

'Rethinking Victoria Road'

Comments summary and recommended actions

Proposals for 'Rethinking Victoria Road' were presented on-line and at 3 events in December 2019. Letters were delivered to residents and businesses in the original consultation area to advise them that the plans were available.

Over 80 comments were received either online or at the face to face events, and these have been collated into themes – traffic, parking, bus stops, safety, walking/cycling, landscaping, other and out of scope. Any comments relating to the proposed Traffic Regulation Orders will be included in the TRO formal consultation and decision-making process. These are marked with a red dot ●

Equalities information was collected from the 21 people who responded on-line. This is summarised in **Appendix 1**.

Traffic

Public comment	Officer response	Proposed action
<ul style="list-style-type: none"> ● Right turn ban from Victoria Rd into Park Place will have knock on effect of encouraging more traffic to cut down Waverley terrace. 	The current number of vehicles using this right-hand turn is 99 over a 12 hour period, an average of 8.25 per hour. Drivers will have a choice of using other roads including Clifton Road or Feethams roundabout and St Cuthbert's Way.	No change to the scheme
<ul style="list-style-type: none"> ● Tell us why there will be no right turn from west-bound Victoria Rd into Park Place, especially if it's going to be a light-controlled junction! It means that people from the neighbourhoods who use Park Lane who want to go to the police station, fire station community centre, parking areas or Park Place surgery, will have to go all the way around ring road to the right turn at the theatre. 	The current number of vehicles using this right-hand turn is 99 over a 12 hour period, an average of 8.25 per hour. Drivers will have a choice of using other roads including Clifton Road or Feethams roundabout and St Cuthbert's Way.	No change to the scheme
<ul style="list-style-type: none"> ● The Council propose to stop traffic turning right into Park Lane (<i>assume Park Place</i>) from the station. What thought has the council given to the increases traffic that will use Waverly Terrace to Clifton Rd to then go across to Park Lane (<i>assume Park Place</i>) 	The current number of vehicles using this right-hand turn is 99 over a 12 hour period, an average of 8.25 per hour. Drivers will have a choice of using other roads including Clifton Road or Feethams roundabout and St Cuthbert's Way.	No change to the scheme
<ul style="list-style-type: none"> ● Backhouse Street one-way system will discourage visitors to Buddhist centre. 	Access to the Buddhist Centre will not change, only egress. There will still be 2 exit points from the back lane (rather than 3).	No change to the scheme

<ul style="list-style-type: none"> • Has problems turning out of bankside court onto Hargreave Terrace due to wagons for bathroom shop 	<p>A loading bay is to be provided to formalise the location for HGVs/LGVs loading/unloading. This should ensure that vehicles are parked further away from the Bankside Court access road. Monday – Saturday 08:00 – 18:00 use of the bay will be limited to loading plus 20 minutes observation time.</p>	<p>No change to the scheme. Enforcement action may be required.</p>
<p>Royal Mail's very large articulated lorries stop traffic as they pull onto Victoria Road, as do the buses as they turn left into Victoria Road out of Clifton Road</p>	<p>This has been auto-tracked and Stage 1-4 safety audits will be carried out. The buses will only exit Clifton Road when the traffic signals are on green and therefore there will be limited impact on other traffic. Stop lines at the proposed junction have been set back to accommodate this movement.</p>	<p>No change to the scheme</p>
<ul style="list-style-type: none"> • Why are you planning a 'No Entry' sign at Backhouse street? It is our main exit and entry point <p>We must be able to enter and leave the first left hand turn (from the roundabout) on Victoria Road to Backhouse Lane and the rear of the properties behind 81 Victoria Road (<i>same comment 3 times</i>)</p> <p>The proposed one-way restriction on Backhouse Street will mean that vehicles exiting the back lane will need to drive along to the sorting office before being able to access Victoria Road; the likelihood of being impeded is again increased.</p>	<p>Backhouse Street will become one-way for all traffic with a contra-flow cycle lane to provide a safe route for cyclists from the back lane onto Victoria Road. All other traffic can exit via the back lane onto Park Place or via Park Street onto Victoria Road. Traffic Regulation Orders will introduce waiting restrictions so that cars cannot be parked in the back lane impeding moving traffic. Regular enforcement may be required.</p>	<p>No change to the scheme</p>
<p>the apparent narrowing on Victoria Road where it joins the ring road is total idiocy and will just back traffic all the way up the new traffic lights and beyond</p>	<p>The road has been narrowed to a single lane to improve the crossing facilities for pedestrians and cyclists, reducing the width of road that needs to be crossed. If traffic levels remain the same or increase it is likely that traffic will queue along Victoria Road at peak times. Pedestrians currently have trouble crossing two lanes of traffic.</p>	<p>No change to the scheme</p>
<ul style="list-style-type: none"> • The proposed one-way and bike lane would be a bad idea as it would confuse people, it should be still a two-way system 	<p>The change will be signed and lined in accordance with the Traffic Regulation Orders.</p>	<p>No change to the scheme</p>
<p>The traffic lights on Clifton Road / Victoria Road is a complete waste of money and will only</p>	<p>The traffic signals are for the benefit of pedestrians to provide safer crossing</p>	<p>No change to the scheme</p>

prove to be another through about. The only traffic issue is the illegal parking of cattle mart traffic which we are told will be removed	facilities, a major issue raised during the consultation. The traffic signals will also reduce the potential for vehicle conflict and traffic over-running the pavements. There are currently accidents at this junction, with regular damage to the bollards	
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Parking

Public comment	Officer response	Proposed action
<ul style="list-style-type: none"> I am writing on behalf of our patients and staff at Clifton Court Medical Practice. The plans detail that they will be changing the parking outside of the practice on Victoria Road from 'limited waiting' to 'pay and display'. This is going to cause huge issues to our patients who rely on this parking to visit the practice for their medical care. We are a very busy practice with nearly 12,000 patients with limited car parking facilities of our own. Our patients use this parking during all surgery hours and we believe strongly that asking patients to pay to visit their own practice is not acceptable. There is no other means to parking for our patients in the area. All side streets are also pay and display due to the train station being close by. 	<p>The number of spaces on the south side of Victoria Road in the vicinity of Clifton Court Medical Practice will increase to 9 in total. It was proposed to rationalise all the traffic regulation orders so that all parking was provided on the same basis, i.e. 2 hours pay and display. It is noted that the parking provision is currently free of charge for users.</p>	<p>Reduce the waiting period to one hour (sufficient for a medical appointment) and remove the charging element. Enforcement action may be required.</p>
<ul style="list-style-type: none"> Free parking lost alongside surgery, currently parking is free up to 2 hours 	ditto	ditto
<ul style="list-style-type: none"> The lack of free / disabled parking spaces in front of the surgery will be controversial, especially as people are already complaining about parking access elsewhere in the NHS 	<p>Ditto Blue badge holders can park on double yellow lines for up to 3 hours (unless no loading restrictions are in place)</p>	ditto
Lack of enforcement for parking especially in front of takeways shops and newsagent on corner of Bedford street	This is an enforcement issue. Additional parking spaces are being provided in the back lane which would be free to use after 18:00 as well as those spaces near the Medical Practice, which will be free at all times.	No change to the scheme

<ul style="list-style-type: none"> • new parking restrictions will hinder visitors coming to Buddhist centre (No. 81). Can this be not applied across the entrance to Buddhist Centre. • • • Can the parking be made free after 6pm? 	<p>Currently there are no parking restrictions immediately behind the properties (south side of the lane) but there are restrictions on the north side. This may have a negative impact on residents being able to access their garages/yards due to legitimate parking by others.</p> <p>The new proposal will provide formalised parking spaces on the north side of the lane which can be used by visitors to the Buddhist Centre, in addition to those provided opposite the Buddhist Centre on Victoria Embankment. These will be free to use after 18:00.</p>	<p>No change to the scheme.</p>
<ul style="list-style-type: none"> • Residents at No. 85 have a large campervan and other vehicles. Will the new parking bays opposite affect them entering/exiting? They also have a property at No. 101 	<p>The distance between the back of property 85 and the proposed parking bays is approximately 5.1m.</p> <p>Back lanes in the area are less than 5m.</p> <p>There is no parking bay behind property 101.</p>	<p>No change to the scheme</p>
<p>Post office staff operating 2 shifts take up all free parking on all streets. They even wait at cars to swap cars on shift changeover</p>	<p>Parking will be pay and display and limited to 2 hours or restricted to loading/unloading.</p>	<p>No change to the scheme</p>
<ul style="list-style-type: none"> • Parking near First step Gym business. A lot of parking has been taken away and the new parking is not free where presently their customers benefit from 2 hours free parking. Also they would prefer a loading bay for the business rather than 2hr pay and display. 	<p>The parking will be reduced to one-hour free parking at the request of Clifton Court. Gym users can use this parking or alternative 2 hour pay and display parking on Hargreave Terrace or free two-hour parking on Park Lane.</p> <p>The business doesn't currently benefit from a loading bay and this hasn't been raised as an issue. A loading bay is being provided in nearby Hargreave Terrace, approximately 100m away.</p>	<p>Reduce the waiting period to one hour (sufficient for a medical appointment) and remove the charging element.</p>
<ul style="list-style-type: none"> • Access to the private road at Bankside Court is constantly blocked by delivery vehicles and people parking over the road end 	<p>A loading bay is to be provided to formalise the location for HGVs/LGVs loading/unloading. This should ensure that vehicles do not block the access to Bankside Court.</p>	<p>No change to the scheme</p>
<ul style="list-style-type: none"> • no provision for access for Northumbrian Water to sewerage pumping station at rear of 81 (sometimes large tankers) or delivery of goods to all properties 	<p>By formalising the Traffic Regulation Orders in the back lane, clear access along the lane should be maintained for delivery vehicles and NWL.</p>	<p>No change to the scheme</p>
<ul style="list-style-type: none"> • Are you planning double yellow lines across our back doors? This could make our lives difficult. 	<p>Double yellow lines are proposed. Vehicles will be able to stop and unload but must then be parked either in a marked out parking bay or within the property.</p>	<p>No change to the scheme</p>

<p>There must be parking allowed at the rear of 81 Victoria Road - not the double lines on the plan. (5 similar comments)</p>	<p>The Traffic Regulation Orders will be enforced by Council staff and therefore illegal parking can be addressed, reducing the risk of residents finding their vehicles/drives/garages being blocked by illegal parking. The highway design engineer will autotrack the access in the back lane. See comments below.</p>	
<p>• I share an office at 83 Victoria Road which includes a rear yard used for parking and loading/unloading of equipment. The recent plans show pay and display parking running on the north side of the lane to the rear of my property. If implemented, this would prevent vehicle access to the rear yard since I would be unable to turn into the yard with my van. The pay and display is also likely to make it difficult for larger vehicles e.g. HGV/LGV to access the lane - for example Northumbrian Water contractors working on the storm tank at the rear of number 81 or dredging the gullies. The planned parking bays will also increase the likelihood of vehicles being blocked in by others loading/unloading e.g. food delivery trucks. The implementation of 'no waiting' lines across the entrance to our rear yard will prevent me being able to park across the entrance, or 'overhang' the entrance, which I often need to do.</p>	<p>Although parking bays are being introduced the existing footway (which does not continue along the full length of the lane) is being removed. Therefore, the total width of the carriageway in this area is being increased. Even with the parking bays, the carriageway width will still be wider than other back lanes in the area which are frequently accessed by large vehicles including refuse lorries. Garage doors/access gates /vehicles should not protrude into the adopted highway and they will cause an obstruction. The highway design engineer will autotrack the access in the back lane. <i>Update from engineer:</i> I have autotracked from the yards with a large car 1.87m x 5.07m (6.4m turning radius). I still need to measure the pier/wall widths of the garages. It looks like the car would struggle to exit cleanly, but they can make it if the car turns on the spot. Failing this the vehicle would have to pull out slowly and reverse back on itself to eventually turn past any parked cars. No.81 looks like it has the widest exit and the car would be able to exit from here cleanly.</p>	<p>The number and location of parking bays in the back lane will be reviewed for vehicles accessing properties.</p>
<p>• Total parking prohibition on main road (Victoria Road). Parking in road off for 1 hour. Removal of double yellow</p>	<p>Some parking is required for Clifton Court Medical Practice.</p>	<p>No change to the scheme</p>
<p>• With regards to the loading bay on Clifton Rd the spokesperson stated that the loading bay is being moved further down for Sainsbury wagon. This is rubbish as</p>	<p>The loading bay will be retained for use by businesses in the Clifton Road area.</p>	<p>No change to the scheme</p>

Sainsbury wagons are delivering at the back of the shop		
lifting of yellow lines in back lanes will cause problems for residents and businesses. I personally need access for large mobility scooter	This relates to the plans. Where there was no change to existing Traffic Regulation Orders on the side streets these were not included on the plans. Therefore we are not proposing to remove these double yellow lines	No action required
<ul style="list-style-type: none"> In the new plans you have double yellow lines on the corners of Clifton Rd and on Bedford St leading on to Victoria Rd yet people are still parking to use the corner shop causing problems turning into Bedford St from Victoria Rd 	This has been passed to the Civic Enforcement Team	No change to the scheme Refer to Enforcement Team
Removal of the parking on the far side of Waverley and replaced with an additional permit section to help the house owners out would be highly advantageous	There are no plans to extend the current Residents Parking Zone on Waverley Terrace as part of this scheme. This may be relevant when plans come forward for the DFAM site.	No change to the scheme We will review the number and location of RPZ bays separately.
<ul style="list-style-type: none"> I am concerned about losing parking outside The Dalesman Hotel most customers only stay if there is parking outside we use to have a vibrant Sunday lunch trade until the council started charging on a Sunday for parking we lost business rapidly with the result of ending Sunday lunch and resulting with 3 jobs lost. I fear if we lose parking facility it will have an effect on the hotel & more jobs will be lost we also have a down syndrome boy who is blind and gets picked up for school and dropped off every day reduced parking would make it very difficult for him 	<p>A delivery bay is proposed outside of the Dalesman Hotel. Restrictions on its use only apply between 08:00 and 18:00. Patrons can use this space outside of these times.</p> <p>Currently the parking immediately outside of the hotel is limited to 2 hours and pay and display. There are existing spaces provided on Victoria Embankment (approximately 70m away) and additional spaces will be provided in the back lane behind the north side of Victoria Road and accessible from Backhouse Street (approximately 55m). There are no changes to nearby long stay car parks (Park Place West being the nearest).</p> <p>If the loading bay is being used the vehicle that picks up boy each morning can do that on the double yellow lines either on Victoria Road or around the corner on Bedford Street, as long as they are not parking. Currently there are restrictions on Victoria Road which the driver of the vehicle will have to comply with.</p>	No change to the scheme
Concerns regarding long stay parking being displaced from the back lane into neighbouring streets, specifically Hargreave Terrace. There is already a lot of	Ideally commuters should use the long stay parking available in the vicinity, Park Place East and West car parks. The limited waiting areas will support businesses on Victoria Road.	Enforcement to monitor residents parking zones.

long stay parking by commuters (associated with Royal Mail depot) in this street. This has an impact on the availability of spaces for visitors in this residents parking zone.	A review of the parking strategy in 2020 will seek views, especially from those who live in residents parking zones.	Include residents parking zones in review of wider parking strategy.
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Bus stops

Public comment	Officer response	Proposed action
Are the bus stops on Victoria road being removed? This won't encourage people to use public transport or the shops	The junctions, loading bay and zebra crossing have removed much of the available kerb space making it difficult to retain the bus stops. The proposal is to relocate the Clifton Road bus stop nearer to Victoria Road.	Review the scheme to see if bus stops can be retained on Victoria Road, with a priority on outbound for those returning from the town centre
People who use the bus stops on Victoria Road will need to walk up to Clifton Road. Many people with disabilities may not be able to manage the incline	ditto	ditto

Safety

Public comment	Officer response	Proposed action
Resident walking along the access road to Bankside Court was almost run over. She slipped and fell and now requires surgery. She is not sure that a walkway will help prevent this type of accident occurring.	Currently there are no facilities for pedestrians to access the flats on Bankside Court, only vehicle access via a back lane. This is used by the Bankside Court residents to access their private parking. Other vehicles use the back lane to access the rear of other properties. The footway provides a defined pedestrian route. Vehicles should not drive over it.	No change to the scheme
Clifton Road Deliveries for Sainsburys. Vehicles reverse approximately 80m down Victoria Road South back lane to access side of Sainsburys.	The delivery bay has been retained for use by Sainsburys and other businesses in the area. The issue regarding reversing vehicles is noted	Traffic Manager to contact Sainsburys regarding use of delivery bay
Can the existing puffin (<i>means zebra</i>) crossing be upgraded to controlled crossing? Have experienced cars driving straight through and not stopping.	The zebra crossing is located too near to the proposed signalised junction for it to be changed to a puffin crossing. Victoria Road will become a 20mph zone so all traffic should be travelling at a slower speed and should stop at the zebra crossing. A number of features are being	No change to the scheme

	introduced to reinforce the speed limit including narrowing the carriageway, an entrance feature at Feethams roundabout and the zebra crossing will be on a raised table making it even more visible.	
Can we have another zebra crossing at the top of Victoria Road (Station end)?	An informal crossing point is proposed utilising a raised table and contrasting materials to make it visible to all road users. The carriageway will also be narrowed reducing the time required to cross the road. Traffic levels are half those at the west end of Victoria Road. On this basis it is not deemed necessary to provide a formal zebra crossing. In addition, the inclusion of the required zig zag lines would result in the loss of parking which serves the GP surgery and other businesses.	No change to the scheme
It seems sensible and prioritises pedestrian safety	Addressing safety is a key objective for the scheme following the consultation process	No change to the scheme

Walking/Cycling

Public comment	Officer response	Proposed action
At the uncontrolled crossing point near the roundabout can the segregated cycle features be carried across the road and through to the other side	The space on the south side of Victoria Road is proposed as shared space due to the limited space on the bridge deck. We need to reduce the potential conflict between pedestrians and cyclists and this is particularly the case when moving from segregated and unsegregated spaces. At this crossing point the pedestrians and cyclists will start and end their crossing of the road in shared space, effectively managing the space themselves.	Review the cycling and walking provision on the bridge deck
Advanced Stop Lines – can these provided on Clifton Road and Park Place	The main cycle route is Victoria Road which is why the ASLs have been provided. On Clifton Road and Park Place the stop lines are already set a long way back from the junction due to design constraints. Adding an ASL will set the stop line for motorised vehicles even further back which will have an impact on signal timings.	Design engineer to review ASLs on Clifton Road and Park Place and assess impact on the capacity of the junction
A cycle path is a waste of time and money in Backhouse Street, most of the cyclists on this route are drug/alcohol addicts	We are providing a safer route for all cyclists	No change to the scheme
Rear of shops (a cycle route) needs to be improved	The back lane will be resurfaced and parking will be managed through Traffic Regulation Orders and enforcement	No change to the scheme

<p>Backhouse Lane – separate cycle route</p>	<p>A two way cycle route is provided through a contra flow cycle lane</p>	<p>No change to the scheme</p>
<p>a) Please cite design guidance used to inform provision for cycle traffic.</p> <p>b) Width of cycle lane that is to the west of the Buddhist centre, it is two way running so should be wider.</p> <p>c) Crossing of Victoria Road to west of Victoria Embankment, - maintain segregation of people walking and cycling.</p> <p>d) Shared use between people walking and cycling will always disappoint and create conflict, unless foot traffic is very low in numbers.</p> <p>e) Angles of the turns and width of infrastructure over Victoria Road, do they allow for design standard cycles, including tricycles?</p> <p>f) Shared use path width that heads west towards Salisburys, what is the width? Does this meet minimum width for shared use path?</p> <p>g) Visual cues to highlight crossing at western end of Victoria Road would be stronger if same surface treatment that was used on crossing was also used in footway.</p> <p>h) Maintain red tarmac for people cycling and grey paving for people walking.</p> <p>i) No entry signs on Blackhouse Street to have "Except Cycles" plates below.</p> <p>j) Continuous footway treatments to all side roads along the length of Victoria Road to demonstrate that people walking are of higher priorities than people driving. [Treatment to include continuous kerb line and at grade footway]</p> <p>k) Please include 'ASL' boxes for people cycling at the Park Place</p>	<p>a) The design guidance used is the Design Manual for Roads and Bridges including local transport note (LTN) 2/08, LTN 1/12 and chapter 5 of traffic signs manual.</p> <p>b) The current width is 2m. There is space to widen it, but we would have to extend the existing retaining wall.</p> <p>c) Pending a satisfactory bridge widening scheme the footway width will be increased to 5.5m. There is a tight radius of 10.0m leading into Victoria embankment as well as a tactile crossing point, off Victoria Embankment, which protrudes 1.8m into the proposed shared area. The available footway width on Victoria Embankment is only 3.7m. The length of the shared area over this distance is only 22m. Installing additional tactile to create a segregated route would be cluttered.</p> <p>d) it is not always possible to provide a segregated route. Design guidance is provided for shared space.</p> <p>e) The shared area leading into Victoria Rd embankment shaped by the carriageway kerb of 10m radius. This is less than the recommended minimum 15m radius (as specified in LTN 2/08) but the width will be at least 5.5m and so if it is kept as a shared areas cyclists can cut the corner off. The shared area north of the Buddhist centre that runs down from the ring road has a radius of around 12.0m and only 2.0m. The existing retaining wall would have to be modified which will be investigated. The rest of the turns will accommodate non-motorised design standard vehicles.</p> <p>f) The path which heads westwards towards Sainsburys is a footpath only.</p> <p>g) The exact materials and colour palette have not yet been finalised. The suggestion is noted. Suitable contrasts need to be provided for the tactile paving.</p>	<p>Will review the detailed design at the western end of Victoria Road in terms of materials, colour palette and widths.</p> <p>The TRO will include 'except cycles' on Backhouse Street.</p>

<p>and Clifton Road arms of the light controlled junction.</p> <p>l) • No right turn sign on Clifton Road to have “Except cycle” plate below.</p> <p>m) Informal crossing point, to east of Hargreave Terrace to be upgraded to zebra crossing, minimum of one zig and one zag either side.</p> <p>n) All four crossing points on Victoria Road should be table topped. These vertical deflection features should help moderate driver’s speed.</p> <p>o) Please advise how speed limit will be enforced</p> <p>p) Please advise how new scheme will be swept and maintained to maintain integrity of the vision for "an ambitious link" into and from the Town Centre - examples of poor maintenance of expensive groundworks include Grainger Town Newcastle, The Helix Newcastle (really!)</p>	<p>h) noted</p> <p>i) the details of the signs will be included in the TROs and appropriate signs/lines.</p> <p>j) The footways alongside Victoria Road will not have a continuous kerb line and at grade footway. Stop lines would need to be set back and drivers of vehicles exiting the side roads would not have a safe sight line.</p> <p>k) The main cycle route is Victoria Road which is why the ASLs have been provided. On Clifton Road and Park Place the stop lines are already set a long way back from the junction due to design constraints. Adding an ASL will set the stop line for motorised vehicles even further back which will have an impact on signal timings.</p> <p>l) There isn’t a ‘no right turn’ sign on Clifton Road. Traffic exiting Clifton Road can turn in all 3 directions.</p> <p>m) A zebra crossing cannot be provided without zig zags. These need to comply with guidance and would lead to the removal of the car parking provided in the vicinity of the Medical practice. This crossing is on a raised table, in a 20mph zone and is in contrasting materials to slow traffic speed.</p> <p>n) The informal crossing at the western end of Victoria Road and the zebra crossing are both on raised tables. The signalised crossing is not on a raised table. Park Place is already on a steep incline and a raised table would make this more difficult for cyclists and vehicles. Raised tables at junctions also raise an increased risk of over-run by large vehicles, already an issue in this location.</p> <p>o) 20mph zones use physical traffic calming measures, in this case raised tables, informal and formal crossing points and road narrowing, to reduce traffic speed, so that the zone becomes ‘self-</p>	
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	enforcing'. This is reinforced with signs and roundels on the carriageway. p) The scheme will be inspected and maintained in line with our policies on asset management. Cleansing of the area more generally has been noted.	
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Landscaping

Public comment	Officer response	Proposed action
Although I agree with the addition of new trees I am concerned they will become neglected and litter traps.	The Council is investing in planting and maintaining a significant number of trees. Species will be selected that are appropriate to the location and will have an appropriate maintenance plan in place. Additional resource is to be put in place to manage and maintain Victoria Road including dealing with litter.	Agree tree selection and maintenance with arborist
Do not plant many trees in front of 81 Victoria Road (5 <i>comments</i>)	Exact locations for tree pits and planters have not been decided – these are subject to the location of services and other street furniture.	Ensure that no trees are planted immediately outside No 81 Victoria Road
Trees in planters to create green environment – trees to be suitable e.g. birch	Advice will be taken from arborist	Agree tree selection and maintenance with arborist

Other

Public comment	Officer response	Proposed action
Drains need sorting out near bus stops on Victoria Road	Highway drainage will be reviewed and changed as required as part of the changes to the adopted highway Drains associated with properties are the responsibility of NWL	No change to the scheme Any issues encountered with sewers will be passed to NWL
Root damage to pavement outside sorting office	Will be sorted as part of back lane works	No change to the scheme
Regarding resurfacing near 99-109 Victoria Road – it is already prone to flooding with water running off Victoria Road. Gullies would need major improvements.	Highway drainage will be reviewed and changed as required as part of the changes to the adopted highway	No change to the scheme
CCTV must be fully operational on Victoria Road (4 <i>comments</i>)	The scheme doesn't include any additional CCTV. These comments will be forwarded to the CCTV Manager and Civic Enforcement team	No change to the scheme

Should be alcohol free zone same as town centre (4 comments)	These comments will be forwarded to the Civic Enforcement team	No change to the scheme
Whatever is built needs to be regularly cleansed – Glass, litter, chewing gum, food, spit will build up very quickly (5 comments)	These comments will be forwarded to the StreetScene Team to review appropriate actions.	No change to the scheme
As a former resident of this area I can only comment What took you so long? The re-siting of the Cattle Market should be used as a springboard for the regeneration of this whole area and the proposals are a good first step towards this goal	Rethinking Victoria Road is the first phase of regeneration for the area around the Auction Mart and supports the Darlington Station masterplan	No change to the scheme
I don't see any proposals in the documents only a note that they were presented to a council meeting. Therefore until I can see what's proposed how on earth can I comment	The plans were available at 3 public information events in December and on the Council website.	No change to the scheme

Out of scope

Public comment	Officer response
Just not ambitious enough. Significant investment needed to the properties that line Victoria Embankment otherwise the bits of trees and new paving are largely wasted	Victoria Embankment is out of scope. Private houses – changes to properties should comply with the character appraisal which forms part of the Victoria Embankment conservation area
Vehicles use Bankside Court as a roundabout, searching for parking spaces. Residents have 8 designated parking spaces which are abused. Previously asked for bollards to prevent unauthorised access, however told road needs to stay open for refuse/street clean access	Refer to enforcement for issues around obstruction
Would like echelon parking with permits on Waverley Terrace in front of houses and have no waiting restrictions on the cattle market side. This would give more parking for residents.	Will be considered as part of wider parking strategy review and/or masterplan for Darlington Farmers Auction Mart site
Top of Willow Place is in bad condition with old scoria blocks and bitmac patches. A lot of traffic cuts down the back lane at high speeds. Possibly install speed humps.	Refer to Asset Management to review highway condition Refer to Traffic Manager to review speeding issue
St Cuthbert's Way – can the waiting time (for pedestrians) be decreased on the controlled crossing points especially at peak times (near cinema complex)	Refer to Traffic Manager to review
The area around the station entrance needs to be redeveloped to create a sense of arrival. Better route to town centre for pedestrians.	The area west of Pensbury Street is included in the station masterplan which is under development.

Demolish or refurbish poorly maintained premises	Refer to Planning AD to consider as part of Town Futures bid
Rubbish in the back lanes, especially the use of black bin bags (rear of Herbert Street) which the dustmen don't collect (as they are told not to). However they do collect black bin bags on Geneva Road	Refer to StreetScene – is there a policy on black bin bags and is it implemented consistently?

In addition, there was a response from **Arriva North East**. This was supplementary information to passenger boarding information and specifically relates to passengers alighting. It reads as follows: -

I have had chance to speak with Drivers today about the bus stop usage on Victoria Road just before Clifton Rd. The general consensus is that the bus stop is regularly used by elderly passengers who reside in the Park Place area, occasionally people are also going to the railway station.

Whilst this does add distance to residents walking the signalised junction will help.

Officer response

We will review the bus stop location to establish whether we can keep the bus stops on Victoria Road, with the outbound stop being the priority.

Waverley Terrace residents' group

One resident contacted the ward councillor with several questions 'on behalf of the Waverley Terrace residents' group'.

A response was sent to the ward councillor. This is attached in full in **Appendix 2**.

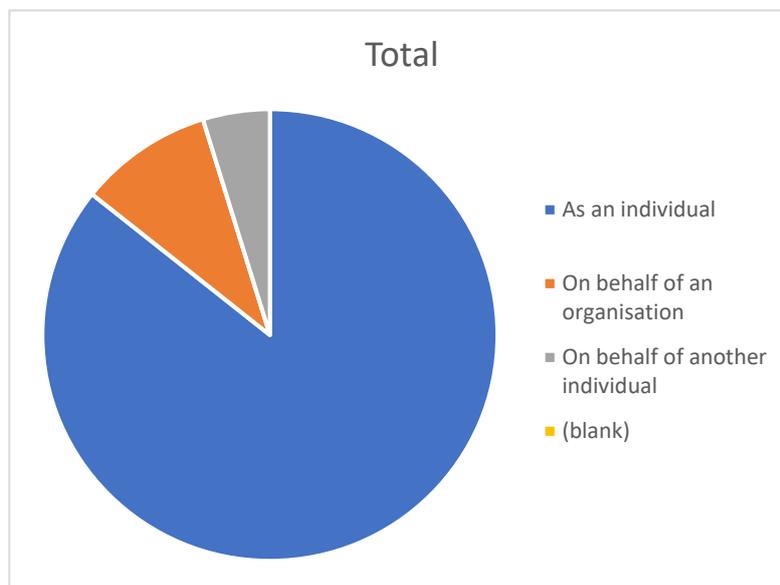
Appendix 1

Victoria Road Consultation online survey response equality data

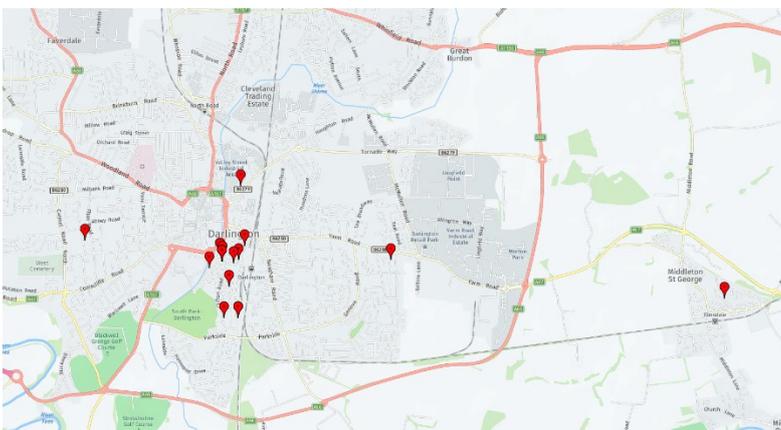
26 responses were collected online although not everyone completed the equality questions. From those that did, the data showed the following:

Responses:

Row Labels	Responses
As an individual	18
On behalf of an organisation	2
On behalf of another individual	1
(blank)	
Grand Total	21

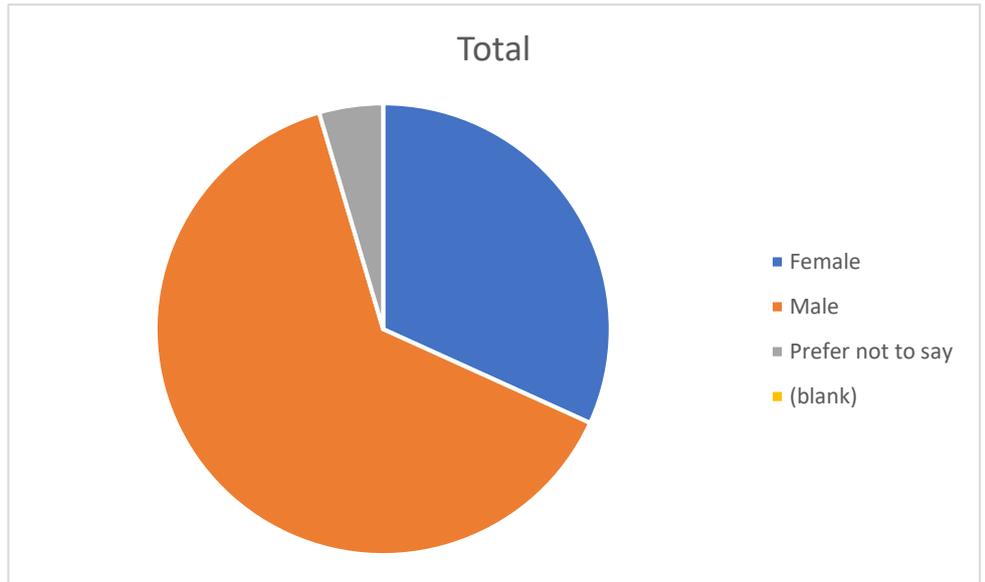


Postcode plot of responses:



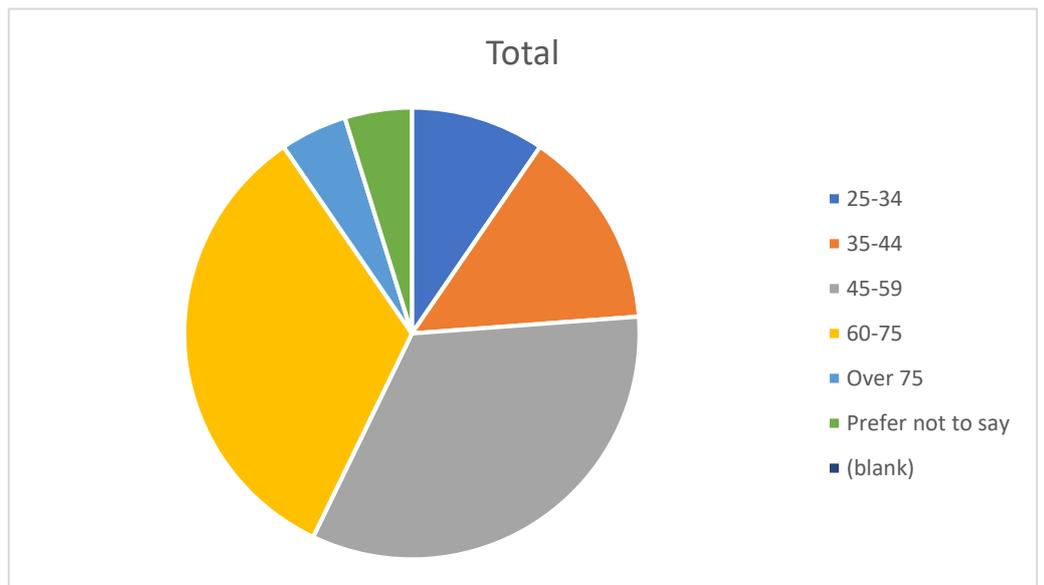
Gender:

Row Labels	Gender
Female	7
Male	14
Prefer not to say (blank)	1
Grand Total	22



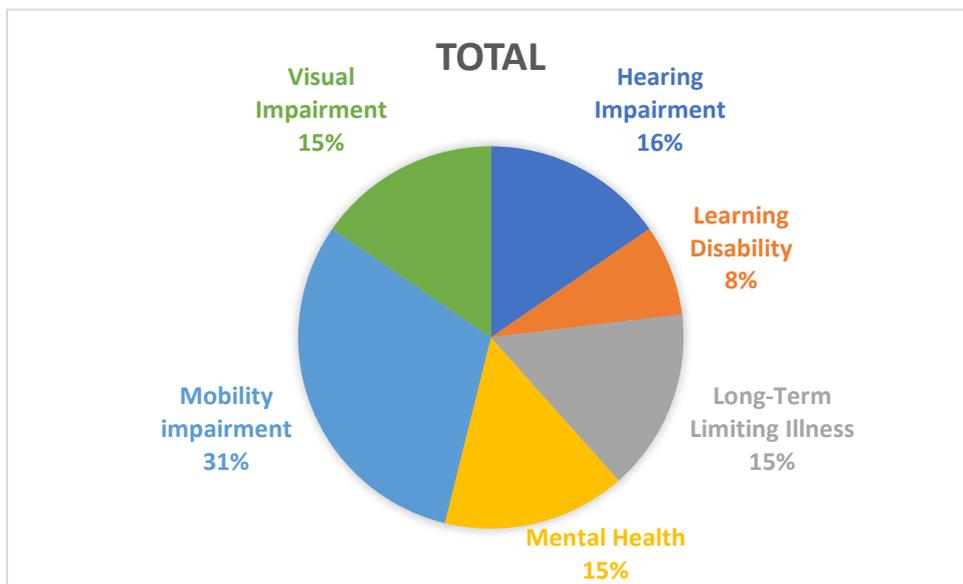
Age range of responses:

Row Labels	Age range of responses
25-34	2
35-44	3
45-59	7
60-75	7
Over 75	1
Prefer not to say (blank)	1
Grand Total	21



Do you consider yourself to have a disability?

Row Labels	Count of Response
No	16
Prefer not to say	1
Yes	5
(blank)	
Grand Total	22



Which ethnic group do you belong to?

Row Labels	Count of Response
Prefer not to say	3
White – English / Welsh / Scottish / Northern Irish / British	18
White – Irish	1
(blank)	
Grand Total	22

Appendix 2

Questions received by a ward councillor from a resident 'on behalf of the Waverley Terrace residents' group'.

Response (in blue text) sent to Councillor Hughes

1. Why is a no right turn needed on the proposed lights at the Park Place turn? Why can this not be facilitated by traffic lights?

There is insufficient space within the junction to accommodate right turns, for all vehicle sizes, from Victoria Rd into Park place and from Victoria Rd into Clifton Rd simultaneously. There would be vehicle conflict if the right turners went together. Normally if there was sufficient space, guidance arrows in pairs could be used in the middle of the junction to indicate that opposing right-turning traffic should pass nearside to nearside. The footway widths cannot be reduced enough to accommodate this, and the buildings cannot be removed. Currently the controlled junction is being proposed to run in 3 stages and to remove the right turning conflict we have banned right turns from Westbound traffic on Victoria Rd into Park Place. This banned right turn manoeuvre is only made 99 times (based on 12hour count) compared with 623 turns from Victoria Rd into Clifton Rd over the same period. The traffic light phases will be:

- (i) Victoria Road East bound and Victoria Road Westbound run together
- (ii) Park Place runs separately
- (iii) Clifton Road runs separately

The only way to safely allow both right turns from Victoria Rd would be to run Victoria Rd East bound and Victoria Rd West bound to run separately and have 4-phase to the lights. This has been modelled with the traffic data we had, and the resultant queues were unacceptable. The maximum queue in the PM and was 170m long. Traffic would back up onto the roundabout on St Cuthbert's Way and would back up past the railway station in the westbound direction.

2. The residents of the terrace feel that this will cause an increased traffic load down the street from Park Lane to enable traffic to cross the junction from Clifton Rd to Park Place and avoid the lengthy round trip that would be incurred if they use Victoria Rd. At the consultation the officials attending were oblivious to this possibility.

The right turn ban at Park Place junction would require drivers to use alternative routes. This would depend on a number of factors including where they are starting their journey and how often they make the journey. If this is not a regular journey and they are suddenly faced with a banned movement, they may well use Feethams roundabout or a local street to turn around to make the approach to the junction from the other direction or use St Cuthbert's Way to access Park Place from Parkgate. Those that make the journey more often may avoid using Park Lane and use Clifton Road instead, or use Clifton Avenue,

Henderson Street, Leafield Road or Waverley Terrace to link from Park Lane to Clifton Terrace. The number of vehicles currently using this right turn is 99 (based on a 12-hour count) or an average of 8.25 per hour.

3. How are the current proposals meeting each of the four stipulated outcomes that the council have set for this project as clearly laid out in the initial consultation? There seems little interest in anything other than traffic management in these latest proposals.

This is a transport planning/highways scheme and therefore it has always been limited to what we can achieve within the adopted highway and how we best manage the demands of all users. Other suggestions that came forward such as improving/demolishing buildings or opening/ closing certain businesses, are outside of the scope of this work (and some are outside the scope of what a council can do). However, a transport led scheme can provide a significant change in terms of economic uplift, the public realm and how space is used, and how people choose to travel.

- The key aim of the project is to improve the journey to the station for those travelling by sustainable transport – this is being addressed through
 - Reallocating road space away from traffic and widening the footway to create more space for pedestrians
 - Removal of street clutter
 - Improving the crossing points at 4 key locations
 - Creating a cycle route using the back lane and creating a contraflow cycle route on Backhouse Street
 - Including Advanced Stop Lines at the signals to assist cyclists
- Safety and the speed of traffic came out as a key priority at the consultation stage. This is being addressed through
 - Introduction of a 20mph zone
 - Traffic calming measures including raised tables and traffic signals
- Improve the public realm. This is being addressed through
 - Introduction of trees and planting
 - Resurfacing of the road and back lane
 - New street lighting
 - Rationalisation of parking
- Economic uplift. This is being addressed in several ways: -

- Consideration of the parking to meet both businesses and residents' needs, as well as loading bays to facilitate business
- The suggestions to improve the shop frontages made by many has been passed to the Assistant Director with responsibility for the Town Centre to investigate the feasibility of such as scheme as part of the wider town centre developments
- Greater enforcement of parking offences will be easier once new Traffic Regulation Orders are in place. This should prevent some of the long stay parking and provide more short stay spaces especially for those accessing the Royal Mail Delivery Depot.

4. Re the traffic survey that was briefly mentioned at the "consultation", please could you let us know the volume of vehicles that right turned into Park Place and how many cyclists used Victoria Rd during the survey?

The number of vehicles turning right into Park Place from Victoria Road (the proposed banned movement) was 99 during the 12-hour count period. To put this into context, there was a total of 1,432 vehicles travelling westwards towards the Clifton Road/Park Place junction; 99 turned right into Park Place; 75 turned left into Clifton Road; and 1,258 travelled straight on towards Feethams roundabout. Traffic levels are significantly higher at the western end of Victoria Road near Victoria Embankment (5,091) compared to the eastern end near the station (2,662). Traffic levels on Park Lane are even lower at 885 during the same 12-hour period.

The number of cyclists increases towards the eastern end of Victoria Road i.e. nearer the station. At the Victoria Embankment junction, 5 cyclists are counted; this increases to 23 at the Bedford Street/Backhouse Street junction; increases to 32 at Backhouse Street junction and increases to a maximum of 37 at the Park Lane/rail station junction.

5. Following our discussions re the proposal to move the bus stop to the end of Waverley terrace you clearly stated this was not a suitable position for the reciting of same. We agree. There seems little logic or thought around moving it a short distance. The bottle neck that this will cause so close to the main junctions of Victoria Rd, Back lane and Waverley Terrace will be quickly apparent. Particularly in view of the position of the opposite loading bay, even if same is reduced in size. Also taking into account the total lack of enforcement of yellow lines, resident only and short stay parking we see further negative effects for local residents. There will be issues of poor visibility and increased noise from buses needing to use higher revs to pull away on an incline. Again, this will cause increases diesel fumes, increased traffic noise pollution and reduced air quality for residents. Surely a bus stop on an incline will make disabled access more difficult. How does this fit into reasonable adjustments that need to be made as per The Equality Act 2010?

We will review the location of the bus stop when we have collated all the consultation responses as we have received other feedback which we need to consider.

6. Please could you clarify why Waverley terrace does not warrant a 20MPH speed restriction, if it is so beneficial to the area. On this subject how will these proposed restrictions be enforced? We are also very much in favour of a on right turn being employed at the Clifton Rd junction to Waverley Terrace, to mitigate the similar restriction on Park Place. At the "consultation" I was informed that raised tables will be used on Victoria Rd. The evidence on their effect on air quality is a little mixed but coupled with more 'idling' vehicles at the increased sets of traffic lights seems to contradict the aims of an improved public realm. There is evidence that clearly shows increased partial pollution at traffic lights from increased revving and accelerating away.

We are proposing the introduction of a 20mph zone on Victoria Road following the results of the two phases of consultation carried out by Groundwork during which the speed of traffic and concerns about crossing the road were raised many times. There was local support for the idea of a 20mph zone. These are designed to be 'self-enforcing' through the introduction of traffic calming measures which in this case include two raised tables, traffic signals, narrowing of the carriageway, vegetation planting and other measures to visually reinforce the 20mph speed limit including signs, repeater roundels on the carriageway and the use of materials.

We are not proposing to make any changes to Waverley Terrace currently; this is out of the scope of this project. However, extensions to, or the creation of new 20mph speed limits or 20mph zones form part of a Speed Management Programme. We are working through a priority list of schemes which currently focus on reducing speed outside of school sites but will add Waverley Terrace and the wider area between Victoria Road/Parkside/Victoria Embankment and Park Lane (some of which already has limited traffic calming) to this list.

7. With regards to the rather rushed first initial "consultation" on revised plans for Victoria Rd, speaking to a representative from the council left myself and the other attending residents of Waverley Terrace distinctly uneasy. We are not sure that again this is not a hurried (many people had no notice of the event, some 2 days notice, just before Christmas and informed the process closed 3rd of January !!) paper exercise. Questions and concerns raised were not fully answered and often concerns did not appear to be appreciated. In light of the shortfalls in the last ill planned and executed public consultation exercise, we did feel the process would be better organised and fully open to scrutiny, to ensure transparency, before any final plans are put in place. We appear to be mistaken. Overall, we are not sure what benefits these proposals bring to residents of the area and feel that yet again there is no joined up thinking in relation to the cattle mart and railway redevelopments that are currently being considered.

The initial two phases of consultation were carried out by Groundwork over a total period of 6 months and residents were invited to take part in various ways including on-line, on the doorstep and at face to face events. The two phased approach enabled Groundwork to provide feedback on the initial issues/opportunities raised by people and then demonstrate how they had then used that to inform their concepts. The second phase enabled people to once again provide feedback, both positive and negative and make further suggestions.

Participation amongst residents was high. During the first phase there were 788 views of the StickyWorld plans with 229 comments, plus a further 32 completed surveys and feedback from specific organisations such as the Police and GP Surgery. At the second phase there were 329 views of StickyWorld with 94 comments, plus 140 people in attendance at drop in events and feedback from a variety of organisations including transport operators and local businesses.

Residents were informed by letter that the full report and appendices were available. At this stage we made a commitment that the proposal for a one-way system on Waverley Terrace would not be explored any further as this did not have public support.

The information events that we have held in December to share our proposals for Victoria Road have not been ideal in terms of timing. Unfortunately due to the unexpected general election which received Royal Assent on 31st October we had another period of Purdah from Thursday 7 November 2019 until the close of poll (10pm) on Thursday 12 December 2019. During Purdah as a public authority we must be particularly conscious not do anything that could give electoral advantage to a candidate or political party and therefore took the decision not to start any public engagement on the scheme until purdah was over. The letters were delivered by hand on Tuesday 17th December to inform people of both the availability of the plans on line (along with a survey and contact details to send comments) and 3 events planned to try and reach as many people as possible in terms of day, time and location. The date of the 3rd January as the closing date was based on the information we had available at the time on when we needed to start the works. However we have been given some additional time which means we are still receiving and processing the feedback and the website has been updated to reflect a new date of 13th January. To date we have received 23 comments from residents/organisations.

The proposals for Victoria Road have been developed using all of the available information including reference to both Darlington Station and the DFAM site. The proposals for Darlington Station will be considered by Cabinet in February 2020 and this will therefore be in the public domain then. Currently the Rethinking Victoria Road scheme ends at the junction with Pensbury Street as the Station scheme will include the area to the front of the station building portico. The streetscape/public realm and improved interchange will be developed to dovetail with the Victoria Road scheme, which will happen first. The DFAM site will be vacated in April and the site will then be cleared and made safe until development proposals comes forward at a later date. The car park will remain in operation in the meantime.