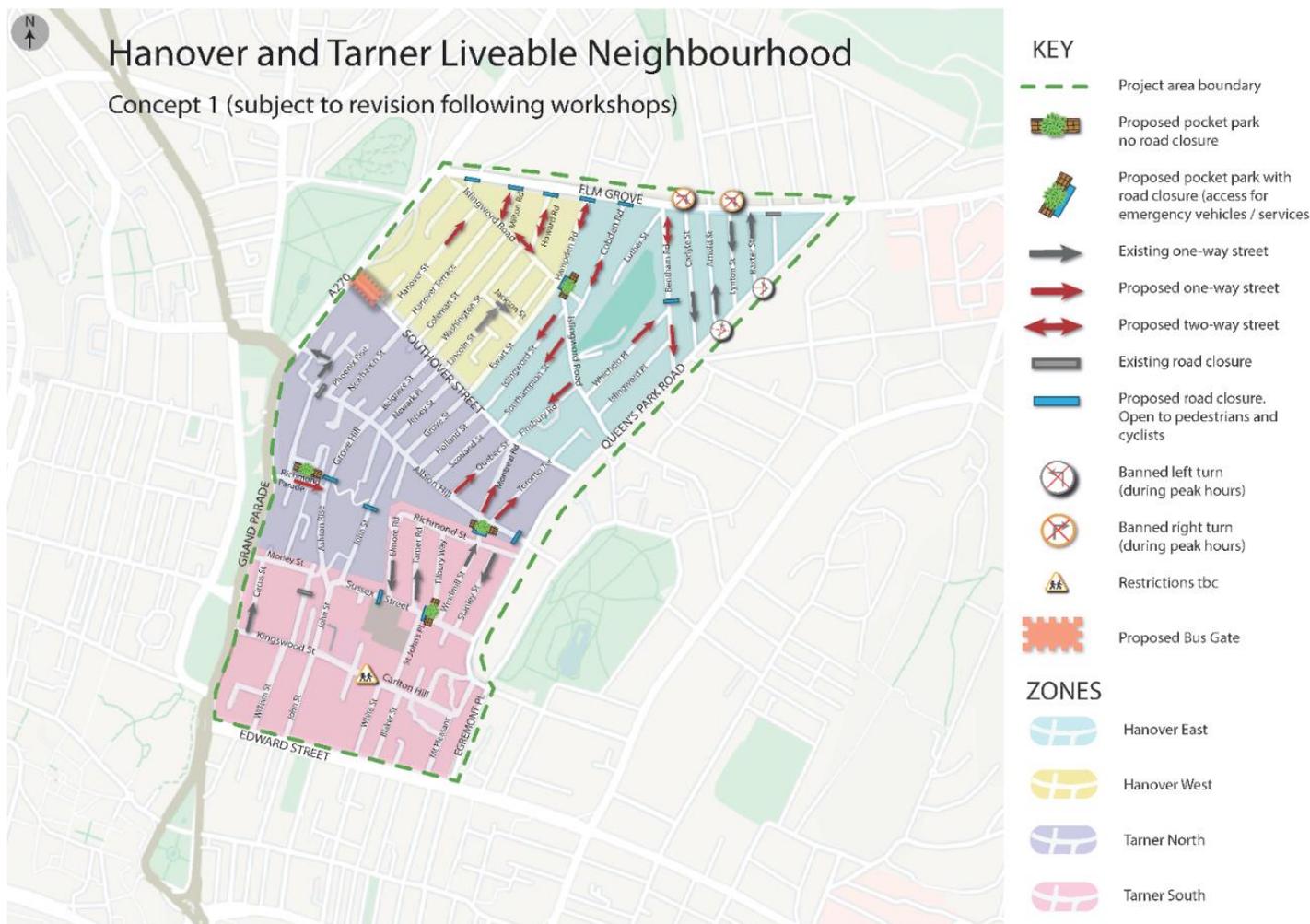


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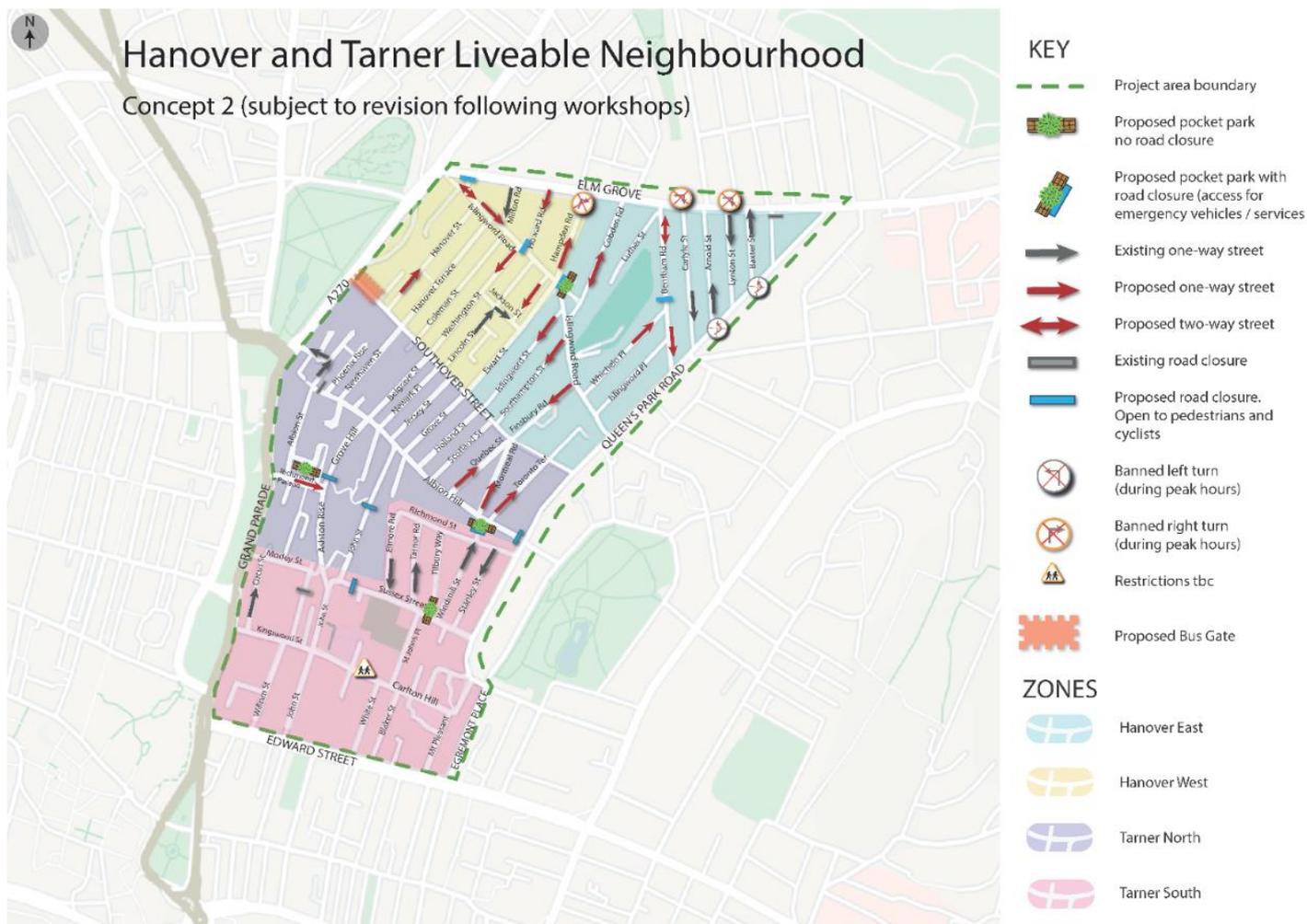
Methodology

The second stage of engagement ran across a four-week period from March to April 2022, which consisted of five in-person workshops where people were able to review two draft concept designs and ask questions of officers in attendance. They had the opportunity to complete paper questionnaires at the engagement workshop events, or take them away, and return them via post at a later date. There was also the option to access the information online and complete the workshop questionnaire, whilst viewing the draft concept Liveable Neighbourhood concepts, through the councils 'Climate Conversations' engagement website. The two concepts drawn up are shown below.



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Postcards with information about the workshops being held and a link to the information online were sent to 7215 addresses in the project area.

There were 472 valid responses, following removal of duplicate submissions¹. Giving a response rate of 6.5%. 417 (88.3%) responses came from the online system while 55 (11.7%) paper questionnaires were returned.

Approximately 250 people attended the five workshops.

Headline Results

The most popular concern raised throughout the questionnaire was that the scheme would displace traffic to other roads (135 respondents) in particular, boundary roads of Elm Grove and Queen's Park Road. There was also support for introducing traffic calming measures in these roads.

The most popular improvement suggested for walking and wheeling in the area was to remove some of the pavement obstructions or street clutter, such as large bins, signs, and abandoned bikes (42 respondents).

When asked about what could improve cycling the most frequent answer (29 respondents) was that the area needed more secure cycle parking or cycle hangars. This information can be shared

¹ 3 Online duplicates were identified where responses submitted had written answers that were identical

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with the project team rolling out new cycle hangar infrastructure across the city, including sites already identified in Hanover and Tarner.

In line with the overall comments, most respondents when asked what would improve Concept 1 for motor vehicles, indicated their main concern was displaced traffic, increased congestion and rat-runs. There was also concern about the number of road closures being introduced and the increased driving or journey time it might now take to reach a destination by car.

Specific concerns raised about the implications for driving included the impact on Scotland Street of the 'Canada' streets being one-way in the same direction (9 respondents), along with the suggestion that the direction was reversed on at least one of these streets (10 respondents).

Also, it was noted (28 respondents) that there were limited access issues between Elm Grove and Islingword Road particularly in relation to the proposed closures on North-West streets (Milton Road, Howard Road, Hampden Road, Cobden Road). Suggestions for these roads to be closed at the Islingword Road end, rather than the Elm Grove end also came up multiple times.

In response to the detail on the Concept 1 plan, most respondents mentioned issues with proposed two-way streets, in particular Cobden Road and Bentham Road. This included potential parking loss, difficulty in vehicles ability to turn, and concern about the safety of making narrow streets two-way.

In response to the detail in Concept 2 plan, respondents were most notably worried about an increase in traffic on roads such as Cobden Road, Howard Road and Washington Street.

Results

Q What is the name of the street you live on or spend most of your time in the area?

Responses were split across 66 different streets across the area. The five mentioned most as place of residence or place where respondents spent most time were:

Cobden Road (34 respondents)

Elm Grove (27 respondents)

Lincoln Street (23 respondents)

Washington Street (23 respondents)

Southover Street (22 respondents)

Q Do you live, work, spend time in, or pass through the area?²

I live in the area	383
I work in the area	102
I pass through the area walking	86
I visit the area for leisure or social activities	49
I pass through the area driving	48
I pass through the area cycling	43
I visit the area to access council or community services	24

² Respondents could choose multiple options

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I pass through the area on a bus	13
I pass through the area delivering good or services to residents	6
I pass through the area on a motorcycle / in a wheelchair / in a taxi	3

Respondents were asked to comment on how the proposed designs could be improved for different modes of transport, as well as any comment on each of the two concepts. On some occasions respondents made a similar type of response in answer to a number of questions, for example, a respondent could suggest a road was made one-way to improve the pedestrian experience and state a road should be made one-way to ease congestion for drivers. Full data in response to the individual questions is shown later in the report (pg. 7 onwards).

However, to get an overall impression of the main themes emerging, all comments were also analysed together, with themes mentioned only counted once per respondent. These are shown below.

Comment Theme	Number of respondents who mentioned ³
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	135
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	74
Less street clutter / less obstructions / bins / cycles / lamp posts	45
Increases journey length / means a longer route is needed	45
Keep streets one-way / Remove the two-way proposals	45
Traffic calming needed / speed humps / cameras	41
How will vehicles turn / is there space for a turning circle on proposed two-way streets / will worsen congestion on these roads	32
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	31
No change / leave it the same / not needed / do not support / waste of money	30
More secure bike storage / cycle hangars / covered storage	29
Difficult to navigate for large vehicles / waste collection / deliveries / emergency services	29
More dropped kerbs / step free access	28
Need wider pavements	26
Questions about routing / unclear how it would work / not enough information	22
Introduce cycle lanes / no lanes shown on plan / protected cycle lanes on main routes	21
Has been developed by a minority / not consulted on with wider community / unhappy with consultation / does not reflect the true nature of the area / need more transparent data	20

³ Even if respondents mentioned this theme as part of multiple answers, in this table the mention is only counted once

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Increased congestion and pollution around schools / Need more measures around schools	20
Want more one-way streets / make all streets one-way	20
Introduce a pocket park / more greening / trees	19
Move road closure location / close the other end of the street from proposed	18
Enforce current speed limits / restrictions	18
Remove the bus gate	18
Plans not correct / labelling wrong / names wrong / confused about wording	18
Prefer option 2 concept	18
Pocket parks not needed / not wanted	17
Cars will have to drive around looking for spaces / longer routes to find a space	16
Ban or discourage pavement parking / cars mounting pavements / school drop off and pick up	16
More bins / recycling / dog fouling bins	15
Worried about ongoing maintenance and cleaning of new spaces	15
Currently no problem with traffic / does not warrant this level of change	14
Need more frequent bus services in this area / later service	13
Not sure how a bus gate works / not enough information / will it restrict access for cycles / What is a bus gate	13
Keep current one-way direction of a road / alternate one-way directions of roads next to each other	13
Plans cut off access to my home / my street / disabled parking	13
Unclear of how peak time banned turns impact residents / what are the times? Can residents be exempt / not enough information / How will it be enforced?	12
More seating / repair seating	12
Introduce more road closures / block more routes within the area rather than access points	12
Remove proposals for banned right turns	12
Prefer Option 1 concept	12
Improve pavement condition / level pavements / cleaning	11
Residents should be able to use the bus gate	11
Keep current two-way streets/ remove one-way proposals	11
Create exit only or entry only points / suggested new entry points	11
More EV Charging infrastructure / none shown	10
Do not introduce seating / worried about anti-social behaviour	10
Want community composting / food recycling introduced	10
Area does not suit cycling / too hilly /do not prioritise cycling / cycle lift	10

Amongst the high-level themes shown below respondents often mentioned specific locations in relation to these themes. Where this was the case, locations mentioned at least three times in relation to the comment theme are shown below.

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Comment Theme	Locations	Number of respondents who mentioned ⁴
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	Elm Grove	42
	Queen's Park Road	30
	Southover Street	24
	Cobden Road	17
	Washington Street	11
	Howard Road	9
	Scotland Street	9
	Islingword Road	9
	Ewart Street	6
	Hampden Road	5
	Streets North of Elm Grove	4
	Hanover Terrace	3
	Hanover Street	3
	Milton Road	3
Southampton Street	3	
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	Howard Road	7
	Cobden Road	4
	Total: N/W corner streets or access between Islingword Road and Elm Grove⁵	28
	Islingword Road (pocket park)	10
	Albion Hill (Queen's Park Road) end	8
	Bentham Road	7
	Albion Hill (John Street/ Grove Street)	5
Keep streets one-way / Remove the two-way proposals	Cobden Road	23
	Bentham Road	10
	Milton Road	4
	Howard Road	4
Traffic calming needed / speed humps / cameras	Elm Grove	9
	Queen's Park Road	8
	Washington Street	7
How will vehicles turn / is there space for a turning circle on proposed two-way streets / will worsen congestion on these roads	Bentham Road	7
	Cobden Road	4
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	Bentham Road	9
	Cobden Road	6
Difficult to navigate for large vehicles / waste collection / deliveries / emergency services	Bentham Road	7
	Cobden Road	6

⁴ Respondents could suggest multiple locations

⁵ This includes respondents who mentioned the area in general should be opened up (any or all streets)

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Introduce cycle lanes / no lanes shown on plan / protected cycle lanes on main routes	Elm Grove	12
	Queen's Park Road	6
Want more one-way streets / make all streets one-way	Washington Street	3
Move road closure location / close the other end of the street from proposed	Bentham Road (Move closure to between Whicelo Place and Islingword Place)	5
	Howard Road (close at Islingword Road end)	5
	Cobden Road (close at Islingword Road end)	4
	Milton Road (close at Islingword Road end)	4
Keep current one-way direction of a road / alternate one-way directions of roads next to each other	Montreal Road	5
	Total: 'Canada' streets	10
Create exit only or entry only points / suggested new entry points	Open Islingword Road / Elm Grove / Lewes Road entry point	6
	Southover Street (exit or entry only)	4
Remove proposals for banned right turns	Carlyle Street	3

Q What would you like to see in the pocket parks in the area?

Trees	296
Plants	280
Seating	234
Community Information points	77

Online respondents had the opportunity to suggest other ideas for inclusion and those answering via a paper questionnaire had a free comments box to respond. Suggestions mentioned five times or more are shown below:

Comment	Number of times mentioned
Include more bins / community composting / recycling / dog poo bins	19
Do not need or want pocket parks	18
Concerned they will not be maintained / will be vandalised	12
Do not want to reduce parking / more car parking	11
Introduce food growing opportunities / food growing / community gardens	8
Include children play equipment	7
Introduce raised planters	5
Maintain and upgrade existing green spaces in the area instead	5

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Is there something that you would change in the Concept 1 plan to make it better for walking or wheeling (in a wheelchair or mobility scooter)?

Online respondents were asked a closed question and (139 respondents, 38.2%) indicated there was something they would want to be changed on the plan, to improve it for this category. Their answers were combined with suggestions from paper questionnaires and are shown below. Only comments mentioned five or more times in relation to this question are included.

Comment	Number of times mentioned
Less street clutter / obstructions / wheelie bins	41
More dropped kerbs or step free access	25
Wider pavements	24
Improve pavement condition / more weeding / uneven surfaces / continuous	9
Make streets one-way / two-way streets decrease visibility / two-way street not suitable	9
Reduce or slow traffic to increase safety / improve pedestrian experience / decrease rat running / traffic calming / enforcement	8
Area is too hilly / introduce a lift or other solution	7
Stop or discourage pavement parking	6
Adapt pavements or kerbs for pedestrians and those with disabilities / ramps / handrails / consider sight impaired	5
Less roads closed off	5

When talking about some of themes above, respondents identified specific locations in their responses, these are shown below. As with the previous table only themes mentioned more than five times in response to this question are shown.

Comment	Location	Number of times mentioned ³
Stop or discourage pavement parking	Elm Grove	4
	Arnold Street	1
Improve pavement condition / more weeding / uneven surfaces / continuous	Queen's Park Road	1
More dropped kerbs or step free access	Grove Hill end of path linking to John Street	1
	Bentham Road	1
More pedestrian crossings	Hampden Road/ Elm Grove	1
	Southover Street / Queen's Park Road	1
	Bentham Road / Queen's Park Road	1
	Downs Terrace / Queen's Park Road	1

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	Elm Grove	1
Make streets one-way / two-way streets decrease visibility / two-way street not suitable	Southover Street	2
	Cobden Road	2
	Bentham Road	2
	Southampton Street	1
	Islingword Road	1
	Montreal Road	1
	Islingword Street	1
	Elm Grove	3
Reduce or slow traffic to increase safety / improve pedestrian experience / decrease rat running / traffic calming / enforcement	Queen's Park Road	3
	Southover Street	1

Q Is there something that you would change in the Concept 1 plan to make it better for cycling in and through the area?

Online respondents were asked a closed question under this heading and (16 respondents, 32.3%) indicated there was something they would change on the plan. These suggestions were combined with submissions from paper questionnaires and are shown below. Only comments mentioned five or more times in relation to this question are included.

Comment Theme	Number of times mentioned
More secure bike storage / cycle hangars / covered storage / cargo bike storage	29
Introduce protected cycle lanes / no lanes shown on plan / dedicated lanes needed	19
Hanover is too hilly / not suitable for cycling / introduce bike lifts	16
Have two – way cycling on one- way streets / contra – flow in one-ways / more road one way to create space	14
Ensure cycle access is maintained / keeps road open / can cyclists access via bus gate / one-way confusing	10
Close more roads / more filters / more traffic free or pedestrianised areas	7
Reduce traffic speed to improve safety for cyclists / less rat running / traffic calming measures	7
Nothing needed / cycling is fine / leave as it is / too narrow	7
Improve road condition / fix potholes / clearer markings	5

When talking about some of the themes above, respondents identified specific locations in their responses, these are shown below: As in the above table only themes mentioned five or more times in relation to this question are included.

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Comment	Location	Number of times mentioned ³
More secure bike storage / cycle hangars / covered storage / cargo bike storage	Newhaven Street	1
	Stanley Street	1
	Southover Street	1
	Lincoln Street	1
	Belgrave Street	1
Introduce protected cycle lanes / no lanes shown on plan / dedicated lanes needed	Elm Grove	9
	Queen's Park Road	6
	Southover Street	1
Reduce traffic speed to improve safety for cyclists / less rat running / traffic calming measures	Queen's Park Road	6
	Southover Street	1
Have two – way cycling on one- way streets / contra – flow in one-ways / more road one way to create space	Cobden Road	2
	Carlyle Street	1
	Richmond Parade	1
	Islingword Road	1
Hanover is too hilly / not suitable for cycling / introduce bike lifts	Southover Street	1
Ensure cycle access is maintained / keeps road open / can cyclists access via bus gate / one-way confusing	Sussex Street	1
	Southover Street	1
Close more roads / more filters / more traffic free or pedestrianised areas	Carlton Hill	2

Q Is there something that you would change in the Concept 1 plan to make it better using a bus?

59 Online respondents (16.6%) indicated there was something they would want to be changed on the plan, to improve it for this category. Their answers were combined with suggestions from paper questionnaires and are shown below. Only comments mentioned five or more times in relation to this question are included.

Comment Theme	Number of times mentioned
More frequent services / more reliable / later hours of running	13
Buses too expensive / no incentive to use / want London style fares	10
Bus gate is not needed / not enough buses to justify / remove	8
Leave as it is	6
Increased traffic / traffic displacement will slow down buses / congestion	5
Not enough information on bus gate / how will it work / what is a bus gate/ what impact will it have	5

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When talking about some of the themes above, respondents identified specific locations in their responses, these are shown below. As in the above table only themes mentioned five or more times in relation to this question are included.

Comment	Location	Number of times mentioned ³
Increased traffic / traffic displacement will slow down buses / congestion	Elm Grove	5
	Queen's Park Road	2
	Lewes Road	1
	Southover Street	2

Is there something in the Concept 1 plan to make it better for driving a motor vehicle in the area?

Online respondents were given the chance to indicate if they would be in favour of the one-way direction of their street changing, or if they would prefer their street to be two-way.

	Number	%
Change the one-way direction of my street	79	81.4
Make my street two-way	18	18.6
Total	97	100

Q Is there something in the Concept 1 plan to make it better for driving a motor vehicle in the area?

General Comments	Number of times mentioned
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	62
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	43
Increases journey length / means a longer route is needed	30
Keep streets one-ways / remove two-way proposals	26
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	19
How will vehicles turn / is there space for a turning circle on proposed two-way streets / will worsen congestion on these roads	19
Questions about routing / unclear how it would work / not enough information	17
Difficult to navigate for large vehicles / waste collection / deliveries / emergency services	16
Cars will have to drive around looking for spaces / longer routes to find a space	16
Traffic calming needed / speed humps / cameras	16
Remove the bus gate	16

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No change / leave it the same / not needed / do not support / waste of money	14
Remove proposed banned right turns	12
Traffic is not currently issue / restrictions are unnecessary	12
Change the direction of proposed one-ways / alternate one-way direction on adjacent roads	12
Move proposed road closure further up road / close of other end from the one current proposed	12
Want more one-way streets / make all streets one-way	11
Increased congestion and pollution around schools / Need more measures around schools	8
Enforce current speed limits / restrictions	7
Keep current two-way streets/ remove one-way proposals	6
Not sure how a bus gate works / not enough information / will it restrict access for cycles / What is a bus gate	6
Remove proposed banned left turns	5
Introduce more electric vehicle charging / or electric vehicle dedicated bays	5

When talking about the themes above respondents often mentioned specific locations in relation to these. Locations mentioned three times or more are shown below.

General Comments	Location	Number of times mentioned ³
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	Elm Grove	16
	Queen's Park Road	12
	Southover Street	10
	Scotland Street	6
	Islingword Road	3
	Southampton Street	3
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	Albion Hill	9
	Bentham Road	4
	Islingword Road	4
Keep streets one-way / Remove the two-way proposals	Cobden Road	8
	Bentham Road	6
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	Bentham Road	6
	Cobden Road	6
How will vehicles turn / is there space for a turning circle on proposed two-way streets / will worsen congestion on these roads	Bentham Road	5
Difficult to navigate for large vehicles / waste collection / deliveries / emergency services	Bentham Road	5
Traffic calming needed / speed humps / cameras	Washington Street	4
	Queen's Park Road	3
Remove proposed banned right turns	Lynton Street	3

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Change the direction of proposed one-ways / alternate one-way direction on adjacent roads	Montreal Road / Canada Streets	9
Move proposed road closure further up road / close of other end from the one current proposed	Howard Road (Block Islingword Road end)	3
	Milton Road (Block Islingword Road end)	3
	Bentham Road (Move road closure to between Islingword Place and Whicelo Place)	3

Q Please select the street that you would like to change the direction of the one-way traffic movement compared to the proposed plan

Online respondents were asked this question and only 25 chose to make a selection. No individual street was mentioned more than five times. Montreal Road and Belgrave Street were mentioned the most (4 respondents).

Q Please select the street that you would like to change to two-way traffic way movement compared to the proposed plan

Online respondents were asked this question and only 17 chose to make a selection. No individual street was mentioned more than five times. Quebec Street as the most frequently mentioned (4 respondents).

Q Is there anything else you would change in the Concept 1 plan?

Comment Theme	Number of respondents who mentioned
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	58
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	35
No change / leave it the same / not needed / do not support / waste of money	25
Traffic calming needed / speed humps / cameras	19
Keep streets one-way / Remove the two-way proposals	18
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	14
Has been developed by a minority / not consulted on with wider community / unhappy with consultation / does not reflect the true nature of the area / need more transparent data	13
Increases journey length / means a longer route is needed	10
Questions about routing / unclear how it would work / not enough information	8
Difficult to navigate for large vehicles / waste collection / deliveries / emergency services	8
Increased congestion and pollution around schools / Need more measures around schools	8

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How will vehicles turn / is there space for a turning circle on proposed two-way streets / will worsen congestion on these roads	8
Introduce a pocket park / more greening / trees	7
Remove the bus gate	7
Not sure how a bus gate works / not enough information / will it restrict access for cycles / What is a bus gate	6
Move road closure location / close the other end of the street from proposed	6
Want more one-way streets / make all streets one-way	6
Want more residents only access points / controlled entry points / use cameras or technology	5

In reference to the themes above respondents mentioned specific locations in relation to Concept 1, these are shown below. Only locations mentioned three times or more are shown.

Comment Theme	Location	Number of respondents who mentioned ³
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	Elm Grove	17
	Queen's Park Road	14
	Southover Street	10
	Washington Street	4
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	Islingword Road	7
	Bentham Road	4
	Albion Hill	3
Traffic calming needed / speed humps / cameras	Queen's Park Road	4
	Elm Grove	3
Keep streets one-way / Remove the two-way proposals	Cobden Road	6
	Bentham Road	3
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	Bentham Road	3

Q Concept 2 is different to Concept 1 but only in the West Hanover area. Please make any comments that you have about this area

Comment Theme	Number of respondents who mentioned
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	76
No change / leave it the same / not needed / do not support / waste of money	15
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	14
Plans not correct / labelling wrong / names wrong / confused about wording	14
Prefer Option 1 concept	14
Prefer Option 2 concept	13

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Traffic calming needed / speed humps / cameras	12
Keep current two-way streets/ remove one-way proposals	10
Keep streets one-way / Remove the two-way proposals	9
Remove the bus gate	8
Worried about reduction in parking / do not remove parking spaces / do not remove parking in favour of two-way streets	7
Questions about routing / unclear how it would work / not enough information	7
Increases journey length / means a longer route is needed	6

In reference to the themes above respondents mentioned specific locations in relation to Concept 2, these are shown below. Only locations mentioned three times or more are shown.

Comment Theme	Location	Number of respondents who mentioned ³
Traffic will be displaced / will increase traffic and congestion on other roads / will create rat runs / increase pollution / traffic all filtered into one area	Cobden Road	17
	Howard Road	11
	Washington Street	11
	Elm Grove	8
	Southover Street	7
	Hampden Road	6
	Islingword Road	6
Remove proposed road closures / remove pocket parks blocking roads / do not block roads	Islingword Road	4
Plans not correct / labelling wrong / names wrong / confused about wording	Albion Hill (Change outside of West Hanover)	4
	Cobden Road ((Change outside of West Hanover)	3
	Islingword Road and Elm Grove not connected as shown	3
	Unhappy with names given to areas	3
Traffic calming needed / speed humps / cameras	Washington Street	3
	Queen's Park Road	3
Keep current two-way streets/ remove one-way proposals	Washington Street	6
Keep streets one-way / Remove the two-way proposals	Cobden Road	7

