

EATON & CRINGELFORD PROJECT

Consultation report
Feb 2016

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Introduction

As part of ongoing work to improve transport and public areas in the city and the surrounding Greater Norwich area we have gathered the comments and opinions of local people about how well the streets in the historic centres of Eaton & Cringleford work.

This report is produced in response to the consultation and will include a brief introduction to the project area as well as providing some background information on Eaton and Cringleford and explaining how this project will fit in with the wider transportation strategy. The report will then provide a summary of the major issues raised by respondents and a preliminary analysis of these issues before drawing conclusions.

For this project the council has trialled a new method of conducting public consultations – using the commonplace system. The aim was to make consultations easier for residents as well as providing a better overview of the project area and to allow both residents and council officers to get a better understanding of consultation responses.

This consultation also differed from some previous ones in that instead of consulting on proposals the council has asked for residents to give their views on what the issues are and to explain what problems there are in the area in relation to transport issues.

Residents were asked to pinpoint the locations they wanted to comment on and then asked to fill in a brief survey including a section to write a detailed response on the topic they wished to comment on. A copy of the survey can be found in the appendix.

The purpose of the consultation was to garner residents' views in order to get a fuller understanding of what residents' wanted and to use the responses to inform the design brief for the project.

All the comments can be viewed online at
<https://eatonandcringleford.commonplace.is>

Background

Cringleford is a village on the outskirts of Norwich that, as of the 2011 census, had a population of 2963. The village is a popular location to live for people working in the city centre and as such has a high percentage of commuters. Cringleford is in the South Norfolk local government district.

Eaton village lies just to the east of Cringleford and the ward of Eaton had a population of 8781 in the 2011 census. Both Eaton and Cringleford are popular areas for retired people and employees of the University.

Both villages could be characterised as low density housing areas made up of predominantly detached housing. Eaton and Cringleford are both comparatively prosperous areas of the greater Norwich area. Both villages lie next to the new A11. The Newmarket Road/ Eaton Street road is the old A11.

This project is a collaboration between the County Council and two district councils (Norwich City Council and South Norfolk District Council). The River Yare that runs between Eaton and Cringleford acts as the boundary between Norwich and South Norfolk with Norwich City Council to the east of the river and South Norfolk to the west.

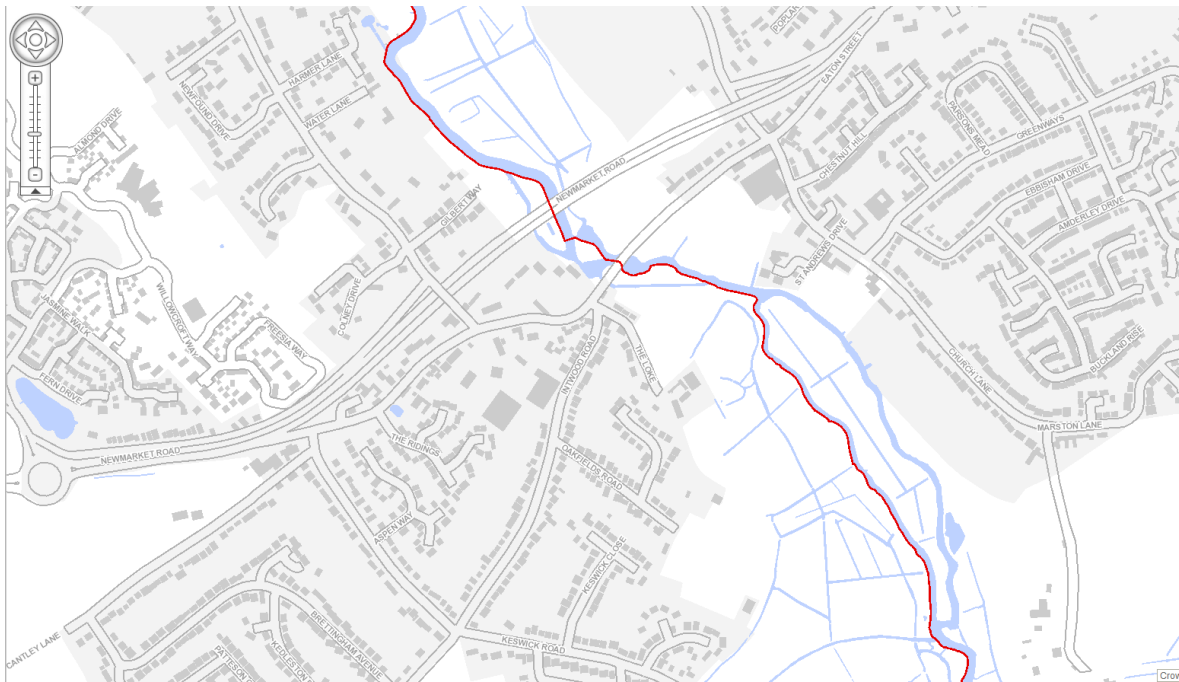


Figure 1: A map showing the district council boundary (Norwich city council to the east of the river and South Norfolk district council to the west)

The Eaton & Cringleford project

This project fits under the umbrella of the Transport for Norwich (TfN) strategy and aims to fill the TfN goals of making transport more reliable and practical, sustainable and accessible. As part of the TfN strategy we have identified a number of areas in eastern Norwich that could benefit from coordinated investment in transport infrastructure using money received from central government, the local enterprise partnership (New Anglia) and developers.

Due to their proximity and interconnectivity, Eaton and Cringleford are being viewed as a single project area. The aim of this project (and the consultation) is to identify problematic areas and develop a design proposal to tackle those for which an effective and affordable solution can be found.

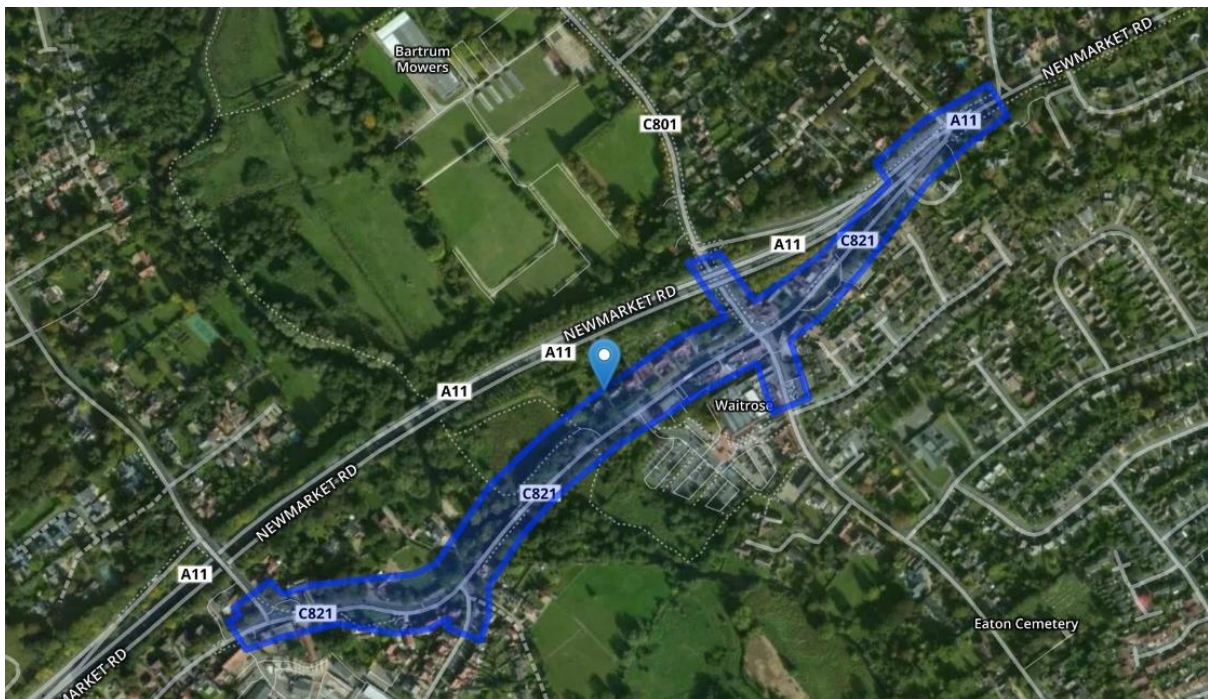


Figure 2: An aerial view showing the area for the Eaton & Cringleford project

Analysis

The next section of this report discusses the consultation responses and provides analysis of the demographic breakdown of the respondents before moving on to a spatial and thematic analysis of the comments themselves. Detailed analysis of the type of the concerns raised and suggestions made will be included in the spatial and thematic analysis.

In total there were 595 comments from 350 registered users (respondents were allowed to make as many comments as they considered necessary). A majority were made using the online system but a significant minority were made using the paper version.

Demographic analysis

The consultation asked respondents to give data about themselves and from which point of view (bus user, pedestrian, motorist etc.) they were commenting. It is important to analyse the demographics of the people who responded to the consultation as we want to ensure that the analysis of the issues is carried out in a manner that takes account of the nature of the responses. For example, if all of the consultation responses were from bus users we would aim to factor this into our analysis before designing specific schemes.

Gender

Figure 3 below shows the demographic make-up of respondents by gender. 37.7% of respondents declined to give their gender. Of the respondents who did give their gender 89 were women and 129 were men.

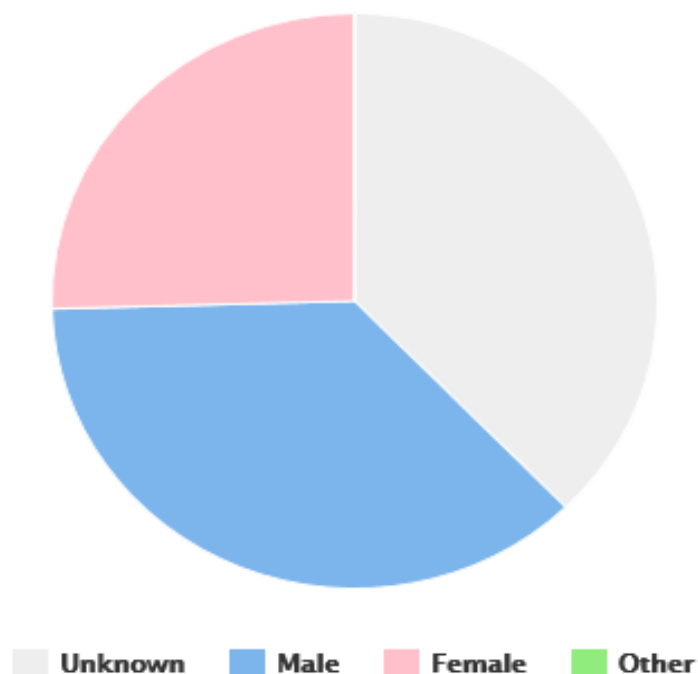


Figure 3: a chart showing the gender make-up of respondents by gender

Disability

A small percentage (4%) of users said they considered themselves to have a disability– this represents 14 people. A significant number of respondents declined to say if they considered themselves to have a disability and of the 350 registered users 57% considered themselves not to have a disability.

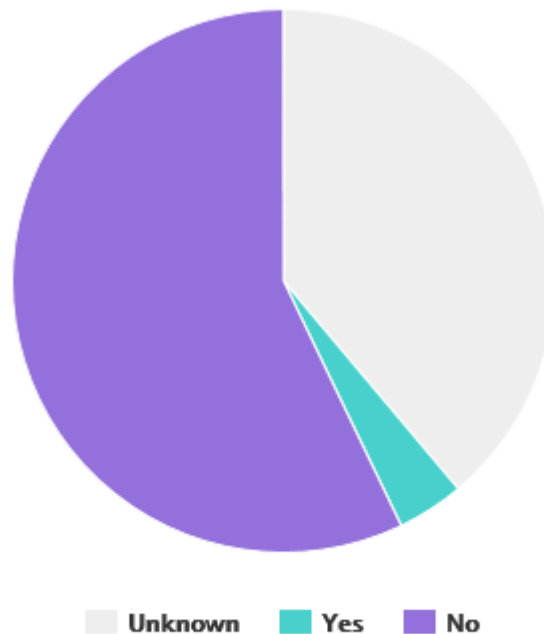


Figure 4: a chart showing the make-up the proportion of respondents who consider themselves to have a disability

Age range

As can be seen from figure 5 the respondents were skewed towards older people, although by far the largest group were people who declined to give their age. Children made up an extremely small number of respondents with only 2 comments from people aged up to 18 (one in the under 12 and one in the 13-18 categories). This age profile does not reflect the broader population around the project area and is a reason why the comments made should not be considered statistically representative.

The largest single group of people who gave their age were respondents over 70 (a total of 68 which accounts for 19.5% of users). People aged 60 and over accounted for 32% of total responses and 51.6% of respondents who gave their age.

A significant number of respondents declined to give their age – 133 out of the total of 350 responses (38%).

The age groups that are entirely or predominantly made up of working age adults (19-29, 30-39, 40-49, 50-59) accounted for 103 of the responses where age of the respondent was disclosed – this accounts (for the total age range 19-59) for 29.4% of total respondents.

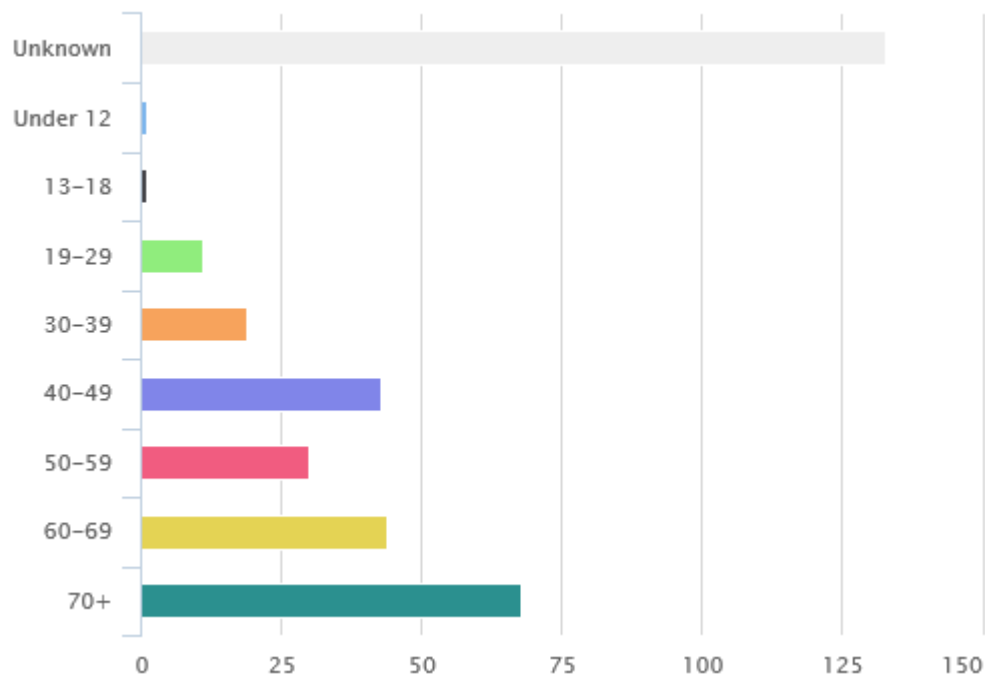


Figure 5: a graph showing the age distribution of respondents by age

Modal use

The consultation also asked residents which perspective, in terms of transport mode, they were making their comment from. Obviously, for many people their comments were from more than one perspective (for example some people may be regular bus users and regular cyclists) and respondents were allowed to put as many different transport methods as they liked.

Figure 6 shows the results of this part of the consultation and shows that motorist, pedestrian and cyclist were far ahead of other forms of transport. Respondents did not have to say from which point of view they were commenting and 141 comments (unknown in the table) declined to say their point of view.

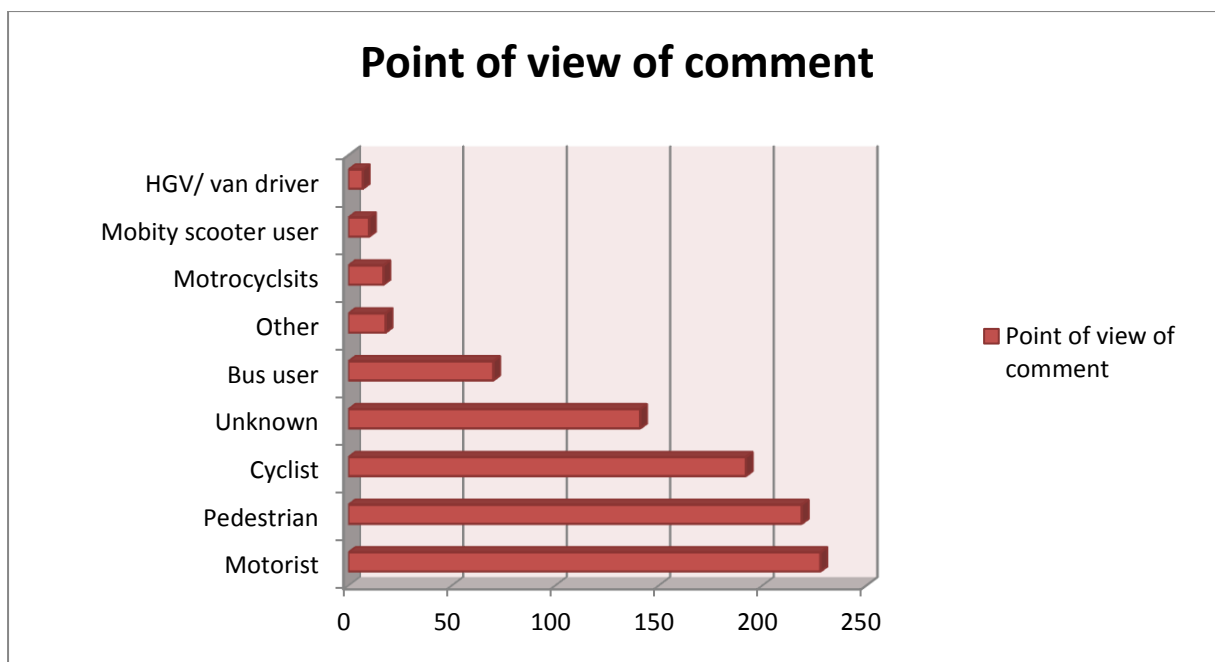


Figure 6: a graph showing the perspective of respondents in terms of mode of transport

Spatial analysis

This section analyses the distribution of responses by geographic spread and identifies key locations where responses focused or where a significant percentage of responses were about the same issue.

During analysis of the consultation responses it became readily apparent that there were certain geographic features and locations that were of greatest concern to residents. This clearly has ramifications for any possible schemes – especially where the geographic concerns intertwine with the thematic issues recognised in the next section. Therefore, this section of the report will focus on identifying the areas which generated the highest number of comments and on analysing what the primary concerns were in these areas. Where possible a number has been given for the number of comments made on specific places/ issues. These numbers are best viewed as giving a broad indicator of the level of concern/ support for specific features. The nature of the responses meant that many people did not necessarily make specific points. The numbers given, should therefore, be seen as a conservative indicator of the level of concern.

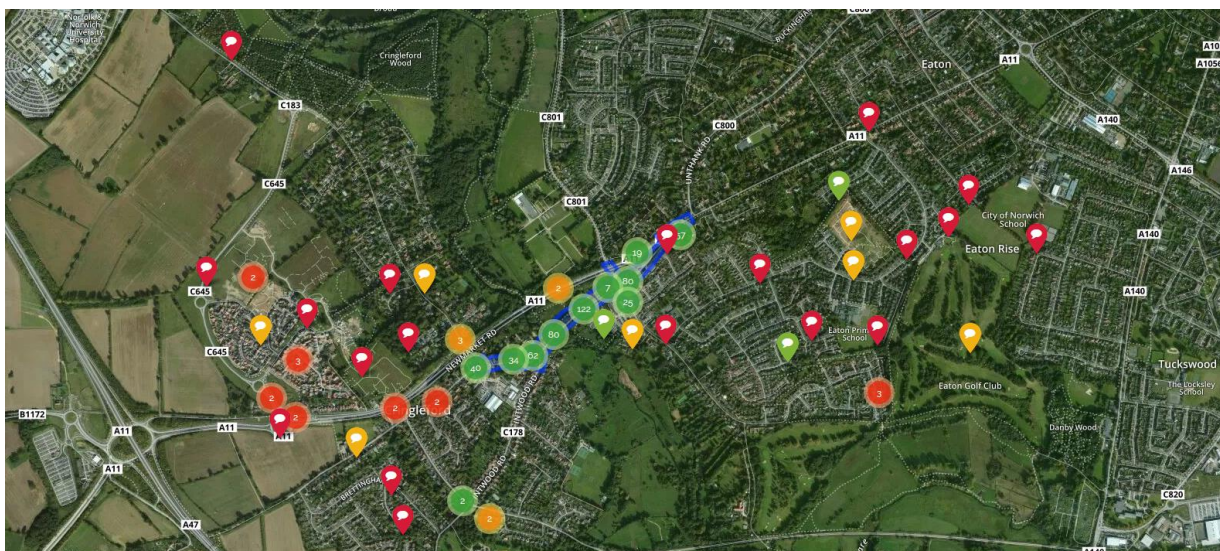


Figure 7: a map showing the full spatial spread of all the comments (note a significant number were outside the project area).

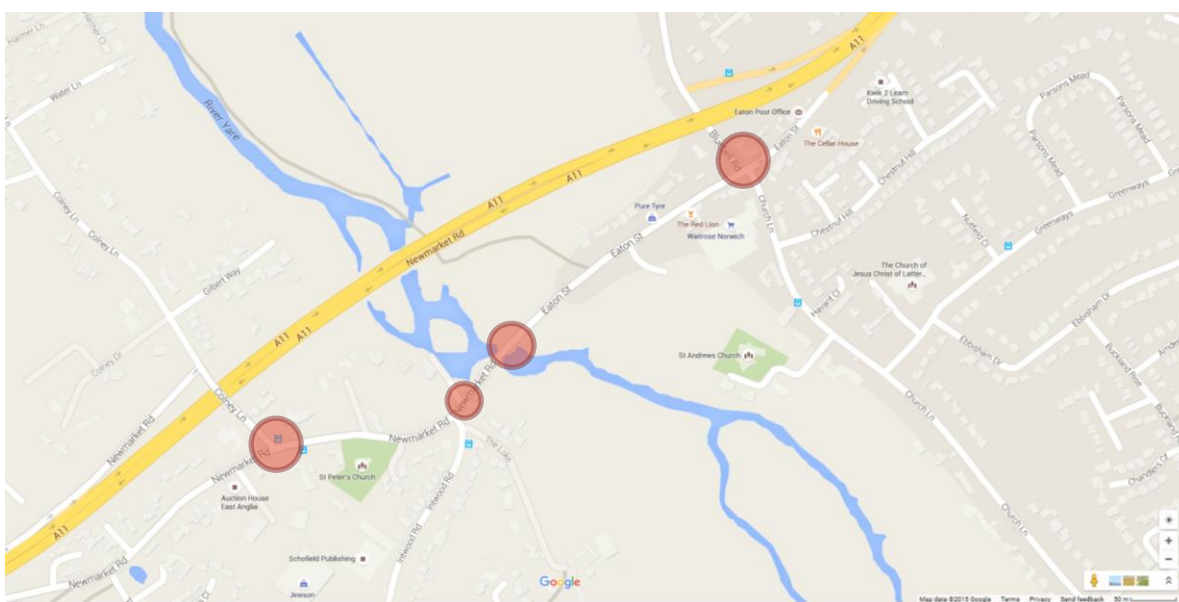


Figure 8: A maps showing the four main areas attracting comments.

During the initial analysis of the consultation responses we identified the following locations that were of particular concern to residents;

1. The Newmarket Road/ Colney Lane junction
2. The Newmarket Road/ Intwood road junction
3. Cringleford bridge
4. The Eaton Street / Church Lane / Bluebell Road crossroads

Other areas that were of significant concern but over a slightly larger area were;

- the stretch of road next to Cringleford church – the specific concerns raised most consistently here were the difficulty in crossing the road and the narrowness of the pavement on the southern edge of the road.

- The slip road on Eaton Street from the A11
- Speeding and parking along Church Lane
- The section of Newmarket Road / A11 near Poplar Avenue / Unthank Road

There were also a significant number of comments that concerned locations outside of the proposed project area. There is little scope to significantly increase the project area, however, there were certain locations that were very near the project area and could potentially be included. For example, a number of residents identified cars parking on the Colney Lane bridge over the A11 as a significant contributor to congestion, especially during rush hour. This location, due to its proximity to the project area and the potential knock on effect of this on the Newmarket Road/ Colney Lane junction, is, therefore, a good candidate to be included in the project.

Colney Lane/ Newmarket Road junction

This location marked the furthest west point of the consultation area and the first location which generated a significant response from residents (see figure 9).

The major concerns raised in this area were:

- difficulty for cyclists turning right onto both Colney Lane from Newmarket Road heading outbound (4 comments)
- difficulty for motorists turning right from Colney Lane onto Newmarket Road (4 comments)
- difficulty crossing Colney Lane on foot to access the bus stop or to walk up Colney Lane towards the school (4 comments)
- congestion caused by cars parking on the Colney Lane bridge over the A11 (just outside the project area but nevertheless generated the most comments in this part of the project area). (7 comments)

Positive comments in this area included:

- support for keeping the grass area next to the bus stop
- some support for the idea that the junction operates well
- several comments praising the historic nature of Cringleford and needing to avoid degrading this.



Figure 9: A map showing the location and number of comments made about this area.

Newmarket Road/ Intwood Road junction

Comments about this junction were focused around pedestrian concerns about the speed of vehicles (18 comments) especially when turning left from Newmarket Road into Intwood Road due to the gentle curve and pressure of fast moving traffic behind and the narrow pavement width on Intwood Road (4 comments).

These factors combine with the poor visibility around the junction (6 comments) and it being on the route to school to cause fear and intimidation. 8 comments were made about the need for a new pedestrian crossing



Figure 10: a map showing the number and distribution of comments around the Newmarket Road/Intwood Road junction.

Cringleford Bridge

Cringleford bridge was the location of a very high number of comments, almost all of which were concerning two issues; firstly, the footpath along the side of the bridge and secondly, the congestion on the bridge.

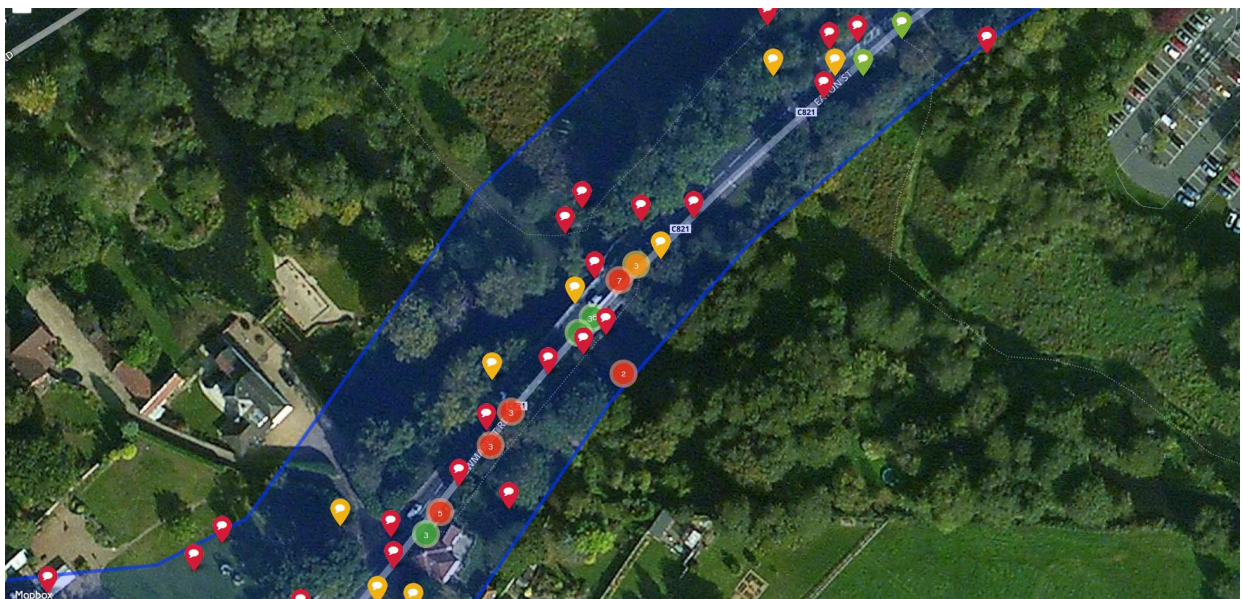


Figure 11: a map showing the number and distribution of comments around Cringleford bridge.

Alongside the road bridge there is a footpath and a significant number of comments were made about this feature – all making a virtually identical point, namely that the footpath is too dark (16 comments).

The second groupings of comment concerned the road over the bridge. At the moment the bridge works on a give way system but a large number of respondents said that this led to delays heading inbound, confusion, aggressive driving and the risk of head-on collisions (14 comments that the current priority did not work). Although cyclists were more exposed to danger the sense of fear was shared with motorists. Many people advocated that the installation of traffic lights (28) with suggestions that these should reflect the pressure of traffic at different times of the day. Far fewer respondents said that the current road layout worked well and that the give way system was largely effective.

Eaton Street junction

This location was, as expected, a major point of interest for residents responding to the consultation. The comments surrounding this junction were more varied in both their focus and in suggestions made by residents than some of the other locations highlighted. This is to be expected given that this is a complicated junction in comparison to, for example, Cringleford Bridge. Comments came from a wide range of points of view at this point with pedestrians, bus users, cyclists and motorists all making a number of contributions.

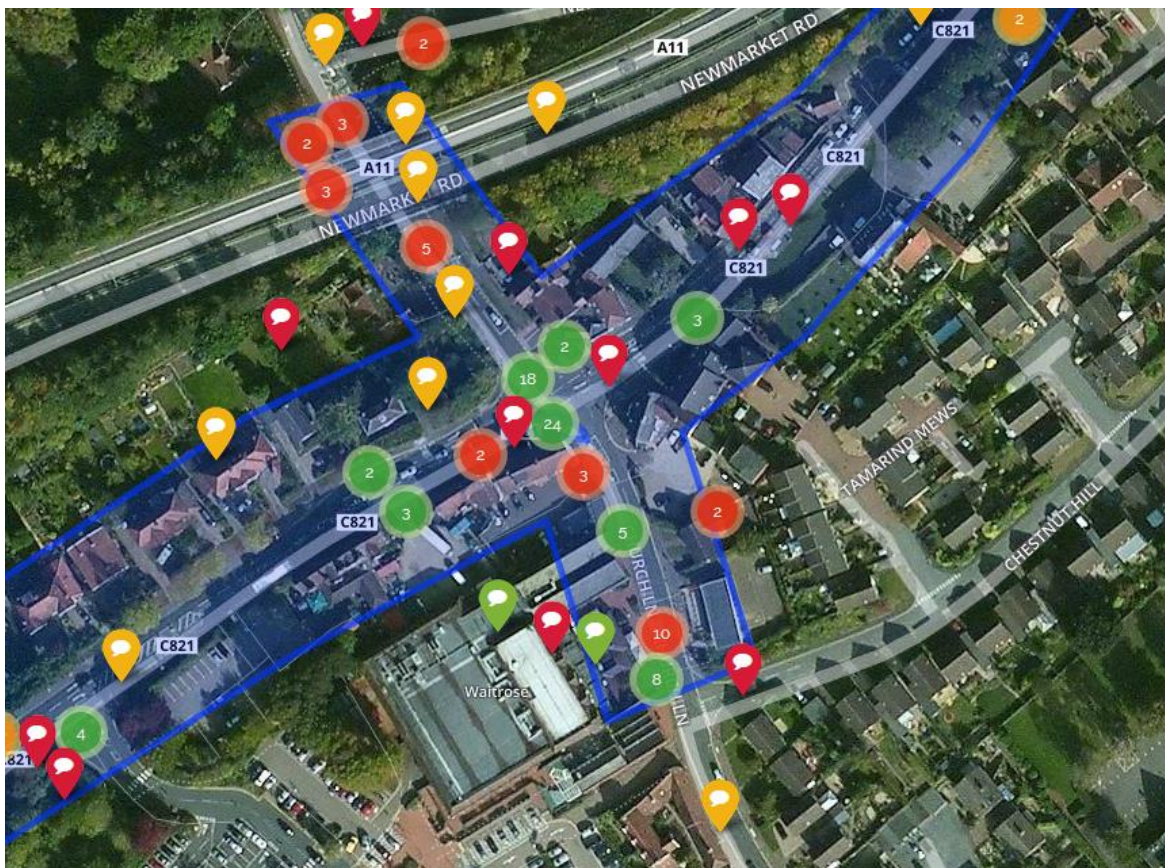


Figure 12: a map showing the number and geographic spread of comments at the Eaton Street crossroads

Major issues brought up at this location include the left turn from Eaton Street onto Bluebell Road (8 comments) – there was general agreement that the left turn was difficult for buses and HGVs and that this was the cause of the constantly damaged barrier on the corner. Several people suggested that that could be improved by moving the waiting line at the Bluebell Road lights back further to give large vehicles more space to swing round the corner (11 comments).

Some respondents found the layout of the junction confusing and said that it made them feel unsafe. Many comments were made that the current design of the junction was inappropriate including; poor timing of lights (7 comments), unsafe for cyclists (4 comments), right turn onto Church Lane from Eaton Street (6 comments). There were also requests for new cycle lanes and improved crossing facilities at junction for cyclists, including advanced stop lines (6 comments). Another group of comments attributed the problems to poor behaviour by road users

Several respondents said the pedestrian crossings are poorly sited because the crossing distances were too long (4 comments). You have to walk over a wide stretch of road.

A smaller number of respondents thought the junction worked quite well.

Other areas

Stretch of road alongside Cringleford Church

This stretch of road generated a significant number of comments. The largest number criticised the narrow pavements that make movement very difficult for people in wheelchairs or pushing buggies (19 comments). Many cyclists commented that this was a dangerous section of road for cyclists (9 comments). 4 comments were made that cars parked on the bend caused delays and blockages. There was also support for new pedestrian crossings in the area (9 comments).

The slip road from the centre of Eaton to Newmarket Road / A11

Concerns raised at this location included the quality of the cycle path (some people thought it was insufficiently wide for two-way use whereas other respondents said it was fine). The biggest issue raised was however the confusing layout of the cycle path with people not knowing whether they were allowed to ride up the hill or when to cross Eaton Street to join the path when travelling inbound. Overall there were 10 comments making specific points about the current confusing cycle layout.

Church Lane

Several respondents raised concerns over parking and speeding on Church Lane in the section between Waitrose and Barclays (11 comments).

Newmarket Road (near Poplar Avenue and Unthank Road)

The respondents were almost universally supportive of the idea (mentioned in the introductory Commonplace text) to install a signal controlled crossing for pedestrians and cyclists. Some thought that it should be accompanied by a reduction of the speed limit on the approach to Poplar Avenue. People also mentioned that the

design of the bus lane was confusing and led to erratic manoeuvring of vehicles into an out of the bus lane between the A11 slip road and Unthank Road.

Thematic analysis

As well as analysing the responses from a spatial perspective it is important to look for wider themes to inform potential scheme design. This section analyses the comments from a more thematic perspective. Respondents were asked to say how the issue they were commenting on made them feel from a list of options. Residents were also asked to rate how strongly they felt this way.

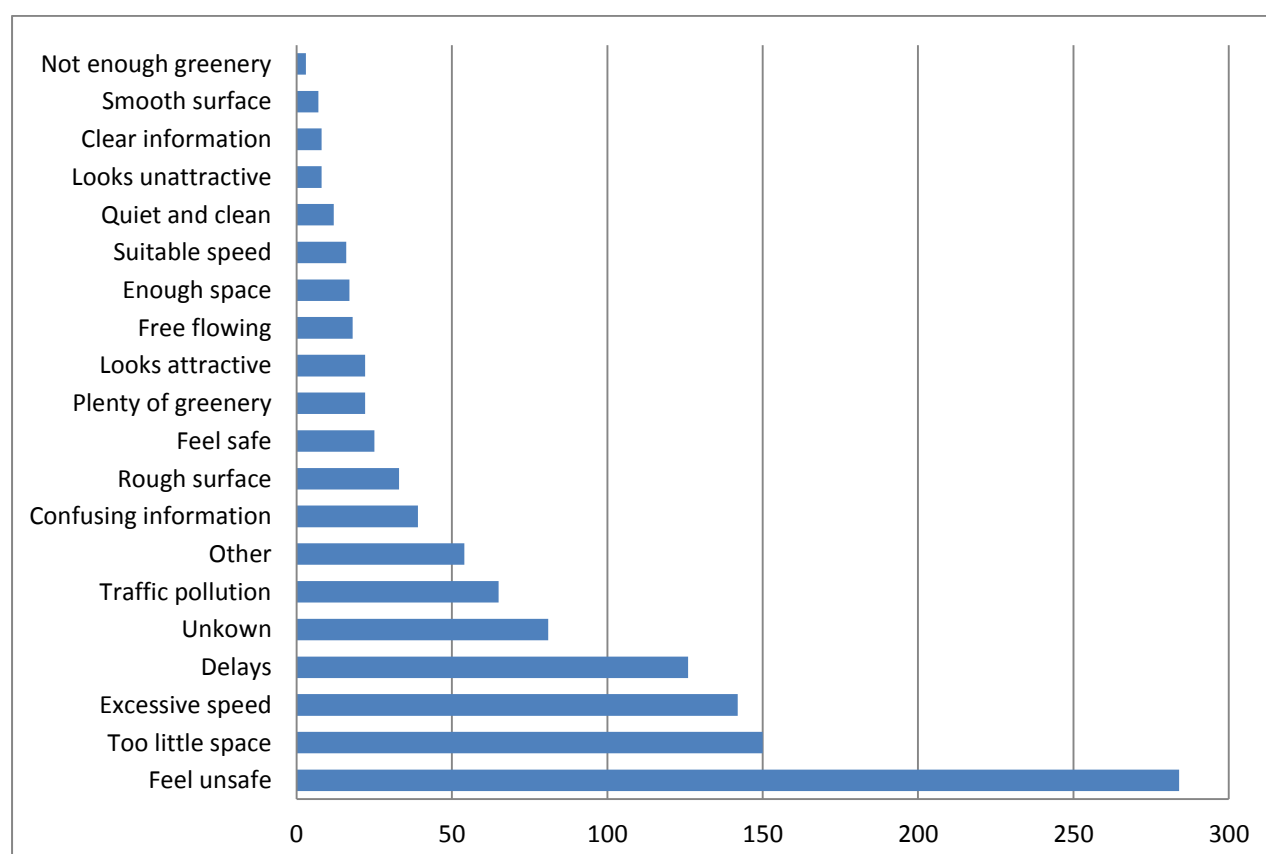


Figure 13: A graph showing the number of comments about each of the categories listed in the consultation

Traffic Congestion

Several of the categories in the consultation related to traffic congestion (too little space, excessive speed, delays and traffic pollution). Tackling congestion would be a key aim for the council in any projects – especially where tackling congestion would also improve the public space and make the route safer and more accessible for cyclists and pedestrians.

As would be expected congestion is significantly worse during rush hour and focused on specific locations – most notably (and tallying with the consultation responses)

the data show that there is heavy congestion at the stretch of road including Cringleford Bridge.

Safety and traffic accidents

A significant number of people mentioned feeling unsafe and excessive speed as concerns they had in the project area. There were numerous requests for the introduction of effective 20mph speed limits (8 comments).

Conclusions

The consultation allows us to draw several conclusions both about the success of the Commonplace style consultation and about the results of the consultation.

The Commonplace consultation approach allows for a more integrated approach for comments and, most usefully, allows residents to see what other people have said – this was commented on several times.

The main issues raised will help the project team target their design proposals and expenditure on the most pressing issues.