



Darlington Station Gateway East

**Pre-Planning Consultation Report
7th June 2020**

Darlington Station Gateway East

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Background

The proposed Darlington Station Masterplan, will make enhancements to the existing Bank Top Station, improvements to the railway lines and the creation of a modern Transport Hub and Multi Storey Car Park. The development has been split into three sections:

- Station Gateway West: Works outside of the station to pedestrianize the highway
- Bank Top Station Enhancements: Refurbishing the existing station tracks and platforms
- Station Gateway East: New 673 space Multi Storey Car Park, transport hub, Station entrance and concourse

The proposed Gateway East will consist of a new entrance to the north of the site a concourse will connect the entrance with proposed platforms to the south. Passengers will enter the station from the northern rotunda entrance into the Retail Hub including shops, cafés, ticketing office and seating. To the south of the concourse there is an Operational Hub which will include waiting rooms, WCs and staff facilities. The concourse will also be connected by a new pedestrian link bridge over the railway lines to the existing station (The link bridge is outside the scope of this application).

The proposed MSCP provides a total 672 spaces accommodated over five floors (including ground floor) or ten split levels. The floor plans have been developed to maximise the number of parking bays within the footprint. The split-level design has one 6m lane of circulation on each level with 4.8m deep parking provided on either side. Vehicular and pedestrian access is kept separate for the safety of the customers entering and exiting the car park by foot.

Key Messages

Deliver the biggest transformation of the station area in decades providing modern, pedestrian-friendly travel interchanges for the town and the wider region;

Darlington is a key station on the East Coast Mainline, providing access to and from London, Newcastle, Edinburgh and other national destinations as well as access to the Tees Valley. Darlington is currently a congested station, which impacts on the train services and without investment has no capacity to accommodate more trains. To enable the growth in train services in the coming years, improvements are required.

Work has identified that an additional station building is required on the Neasham Road side of the East Coast Mainline to accommodate both east-bound local and London-bound services. This development will require new platforms, a further station building, parking and an interchange for passengers. In parallel to this, improvements within the existing station building are also being planned by Network Rail

The Consultation process

Due to the situation with Covid-19, it wasn't possible to hold an in person consultation event. However the proposals were available to view on Darlington Borough Council's website at www.darlington.gov.uk/consultations

Event advertising and promotion

An article was issued via the Darlington Borough Council website and the social media site. This included a link with details to enable people to have the opportunity to view the proposals and contribute to the consultation. A letter drop was also undertaken for the residents and local businesses inviting them to view the proposals via Darlington Borough Council's website. A separate letter was also issued to owners of properties within the boundary of the proposed works who are currently in the compulsory purchase order legal process.

Darlington Association on Disability (D.A.D)

A specific consultation was held with Gordon Pybus of D.A.D and his comments were generally supportive.

His comments were:

- Clarification sought of how LNER will manage the taxi rank changes;
- Clarification of how the interchange will be managed by LNER;
- Request for ongoing involvement in Network Rail BEAP group;
- Ensure that drop off designation for accessible vehicles is contained within Design and Access Statement;
- Ensure that MSCP accessible spaces are referenced in Design and Access Statement to ensure no future change of designation;
- Ensure that ticket machines are fully accessible.

Consultation event results

From the letter drop and online consultation we received 14 emails (copies are included in Appendix B) each of which have been responded to individually.

The Response

Generally there was a mixed response from residents via Email; key points were as follows:-

proposed new multi storey parking structure for the railway station will tower over the nearby homes, overlooking the gardens and bedrooms in Appleby Close

the main new area is totally incongruous with the history of Darlington and its railway heritage

There are no architectural features to relate to the Victorian station beyond but merely a slatted curtain wall offering glimpses of parked cars

The actual entrance to the new platforms is a similarly bland set of glass doors that could lead to the car park pay station or perhaps a Lidl store. Again nothing to visually link the design to the station, nothing to suggest that this is the entrance to an iconic building.

Traffic congestion on the narrow Neasham Road could prove difficult at peak times with cars waiting to turn right into the two station entrances, two light controlled crossings and bus stops.

I have to say that I am absolutely appalled at this bland, uninspiring and out of proportion development

The plans for the West Side and East Gateway proposals on the whole look amazing and very practical

It would be good to see the plans for the actual new platforms with an appropriate platform canopy and not cheap looking bus shelters dotted along the length of the new platforms

Rather uninspiring and disappointing really

I couldn't see anything about the railway itself apart from "new platforms". Where will the new platforms be?

With increasing concern regarding the climate crisis, surely more emphasis should be placed on sustainable travel to and from the station, with a better connected and more regular bus service?

Although the consultation refers to cycle shelters (plural) and cycle facilities (plural), I can only see one cycle store on the East Plan, and it makes no mention of how many bikes can be stored there

I know you'll say public transport, walking and cycling is being well catered for in this development, but in my opinion, the balance is still not right. Fewer parking spaces should be included, and even more priority put on sustainable transport.

The design / plans do not seem to be very holistic - there are no plans for the inside of the station buildings both old and new - the existing part and any changes that are to be made there, and how user movements are well designed to minimise pedestrian flow conflicts through the building and also make the separate elements feel like a cohesive whole

Social Media

Engagement via social media (Facebook, Twitter) was high and reach was significant with the total number of views over 121k ;

<https://www.facebook.com/darlingtonboroughcouncil/posts/10159311595247114>

May 21

Reach 6863

Engagement 736 (33 likes, 9 comments, 9 shares)

<https://www.facebook.com/darlingtonboroughcouncil/photos/a.10150972972617114/10159287104362114>

May 11

Reach 93,091

Engagement 41,595

The stats for the Twitter railway posts are as follows:

Twitter post on May 22

568 impressions

Total engagements: 6

<https://twitter.com/darlingtonbc/status/1395781139974049792>

Twitter post on May 21

Impressions 564

Total engagement 11

<https://twitter.com/darlingtonbc/status/1392029706023837696>

Twitter post on May 11

Impressions 20,236

Total engagement 1149

Comments

Comments referred to one of the following main areas:

Accessibility	Visual	Transport / car park	Neighboring properties	Misc
Lift / escalator plans?	Positive comments regarding the look. "Well-designed"	What will be done about onward travel / bus infrastructure	Will it affect property values in Appleby Close / close by	Most comments were neutral / referring to other council issues / memories of station
Suggestion to link in with Mik Scarlet (broadcaster / wheelchair user) as an expert on accessibility	A handful pertained to it not in-keeping with the Victorian look	Car park costs	Will it affect structural integrity of properties with increased traffic. "They already shake"	
	Some negative "too modern" "looks too much like a college"	Park & Ride system should be introduced. Suggestion to do this at Morton Park	Are residents being rehomed / where?	
			Will residents suffer from increased parking issues in streets if car park is expensive?	

Conclusions

In terms of the number of people reached the consultation was highly successful with well over a 100,000 people engaged with.

Not all responses were positive and the design team will consider the comments and where possible reflect in the planning submission.

APPENDIX A



ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

Town Hall, Darlington DL1 5QT
DX 69280 Darlington 6
website: <http://www.darlington.gov.uk>

The Occupier

Date : 11th May 2021
Please ask for : Richard Storey/Julia McCabe
Direct Line : 07967368815/ 07968862563
Email address : Capital.ProjectsOffice@darlington.gov.uk
Our Reference : Darlington Station
Improvements

Dear Sir/Madam,

Darlington Station Improvements

As a local resident or business, we are writing to update you on the plans for the redevelopment of Darlington Station.

We would like you to have the opportunity to ask any questions and express your views on the proposals before we formally submit planning applications.

Tees Valley Combined Authority, in partnership with the Council, Network Rail and LNER, is planning a comprehensive improvement project at Darlington Station and the Council is leading on the development of land immediately to the east and west of the existing station (the Neasham Road side and the Victoria Road side).

The project will deliver the biggest transformation of the station area in decades providing modern, pedestrian-friendly travel interchanges for the town and the wider region.

In brief, these plans will transform the access to create an expanded mainline station through:

- The creation and integration of travel interchanges and a new multi-storey car park,
- The promotion of sustainable travel through priority enhancements for pedestrians and cyclists,

- The creation of gateway approaches and public realm that reflect the economic ambitions of Darlington and the wider Tees Valley region,
- Linking Central Park and the Town Centre with the Station more effectively through an improved environment to create more visitors and business to Darlington and
- Paving the way for improved train services at Darlington as a key east coast mainline station that improves regional and national connectivity.

The Council's development, alongside improvements to the existing station building by Network Rail and LNER is planned to be completed by 2025, in time for the 200th anniversary of the birth of the modern railway.

In advance of the submission of planning applications for the east and west gateway works, we would like you to have the opportunity to ask any questions you may have and express your views on the proposals.

You can do this by visiting www.darlington.gov.uk/consultations (simply visit the page and click on the Darlington Station link), or send comments to Capital.ProjectsOffice@darlington.gov.uk.

Comments should be sent by 5pm, Monday 31st May 2021.

However, if you wish to discuss the proposals with a member of the Capital Projects Team please call Julia McCabe on 07968 862563 (particularly if you wish to discuss the West Gateway development) and Richard Storey on 07967 368815 (particularly to discuss the East Gateway development).

You will also have the opportunity to submit comments as part of the formal planning application process, which will begin in June.

Over the next few years, the Council will also be undertaking further developments on Central Park and the former cattle market site. Details of which will follow in due course.

We will endeavour to provide further and timely updates on these developments and we welcome your continued feedback.

Yours sincerely

Dave Winstanley
Assistant Director Transport and Capital Projects
APPENDIX C

Darlington Station improvements, have your say

Tees Valley Combined Authority, in partnership with the Council, Network Rail and LNER, is planning a comprehensive improvement project at Darlington Station and the Council is leading on the development of land immediately to the east and west of the existing station (the Neasham Road side and the Victoria Road side).

The project will deliver the biggest transformation of the station area in decades providing modern, pedestrian-friendly travel interchanges for the town and the wider region.

In brief, these plans will transform the access to create an expanded mainline station through:

- The creation of new travel interchanges and a new multi-storey car park,
- The promotion of sustainable travel through priority enhancements for pedestrians and cyclists,
- The creation of gateway approaches and public realm that reflect the economic ambitions of Darlington and the wider Tees Valley region,
- Linking Central Park and the Town Centre with the Station more effectively through an improved environment to create more visitors and business to Darlington and
- Paving the way for improved train services at Darlington as a key east coast mainline station that improves regional and national connectivity.

Before the council submits planning applications on 8 June 2021 for the East (Neasham Road) and West (Victoria Road) Station Gateways, we are seeking your views on these proposals.

Why is this work needed?

Darlington is a key station on the East Coast Mainline, providing access to and from London, Newcastle, Edinburgh and other national destinations as well as access to the Tees Valley. Darlington is currently a congested station, which impacts on the train services and without investment has no capacity to accommodate more trains. To enable the growth in train services in the coming years, improvements are required. Work has identified that an additional station building is required on the Neasham Road side of the East Coast Mainline to accommodate both east-bound local and London-bound services. This development will require new platforms, a further station building, parking and an interchange for passengers. In parallel to this, improvements within the existing station building are also being planned by Network Rail.

Funding?

In order to upgrade and future-proof Darlington Station, funding is being sought from central government alongside funds already committed by The Combined Authority (TVCA).

East Gateway (Neasham Road) proposals

- A new station building with platforms serving local and national lines
- A multi-storey car park
- Transport interchange and cycle facilities
- Landscaped pedestrianised areas
- New footbridge into the existing station building
- Improvements to Neasham Road

The illustrations below indicate what we anticipate the final design to look like:



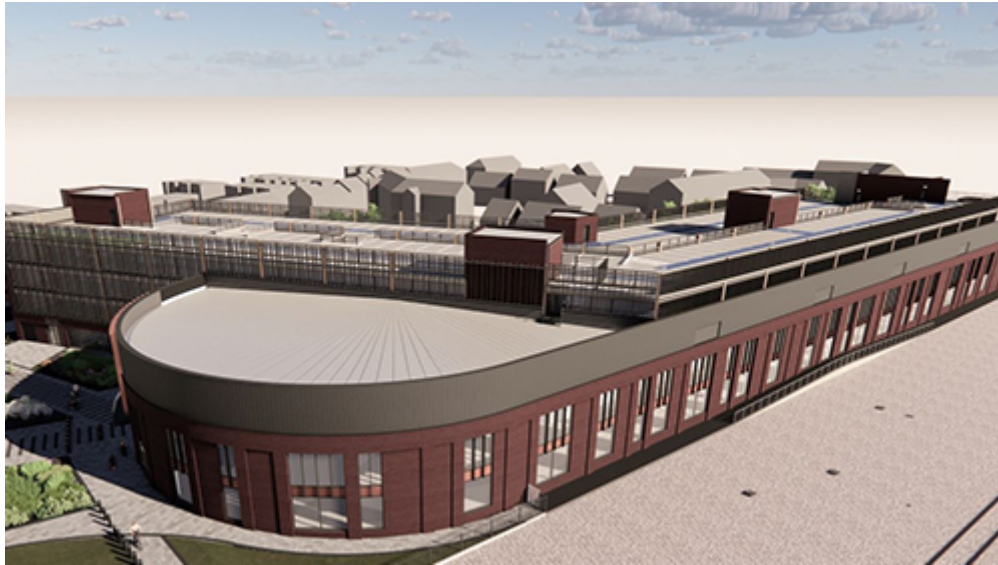
View looking southwest (from Neasham Road) - from the interchange towards the new station and multi-storey car park



View looking southwest towards the new station entrance



View looking north-west from Neasham Road - showing the multi-storey car park in the foreground and interchange beyond



View looking southeast from above the rail lines - showing the new station building
[Plan of the east gateway](#) [pdf document]

The new platforms will allow for an increase in train numbers and quicker journey times to other parts of the region and beyond, helping improve journey times.

The station will offer new eateries and shops with modern ticketing and information services.

The transport interchange will help to provide an easier way to access the station, connect to other transport such as local buses and encourage more sustainable travel with the inclusion of cycle lanes and shelters.

The multi-storey car park will be built over the new station building and will offer secure parking for over 600 cars, with bespoke spaces for different users and provide electric car charging points. This will consolidate the existing station parking, ensuring facilities are fit for the future.

APPENDIX C

Email reponses:

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 14 May 2021 12:45:44

Hi Darlington Station Improvements Team,

The plans for the West Side and East Gateway proposals on the whole look amazing and very practical. I have only one major concern, this is the number of blue badge parking bays. At present I believe there are only 6 or 8 blue badge parking bays in the current main station entrance and the new East Gateway has plans for only an additional 4 bays. I believe there should be at least 20 blue badge parking bays and all ideally sited in the same physical area and not spread across different parking areas of the entire Station estate.

There seems to be no plans as to what is proposed for the new platforms. I would suggest that the new platforms have a canopy (to protect passengers from precipitation) that is in keeping with the rest of the station, an example would be of the style found at Skipton Station in Yorkshire and not the bus type shelters dotted along the length of the new platforms, for example those found at the new Horden station on the Durham Coast Line.

Sent from [Mail](#) for Windows 10

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 19 May 2021 17:30:14
Attachments: [Conceptual Idea for Station Canopy.pdf](#)

Hi Darlington Station Improvements Team,

As I mentioned in an email I sent on the 14/05/2021 there was no mention as to what was planned for the protection of passengers from the weather, namely rain and snow. I have attached a document with a quick outline of an idea for a platform canopy, the document is for illustrative purposes only.

It would be good to see the plans for the actual new platforms with an appropriate platform canopy and not cheap looking bus shelters dotted along the length of the new platforms.

Regards

[REDACTED]

Sent from [Mail](#) for Windows 10


From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 11 May 2021 09:00:36

Please reconsider the design for the new station, while I appreciate the clock tower and West facade staying, the main new area is totally incongruous with the history of Darlington and its railway heritage. It lacks any character or link to Darlington and could be anywhere in the world.

This is a fantastic opportunity and the work must go ahead, but with more sympathetic design please.

[REDACTED]

Sent from my iPad

From: 
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 25 May 2021 18:42:34

Appearance.

Existing station is a listed building with a striking 'Carriage Porch' entrance on Victoria Road. The view at the proposed entrance on Neasham Road comprises the bulky, rectangular wall of a run-of-the-mill car park as can be seen in any town since the 1970s. There are no architectural features to relate to the Victorian station beyond but merely a slatted curtain wall offering glimpses of parked cars and, no doubt, the strip-lights within. Along Neasham Road the design drops all pretence of styling and reverts to the unadorned concrete slabs.

The actual entrance to the new platforms is a similarly bland set of glass doors that could lead to the car park pay station or perhaps a Lidl store. Again nothing to visually link the design to the station, nothing to suggest that this is the entrance to an iconic building.

The orientation of the building means that the sunny vistas of the artistic drawings will actually be in shade for most of the day.

Gateshead, with its famous Sage Concert Halls building and the ingenious 'Winking Eye' bridge, surely shows how a skilled architect leading to good architecture can enhance a town's reputation.

Function.

The car park with its traditional 2.4 metre wide bays is unsuitable for modern vehicles. Car widths have been increasing with each updated model and with many current cars it is now impossible to meet the **recommended minimum** 600mm gap between vehicles to aid entry / egress. This is not a problem confined to the Range-Rover, BMW and Audi of the well-heeled but also affects the driver of the cheapest car on the market. The £8000 Dacia Sandero is 1848mm wide over the bodywork so two cars each **exactly centred** in their bays have only 552mm between them which fails the 600 mm minimum recommendation.

The bays in the short stay park in the forecourt seems to be equally narrow and would make it difficult to remove children from car-seats, assemble buggies, deal with luggage whilst stopping toddlers dashing into the road to reach the pavement.

Further examples of how dozens of car widths have increased may be found using the link below.

<https://www.msn.com/en-gb/cars/news/see-how-cars-have-grown-over-the-years/ss-BB15npMI>

Traffic.

Traffic congestion on the narrow Neasham Road could prove difficult at peak times with cars waiting to turn right into the two station entrances, two light controlled crossings and bus stops.

Pedestrians walking towards Yarm Road have to cross the entrances to the two car parks...are central refuges to be provided?

From: 
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 11 May 2021 12:18:14

Hello,

How do I lodge an objection to the proposed new multi storey carpark to be built as part of the station improvements?

thanks

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 16 May 2021 20:20:04

Dear Darlington Council,

I am writing in relation to the public consultation on the plans for Darlington Station.

I have to say that I am absolutely appalled at this bland, uninspiring and out of proportion development.

Darlington has some beautiful architecture and if there is indeed a plan to improve the station, increase the platforms, etc., then this is a perfect opportunity to create something inspiring, modern, forward-looking and environmentally sympathetic, which adds to the town's architectural and railway heritage.

Unfortunately the plans I see on your website and in the newspaper add absolutely nothing of this. This building could be from anywhere in the country. It doesn't say anything at all about the town, there is nothing that architecturally adds to or complements the town. I'm afraid it just looks like a 1990s shopping centre entrance with a huge car park attached. And really, does Darlington centre really need yet another large multi-story car park? What are the environmental credentials of this building? How does it encourage alternative, greener and sustainable travel.

Unfortunately the architect or council seem to have just dusted off some shelved plans from a couple of decades ago.

I do believe Darlington deserves much better.

I look forward to your response.

With best regards

[REDACTED]

Sent from my iPhone

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your say
Date: 11 May 2021 08:12:59


Hi all,

The lay out of the new station looks fantastic I hope it really comes off because Darlington is home of the railways and our train station should be the best in the country and this is our time to get the design right. The only concern I have about the new design of the new train station is that it doesn't have the charm of the old station which is beautifully. The new station needs to have the red and sand colour bricks also the roof of the new station needs to be a arched roof to match the original if we get this right now it will be the best station in the country.

Many thanks

[REDACTED]

Sent from my iPhone

From: 
To: [Capital Projects Office](#)
Subject: Question about the Darlington Station improvements, have your...
Date: 11 May 2021 15:14:55

Hello,

The proposed new multi storey parking structure for the railway station will tower over the nearby homes, overlooking the gardens and bedrooms in Appleby Close. These houses have young children who often play in the gardens. Also the increased traffic along Neashem and Yarm roads will add to already heavily congested roads. These roads are often at a standstill currently, increased difficulty in travelling to the station and the resulting missed trains will surely lead to less people wanting to use it.

I have two suggestions, firstly why not have 2 storeys underground? This way the structure will have less impact on the skyline and the nearby gardens and bedrooms.

The second suggestion is a park and ride scheme, with a carpark out near Morton park and regular buses into town. This will help reduce traffic over all into the town and future proof the railway station. The buses serving the railway station can also serve Central park and the nearby college as they are both within walking distance of the railway station.

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: improvements to railway consultation
Date: 12 May 2021 13:52:10

Rather uninspiring and disappointing really. Neither old nor new and no acknowledgement of the region's past. I realise that we want to project a modern forward looking image but that should not mean ignoring where the town has come from. The best design comes from an integration of old and new; traditional styles in modern mediums or modern styles in traditional mediums. I am also surprised at the amount of parking space which has been made available, surely not in line with the "green" town they promised to be to the DHSC to get funding for another development? Where is any acknowledgement of the green agenda? It looks completely sterile with acres of hard standing. Surely you could have incorporated better planting? Green walls (and I don't mean the fake stuff like on the cinema which is simply insulting!)? Frankly, it lacks any kind of inspiration or vision and simply looks provincial and banal! If you want the region to stand out then be bold! Draw on the spirit of invention and innovation which gave this town its most prosperous times, unify the patchy and piecemeal approach you are taking, draw together the themes of the town and generate some pride in the area. There is a profound relationship between the built environment and the genius loci, the spirit of the place. If you look up in the high street there are beautiful reminders of times gone by but the visual cacophony of the modern shop hoardings with their lurid branding overshadows any sense of Darlington as a unique place. It could be any random high street in any random town. Don't let this happen to the railway station too! Give the architect their homework back and tell them to do it again and better!

From: [REDACTED]
To: [Richard Storey](#)
Subject: RE: Darlington Station redevelopment consultation
Date: 28 May 2021 23:43:49
Attachments: [image001.png](#)
[image002.png](#)

I think there will be too many car parking spaces.

All development should be as sustainable as possible, part of which is to enable and encourage sustainable behaviour from the public. This includes making it easier, cheaper and more pleasant to travel to the station by sustainable methods, and more difficult to travel by car.

I know you'll say public transport, walking and cycling is being well catered for in this development, but in my opinion, the balance is still not right. Fewer parking spaces should be included, and even more priority put on sustainable transport.

[REDACTED]

From: Richard Storey [REDACTED]
Sent: 28 May 2021 09:50
To: [REDACTED]
Subject: RE: Darlington Station redevelopment consultation

This document was classified as: OFFICIAL

[REDACTED]

Thankyou for taking the time to respond to the consultation.

The new multi storey carpark is proposed to have 672 spaces.

There are currently 552 spaces surrounding the station. It is proposed that 31 spaces will remain on the Park Lane side of the station. The proposed interchange will have 20 drop off/pick up spaces. Therefore in total 723 spaces would be available following completion of the works.

I hope this answers your question.

I would welcome any further comments on the consultation direct to my email so that I can capture them in the consultation report being prepared for the planning application.

Kind regards

Richard Storey, Project Manager

Transport and Capital Projects, Economic Growth and Neighbourhood Services,
Town Hall,
Darlington Borough Council

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]
Sent: 13 May 2021 17:33
To: Capital Projects Office [REDACTED]
Subject: Darlington Station redevelopment consultation

Hello, I'd like to comment on the train station proposal, but the website page [here](#) doesn't actually say how to respond to the consultation?

Also, I have a question – the multi-storey car park will have 600 places – presumably some of the existing parking spaces near the station will be staying, so what will the total spaces be? And what are the total number of spaces now? I want to understand what the net gain in the number of spaces will be?

Thanks, [REDACTED]

DISCLAIMER

1. Any opinions or statements expressed in this e mail are those of the individual and not necessarily those of Darlington Borough Council.

2. This e mail and any files transmitted with it are confidential and solely for the use of the intended recipient.

If you receive this in error, please do not disclose any information to anyone and notify the sender at the above address.

3. Darlington Borough Council's computer systems and communications may be monitored to ensure effective operation of the system and for other lawful purposes.

4. Although we have endeavoured to ensure that this e mail and any attachments are free from any virus we would advise you to take any necessary steps to ensure that they are actually virus free.

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Darlington Station plans
Date: 11 May 2021 12:43:09

Hello,

I have noticed that on the plans for Neasham Road a new bus stop is proposed for vehicles heading towards the town centre. But will there still be a stop for buses coming **from** the town centre? There is currently a stop on that side of Neasham Road at the junction with Garbutt Square, but will that remain? You can't tell from the pdf as drawn. A bus stop that only exists in one direction isn't particularly useful. The service from Neasham Road is a high frequency route into the town centre.

Also, what about pedestrian crossing facilities on Neasham Road?

Please note these comments are made on a personal basis from somebody interested in public transport and are not made on a official basis from [REDACTED]

[REDACTED].

Regards,

[REDACTED]

From: [REDACTED]
To: [Capital Projects Office](#)
Subject: Darlington Station Improvements
Date: 11 May 2021 12:08:38

Dear Sirs,

I have just read the article on your plans for Bank Top station. Although there were some plans and artists' impressions of the roads and buildings I couldn't see anything about the railway itself apart from "new platforms". Weere will the new platforms be?

When I worked on Teesside, admittedly a while ago now, the main problem I had was that the train from Saltburn was regularly held at Darlington South Junction while the "connecting" train to London went past. Is anything being done to alleviate the problem of the Middlesborough to Shildon trains crossing the East Coast Main Line on the level?

There was also the the problem of stopping trains on the up main line crossing over the down avoiding line in order to get to the station.

Regards,

--

[REDACTED]

From: [REDACTED]
To: [Richard Storey](#)
Subject: Darlington Station Consultation
Date: 29 May 2021 17:28:44

Dear Sir

I've looked at the plans for Darlington Station on the Council website.
I have a few comments I would like to make regarding these.

As a regular cyclist in and around Darlington I am concerned by the lack of facilities for cyclists. Although the consultation refers to cycle shelters (plural) and cycle facilities (plural), I can only see one cycle store on the East Plan, and it makes no mention of how many bikes can be stored there. The current facilities at the front of the station are very good, and I use both front and back cycle parks.

My second point is regarding the apparent encouraging of car use to the station with the increase of parking spaces with the multi storey car park. With increasing concern regarding the climate crisis, surely more emphasis should be placed on sustainable travel to and from the station, with a better connected and more regular bus service? Taxis also play an invaluable part in ferrying customers to and from the station without the need for people to use their own cars. Also, where will taxi's be located with the new plan?

Many thanks and I look forwards to hearing from you.

Yours faithfully

[REDACTED]

From: [REDACTED]
To: [Richard Storey; Capital Projects Office](#)
Cc: [REDACTED]
Subject: Station Consultation
Date: 02 June 2021 00:24:32
Attachments: [image371460.png](#)

This document was classified as: OFFICIAL

Dear Richard / Capital Projects team,

Firstly, I apologise that I realise my response is late, but hope very much that my comments can still be taken into account.

The design / plans do not seem to be very holistic - there are no plans for the inside of the station buildings both old and new - the existing part and any changes that are to be made there, and how user movements are well designed to minimise pedestrian flow conflicts through the building and also make the separate elements feel like a cohesive whole.

There are key elements that are missing from the consultation such as:

- What are the plans for the portico entrance of the station opposite Victoria Road? It is mentioned that the area will no longer be accessible to vehicles, and that the area of the paving will be accessible to cyclists, hence I presume / hope that half of the portico entrance will be dedicated to covered secure cycle storage instead of its current role for car storage (potentially the other half given over to concessions such as in York Station's portico entrance. But this is an assumption, and it would be best to have whatever the portico's new use is to be displayed clearly so that the public can comment.
- What are the plans for the Parkgate entrance of the station? The fact that this is not included in the plans suggests no changes at all, but the construction of a multi-storey car park should surely be an opportunity to reduce the number of parking spaces here where logistics have always been a nightmare. Also, as taxis often wait under the covered area with their engines running, it should be an opportunity to eliminate some of the covered parking to move the taxi rank closer to the open air to reduce air pollution issues here, and create more of a covered pedestrian plaza area where the taxi rank is currently located. Also, what are the plans for the secure cycle parking here? Can it be moved closer to the entrance of the station for better security, and a dedicated ticket machine and ticket barrier created so that cyclists can go directly from the cycle storage area onto the platform for added convenience and preferential treatment for those who arrive by sustainable transport modes.
- I am concerned about the visuals of the Neasham Road entrance - this looks like a huge car park with a station foyer tacked on. It doesn't seem to attempt to match the style of the heritage buildings of the existing station at all, which given the beautiful architecture of the current station buildings, would severely detract from them - it is not in keeping with the existing station buildings at all. The style of the

new building should be attempted to be matched as closely as possible, or mirrored / complemented in a more modern form if desired - this building is just huge and ugly, with what looks like metal railings around the car park. It looks as though it should have a barbed wire fence on top!

- Also, in terms of impression given to Darlington residents, the vast car park is unsuitable to the modern world in which the government are promoting (and providing funding for) prioritising active transport modes, and the Climate Change Committee are stating that we must reduce car journeys from current numbers by 34% by 2035. How does this vast car park which as I understand it results in a net increase of c. 170 parking spaces around the station attempt to **reduce** car journeys? It won't! This design of development gives the impression that everyone is expected to drive to the station - this must not be allowed to be the case, since this area is often heavily congested already, and extra vehicle movements and exhaust emissions will worsen the congestion, air pollution, road crash risk and pedestrian safety issues. In order to future-proof this design, the expectation **MUST** be that those who live outside of Darlington may drive in if they are not served by a dedicated bus route to the station (ideally with extra bus routes put on which serve the station), but it must be normalised and designed in that those within the urban area either catch a shopper-bus which runs regularly to the station (and other destinations) from all areas of town, or they walk or cycle, or get a taxi to the station, and that taking up vast amounts of public land in the town centre for storage of their motor car will no longer be accepted. Motorists must also pay a significant cost for parking in the multi-storey car-park - I would suggest a flat rate of £15 per day minimum for this premium location (as is charged by the station itself), so that taxis, buses and walking and cycling are more cost competitive. As the result of the Beeching cuts displayed, if people have to get in their car for ANY part of their journey, they are more likely to complete their whole journey by car. Hence to best encourage rail travel, we must enable access to the station which does not require people to get into their car for any part of their journey from home to the train station.
- I am conflicted about the pedestrian exit arrangements for the multi-storey car park. Partly I feel that it should have a pedestrian exit **ONLY** onto the station concourse (barring emergency exits), making clear by the directed routes that it is parking for the station facilities only, not for other nearby businesses, shopping at ASDA or the town centre etc. However, it seems unlikely that drivers would pay a premium-price station daily flat-rate to park for other purposes so as long as the parking is priced appropriately so as to match the prices charged by the station themselves, this problem should not occur. Hence, if the **ONLY** pedestrian exit is the one marked at the Interchange, this would make it relatively inconvenient for motorists to access the station concourse itself and so prioritising those who walk, cycle and take a taxi, which would encourage use of sustainable transport modes. However, I suspect that there are other internal connections planned between the car park and station concourse which are not shown on the plans - again proving them to be inadequate for this type of consultation - these should be closed off so that drivers must take

the long way around (except for disabled parking provision of course), exiting the station and walking in through the main Interchange foyer as a pedestrian to reach the station just like everyone else, so reducing the relative convenience of the private car. After disability spaces closest to the exit, there should then be parking areas for electric cars and car sharing, with single-occupancy drivers having to walk the furthest through the car park in order to reach the station - this will help to emphasise that the use of single-occupancy internal combustion engine vehicles in an urban area is excessively polluting and dangerous and unacceptable (and therefore this type of driver will be actively inconvenienced to dissuade them from travelling in by this mode)

- Leading on from this, how will the designs shown increase accessibility by walking, cycling, bus and taxi, such that they are MORE convenient than arriving by car? I would argue that those shown do not make this the case, and hence they should be significantly improved, to integrate these travel modes better into the surrounding streets, to make this the case. I've addressed all these more sustainable travel options divided by location:
 - At the Victoria Road entrance, the tabled area to cross from the north side of Victoria Road towards the station must be marked out as part of the pavement for motorists to cross with care - paved in the same design as the pavement and with no double yellow lines crossing it as visually it should not be marked as a road (these should instead be painted across the roadway each side of the pedestrian crossing). This should be extended out into the Victoria Road junction so that the cycle lane there is at raised height to allow cyclists to cross to the station at pavement height level. But there must be a controlled / priority crossing for pedestrians to/from the south side of Victoria Road too, so that all those residents who live in Park East and Park West can walk to the station and cross safely. Either a similar raised table crossing, or an ordinary button-push zebra crossing, but with pedestrian priority so that those on foot don't have to wait for 2 minutes in the cold/rain before the lights will change.
 - The "roadway" continuing from Victoria Road towards the station building looks unpleasant, and is not functional as a road since if cyclists were to use it, they would crash straight into the wall of the station's clock tower. This is clearly impractical and giving very unhelpful visual cues. I would suggest that whichever side of the portico is designated as the cyclist entrance & exit, should have the "road" directed towards it in a gentle curve so that cyclists can usefully follow it so reducing collisions and conflicts with pedestrians. If cyclists are "designed" to enter via one side of the portico and exit from the other then 2 arms of the "roadway" could be created to and from each arch of the portico, again bounded on the road side by trees. This would require trees to be planted in an arc along it, and it would be most visually appealing if this were symmetrical on both sides of the portico. The trees would also then help to designate a more "enclosed-feeling" plaza area for pedestrians, perhaps with some benches under them, protected from vehicle traffic and its

pollution.

- The Parkgate entrance to the station is particularly unpleasant for pedestrians. Removal of some of the parking here would allow for the planting of trees and widening of the pavement to make the area safer and more pleasant. It would be a major omission not to change this station entrance as part of these improvement works, yet no plans are included for this area.
- The plans for Neasham Road entrance do not make clear how access to the station is improved for pedestrians (and cyclists) - there is a crossing opposite the interchange area but this does not seem to be cohesive with the wider pavements, trees and other public realm improvements which would be expected to the street here to narrow the roadway and make clear visual cues that motor traffic must slow and take care for pedestrians and cyclists. There is no clearly marked cycle route to this part of the station. I understand that there is a new bridge from the CPI building, but this crosses from the wrong side of the road for those travelling in from Yarm Road direction. A contraflow cycle lane should be created down St. John's Crescent, designed to come out directly onto a raised table crossing for both cyclists and pedestrians. This would require moving of the bus stop out of the way. It would be better to have a bus waiting area / turning circle where part of the northern end of the multi-storey car park is
- The implied zebra crossings in the Interchange area should be on a raised table so as to give clear cues and physical measures that this is an area where pedestrians have priority for their safety and convenience. More trees are also needed in the grassed area, to provide visual appeal, shade and shelter from wind to those arriving at the station / waiting for pick-up, as well as biodiversity.
- The cycling arrangements within the grounds close to the Interchange seem chaotic: too narrow for safe pedestrian and cycle use (and even if they are designated for cycles only, we know many pedestrians will not realise and walk on them anyway, so a safe width is essential as well as clear marking of what is a cycleway with coloured tarmac), some with trees planted or potted in them (put trees in the grass, not on pathways) and not clearly heading to a destination. They should head to the (existing) pedestrian and cycle bridge, and to the (preferably indoor, cycle-in) cycle storage area.
- The cycle park is outside in the open - this is undesirable and unacceptable and states publicly that those who arrive by bicycle are third class citizens! Modern newly constructed station buildings have cycle-in bike storage where the entrance for cyclists goes straight into the secure cycle storage area WITHIN the main building, and they can then lock their bike and walk directly out onto the concourse - ideally directly out onto the platform if a ticket machine and dedicated ticket barrier for their use is provided. Such a design would show that cyclists receive sizeable indoor warm / pleasant, high security bike storage facilities, and preferential treatment to those arriving by car, to encourage increased take-up (and hence reduce motor traffic, congestion and

pollution in the area). Such a storage area should allow for double-height racks, as well as including dedicated space for cargo bikes, tricycles, hand cycles, bikes with trailers fitted, and other adapted bikes. I cannot suggest where such a facility could be located due to the lack of an internal floor plan for this part of the new station building, but it could be in the part of the multi-storey car park building which is adjacent to the foyer (close to no. 20) with its internal exit into the foyer, or the other side of the foyer entrance close to nos. 16 or 17 which would potentially allow a choice of exit onto the concourse or directly onto the platform (again via a dedicated ticket barrier with ticket machine provided).

- The bus arrangements are clearly inadequate and substandard for the "showcase gateway" that the station is being marketed as for the town. Bus stops should have well-designed shelters for travellers, with electronic screens showing when the next bus is due, and an information point telling travellers where to catch their bus.
- This also requires adequate buses to serve the station - again if high car parking charges are implemented, then this will allow the subsidy of a town shopper bus to bring residents to the station for c. £1-2, eliminating the need for them to come by car and increased bus services to the rural villages around Darlington that are not well served by train. (This means that the need for the construction of an overly large multi-storey car-park will be quickly reduced and an alternative use needed for the space - so better not to waste money by building it so large in the first place. Use some of it for internal cycle storage, and some for a bus turning circle & halt on the site)
- A wider plan of cycle routes that are to be constructed to provide safe and priority access to the station from all parts of town should be included as part of these plans, showing which entrance cyclists are expected to use when travelling from different parts of town, and when travelling to different parts of the station (local or mainline trains)
- Part of the Interchange area must be allocated for a taxi rank - those exiting from the "local trains" side of the station may need to travel to their destination by taxi just as much as those on the national train line side, unless there will be clear signposting to the existing taxi rank, requiring customers to cross the tracks to the old part of the station. It would be expected that some people will order a taxi anyway to wait and collect them from the new Interchange area.
- This comment doesn't neatly fit in with all the others, but the beautiful heritage stone retaining wall around the station area at the Parkgate / Neasham Road / Yarm Rd roundabout must be kept - the plans seem to suggest that some of it would be removed but this should not occur. It would be lovely if it could be carefully cleaned to remove air pollution stains. Again, if trees and shrubs could be provided in the grassed bank area behind this, this would provide better visual appeal of the station, and shielding of the view of traffic and pollution from it by travellers.

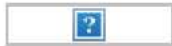
Thank you very much. It'd be really helpful if you could let me know whether these comments have been accepted or not. Just so I know whether I need to make them again at future rounds of (planning application) consultation.

Yours,

Councillor Bryony Holroyd
College ward
Darlington Borough Council

Tel. [REDACTED] - I work Mon-Thurs so best contacted after 5.30pm on those days until 9pm, but available to take calls 10am - 9pm on Fri-Sun.

"Impossible is not a fact, it's an attitude!" Christiana Figueres
Former Executive Secretary of the United Nations Framework Convention on Climate Change



From: [REDACTED]

Sent: 17 June 2021 13:48

To: Capital Projects Office [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: Question about the Darlington Station improvements, have your say

I have reviewed the following planning applications;
21/00691/DC – west side of station
21/00688/DC – east side of station

I can see no reference to our consultation response, which was sent to you on 30/05/2021.

Why is there no statement of community involvement accompanying the east side of station application?

Can you let me know why the comments of Dar~~love~~lo were excluded from the statement of community involvement on the west side of station application?

I look forward to a reply at your earliest convenience.

[REDACTED]
Chair, Dar~~love~~lo.

On 30 May 2021, at 16:31, [REDACTED] wrote:

This is the response to the consultation from Dar~~love~~lo.

DRAFT consultation response to Darlington train station redevelopment plans
Dead line for submission 31/05/2021

West Side (Victoria Road entrance)

Consultation - ease of use

1. The west side plan .pdf was of a 'draft - for internal use' version. It was made hard to interpret by numerous black rectangles scattered over the image.
2. The rendering views on the consultation plan do not match the draft .pdf plan, so it is impossible to be sure what is being proposed. The table top treatment to the junction is on the plans but not on the rendering. As such the consultation is unnecessarily confusing.

Comments and queries

1. Pedestrian priority crossing on northside of Victoria Road across Pensbury Street still has visual cues to motorists that this is a road, which they will dominate, rather than a pavement.
 1. Continue curblines east - west, paint DYs across the face of the junction (and at rear), remove tactiles as these are not needed on a continuous footway (if tactiles must be used, use grey coloured tactiles to reduce visual cue to drivers)
1. Uncontrolled crossing to south of Victoria Road would be improved if it could be a zebra crossing. May need to be moved slightly south to fit zig-zags in after the junction.
2. Footway at the north-west corner of the Victoria Road / Pensbury Street junction is liable to overrunning from left-turning vehicles, protect with a bollard (or two) on Victoria Road, adjacent to the Coachman Hotel.
3. Specify bus shelters for both bus stops on Park Lane. Preferably of this type
4. Confirm that there is a minimum 1.5m air gap between all bollards in this scheme, especially where people cycling can be expected.
5. There are a number of concerns raised about the accommodation of people cycling to the station, heading east, along Victoria Road. This design should be improved to deliver an attractive and simple route.
 1. A cyclist at the junction, facing east, has two options, to head north of the line of four trees, or to head south of them.
 2. Heading north of the trees puts cyclists and pedestrians in conflict. This will lead to predictable unsafe movements.
 3. Heading south leads towards the brick wall at the base of the clock tower. The gap between the wall and the easternmost tree is too narrow to safely accommodate two way cycle traffic.
 1. Redesign the herringbone paving area to widen at its eastern edge so as to match the two wider arches on the portico
 2. Move the trees to follow the new boundary between the herringbone brick and paving slabs
 3. Add symmetry to the design by specifying four trees for each side
1. There is a lack of waiting restrictions marked for the short stay parking facility at the northern end of Park Lane
2. There is a lack of waiting restriction marked for the 'hammerhead' at the eastern end of Waverly Terrace to accommodate *refuge (?)* vehicle
3. Vehicle access route to the existing car park is described as a raised crossing, yet the tabletop triangles on the plan suggest that this is lower than Park Lane. Have they been drawn the wrong way round?
4. There is a text box linked to a turning area on Pensbury Street east back. It reads "into Pensbury street." We are unable to comment without knowing the full wording. However, we note that the area adjacent to the station building has steps down to a sub floor level, these steps are absent from the plan.
5. This scheme will alter the internal use of the portico of the west side of the station by removing access for motor vehicles. How can members comment on how that space will be designed?

East Side (Neasham Road Entrance)

Consultation - ease of use

1. No detailed or annotated .pdf plans were made available so assumptions and guesses had to be made. This made the consultation unnecessarily confusing.
2. Without internal floor plans it is impossible to make informed comments about the proposal, as internal customer flow and access to facilities are not provided.

Comments and queries

1. It is now standard practice in towns that have ambition to grow cycle-train journeys, to accommodate cycle storage inside the station building. Facilities where customers cycle into the station's cycle storage area give additional benefits, such as total weather protection, much higher security and a statement that cycling is a high status travel mode.
 1. Reconfigure the station building so that the cycle store is integral to the building
 2. Dedicated entrance for people cycling, possibly at the point numbered 17 on the landscape plan
 3. Dedicated cycle path leading to cycle entrance, created by redesign of planting area, numbered 18 and 19 on the landscape plan
 4. Details of the cycle store are not given. Twin height cycle racks should be specified. Also ample provision for cargo bikes / non-standard bikes should be provided.
 5. Visibility over the cycle storage area is important for security. The storage area should have full height glazed walls to the station concourse / ticket hall.
1. There should be cycle infrastructure connecting from / to Yarm Road. A major travel hub should be designed with government policy to increase the quantity and quality of cycle infrastructure in mind.
2. There should be cycle infrastructure on Neasham Road. A major travel hub should be designed with government policy to increase the quantity and quality of cycle infrastructure in mind.
3. The bridge to Central Park is described as a pedestrian bridge.
 1. Is this being redefined to prohibit cycling? If so this is a retrograde step that will predictably cause i) conflict as people will continue to cycle on the bridge despite the prohibition, ii) force people to negotiate the Yarm Road / Neasham Road junction when cycling.
 2. The connection between the Central Park bridge and the current Adelaide Street is very narrow and causes conflict with people walking. Redesign this to accommodate the predictable desire line between the bridge exit / entrance and the path leading to the station cycle store.
1. The heritage stone wall that currently forms the eastern edge of St John's Place should be retained in its entirety.
2. The implied zebras (there are no belisha beacons shown) in the short stay parking area should be table topped
3. The route to the station for people cycling from the East is not clearly defined. The use of St John's Crescent could offer a safer and more desirable alternative to Yarm Road.
 1. Instal a cycle only filter lane onto St John's Crescent from Yarm road by converting the pavement build out into a triangular island with bollard protection.
 2. Extend DYLS on the eastern side by 4m heading south from Yarm Road.
 3. Reinstate the cycle direction signage that was removed at some time between July 2018 and Nov 2020.
1. There is no indication of a taxi rank on the East Side landscape plan. We can only

assume that taxi ranking will continue to be provided at the Parkgate entrance but the consultation documents are unhelpful in this regard.

2. The scale of the proposed multi-story car park (MSCP) is excessive. The current Garbutt Square car park offers 450 parking spaces. The independent Committee for Climate Change is clear in its pathways to meet the government's legal obligations to meet its net-zero targets.

1. Car demand should fall by 34%
2. This would reduce parking demand from 450 to 300
3. For the 600 spaces to be justified, this would require passenger numbers using the station to double. **Are passenger numbers predicted to double?**

Parkgate Entrance & Operational Considerations within the Station

1. Are any changes to be made to the Parkgate entrance area? If so, how will you engage with users and our members so that they can comment on how that space will be designed?
 1. Will the gated cycle store be retained at the Park Gate entrance?
 2. Will the cycle storage at the West Side be augmented, improved and made secure?

Operation and Ongoing Maintenance

1. A robust and active management strategy combined with an effective monitoring and review mechanism will ensure that the scheme is protected and that opportunities to enhance it are delivered.
 1. What is the current user baseline across all modes?
 2. How do you wish to change/improve this?
 3. What are your targets and KPIs in support of this?
2. Effective management and maintenance of the new public domain to achieve your objectives will require revenue and other funding, skills in public realm management and curation and maintenance skills in which regulations and active enforcement are used.
 1. How will this be achieved in Darlington and what standards will you be applying?
 2. Who will be responsible for implementation?
 3. Who will be the senior responsible owner for it?

Network Connectivity

1. Subject to the foregoing comments we welcome Darlington Station improvements but we remain concerned that you are putting car borne users first. You have not set out your approach to creating a safe compliant network that allows people to move into and away from this major transport hub and interchange without the need for car use. Therefore we ask:

1. How will you ensure a sustainable travel interchange over the medium to long term?
2. How will you prioritise pedestrian, cycle and mobility scooter flows into and from the Town Centre and principal employment and leisure destinations?
3. How can a rail commuter living in say Hurworth, Haughton or Mowden safely pedal or scoot to the station, securely rack their bicycle/scooter and conveniently access the train service?
4. What are your advised routes to and from the station and have they been considered by Council Officers and your consultant team?
5. Have the design team and Council officers pedalled the routes and what was their feedback?

ENDS



Chair Darlovelo