



City Centre Public Realm Improvements

Consultation Analysis Report

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Executive Summary

Introduction

The City Centre Public Realm Scheme will transform the public realm in the city centre and create an attractive, welcoming and safe environment.

High-quality public spaces will be created to enhance the city's environment and connectivity and attract more visitors and further investment to help facilitate economic growth. Access and loading will be restricted during peak times, in the city core, to make the city centre more welcoming and safer for pedestrians and other non-motorised users including those with mobility issues.

Birmingham will be at the centre of the world stage during the 2022 Commonwealth Games, and the city centre will act as a gateway for many visitors visiting Birmingham for the first time. These improvements will create a lasting legacy for all users to enjoy.

Permanent, less intrusive Hostile Vehicle Mitigation (HVM) measures will be implemented to replace the existing temporary measures as part of a safety and security strategy for the city centre.

Who took part in the consultation?

598 consultation responses were received via BeHeard and an additional 7 from businesses/ organisations. Further engagement was undertaken with local businesses and key stakeholder groups which has been included as part of this consultation report.

Headline findings from the consultation

Analysis of the consultation responses identified key themes and concerns from individuals, residents and organisations including:

- 77% of all respondents strongly agree or agree that the proposals are attractive and welcoming. This is broken down to:
 - 77% of individuals;
 - 90% of businesses/organisations;
 - 79% of residents.
- 72% of all individuals strongly agree or agree with the proposed vehicle access and loading restrictions;
- 47% of businesses/ organisations strongly disagree or disagree with the proposed vehicle access and loading restrictions;
- 93% of residents strongly disagree or disagree with the proposed vehicle access and loading restrictions;
- 46% of individuals believe that the scheme will have a somewhat positive or very positive impact on them and 34% think it will have a neutral benefit;
- 58% of businesses/ organisations believe that the scheme will have a somewhat positive or very positive impact on their business;
- 64% of residents believe that the scheme will have a somewhat negative or very negative impact on them.

Birmingham City Council's response to feedback

The Council has thoroughly read and analysed each response to the consultation and taken note of the discussions with local businesses and residents particularly with regards to the restricted times for vehicle access and loading. The feedback received will help inform any changes required for the public realm design as well as highlighting the need to develop the TRO proposals to include adhoc permits or one-time codes to support residents with emergency maintenance and large deliveries. Any proposed changes have been outlined in the Full Business Case (FBC).

1 Consultation Process

1.1 Background

This section provides an overview of the consultation process, outlining the methods of communication used by Birmingham City Council to promote and advertise the City Centre Public Realm consultation. It also summarises the engagement events that took place and the number of stakeholders that have been engaged with during this consultation.

The public consultation was carried out between the 13th January 2020 and the 21st February 2020.

1.2 Publicising the consultation

Birmingham City Council, along with its partners, used a number of different channels of communication to spread the word about the City Centre Public Realm Improvements consultation. This included:

- Existing stakeholder and community networks;
- Existing email and other electronic communications (corporate BCC, Birmingham Connected);
- Regular emails and bulletins from Retail BID and Colmore BID to their businesses;
- Press briefing;
- Printed leaflets delivered to all residential and commercial properties within the red boundary shown on **Figure 1.1**;
- Additional leaflet drop to residents at: Temple House, Temple Loft Apartments, Sun House and Burne Jones House.
- Traditional media;
- Social media activity including Facebook and Twitter; and
- Public events.

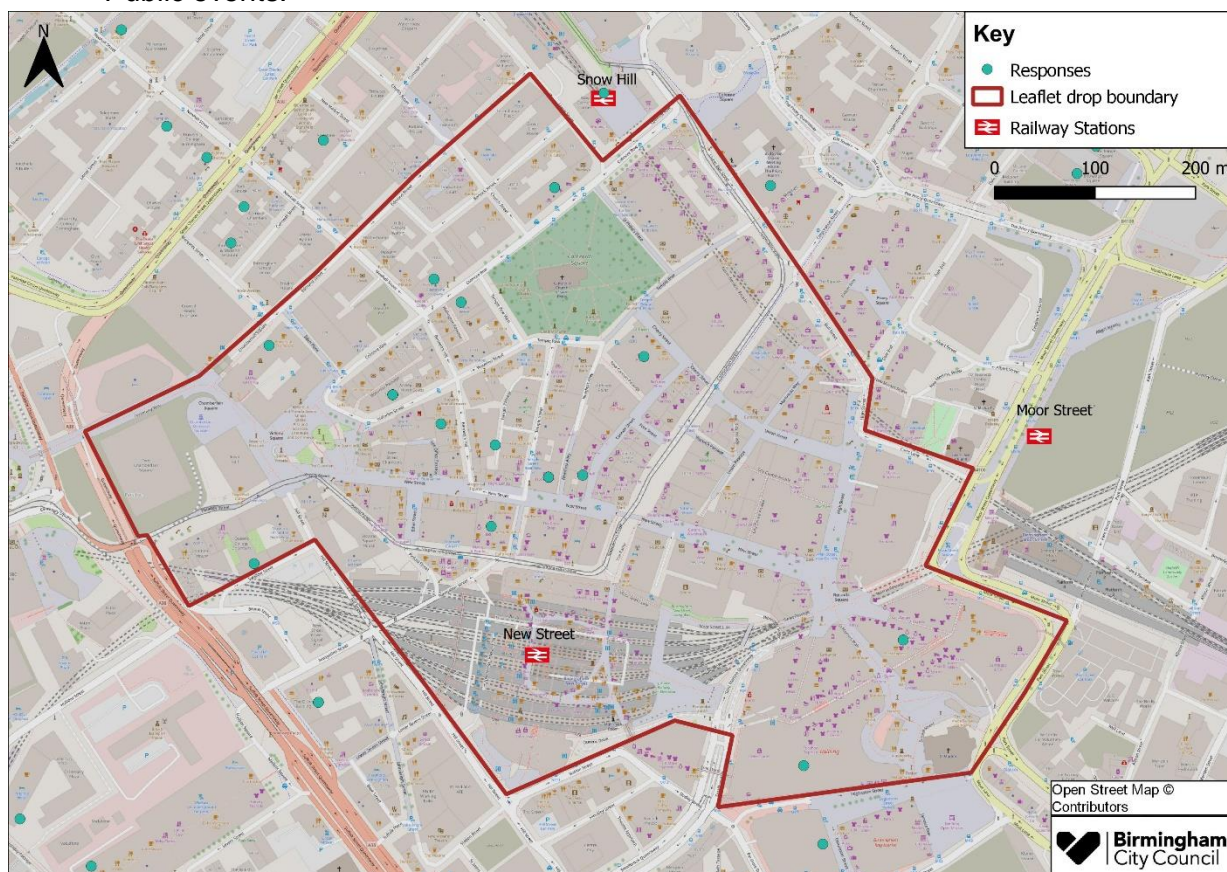


Figure 1.1: Leaflet drop boundary

1.3 Response channels

1.3.1 Online – Be Heard

All publicity directed citizens to either www.birmingham.gov.uk/citycentrepublicrealm or to BeHeard directly at www.birminghambeheard.org.uk/economy/citycentrepublicrealm.

The following documents were available to view or download on the Be Heard site:

- Technical Plan;
- Computer Generated Images (CGI); and
- Leaflet.

Respondents were asked to submit their feedback about the proposals through the online questionnaire, including closed and open questions and providing the opportunity for respondents to give additional comments.

For those who did not wish to or were not able to respond to the questionnaire online, paper copies and consultation documents were available the Library of Birmingham. Paper copies of the questionnaire and consultation materials were also sent in the post to individuals upon request.

1.3.2 Email correspondence

All email correspondence sent to transport.projects@birmingham.gov.uk was logged, acknowledged and responded to where relevant and appropriate. Emails from 6 citizens and organisations relating to the City Centre Public Realm Improvements were received during the consultation period.

1.3.3 Stakeholder Communication

Emails were sent to key stakeholders inviting them to give their views on the proposals via BeHeard. Attached to the email was:

- A leaflet outlining the highway improvements and details of the drop-in sessions;
- Scheme Consultation Plan detailing the highway proposals; and
- Computer Generated Images (CGI) of after the scheme proposals.

A copy of the attached documents are shown in **Annex A**.

1.3.4 Engagement Events

Two face to face drop-in sessions were held at the Head of Steam and the Council House. During these sessions the project team engaged with many representatives from businesses and residents of the city centre as well as members of the general public. These events were advertised through the leaflet drop, email channels, social media and through Retail BID and Colmore BIDs communications with their businesses.

Table 1.1: Public Consultation Events dates, times and approximate attendance

| Event date | Number of stakeholders engaged with |
|--|-------------------------------------|
| Wednesday 5 February 2020 (12:00-15:00) | 45 |
| Wednesday 12 February 2020 (15:30-18:30) | 17 |
| Total | 62 |

Separate engagement events were also held with specific stakeholders and groups including:

- Local ward councillors;
- Disability groups;
- BCC waste management;
- BCC internal stakeholders; and

- Cycling stakeholder group.

1.3.5 Overall Engagement

Table 1.2 outlines the number of businesses/ organisations and other stakeholders engaged with during the consultation period.

Table 1.2: Overall engagement figures

| Engagement | Number of representatives from businesses/ organisations engaged | Number of other stakeholders engaged |
|-------------------------|---|---|
| BeHeard response | 19 | 565 |
| Written response | 7 | 0 |
| Face to face engagement | 56 | 8 |
| Total | 82 | 673 |

2 Methodology

2.1 Confidentiality

All responses to the survey were made anonymously and confidentially, with no personal details being requested that could identify the respondent, however postcodes were collected in order to ascertain how people living in different locations responded to the survey. Additionally, respondents had the opportunity to opt in to receive updates on the scheme and provide their email address. The respondent's personal data was held by Birmingham City Council as the data controller and by Pell Frischmann Consultants Ltd as data processors. The survey was conducted in accordance with the Data Protection Act 2018 and General Data Protection Regulations (GDPR).

2.2 Consultation Survey

The survey was a mixture of qualitative and quantitative questions, with the qualitative questions requesting people's comments in order to explain their views and suggestions.

2.3 Analysis of Consultation Responses

2.3.1 Quantitative Analysis

Analysis was conducted on all responses to the quantitative questions. Percentage figures have been rounded to the nearest whole number for the majority of questions and, as a result, not all responses totals may equal 100%.

Response numbers to each of the quantitative (or "closed") and qualitative (or "open") questions varied.

Those who responded to this consultation constitute a self-selecting sample, and therefore appropriate caution should be applied when interpreting and utilising the response numbers in this report. Public consultation is not a referendum or a vote on whether a specific proposal should be carried out or not, instead, public consultation is a way of "actively seeking the opinions of interested and affected groups"¹ in relation to a proposal or set of options.

2.3.2 Qualitative Analysis

Each of the qualitative responses was read, analysed, and assigned to a theme or themes relevant to the question asked.

We have set a minimum number of 7 responses by individuals mentioning a theme for them to be included in the analysis tables in this report. A list of additional themes mentioned by fewer respondents is set out after each question.

¹ Organisation for Economic Co-operation and Development (OECD)

3 Respondent Demographics

3.1 Summary

598 individuals and businesses/organisations responded to the consultation via the questionnaire on BeHeard.

7 businesses/ organisations responded to the consultation separately to the BeHeard questionnaire.

3.2 Demographics

The Council has a statutory equality duty to ensure that no dis-benefits are introduced to any of the protected characteristics groups in Birmingham. Demographic data has been collected through the consultation questionnaire as part of Birmingham City Council's duty under the Equality Act 2010. This data was then compared against 2011 census data or 2017 mid-year population estimates for the Ladywood ward.

3.2.1 Age

1% were aged 0-17, 18% aged 18-29, 26% aged 30-39, 20% aged 40-49, 16% aged 50-59 and 9% aged 60-69 and 5% aged over 70. 7% gave no answer or preferred not to say.

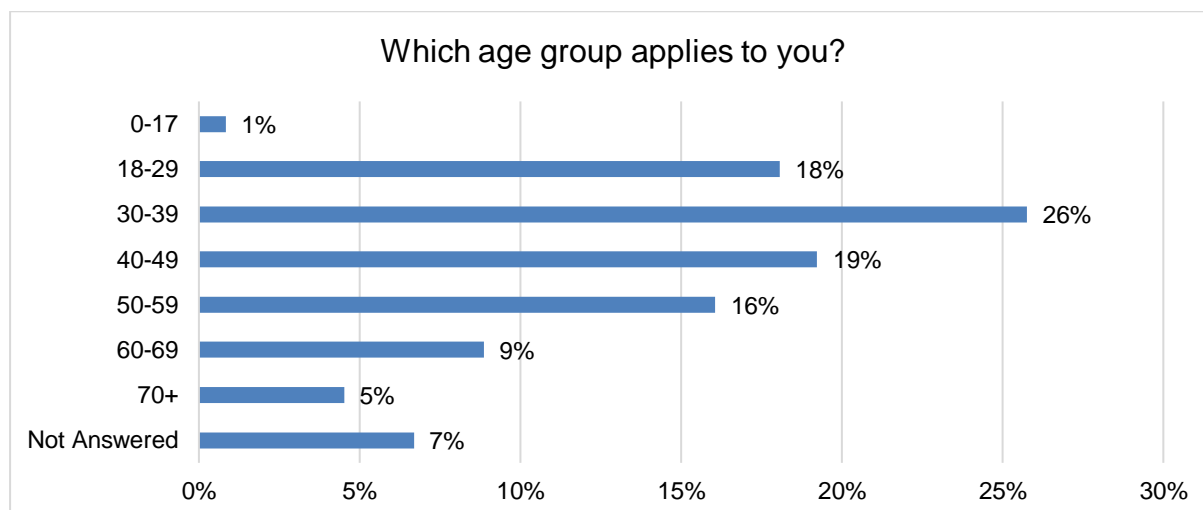


Figure 3.1: Which age group applies to you?

3.2.1.1 Comparison to Local Population

The under 29s age group was significantly under-represented, as might be expected in this type of consultation. As a result, other age groups are over-represented in the respondents to the survey.

Table 3.1: Age – A comparison of this consultation against data from the ONS Mid 2018 Population Estimates

| Age Group (Data from ONS Mid 2018 Population Estimates for Ladywood) | % of questionnaire respondents | % of Ladywood Population (2018) | Difference |
|--|--------------------------------|---------------------------------|------------|
| 0-17 | 1% | 15% | -14% |
| 18-29 | 18% | 42% | -24% |
| 30-39 | 26% | 21% | 5% |
| 40-49 | 19% | 10% | 9% |
| 50-59 | 16% | 7% | 10% |

| | | | |
|-------|----|----|----|
| 60-69 | 9% | 4% | 5% |
| 70+ | 5% | 3% | 1% |

3.2.2 Sex/ Gender

51% of respondents were male and 38% female, with 10% not answering or preferring not to state their gender.

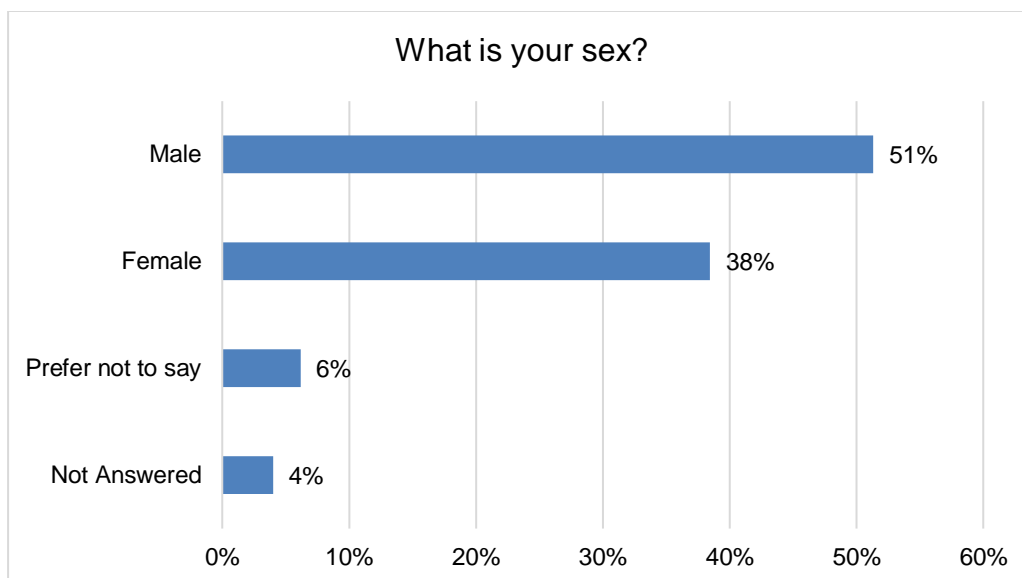


Figure 3.2: What is your sex/ gender?

3.2.2.1 Comparison to Local Population

The ratio of male to female respondents was in line with the gender estimates of the affected area with males slightly more represented than females.

Table 3.2: Gender – A comparison of this consultation against data from ONS Mid 2018 Population Estimates

| Gender (Data from ONS Mid 2018 Population Estimates for Ladywood) | % of questionnaire respondents | % of Ladywood Population (2018) | Difference |
|---|--------------------------------|---------------------------------|------------|
| Male | 51% | 54% | -3% |
| Female | 38% | 46% | -8% |

3.2.3 Disability

17% of respondents reported having a disability (defined as having a physical or mental health condition or illness lasting or expected to last for 12 months or more). 71% said they did not have a disability and 12% either did not answer or preferred not to say.

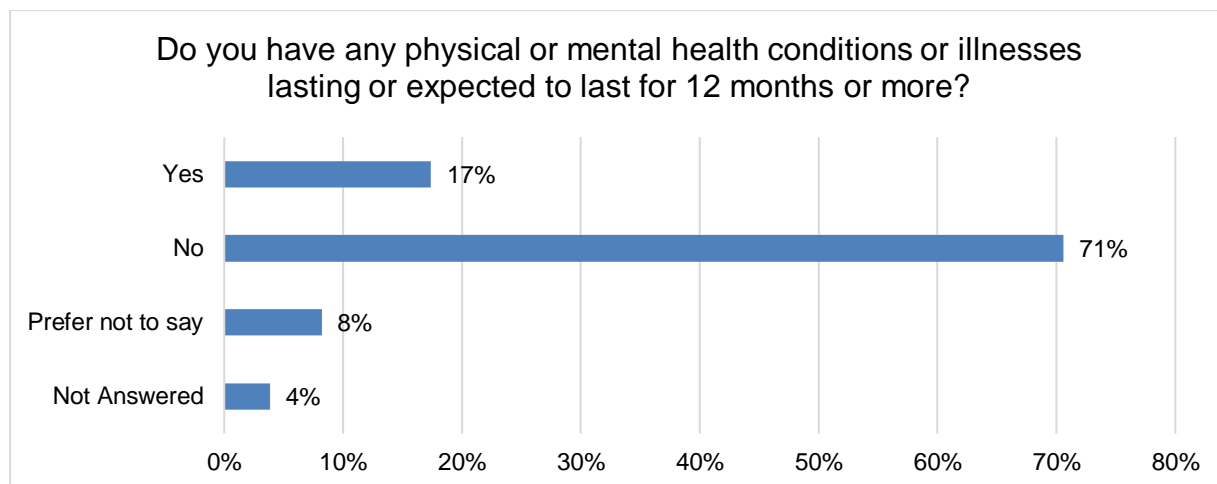


Figure 3.3: Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

3.2.3.1 Comparison to Local Population

The survey has a slight under-representation of respondents with a disability, when compared to the Ladywood population.

Table 3.3: Disability – A comparison of this consultation against data from the 2011 Census

| Disability | % of questionnaire respondents | % of Ladywood Population (2011 Census) | Difference |
|------------|--------------------------------|--|------------|
| Yes | 17% | 12% | 5% |
| No | 71% | 88% | -17% |

3.2.4 Ethnicity

76% of respondents described their ethnicity as white English/ Welsh/ Scottish/ Northern Irish/ British. 5% selected 'Other white background', 1% as mixed/ from multiple ethnic groups, 6% Asian/ British Asian and 1% Black African/ Caribbean/ Black British. 1% of respondents described their ethnicity as from another ethnic group and 11% did not answer or preferred not to say.

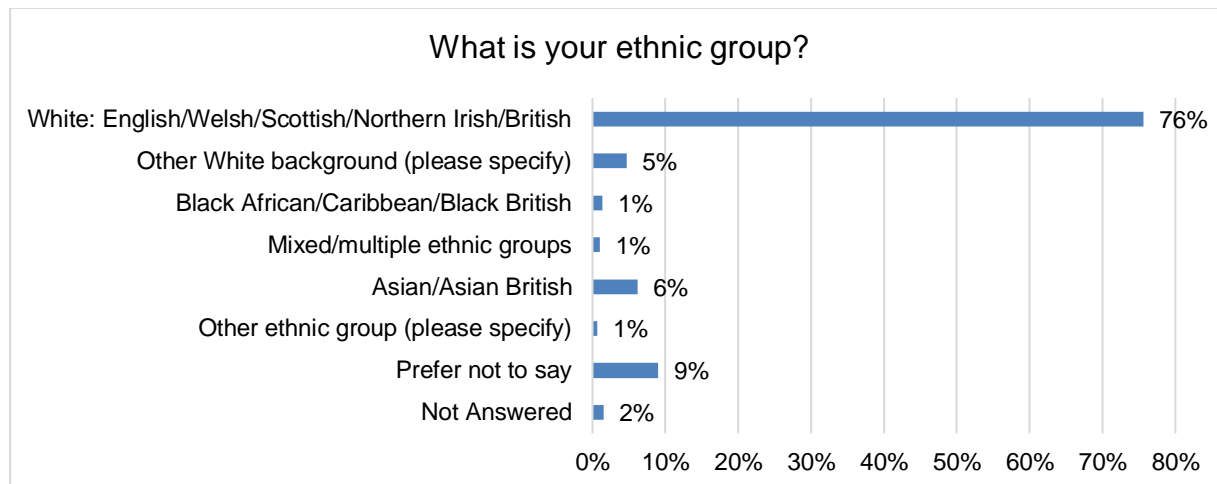


Figure 3.4: What is your ethnic group?

3.2.4.1 Comparison to Local Population

The survey has an under-representation of respondents from Asian/Asian British and Black/African/Caribbean/Black British ethnic backgrounds, when compared to the Ladywood population. This has resulted in an over-representation of people from white ethnic groups.

Table 3.4: Ethnicity – A comparison of this consultation against data from the 2011 Census

| Ethnicity (2011 Census) | % of questionnaire respondents | % of Ladywood Population | Difference |
|--|---------------------------------------|---------------------------------|-------------------|
| White: English/Welsh/Scottish/Northern Irish/British | 76% | 40% | 36% |
| Other White background | 5% | 8% | -3% |
| Mixed/ multiple ethnic groups | 1% | 7% | -6% |
| Asian/ Asian British | 6% | 24% | -18% |
| Black African/ Caribbean/ Black British | 1% | 17% | -16% |
| Other ethnic group | 1% | 4% | -3% |

3.2.5 Sexual Orientation

62% described their sexual orientation as heterosexual or straight, 11% as gay or lesbian, 3% as bisexual and 2% as other, with 23% not answering or preferring not to say.

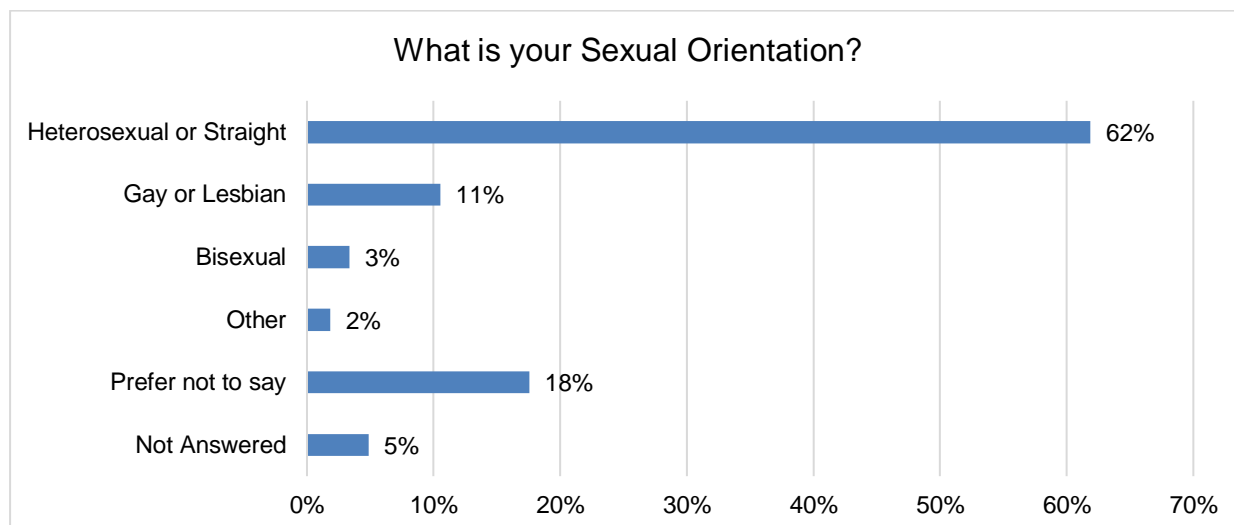


Figure 3.5: What is your sexual orientation?

3.2.5.1 Comparison to Local Population

This question was not asked in the 2011 Census therefore there is no comparison to the Ladywood population.

3.2.6 Religion

47% described themselves as having no religion, while 31% said they were Christian and 3% said they were Muslim. Buddhist, Hindu and Sikh accounted for 1% of respondents each and 15% did not provide an answer.

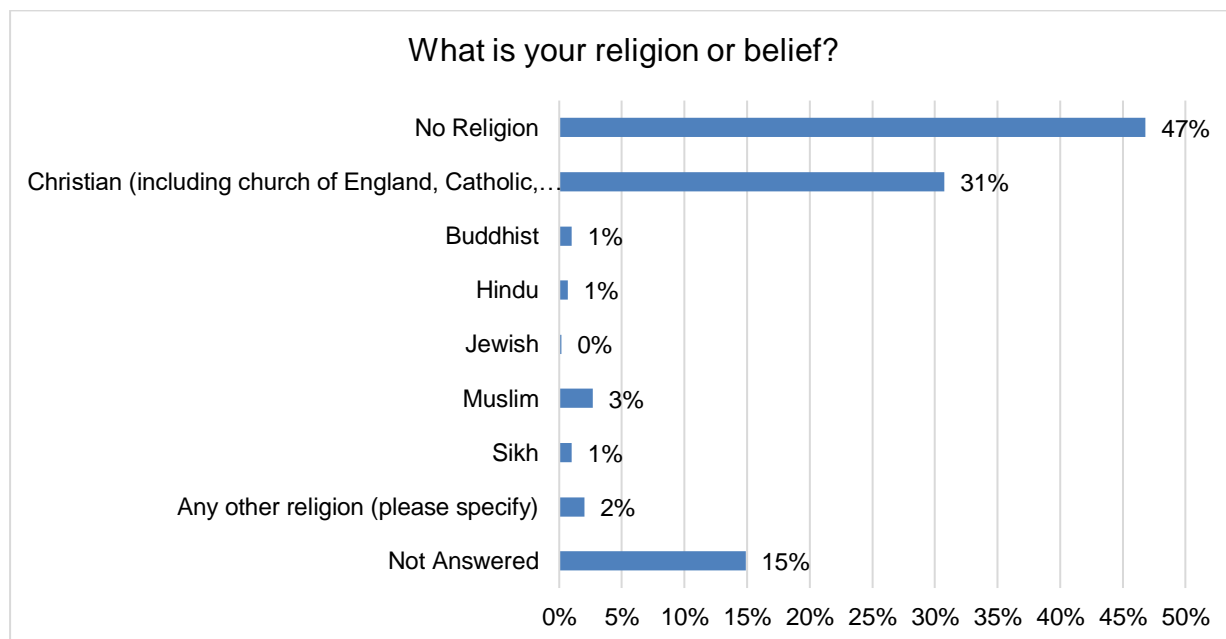


Figure 3.6: What is your religion or belief?

3.2.6.1 Comparison to Local Population

The survey has an under-representation of people who identify as being from a Christian faith and there is a large over-representation of people stating that they have “no religion”.

Table 3.5: Religion – A comparison of this consultation against data from the 2011 Census

| Religion (2011 Census) | % of questionnaire respondents | % of Ladywood Population | Difference |
|-------------------------------|---------------------------------------|---------------------------------|-------------------|
| No religion | 47% | 31% | 16% |
| Christian | 31% | 41% | -10% |
| Muslim | 3% | 12% | -9% |
| Jewish | 0% | 0% | 0% |
| Sikh | 1% | 3% | -2% |
| Hindu | 1% | 4% | -3% |
| Other religion | 2% | 1% | 1% |
| Buddhist | 1% | 2% | -1% |

3.2.7 Location of respondents

Figure 3.7 shows the location of the respondents listed as their home address and their most commonly used mode of transport.

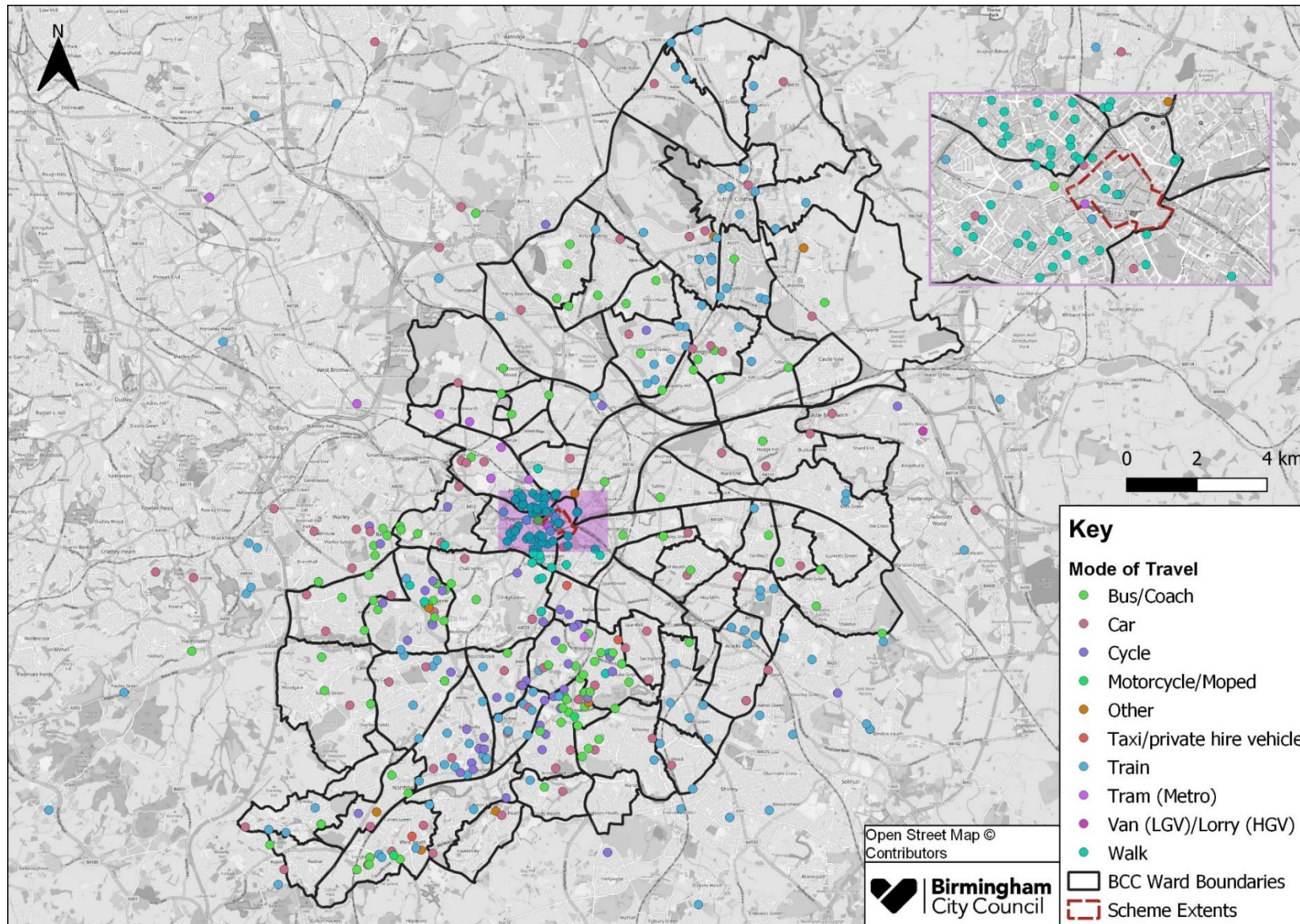


Figure 3.7: Location of Respondents

Figure 3.8 shows the location of respondents and businesses/residents who were engaged with within the scheme area.

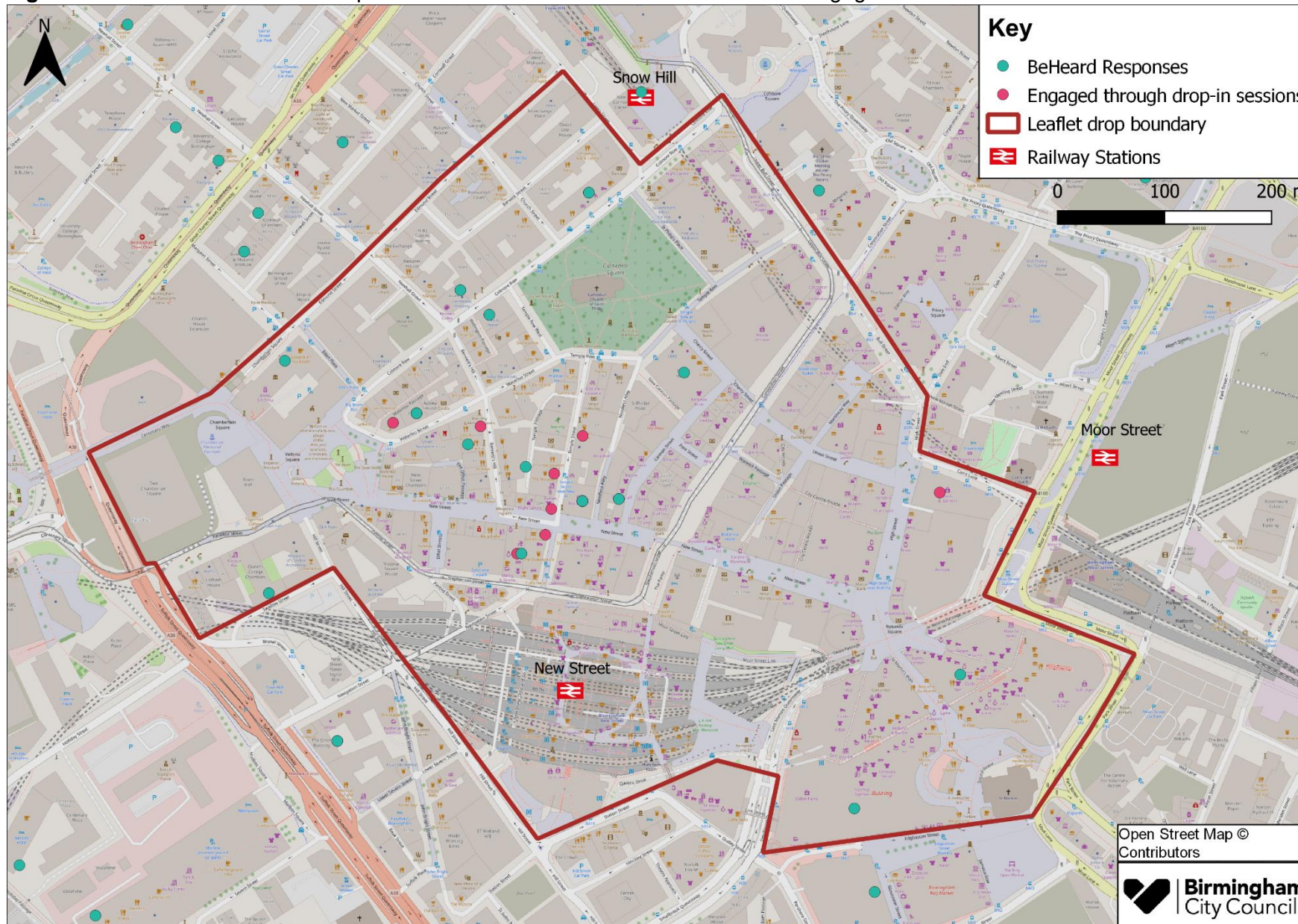


Figure 3.8: Engagement within the scheme area

4 Consultation Responses

4.1 About you

4.1.1 Q1. Are you responding to this consultation as an individual or on behalf of a business/organisation?

The majority of respondents to this questionnaire were individual citizens, 97%, with 3% of businesses responding via BeHeard. However, separate responses were also received directly from businesses located within the scheme area. More information about this is available in **Section 0**.

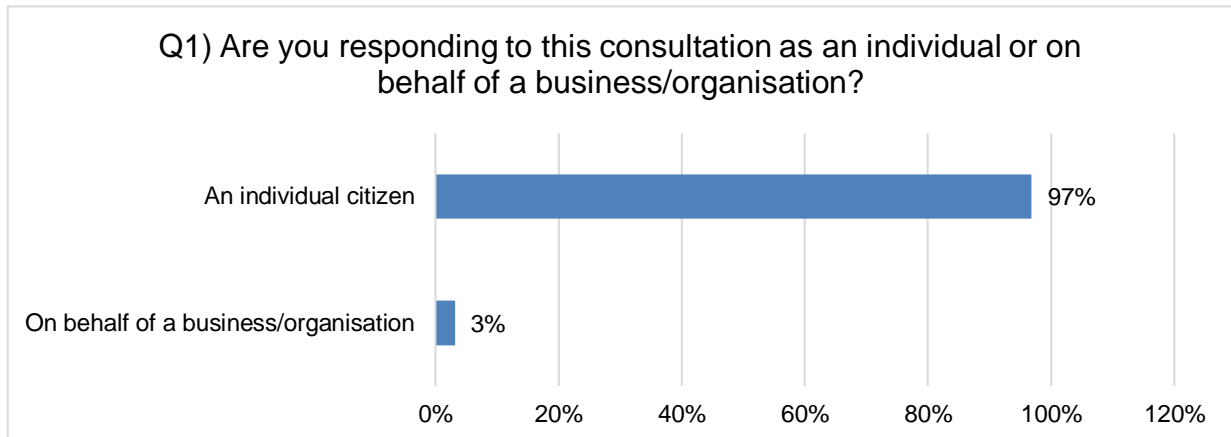


Figure 4.1: About you

Q2-Q10 collected data from businesses regarding the quantity, frequency and type of loading/unloading activities undertaken by their businesses which will be used to help inform the Traffic Regulation Order (TRO).

The remaining questions, covering Q11-Q15, in this section are related to individual responses only.

4.1.2 Q11. Do you live within the scheme area?

5% of respondents stated that they live within the scheme area, defined by an image of the scheme extents on the questionnaire. The majority of respondents did not live within the scheme area.

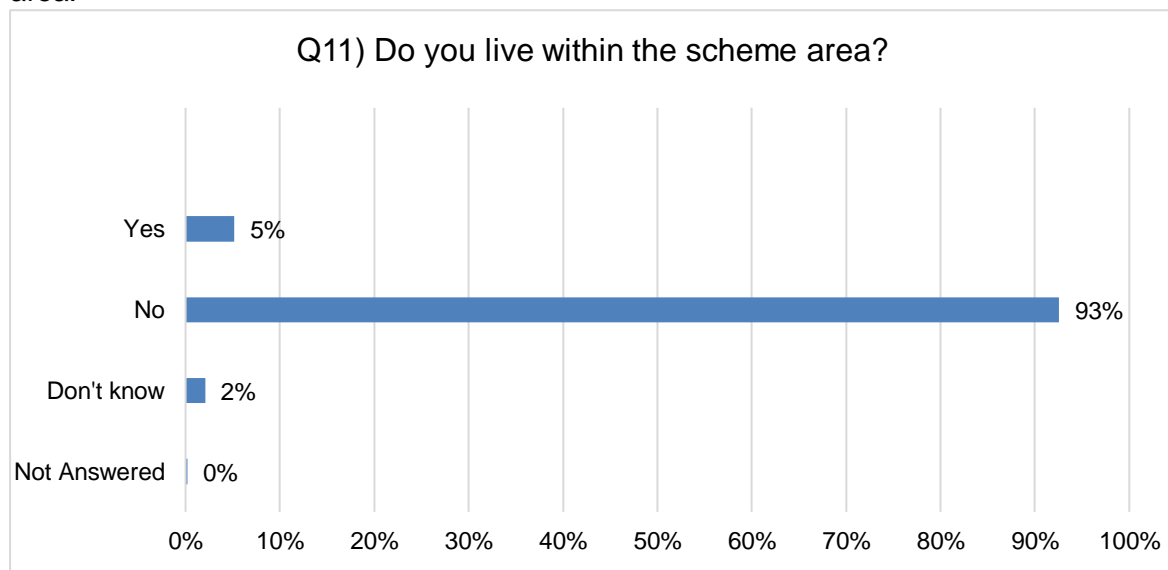


Figure 4.2: Residence within the scheme area

4.1.3 Q12. What is your postcode?

Refer to **Figure 3.7** in **Section 3.2.7**.

4.1.4 Q13. How often do you visit Birmingham city centre?

Nearly half of all respondents visit Birmingham city centre 5 or more days a week, suggesting this is for work purposes. 13% of respondents undertake a trip 3 or 4 days a week, 15% one or two days per week and 17% one or two days per month. 7% of respondents undertake a trip less often than one day per month and 2% stating they never visit Birmingham city centre.

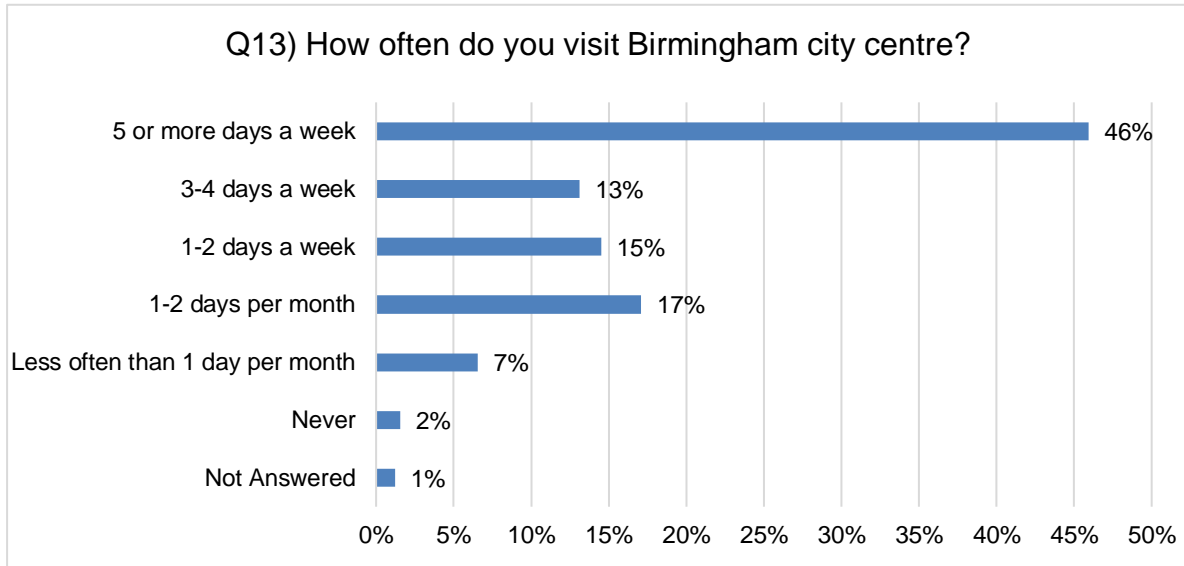


Figure 4.3: Frequency of visits to Birmingham city centre

4.1.5 Q14. When visiting Birmingham city centre, what is your typical mode of transport?

30% of respondents travel to the city centre via train, bus/coach and car represent 20% and 21% respectively. 14% of respondents said they walk, and 9% cycle when visiting Birmingham city centre.

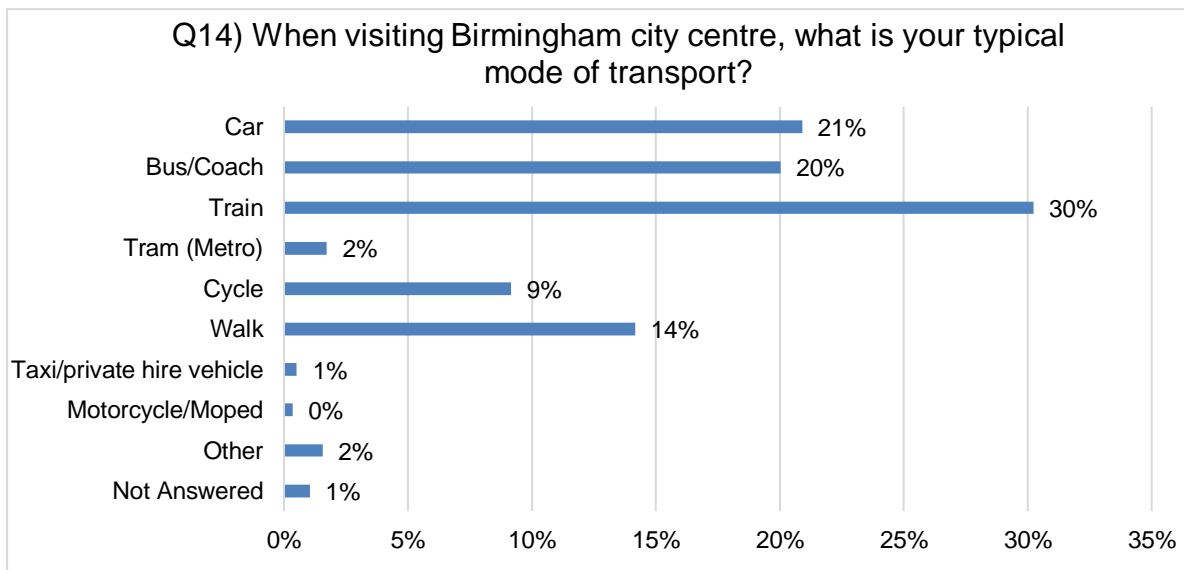


Figure 4.4: Typical mode of travel into the city centre

4.1.6 Q15. When visiting Birmingham city centre, typically what is the purpose of your trip?

49% of respondents stated the main purpose of their trip to Birmingham city centre is for work and 37% for leisure or shopping.

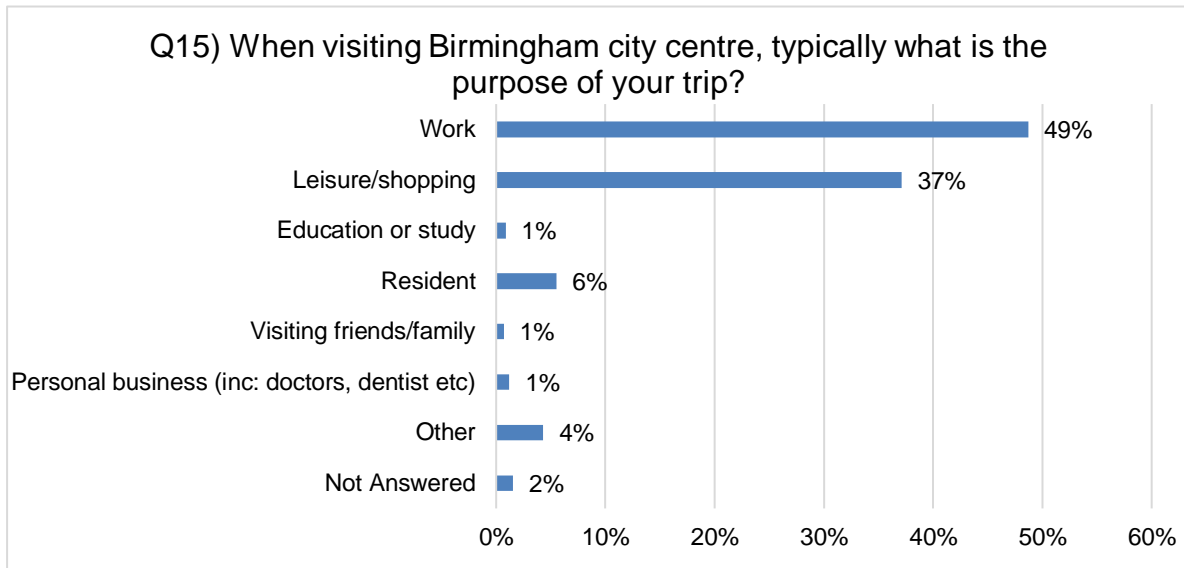


Figure 4.5: Purpose of trip into Birmingham city centre

4.2 Scheme proposals

This section covers responses from individuals, businesses/organisations and residents (within the scheme area outlined as the red boundary on **Figure 1.1**) for Q16-Q20. In total 598 responses were received via BeHeard which includes:

- 565 individual responses, not including residents (representing 94% of total respondents);
- 19 responses from businesses/organisations (representing 3% of total respondents); and
- 14 responses from residents (representing 2% of total respondents).

An additional 7 responses were received separately via email from businesses and organisations in addition to a number of discussions with representatives of businesses with a summary of discussions outlined in **Section 4.3** below.

The results have been broken down into the three categories to clearly show the differing views and impacts of the proposals of the different user groups.

4.2.1 Q16. Do you agree that the public realm proposals are attractive and welcoming?

Overall, 77% of respondents agree or strongly agree that the public realm proposals are attractive and welcoming. 14% disagree that the proposals are attractive and welcoming and 7% didn't know or had no opinion.

90% of businesses/ organisations agree or strongly agree that the public realm proposals are attractive and welcoming. 5% of businesses/organisations disagree and 5% don't know or don't have an opinion.

79% of residents agree or strongly agree that the public realm proposals are attractive and welcoming and 14% strongly disagree.

Figure 4.6 shows a breakdown of the responses per user group. Overall, the majority of respondents from all user groups believe that the proposals are attractive and welcoming.

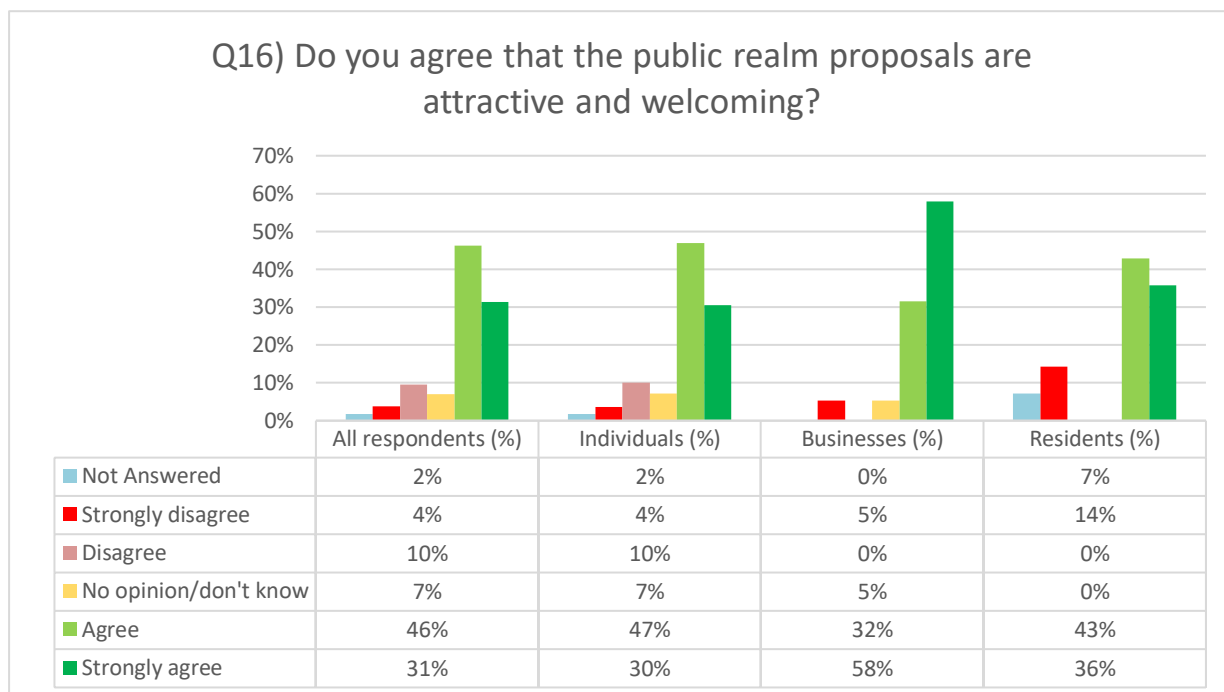


Figure 4.6: Do you agree that the public realm proposals are attractive and welcoming?

4.2.2 Q17. Do you have any comments on the proposed public realm proposals?

Table 4.1 outlines the key recurring themes that were mentioned by individuals, businesses/organisations and residents in response to this question.

Table 4.1: Q17 Individual - Key Themes

| Theme | Number of responses | BCC's response |
|---|---------------------|--|
| <i>Individuals</i> | | |
| More greenery/ tree planting is required | 54 | <i>We will look at locations within the scheme area where we may be able to plant additional greenery e.g. planters, at the detailed design stage.</i> |
| Money would be better spent on other things including tackling homelessness | 24 | <i>The funding to deliver this scheme is made up of Transforming Cities and CAZ revenue funding. There are specific requirements for what this money can be spent on e.g. measures to improve air quality.</i> <i>Birmingham City Council has been granted almost £600k to continue its successful approach in supporting rough sleepers as part of the Next Steps Accommodation Programme.</i> |
| Public realm proposals will be an improvement to the area | 21 | <i>Good quality public realm is important to the economic growth of the city. Pedestrian friendly, public areas are also crucial at attracting people into the city centre, supporting the retail core. It is also acknowledged that high-quality public realm</i> |

| Theme | Number of responses | BCC's response |
|---|---------------------|--|
| | | <i>improves the value of properties within the local area.</i> |
| Improve provision for cyclists | 20 | <i>There is not sufficient space available to provide segregated cycle facilities within the city core e.g. along New Street. Existing mixed or shared-use areas will remain as existing. New and improved cycle parking will be implemented as part of this scheme.</i> |
| Proposals need to ensure they are suitable for those with mobility issues | 17 | <i>The scheme proposals will be compliant with the Disability Discrimination Act. During the consultation the project team has engaged with disability groups who have shared their advice and best practice. This engagement will continue through the detailed design stage.</i> |
| Proposals need assurances that the paving will be maintained when dug up by utility companies | 16 | <i>Annual maintenance requirements have been included within the revenue costs outlined in the Full Business Case.</i> <i>Utility companies have been consulted and contacted regarding the scheme. A restriction is placed after the new works are complete. (S58 Act: NRSWA 1991)</i> |
| Re-paving seems unnecessary | 15 | <i>The existing public realm in the city centre is tired having been last renewed in 1992/93. The visual appearance and overall experience for visitors to the city centre is important to the success of the retail centre.</i> |
| Repaving of the city centre is desperately needed | 11 | |
| More money needs to be spent in the suburbs rather than the city centre | 11 | <i>Investment in the suburbs is ongoing. There have been recent transformations of local areas including Selly Oak and Longbridge and future proposed improvements that are outlined in Birmingham's Urban Centres Framework.</i> |
| Support plans to restore the River Fountain | 10 | <i>The River Fountain is a landmark within the city and is an important aspect of the quality of the public realm and the ongoing development and investment in the city centre. It is also important in attracting tourists, particularly given Birmingham is hosting the Commonwealth Games in 2022.</i> |
| River fountain is better as a flower bed | 10 | |
| Support the integrated HVM measures | 8 | <i>The installation of permanent, less hostile HVM will support the safety and security of the city centre for the Commonwealth Games and beyond.</i> |
| Too much construction going on in the city prior to CWG - disruption to businesses is great | 7 | <i>We will work with the chosen contractor to phase the construction and minimise the impact of construction on local businesses as best we can.</i> |

| Theme | Number of responses | BCC's response |
|--|---------------------|--|
| <i>Businesses & Organisations</i> | | |
| Supportive of the part-pedestrianisation of Colmore Row/ Waterloo St | 2 | <i>The scheme will deliver pedestrianisation of Colmore Row and Waterloo Street between 11am and 11pm, 7 days a week</i> |
| <i>Residents</i> | | |
| The public realm proposals will be an improvement to the area | 2 | <i>The public realm proposals will transform the city centre and feel like an attractive and welcoming environment.</i> |

Typical responses from individuals, businesses/ organisations and residents include:

Individuals

"I think there should be more green - areas of grass and trees both for aesthetic reasons and to reduce air pollution!"

"All utility company providers and any other developers that disturb the integrity of the finished product should reinstate to original and sign a subsidence maintenance liability"

Businesses/Organisations

"The landscaping plans look excellent and will massively improve the visual impact and experience of visitors to, and residents of the city centre."

"We are strongly supportive of the part pedestrianization of Colmore Row and Waterloo Street adjacent to Victoria Square."

The paving is smart, but how will you prevent workmen replacing the specifically patterned manhole covers incorrectly? It is a common occurrence at this stage."

Residents

"This will make a fantastic improvement to the area"

"Opening up the city centre to pedestrians rather than cars is overwhelmingly a good principle"

4.2.3 Q18. To what extent do you agree with the proposed vehicle access and loading restriction between the hours of 7am and 7pm?

Overall, 72% of all respondents agree or strongly agree with the proposed vehicle access and loading restriction between the hours of 7am and 7pm.

74% of individual respondents agree or strongly agree with the proposed vehicle access and loading restriction between the hours of 7am and 7pm. 11% disagree with the restrictions and 12% didn't know or had no opinion.

42% of businesses/organisations who responded via BeHeard agree or strongly agree with the proposed vehicle access and loading restrictions. 47% of businesses/organisations disagree or strongly disagree and 11% don't know or don't have an opinion.

93% of residents who responded to this question disagree or strongly disagree with the proposed vehicle access and loading restriction between the hours of 7am and 7pm. 7% strongly agree with the restriction proposals.

Figure 4.7 shows a breakdown of the responses per user group. The majority of individuals support the proposed restrictions however it is clear to see from the responses that residents do not support the proposals for vehicle access and loading restrictions. Some businesses/organisations agree with the restrictions, however others disagree.

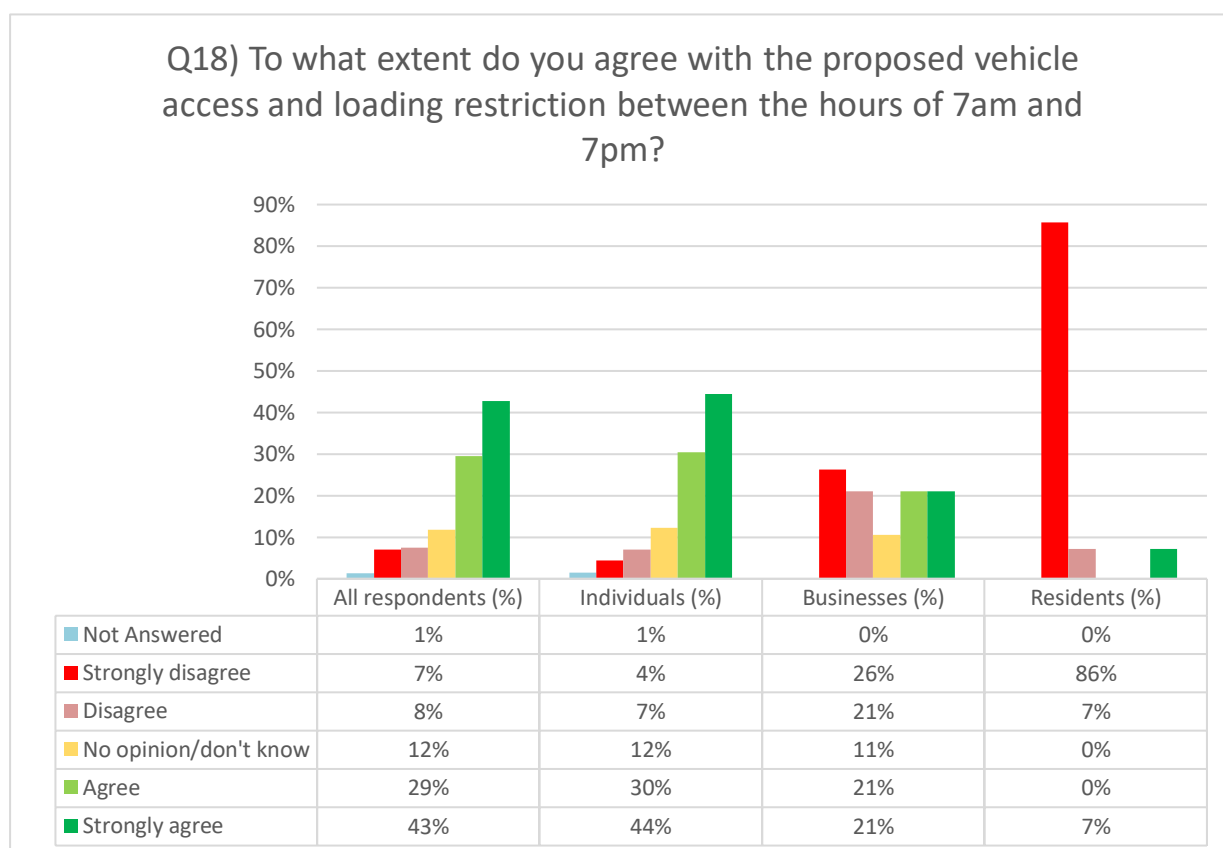


Figure 4.7: To what extent do you agree with the proposed vehicle access and loading restriction between the hours of 7am and 7pm?

4.2.4 Q19. Do you have any comments on the proposed vehicle access and loading restrictions?

Table 4.2 outlines the key recurring themes that were mentioned by individuals, businesses/organisations and residents in response to this question.

Table 4.2: Q19 Individuals - Key Themes

| Theme | Number of responses | BCC's response |
|-------------------------------------|---------------------|---|
| Individuals | | |
| Support the restriction of vehicles | 48 | <i>Restriction on loading and access in the city will help improve the safety and security of the city centre, particularly for pedestrians, cyclists and disabled users during peak times.</i> |

| Theme | Number of responses | BCC's response |
|---|---------------------|---|
| City centre is dangerous in the morning and evening peak with large number of pedestrians | 14 | <i>During the AM and PM peak periods, footfall in the city centre is particularly high. The permanent HVM measures will limit the number of vehicles accessing the areas, therefore making it a safer and more accessible area for all.</i> |
| Disruptive to businesses and residents in the city centre | 12 | <p><i>We will work with the chosen contractor to phase the construction and minimise the impact of construction on local businesses and residents as best we can.</i></p> <p><i>Further consultation will be undertaken as part of the licence to construct the works</i></p> <p><i>The improvements to the public realm and HVM will make the centre a more attractive and welcoming place, attracting more visitors and leading to greater benefits.</i></p> <p><i>It is also acknowledged that high-quality public realm improves the value of properties within the local area.</i></p> |
| Vehicle restriction should extend into the evening for late night shopping/bars/restaurants | 12 | <i>Based on the feedback received from businesses we have amended the restriction time to 11am to 11pm, allowing deliveries to take place in the morning and restricting vehicle access in the evenings for bars and restaurants.</i> |
| Restrictions are unrealistic for deliveries | 8 | <i>Engagement with businesses and residents during the consultation period identified some concerns and questions which will be further reviewed during the development of the TRO. The current restrictions during the Frankfurt Christmas Market (FCM) in November & December mean deliveries are restricted to take place outside the hours of 10am-6pm. The success of this during the busiest retail months of the FCM shows that changes to deliveries can be made, if required.</i> |
| Restrictions would negatively impact disabled users | 8 | <i>During the detailed design stage, we will be looking at locations where the disabled bays from Bennetts Hill could be relocated. One of the options would be to relocate the existing disabled bays to Waterloo Street East.</i> |
| TRO would need to be properly enforced, not left to be abused | 7 | <i>The implementation of the HVM measures will help enforce the TRO as the bollards will be in the 'closed' position during hours of restrictions.</i> |

| Theme | Number of responses | BCC's response |
|---|---------------------|---|
| Businesses/Organisations | | |
| Will be difficult to find delivery companies who will deliver before 7am. Even if it is possible it will not be cost effective. | 3 | <i>The restriction times have been amended to between 11am and 11pm to allow morning deliveries which will tie in with existing delivery times for most businesses.</i> |
| Not enough time for loading | 2 | <i>The times in which vehicles are restricted have been amended to 11am to 11pm to allow a greater period of time in the morning for deliveries to take place. The number of loading bays will be determined by the quantity of deliveries required, as per survey results.</i> |
| Residents | | |
| Maintenance and deliveries will become more difficult and more expensive if they can only take place after 7pm. | 8 | <i>The TRO for Colmore Row / Waterloo Street will now restrict access to motor vehicles between 11am and 11pm, allowing morning deliveries. There are no residential properties on Colmore Row / Waterloo Street however Phase 3 of the project (post Commonwealth Games) will look to implement a permit system where residents can apply for a permit to allow access for large deliveries or emergency maintenance work.</i> |

Typical responses from individuals, businesses/organisations and residents include:

Individuals:

"This needs to be strictly enforced with penalties enforced against businesses that disregard it."

"The city centre traffic has become an absolute nuisance. Cycling is incredibly dangerous in Birmingham, so I am welcoming the restrictions to vehicle access that would make cycling and walking around the city centre safer and more enjoyable."

"I think vehicles should also be limited until 10pm on Friday and Saturday Evenings."

Businesses/Organisations:

"We support the restriction proposed due to the positive environmental benefit this would bring."

"The restriction may need to start a little later in the day to allow for all deliveries to be made."

"We operate a business that requires fresh food deliveries on a daily basis and we will not be able to find companies nor will it be cost effective to deliver prior to 7am."

Residents:

"As a resident, restricting access prevents deliveries being made or access for tradespeople (e.g. plumbers, electricians, etc) impossible."

"It would be great to apply for exceptional circumstances permits that allowed daytime access. It's already hard to find contractors prepared to work on our property and these changes will make it near impossible. If we could have exceptions which allowed individual vehicles access during working hours on an occasional basis that would alleviate the problems."

4.2.5 Q20. What impact do you think the scheme will have on you/your business?

Overall, 46% of individuals felt that the scheme would have a positive impact on them, and 36% a neutral benefit. 11% of individuals felt that the proposals would have a negative/somewhat negative impact on them.

58% of businesses/organisations who responded to via BeHeard think that the scheme will have a positive impact on their business while 32% think that it will have a negative impact on their business. It is worth noting that due to the small numbers of responses from businesses/organisations, each response represents approximately 5%.

64% of residents think that the scheme will have a very negative or somewhat negative impact on them, and 14% think it will have a somewhat positive/ very positive impact on them. 14% of residents believe the impact on them will be neutral.

Figure 4.8 shows a breakdown of the responses per user group. The majority of individuals believe that the scheme will have a neutral to very positive impact on them. Businesses/organisations also believe that the scheme will have a positive impact on their business however, residents feel that overall there will be a very negative impact on them.

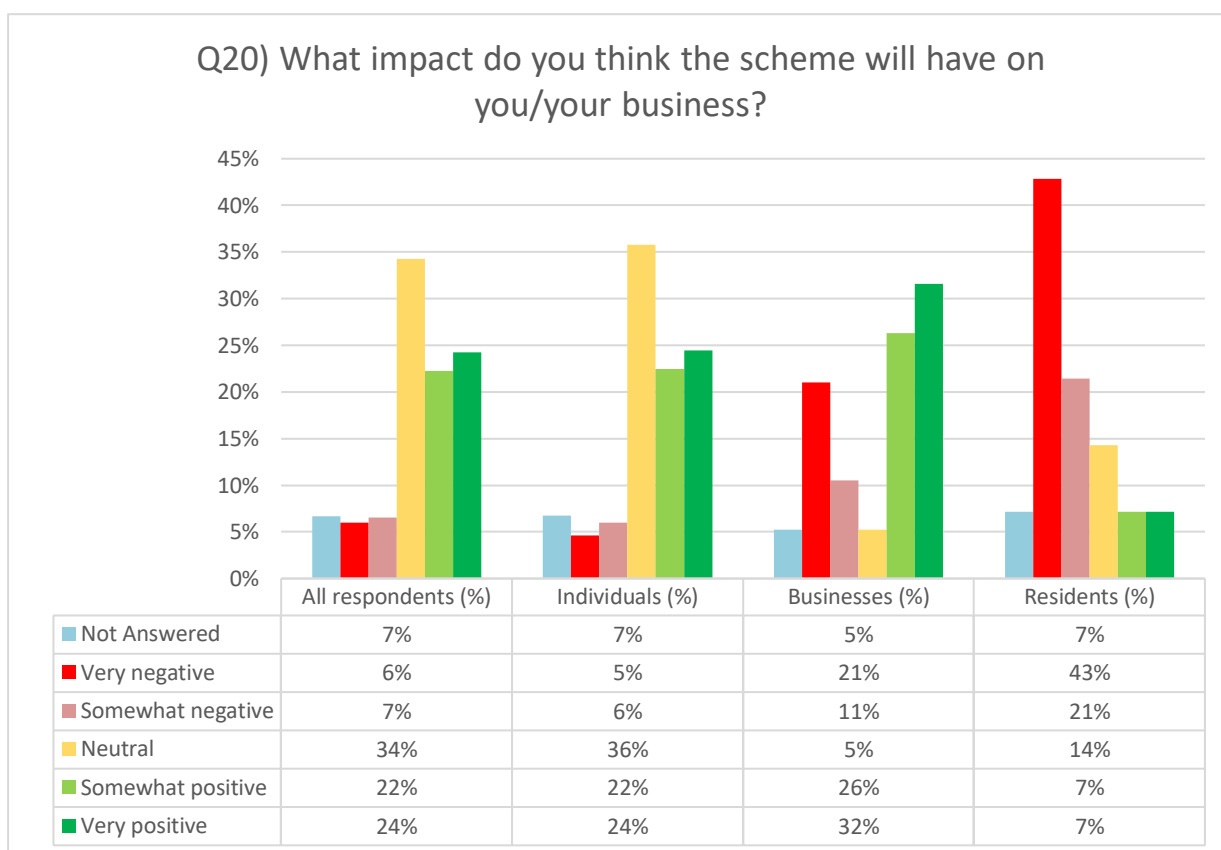


Figure 4.8: What impact do you think the scheme will have on you/your business?

4.3 Other business responses from consultation events

During the drop-in events the project team spoke with many local businesses regarding the scheme proposals. Overall, the businesses were supportive of the improvements but did raise some concerns regarding the Traffic Regulation Order (TRO) and the impact that this would have on deliveries, as well as the disruption to the businesses during construction. Some common comments received included:

- 7am-7pm is a little early for deliveries as will have an impact on resources and costs;
- Suggestion of 10am start time – to reflect Frankfurt Christmas Market that works during December; and
- Some businesses said they could accommodate the 7am-7pm restriction and modify delivery times if required but it would be inconvenient.

Other suggestions from businesses

- More public artwork;
- Hanging planting;
- Improved street lighting (e.g. overhead lighting façade to façade); and
- Construction phasing plan.

4.4 About the Consultation

The following section covers responses to Q21-Q23 from all respondents.

4.4.1 Q21. Do you have any further comments on the scheme proposals?

The majority of comments in this section had already been noted in the previous section however the most common themes emerging are shown in **Table 4.3** below.

Table 4.3: Q21 Key Themes

| Theme | Number of responses |
|---|---------------------|
| Opportunity to create cycle paths/provision through the city centre including cycle parking | 28 |
| Money would be better spent on other things/areas of the city | 23 |
| Support the overall scheme | 18 |
| More planting/greenery | 15 |
| New public realm needs to be well maintained | 8 |

4.4.2 Q22. Do you feel that the information provided has enabled you to make an informed comment on the proposals?

68% of respondents felt that the information provided was sufficient to make an informed comment on the proposals. 22% however felt more information could have been provided. These suggestions are laid out in **Section 4.4.3** below.

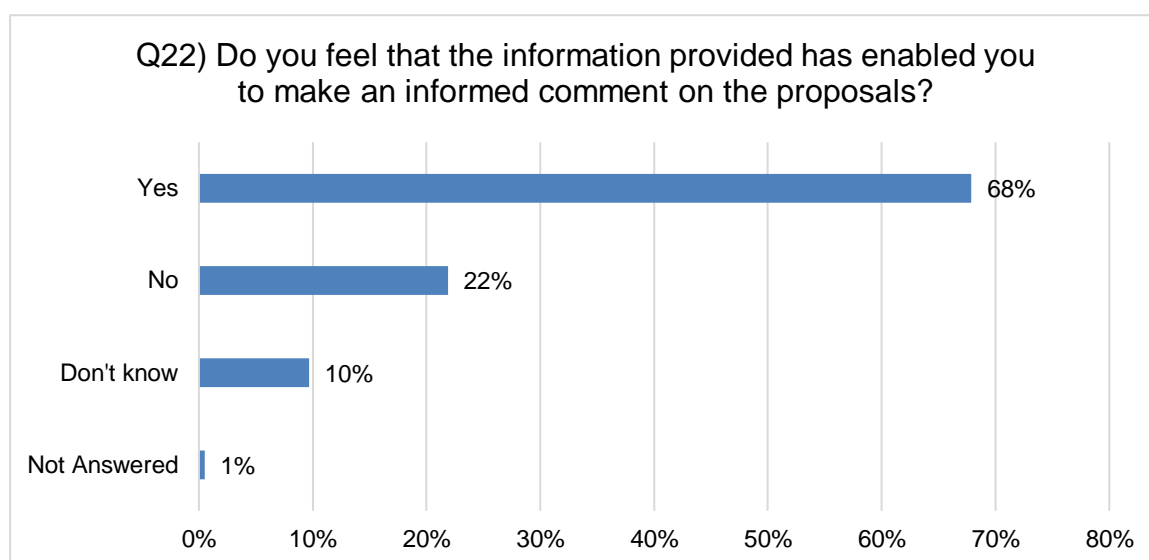


Figure 4.9: Do you feel that the information provided has enabled you to make an informed comment on the proposals?

4.4.3 Q23. What additional information would have helped you to comment on the proposals?

Of the total 598 respondents, 36% gave further comments on what additional information could have been provided to help comment on the proposals. The most common themes were:

Table 4.4: Q23 Common themes

| Theme | Number of responses |
|--|---------------------|
| More Computer Generated Images (CGIs) | 37 |
| Detailed breakdown of costs | 23 |
| More detailed plans | 19 |
| Detailed timescales of works | 18 |
| Plans for cycle provision in the city centre | 11 |
| What the street furniture will look like | 7 |

Comments included:

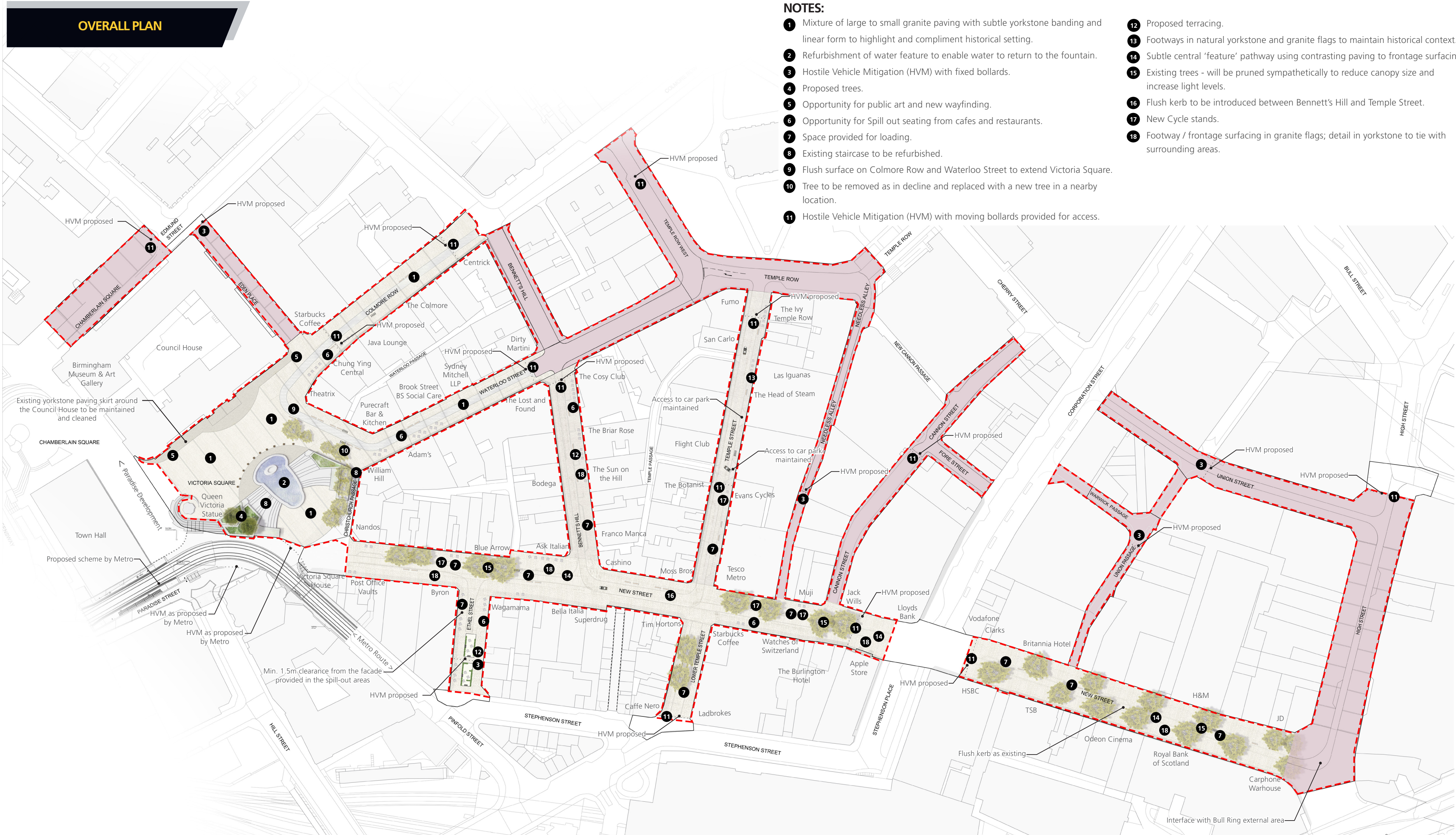
- *“A detailed breakdown of what each part of the scheme will cost and further information on the ongoing costs associated with repairing the fountain in Victoria Square”*
- *“More in-depth images and maps of the proposals”*
- *“Would like to see more detailed plans, design statements, material sample documents”*

***Annex A
Consultation Documents***

OVERALL PLAN

NOTES:

- 1 Mixture of large to small granite paving with subtle yorkstone banding and linear form to highlight and compliment historical setting.
- 2 Refurbishment of water feature to enable water to return to the fountain.
- 3 Hostile Vehicle Mitigation (HVM) with fixed bollards.
- 4 Proposed trees.
- 5 Opportunity for public art and new wayfinding.
- 6 Opportunity for Spill out seating from cafes and restaurants.
- 7 Space provided for loading.
- 8 Existing staircase to be refurbished.
- 9 Flush surface on Colmore Row and Waterloo Street to extend Victoria Square.
- 10 Tree to be removed as in decline and replaced with a new tree in a nearby location.
- 11 Hostile Vehicle Mitigation (HVM) with moving bollards provided for access.
- 12 Proposed terracing.
- 13 Footways in natural yorkstone and granite flags to maintain historical context.
- 14 Subtle central 'feature' pathway using contrasting paving to frontage surfacing.
- 15 Existing trees - will be pruned sympathetically to reduce canopy size and increase light levels.
- 16 Flush kerb to be introduced between Bennett's Hill and Temple Street.
- 17 New Cycle stands.
- 18 Footway / frontage surfacing in granite flags; detail in yorkstone to tie with surrounding areas.



Materials Palette

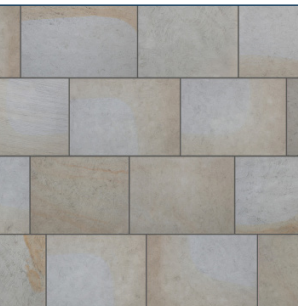
Victoria Square



Granite paving buff colour



Granite kerb in a contrasting colour



Natural Yorkstone

New Street



Granite paving buff colour



Granite kerb in a contrasting colour

Temple Street



Natural Yorkstone



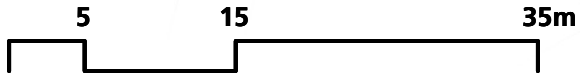
Granite kerb in a contrasting colour

HVM bollards



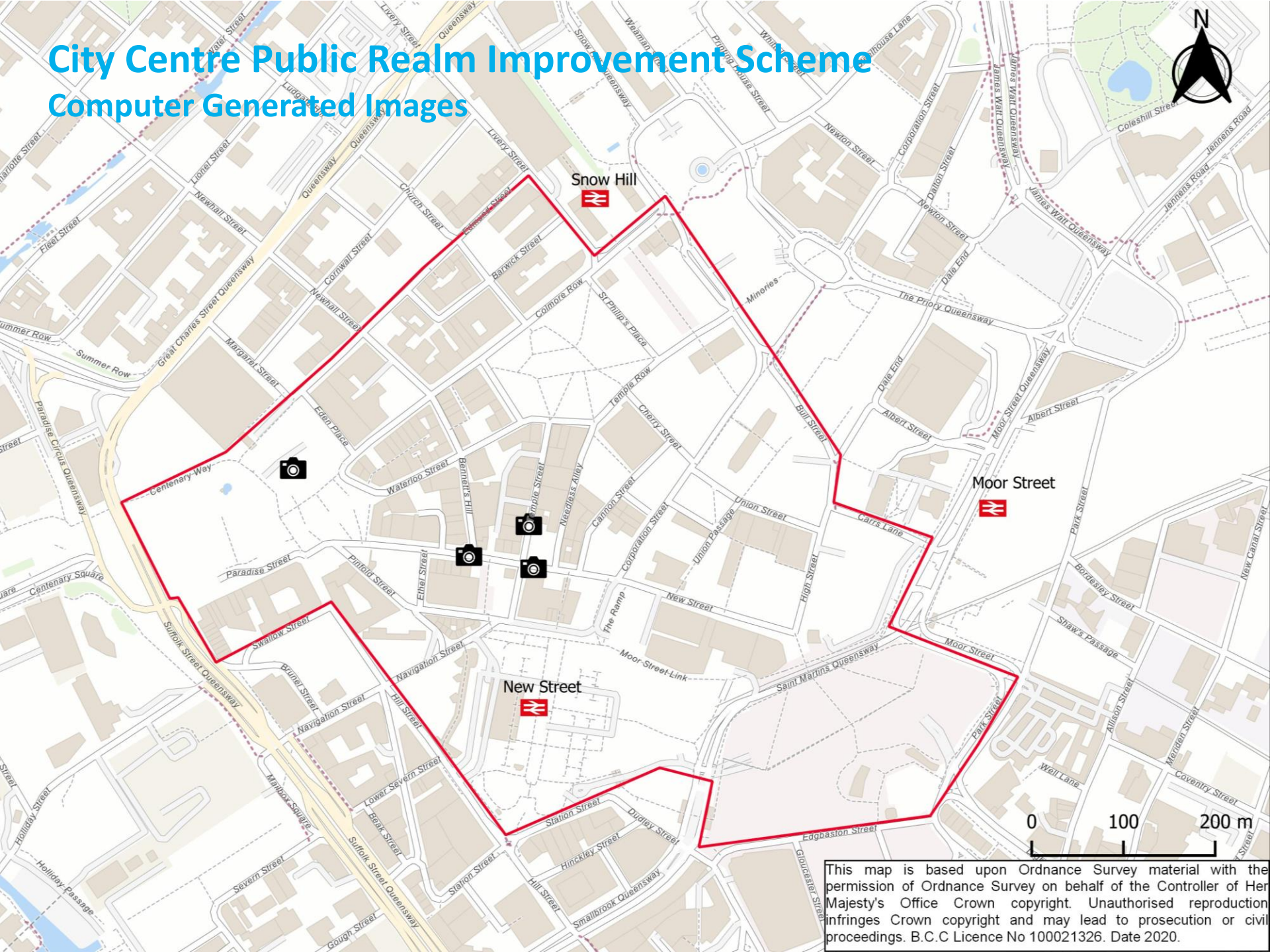
Hostile Vehicle Mitigation (HVM) with moving bollards for access.

- Proposed extension of Traffic Regulation Order with respect to loading, parking and hours of access.
- Planned improvements to public realm, to take place following 2022 Commonwealth Games.



City Centre Public Realm Improvement Scheme

Computer Generated Images



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Temple Street

Proposed view of Temple Street looking north towards Cathedral Square



Victoria Square

Proposed view of Victoria Square looking towards Waterloo Street



Proposed view of New Street looking west towards Victoria Square



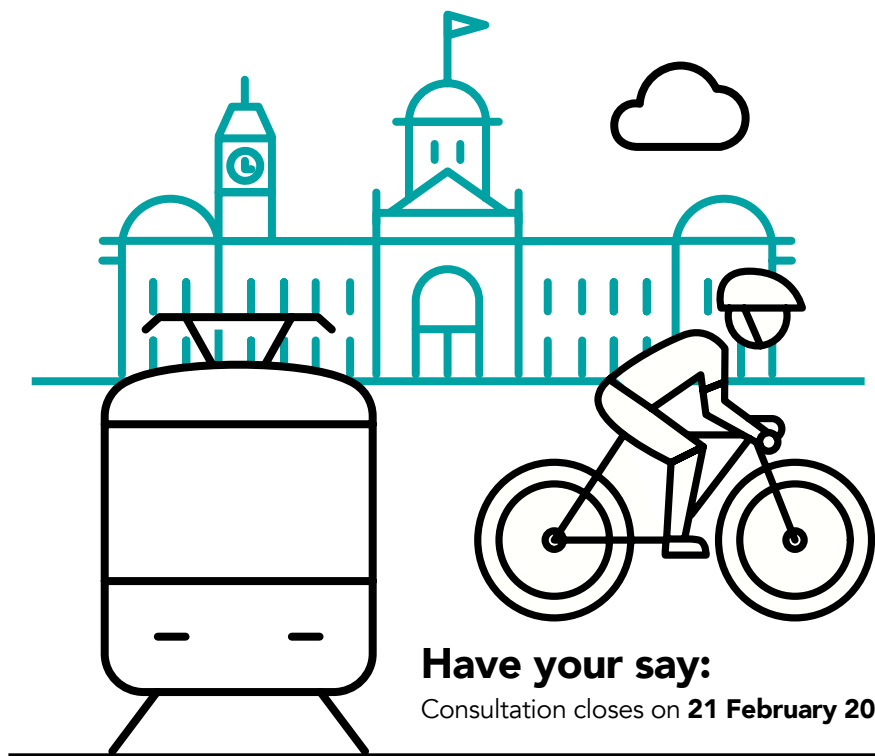
New Street

Proposed view of New Street looking west towards Corporation Street



Consultation on the
City Centre Public Realm Scheme

CITY CENTRE PUBLIC REALM IMPROVEMENTS



Have your say:

Consultation closes on **21 February 2020**



Birmingham
City Council

Working in partnership with



Our vision

We want to transform the public realm in the city centre and create an attractive, welcoming and safe environment to attract more visitors to Birmingham city centre which will facilitate economic growth.

High-quality public spaces will be created to enhance the city's environment and connectivity. At peak times access and loading will be restricted within the city centre to make it easier, more welcoming and safer for pedestrians and more accessible to those with mobility issues.

The works programme will also include permanent and less intrusive hostile vehicle security measures (HVM) as part of a comprehensive safety and

security strategy for the city centre.

Birmingham will be at the centre of the world stage during the 2022 Commonwealth Games and the city centre will act as a gateway for many visitors visiting the city for the first time.

These improvements will create a lasting legacy by providing a safe, attractive and welcoming pedestrianised environment for all users to enjoy.

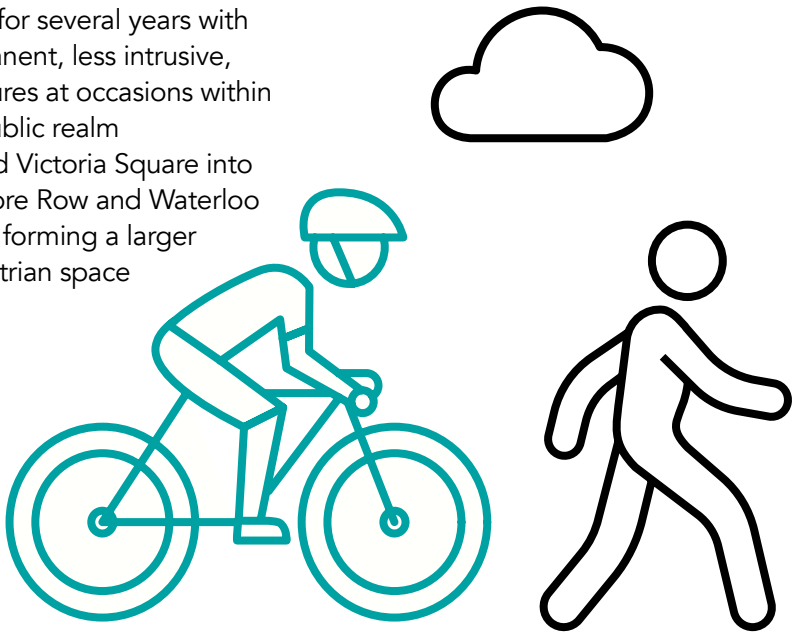


Proposed view of Victoria Square looking towards Waterloo Street

Public realm improvements

The scheme will:

- Enhance the public realm using new high-quality paving materials throughout the scheme area, whilst reinstating heritage paving in sections of Victoria Square
- Create a kerb free pedestrian route for passengers travelling from New Street Station to the retail and business centre
- Widen footways, where possible, to provide easier connectivity for pedestrians
- Replace the temporary HVM measures that have been in place for several years with permanent, less intrusive, measures at occasions within the public realm
- Extend Victoria Square into Colmore Row and Waterloo Street forming a larger pedestrian space
- Remove one tree from Waterloo Street that is in decline and replace with one new tree in a nearby location
- Improve and enhance the street lighting, making the area feel safer for all
- Improve wayfinding for all
- Upgrade the street furniture by replacing the existing with high-quality street furniture
- Repair and restore The River fountain in Victoria Square



Vehicle access restrictions



Proposed view of Temple Street looking north towards Cathedral Square

We are proposing to extend the existing pedestrian zone and loading restrictions to standardise operation times to 7am to 7pm seven days a week to ensure a safe and secure environment for pedestrians during times of busy footfall.

This will provide greater priority for pedestrians and make the area feel safer, more welcoming and help to minimise the interaction between pedestrians and vehicles. Reallocating space to pedestrians will require changes to the current taxi and disabled bays.

Improved loading facilities will be provided for local businesses outside of the restriction hours to offset the daytime restrictions. Vehicular access will be maintained to off-street, private accesses at all times through manual operation of the HVM bollards.



Proposed view of New Street looking west towards Corporation Street



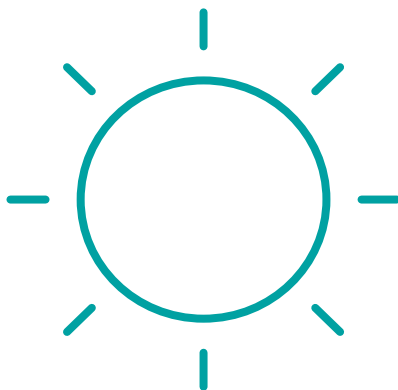
Proposed view of New Street looking west towards Victoria Square

Construction

Construction is expected to begin in 2020.

We will do all that we can to minimise the disruption, including:

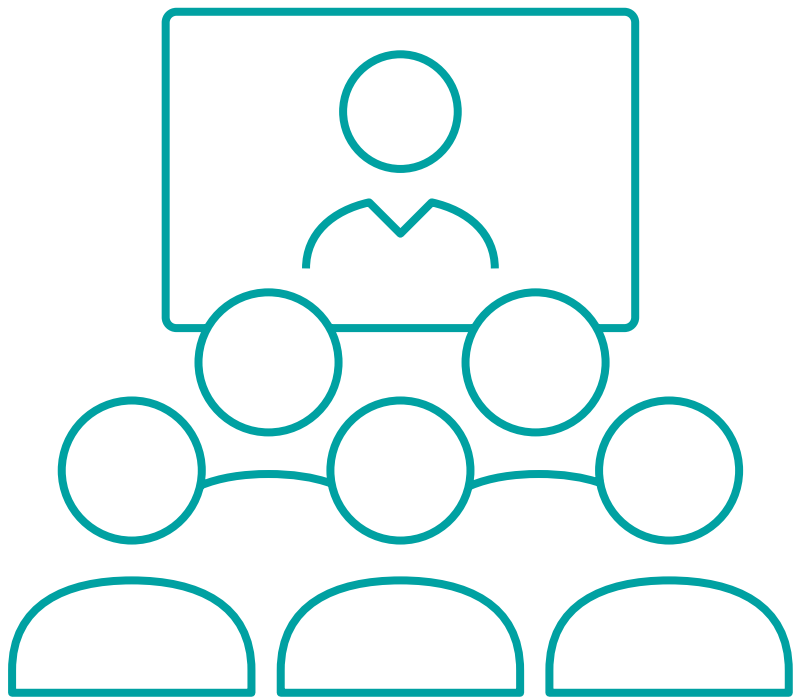
- Adopting a phased approach to the construction works
- Co-ordinating with other local works
- Business access will remain throughout the duration of the works, during business hours. Where the works might require short term unavoidable interruptions to access, we will carry out such works outside of normal trading hours.



Events

We will be holding two drop-in events, where you can see the plans for yourself and talk to the project team.

| Venue | Location | Date | Time |
|---------------|--|----------------------------|---------------|
| Head of Steam | Somerset House, 36 Temple Street, Birmingham | Wednesday 5 February 2020 | 12pm-3pm |
| Council House | Victoria Square, Birmingham B1 1BB | Wednesday 12 February 2020 | 3:30pm-6:30pm |



Have your say

We want to know what you think about our plans for the changes to the city centre public realm. We are consulting on the proposed changes to the access, loading/ unloading, hostile vehicle security measures and public realm.

You can view full details of the consultation, detailed plans of the proposed scheme and respond to an online questionnaire at **www.birminghambeheard.org.uk/economy/citycentrepublicrealm**

The simplest way to respond to this consultation is via the website, but if you are unable to access the internet, you can view printed plans and pick up a paper questionnaire at:

| Library | Location | Opening times |
|-----------------------|--------------------------|---|
| Library of Birmingham | Centenary Square, B1 2ND | Mon and Tue: 11am to 7pm Wed to Sat: 11am to 5pm |

If you require more information, have any questions or would like paper copies of the plans and questionnaire posted to you, please contact us at **transportprojects@birmingham.gov.uk** or on **0121 303 7532**.

Consultation closes on 21 February 2020.

