

32. What district do you live in?

- Basildon
- Braintree
- Brentwood
- Castle Point
- Chelmsford
- Colchester
- Epping Forest
- Harlow
- Maldon
- Rochford
- Tendring

- Uttlesford
- Other (please state)

Appendix B: Code Frame

Theme	Code	Theme Explanation	No. Times Theme Referenced (Primary)
Access to Chelmsford	AC	Commuting, Public Transport, Park & Ride	4
Army & Navy Roundabout	AN		3
Business	B	HGVs, deliveries, High St, markets etc.	11
Cars	C		2
Cost	CO	Taxpayers' money, funding etc.	19
Cultural Heritage	CH		3
Cycle Route – Bike Parking	CRB	Bike parking, motorcycle parking	5
Cycle Route - Cyclists	CRC	Cyclists, cyclist's behaviour	6
Cycle Route - Design	CRD	Delineation, design, contraflow etc.	16
Cycle Route - General	CRG	Non-specific Cycle Route comments	13
Cycle Route - Location	CRL	Where cycle route will be placed	4
Cycle Route - Pedestrians	CRP	Clashes with pedestrians	23
Disabled & Vulnerable Road Users	D		3
Emergency Services	E	Access for Emergency Services	1
Impacted Roads	IR	Victoria Road, Waterloo Lane, New Street etc.	15
Infrastructure	I	Roads (general), housing, utilities	4
Non-specific	NS	General comments relating to scheme referencing no specific element	14
Other	O	Comments out of Scope	10
Public Realm	PR	Seating, social spaces etc.	8
Rough Sleepers	R	The homeless	3
Shire Hall	SH		28
Stone Bridge	SB		2
Sustainability	S	Climate change, air quality	7
Traffic - Congestion	TC	Traffic flow, queues etc.	7
Traffic - General	TG	Traffic surveys, pollution, traffic management	18
Traffic - Lights	TL		4