



Kent Active Travel

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# Canterbury - Littlebourne Road to the City Centre

## Consultation Findings

Prepared by WSP for Kent County Council





Kent Active Travel

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## Consultation Findings

**Type of document (version) Confidential**

**Project no. 70079408**

**Our Ref. No. 70079408**

**Date: December 2021**

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# Executive summary

Kent County Council (KCC) have developed walking and cycling proposals as part of the Canterbury Littlebourne Road to the City Centre scheme. The scheme falls under the Government's Tranche 2 Active Travel Fund, which enables councils to provide improved walking and cycling facilities.

A six-week consultation was launched to gather feedback on the proposals, the findings of which have been summarised in this report.

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## Key findings

In total 170 responses to the consultation were received. 160 to the online questionnaire, two paper copies and eight emails. Overall, there was a high level of support for the scheme in which 76% of all respondents either support or strongly support the overall design being proposed. The questionnaire also found that at least 63% of would cycle more often, and 59% would walk more often if the scheme was implemented.

Some elements of the scheme were favoured over others, but all were generally well received. The extents to which respondents agreed with each of the key design elements consulted on are summarised below:

## Walking and cycling improvements

- 67% tended to agree with short sections of shared pedestrian and cycle paths
- 75% tended to agree with relocation of the Barton Court School bus stop
- 77% tended to agree with removal of the bus priority lane on the approach to Longport roundabout
- 80% tended to agree with new raised tables
- 82% tended to agree with a new cycle route from the Spring Lane junction on St Martins Hill
- 82% tended to agree with changes in bus stop layout
- 86% tended to agree with wider footways where possible to improve pedestrian safety
- 88% tended to agree with new and improved pedestrian and cycle crossing points

## Placemaking improvements

- 66% tended to agree with the removal, replacement and addition of trees and vegetation along Longport
- 67% tended to agree with the closure of Monastery Street
- 77% tended to agree with new signs for pedestrians and cyclists



- 81% tended to agree with new and improved street furniture such as seating and rubbish bins
- 82% tended to agree with new cycle parking facilities
- 86% tended to agree with new and improved road surfacing and footway materials
- 86% tended to agree with new areas of planting and greenery to maximise biodiversity

#### **Changes to parking**

- 69% tended to agree with the removal of 12 on-street parking bays on Longport (by St Augustine's Abbey)
- 73% tended to agree with the removal of 6 on-street parking bays on Longport (by Barton Court Grammar School), and the relocation of one parking bay

#### **Next steps**

The development of the scheme and how it will move forward is to be determined by KCC following a review of the consultation feedback.



# 1 Introduction

---

## 1.1 Context

- 1.1.1. WSP have been commissioned by Kent County Council (KCC) to develop the proposals for the Canterbury Littlebourne Road to the City Centre active travel scheme and provide consultation support.
- 1.1.2. A six-week consultation was launched on 14 September and ran until 25 October 2021. This report documents the process by which the consultation was completed and presents the feedback received during the consultation period. KCC's responses to the key themes that emerged will be issued in a separate report.

## 1.2 Purpose of the consultation

- 1.2.1. The public consultation was undertaken to understand residents, stakeholders' and the travelling public's views on the proposals presented within the consultation. The feedback collated will be used to help finalise designs and inform the decision as to whether these schemes should be implemented.

## 1.3 Background to this consultation

- 1.3.1. The Government has created an Active Travel Fund to enable councils to provide improved walking and cycling facilities. Councils were invited to submit bids to fund schemes, which needed to meet clear criteria set out by Government. KCC successfully secured almost £6.1m. As such, KCC developed some initial improvement ideas in five locations which give people more opportunities to choose cycling and walking for their day-to-day journeys.
- 1.3.2. A previous consultation was undertaken during December 2020 and January 2021 seeking feedback on five different schemes across Kent, which included the Littlebourne Road to Canterbury City Centre scheme. 163 responses were received for the Canterbury scheme during the first consultation.
- 1.3.3. The feedback has helped shape the initial ideas presented by KCC to create more specific proposals shown in this consultation. The results of the previous consultation have been presented in a summary report, which can be found on [www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)

## 1.4 The scheme

- 1.4.1. The focus of the proposed scheme is to introduce a new safe and direct cycle route from the east of Canterbury into the city centre. The proposed scheme runs along Longport, from the Spring Lane / St Martin's Hill junction in the east, past the Church Street / Lower Bridge Street junction in the west and into the city centre.
- 1.4.2. The scheme includes separated cycle tracks along most of the route, including sections of Burgate and Longport. Along the narrower streets, such as between Monastery Street and Burgate, cyclists will be on the road with speed reduction measures in place.

- 1.4.3. It should be noted that the trial of electric scooters is ongoing within Canterbury and is separate from these proposals.
- 1.4.4. The proposals were divided into three key themes and have been summarised below:
- **Walking and cycling improvements:** these seek to provide more footway space and make it easier to cross the road, while also introducing new routes for cycling which are separated from traffic and pedestrians to make them safer and easier to use.
  - **Landscaping and placemaking improvements:** these include new areas of planting and greenery to maximise biodiversity, provide shade and shelter and make the area more attractive such as tree planting, pocket parks, and rain gardens.
  - **Parking:** some changes to parking have been proposed to provide a new cycle track which is separated from motor vehicle traffic.

## 2 Consultation Process

2.1.1. This chapter outlines the process, activities and documentation developed to deliver and support the consultation. The consultation process was divided into five stages, detailed in Table 2-1 below.

**Table 2-1 - Consultation Activities**

Stage	Activities
Reviewed & updated Equality Impact Assessment	Update the Equality Impact Assessment from previous consultation
Develop consultation process and promotional activities	Review and update the list of stakeholders and their details following the previous consultation Define consultation activities Define communication activities and frequencies
Pre-consultation activity/ engagement	A series of workshops were held with key Members of Kent County Council and local councillors
During consultation activity	Launch consultation website with consultation documents and questionnaire Postcard delivered to residents and business in the immediate vicinity of the scheme area Email sent to stakeholders and partners Press release Posters displayed along scheme route and on community notice boards Organic and paid for Facebook posts Organic Twitter posts Organic Instagram posts Hard copies and alternative formats of consultation materials provided upon request
Post consultation activity	Analysis and reporting of consultation responses Feedback to consultees and stakeholders Develop the scheme designs based on feedback received (and subject to decision to proceed with scheme from KCC) Update the EqIA

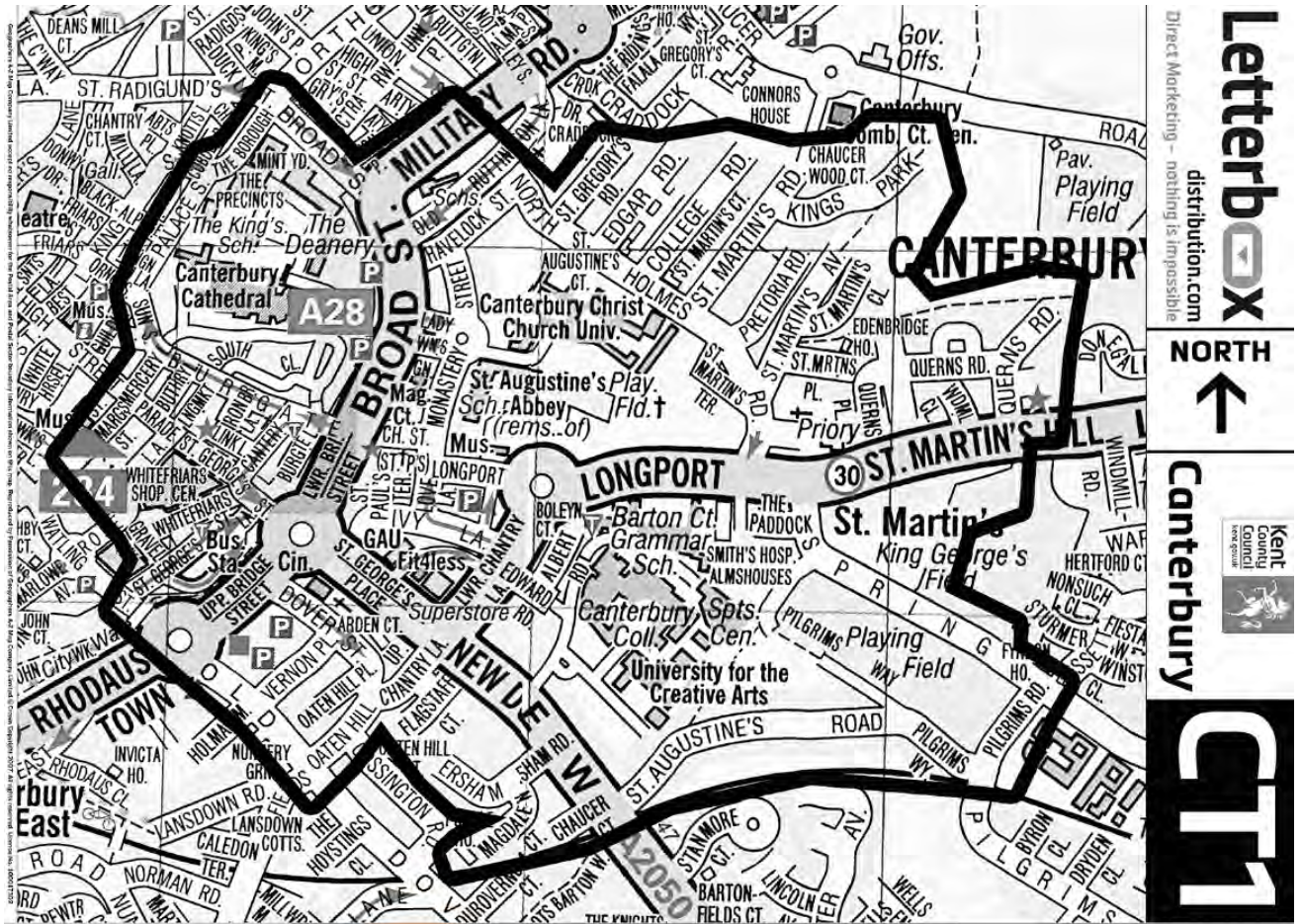
## 2.2 Stakeholder identification

- 2.2.1. The stakeholder identification process highlighted a number of groups to be engaged with, which have been summarised below:
- Local KCC Members
  - All KCC Members
  - Canterbury City Council Members and officers
  - Educational establishments and student unions including Barton Grammar School, Canterbury Christ Church University, University of Creative Arts, Canterbury College and the University of Kent
  - Individuals and organisations who took part in the first consultation, including Civic Societies, Neighbourhood Planning Forums
  - Residents and businesses where schemes are proposed
  - Wider Kent residents
  - Bus companies
  - Statutory highway consultees
  - Road users
  - Cycling groups
  - Equestrians

## 2.3 Consultation material and promotion

- 2.3.1. A brochure, postcard, poster, visualisations and questionnaire were created for the consultation. The brochure, scheme plan, visualisations of the proposals, EqIA and a word version of the questionnaire were uploaded to the consultation webpage: [www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel).
- 2.3.2. The web address was included on all the consultation materials. Alternative formats and hard copies of all materials were available upon request with details provided on how to obtain these.
- 2.3.3. Appendices can be seen at the end of this report and include the consultation brochure, the promotional postcard, the questionnaire, and a breakdown of the coding framework.
- 2.3.4. Hard copies of the postcard were delivered to approximately 2,600 properties advertising the consultation and inviting residents to provide feedback on the proposals. A distribution map can be seen overleaf in Figure 2-1.

Figure 2-1 – Distribution map of consultation postcards for Canterbury scheme



- 2.3.5. The posters were displayed along the proposed route and guided people to the consultation website to find out more and provide feedback. They also provided contact details for queries, to request hard copies and alternative formats.
- 2.3.6. A press release was also issued on 14 September 2021 (see Figure 2-1) and published on KCC’s Media Hub website and sent to various media outlets.
- 2.3.7. An email was sent to stakeholder organisations on 15 September advertising the consultation, in addition to a briefing meeting being held on 7 September with Councillors from the local area.
- 2.3.8. Further promotion was conducted through social media platforms, with multiple posts being made on KCC’s Facebook, Instagram, and Twitter pages (see Figure 2-2).

**Figure 2-2 - Example posts made on KCC social media platforms**

**Kent County Council**  
Sponsored · 🌐

#KCC places a high priority on encouraging #activetravel because it provides benefits to health, wellbeing, safety and supports local economies.

Find out more about our #Canterbury walking and cycling improvement scheme and give us your views by 25 October.  
[www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)

**Kent County Council**  
Sponsored · 🌐

Our second round of consultation on proposals for walking and cycling improvements in #Canterbury closes on 25 October. Don't miss out!

Visit our website today to have your say.  
[www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)  
#Activetravel

**Figure 2-3 – Snippet of press release**

## Second round of consultation opens for Active Travel schemes

Ellis Stephenson / September 14, 2021

People are being asked for their views as Kent County Council continues on its path to encourage more sustainable travel.

Opinions are wanted about updated plans for new walking and cycling routes paid for by the government's Active Travel Fund, which was set up to encourage local authorities to improve facilities as the pandemic led to more people taking up cycling and walking more often.



A design of how one of the Active Travel schemes could look

## 2.4 Online engagement

2.4.1. There was a total of 1,370 visits to the website throughout the consultation period. Table 2-2 provides a breakdown of the download figures for the documents on the KCC website.

**Table 2-2 - Website figure downloads**

Name of Document	Downloads/Views
Consultation brochure	464
Scheme plan	160
Questionnaire - Word version.	31
Equality Impact Assessment	5
Burgate towards Lower Bridge Street visualisation	94
Longport visualisation	69

2.4.2. A breakdown of the statistics from the media campaign are summarised in Table 2-3 below. The posts were displayed 78,025 times and 19,028 people viewed them. 638 people clicked on the link to the consultation webpage.

2.4.3. Reach refers to the total number of people who viewed the content, and impressions are the number of times the content was displayed, no matter if it was clicked or not.

**Table 2-3 – Facebook engagement**

Impressions	Reach	Link Clicks	Shares	Post Saves
78,025	19,028	638	20	0

## 3 Equality Impact Assessment

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### 3.1 Equality Impact Assessment (EqIAs)

- 3.1.1. An EqIA was developed for the scheme to ensure that obligations under the Equality Act 2010 were met by KCC.
- 3.1.2. The EqIA provides a process to help understand how proposals may affect people based on their protected characteristics (age, disability, sex, gender identity, race, religion / belief, sexual orientation, pregnancy and maternity, marriage and civil partnership and carer's responsibilities).
- 3.1.3. The EqIA was available on the consultation webpage, and it was downloaded 5 times (as seen in Table 2-2).
- 3.1.4. Within the consultation questionnaire, a question was asked on the EqIA which gave an opportunity for feedback. Equality analysis of the consultation data was undertaken (see Chapter 7) to identify any new issues that could impact a protected characteristic group.
- 3.1.5. We will use the feedback gathered from the consultation to update the EqIAs, which will be available online at [www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)
- 3.1.6. All consultation documents and publicity material included an email address and telephone number for people to request hard copies of the documents or alternative formats.



## 4 Analysis and Methodology

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4.1.1. This chapter summarises the methodology for data collation and analysis.

### 4.2 Data Collation

4.2.1. The primary means of responding to the consultation was through the formal consultation questionnaire. The questionnaire contained a combination of closed questions, where respondents select their answers from a defined list, and open (free text) questions so that respondents had the opportunity to explain the reasons for their choices in more detail. Other written responses were also accepted via email and post.

4.2.2. This report summarises the 162 responses to the questionnaire and eight responses received via email.

4.2.3. Consultees were given the opportunity to respond online or request a paper copy of the questionnaire. The Word version was also available on the consultation page for people to download and return via email or post if they did not want to complete the online questionnaire. In total 160 responses were received online in addition to two paper copies. Paper copies were manually entered into the data file extracted from the online responses in order to be analysed.

### 4.3 Closed question analysis

4.3.1. Closed questions in the questionnaire related to different elements of the scheme, such as walking improvements, cycling improvements, and landscaping improvements.

4.3.2. Please note that the decimal figures have been rounded to whole numbers so percentages may not add up to 100. It should also be noted that none of the questions were mandatory, and consultees could choose not to answer all of the questions, therefore the total of number of respondents may differ for each question.

### 4.4 Open question analysis

4.4.1. Free-text responses provided in response to the open questions is complex to analyse and interpret but provides valuable insight into respondents' opinions. Free-text responses required further analysis through a process called 'coding' to identify common themes and enable the categorisation of comments into a series of 'codes'. The codes were then analysed to identify the most frequently recurring areas of comment.

The code frame is a list of the codes which represent the broad range of comments raised by respondents. This is created by reviewing a large sample of the responses and identifying common themes and areas of comment, each of which is given a unique number.

4.4.2. The code frame underwent a series of reviews during the analysis to ensure that any new codes that emerged in the data were incorporated. The coding of responses was subject to



a series of quality assurance checks to ensure consistency and accuracy throughout the process.

- 4.4.3. The results of this analysis are presented in the following section. Please note that the total number of coded comments might differ from the total number of responses as some respondents may have mentioned more than one theme in their comments.

## **4.5 Written responses**

- 4.5.1. All other written responses submitted via email or post were analysed by summarising each of the responses and noting the respondents' overall view of the scheme.

## 5 Respondents

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5.1.1. This chapter summarises the number of consultation responses received, respondent demographics and the capacity in which they responded. This chapter also covers respondents most frequent mode of transport to determine how they travel within their local area.

### 5.2 Level of response

5.2.1. The questionnaire was available online and hard copies were available upon request. 160 responses were received online, 2 responses were received via paper copies of the questionnaire, in addition to 8 emails.

5.2.2. Questionnaire responses have been received from individuals, groups and organisations comprising of:

- 147 individuals (91%)
- 15 organisations/groups (9%)

5.2.3. Table 5-1 below illustrates the breakdown of respondent type, which shows that the majority of respondents who completed the questionnaire were Canterbury residents (78%). 157 respondents answered this question.

**Table 5-1 – Breakdown of respondents**

Type of respondent	Frequency	Percentage
A Canterbury resident	123	78%
A resident of somewhere else in Kent or further afield	24	15%
On behalf of a charity, voluntary or community sector organisation (VCS)	5	3%
On behalf of an educational establishment, such as a school or college	2	1%
On behalf of a Parish / Town / Borough / District Council in an official capacity	2	1%
A Parish / Town / Borough / District / County Councillor	1	1%

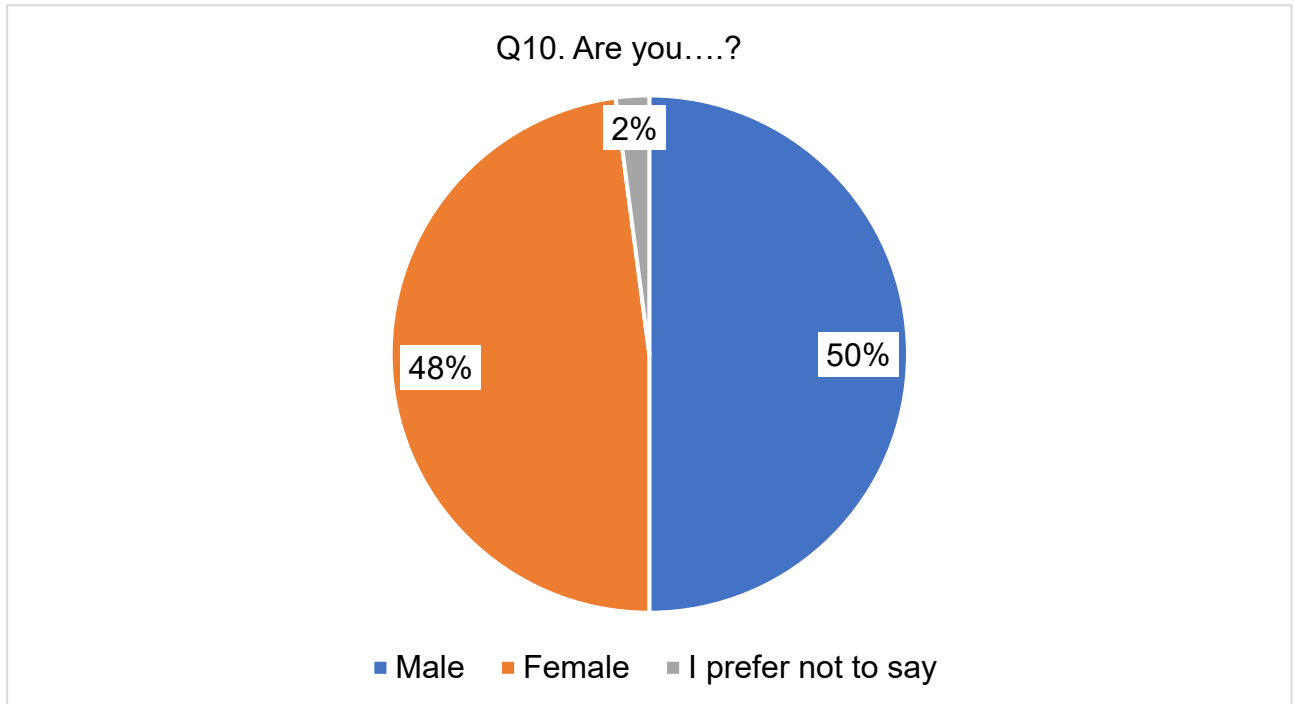
Those responding on behalf of an organisation were asked to provide the name of the organisation, and the following responses were received:

- British Horse Society
- Canterbury Alliance for Sustainable Transport
- Canterbury Christ Church University
- Canterbury City Council
- Canterbury World Heritage Site Management Committee
- English Heritage Trust
- President of Sport and Engagement at Canterbury Christ Church University Student's Union
- San Fairy Ann Cycling Club, Kent
- St Paul's Church Canterbury

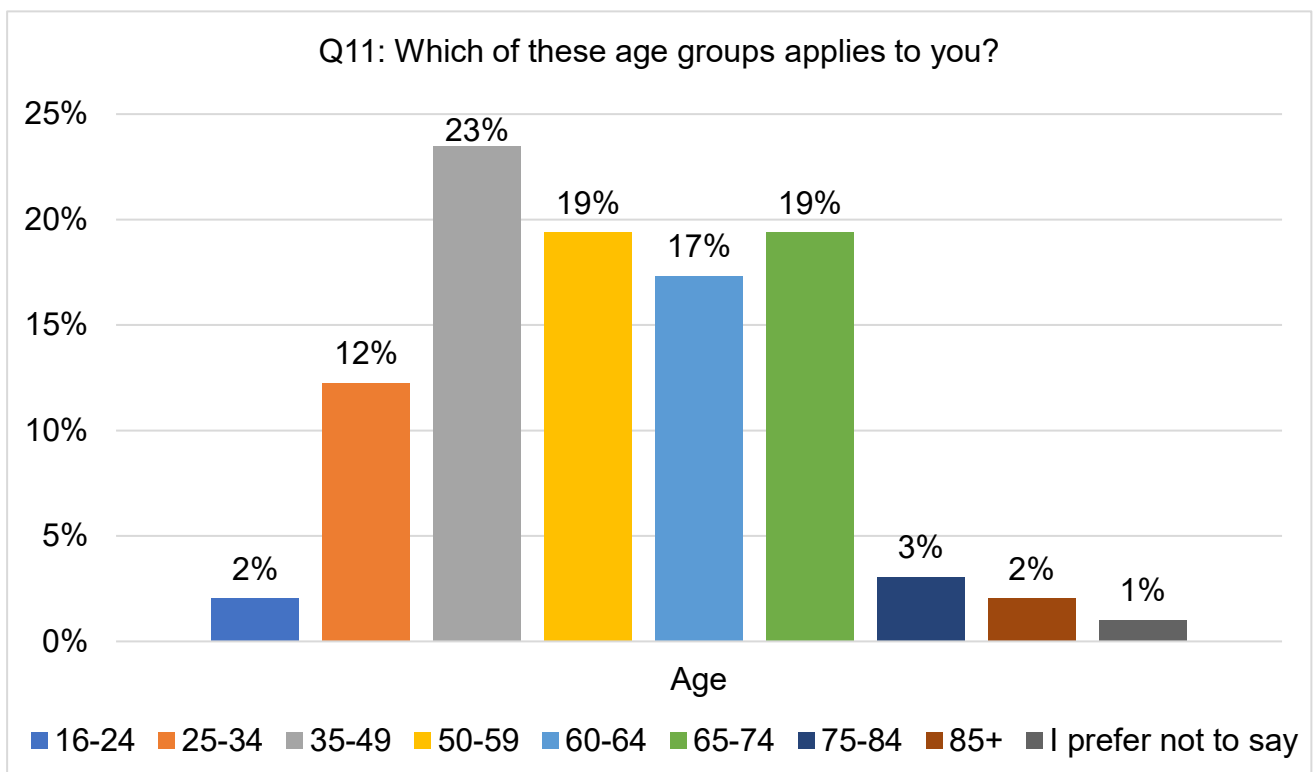
### **5.3 Respondent profile**

- 5.3.1. This section details the respondent demographics. Data was collected using the 'About You' questions in the questionnaire (Q10 to Q14). These questions were optional and should be noted that that individuals responding on behalf of organisations were not asked these questions.
- 5.3.2. Respondents were asked to identify their sex and age. The results can be seen in Figure 5-1 and Figure 5-2 overleaf.
- 5.3.3. 96 respondents disclosed their sex, of which 48% (46) were female and 50% (48) were male. 2% (2) said they would prefer not to say.

**Figure 5-1 - Respondent Sex Profile (96 responses)**



**Figure 5-2 - Respondent Age Profile (98 responses)**



5.3.5. The largest proportion of respondents were in the 35-49 age bracket (23%), followed by the 65-74 age bracket (19%) and 50-59 age bracket (19%). 17% of respondents were in the

age 60-64 age bracket, 12% aged 25-34, 3% aged 75-84, 2% aged 85+ and 1% preferred not to say.

- 5.3.6. Respondents were asked if they considered themselves to be disabled as set out in the Equality Act 2010. A total of 12% (12) considered themselves to be disabled, 84% (81) did not, and 4% (4) preferred not to say. The impairments/disabilities identified by respondents are outlined in Figure 5-2 below. Please note each respondent could select as many disabilities as applicable.

**Table 5-2 – Q12a. If you answered ‘Yes’ to Q12, please tell us the type of impairment that applies to you**

Type of Impairment/disability	Frequency	Percent (%)
Physical impairment	5	36%
Longstanding illness or health condition	3	21%
Other	2	14%
Learning disability	1	7%
Sensory impairment	1	7%
Mental health condition	1	7%
I prefer not to say	1	7%

- 5.3.7. Of the 2 respondents who selected other, 1 respondent noted that they have severe asthma and severe migraines, and another noted they have ADHD.
- 5.3.8. Respondents were asked if they were a Carer. 7% of respondents (7) stated that they are a Carer, whilst 91% (90) stated they are not and 2% (2) preferred not to say.
- 5.3.9. Table 5-3 below shows the proportion of respondents by their ethnic group.

**Table 5-3 – Respondent ethnicity**

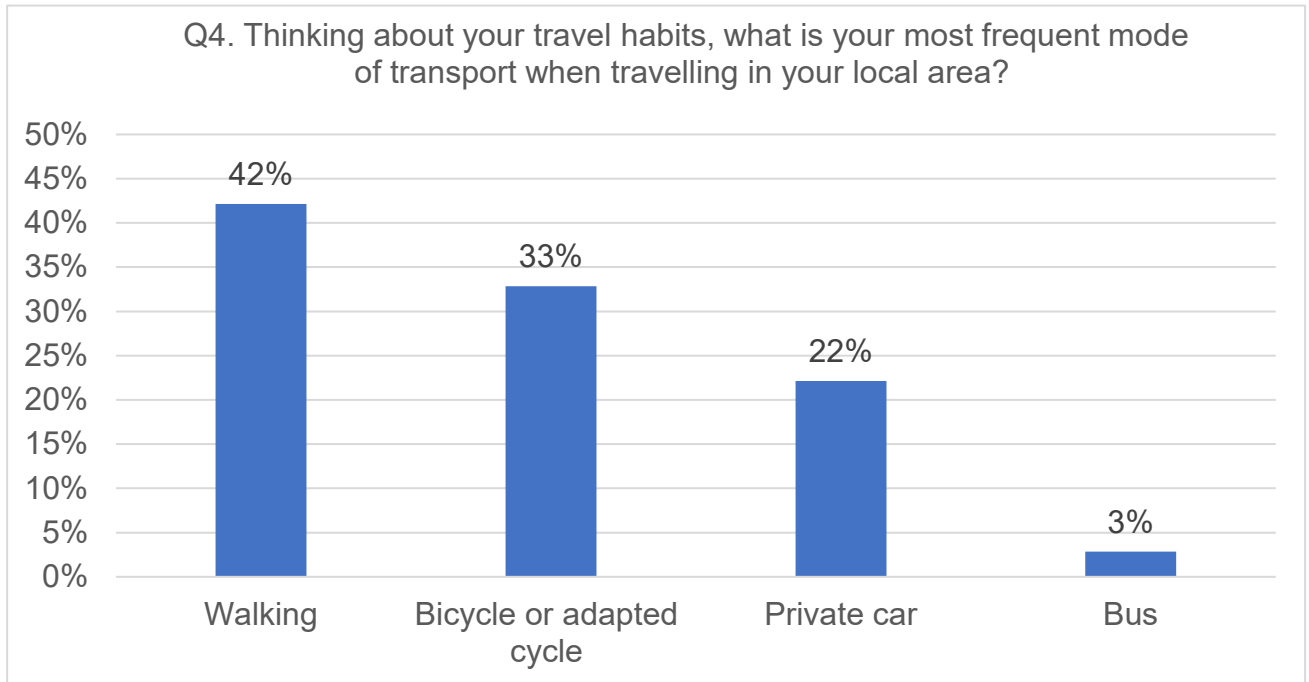
Ethnic Group	Frequency	Proportion of respondents
White English	77	84%
I prefer not to say	3	3%
White Other*	3	3%

Mixed White & Black Caribbean	2	2%
White Irish	2	2%
White Northern Irish	1	1%
Asian or Asian British Pakistani	1	1%
White Scottish	1	1%
White Welsh	1	1%
Mixed Other*	1	1%

## 5.4 Respondents travel habits

- 5.4.1. Respondents were asked to think about their usual travel habits and specify what their most frequent mode of transport is when travelling around their local area. A total of 140 responses were received for this question.
- 5.4.2. The full choice of transport modes available to respondents can be seen in Figure 5-3. A total of 42% (59) of respondents selected walking as their most frequent mode of transport, while 33% (46) responded with bicycle or adapted cycle and 22% (31) selected private car. Travel by bus received 3% (4) of responses. Other modes included on the questionnaire that were not selected by respondents consisted of motorbike or moped, scooter (electric and non-electric), taxi, van or lorry, wheelchair or mobility user or 'other'. Please note that those who were responding on behalf of an organisation were asked to skip this question (Q4).

**Figure 5-3 – Q4: Thinking about your travel habits, what is your most frequent mode of transport when travelling in your local area? (140 responses)**

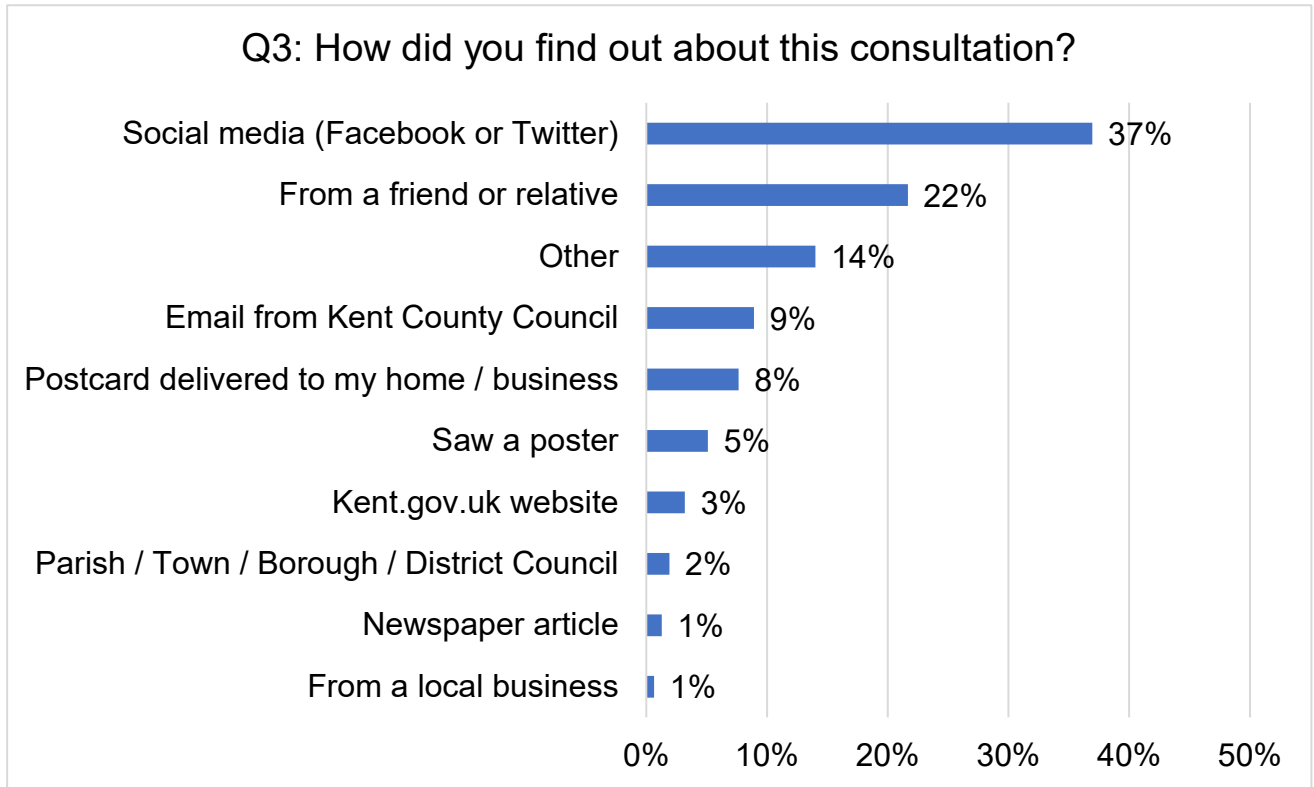


## 5.5 How respondents found out about the consultation

5.5.1. Figure 5-4 below shows that the main method respondents found out about the consultation was through social media (37%), followed by hearing about it from a friend or relative (22%). Communication from Kent County Council via email recorded 9% of responses, and a postcard delivered to a home or business address recorded 8%. Respondents were able to select multiple answers for this question, and a total of 151 responses were received.



**Figure 5-4 – Q3: How did you find out about this consultation? (151 responses)**



5.5.2. Those that selected ‘other’ noted that they heard about the consultation via:

- Email from child's school
- Canterbury Christ Church University Sustainable Transport Working Group
- Canterbury Christ Church University staff newsletter
- Spokes East Kent Cycle Campaign
- By chance through a conversation with a member of Oaten Hill & South Canterbury Association
- Email from the Canterbury Climate Action Partnership
- From a colleague / workplace
- From a neighbour

## 6 Feedback on the proposals

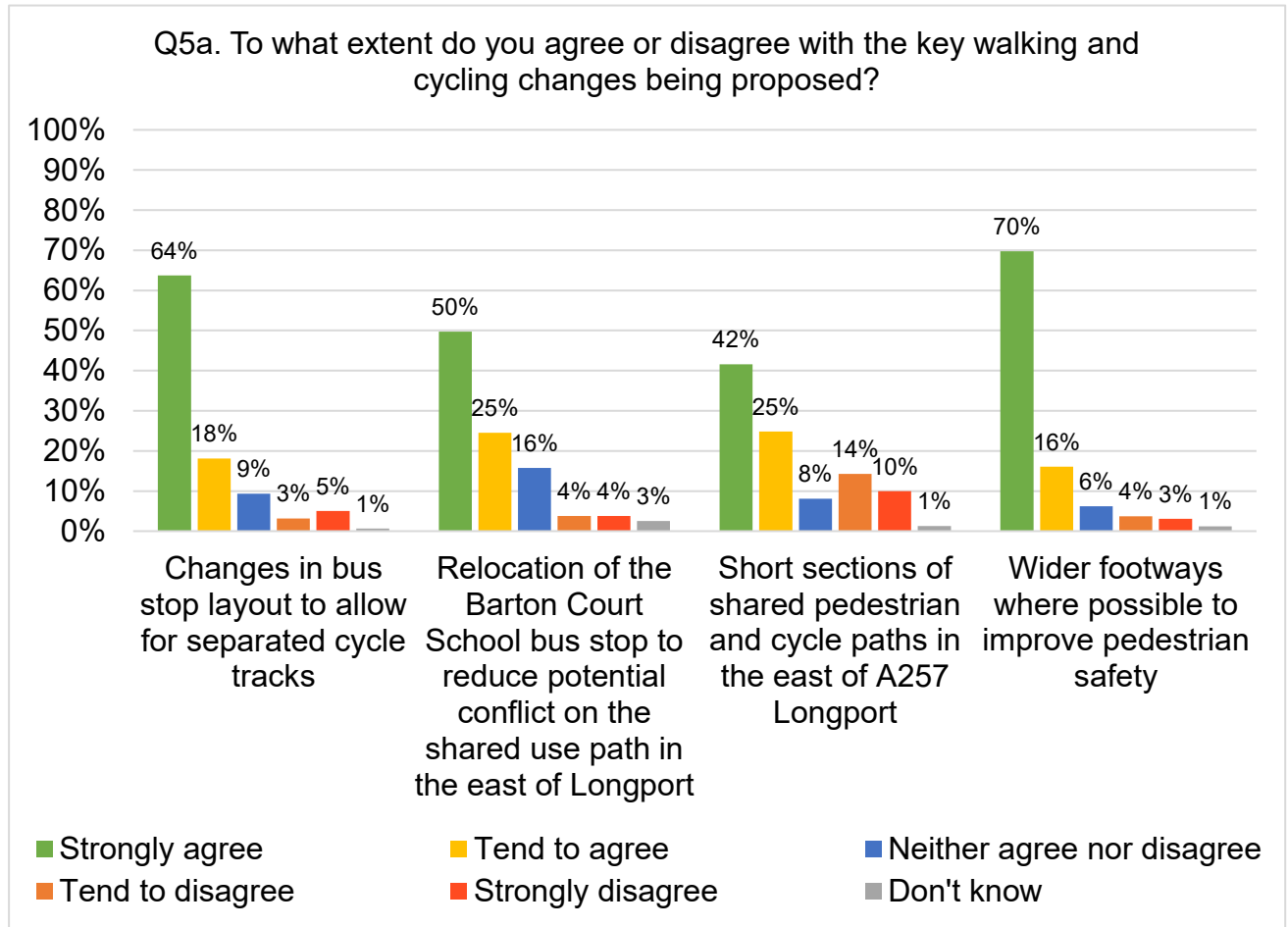
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- 6.1.1. This chapter summarises the feedback received on the proposals. Further analysis has also been undertaken to determine how different types of respondents, such as residents and organisations view the proposals.
- 6.1.2. Question 5 of the consultation questionnaire asked respondents to express to what extent they agree or disagree with different elements of the proposals, based on a six-point scale. The layout of the questionnaire mirrored the consultation brochure, whereby walking and cycling improvements were introduced first, followed by landscaping and placemaking improvements, and lastly any changes to parking. The results are described below in the following sub-sections.

### 6.2 Walking and cycling improvements

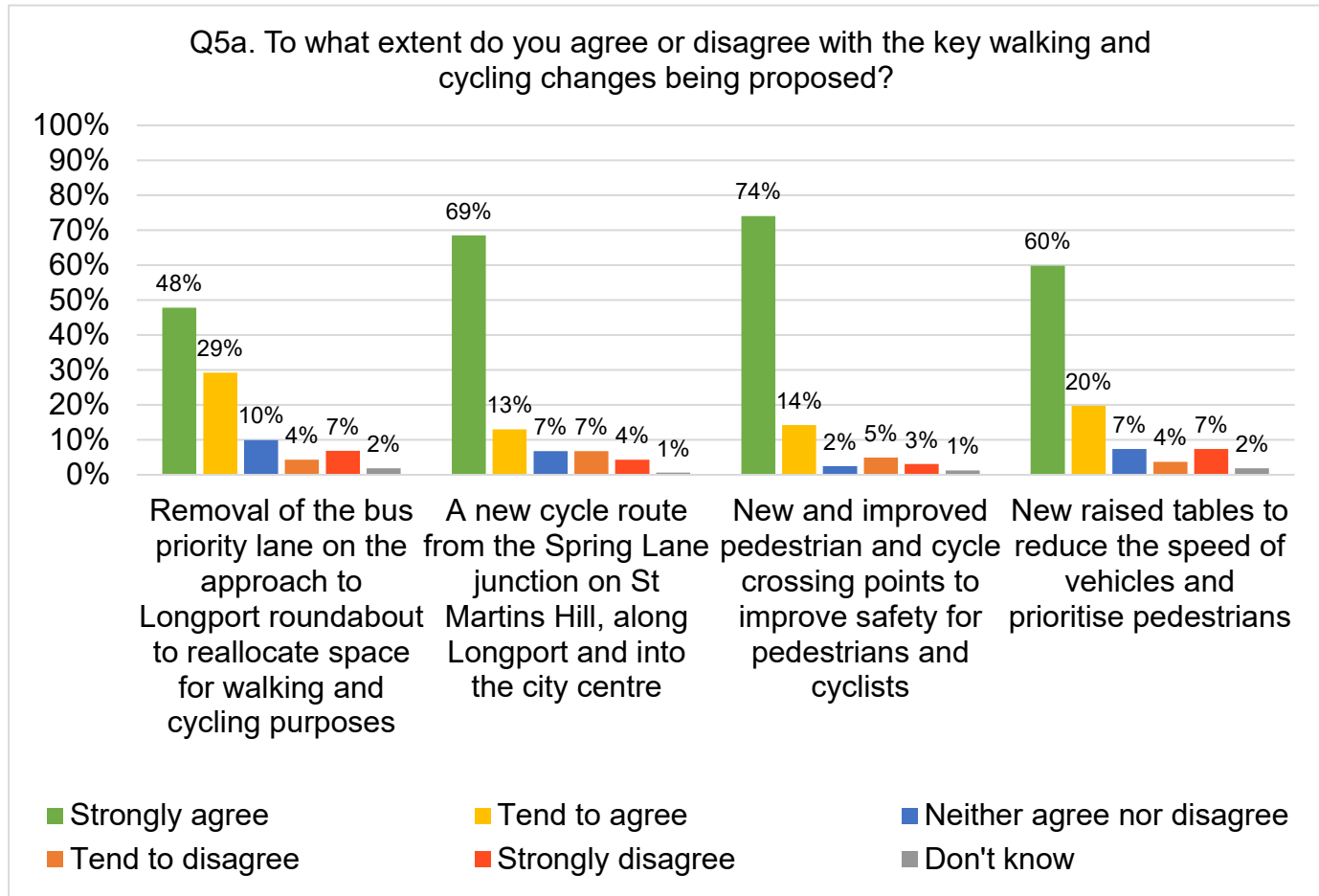
- 6.2.1. The proposals include making changes to the existing road layout to provide more space for those who walk, wheel and cycle. Respondents were asked to determine to what extent they agree or disagree with proposed walking and cycling improvements. Respondents were asked to comment on eight proposals for walking and cycling, the results of which are shown below in Figure 6-1 and Figure 6-2.
- 6.2.2. It should be noted that not all respondents provided feedback on all eight features included in Question 5a, therefore the number of respondents varied between 159 and 162 for each of the proposed features.
- 6.2.3. Figure 6-1 shows that the proposed walking and cycling improvements were generally well received, with responses indicating that most respondents agreed to the proposals to some extent.
- 6.2.4. Out of the proposed features, wider footways received the highest level of agreement (70% strongly agree), closely followed by changes in bus stop layout to allow for separated cycle tracks (64% strongly agree).
- 6.2.5. Short sections of shared pedestrian and cycle path received the lowest level of agreement and the highest level of opposition (14% tend to disagree, 10% strongly disagree), although the majority of respondents were still in agreement with this feature (42% strongly agree and 25% tend to agree).

**Figure 6-1 – Q5a. To what extent do you agree or disagree with the key walking and cycling changes being proposed? (1 of 2)**



- 6.2.6. Further walking and cycling proposals are shown below in Figure 6-2. Similar to those above, the walking and cycling proposals were generally well received and the majority of respondents (60% or more) answered with 'strongly agree' to three of the four features proposed.
- 6.2.7. New and improved pedestrian and cyclist crossing points received the highest level of agreement (74% strongly agree), and a new cycle route from Spring Lane to the city centre received the second highest (69% strongly agree). For both of these design features, less than 5% of respondents strongly disagreed with these improvements.
- 6.2.8. The removal of the bus priority lane along Longport received the lowest levels of agreement of all the walking and cycling proposals illustrated in Figure 6-2, where 48% strongly agreed and 29% tend to agree. Both the removal of the bus priority lane and the introduction of new raised tables were the design features with the highest levels of disagreement from respondents (4% tend to disagree, 7% strongly disagreed).

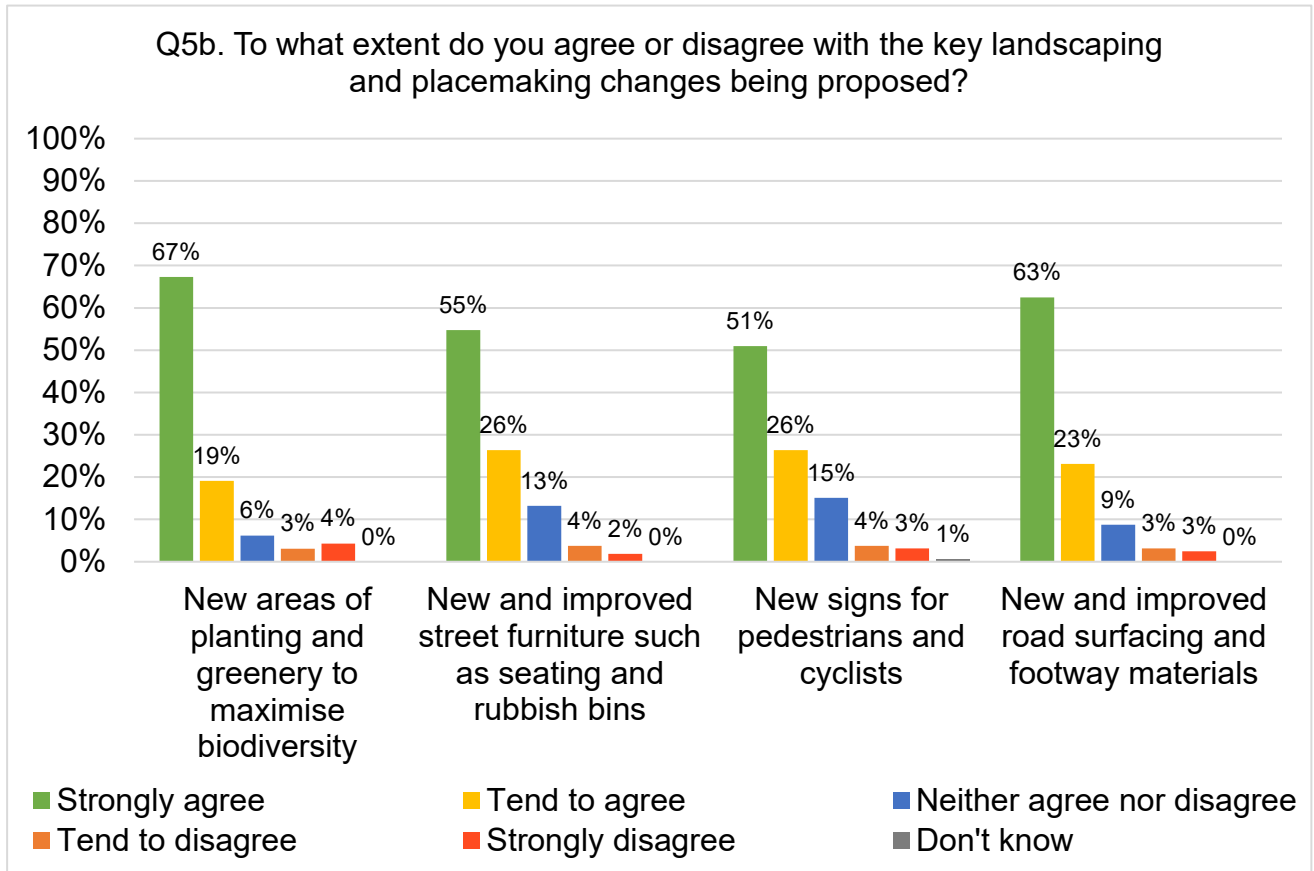
**Figure 6-2 – Q5a. To what extent do you agree or disagree with the key walking and cycling changes being proposed? (2 of 2)**



## 6.3 Landscaping and placemaking improvements

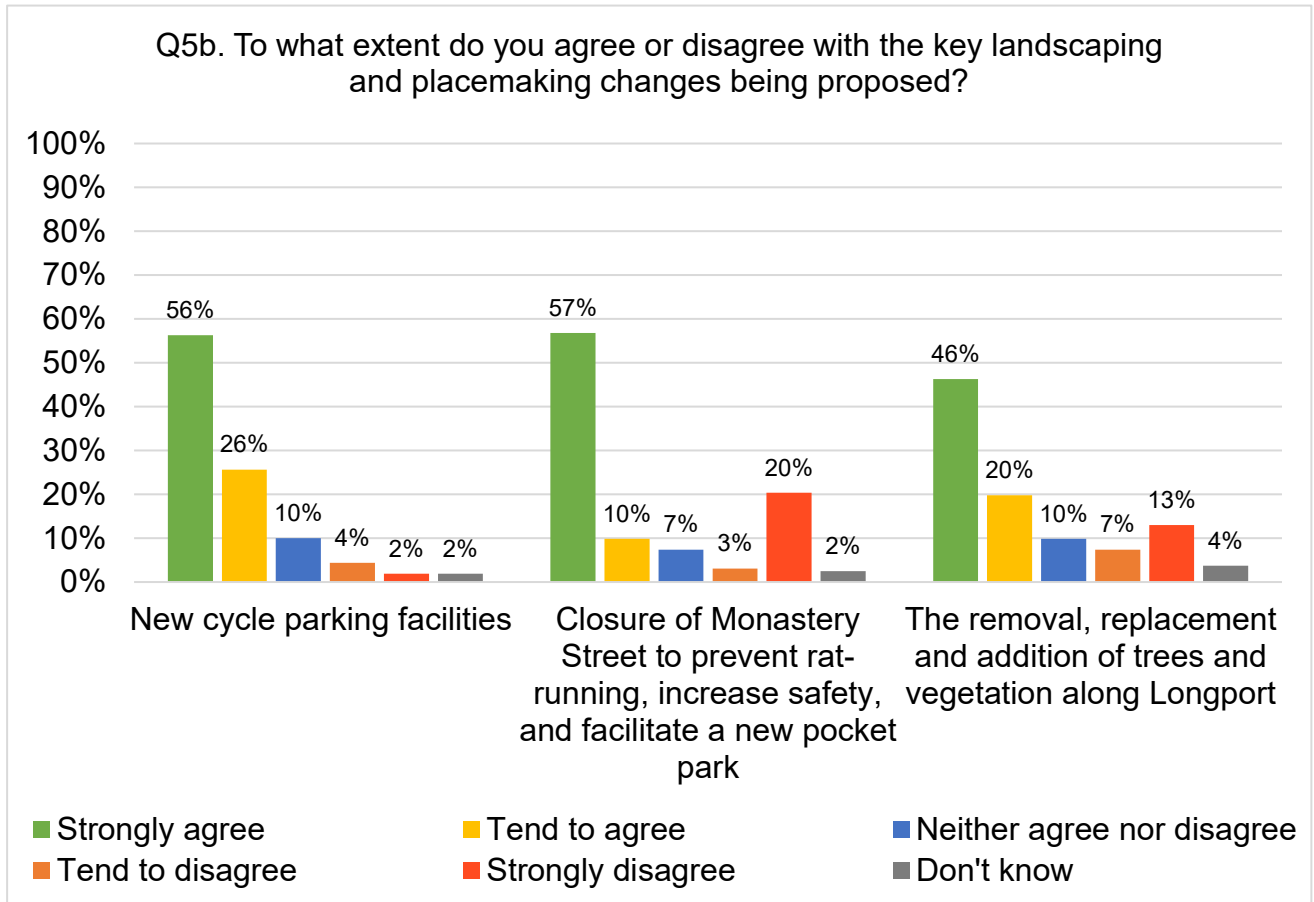
- 6.3.1. Placemaking design features received strong levels of agreement from the majority of respondents. Figure 6-3 shows that less than 5% of respondents strongly disagreed with any of the elements being consulted on, with an equally small amount tending to disagree with these elements. The number of respondents varied between 159 and 162 for each of the seven different features.
- 6.3.2. From the design features shown in Figure 6-3, new areas of greenery and planting received the highest proportion of responses in strong agreement (67%), with new and improved road surfacing also recording high levels of strong agreement (63%). New signs for pedestrians and cyclists received the least overall agreement from respondents (51% strongly agree, 26% tend to agree)

**Figure 6-3 – Q5b. To what extent do you agree or disagree with the key landscaping and placemaking changes being proposed? (1 of 2)**



- 6.3.3. Figure 6-4 summarises the responses to the other landscaping and placemaking design features included within the proposals. Two of the design features received relatively high levels of disagreement compared to the other features, albeit the levels of agreement for these are still much higher overall.
- 6.3.4. The closure of Monastery Street received the highest proportion of responses in strong disagreement (20%). However, it also recorded the highest level of responses that strongly agree out of the elements shown in Figure 6-4 and was the third highest strongly agreed to landscaping and placemaking feature overall.
- 6.3.5. The removal, replacement and addition of trees and vegetation received 13% of responses in strong disagreement.
- 6.3.6. A small proportion of responses indicated neither agreement nor disagreement for the design features being consulted on (10% or less), and less than 5% answered ‘don’t know’.

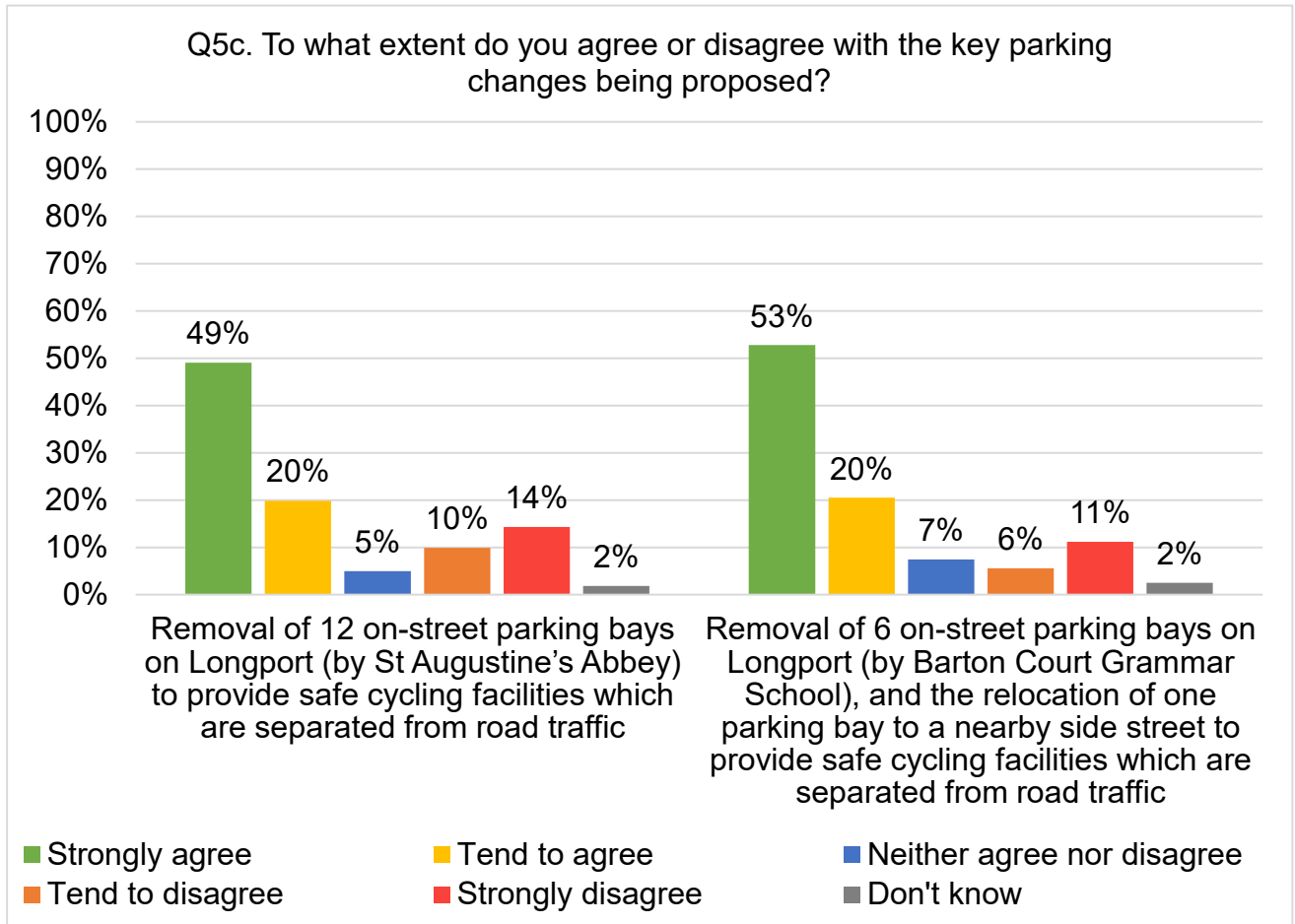
**Figure 6-4 – Q5b. To what extent do you agree or disagree with the key landscaping and placemaking changes being proposed? (2 of 2)**



## 6.4 Parking changes

- 6.4.1. Respondents were asked to indicate their level of agreement for parking changes. These consisted of two key design features, the results for which are shown below in Figure 6-5.
- 6.4.2. Both parking elements received a similar pattern of responses, where the highest proportion of respondents indicated strong levels of agreement, which totalled 49% for the removal of 12 on-street parking bays on Longport by St Augustine’s Abbey and 53% for the removal of six on-street parking bays by Barton Court Grammar School. For both parking changes 20% of respondents indicated that they tended to agree with the proposals, while 11 - 14% of respondents strongly disagreed with the changes. 6 - 10% showed that they tended to disagree.

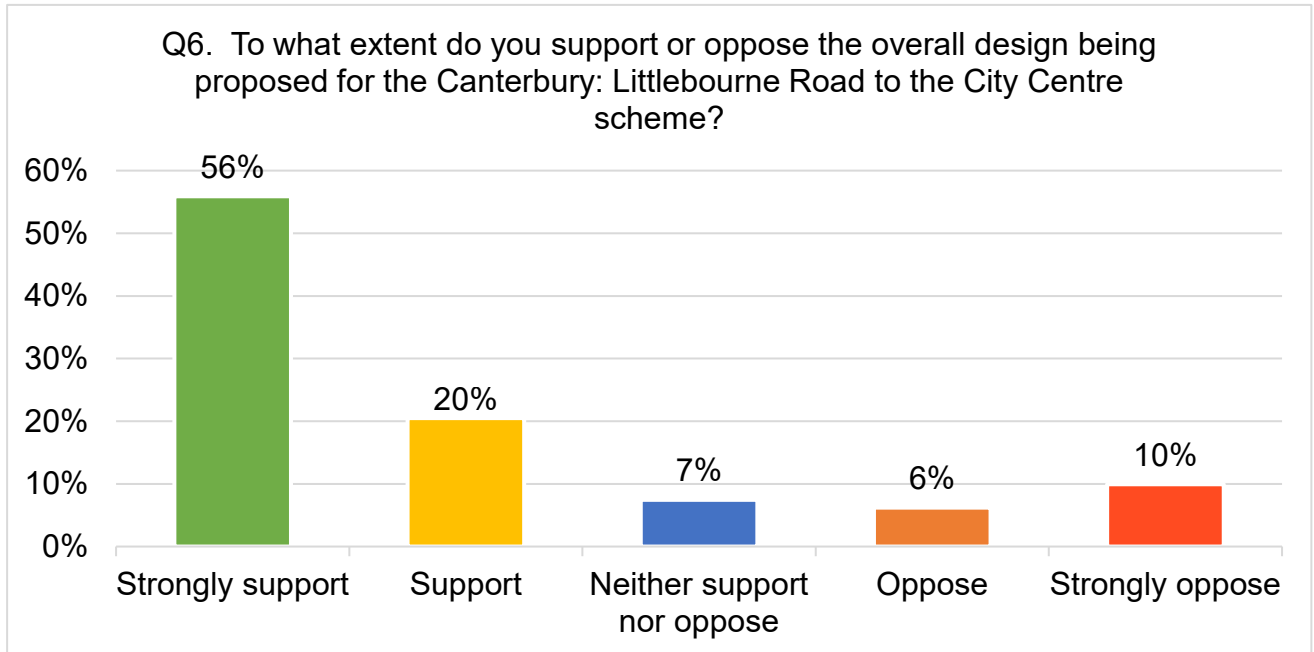
**Figure 6-5 – Q5c. To what extent do you agree or disagree with the key parking changes being proposed? (161 responses)**



## 6.5 Overall scheme design

6.5.1. Respondents were asked to indicate their level of support or opposition for the overall design being proposed for the scheme, the results of which are displayed in Figure 6-6. A total of 161 responses were received for this question (Q6). Figure 6-6 shows there is a high level of overall support for the scheme (76%), while respondents who oppose the scheme totalled 16%. 7% of respondents neither support nor oppose the scheme.

**Figure 6-6 – Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme? (161 responses)**



### Responses by age group

- 6.5.2. Table 6-1 provides a breakdown of the level of support categorised by age. Only 97 respondents specified their age when answering this question, therefore the level of support shown in the table below differs from the overall scheme support data shown in Figure 6-6, which received 161 responses.
- 6.5.3. The table shows that support varies by respondent age quite significantly, with the age bracket 16-24 showing the highest levels of overall support (100%) however it should be noted that only two responses from this age group were provided, and 75-84 the lowest (33% strongly support). 65–74-year-olds showed the strongest levels of opposition to the scheme (11% oppose, 16% strongly oppose).



**Table 6-1 – To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme? (97 responses)**

Age	Total frequency	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose
16-24	2	100%	0%	0%	0%	0%
25-34	12	67%	17%	8%	8%	0%
35-49	23	61%	17%	9%	4%	9%
50-59	19	47%	42%	5%	0%	5%
60-64	17	53%	29%	6%	6%	6%
65-74	19	63%	11%	0%	11%	16%
75-84	3	33%	0%	33%	33%	0%
85+	2	50%	50%	0%	0%	0%

### **Businesses and organisational responses**

- 6.5.4. Table 6-3 below provides a breakdown of the response to the proposals from each business and organisation. The majority supported the proposals, with just one strongly opposing. Two responses were given from Canterbury City Council from two different respondents and both responses have been included below.

**Table 6-2 – Q1a. If you are responding on behalf of an organisation, please tell us the name of your organisation (8 responses) and Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme?**

Business / organisation	Strongly support	Support	Neither Support nor Oppose	Oppose	Strongly Oppose
Canterbury Christ Church Student Union	✓				
Canterbury City Council	✓				
Canterbury City Council	✓				
Canterbury Alliance for Sustainable Transport	✓				
St Paul's Church Canterbury					✓
British Horse Society			✓		
Canterbury Christ Church University	✓				
Canterbury World Heritage Site Management Committee			✓		
English Heritage Trust		✓			
San Fairy Ann Cycling Club, Kent	✓				

6.5.5. A selection of quotes from the businesses and organisations highlighted above have been provided below. These comments were left in response to “Q8: *We welcome any comments you have on our proposals for our Canterbury: Littlebourne Road to the City Centre scheme*”.

### **In support of the proposals**

- “I think this is a fantastic idea, anything to get more people active safely is a brilliant idea. One of my main suggestions is to actually extend this pathway all the way up to the sports facilities (Polo farm Sports Club) along Littlebourne road.”
- “I strongly support the scheme.... I would hope that the eastern end of the route would be able to come through at the back of the houses at the end of Spring Lane, so that cyclists would not have to navigate the A257 before entering the segregated cycle path.”
- “I strongly support this excellent scheme which will act as a showcase for the quality of future cycle and walking schemes and should encourage a much greater take up of cycling as a mode of transport.”

### **In opposition to the proposals**

- “The changes to Longport need rethinking. This is a key area for parking for both our congregation, community groups, secular programmes such as the night shelter. The removal of parking spaces will have a severe impact on parking around St Paul's. The closure of monastery street will have an unacceptable impact on access to our church and community centre”

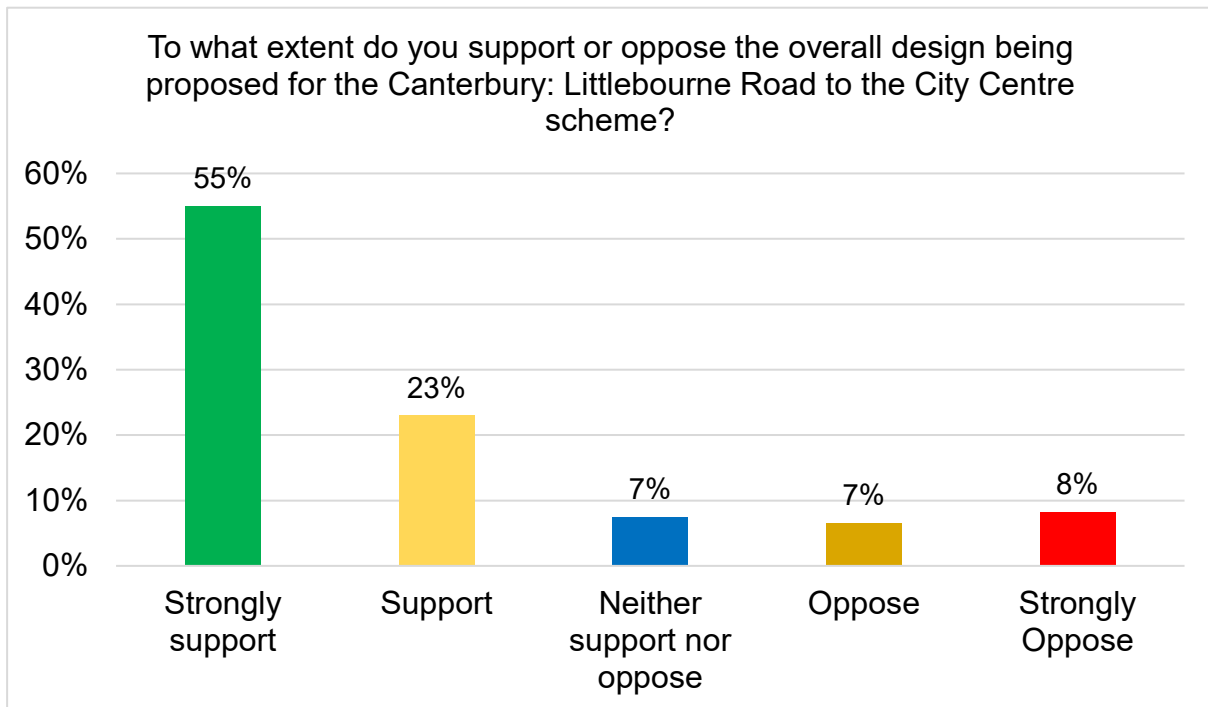
## Canterbury resident responses

6.5.6. Additional analysis has been undertaken for those who stated that they are a Canterbury resident (78% of all respondents) to determine how they viewed the proposals. Likewise, Canterbury residents' views on the proposals has also been compared with their most frequent mode of transport for local journeys. Those who identified that they are a resident of somewhere else in Kent or further afield have been excluded from this analysis, so it is only representative of residents in the local area.

### Residents support for the scheme

6.5.7. Figure 6-7 below provides a breakdown of how residents of Canterbury responded to the proposals. The majority supported the proposals, with 55% strongly supporting and 23% supporting. Just 15% opposed or strongly opposed the proposals.

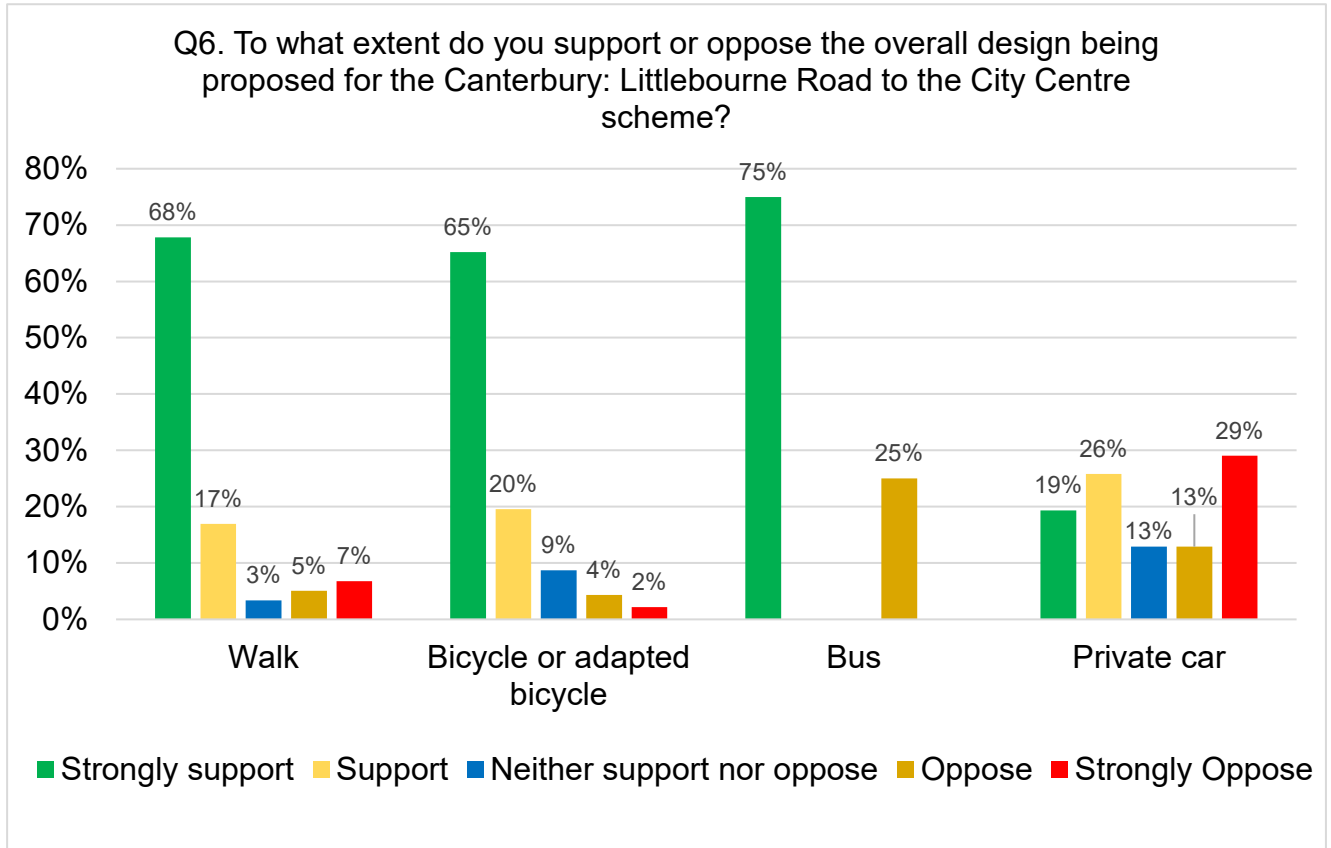
**Figure 6-7 – Comparison of Q1: Are you responding as...? (A Canterbury resident) (122 responses) and Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme?**



### Support for proposals by most frequent mode of transport

6.5.8. Figure 6-8 below provides a breakdown of how the Canterbury respondent's most frequent travel modes through their local area impacted their support for the proposals. Those who selected walking, bicycle or bus as their most frequent travel mode responded with high levels of support for the proposals, with 85% of walkers and cyclists supporting or strongly supporting the proposals, and 75% of bus users strongly supporting the proposals. 45% of those who selected private car as their most frequent travel mode supported or strongly supported the proposals, while 42% opposed or strongly opposed.

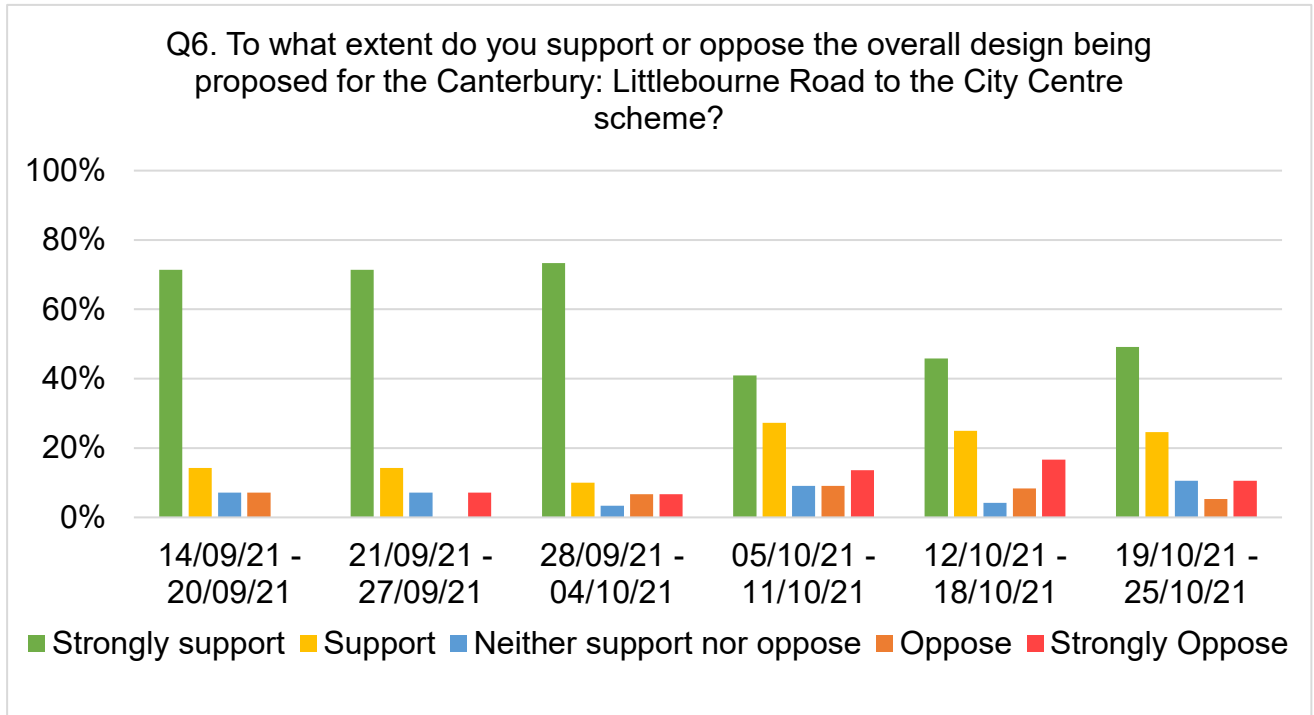
**Figure 6-8 – Comparison of Q4. Thinking about your travel habits, what is your most frequent mode of transport when travelling in your local area? (140 responses) and Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme?**



### Support for proposals over time

- 6.5.9. Shown in Figure 6-9 are responses to Q6, which asked respondents to indicate their overall level of support or opposition for the scheme design. This has been categorised by each week of the six-week consultation, to provide a timeline of how support varied over the course of the consultation.
- 6.5.10. Visible from the timeline is that a greater proportion of respondents from the first three weeks of the consultation were strongly supportive of the scheme when compared to the last three weeks (71-73% compared to 41-49%). Worth noting however is that the chart shows levels of support as a proportion of the number of responses received in a given week, rather than the actual number of responses. For example, the final week of the consultation (19/10/21 - 25/10/21) received the greatest number of strongly supportive responses (28), despite recording a lower proportion than previous weeks (49%).
- 6.5.11. Responses that were strongly opposed to the scheme generally increased over the course of the consultation, both in proportion and number. The lowest proportion of strongly opposed respondents was recorded in the first week (0%), and the highest in week five (17%).

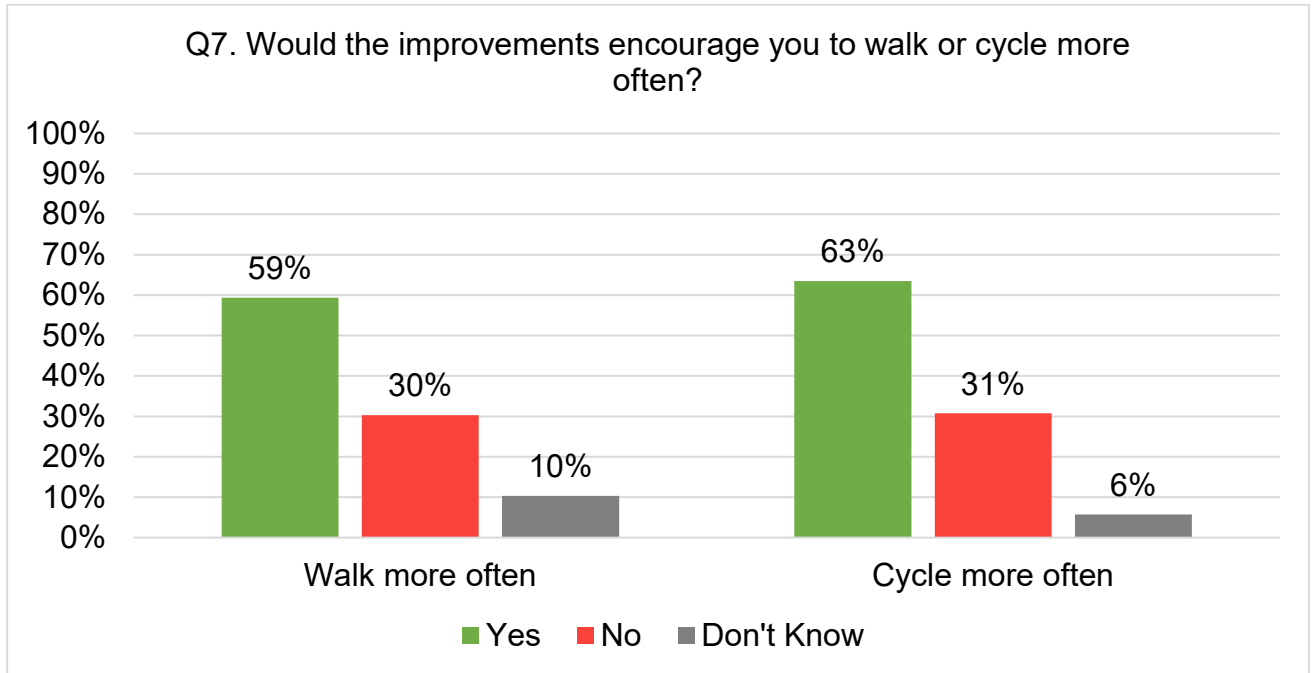
**Figure 6-9 – Comparison of Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme? (161 responses) and the week of response**



### Impact of proposals on travel mode

6.5.12. Respondents were asked to indicate whether the proposed improvements would encourage them to walk or cycle more often. Figure 6-10 illustrates a similar pattern for both active travel modes, where 59% of respondents would walk more often while 63% would cycle more often if the improvements were implemented. This is similar with the previous in which 70% of respondents stated that they would walk more often whilst 76% would cycle more often if the improvements were implemented.

**Figure 6-10 – Q7. Would the improvements encourage you to walk or cycle more often? (162 responses)**



## 6.6 Key themes and comments

6.6.1. Respondents were given the opportunity to provide comments on the proposals, in which a total of 126 comments were left. These have been coded resulting in 191 total coded comments. The top ten themes identified in the open text responses are shown in Table 6-3 below, and a more detailed analysis of each code is provided in the following sub-sections.

**Table 6-3 – Key themes**

Theme	Number of coded comments (total)	Percentage of coded comments
The scheme will improve safety	17	9%
Support the scheme, but still concerned about pedestrian / cyclist safety	15	8%
The scheme will improve walking and / or cycling facilities	13	7%
Oppose to vehicle restrictions / closures	13	7%
Support the scheme but concerned about parking removal	13	7%
Support this scheme / it is a good idea	12	6%
Concerns that it will increase congestion	11	5%
The scheme will help improve the environment / reduce emissions / pollution	10	5%
The scheme will encourage more walking / cycling	7	4%
The scheme will displace traffic onto other local streets	7	4%



## **Theme 1: The scheme will improve safety**

- 6.6.2. A total of 17 responses were coded with this theme, which amounted to 9% of the total codes assigned to the open text responses. Some comments were supportive of the scheme as a whole, stating that it would generally improve safety for pedestrians and / or cyclists but did not refer to any of the proposals in particular, for example:
- “Makes it much safer along a busy road, will encourage more cycling in a far too congested city and can save lives”
  - “I commute by bike, and the first part of my commute is always very treacherous. The proposed scheme would make it a lot safer and worry-free”
- 6.6.3. Other respondents provided a more detailed explanation on which features within the proposals they believed would improve safety. Five comments referred to the closure of Monastery Street as likely to improve safety along that section of the route due to the high volume of traffic which currently uses the street as a through route. An example comment is below:
- “[I] very much welcome the proposal to close Monastery Street to through traffic This will improve safety of cyclists and pedestrians on the street, which has been a concern for some time, given the amount of cars and lorries currently using the street as a rat run”
- 6.6.4. In addition to the closure of Monastery Street, cycle tracks which are clearly marked and separated from road traffic received strong levels of support from respondents due to the perceived safety benefits. Example quotes from the open text responses which referenced this design feature are below:
- “Our students and staff have long voiced opinion that they would feel safer cycling if the cycle paths were clearer and a safer route provided”
  - “At the moment cycling around Canterbury is very dangerous... a designated cycle path would benefit cyclists and pedestrians”

## **Theme 2: Support the scheme, but still concerned about pedestrian / cyclist safety**

- 6.6.5. 8% of all comments expressed support for the scheme overall but raised some safety concerns. Six respondents raised concerns in relation to the eastern extent of the route, specifically the Spring Lane / St Martins Hill junction and Littlebourne Road. Some examples have been provided below:
- “There seems to be no reason to abandon the cycle track to the west (sic) either - surely it can be continued as 2-way on the south side of Longport up to Spring Lane junction to provide safe route onto the quieter side road”
  - “This scheme even if welcomed still doesn't address the bigger safety problems for cyclists on St. Martin Hill and Littlebourne road”
  - “Improve the safety for cyclists: 1. Turning right into Spring Lane from St Martin's Hill, 2. Turning right into North Holmes Road from St Martin's Hill”

6.6.6. Two of the responses that raised safety concerns stated that they would like to see a scheme which extends further eastwards along Littlebourne Road to improve safety for pedestrians and cyclists along that section of road, and four other respondents highlighted the need for a safe right-turn facility for eastbound cyclists travelling along St Martins Hill turning into Spring Lane. Due to the width constraints of the carriageway at this junction segregated cycle tracks were not included within the scheme design; however, an alternative route is provided within the proposals which travels along the quieter side roads (Park Cottage and The Paddock), which allows less confident cyclists to avoid the Spring Lane junction altogether.

6.6.7. Other comments from respondents which expressed safety concerns mostly related to the introduction of bus stop boarders and short sections of shared use paths for pedestrians and cyclists. Key concerns related to conflicts between pedestrians and cyclists, for example:

- “The concerns I have about this particular scheme are the potential conflict between bus boarders and cyclists particularly at school start/end times”
- “[Is the intention] for cyclists and pedestrians to share the narrow footpath - if that is the case that would make it dangerous for residents walking out of their front doors as they could be knocked over by cyclists”

### **Theme 3: The scheme will improve walking and / or cycling facilities**

6.6.8. This theme (and the two subsequent themes in Table 6-3) were coded in 13 responses and represent 7% of the total codes assigned to the open text responses. Similar to theme 1, this theme indicates that respondents are supportive of the scheme as a whole and recognise the benefits of the improved facilities for pedestrians and cyclists. An example quote from a response coded with this theme is below:

- “This scheme is a significant improvement and important example on how to improve and facilitate more active travel movement on a key route that connects residential areas to the city centre”

6.6.9. Other respondents provided greater detail on which elements of the scheme they believed provided the most benefits, for example:

- “I am pleased to see the option of crossing Longport before the Spring Lane junction to access a quieter route through The Paddock”

6.6.10. This comment contrasts with some of the responses shown in theme 2, where concerns were raised regarding the Spring Lane junction. The aim of the proposal is to provide a quiet route which avoids this junction; therefore, it may be possible that some of the responses shown in theme 2 misinterpreted the scheme layout.

#### **Theme 4: Opposed to vehicle restrictions / closures**

- 6.6.11. 7% (13) of all coded comments opposed to vehicle restrictions or closures, including the proposed closure of Monastery Street. Example responses are below:
- “Both of these visits [shopping and work commute] necessitate the use of my car, and both visits necessitate cutting through Monastery Street and Lady Wooten's Green in order to avoid the huge traffic jams at the St George's Street traffic lights”
  - “Rather than artificially stop-up Monastery Street simply create a raised tabletop crossing point to connect with Church Street (St. Pauls). The city needs an open, accessible network of streets”
- 6.6.12. One of the recurring comments raised in relation to the proposed closure, is the perception that the closure of Monastery Street would displace traffic onto other streets and increase congestion at St Georges roundabout. Two respondents also indicated that this closure would make it more difficult to access some local facilities, such as St Thomas' Catholic Primary and Canterbury Day Nursery. Worth noting is that none of the respondents who opposed the street closure indicated that they are a resident of Monastery Street, with one comment acknowledging the benefit this would provide to those residents
- “The suggestion of closing Monastery Road seems to be illogical and to have no value for local residents, other than those living on the street”

#### **Theme 5: Support the scheme but concerned about parking removal**

- 6.6.13. 7% (13) of all comments expressed support for the scheme but were concerned with the proposed parking removal. Responses which featured this theme were supportive of most of the elements included within the proposals, however the loss of parking caused concern amongst some respondents, particularly the parking on the western extent of Longport. Some example quotes from respondents are below:
- “The loss of parking spaces is a problem. It is already very difficult to park as a resident”
  - “For residents of Monastery Street, will there be adequate residents parking made available, considering the removal of a significant amount of bays on Longport?”
  - “Why lose the Longport Parking, the road is wide here anyway, and local shops and the post office / cafe need cars for parcels etc. Push the car bays out a bit more to accommodate a clear double track path”
- 6.6.14. In addition to the example comments presented above, three other respondents raised the topic of resident parking permits, and if these would be made available to ensure the remaining parking was prioritised for residents rather than passing traffic. Worth noting is that parking beat surveys conducted along Longport indicated significant residual capacity in Longport Public Car Park which could accommodate the loss in parking bays along the road, however this does not account for residential parking permits.

## **Theme 6: Support this scheme / it is a good idea**

6.6.15. This code appeared in 12 responses, and accounts for 6% of the total codes assigned. This code was mostly used when generic comments in support of the proposals were provided. Responses within this theme showed support for the proposed design, and also suggested other proposals or elements they would like to see included. A selection of example quotes is presented below:

- “This is a strong scheme and the move to reduce the rat running down Monastery St is particularly welcomed”
- “Great initiative but it needs to be connected to more cycle paths”
- “Overall this is a useful improvement to for pedestrians and cyclists”

6.6.16. Featured within the responses for this theme (and illustrated in the quotes above) was that some respondents strongly supported the proposals and would like to see a longer scheme which connects to a greater number of destinations, such as the Royal Parade residential development on Littlebourne Road (on the former Howes Barrack site).

## **Theme 7: Concerns that it will increase congestion**

6.6.17. The concern that the proposals would increase congestion along the route was recorded in 6% (11) responses. It should be noted that some of the comments left regarding increased congestion related to the closure of Monastery Street and the perception that the closure may worsen congestion. An example response which mentions both theme 4 and theme 7 is below:

- “Closing Monastery Street is not a sensible idea. This route acts as a release valve for drivers trying to make the route between the A28 and the A257. Closing this road forces all drivers to use the busy St Georges traffic lights and the roundabout near Wilkinson’s. It will have a hugely detrimental effect on traffic. If this element of the scheme can be removed, then I would strongly agree with the proposals”

6.6.18. Further scheme element highlighted in the responses as being perceived to increase congestion included additional crossings and the narrowing of the carriageway, for example:

- “Any narrowing of the carriageway towards Longport will inevitably impact on the amount of queuing traffic up St Martin’s Hill at peak times with increasing likelihood of extra pollution”

## **Theme 8: The scheme will help improve the environment / reduce emissions / pollution**

6.6.19. Theme 8 was recorded in 5% (10) responses and is a further example of a theme that is supportive of the proposals. Respondents who mentioned the topic of the environment and reduced emissions showed a very strong level of support for the proposals, as demonstrated by the example quotes below:

- “The proposals will enhance the safety of all these pedestrians which I strongly support. Air pollution from traffic will also be reduced by the proposals which I also strongly support.”
- “It is a fantastic idea and will certainly benefit the local area, it would also reduce the pollution in the area and we can all agree that greener spaces are more beneficial for everyone. Great idea - please make it happen!”
- “By facilitating modal shift to activate travel, this scheme will meet our goals on climate change and air quality, creating a greener, cleaner Canterbury”

6.6.20. Respondents who mentioned reduced emissions often mentioned that the scheme would improve the local air quality, citing the health benefit this would have to local schools and children.

### **Theme 9: The scheme will encourage more walking / cycling**

6.6.21. Theme 9 was recorded in seven responses, which accounts for 4% of responses. Shown in the example responses below is that this theme is interrelated with the topic of safety, as respondents highlighted the safety improvements as being the catalyst for encouragement to walk or cycle more:

- “I think this is a fantastic idea, anything to get more people active safely is a brilliant idea”
- “Makes it much safer along a busy road, will encourage more cycling in far too congested city and can save lives”
- “I strongly support this excellent scheme which will act as a showcase for the quality of future cycle and walking schemes and should encourage a much greater take up of cycling as a mode of transport”

### **Theme 10: The scheme will displace traffic onto other local streets**

6.6.22. Similar to theme 9, theme 10 was coded in 7 (4%) of responses, however respondents that mentioned the theme of traffic displacement were opposed to elements of the proposed scheme. As with theme 7 and theme 4, a number of these comments related to the Monastery Street closure, and as such there were responses that featured in all three themes. Example quotes from responses that have specifically provided the name of the roads they believe traffic will be displaced on to are shown below:

- “Please do not close Monastery Street access, as this will have a detrimental effect on residents living further along Monastery Street/St. Martin's”
- “I believe there is a very real danger that closing Monastery Road at this point will have the inadvertent effect of channelling 'rat run' traffic (i.e. those seeking to avoid the Odeon roundabout on their way to the A257 running east out of the city) down Havelock Street and North Holmes Road”

## 6.7 Other written responses

6.7.1. Additional feedback was received via email, comprising of eight responses.

6.7.2. The written responses provided a variety of feedback. The responses were categorised as below:

- 3 were general comments
- 2 were supportive
- 2 were requests for additional information
- 1 was an objection

A brief summary of key themes raised in the responses is outlined below:

- Unclear what is being proposed in the scheme leaflets
- Cycle path and pavement maintenance should be improved
- The scheme will encourage more young people to cycle
- The scheme will improve safety for cyclists
- The closure of Monastery Street would displace traffic onto other local roads and increase congestion
- Concern over the removal of trees and desire for this to be avoided

6.7.3. Additional information requested was provided by the KCC project team.

### Objections

6.7.4. One objection was received in total. This response was submitted on behalf of an organisation, the Littlebourne and Stodmarsh Roads Community Association (LSRCA), and it noted the following reasons for objection:

- The closure of Monastery Street would cause congestion and displace traffic onto other local roads, including the ring-road and Lower Chantry Lane
- The on-street parking to be removed as part of the scheme is well-used and would result in reduced parking fees for Canterbury City Council.
- The area is a busy thoroughfare for ambulances and the emergency services response times may increase due to this scheme
- Concerns over pedestrian safety at the crossing close to the Spring Lane junction – sight line to traffic coming from Canterbury is obscured due to the slight bend in the road
- New road surfacing would be out of character with the historic nature of the area

## 7 Equality Analysis

### 7.1 Summary of responses

- 7.1.1. Question 9 highlighted the Equality Impact Assessment (EqIA) and asked ‘We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below.’
- 7.1.2. A total of 23 respondents provided a valid comment and these are summarised below. Comments that were categorised as ‘nothing to add / not applicable / no comment’ have been excluded from the summary table.
- 7.1.3. The comments raised have been grouped as follows:

**Table 7-1 – Breakdown of themes from responses to Q9: We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below**

Theme	Number of coded comments (total)	Percentage of coded comments
Negatively impacts disabled people / mobility impaired	16	39%
Negatively impacts elderly	6	15%
Comments relating to age	6	15%
Support / agree with EqIA / it's important to have	2	5%
There aren't enough disabled parking spaces	2	5%
Comments relating to gender	1	2%
EqIA is not needed / irrelevant	1	2%

- 7.1.4. Five responses mentioned concerns about shared-use paths for the disabled or mobility impaired, these responses are provided below:
- “Shared pavements are a disaster for disabled people. cyclists are generally not considerate and can cause injury. Do not divide the pavement - limit cars in Burgate”
  - “Removing spaces from Barton Court School will put pressure on other spaces used by disabled people. Shared use pavements will put undue pressure on wheelchair and pushchair users.”

- “Shared paths are not ideal for people who are visually impaired or who have hearing difficulties or indeed mobility issues. Removing parking spaces will impact people with mobility issues”
- “The shared cycle footway at N Holmes Road is not necessary and dangerous for visually impaired - pinch the carriageway to 6m and continue the cycle tracks.”
- “The scheme isn't very good for the partially sighted, very young and old at the shared areas around controlled crossings and it will lead to conflicts and accidents if not designed out.”

7.1.5. Two responses mentioned the importance of pavement maintenance for those with disabilities or mobility issues. These responses are below:

- “Improving the quality of pavements, as proposed in the plan, will help those with mobility issues through age or disability. There are far too many accidents in Canterbury due to poor pavements, and restricted access for those in wheelchairs due to high kerbs and pavements blocked by street furniture, and it is hoped that the plan will also address these issues if ALL pedestrians are to truly benefit.”
- “Poor, sick, disabled and children are the least likely to be able to drive and the most likely to have to walk or cycle and are at extreme risk from the priority given to cars, potholes and uneven pavement. The proposal looks nice but does nothing to help them in real life.”

Two responses suggested reserving parking spaces for those with mobility issues / the elderly. These responses are below:

- “Proposals to reduce parking in the area perhaps should lead to those spaces that are available being made exclusively available to those with disabilities as well as local residents. This would in turn increase the use of the large public car park and the park and ride scheme, the latter reducing traffic in the area.”
- “The elderly cannot walk far, they need O.A.P parking.”

Other comments include:

- “The danger posed to residents of St. Martin’s Hill living in grade 2 listed timber framed buildings located between its junctions with North Holmes Road & Spring Lane on the north side of the road, owing to the height of the carriageway/narrowness of the pavement, from both flood and vehicular damage to person and property is a great issue of concern particularly for young/elderly/vulnerable residents/road users.”
- “Wheelchair access should be a priority leading up to St Augustine’s Abbey frontage.”
- “Cyclist’s signage should be bold and clear.”



## 8 Conclusions and next steps

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### 8.1 Summary of the consultation

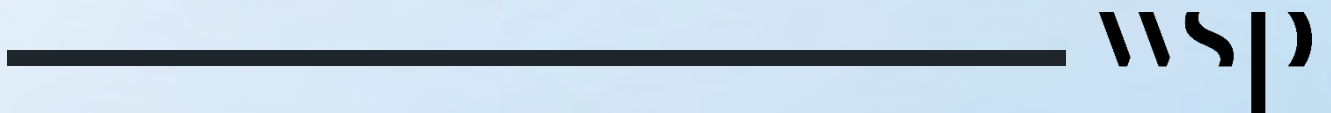
- 8.1.1. In total 170 responses to the consultation were received. 160 to online questionnaire, two paper copies and eight emails. Overall, there was a high level of support for the scheme in which 76% of all respondents either support or strongly support the overall design being proposed.
- 8.1.2. As expected, some elements of the scheme received a greater level of support than others. The proposals which received the most overall support included additional pedestrian and cycle crossings (88%), wider footways (86%), and a new cycle route (82%).
- 8.1.3. The following proposals received the least support of all but were still supported by the majority. This included the removal and replacement of trees / vegetation (66%), short sections of shared pedestrian and cycle paths (67%), and the removal of the bus priority lane along Longport (77%). The closure of Monastery Street received the highest amount of strong opposition (20%), although 67% of respondents still supported the proposed closure.
- 8.1.4. Respondents who frequently use active travel or public transport to travel around their local area were more supportive of the proposals (75 - 85% overall support), whereas those who frequently travel by private car were less supportive (45% overall support).
- 8.1.5. The majority of open text feedback provided was positive and in support of the scheme. A recurring theme which was raised in the responses related to safety, with many responses indicating they believe the proposals will improve safety along the route, while others would like to see further safety enhancement measures. This was echoed by the fact that the majority of respondents (59 - 63%) indicated that the proposals would encourage them to walk or cycle more often.

### 8.2 Next steps

- 8.2.1. The development of the scheme and how it will move forward is to be determined by KCC following a review of the consultation feedback. A separate document will be published outlining KCC's response to feedback.
- 8.2.2. The results of the consultation will be presented to the Environment and Transport Cabinet Committee on 19 January. Following this a decision will be made by the Cabinet Member for Highways and Transport on whether to proceed to detailed design and construction.
- 8.2.3. If the decision is taken to proceed, construction would be due to commence in Summer 2022

# Appendix A

Consultation Brochure





# Kent Active Travel

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## Canterbury: Littlebourne Road - City Centre Consultation Brochure

Consultation open from  
14 September to 25 October 2021  
[www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)



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## Introduction

We have received funding from the Department for Transport as part of their Active Travel Fund to improve the environment for walking, wheeling and cycling along Longport and into the city centre. By encouraging more active travel, particularly for shorter journeys, we can help create safer, more pleasant places in which to live, work and visit.

We place a high priority on encouraging active travel and want to support making walking and cycling safer, easier, and inclusive for all. This scheme forms part of a longer-term aim to improve active travel across the county.



# Background

We consulted at the start of the year to gather views on our initial improvement ideas. The feedback was positive and revealed that respondents would welcome improvements along this route. The responses highlighted that people:

- Have positive views towards active travel more generally
- Appreciate the benefits provided by active travel, particularly for reducing pollution and improving health and wellbeing
- Have some concerns about perceived poor cyclist behaviour and the impact of the improvements on congestion

The feedback has helped shape our initial ideas to create the more specific proposals shown in this consultation. The results of the previous consultation have been presented in a summary report, which can be found on [www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel).

The Department for Transport have allocated **£6.1million** of funding for several walking and cycling schemes, including this one, find out more at [www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel).

We are keen to hear your views on the proposals presented in this consultation. Your feedback will be used to help shape how the scheme is progressed.

# Why is this scheme needed?

The Covid-19 pandemic has led more people to take up cycling and walk more often. The previous consultation found that 70% of respondents said they would walk more often in Canterbury, and 76% would cycle more often if the scheme was implemented.

In Kent, we are already on the path to more sustainable travel. Changing patterns of behaviour have provided opportunities to invest in making local places easier and more pleasant to travel by foot and bike, whilst enabling essential local trips to still be made by car.

Active travel can benefit health and wellbeing by incorporating physical activity into everyday routines. Broadening the travel options available to people can also help to reduce traffic congestion and improve air quality. The proposed improvements are in line with [Kent's Active Travel Strategy](#)<sup>1</sup>, and are specifically designed to:



Support the local economy by increasing footfall and encouraging people to visit businesses for longer



Help the community to get active and stay healthy, including making it safer and easier to walk and cycle to school



Provide safer and more efficient transport choices



Create pedestrian and cycle friendly streets and spaces which bring communities together and improve quality of life



Improve air quality and create more pleasant places to live

## Scheme overview

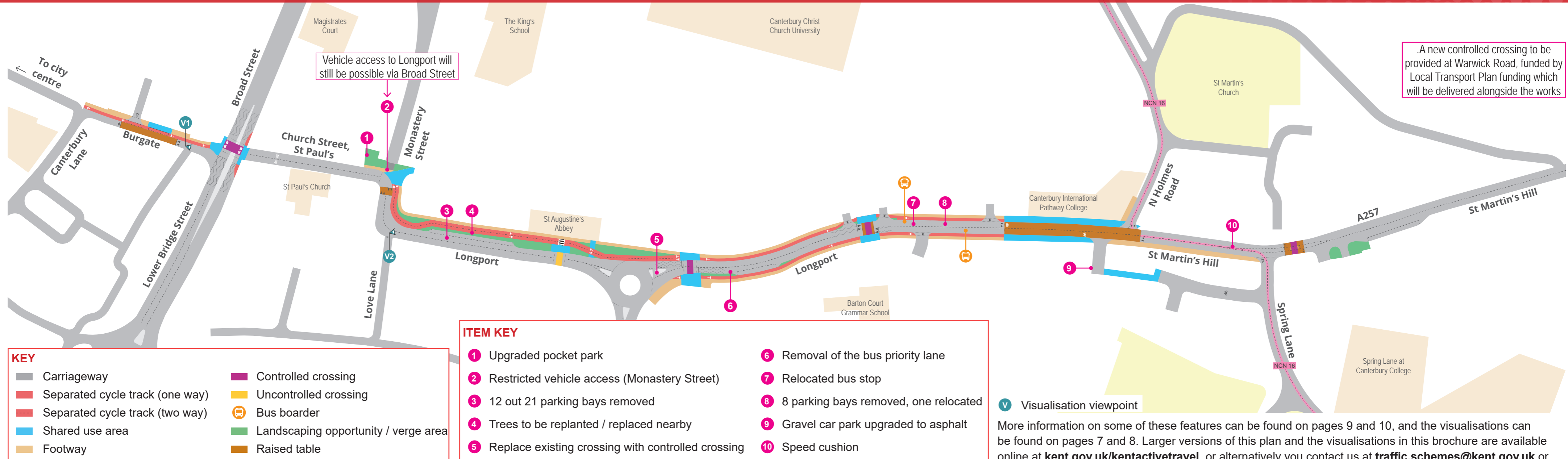
The objective of this scheme is to create a safe and direct route for cycling from the east of Canterbury into the city centre, which would serve the many schools, colleges and universities in the area. It also provides a connection to the National Cycle Network (NCN 16) in the east of Canterbury.

The scheme runs along Longport, from the Spring Lane / St Martin's Hill junction in the east, past the Church Street / Lower Bridge Street junction in the west and into the city centre. The scheme includes separated cycle tracks along most of the route, including sections of Burgate and Longport. Along the narrower streets, such as between Monastery Street and Burgate, cyclists will be on the road with speed reduction measures in place.

The scheme is currently at outline design stage. Site surveys are being carried out and will be used, alongside your feedback, to develop the detailed design.

<sup>1</sup> <https://www.kent.gov.uk/about-the-council/strategies-and-policies/transport-and-highways-policies/active-travel-strategy>

# Scheme plan



# Visualisation of the scheme

The adjacent images show the existing street layout and a visual representation of the proposed changes for Burgate. These proposals include:

- A new separated cycle track along Burgate
- An upgraded controlled crossing on Lower Bridge Street to improve safety for pedestrians and cyclists
- Short sections of shared use path for pedestrians and cyclists surrounding the upgraded controlled crossing
- New cycle road markings along Burgate and Church Street to indicate that cyclists will be using the carriageway

*\* Please note that these are for illustrative purposes only and may be subject to change.*

## V1 Burgate towards Lower Bridge Street





# Visualisation of the scheme

The adjacent images show the existing street layout and a visual representation of the proposed changes for Longport. These proposals include:

- A new separated two-way cycle track along Longport
- The removal of 12 out of 21 parking bays to provide safe cycling facilities which are separated from road traffic
- New areas of planting and greenery bordering the cycle track
- The removal, replacement and addition of trees along Longport

*\* Please note that these are for illustrative purposes only and may be subject to change.*

## V2 Longport



Existing layout



Proposed layout

# Key design features

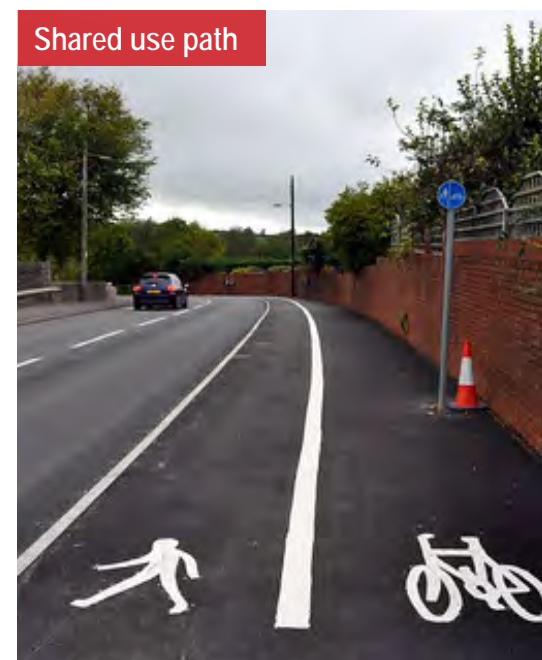
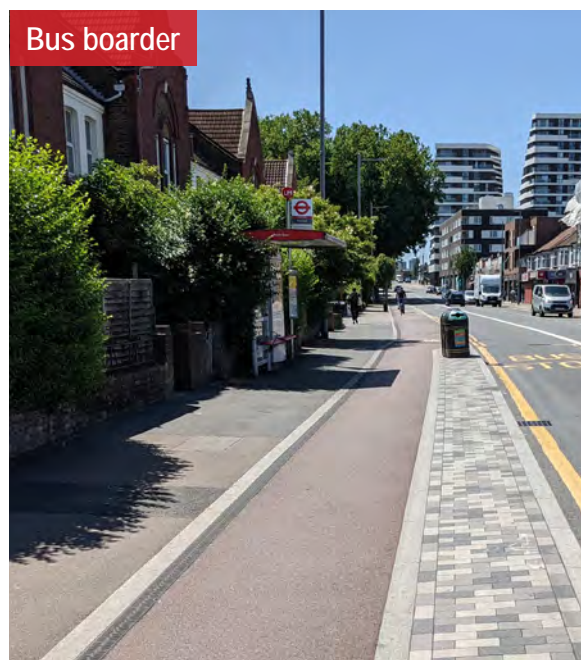
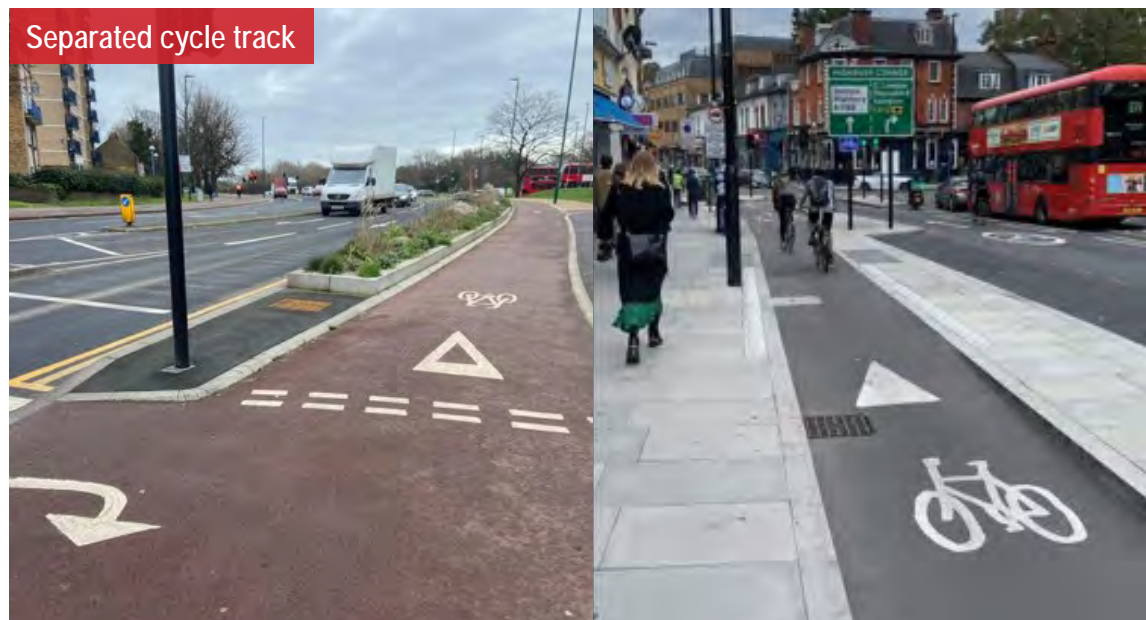
The key design features for this scheme are summarised below:

**Separated cycle track:** A one-way or two-way track for cycling. The cycle track is at footway or carriageway level and is separated from traffic and pedestrians by physical barriers such as kerbs and planted areas.

**Shared use path:** This allows people to walk and cycle within the same space without any separation or road markings. They are for short sections where there is insufficient road space for separated cycle tracks. Shared use paths are provided in less busy sections and where cycle speeds are low. Enough width is provided for cyclists to comfortably pass pedestrians.

**Bus boarder:** The cycle track runs between the road and the footway / bus stop and is raised up at footway level. It is set back from the edge of the road to provide space for bus passengers to board and get off the bus. Cyclists are required to slow down and allow passengers to get on and off the bus.

**Pocket park and landscaping opportunity:** Areas of greenery and seating to provide places for people to rest, socialise and enjoy being outside and within nature. This may also include rain gardens, which are small areas of planting which collect excess rain and help mitigate against flooding caused by climate change.



**Junctions and crossings:** The design includes changing the layout of junctions and raising crossing points to ensure that drivers slow down and turn at low speeds. This will make it easier for pedestrians and cyclists when crossing busy roads by making them more direct.

**Speed reduction measures:** This includes the introduction of traffic calming measures such as speed cushions and raised tables which seek to slow traffic to a safer speed. Raised tables are an elevated section of the carriageway with ramps on both sides to help pedestrians cross the road, and speed cushions are short, raised sections in the centre of the carriageway to ensure low speeds are maintained.

**Controlled crossings:** A form of crossing which gives priority to pedestrians and / or cyclists. These include Zebra, Pelican and Toucan crossings. A Zebra crossing gives the pedestrian right of way once their foot is on the crossing, whilst Pelican and Toucan crossings are controlled by traffic signals.

**Uncontrolled crossings:** With these crossings pedestrians and cyclist need to wait for gaps in traffic to cross. Often a central refuge is provided to help cross the road in two stages.



# The proposals

**We have summarised below the key changes being proposed:**

## **Walking and cycling improvements**

These seek to provide more footway space and make it easier to cross the road, while also introducing new routes for cycling which are separated from traffic and pedestrians to make them safer and easier to use. The walking and cycling proposals include:

- Removal of the bus priority lane on the approach to Longport roundabout to reallocate space for walking and cycling purposes
- A new cycle route from the Spring Lane junction on St Martins Hill, through Longport and into the city centre, to better connect the east of the city to the city centre (including the many schools, colleges and universities in the area)
- New and improved crossing points to improve safety for pedestrians and cyclists, including upgraded controlled crossings on Lower Bridge Street and Longport, and a new controlled crossing on the eastern approach to Longport roundabout to replace the existing uncontrolled crossing
- New raised tables to prioritise pedestrians and reduce the speed of vehicles travelling on St Martin's Hill, Longport, and Burgate
- Bus stop layout changes to include bus stop boarders for the bus stops along Longport and Barton Court School, to allow for separated cycle tracks and improve safety for all road users
- Relocation of the Barton Court School bus stop approximately 80m westwards, to reduce potential conflict on the shared use path in the east of Longport
- Wider footways where possible to improve pedestrian safety
- Short sections of shared pedestrian and cycle paths in the east of A257 Longport

### **Landscaping and placemaking improvements**

The scheme includes new areas of planting and greenery to maximise biodiversity, provide shade and shelter and make the area more attractive. This includes measures such as tree planting, pocket parks, and rain gardens.

These would be combined with placemaking features, which are small measures to enhance the look and feel of the area and create spaces for socialising and relaxing. This includes new and / or improved street furniture such as seating and rubbish bins, new signage to facilitate pedestrians and cyclists, and new and improved road surfacing and footway materials. New cycle parking facilities will also be provided.

One of the proposals is to restrict through traffic from using Monastery Street to prevent rat-running. This will improve safety for pedestrians and cyclists, and facilitate an upgraded pocket park. Vehicle access to Longport will still be possible via the main road (Lower Bridge Street / Saint Georges Place).

It may be necessary to remove some trees and vegetation in order to facilitate these changes. However, this will be limited where possible and most planting that needs to be removed will be replanted or relocated elsewhere within the scheme area.

### **Parking**

The removal of 12 on-street parking bays on Longport (by St Augustine's Abbey) and 8 on-street parking bays on Longport (by Barton Court Grammar School) is required to provide safe cycling facilities which are separated from road traffic. This parking loss has been minimised as much as possible. Bus, taxi and disabled parking bays will be retained and remain unaffected.

# Equality analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an Equality Impact Assessment (EqIA) for the proposals put forward in this consultation.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender identity, sexual orientation, race, religion or belief, pregnancy or maternity, marriage and civil partnership and carer's responsibilities.

The EqIA is available to view online at: [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel) or on request.

The scheme aims to deliver positive impacts through improved walking, wheeling and cycling facilities and enhance the overall look and feel of the area.

There are likely to be temporary negative impacts during construction due to increased journey times and the relocation of a bus stop. Liaison will take place with bus operators to mitigate issues from changing bus stop locations. Construction will be planned to ensure all properties will remain accessible.

There will be long term benefits associated with elements of the scheme, including the provision of separated cycle tracks and safer crossing points. There are some shared use areas, and considerate use will be needed to avoid conflicts between pedestrians and cyclists; particularly by bus stops. Some parking will be lost on Longport, which may impact access for those with limited mobility.

# Have your say

## Your views matter

We want to understand the views of the local community and other interested parties on our proposals and use this feedback to help produce the detailed design for this scheme.

This consultation will run for six weeks from Tuesday 14 September until Monday 25 October 2021. You can provide feedback by completing the questionnaire, which is available on our website: [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel)

If you have any queries about any of the schemes or require a paper copy of the questionnaire, please contact us at: [traffic.schemes@kent.gov.uk](mailto:traffic.schemes@kent.gov.uk) or call: 03000 41 81 81. Please use the reference 'Canterbury: Littlebourne Road - City Centre' to identify the scheme.

If you require any of the consultation material in an alternative format or language, please email: [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

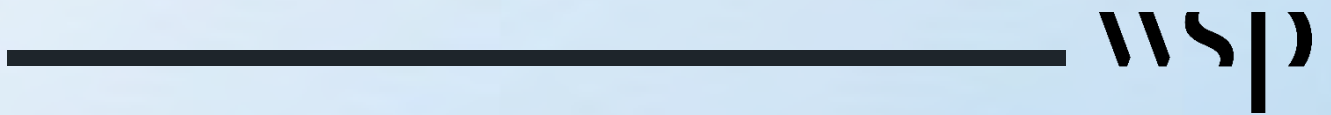
## Next steps

Your feedback will be analysed following the closure of the consultation. The findings will then be compiled into a consultation report and made available on our website. Your views alongside the Equality Impact Assessment will be considered by the Environment and Transport Cabinet Committee on 19 January 2022 before a decision is taken by the Cabinet Member for Highways and Transport on how to proceed.



# Appendix B

Consultation Postcard **and Poster**





# Kent Active Travel

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## Have your say!

We are holding a second consultation on our walking and cycling proposals between

Littlebourne Road and  
Canterbury City Centre

Consultation open from  
14 September to 25 October 2021  
[www.kent.gov.uk/kentactivetravel](http://www.kent.gov.uk/kentactivetravel)



Department  
for Transport

Kent  
County  
Council  
[kent.gov.uk](http://kent.gov.uk)



Earlier in the year we carried out a consultation on our initial ideas to improve walking and cycling facilities in several locations across Kent. These schemes seek to improve the health, wellbeing and safety of local people, as well as support the local economy.

The feedback we received has been used to help shape the outline designs.

We want to continue to understand and incorporate the views of local communities, as your feedback is essential in helping to finalise the scheme.

Find out more and tell us your views at [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel) or contact us at [traffic.schemes@kent.gov.uk](mailto:traffic.schemes@kent.gov.uk) if you have any queries.

For any alternative formats, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call **03000 42 15 53** (text relay service number **18001 03000 42 15 53**). This number goes to an answering machine, which is monitored during office hours.



# Kent Active Travel

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## Have your say!

We are holding a second consultation on our walking and cycling proposals between

**Littlebourne Road and  
Canterbury City Centre**

Your continued feedback is essential in helping to finalise the scheme. Tell us your views at [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel) or contact us at [traffic.schemes@kent.gov.uk](mailto:traffic.schemes@kent.gov.uk) if you have any queries.

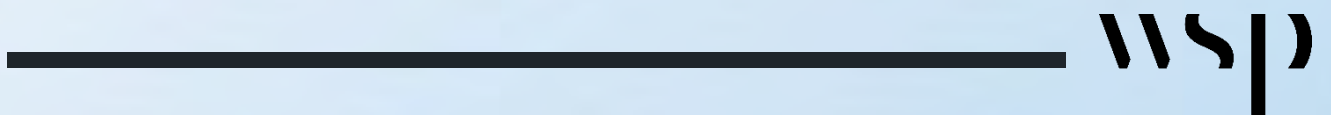
**Consultation closes 25 October 2021**

For any alternative formats, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call **03000 42 15 53** (text relay service number **18001 03000 42 15 53**). This number goes to an answering machine, which is monitored during office hours.



# Appendix C

Consultation Questionnaire



## **Kent Active Travel**

### **Canterbury: Littlebourne Road - City Centre**

### **Consultation Questionnaire**

We are undertaking a second round of consultation to understand your views on our walking and cycling proposals. These seek to improve the health, wellbeing and safety of local people, as well as supporting the local economy.

We have provided this questionnaire for you to give your views. Your feedback is essential in helping us refine our designs and ensure they best suit the needs of your local community

#### **What information do you need before completing the questionnaire?**

Please ensure you review the consultation brochure online at [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel) before responding to this questionnaire. If you have any questions regarding these proposals, please email [traffic.schemes@kent.gov.uk](mailto:traffic.schemes@kent.gov.uk) or call 03000 41 81 81. Please use the reference 'Canterbury: Littlebourne Road - City Centre' to identify the scheme.

This questionnaire can be completed online at [kent.gov.uk/kentactivetravel](https://kent.gov.uk/kentactivetravel). If you are unable to complete the form online, fill in this Word version and return to [traffic.schemes@kent.gov.uk](mailto:traffic.schemes@kent.gov.uk) or Schemes Planning and Delivery Team, Kent County Council, Ashford Highway Depot, 4 Javelin Way, Henwood Industrial Estate, Ashford TN24 8AD.

**Please ensure your response reaches us by 25 October 2021.**

**Privacy:** Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the United Kingdom General Data Protection Regulation and Data Protection Act 2018. Read the full Privacy Notice at the end of this document.

**Alternative formats:** If you require any of the consultation material in an alternative format or language, please email: [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call: 03000 42 15 53 (text relay service number: 18001 03000 42 15 53). This number goes to an answering machine, which is monitored during office hours.

## Section 1 – About you

### Q1. Are you responding as...?

Please select the option from the list below that most closely represents how you will be responding to this consultation. *Please select **one** option.*

- A Canterbury resident
- A resident from somewhere else in Kent or further afield
- A representative of a local community group or residents' association
- On behalf of a Parish / Town / Borough / District Council in an official capacity
- A Parish / Town / Borough / District / County Councillor
- On behalf of an educational establishment, such as a school or college
- A business owner or representative
- On behalf of a charity, voluntary or community sector organisation (VCS)
- Other, please specify:

**Q1a. If you are responding on behalf of an organisation (business, community group, residents' association, council or any other organisation), please tell us the name of your organisation. *Please write in below.***

**Q2. Please tell us the first five characters of your postcode:**

*Please do not reveal your whole postcode. If you are responding on behalf of an organisation, please add your organisation's postcode. We use this to help us to analyse our data. It will not be used to identify who you are.*

**Q3. How did you find out about this consultation? Please select *all* that apply**

- Postcard delivered to my home / business
- An email from Kent County Council
- Social media (Facebook or Twitter)
- From a friend or relative
- Saw a poster
- Newspaper article
- From my Parish / Town / Borough / District Council
- Kent.gov.uk website
- From a local business
- Other, please specify:

If you are responding on behalf of an organisation, please skip this question and move onto section 2.

**Q4. Thinking about your travel habits, what is your most frequent mode of transport when travelling in your local area? Please select *one* option.**

- Bicycle or adapted cycle
- Bus
- Motorbike or moped
- Private car
- Scooter (electric)
- Scooter (non-electric)
- Taxi
- Van or lorry
- Walking
- Wheelchair or mobility scooter
- Other, please specify:



## Section 2 – The scheme

In this section you will have the opportunity to provide your views on the Canterbury: Littlebourne Road to the City Centre scheme.

**The proposals include making changes to the existing road layout to provide more space for those who walk, wheel and cycle.** More information on these proposals is available on page 11 of the consultation brochure.

**Q5a. To what extent do you agree or disagree with the key walking and cycling changes being proposed? Please select *one* option for each proposal / row.**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Removal of the bus priority lane on the approach to Longport roundabout to reallocate space for walking and cycling purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A new cycle route from the Spring Lane junction on St Martins Hill, along Longport and into the city centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New and improved pedestrian and cycle crossing points to improve safety for pedestrians and cyclists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New raised tables to reduce the speed of vehicles and prioritise pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither agree nor disagree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
Changes in bus stop layout to allow for separated cycle tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relocation of the Barton Court School bus stop to reduce potential conflict on the shared use path in the east of Longport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short sections of shared pedestrian and cycle paths in the east of A257 Longport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wider footways where possible to improve pedestrian safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The proposals include several landscaping and placemaking features across the entirety of the scheme, to enhance the look and feel of the area. More information on these proposals is available on page 12 of the consultation brochure.

**Q5b. To what extent do you agree or disagree with the key landscaping and placemaking changes being proposed? Please select *one* option for each proposal / row.**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
New areas of planting and greenery to maximise biodiversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New and improved street furniture such as seating and rubbish bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New signs for pedestrians and cyclists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New and improved road surfacing and footway materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New cycle parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closure of Monastery Street to prevent rat-running, increase pedestrian and cycle safety, and facilitate a new pocket park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The removal, replacement and addition of trees and vegetation along Longport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The proposals include some changes to parking to provide a new cycle track which is separated from motor vehicle traffic. More information on these proposals is available on page 12 of the consultation brochure.

**Q5c. To what extent do you agree or disagree with the key parking changes being proposed? Please select *one* option for each proposal / row.**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Removal of 12 on-street parking bays on Longport (by St Augustine's Abbey) to provide safe cycling facilities which are separated from road traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removal of 6 on-street parking bays on Longport (by Barton Court Grammar School), and the relocation of one parking bay to a nearby side street to provide safe cycling facilities which are separated from road traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6. To what extent do you support or oppose the overall design being proposed for the Canterbury: Littlebourne Road to the City Centre scheme? Please select *one* option.**

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

**Q7. Would the improvements proposed for the Canterbury: Littlebourne Road to the City Centre scheme encourage you to...?**  
Please select *one* option for each row.

	Yes	No	Don't know
Walk more often	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle more often	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8. We welcome any comments you have on our proposals for the Canterbury: Littlebourne Road to the City Centre scheme. Please provide these in the box below. We ask you not to identify yourself within your response.**

## Section 3 – Equality analysis

To help ensure that we are meeting our obligations under the Equality Act 2010 we have prepared an Equality Impact Assessment (EqIA) for the Canterbury: Littlebourne Road to the City Centre scheme.

An EqIA is a tool to assess the impact any proposals would have on the protected characteristics: age, disability, sex, gender reassignment, sexual orientation, race, religion, and carer's responsibilities. The EqIA is available online at [kent.gov.uk/kentactivetravel](http://kent.gov.uk/kentactivetravel) or on request.

**Q9. We welcome your views on our equality analysis and if you think there is anything we should consider relating to equality and diversity, please add any comments below:**

*We ask you not to identify yourself within your response.*

## Section 4 – More about you

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we are asking you these questions. We'll use it only to help us make decisions and improve our services.

**If you would rather not answer any of these questions, you don't have to. It is not necessary to answer these questions if you are responding on behalf of an organisation.**

**Q10. Are you....? Please select *one* option.**

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	I prefer not to say

**Q11. Which of these age groups applies to you? Please select *one* option.**

0-15	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-49	<input type="checkbox"/>	50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85+ over	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>



The Equality Act 2010 describes a person as disabled if they have a long standing physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

**Q12. Do you consider yourself to be disabled as set out in the Equality Act 2010?**

*Please select **one** option.*

- Yes
- No
- I prefer not to say

**Q12a. If you answered 'Yes' to Q12, please tell us the type of impairment that applies to you.**

*You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.*

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other

Other, please specify:

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

**Q13. Are you a Carer? Please select *one* option.**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I prefer not to say

**Q14. To which of these ethnic groups do you feel you belong? Please select *one* option.** (Source 2011 Census)

White English	<input type="checkbox"/>	Mixed White & Black Caribbean	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Mixed White & Black African	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Mixed White & Asian	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	Mixed Other*	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
White Gypsy/Roma	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
White Irish Traveller	<input type="checkbox"/>	Black or Black British Other*	<input type="checkbox"/>
White Other*	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	I prefer not to say	<input type="checkbox"/>
Asian or Asian British Bangladeshi	<input type="checkbox"/>		<input type="checkbox"/>
Asian or Asian British Other*	<input type="checkbox"/>		<input type="checkbox"/>

\*Other - If your ethnic group is not specified on the list, please describe it here:

Thank you for taking the time to complete this questionnaire; your feedback is important to us. All feedback received will be reviewed and considered in the development of our proposals.

We will report on the feedback we receive, but details of individual responses will remain anonymous and we will keep your personal details confidential.

**Closing date for responses: 25 October 2021**

## Consultation Privacy Notice

Last updated: 24 May 2021

### Who are we?

We, Kent County Council (KCC), take our privacy obligations seriously and we've created this privacy policy to explain how we treat your personal information collected in this questionnaire. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated under the United Kingdom Data Protection Regulation and the Data Protection Act 2018. We are responsible as 'controller' of that personal information for the purposes of those laws. Our Data Protection Officer is Benjamin Watts.

### The personal information we collect and use

#### Information collected by us

In the course of responding to consultations published by Kent County Council we collect the following personal information when you provide it to us:

- responses to questionnaire / consultation
- equalities data collected through questionnaire response - age, sex, ethnicity, religion, sexuality, disability, pregnancy or maternity or if you are a Carer
- employment and education details
- postcode.

We ask you not to provide information that will identify you in your response in this questionnaire.

You do not need to submit any equalities or postcode information if you do not want to. KCC is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you do give will be used to see if there are any differences in views for different groups of people, and to check if services are being delivered in a fair and reasonable way.

We will not ask you to provide your name, email or full home address. If you provide this information, it will not be entered into spreadsheets or databases used to process response data and will not be used in producing reports. We will follow our Data

Protection policies to keep your information secure and confidential. Your equality data will be anonymised before it is shared with other teams in KCC or to external organisations who have been commissioned on individual projects to undertake analysis and reporting on our engagement and consultation activities.

### How we use your personal information

We collect and use this information in order to:

- understand your views about a particular topic or KCC activity
- analyse consultation and engagement activity
- inform KCC's future strategy, policy, service design and budget planning
- undertake equalities monitoring.

We may use your postcode to analyse the geographical spread of responses and in some cases to understand in more detail how responses are impacted by location. We will only ask you for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.

We may use your postcode to carry out a type of profiling to estimate which one of a number of lifestyle groups you are most likely to fall into. We do this using geodemographic segmentation tools. We do not make any decisions about individual service users based solely on automated processing, including profiling.

### How long your personal data will be kept

We will hold any personal information provided by you in this questionnaire for up to six years following the closure of a consultation. Our Retention Policy is available from our website or on request.

We rely on UK GDPR Article 6(1)(e): *'processing is necessary for the performance of a task carried out in the public interest'* and Article 6(1)(c) *'for compliance with a legal obligation to which the controller is subject'* as our lawful basis.

We rely on Article 9(2)(g) *'processing is necessary for reasons of substantial public interest'* (statutory etc. and government purposes, equality of opportunity or treatment) as the lawful basis on which we collect and use your special category data.

The processing is necessary for our statutory purposes including equalities monitoring or to understand the potential impact of proposals on conditions related to special category data within your response (e.g. when identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained.) It is necessary for

identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with the view to enabling such equality to be promoted or maintained. Read [KCC's Equality Policy on our website](#) or on request.

### Who we share your personal information with

We may share your personal data and feedback with those listed below:

- services within the Council who are responsible for the management of the engagement or consultation activity
- a third-party supplier who has been contracted to independently analyse the consultation responses
- organisations such as schools and academies with whom we may be consulting in partnership or on behalf of
- district or borough councils or government departments with whom we may be consulting in partnership or on behalf of.

We will share personal information with law enforcement or other authorities if required by applicable law.

Any personal information provided that could identify you will be removed before consultation results are published.

We use a system to log your feedback, which is provided by Bang the Table Pty Ltd.

### Your rights

Under UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways.

We will always seek to comply with your request, however, we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the [guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

If you would like to exercise a right, please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk).

### Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### Who to contact

Please contact the Information Resilience and Transparency Team at [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk) to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

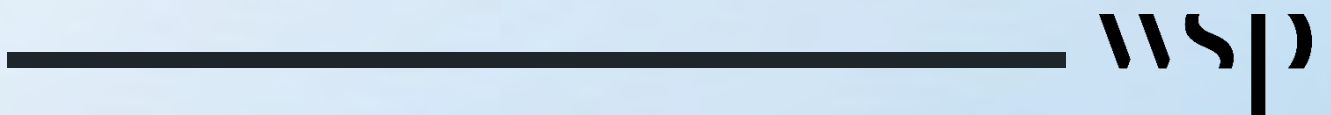
You can contact our Data Protection Officer, Benjamin Watts, at [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk). Or write to Data Protection Officer, Kent County Council, Sessions House, Maidstone, Kent, ME14 1XQ.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>

# Appendix D

Breakdown of Coding Framework





Breakdown of Coding Framework	Code	Canterbury	Canterbury (EQIA)	Total
<b>Theme</b>				
<b>GENERAL POSITIVE / SUPPORTIVE COMMENTS OF PROPOSALS</b>				
I support this scheme / it is a good idea	SUP-001	12	0	12
The scheme will improve walking and/or cycling facilities	SUP-002	13	0	13
The scheme will encourage me to walk/cycle more	SUP-003	7	0	7
The scheme will help improve the environment / reduce emissions / pollution	SUP-004	10	0	10
Improving walking/cycling will support local businesses / increase footfall	SUP-005	1	0	1
The scheme will improve safety	SUP-006	17	0	17
Segregation between cyclists / motor vehicles is needed / welcomed	SUP-007	1	0	1
My children will be able to cycle / feel safer cycling	SUP-008	5	0	5
Welcome additional greenery in the area	SUP-009	5	0	5
I support the proposed one-way system	SUP-010	0	0	0
<b>IN OPPOSITION TO</b>				
The scheme is unnecessary / not needed	OPP-001	5	0	5
Opposes scheme in general	OPP-002	3	0	3
Concerns that it will increase congestion	OPP-003	11	0	11
Scheme will negatively impact businesses	OPP-004	2	0	2
The scheme will displace traffic onto other local streets	OPP-005	7	0	7
The scheme will impact journey times	OPP-006	1	0	1
The scheme is a waste of public funding	OPP-007	2	0	2
Concerns for increased levels of pollution	OPP-008	2	0	2
Concerns raised regarding removal of parking	OPP-009	7	0	7
Scheme favours cyclists over drivers / concern of prioritising cyclists needs over drivers	OPP-010	1	0	1
Concerns over re-locations of bus stops	OPP-011	0	0	0
Oppose to the removal of trees	OPP-012	1	0	1
Oppose to vehicle restrictions / closures	OPP-013	13	0	13
Concerns for vulnerable road users (elderly/disabled)	OPP-014	1	0	1
Concerns for the one way system(s) proposed	OPP-015	0	0	0
Opposition based on concerns for safety	OPP-016	6	0	6
<b>SUPPORT PROPOSALS, BUT WITH CAVEATS / CRITICISMS</b>				
I support the scheme but don't want any trees to be removed	SWC-001	6	0	6
I support the scheme but would like speed limits to be reduced too	SWC-002	5	0	5
I support the scheme but concerned about parking removal	SWC-003	13	0	13
Support scheme but important for cycling routes to be kept clean / maintained	SWC-004	1	0	1
I support the scheme, however buses should be stopped from taking parking spaces to make sure there is enough for other people	SWC-005	0	0	0
I support the scheme, but have concerns about the proposed one way system(s)	SWC-006	0	0	0
I support the scheme but I am still concerned about pedestrian/cyclist safety	SWC-007	15	0	15
I support the scheme but I am still concerned about segregation of cyclists and motor vehicles	SWC-008	5	0	5
<b>OTHER / UNRELATED</b>				
Not sure / do not know	OTH-001	7	0	7
Nothing to add / not applicable / no comment	OTH-002	0	0	0
Comments relating to e-scooters	OTH-003	3	0	3
Comments relating to Evs / charging points	OTH-004	3	0	3
<b>EQIA (only use these codes for 2a sheets)</b>				
EQIA is not needed / irrelevant	EQ-001	0	1	1
Support / agree with EQIA / It's important to have	EQ-002	0	2	2
Negatively impacts disabled people / mobility impaired	EQ-003	0	16	16
Negatively impacts elderly	EQ-004	0	6	6
There aren't enough disabled parking spaces	EQ-005	0	2	2
Comments relating to gender	EQ-006	0	1	1
Comments relating to age	EQ-007	0	6	6
Comments relating to race	EQ-008	0	0	0
Nothing to add / not applicable / no comment	EQ-009	0	7	7
<b>Total</b>		<b>191</b>	<b>41</b>	<b>232</b>



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