

# **Appendix 4: Full consultation results report**

## **Seven Dials Consultation**

### **October 2012**

#### **1 Background**

The City Council is investigating ways to improve Seven Dials - one of the city's most unwelcoming junctions - for both road users and pedestrians.

Seven Dials is a major road junction to the northwest of the city centre. It has seven roads that radiate outwards from a roundabout, including the busy Dyke Road. There have been 41 accidents within around 100 metres from the Seven Dials since 2007, nine of them serious.

In the summer, a public workshop was held as well as an online consultation to start discussions on how to improve road safety and make the area easier to get around. Feedback from these consultations were used to inform a detailed redesign of the junction, based on an understanding of the problems that people face when using this junction.

This second stage public consultation has been designed to give local people and other users of the Seven Dials roundabout an opportunity to view the detailed proposals and express their support and make suggestions.

#### **2 Headline Results**

A total of 661 responses were collected, with 493 received online (75%) and 168 as survey forms returned by mail (25%).

Response rate was approximately 9%. 84% of these respondents were local residents with 23% of respondents being those who travel through the area.

##### **General Support**

67% of respondents were generally in favour of the proposals. Those who did not identify as residents had the highest support (75%), but residents themselves had a slightly lower than average approval rate (65%).

### **Bath Street (One/Two way)**

48% of respondents were in favour of keeping Bath Street as a one-way street. Of those who were residents 48% were in favour of keeping Bath Street as a one way, but 51% of non-residents were in favour of the change to a two way street.

### **Vernon Street (One/Two way)**

73% of respondents were in favour of keeping Vernon Terrace as a two-way street. Of those who were residents, 78% wanted to keep Vernon Terrace as a two-way street compared to 68% of non-residents. Vernon Terrace was the most highly voiced topic in the comments section, with 141 responders commenting negatively specifically on this aspect of the proposal.

## **3 Methodology**

Postcards were mailed to 7240 addresses in the local area surrounding Seven Dials (see map in Appendix B) with information about four consultation events and a link to an online version of the proposals.

The four consultation events (with over 1200 people spoken to) were held over the course of October, with two events outdoors on Seven Dials itself, and two at St Luke's Church on Old Shoreham Road. Additionally, a public meeting was held at the request of CMPCA News (a local newsletter) at Saint Michael's Church with approximately 60 people in attendance. Information packs were delivered to all the businesses in the local area and followed up with individual visits to discuss issues. Finally, there was also a local stakeholder group consisting of 10 residents and businesses that met twice before the consultation took place and will meet again in December.

The results of a subsequent joint online and paper-based survey detail the local people's response to the proposals. Respondents, consist of people who came to a consultation event and filled out a paper form, or those who read the proposals online and filled out a web-based form.

The questions focused on general support for the proposals with additional proposals for the flow of traffic in Vernon Street and Bath Street as separate questions. Additionally, space for more detailed comments was provided.

## 4 Full Results

**Q1 Do you support the proposed changes to Seven Dials roundabout as described in the consultation plans? (not including the possible changes to Bath Street and Vernon Terrace)**

| <b>Support Changes</b> | <b>No.</b> | <b>%</b>   |
|------------------------|------------|------------|
| Yes                    | 440        | 67         |
| No                     | 220        | 33         |
| No reply               | 1          | 0          |
| <b>Total</b>           | <b>661</b> | <b>100</b> |

**Q2 We are interested in your views on how traffic could flow in Bath Street. Please indicate below which arrangement you would prefer:**

| <b>Bath Street</b> | <b>No.</b> | <b>%</b>   |
|--------------------|------------|------------|
| One way            | 317        | 48         |
| Two way            | 297        | 45         |
| No reply           | 47         | 7          |
| <b>Total</b>       | <b>661</b> | <b>100</b> |

**Q3 There are two options for how traffic could enter and exit the Seven Dials using Vernon Terrace. Please indicate below which arrangement you would prefer:**

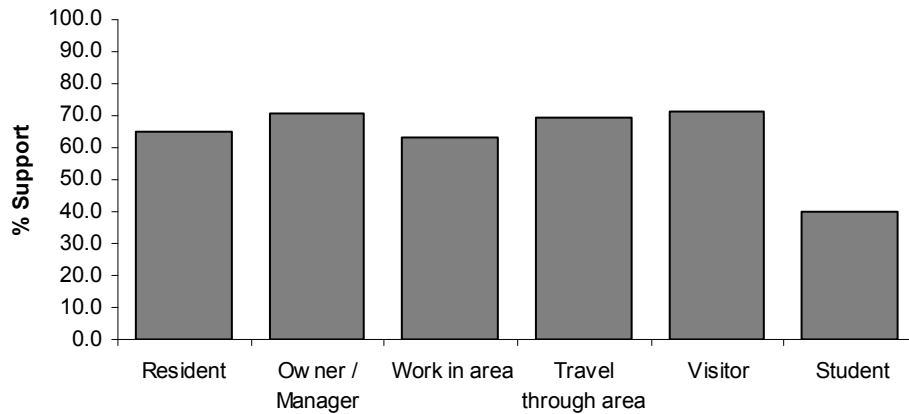
| <b>Vernon Terrace</b> | <b>No.</b> | <b>%</b>   |
|-----------------------|------------|------------|
| Southbound            | 149        | 22.5       |
| Two way               | 481        | 73         |
| No reply              | 32         | 5          |
| <b>Total</b>          | <b>661</b> | <b>100</b> |

**Support and respondent type**

Towards the end of the questionnaire respondents were asked whether they were a resident, student etc. This information has been cross-referenced with their answer to Q1 and is given in the table and graph below.

| <b>Support proposed changes to Seven Dials</b>     | <b>Yes</b>    |          | <b>No</b>     |          | <b>No reply</b> |          |
|--|---------------|----------|---------------|----------|-----------------|----------|
|  | <b>Number</b> | <b>%</b> | <b>Number</b> | <b>%</b> | <b>Number</b>   | <b>%</b> |
| I am a resident in the area                        | 358           | 66       | 193           | 35       | 1               | 0.2      |
| I am a business owner/ or manager in the area      | 31            | 70.5     | 13            | 29.5     | 0               | 0.0      |
| I work in the area                                 | 45            | 63       | 26            | 36.5     | 0               | 0.0      |
| I travel through the area to get to somewhere else | 105           | 70       | 47            | 31       | 0               | 0.0      |
| I am a visitor to the area                         | 10            | 71.5     | 4             | 29       | 0               | 0.0      |
| I am a student                                     | 2             | 40       | 3             | 60       | 0               | 0.0      |

Support for proposed changes by respondent type

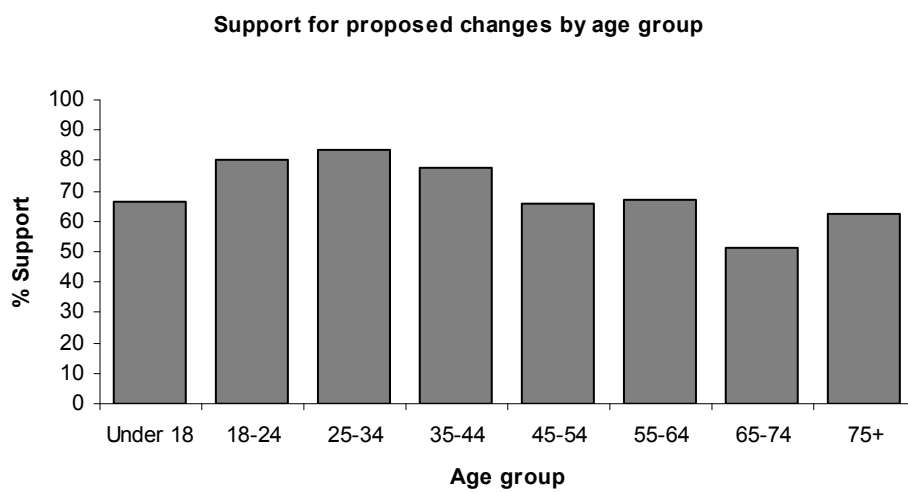


### Guard railings

We had not asked a specific question about the guard railings which are currently in position but it is worth noting that 154 respondents commented on the removal of guard railings. Of these, 101 were against removal of them and 54 were for removing them. Those who did not support the removal of guard railings listed the elderly, disabled and children as those at risk if these are removed. This was partly reflected in the number of comments per age group, as for over 45 year olds, this was the second most commented topic. Of those over 45 years old who commented, 71% were against the removal of the guard railings, whilst only 51% of under 45 year olds were against it.

### Support and age group

Support for the changes was highest in the 25-34 age group and lowest for the 65-74 group (see chart below). One comment topic that was particularly divided by age groups was 'concern about the size of the roundabout'. Many older participants who had also lived in the area for a long time raised this concern because they could remember that the roundabout used to be larger which caused severe delays around the area. It is worth noting that 93% of negative comments made about increasing the size of roundabouts were made by over 45 year olds.



## 5 Comments

440 respondents were in favour of the proposed changes to the Seven Dials area. Comments have been themed and the following table gives an indication of comments made (Topics with at least 10 comments). A full list of comments made is given in the Appendix to this report.

| <b>Comment</b>   | <b>Number</b> |
|--|---------------|
| General Support: generally positive about proposed changes to Seven Dials  | 88            |
| Vernon Terrace: generally negative about one-way option – will cause rat running / safety problems in adjacent residential streets | 71            |
| Supports removal of pedestrian guard-railings  | 41            |
| Zebra crossings: positive about change to Zebra crossings / Suggest even more  | 40            |
| Bath Street: Generally negative about proposed changes / don't like mini roundabouts / loading issues                              | 30            |
| Concerned that changes will cause more congestion on approaches to roundabout / put more vehicles into residential streets         | 30            |
| Would support introduction of cycle lanes / cycle parking into the Dials   | 28            |
| Introduce more vegetation / plants / trees etc.  | 27            |
| Concerned about removal of pedestrian guard-railings/worried about safety if removed   | 24            |
| Zebra crossings: concerned about/does not support replacing traffic lights with Zebra's.   | 19            |
| Vernon Terrace: positive about road safety benefits of making Vernon Terrace exit only   | 18            |
| 20mph: Would support a 20mph limit in Seven Dials area   | 18            |
| Speed limits: concerned about speeding vehicles  | 13            |

|  |    |
|--|----|
| Need to widen footways for pedestrians as much as possible | 11 |
|--|----|

220 respondents were against the proposed changes to the Seven Dials area. The following table gives an indication of some of the comments made by these people (Topics with at least 10 comments):

| <b>Comment</b>   | <b>Number</b> |
|--|---------------|
| Concerned that changes will cause more congestion on approaches to roundabout / put more vehicles into residential streets         | 89            |
| Concerned about removal of pedestrian guard-railings / worried about safety if removed   | 74            |
| Zebra crossings: concerned about/does not support replacing traffic lights with Zebra's.   | 65            |
| Vernon Terrace: generally negative about one-way option – will cause rat running / safety problems in adjacent residential streets | 64            |
| The Dials works fine as it is / Leave it alone / No road safety problem currently at the Dials                                     | 32            |
| General Negative: generally negative about the proposed changes to Seven Dials   | 29            |
| Bath Street: Generally negative about proposed changes / don't like mini roundabouts / loading issues                              | 23            |
| Need to consult more with local residents  | 15            |
| Concerned about tightening of junctions / roundabout   | 14            |
| 20mph: Would support a 20mph limit in Seven Dials area   | 14            |
| General Support: generally positive about proposed changes to Seven Dials  | 10            |
| Introduce more vegetation / plants / trees etc.  | 10            |
| Supports removal of pedestrian guard-railings  | 10            |
| Would support introduction of cycle lanes / cycle parking into the Dials   | 10            |



## 6 Demographic Information

Respondents were asked to tick whether they fitted into one of the following categories (they could tick more than one box).

| Type                | Number | %  |
|---------------------|--------|----|
| Resident            | 552    | 84 |
| Owner / Manager     | 44     | 7  |
| Work in area        | 71     | 11 |
| Travel through area | 152    | 23 |
| Visitor             | 14     | 2  |
| Student             | 5      | 1  |

| Gender                      | Number     | %          |
|-----------------------------|------------|------------|
| Male                        | 331        | 50         |
| Female                      | 265        | 40         |
| No reply/ prefer not to say | 65         | 10         |
| <b>Total</b>                | <b>661</b> | <b>100</b> |

| <b>Age</b>                   | <b>Number</b> | <b>%</b>   |
|------------------------------|---------------|------------|
| U18                          | 3             | 0.5        |
| 18-24                        | 15            | 2.3        |
| 25-34                        | 90            | 13.6       |
| 35-44                        | 136           | 20.6       |
| 45-54                        | 141           | 21.3       |
| 55-64                        | 104           | 15.7       |
| 65-74                        | 80            | 12.1       |
| 75+                          | 16            | 2.4        |
| No reply / prefer not to say | 76            | 11.5       |
| <b>Total</b>                 | <b>661</b>    | <b>100</b> |

| Ethnicity                         |  | Number     | %          |
|-----------------------------------|--|------------|------------|
| White                             | White English/ Welsh/ Scottish/ Norther Irish/ British | 503        | 76.1       |
|                                   | White Irish  | 4          | 0.6        |
| Asian or Asian British            | Asian or Asian British: Bangladeshi                    | 1          | 0.2        |
|                                   | Asian or Asian British: Indian                         | 2          | 0.3        |
|                                   | Asian or Asian British: Pakistani                      | 1          | 0.2        |
|                                   | Asian or Asian British: Chinese                        | 3          | 0.5        |
| Black or Black British: Caribbean |  | 1          | 0.2        |
| White & Asian                     |  | 8          | 1.2        |
| White & Black African             |  | 2          | 0.3        |
| Asian & Black                     | African  | 1          | 0.2        |
|                                   | Caribbean  | 1          | 0.2        |
| Arab                              |  | 1          | 0.2        |
| Other                             |  | 5          | 0.8        |
| No reply / Prefer not to say      |  | 128        | 19.4       |
| <b>Total</b>                      |  | <b>661</b> | <b>100</b> |

| Disability                   | Number     | %          |
|------------------------------|------------|------------|
| Yes                          | 49         | 7.4        |
| No                           | 521        | 78.8       |
| No reply / Prefer not to say | 91         | 13.8       |
| <b>Total</b>                 | <b>661</b> | <b>100</b> |

## 7 Full themed comments

### Those who support changes to Seven Dials:

| Comment  | Number |
|--|--------|
| General Support: generally positive about proposed changes to Seven Dials  | 88     |
| Vernon Terrace: generally negative about one-way option – will cause rat running / safety problems in adjacent residential streets | 71     |
| Supports removal of pedestrian guard-railings  | 41     |
| Zebra crossings: positive about change to Zebra crossings / Suggest even more  | 40     |
| Bath Street: Generally negative about proposed changes / don't like mini roundabouts / loading issues                              | 30     |
| Concerned that changes will cause more congestion on approaches to roundabout / put more vehicles into residential streets         | 30     |
| Would support introduction of cycle lanes / cycle parking into the Dials   | 28     |
| Introduce more vegetation / plants / trees etc.  | 27     |
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| Speed limits: concerned about speeding vehicles in current arrangement   | 13     |

|  |    |
|--|----|
| Need to widen footways for pedestrians as much as possible   | 11 |
| Supports increasing the size of the roundabout   | 9  |
| Introduce new street furniture, i.e. benches/artwork   | 8  |
| Zebra crossings: crossings are too far away from the Dials/ would like crossings closer to junctions | 8  |
| General Negative: generally negative about the proposed changes to Seven Dials                       | 7  |
| Need to improve street lighting  | 7  |
| Concerned about drivers who currently jump red lights at crossings                                   | 7  |
| Minimise the amount of street signage/ linings   | 7  |
| Need to consult more with local residents  | 5  |
| Against the introduction of more cycle lanes / shared facilities                                     | 5  |
| Scheme needs to accommodate parking and loading requirements for businesses                          | 5  |
| Need to improve signage for vehicles   | 4  |
| The Dials works fine as it is/Leave it alone / No road safety problem currently at the Dials         | 3  |
| Improve the pedestrian route to the station / improve Compton Avenue junction                        | 3  |
| Need more traffic lights at the roundabout   | 3  |
| Raise the whole central roundabout area to be flush with surrounding pavements                       | 2  |
| Dyke Road North: move existing bus stop further north of Co-op                                       | 2  |
| Need more real-time bus information  | 1  |
| Need to re-surface roads around the Dials  | 1  |
| Install speed cameras  | 1  |

### Those who are against changes to Seven Dials:

| Comment  | Number |
|--|--------|
| Concerned that changes will cause more congestion on approaches to roundabout / put more vehicles into residential streets         | 89     |
| Concerned about removal of pedestrian guard-railings/worried about safety if removed   | 74     |
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| Against the introduction of more cycle lanes / shared facilities   | 9      |
| Concerned about drivers who currently jump red lights at crossings   | 7      |
| Zebra crossings: crossings are too far away from the Dials/ would like crossings closer to junctions                               | 7      |

|  |   |
|--|---|
| Zebra crossings: positive about change to Zebra crossings / Suggest even more  | 7 |
| Need to widen footways for pedestrians as much as possible                     | 6 |
| Supports increasing the size of the roundabout                                 | 6 |
| Need more traffic lights at the roundabout                                     | 6 |
| Introduce new street furniture, i.e. benches/artwork                           | 5 |
| Need to re-surface roads around the Dials                                      | 5 |
| Need to improve signage for vehicles   | 5 |
| Install speed cameras  | 5 |
| Speed limits: concerned about speeding vehicles in current arrangement         | 5 |
| Need to improve street lighting  | 4 |
| Scheme needs to accommodate parking and loading requirements for businesses    | 3 |
| Improve the pedestrian route to the station / improve Compton Avenue junction  | 2 |
| Minimise the amount of street signage/ linings                                 | 2 |
| Raise the whole central roundabout area to be flush with surrounding pavements | 2 |
| Dyke Road North: move existing bus stop further north of Co-op                 | 1 |