

Great Yarmouth Transport and Infrastructure Steering group

Report title:	Great Yarmouth Rail Station to Market Place Improvement Public Consultation results
Date of meeting:	3 April 2017
Responsible Chief Officer:	Tom McCabe
Strategic impact This report sets out progress on the delivery of the rail station to marketplace improvement which is one of the key transport interventions in Great Yarmouth funded from the New Anglia Local Enterprise Partnership (NALEP) Growth Fund that will support and assist housing and employment growth.	

Executive summary

Great Yarmouth Rail Station to Market Place Improvement

Following consideration at the Great Yarmouth Transport and Infrastructure Steering Group meeting on the 25 January 2017, revised consultation plans were prepared and a public consultation exercise undertaken on the proposals in February/March 2017. This report outlines the consultation process and the feedback received.

Recommendations:

1) Members are asked to note the contents of this report and agree the Great Yarmouth Rail Station to Market Place Improvement proposals proceed to detail design.

1.1 At the Great Yarmouth Transport and Infrastructure Steering Group meeting on the 25 January, members were presented with proposed consultation plans (attached). These comprised drawing No PK6060-HP1-037A which detailed improvements to the rail station forecourt and surrounding area, and drawing No PK6060-HP1-038A which detailed improvements to North Quay and along The Conge. Members were happy with the rail station plan, but had concerns with the proposals for North Quay and The Conge. Namely that two lanes should be retained for traffic heading north along North Quay, and two way flows maintained at the eastern end of The Conge. As a consequence a revised plan was prepared for this area (PK6060-HP1-038B – also attached) and used for the subsequent consultation.

1.2 The consultation period run from 13 February to 13 March 2017, and consisted of a number of formats to reach different audiences and generate the maximum interest in the proposed improvements.

1.3 A consultation letter (attached) and plans were sent to residents and businesses in the vicinity of the rail station and The Conge area and also to key stakeholders.

1.4 A series of public consultation drop in events were held throughout the consultation period with one at the rail station, two at Market Gates and one at Asda. In addition the proposals were presented to a neighbourhood lunch event held at GY library on the 15 March.

1.5 A feedback form (attached) was produced and given out to the public during the consultation sessions. This could also be completed on line at www.norfolk.citizenspace.com where copies of all of the consultation material was available to view.

1.6 The questionnaire focussed on people's views of the overall proposals along with specific areas and features. It also asked whether the proposal would encourage greater use of the station and the importance of completing the restoration of the bridge.

1.7 A total of 141 responses were received. These comprised 5 responses via letter and e-mail along with 84 feedback forms and 52 on line surveys.

1.8 A summary of the questionnaire results is attached. In particular this showed:

- 92% of respondents supported the proposals.
- The importance of completing the bridge scored 8.59 out of 10.
- 88% of respondents either liked or strongly liked the proposals for the train station area.
- 81% of respondents either liked or strongly liked the proposals from the vauxhall bridge to the marketplace.
- 87% of respondents either liked or strongly liked the proposed wider pavements/public realm proposals.
- 85% of respondents either liked or strongly liked the proposed modified pedestrian and cycle crossings.
- 77% of respondents either liked or strongly liked the proposed cycle routes.
- 94% of respondents either liked or strongly liked the proposals for improved lighting and signage.
- 85% of respondents either liked or strongly liked the proposals for trees and planting.
- 83% of respondents either liked or strongly liked the proposals for seating and art features.
- 60% of respondents agreed that the proposed redevelopment would encourage them to use the train station more often.

1.9 There were a number of comments received from the questionnaires. A summary will be available at the meeting but the top ten comments were:

- This will make the area more attractive/appealing (29 references)
- The area is run down and creates a poor first impression (21)
- Need to improve the station building (21)
- Pointless – should spend the money in other areas (21)
- This will make the area feel safer (20)
- Like the idea of trees and shrubs – welcoming and huge improvement (15)
- Concerns with shared cycleway (15)
- Go for it – looks good (15)
- Will aid visitor experience / help attract more tourists (14)
- Will make it safer for pedestrians (10)

1.10 In addition to the questionnaire, feedback and support was also received from The Great Yarmouth Cycle Forum, The Police and The Broads Authority. Meetings were also held with taxi and bus drivers, the Norfolk & Norwich Association for The Blind and a representative of the Alzheimer's Society to consider how the proposals can be made dementia friendly.

1.11 From discussions with the Cycle Forum, it was recognised that the proposed unsegregated cycleway along The Conge was the best available option given the constraints of working within the existing highway but that it will need to be well signed given the number of pedestrians at busy times.

1.12 The Broads Authority are keen that any proposed wayfinding includes the Broads.

1.13 The Police support the proposals but asked that loading restrictions along The Conge need inclusion.

1.14 The NNAB support the proposals and are keen to be involved in the scheme development. In particular, consideration is being given to replicate the old train and tram lines in a material which would act as a means of guidance for white stick users to help them navigate through the space and to crossing points. The Alzheimer society are keen that signage is bold and the area distinctive to help with recognition.

1.15 From discussions with taxi and bus representatives, the layout to the station forecourt area is currently being remodelled to take into account their concerns, primarily around numbers and need to operate next to the kerb. A copy of the re-configured layout will be available at the meeting.

1.16 Although there are a few points of detail, the plans as put forward for public consultation are proposed for the basis of the detail design

Recommendation

Members are asked to note the contents of this report and agree the Great Yarmouth Rail Station to Market Place Improvement plans are progressed to detail design with a view to a start of construction late autumn 2017.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

Officer name : David Wardale

Tel No. : 01603 223259



Email address : David.wardale@norfolk.gov.uk



If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

Great Yarmouth Rail Station to Marketplace Improvement







1. Overall, do you support the proposals?

			Response Percent	Response Total
1	Yes		92.31%	120
2	No		7.69%	10

2. How important is the completion of the bridge restoration? Please rate importance from 1 to 10 using the slider below, with 1 being 'unimportant' and 10 being 'very important'.







Item	Average	Min	Max	Std. Deviation	Total Responses
Importance of bridge completion	8.59	0.00	10.00	2.32	136

3. To what extent do you like or dislike the proposals for the train station area? Please select one only:

			Response Percent	Response Total
1	Strongly like		44.03%	59
2	Like		44.78%	60
3	Neither like nor dislike		4.48%	6
4	Dislike		2.99%	4
5	Strongly dislike		2.99%	4
6	Don't know		0.75%	1






4. Why do you say that? Please write in below:

5. To what extent do you like or dislike the proposals from the Vauxhall Bridge to the marketplace via The Conge? Please select one only:

			Response Percent	Response Total
1	Strongly like		38.81%	52
2	Like		43.28%	58
3	Neither like nor dislike		7.46%	10
4	Dislike		2.99%	4
5	Strongly dislike		5.97%	8
6	Don't know		1.49%	2







6. Why do you say that? Please write in below:

7. To what extent do you like or dislike the proposed wider pavements / public realm? Please select one only:

			Response Percent	Response Total
1	Strongly like		57.46%	77
2	Like		30.60%	41
3	Neither like nor dislike		5.97%	8
4	Dislike		1.49%	2
5	Strongly dislike		4.48%	6
6	Don't know		0.00%	0







8. Why do you say that? Please write in below:

9. To what extent do you like or dislike the proposed modified pedestrian and cycle crossings? Please select one only:

			Response Percent	Response Total
1	Strongly like		54.14%	72
2	Like		31.58%	42
3	Neither like nor dislike		6.77%	9
4	Dislike		4.51%	6
5	Strongly dislike		2.26%	3
6	Don't know		0.75%	1







10. Why do you say that? Please write in below:

11. To what extent do you like or dislike the proposed cycle routes? Please select one only:

			Response Percent	Response Total
1	Strongly like		48.51%	65
2	Like		28.36%	38
3	Neither like nor dislike		14.18%	19
4	Dislike		2.99%	4
5	Strongly dislike		5.22%	7
6	Don't know		0.75%	1






12. Why do you say that? Please write in below:

13. To what extent do you like or dislike the proposals for improved lighting and signage? Please select one only:

			Response Percent	Response Total
1	Strongly like		66.92%	89
2	Like		27.82%	37
3	Neither like nor dislike		2.26%	3
4	Dislike		0.75%	1
5	Strongly dislike		1.50%	2
6	Don't know		0.75%	1







14. Why do you say that? Please write in below:

15. To what extent do you like or dislike the proposals for trees and planting? Please select one only:

			Response Percent	Response Total
1	Strongly like		62.60%	82
2	Like		22.14%	29
3	Neither like nor dislike		11.45%	15
4	Dislike		2.29%	3
5	Strongly dislike		1.53%	2
6	Don't know		0.00%	0






16. Why do you say that? Please write in below:

17. To what extent do you like or dislike the proposals for seating and art features? Please select one only:




			Response Percent	Response Total
1	Strongly like		56.49%	74
2	Like		27.48%	36
3	Neither like nor dislike		7.63%	10
4	Dislike		3.05%	4
5	Strongly dislike		2.29%	3
6	Don't know		3.05%	4

18. Why do you say that? Please write in below:

19. How often do you visit the train station? Please select one only:

			Response Percent	Response Total
1	Daily		4.58%	6
2	More than once a week		12.98%	17
3	Once a week		14.50%	19
4	Monthly		16.03%	21
5	Less often		51.91%	68

20. Would the proposed redevelopment encourage you to use the train station more often? Please select one only:

			Response Percent	Response Total
1	Yes		59.69%	77
2	No		10.08%	13
3	Would not make a difference		30.23%	39

21. If you have any comments about the proposals in general, please write them in below:

22. Your name:









23. Name of organisation (if applicable:

24. Your address:

25. Your postcode:

26. Your email address:

27. What is your age? Please select one only:

			Response Percent	Response Total
1	Under 16		0.00%	0
2	16-24		6.11%	8
3	25-35		16.79%	22
4	36-45		12.98%	17
5	46-55		21.37%	28
6	56-65		16.79%	22
7	66-75		15.27%	20
8	75+		8.40%	11
9	Prefer not to say		2.29%	3

Great Yarmouth Railway Links

Feedback Form

Question 1

Overall, do you support the proposals Yes / No

Question 2

How important is the completion of the bridge restoration

Please rate from 1 to 10 with 1 unimportant and 10 very important

Question 3

To what extent do you like or dislike the proposals for the train station area (please tick)?

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

Question 4

To what extent do you like or dislike the proposals from the Vauxhall Bridge to the marketplace via The Conge (please tick)?

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

Question 5

To what extent do you like or dislike the proposed features (please tick)?

**Wider Pavements/
Public Realm**

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

**Modified Pedestrian
and cycle crossings**

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

Cycle routes

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

**Improved Lighting and
signage**

Strongly Like ☐ Like ☐ Neither Like nor Dislike ☐ Dislike ☐ Strongly Dislike ☐ Do not know ☐

Trees & Planting	Strongly Like	<input type="checkbox"/> Like	<input type="checkbox"/> Neither Like nor Dislike	<input type="checkbox"/> Dislike	<input type="checkbox"/> Strongly Dislike	<input type="checkbox"/> Do not know	<input type="checkbox"/>
Seating & Art Features	Strongly Like	<input type="checkbox"/> Like	<input type="checkbox"/> Neither Like nor Dislike	<input type="checkbox"/> Dislike	<input type="checkbox"/> Strongly Dislike	<input type="checkbox"/> Do not know	<input type="checkbox"/>

Question 6

How often do you visit the train station?

Daily ☐ More than once a week ☐ Once a week ☐ Monthly ☐ Less often ☐

Would the proposed redevelopment encourage you to use the train station more often?

Yes ☐ No ☐ Would not make a difference ☐

Comments (if any):

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Your Details (if response required):

Name:

Address/Organisation:.....

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Postcode:

Email address:

For our reporting only (please complete)

Age: Under 16 ☐ 16-24 ☐ 25-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66-75 ☐ 75+ ☐

Your postcode:

Please return comments to the address below by Monday 13 March 2017

David Wardale, CES, County Hall, Martineau Lane, Norwich, NR1 2SG

Alternately leave a response at the Borough offices marked Great Yarmouth Railway Links Consultation, or go to www.norfolk.citizenspace.com and complete the online questionnaire.

Data Protection

The information you provide will be used by the Borough Council of Kings Lynn & West Norfolk and Norfolk County Council to help us make sure we are involving local people in this project and to enable us to evaluate local residents views. The information you provide will not be used for any other purpose.

