

Consultation Feedback Report

Bath City Centre Security Scheme

**Proposed Permanent Access Restrictions Public Consultation
16 November 2020 – 31 January 2021**

Final Version | 17 May 2021

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1. Executive Summary

Introduction

- Between 16 November 2020 and 31 January 2021, Bath and North East Somerset Council held a public consultation to obtain feedback on draft proposals to provide additional security protection to people and property within Bath city centre's most crowded public spaces.
- This is a report of the public consultation, including the process undertaken and a collation of comments made in response to the consultation. A verbatim record of all comments received during the consultation is available in Appendix 2 and 3.

Proposals were made following advice received from anti-terrorism police in response to the national threat from hostile vehicle terrorism.

The proposed scheme combines:

- Vehicle access restrictions within the city centre's most crowded streets.
- Strengthened secure vehicle access points controlled/operated by the Council's CCTV control room
- New purpose designed reinforced static and sliding protective bollards and furniture

Publicity and Communication

Consultation sought feedback from:

- People who live and work within, or visit the city centre.
- Business, cultural and service organisations which support the economy and wellbeing of the city.
- Organisations that help protect our heritage and ensure the city is inclusive and welcoming.

To alert target groups to the proposals and enable them to provide feedback, the Council undertook the following communications:

Stakeholder Notification

Notification letters were sent from the Leader of the Council to over 1000 residential and business addresses, identified as being within the proposed restricted zone.

Notification emails were sent to over 50 key stakeholders, identified as having a direct relationship with the city centre security scheme area or represent residents and organisations that visit and operate within it.

Publicity channels

- B&NES Media releases. 2 media releases sent.
- B&NES Website – Council Newsroom. Media releases made available on front page of Council website.
- B&NES Social Media channels (Twitter and Facebook) Regular posts throughout consultation period.
- B&NES weekly newsletter e-Connect.

Consultation Components

Due to COVID-19 restrictions there was no opportunity to hold face to face stakeholder or public events. The Council therefore provided online consultation material. This combined:

Dedicated B&NES Council Bath Security Project webpage (see [here](#)) containing:

- **Consultation Summary Brochure** 16 page document to help the reader identify the key points of the consultation. See Appendix 1.
- **Video presentation** Approx. 4 minute video to summarise key points of consultation, hosted on YouTube. See [here](#).
- **Questions and answers document** 2 page FAQs document providing answers to some key questions related to the proposed vehicle access restrictions. See Appendix 1.
- **Equalities Impact and Mitigation Statement** See Appendix 1.

Those without access to the internet were able to call the Council to request printed copies of the summary brochure and the survey.

Stakeholder Webinar

The Council invited city centre resident and business stakeholders (see below for details) to a presentation and question and answer webinar which was held on 25 November 2020. It was hosted by the Leader of Bath and North East Somerset Council, Cabinet Member for Transport, police representatives and senior council project managers. It was attended live by 25 people.

Feedback Summary

- A total of 522 responses were made to the consultation.
- The most comments received raised issues related to:
 - accessibility, particularly in relation to people with mobility impairments
 - the ability to receive deliveries within the proposed restricted zone
 - the impact on city centre businesses and residents and
 - the justification for the proposed security measures.

Next steps

In conjunction with the public consultation exercise, the Council has also commissioned an Accessibility Study into the City Centre Security proposals which has been carried out by a Consultant who is a Member of The National Register of Access Consultants.

The Council will review the comments contained in this Consultation report and the recommendations made within the Accessibility Study to determine any potential modifications or mitigations to the proposed scheme, and a decision on the advertisement of any Traffic Regulation Orders relating to the City Centre Security proposals will be made at the Council's Cabinet meeting on 23rd June 2021.

The advertisement and resolution of any Traffic Regulation Order (TRO) will then be carried out in accordance with the Council's decision-making process.

2. Project Background

2.1 Context

A key part of the Council's role is keeping the city's streets and spaces safe and secure, including protecting people and property from the threat of terrorism. Since 2016, the Council and Avon & Somerset Police have coordinated protection work designed to improve overall public safety and strengthen protection in areas of high footfall.

As the threat to the United Kingdom from terrorism remains, it is important that Bath & North East Somerset Council, with the help of its partners, continues to work hard to support the economy and community of Bath city centre. The Council has been working closely with the Police on plans to further strengthen city centre access restrictions and install new purpose-designed street furniture which will provide permanent enhanced safety for people in areas of high footfall.

The proposed improvements combine:

- Vehicle access restrictions within the city centre's most crowded streets
- Strengthened secure vehicle access points controlled / operated by the Council's CCTV control room
- New purpose designed reinforced static and sliding protective bollards and furniture.

2.2 Project Area

The area referred to within the consultation material is outlined in red on the plan below. Full details of the draft proposals consulted upon are available [here](#).

Below: City Centre Security scheme area



3. Consultation

3.1 Consultation Period

The public consultation was held between 16 November 2020 and 31 January 2021.

The consultation was initially scheduled to take place between 16 November 2020 and 15 January 2021. Due to the tightening of COVID-19 restrictions after Christmas 2020, the Council extended the consultation period to 11 weeks to allow respondents more time to submit comments.

3.2 Publicity and Communication

In order to shape the best possible city centre security scheme with input from residents, businesses, guardians and visitors to the city, the Council targeted communication and consultation opportunities to the following groups:

- People who live and work within, or visit the city centre
- Business, cultural and service organisations which support the economy and wellbeing of the city and
- Organisations that help protect our heritage and ensure the city is inclusive and welcoming.

3.3 Stakeholder Engagement

The Council identified a list of Key stakeholders from which to seek feedback as part of the public consultation. These were people and organisations that had a direct relationship with the city centre security scheme area or represented residents and organisations that visit and operate within it.

The Council contacted these stakeholders directly using email to point them to the online consultation and to request that they share the consultation with their members or other interested parties.

Table 1 is an overview of the identified stakeholders, engagement activities undertaken and amount of engagement over the consultation period.

Table 1 (below) – Stakeholder Engagement and Publicity Overview

Stakeholder	Activity	Engagement Statistics
<p>Key External Stakeholders</p> <p>Including:</p> <ul style="list-style-type: none"> • directly affected businesses, tourist attractions and residents (those within the proposed restricted zone) • business and trader groups • heritage groups • transport groups • resident associations • waste operators • emergency services • Active Travel and Accessibility Forum (ATAF) • Independent Equalities Advisory Group (IEAG) 	<p>Notification letter/email sent, including:</p> <ul style="list-style-type: none"> • Short summary information • Link to webpage - where they could see exhibition boards, interactive map, protocols, FAQs, ways to feedback, • Invitation to register for a Webinar session 	<ul style="list-style-type: none"> • 970 letters sent via Royal Mail (623 commercial addresses, 347 residential address) • 55 emails sent to key stakeholders

	<p>60-minute Webinar Session - Presentation of proposals, including:</p> <ul style="list-style-type: none"> • Short film, narrated with visuals, on-street footage • Q&A session with answers from B&NES project officers / ward members / police • Link to feedback webpage <p>The session was recorded so it could be watched by those who missed it live.</p>	<ul style="list-style-type: none"> • 25 attendees at live webinar on 25 November 2020. • 66 views of webinar recording on B&NES YouTube channel • Short film viewed 520 times on B&NES YouTube channel
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Stakeholder	Activity	Engagement Statistics
<p>Public</p>	<p>Public notification of consultation and informing public of the proposals, including via:</p> <ul style="list-style-type: none"> • Media release • B&NES Website – Council Newsroom • Social Media channels (Twitter and Facebook) <p>Each included access to the consultation information on the Council’s website and a link to the feedback page.</p>	<ul style="list-style-type: none"> • 570 (529 unique) views of Newsroom post: https://newsroom.bathnes.gov.uk/news/have-your-say-security-proposals-bath-city-centre • 270 (248 unique) views of Newsroom post: https://newsroom.bathnes.gov.uk/news/bath-city-centre-security-consultation-extended • 2919 (2307 unique) views of Council Consultation page: www.bathnes.gov.uk/citycentresecurityconsultation • 1257 (1097 unique) views of Council Project webpage: www.bathnes.gov.uk/citycentresecurity • 4 x Twitter posts: 8133 Impressions (times people saw a tweet); 295 Engagements (time people interacted with a tweet) • 2 x Facebook posts: 1555 Impressions; 74 engagements

Table 1 (above) – Stakeholder Engagement and Publicity Overview

3.4 Public Engagement

In addition to contacting identified city centre stakeholders, the Council publicised the scheme and consultation to inform and invite feedback from all sections of B&NES community and from people and organisations outside of the authority.

To do this the Council utilised the following publicity channels:

- B&NES Media releases. 2 media releases sent.
- B&NES Website – Council Newsroom. Media releases made available on front page of Council website.
- B&NES Social Media channels (Twitter and Facebook) Regular posts throughout consultation period.
- B&NES weekly newsletter e-Connect.

4. Methodology

4.1 Consultation Material

The Council made the following consultation material available:

- **Consultation Summary Brochure** 16 page document to help the reader identify the key points of the consultation. See Appendix 1.
- **Video presentation** Approx. 4 minute video to summarise key points of consultation, hosted on YouTube. See [here](#).
- **Questions and answers document** 2 page FAQs document providing answers to some key questions related to the proposed vehicle access restrictions. See Appendix 1.
- **Equalities Impact and Mitigation Statement** See Appendix 1.

All of the material was available online on the Council's website (see [here](#)).

Those without access to the internet were able to call the Council to request printed copies of the consultation summary brochure (and survey, see 4.2 below).

4.2 Ways to Respond

The principle method of response was via the online survey which went live on 16 November 2020 and closed on 31 January 2021. Survey Monkey was chosen as the most appropriate platform for this, due to its user-friendly interface and ease of use. The same survey was available to all participants. The survey was accessible via the Council's dedicated [consultation webpage](#). The Council set up the online survey so that it would only accept one response per IP address.

Those without access to the internet could call the Council to request printed copies of the survey (and consultation summary brochure, see 4.1 above). The printed survey was the same as the online survey described above. Completed printed surveys could then be posted to the dedicated team at the Council.

Respondents were also able to email the Council via a dedicated email address, and post letters/completed print survey to the dedicated consultation team, with any questions or comments that could not be expressed within the survey.

It should be noted that the respondents were self-selecting and as a result any conclusions made cannot be as representative as a random sample would be.

4.3 Survey Questions

See Appendix 1 for a full, clean copy of the survey. The survey had 12 questions in total and was broadly split into 7 parts structured around the following:

- About city centre security priority from hostile vehicles
- About the protected streets
- About proposed daytime security access restrictions
- About proposed night time limited vehicle access
- About access and mobility
- Additional comments
- About the respondent

The survey included closed questions as well as open questions allowing freeform text responses allowing respondents to be clear and specific about their views.

4.4 Collation of Responses

Responses to the consultation were received via the survey and open email and letters sent to the Council.

Online and paper responses to the survey have been combined. Survey Monkey creates charts and tables that display a summary of responses to the closed questions. This functionality was utilised for these questions and is included in Section 6 of this report. The full spreadsheet of verbatim survey responses, which includes full responses to the open questions, is included at Appendix 2.

Open email and letter responses were transcribed into a spreadsheet and their content broadly organised into the survey categories. This is in order to protect respondents' anonymity and to prepare the data for analysis. The spreadsheet includes the categorised verbatim responses and is included at Appendix 3.

The open survey questions allowed freeform responses. The responses were read in full and categorised as per their content. The analysis process was fluid; there was no limit to the number of categories, and categories were created according to the content of the responses. Splitting the responses into categories allowed the identification of common viewpoints.

Section 6.1 of this report includes an overview of the categories identified, and, for survey Questions 3, 5, 7 and 8, information on how many responses fell within each category. Due to the nature of freeform responses, some comments fell into more than one category.

[Q3. Was a freeform response to Q2 *'Do you agree with the streets proposed to be included in the protected area?'* 'If No, please provide any comments or suggestions']

[Q5. Was a freeform response to Q4 *'Do you agree with the limits on the use of the streets between 10am and 6pm?'* 'If No, please provide any comments or suggestions that may help us refine or improve city centre security access restrictions between 10am and 6pm?']

[Q7. Was a freeform response to Q6 *'Do you agree with the limits on the use of the streets between 6pm and 10am?'* 'If No, please provide any comments or suggestions that may help us refine or improve city centre security access restrictions between 6pm and 10am?']

[Q8. Was a freeform response to *'Please provide any comments or suggestions that may help us refine or improve the quality of accessibility for all people and replacement car parking facilities for "blue badge" holders'*

Question 9 of the survey, and all of the open email and letter responses were analysed using a similar categorical process. However, due to the particularly open nature of these responses, this report does not include information about how many comments fell within each category. Instead, it provides a summary of the categories to provide an overview of comments made. See Section 6.1 Question 9 Additional Comments, and Section 6.2 below.

[Q9. 'Please provide any other comments or suggestions below']

If it was not clear what was meant by a response, no assumptions have been made about the meaning of the comment where it was not explicit.

The final section of the survey asked respondents about their relationship with the scheme to enable the council to identify views of city centre businesses / bath residents / people who live outside of Bath.

Please note that Section 6 of this report is a collation of the consultation responses and does not go into detail of each response made. A full verbatim record of responses made is available in the Appendix.

5. Amount of Feedback

A total of 522 responses were received to the consultation.

484 responses were made via the Survey, 483 of which were made online, and 1 paper copy. See Appendix 2.

38 open letter / email responses were received. See Appendix 3.

6. Overview of Feedback

This section includes:

- An overview of the comments made in response to the survey
- an overview of comments made in the open email and letter responses

6.1 Survey

Over the following pages, an overview of responses made are displayed in the same order as the survey.

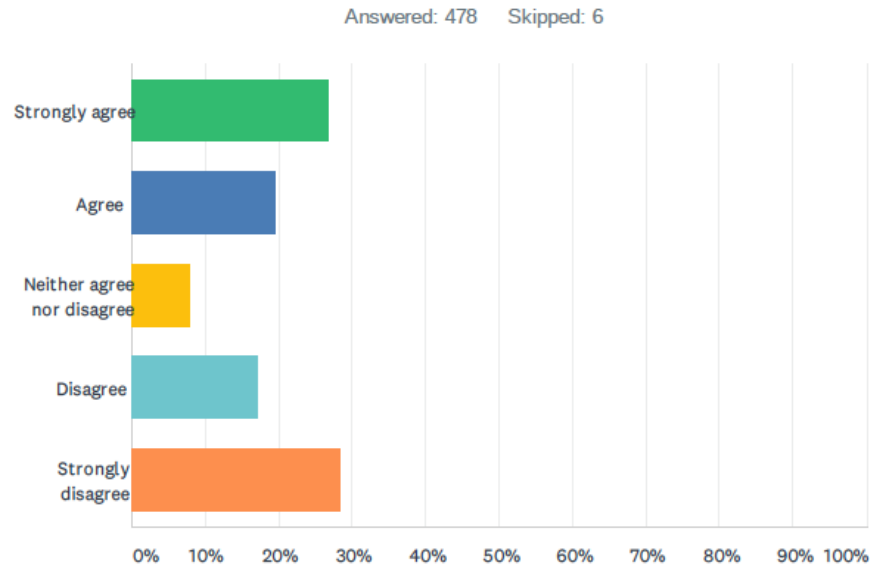
Specific question wording is shown at the top of the page, as well as a summary of the number of respondents that answered the question and the number of respondents that skipped it.

Survey Monkey charts and tables are included as summaries of the responses to the closed questions.

For each of the open questions, a collation of the comments made in the responses is included, produced using the categorical methods outlined in Section 4.4.

Verbatim survey responses are available at Appendix 2.

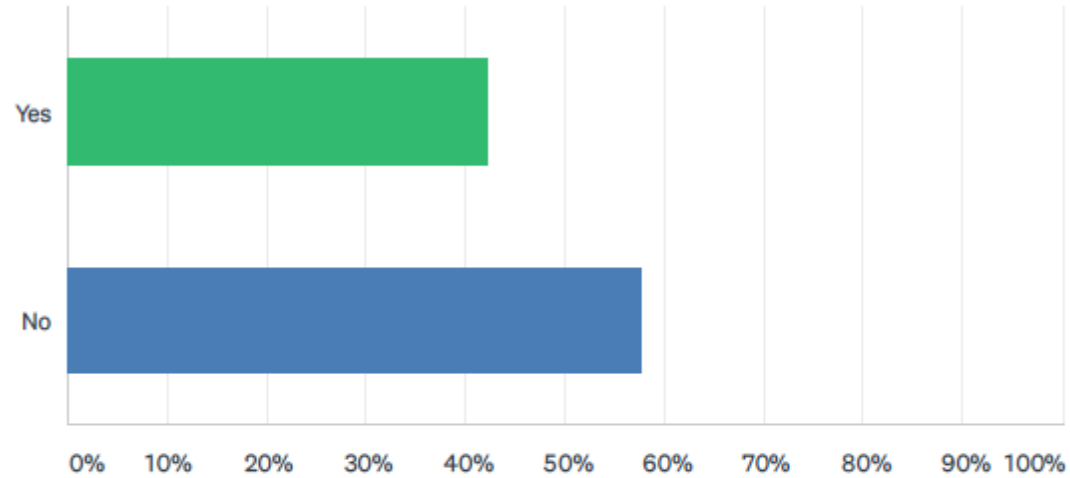
Question 1. Vehicle access restrictions in the city centre’s most crowded streets should be used to protect people from hostile vehicles.



ANSWER CHOICES	RESPONSES	
Strongly agree	26.78%	128
Agree	19.67%	94
Neither agree nor disagree	7.95%	38
Disagree	17.15%	82
Strongly disagree	28.45%	136
TOTAL		478

Question 2. Do you agree with the streets proposed to be included in the protected area?

Answered: 450 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yes	42.22%	190
No	57.78%	260
TOTAL		450

Question 3. If No, please provide any comments or suggestions

Answered: 227 Skipped: 257

Comments were made in relation to the following categories. It should be noted that the categories below were identified to group and aid the analysis of the responses; they do not go into detail of each comment. Some comments fell into more than one category. Numbers given are approximate.

- Approx. 54 comments related specifically to concerns arising from the proposals over access to and within the city centre for already **vulnerable groups** e.g. blue badge holders, those with mobility issues, autistic/learning disabled people, non-sighted people
- Approx. 52 comments questioned the **justification for the proposals**, stating that the risk from terrorism was lower than stated in the consultation material and/or that the proposals would not stop another type of terrorist attack if there were one
- Approx. 41 comments related to the negative impact of the proposals on **businesses within and around city centre** due to difficulty with deliveries, reduced custom, practicalities of business etc.
- 28 comments related to the negative impact of the proposals on the lives of **city centre residents** due to restrictions on access, parking, deliveries etc
- Approx. 25 comments related to the **proposals being disproportionate**; a better balance needed between risk from terrorism and access needs
- Approx. 13 comments related to the risk from terrorism being an **excuse to pedestrianise** / ban cars from the city centre
- Approx. 11 comments related specifically to the proposals causing **difficulty for people coming into the city centre** (e.g. residents, tourists) to access facilities and services
- Approx. 8 comments related to **accepting the principle** of restricting traffic in the city centre

- Approx. 8 comments related to the notion that the **roads should be left as they are**
- Approx. 5 comments related to wanting to see **more streets being included** in proposals for pedestrianisation
- Approx. 5 comments related to the notion that **everyday life and behaviour should not change** because of the risk from terrorism
- Approx. 4 comments related to concerns that the **character and community** of the city centre would be negatively altered by the proposals
- Approx. 4 comments related to the notion that many **other streets / areas are more crowded** than those in the proposed restricted zone
- Approx. 3 comments related to suggestions that the proposals only be enforced at certain times when the city centre is most crowded e.g. Christmas Market; **not all year**
- Approx. 3 comments related to the proposals **prioritising tourists over locals**
- Approx. 3 comments related concerns that progress on this project should not be happening during the **COVID-19 pandemic**
- Approx. 3 comments related to the **structure of the questionnaire** limiting the responses possible

Categories with approx. 2 related comments:

- Concerns over emergency access in the city centre
- Negative impact on surrounding streets
- The proposals restrict peoples' freedom
- More police needed on the streets instead of the proposals
- There should be fewer permanent bollards
- There is already insufficient parking provision in the city centre

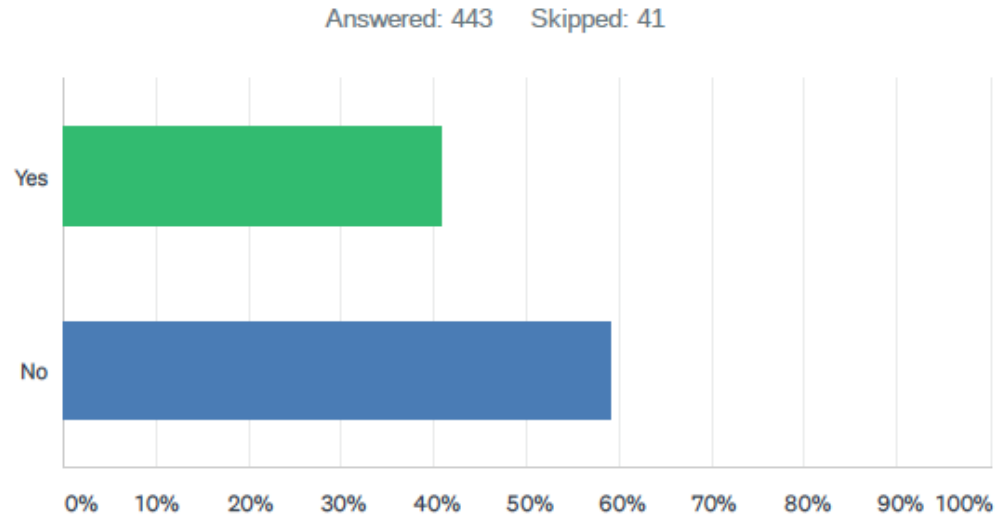
Categories with approx. 1 related comment:

- There needs to be more and easier vehicular access in the city centre
- There is no need for permanent bollards on Cheap St / Westgate St

Proposed Scheme Details

Suggestions for streets / areas to be excluded from restricted zone (approx. number of comments)	Suggestions for streets / areas to be included in restricted zone (approx. number of comments)
<ul style="list-style-type: none"> - Westgate Street (4) - Lower Borough Walls (3) - Upper Borough Walls (2) - Orchard St (2) - Full length of York St is not necessary; barriers should be installed just to the East of Kingston Parade/Church St (2) - Abbey Gate St (1) - Swallow St (1) - York St (1) - Cheap Street (1) 	<ul style="list-style-type: none"> - Westgate Street (2) - Protection needed at intersection of Milsom St and Old Bond / Burton St. 1 - Westgate Buildings (1) - George St (2) - Queen Square (1) - Milsom Street (2) - Manvers Street (1) - Dorchester Street (1) - Stall St (1) - Guildhall / Waitrose area (1) - Royal Crescent / Circus (1) - High Street (1) - South entrance to Southgate St (1) - Bridge St & Pulteney Bridge (1) - Access from John St to Wood St (1) - Kingsmead Square (1)

Question 4. Do you agree with the limits on the use of streets between 10am and 6pm?



ANSWER CHOICES	RESPONSES	
Yes	40.86%	181
No	59.14%	262
TOTAL		443

Question 5. If No, please provide any comments or suggestions that may help us refine or improve city centre security access restrictions between 10am and 6pm?

Answered: 226 Skipped: 258

Comments were made in relation to the following categories. It should be noted that the categories below were identified to group and aid the analysis of the responses; they do not go into detail of each comment. Some comments fell into more than one category. Numbers given are approximate.

- Approx. 63 comments related specifically to concerns over access to and within the city centre for already **vulnerable groups** e.g. blue badge holders, disabled people, or those with mental health issues, and or to the suggestion that **blue badge holders should be allowed** within restricted zone
- Approx. 33 comments related to the proposals negatively **restricting access for deliveries**, and/or the suggestion that delivery drivers should be allowed within the restricted zone
- Approx. 33 comments related to the negative impact of the proposals on **businesses that operate within the city centre** / particularly within context of the **COVID-19 pandemic**
- Approx. 30 comments related to the negative impact of the proposals on the lives of **city centre residents** due to restrictions on access affecting deliveries, tradespeople working etc. and/or the suggestion that residents' vehicles should be allowed within restricted zone
- Approx. 25 comments questioned the **justification for the proposals**, stating that the risk from terrorism was lower than stated in the consultation material and/or that the proposals would not stop another type of terrorist attack if there were one
- Approx. 20 comments related to the notion that **the roads should be left as they are**
- Approx. 15 comments related to the negative impact of the proposals on **taxi services**, and/or to the suggestion that taxis should be allowed within all or part of the restricted zone

- Approx. 13 comments related to the risk from terrorism being an **excuse to pedestrianise** / ban cars from the city centre
- Approx. 12 comments related to broadly **accepting the proposed restriction** times
- Approx. 10 comments related to the **proposals being disproportionate** to the threat from terrorism and the actual number of people on streets
- Approx. 8 comments related to suggesting **more police** on street or a new police station instead of the proposals
- Approx. 7 comments related to wanting to see **more traffic restriction**
- Approx. 7 comments related to the suggestion of **controlled access for licenced vehicles** e.g. permits, CCTV, number plate recognition, code for businesses and customers
- Approx. 7 comments related to the proposals causing difficulty specifically for **people to access day time** city centre services e.g. theatre matinees, religious services, shopping, banking, restaurants
- Approx. 5 Comments related to the **need for more consultation and research** to be undertaken before progressing

Categories with approx. 2 related comments:

- Concerns over emergency access in the city centre caused by the proposals
- Negative impact on people trying to travel through Bath

Categories with approx. 1 related comment:

- The proposals restrict peoples' freedom
- The proposals prioritise visitors over locals
- Consultation material does not show the full extent of (disabled) parking spaces lost
- The pedestrianisation of city centre roads during 2020 made for a pleasant atmosphere

Proposed Scheme Details (approx. number of comments)

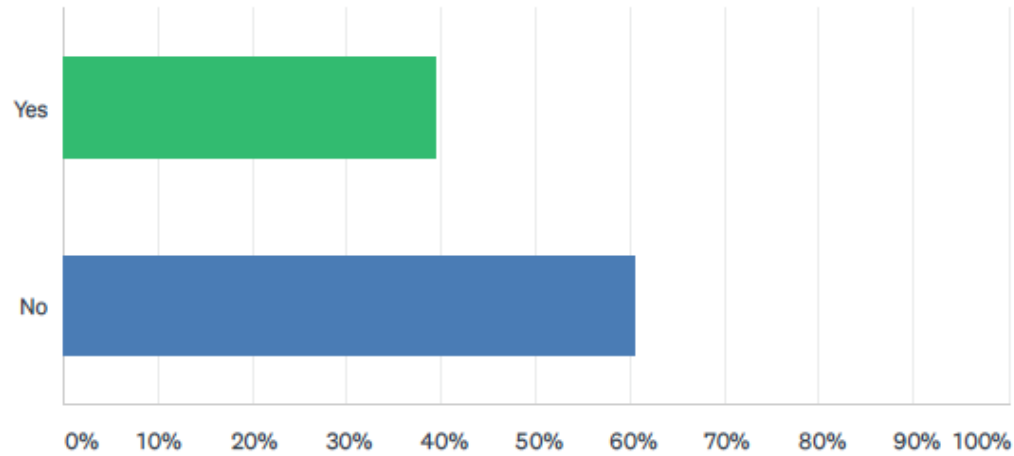
- New or additional loading bays could be provided on Westgate Buildings, Monmouth St or New Bond St (1)
- Restrict 'general car parking' but allow access for all other categories at all times (1)
- Buses should be allowed in restricted zone (3)
- Public transport into the city centre must be adequate and frequent (1)
- Access restrictions should include those on electric bikes and scooters (1)
- Services in the city centre could remain accessible perhaps 1 day a week or within a daily time period 1
- Bollards should be located on pavements instead 1
- There are not many vehicles on Westgate St (1)
- Cyclists should cycle more slowly / walk with bikes in restricted areas (2)
- There needs to be access to the Abbey for hearses / wedding cars (1)
- There should be less street furniture (1)

Proposed restriction times

- start at 8am (1)
- start at 9am (2)
- End at 5pm (1)
- End at 6pm (1)
- Extend past 6pm (1)
- Should be 9am-10pm (1)
- Should be 11am-4pm (1)
- Should be 10am-10pm along Westgate and Saw Close (1)
- 24 hour restrictions needed in high risk areas (2)

Question 6. Do you agree on the limits on the use of the streets between 6pm and 10am?

Answered: 433 Skipped: 51



ANSWER CHOICES	RESPONSES	
Yes	39.49%	171
No	60.51%	262
TOTAL		433

Question 7: If No, please provide any comments or suggestions that may help us refine or improve city centre security access restrictions between 6pm and 10am?

Answered: 203 Skipped: 281

Comments were made in relation to the following categories. It should be noted that the categories below were identified to group and aid the analysis of the responses; they do not go into detail of each comment. Some comments fell into more than one category. Numbers given are approximate.

- Approx. 44 comments related specifically to concerns over access to and within the city centre for already **vulnerable groups** e.g. blue badge holders, disabled people, those with mental health issues an/or the suggestion that blue badge holders should be allowed within restricted zone
- Approx. 37 comments related to the proposals negatively **restricting access for deliveries**, and/or the suggestion that delivery drivers should be allowed within the restricted zone
- Approx. 35 comments related to the negative impact of the proposals on **businesses, including those that contribute to the night time economy**, that operate within the city centre
- Approx. 21 comments related to the notion that the **roads should be left as they are**
- Approx. 19 comments related to the negative impact of the proposals on the lives of **city centre residents** due to restrictions on access affecting parking, tradespeople working, disruption caused by night time deliveries etc., and/or the suggestion that residents' vehicles should be allowed in the restricted zone
- Approx. 18 comments questioned the **justification for the proposals**, stating that the risk from terrorism was lower than stated in the consultation material and/or that the proposals would not stop another type of terrorist attack if there were one
- Approx. 17 comments related to the **proposals being disproportionate** to risk from terrorism in Bath and the number of people actually on the streets / especially during the evenings

- Approx. 11 comments related to the **negative impact on taxi services** arising from the proposals and/or the suggestion that taxis should be allowed within all or part of the restricted zone
- Approx. 8 comments related to the risk from terrorism being an **excuse to pedestrianise** / ban cars from the city centre
- Approx. 5 comments related specifically to the proposals causing difficulty for **people coming into the city centre** (e.g. residents, tourists) to access evening facilities and services
- Approx. 4 comments related to **broadly accepting** the proposed times of restriction
- Approx. 4 comments related to concerns that related problems / threats will get pushed to city centre outskirts or the surrounding area
- Approx. 4 comments related to suggesting more police and/or security on the streets instead of proposals

Categories with approx. 3 related comments:

- The proposals restrict people's lives / freedom
- Vehicular access should be allowed for special events
- More streets and/or 24hr restrictions should be proposed
- Controlled access for licenced vehicles e.g. permits, CCTV, number plate recognition, code for businesses and customers

Categories with approx. 2 related comments:

- Proposals that limit cars in the city centre are positive
- The streets will be more dangerous at night for those who have to walk from venues to get a taxi

Categories with approx. 1 related comment:

- Concern over emergency access in the city centre caused by the proposals

- Existing barriers are difficult to navigate for cyclists
- Buses should be allowed in the restricted zone
- There should be less street furniture
- There needs to be more consultation / research / consideration before the scheme progresses
- The proposals create an atmosphere of fear and exclusion

Suggestions for proposed time period (approx. number of comments)

- Wrong time period proposed (2)
- Restrictions should start at 6 or 7am (1)
- Restrictions should start at 7.30am
- Restrictions should start at 8am (1)
- Restrictions should start at 9am (1)
- Restrictions should be between 9am and 6pm (2)
- Restrictions should be between 11am and 5pm (1)
- Restrictions should be between 10am and 10pm (1)
- Consider restrictions to extend until 12am around Saw Close (1)

Question 8. Please provide any comments or suggestions that may help us refine or improve the quality of accessibility for all people and replacement car parking facilities for 'blue badge' holders

Answered: 261 Skipped 223

Comments were made in relation to the following categories. It should be noted that the categories below were identified to group and aid the analysis of the responses; they do not go into detail of each comment. Some comments fell into more than one category. Numbers given are approximate.

- Approx. 101 comments related to the notion that the proposals exclude those in already vulnerable groups, and/or the suggestion that **disabled people should be allowed into the restricted zone** to park near to the destinations that they want or need to visit. (See below for specific streets suggested)
- Approx. 29 comments related to **withdrawing the proposals** and/or there is no need for the proposals
- Approx. 21 comments related to the need for **further information and consultation** before any progress on the scheme
- Approx. 18 comments related to the need to **consider other disabilities**; not just those with blue badges and/or to consider that not all those with mobility issues use mobility scooters
- Approx. 17 comments related to the suggestion of **controlled access for licenced vehicles** (e.g. through permits, CCTV, number plate recognition) to allow for blue badge holders, deliveries, residents, taxis etc in the restricted zone
- Approx. 15 comments related to the suggestion of providing **more, free and non time-restricted disabled city centre parking** (e.g. in Broad St car park (approx. 4 comments) and Southgate car park (approx. 2 comments))
- Approx. 12 comments related to the negative impact of the proposals on **city centre businesses**
- Approx. 9 comments related to providing **alternative / improved ways for people to travel around the city** e.g. tram network, better park and ride services, better links to surrounding road network

- Approx. 8 comments related to providing city centre residents with **more, free city centre parking**
- Approx. 6 comments related to ensuring that **clear cycle / pedestrian management** needed within and around restricted zone
- Approx. 5 comments related to the suggestion of providing a **shuttle service** for disabled people
- Approx. 5 comments related to the suggestion of providing **pick-up and drop off spaces** near businesses and/or at the edge of the restricted zone
- Approx. 5 comments related to broadly **supporting the proposals** to pedestrianise city centre streets
- Approx. 4 comments related to the suggestion of providing **mobility scooters for hire**
- Approx. 4 comments related to the need for **stricter enforcement** of proper use of disabled parking spaces around the city centre
- Approx. 4 comments related to the need to ensure the design and location of street furniture is safe for all and fits into the historic context of Bath

Categories with approx. 3 related comments:

- Provide more disabled parking spaces on the edge of restricted zone

Categories with approx. 2 related comments:

- Provide more cycle, motorcycle, and EV parking spaces in restricted zone
- Provide dropped kerbs and ramp access to wheelchair enabled spaces
- Reduce the size of the restricted zone to only cover the most busy parts

Categories with approx. 1 related comment:

- Move the post office to more accessible place

- Provide more parking for everyone
- Stop the war against cars

Suggestions for where access for blue badge parking is needed

- New Bond St
- Trim St
- Barton St
- Monmouth St,
- George St
- Gay St
- Bond St
- Orange Grove
- around Guildhall
- Henry St
- South Parade
- Milsom St
- St James

Question 9. Please provide any other comments or suggestions below

Answered: 263

Skipped: 221

Comments were made in relation to the following categories. Due to the particularly open nature of these responses, the following does not include information about how many comments fell within each category. Instead, it provides a summary of the categories to provide an overview of comments made.

- **Rational behind the proposals.** Comments made in relation to:
 - The proposals being an excuse to progress a car-free city centre agenda
 - The proposals being disproportionate to the terrorist threat level in Bath; more evidence needed
 - Inefficacy of the proposals to stop other forms of terrorist attack (e.g. attacks made by single pedestrians rather than those in hostile vehicles)
 - Other more important things for the Council to spend money on e.g. public toilets
 - Supporting the scheme
 - Not supporting the scheme

- **Controlled access to restricted zone.** Comments made in relation to:
 - City centre residents, blue badge holders, licenced businesses (e.g. delivery drivers, tradespeople, maintenance vehicles, taxis), and identified other stakeholders should have access to the restricted zone to drive through and to park.
 - Well managed CCTV / number plate recognition / permits etc could be a way to manage this

- **Consultation and Scheme Development Process.** Comments made in relation to:
 - Inappropriate timing of consultation during pandemic. Lack of publicity.
 - More research and consultation with relevant stakeholders being needed.
 - The format of the questionnaire; leading questions
 - The information in the consultation material; more/less detail needed
 - Inappropriate timing of scheme development during pandemic
 - Concerns that comments won't be listened to

- **Impact on city centre economy.** Comments made in relation to:
 - Economic concerns; the city centre will be less accessible to residents and tourists and so less money will be spent on local businesses.
 - Concerns over practicalities for businesses that operate within the city centre including shops/restaurants/businesses, taxi firms, delivery drivers

- **Impact on city centre residents.** Comments made in relation to:
 - Concerns over impact on city centre residents

- **Accessibility and Mobility.** Comments made in relation to:
 - Concerns over access to and within the proposed restricted zone for vulnerable groups who already face accessibility problems.
 - The proposals would prevent many disabled people from being able to access essential and valued city centre facilities and services (e.g. pharmacies, opticians, post office, theatre, other shops).
 - The proposals would curtail independence of many disabled people
 - The proposals should not include the removal of disabled parking spaces.
 - (Disabled) Parking provision in the area is already inadequate.
 - Better enforcement of existing disabled parking restrictions is needed
 - More, free disabled parking should be provided

- **Public realm and street furniture.** Comments made in relation to:
 - New street furniture should be attractive and inkeeping with the World Heritage Site context of the city
 - There should be new attractive paving to aid pedestrianisation

- **Cycling infrastructure.** Comments made in relation to:
 - There should be better management of pedestrians and cyclists within the shared space
 - CCTV monitored bike racks should be installed
 - Bikes and scooters should be banned from the restricted zone

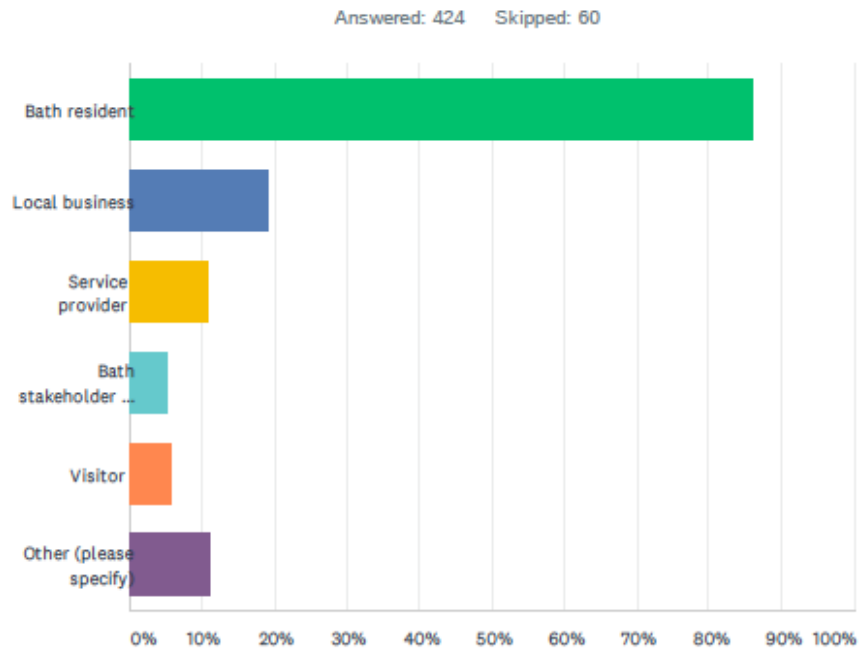
- **Alternative ways to address risk from terrorism in Bath.** Comments made in relation to:
 - More police on street instead of the proposals

- Train business owners to look out for terrorist threats
- Better public transport needed instead e.g. buses and park and ride

- **Proposed scheme details.** Comments made in relation to:
 - Parking / driving restrictions should be wider. Specifically:
 - Further restrictions needed on George St, southern entrance of South St, Manvers St, Dorchester St, Kingsmead Square, Westgate Buildings, Milsom St, footway that connects Terrace Walk and Abbey Green
 - Restricted zone should go on later into the night
 - How will the scheme be managed and reviewed in the future?
 - How does the existing coach drop-off area fit into the proposals?
 - How does Queens Square fit in to this?
 - The Christmas Market should not be an exception within the restricted zone

- **Other**
 - Bus gates should be removed
 - Need to consider the impact of the proposals on the surrounding area

Question 10. What is your interest in the City Centre Security scheme (please select all that apply)



ANSWER CHOICES	RESPONSES
Bath resident	86.08% 365
Local business	19.10% 81
Service provider	10.85% 46
Bath stakeholder / Community organisation	5.19% 22
Visitor	5.90% 25
Other (please specify)	11.08% 47
Total Respondents: 424	

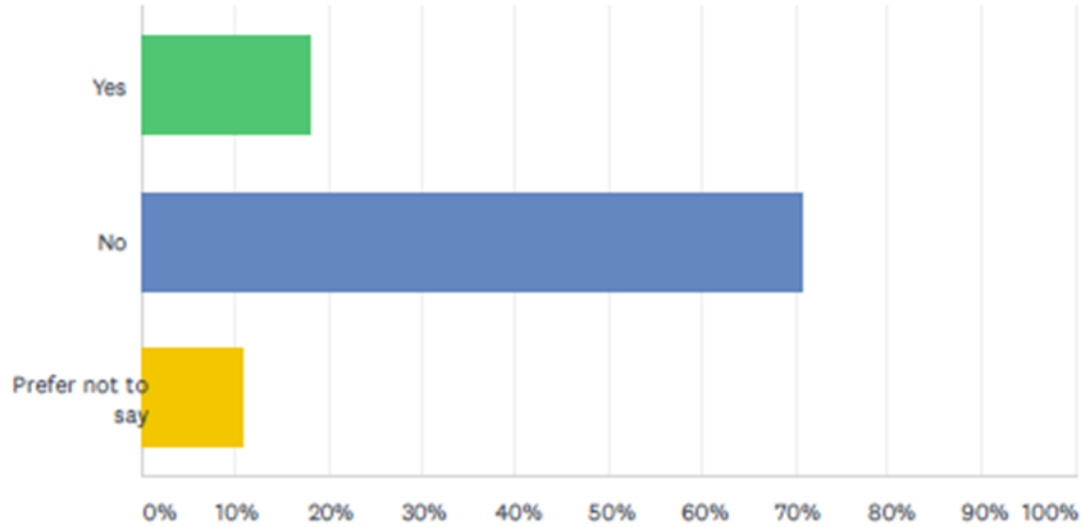
Question 11. What is your postcode?

Answered: 398 **Skipped: 86**

Responses have been redacted in Appendix 2

Question 12. Do you consider yourself to have a disability?

Answered: 420 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	18.10%	76
No	70.95%	298
Prefer not to say	10.95%	46
TOTAL		420

6.2 Open Letter and Email Responses

Comments were made in relation to the following categories. Due to the particularly open nature of these responses, the following does not include information about how many comments fell within each category. Instead, it provides a summary of the categories to provide an overview of comments made.

Verbatim open letter and email responses, categorised as outlined in ‘Collation of Responses’ above, are available at Appendix 3

- **Rational behind the proposals.** Comments made in relation to:
 - Insignificance of the threat from terrorism in Bath
 - Inefficacy of the proposals; what about threats from other forms of terrorist attack (e.g. attacks made by single pedestrians rather than those in hostile vehicles)?
 - The proposals being an excuse to progress a car-free city centre agenda.
 - Supporting the need to increase city centre security
 - Supporting the proposals.

- **Negative impact on city centre businesses.** Comments made in relation to:
 - Economic concerns; the city centre will be less accessible to residents and tourists and so less money will be spent on local businesses.
 - Concern over restrictions to deliveries to businesses in the proposed restricted areas. Many businesses depend on road freight and deliveries need to be done during daytime working hours.
 - Increased barriers to local tradespeople undertaking work in the proposed restricted area.

- **Negative impact on city centre residents.** Comments made in relation to:
 - Concerns over access for emergency works e.g. utility services, plumbers, electricians etc.
 - Concerns over practicalities of managing courier deliveries and essential service provision (e.g. NHS carers, cleaners etc) to city centre residents

- **Accessibility and Mobility.** Comments made in relation to:
 - Concerns over access to the proposed restricted zone for vulnerable groups who already face accessibility problems.

- The proposals would prevent many disabled people from being able to access essential and valued city centre facilities and services (e.g. pharmacies, opticians, post office, theatre, other shops).
 - The proposals would curtail independence of many disabled people who currently drive into and/or park in the proposed restricted area in order to visit the city centre.
 - The proposals should not include the removal of disabled parking spaces.
 - (Disabled) Parking provision in the area is already inadequate.
- **Consultation Process.** Comments made in relation to:
 - Concerns that the consultation should not be happening during the pandemic when many people are shielding / staying at home.
 - More consultation with relevant stakeholders, including more disabled people, needs to be undertaken
- **Proposed Scheme Details.** Suggestions on the proposals:
 - Consider additional security measures on John's Street and nearby bars, High Street and Guild Hall, Kingsmead Square, Milsom Street and Green Street
 - Restrict motorcycle access
 - Restrict vehicular access but still provide disabled parking access in proposed restricted zone e.g. on Westgate Buildings or Kingsmead Square
 - Ensure that location of proposed bollards allows for easy boarding and alighting of all buses
 - Ensure that proposed street furniture is inkeeping with Bath's UNESCO World Heritage status and historic character
 - Allow city centre residents vehicular access to the proposed restricted zone
 - Include electric vehicle charging points
 - Consider proposals to increase blue badge holder parking (see Appendix 3 for detail)
 - Consider practicalities for redevelopment of former Mineral Hospital
 - Consider practicalities for access to the Abbey for special events e.g. weddings, funerals.

7. Full record of Responses Received

Please note that this report is an overview of the consultation, and categorises the consultation responses in order to present an overview of the comments.

Please see Appendix 2 and 3 for a full verbatim record of the responses received during the consultation.

Appendix 1 Consultation Material

Please see overleaf