

Appendix C Table of Issues Raised and Responses

Summarised Objection Officer	Response
Concerns over access to Museum Street, Castle Bailey and Ryegate Road and access for residents with parking spaces that need to be able to use the High Street as it is the only vehicular access and exit route from our properties. Could they be issued with permits?	Access to these areas is maintained from East Hill.
vehicle access via Culver and St Nicholas Street onto the High Street is poor, and congested with vehicles	We will review the loading bays as shopping/business patterns settle. North Essex Parking Partnership patrols increased their officer presence to monitor.
William's Walk, suggest that rather than remove bollards from East Stockwell Street, barriers could be removed on Maidenborough Street as it is wider and would be safer.	William's Walk is unsuitable for 2-way traffic, so it is proposed to remain one-way although direction reversed to work with new restrictions necessitating access from both ends. Measures continue to be monitored, and bollards have been relocated directly adjacent to the High Street to ensure access is maintained (via St Peter's St)
Suspend the one way in West Stockwell Street, to allow residents and businesses to reach their premises which are located towards the top of West Stockwell Street.	One way suspended, now two way under temporary measures
No need to remove BOTH sets of bollards in both East Stockwell Street AND Maidenburgh St. There is not enough space for two cars to pass each other if the middle section, if East Stockwell Street is open to traffic from both directions.	As with William Walk, this is to be monitored. If necessary additional measures can be considered moving forwards. Additional warning signs of pedestrians in carriageway to be installed. 20 mph speed limit to improve safety.

<p>Access to Ryegate Road by car, which is off the High Street in Colchester? There is no other way I'm apart from the High street.</p>	<p>Access via East Hill remains, utilising Queen St, Culver St East and St Nicolas St Exit is via East Hill (as before the measures)</p>
<p>Foresee problems with large goods vehicles attempting to make deliveries to Pizza Express, the George Hotel & Liquid nightclub. could be issued to residents in the upper part of the Dutch Quarter allowing them access from the High Street.</p>	<p>Loading and unloading remains possible on the High Street and access to rear via Dutch Quarter has been put in place via St Peter's Street.</p>
<p>Our concern is for our deliveries and also that as the shop owner and property owner we need access ourselves and only have a private car which we use to deliver. I hope you can ensure that ECC recognises the needs of the businesses in the High St.</p> <p>We are a 'just about managing' music retail business that receives daily deliveries and collections. Our van also goes backwards and forwards to our warehouse on Whitehall industrial estate. Any interruption to that process would finish us.</p> <p>As a retailer on Colchester High Street, we park our vehicles in paid for spaces at The Methodist Church in Maidenburgh Street and being a business that makes client visits/deliveries throughout the day we require access to our vehicles throughout</p>	<p>Access to shop maintained via the High Street and East Stockwell Street, loading and unloading unaffected via High Street, smaller vehicles via the rear of the shops.</p> <p>As above</p> <p>Access maintained as before.</p>

<p>the day. Can you please advise how we can continue to access these spaces throughout the working day? Following the necessary closures to our business over the past few months due to Covid-19, making access to the town centre even more restrictive could prove damaging to our continued success.</p> <p>With the upcoming closure of high street. I would like clarification on delivery. Vans that supply us are obviously delivering and so have no problem, but how do we, when we personally deliver and collect from the premises in a normal car go about accessing the high street? Plus, some of our other local suppliers use normal vehicles to deliver. So how will these above two situations be allowed for. Number plate recognition that we are allowed.</p>	<p>Restriction remains unchanged</p>
<p>Disabled access, is there a more comprehensive map to help address these queries? Are they included in the ban? Is parking is going to be suspended?</p> <p>Though the associated map for Colchester does show that blue badge holders will be allowed to drive into the High Street, there is no mention of disabled or blue badge holders within the announcement dated 05/06/2020 nor the letter to residents or</p>	<p>Blue Badge holders still have access; No restriction has been placed on Blue Badge holders.</p> <p>Initial consultation with Accessibility groups held via Essex Cares, additional follow up engagement held with Accessibility groups (coordinated through ECC Sensory Services) to evaluate the current measures and also engage on further measures going forward. Generally, the measures viewed positively with the greatest concern raised relating to the lack of patience of the general public in recognising that (particularly visually impaired) individuals may need additional time to navigate footways and</p>

<p>businesses within the town centre. Is Blue Badge parking suspended in the High Street? If coned off how do people with Blue Badges use those roads, maps seem inaccurate. Hill 'Protected shared space for pedestrians and cyclist' work?</p> <p>I've had a lot of questions, regarding access points for work, family etc in and around the High Street and disabled access.</p>	<p>streets. Discussions with the Communications team to see if it is liable to introduce signage to advice people to be more considerate.</p> <p>We will continue to engage with Accessibility groups on further measures as they are introduced.</p>
<p>Presumably, the bus gate/lane at the junction with Stanwell St. has been abrogated? In which case, should this not be clarified? Otherwise, how does a vehicle access the loading bay opposite Abbeygate Street (or Abbeygate St. itself) when St John's St. is one way Westbound? It seems that more could have been done to engage with local business and explain the relevant routes and changes and how to navigate them (though I'm not sure why the author has to drive from the top of East Hill to St John's St.</p>	<p>Correct, as above communications as above</p>
<p>East Hill Surgery in town centre worried that as High Street will be a struggle. Conversely, this will make home visits more difficult because of the proposed restrictions, can doctors be granted an exemption?</p>	<p>Doctors on-call requiring to enter the High Street, they will be permitted under an exemption arrangement.</p>

<p>Has an equality impact assessment been done for the cycling and walking changes to Colchester High St. Concerns have been raised with me about compliance with our equality duty and in particular the impact the changes will have for the blind re kerbs and tactile features, specifically have the RNIB been consulted. It might be worth doing a walk around with someone who is blind.</p>	<p>An EQIA has been undertaken as part of the council's Governance commitment for this scheme. Furthermore, accessibility and inclusion groups are being consulted as part of this scheme.</p>
<p>Deliveroo deliveries and access to High St, both cars and motorbikes/scooters, concerns about access and their ability to carry out their work.</p>	<p>Identified as permit holder vehicles to allow access to the High Street.</p>
<p>The new diversion is in full force: Thought I should let you know that a large number of cars & vans are driving up to the top of the hill & then having to do U- Turns & return down when they see no way onto the High Street. As the road is narrow & now 2-way, there is a lot of manoeuvring close to all the shoppers walking & cycling to the high street. Would it be possible to have some temporary no-through road signs at the bottom of the hill, to reduce the chances of an RTA?</p>	<p>Drivers are not directed through the High Street and the situation will be monitored.</p> <p>As drivers become more familiar with the temporary measures, it is anticipated that if this does occur, the frequency of erroneous trips will further reduce.</p>
<p>A suggested future solution to the problems created for Town centre businesses and residents resulting from the High St restrictions would be the introduction of a Congestion Charge for the central core. Due to the current limited access to this</p>	<p>There are no plans for a congestion charge for anywhere in Colchester</p>

<p>core there would only be a requirement for four ANPR cameras: 1) Brook St./East Hill; 2) High St./North Hill; 3) St Peter's St./Short Cut Rd and Northgate St; and 4) Short Cut Rd -this to allow access to NCP Car park. Residents (Town Centre, Dutch Quarter, Roman & Castle Rd, Priory St., Rosebury Avenue and Riverside) as well as businesses, taxis, disabled and goods vehicles would be exempt. On the assumption that APNR will be introduced to police the restrictions Colchester's virtual parking scheme for residents and their visitors could be linked. The Congestion Charge operates successfully in London with exemptions for residents and disabled etc.</p>	
<p>North Station Road, Colchester, please arrange for the barriers etc to be removed. Customers will not be allowed to park outside the shops. Passing trade is crucial for their survival – as it is for the various take-away food shops. How are the shops supposed to unload deliveries? It is also creating road safety dangers by mixing pedestrians and cyclists.</p> <p>North Station Road is to be made 20mph – but all the residential streets off remain at 30mph? Why? Why not make all of them 20mph if you are serious about road safety!? It seems that the money dished</p>	<p>Following monitoring and feedback through engagement via the dedicated communication changes set up as part of the Emergency measures implementation, changes have been made to the shared space measures to increase parking provision and the 20mph speed limit will be extended into adjacent side roads</p>

<p>out by the Government has been seized upon to be squandered in North Station Road on a project which is unwelcome as well as being useless.</p>	
<p>I wholly endorse the letter written by the Dutch Quarter Association regarding new measures. As a resident of West Stockwell Street, anything that will reduce the traffic flow up and down our narrow street must be welcomed. The danger to pedestrians who must walk on the road because the pavements are so narrow, cannot be ignored. At the moment most of the traffic using the High Street is driving through and our street is being used as a short cut. Less traffic will mean less pollution. As a cyclist, I welcome it.</p>	<p>We have already opened East Stockwell Street, Williams Walk remains one way. Also putting in additional measures to warn of pedestrians in carriageway, plus reduced speed limit, to 20 mph. Measures in place stop through traffic via the High St.</p>
<p>I reside in Angels Courtyard and access to the underground car park is via West Stockwell Street (from High Street). I note from the map however that West Stockwell Street (from High Street) is to be 'closed'. Please confirm whether access to car park will continue to be allowed or a diversion instigated to allow access from Northgate Street.</p>	<p>One way suspended, now two way under temporary measures</p>
<p>I would like to place my objection for the closure of the high street in Colchester being permanent. Travelling back to The Riverside estate CO1 2 from A12 is a complete nightmare whilst roadworks Have</p>	<p>This is not permanent. Traffic volumes are currently reduced in comparison to pre-Covid-19 levels, we will continue to monitor traffic impacts.</p>

<p>been/still been undertaken. Brook street is the most polluted Road in Colchester and the traffic queues right back and this can take 20 minutes to get into East street. With the road works on Ipswich road and the traffic congestion this makes, again trying to get back to The Riverside estate can take at least 20 minutes. I think the closure of the High street will add to the pollution in Colchester not make it greener.</p>	
<p>What we need: 1) Timetable - day to day on traffic flow/restrictions - and monitoring review points. 2) FAQ - including who has engaged and consulted. 3) Street by Street facts - what residents need to know across the Dutch quarter (for example) 4) Key messages - why, how long etc. 5) Communications - of the above across social media etc an 'hard copy' door to door particularly unrepresented areas such as North Station Road.</p>	<p>Dedicated webpage has been set up as part of the communication strategy for the measures and this includes a FAQ. Signage is placed on site. Monitoring group set up with representatives from CBC/ECC Members and the Colchester Business Improvement District to enable feedback.</p>
<p>I wish to object to the closure of Colchester High Street to private cars. There are ongoing unacceptable pollution problems now with too much traffic in the residential Brook Street, added to which the roadworks at Ipswich Road and Harwich Road roundabouts and Cowdray Avenue cause snarl-ups and more pollution. Closing the High Street adds to journeys times for many of us living in town.</p>	<p>Traffic volumes are currently reduced in comparison to pre-Covid-19 levels, we will continue to monitor traffic impacts on the temporary scheme, including adjacent roads.</p>

<p>1. any of us who have to travel into the Estate from the west will have to go via the Brook St route which is a nightmare at the best of times; 2. if access to the town isn't easy for car users they won't come, if they don't come there won't be any town centre economy to reignite, and 3. I'm also very concerned about the residents in Brook St, it makes a current intolerable situation even worse for them. 4. On a personal level please log my objection to any proposal which include long term closure of the High St to cars. In particular residents in Ryegate Road want to know how they will get to their street as it is a dead end accessed from the High Street. Museum Street faces a similar issue. Could you please ask an officer to get back to me as soon as possible with how this will work for them? Could I please be sent a copy of the map?</p>	<p>1. Traffic volumes are currently reduced in comparison to pre-Covid-19 levels, we will continue to monitor traffic impacts on the temporary scheme. 2. Access is being maintained. 3. Traffic volumes are currently reduced in comparison to pre-Covid-19 levels, we will continue to monitor traffic impacts on the temporary scheme. 4. Logged; access to access to Museum Street, Castle Bailey and Ryegate Road via East Hill consultation has been via as identified above.</p>
<p>I reside in Angels Courtyard and access to the underground car park is via West Stockwell Street (from High Street). I note from the map however that West Stockwell Street (from High Street) is to be 'closed'. Please can you confirm whether access to car park will continue to be allowed or a diversion instigated to allow access from Northgate Street?</p>	<p>One way suspended, now two way along West Stockwell Street under temporary measures to allow access via Northgate Street and St Peter's Street</p>

<p>Firstly, as a resident of William's Walk (runs parallel with the High Street), I think this is a great idea. I would love to avoid having to drive down the High Street, turning left into East Stockwell Street. There are bollards at Maidenburgh St/George St and East Stockwell St/William's Walk. I would suggest just one set at Maidenburgh St/George St are removed so I can drive to my house/garage. There is a wide-open space just in case any lorries did get stuck taking a wrong turn. I would suggest not opening both sets of bollards, otherwise potentially you could end up creating a rat run.</p>	<p>Access to the High Street has been prevented by relocation for bollards directly adjacent to the High St to prevent the situation raised as a concern.</p>
<p>I live at Bristol Road, Colchester and would like to register my opposition to the proposed closure of the High Street. Surely the Riverside Estate has enough current traffic/road problems emanating from the new Ipswich Road roundabout and Brook Street traffic lights. We do not need further problems which the closure of the High Street will surely bring.</p>	<p>Traffic volumes are currently reduced in comparison to pre-Covid-19 levels, we will continue to monitor traffic impacts on the temporary scheme.</p>
<p>I would be grateful if you could clarify a few things. 1. it appears you map does not show Short Cut Road linking between St Peter's Street and Northgate Street, will this road be affected by the changes? 2, can you provide more information on how the "Protected shared space for pedestrians and cyclists" and the</p>	<ol style="list-style-type: none"> 1. This has been noted and will be reviewed 2. Measures in place to create shared space on the existing carriageway. Footways (other than those already designated as shared space), remain the proviso of pedestrians 3. Two-way traffic introduced in Short Cut Road should not be notably affected beyond the general changes made to restrict access to the High St.

<p>designated "cycle route" that is cutting across Short Cut Road, which can get very busy. 3. with the High Street out of action for general cars how will cars access West Stockwell Street which is a one-way road and has no entry from the bottom, there are various business' including BT operating on that road and will presumably require access to their car park.</p>	<p>4. A reduced speed limit of 20mphs has been put in place as part of the measures along with the addition cycle directional signage 5. Temporary Two-way introduced on West Stockwell St</p>
<p>Regularly working at the Council and commercial premises within the entire town centre location, including the High Street area. Restricting access to the High Street or other locations within the town centre will severely compromise our ability to deliver services to clients, and in the case of the CCTV system we could face significant delays in responding to and addressing faults on the system. In regard to goods vehicle loading, the information provides no detail with regard to the operating times for these restrictions. As such, I can only assume that these are 7 x 24, Is this the case? As a prudent measure, can I request that a simple 'access permit' system is put in place allowing for registration and identification of vehicles which are authorised to access the restricted areas at any time of day or night?</p>	<p>The existing loading and unloading restrictions remain in place. The prohibition of through traffic allows an exemption for loading and unloading of goods vehicles, permit holders and emergency services.</p>
<p>It is essential that while these changes are made the accessibility of walking journeys is maintained or improved for blind and</p>	<p>An EQIA will be undertaken as part of the councils Governance commitment for this scheme. Furthermore, accessibility and inclusion groups are being consulted as part of this scheme.</p>

<p>partially sighted people, who are most likely to rely on walking journeys. These changes are so important because, for example, both guide dog and cane users rely on kerbs to navigate and it is crucial that a detectable kerb is maintained between vehicles – including bikes – and pedestrians. Cones are not accessible for many blind and partially sighted pedestrians and controlled crossings and tactile paving are also vital to support independent safe journeys. If they're not rolled out correctly, local e-scooter hire schemes could create obstacles on pavements which would be hazardous and unpredictable for those who can't see them.</p>	<p>Initial consultation with Accessibility group held via Essex Cares, additional follow up engagement held with Accessibility groups (coordinated through ECC Sensory Services) to evaluate the current measures and also engage on further measures going forward. Generally the measures viewed positively with the greatest concern raised relating to the lack of patience of the general public in recognising that (particularly visually impaired) individuals may need additional time to navigate footways and streets. Discussions with the Communications team to see if it is able to introduce signage to advise people to be more considerate.</p> <p>Footways and tactile crossings remain in place as part of the measures with the footways remaining fully accessible. The measures have been assessed as part of the normal road safety audit process.</p> <p>Additionally continue to engage with Accessibility groups on further measures as they are introduced.</p>
<p>At first glance it appears that there are actually no improved routes for either cyclists or pedestrians. These thoughts were confirmed after several readings of the proposed scheme. In fact, they provide us all with a lesser ability to cycle or walk freely going to or from Colchester town centre. On almost the entire length of the eastern side of North Station Road, the pavement will be “shared” between cyclists and pedestrians. With pedestrians (and possibly cyclists?) being advised to “keep</p>	<p>Some of this is outside of the scope of the immediate Covid-19 response. However, comments will be passed to Transport Planners for consideration.</p> <p>Measures in place to create shared space on the existing carriageway. Footways (other than those already designated as shared space), remain the proviso of pedestrians.</p>

left” for the greater part of their walk. How do pedestrians gain any advantage from being asked to share half of the pavement with cyclists as well as other pedestrians? The proposed route from the Albert roundabout to the High St via Lower Castle Park is slightly better. Encouraging (presumably), road use for the greater part of it and sharing a footpath with pedestrians through lower Castle Park. The five pedestrian underpass schemes some of which currently are shared with cyclists are to be signed “keep left”. Does that mean that cyclists (where permitted), should also keep left? Does it imply that where appropriate, signs indicating “no cycling” will also be installed? I welcome the reduction in motorised traffic in the High St, but disappointed that it is not a time controlled total ban on all vehicles except buses and taxis. There would also be the opportunity to consider contra-flow cycle facilities. There should also have been the opportunity to address the many issues in Crouch St. There is no indication that any measures have ever been considered in Southway, Maldon Rd, Butt Rd, Lexden Road and Magdalen St - anywhere south of the town centre in fact. The five defining principles of all cycling facilities in Holland are; Cohesive, directness, safety, comfort and attractiveness. How many Dutch

<p>children walk or cycle to school - compared with Essex? I'll leave you to investigate them at your leisure! Cycling and walking have increased due to the covid-19 measures, and private car use has decreased for the moment, and yet you think it is useful to have all pedestrians and cyclists sharing footways.</p>	
<p>Thank you for your letter re the proposal to make St John's Street one way in a westerly direction. It is incredible that Essex Highways intend to prevent access to St. Johns Street and the adjoining streets from Headgate. They seem unaware that people actually live here and carry on their business. Hundreds of trades vehicles, HGV's and taxis besides residents' cars are totally being denied access. Further restrictions to our liberty are remarkably insensitive, particularly at this time. What is this sudden motive to destroy our local community, businesses and environment? Is someone paying them! I normally turn right out of Abbeygate Street in an easterly direction on St. Johns St. and exit up Stanwell St. onto Southway, this is now going to be denied me and everyone else who lives and works here. Access through the chaos that is the Bus Station may look feasible on plan but in reality is laughable and the extra traffic, including all the HGV deliveries to</p>	<p>Removed the no entry, see above. Measures have allowed us to promote social distancing as instructed by the UK Government, to support public health during the pandemic.</p> <p>Access to the bus station has continued to be retained via St Botolph's roundabout, including full retention of all facilities for both bus stand and bus stops. The bus station has remained operational, with the operators consulted as part of the measures.</p> <p>At present, traffic volumes are lower than pre COVID levels which allows the capacity for these measures to be installed. On St John's Street existing footways are very narrow along what is considered an important corridor linking the town centre and businesses to the bus station, town railway station and a considerable number of car parks, the measures to create space has necessitated the need to reduce the carriageway and make this a one way corridor. Full access for deliveries has been maintain, including Culver Square and loading bays along the corridor. All measures have been discussions with the Colchester BID, and road safety audited before being implemented on site. A 20mph speed limit has been introduced along the entire corridor to help promote a safer environment and recognise the reduction in the overall road widths.</p>

<p>Wilkinsons, Iceland and Culver Square would bring the whole area to a standstill; as besides the buses, cars are also attempting to reach the two car parks off Osborne St. In no way is this a “Safer, greener, healthier route“. It has been tried before and it didn’t work then.</p>	
<p>Your planners have overlooked the fact that there are Bus Stops in the street. This effectively blocks the road to other users having to travel in an easterly direction.</p>	<p>The High Street will be monitored to ensure the smooth operation of the High Street and its traffic. The carriageway space remains the same as the pre-Covid measures. St Johns Street, traffic volumes are lower than pre COVID levels which allows the capacity for these measures to be installed. On St John’s Street existing footways are very narrow along what is considered an important corridor linking the town centre and businesses to the bus station, town railway station and a considerable number of car parks, the measures to create space has necessitated the need to reduce the carriageway and make this a one way corridor. Full access for deliveries has been maintain, including Culver Square and loading bays along the corridor. All measures have been developed through discussions with the Colchester BID, and road safety audited before being implemented on site. A 20mph speed limit has been introduced along the entire corridor to help promote a safer environment and recognise the reduction in the overall road widths.</p>
<p>I have emailed separately in regard to Utility Vehicle access to the High Street in a professional capacity. In addition, I want to question some different points of interest and concern. From looking at the proposed changes and information provided, I am puzzled as to the logic behind some of the</p>	<p>Access for utility vehicles to undertake work in a professional capacity will still be allowed through the NRSWA and permitting system as normal.</p> <p>These measures have been introduced in response to the governments’ instruction to provide and promote social distancing within both town centres and their key accesses to support public</p>

decisions in regard to the High Street. The intent behind the “Safer, Greener, Healthier Colchester” initiative is specifically and singly to implement on-street measures designed to make city/town centre public spaces safer for people during the Covid-19 crisis. Access to the High Street is being heavily restricted and several intersections between the High street and adjoining streets are being blocked off. The High Street is already one way and does not suffer from excessive traffic flow (all things considered). It is also around 20m wide, with a traffic lane of 5m – leaving 15m of pavement available for public use. Common sense would suggest that that this is more than adequate space for social distancing during the remainder of the crisis for the projected levels of pedestrian traffic. The proposed changes will in effect come close to turning the entire High Street into a pedestrianised zone. When this was attempted in the past, the results were chaotic, and the change was rapidly reversed. The cynic in me asks if the real intent here is to try to sneak this change back in under the guise of the Covid-19 crisis initiative? Can I please ask that you have the Colchester and County Council Officers involved in the decision reply to me explaining the rationale behind the proposed High Street changes in the

health and reduce the spread of Covid19 under emergency legislation available to the Highway Authority. A Cabinet Member Action is being prepared and will be available for public review. The creation of space supports businesses, which also have to consider space for queuing outside of premises, along with reduced speed limits and reduction in traffic levels to create safer locations. Full access for deliveries has been maintain, including Culver Square and loading bays along the corridor. All measures have been discussed with the District Council, and Colchester BID, a road safety audit has been completed before being implemented on site. A 20mph speed limit has been introduced within the entire corridor to help promote a safer environment and recognises the corridors where overall road widths have been reduced. We have ensured that all disabled parking is maintained, along with taxi bay provisions to support vulnerable users.

The initial measures are created using traditional traffic management equipment; This ensures compliance with legislative requirements for the highway, while also enabling the initial measures to be easily amended if necessary.

At present, traffic volumes are lower on pre COVID levels which allows the capacity for these measures to be installed.

The scheme has been discussed and is supported by the District Council and Colchester BID. As previously commented the scheme is in response to the Governments instruction to local highway authorities to provide additional social distancing space and reflects an ambitious approach to address the problems that the current crisis has created. Further measures are proposed to

context of the remit of this initiative? I presume that some form of policy document has been drawn up internally in relation to the changes which has set out and documented the thinking involved. Can I also please have a copy of same for review?

follow, linking the wider town to the centre, further supporting sustainable measures of travel.