

## Newton Abbot, Queen Street – Pedestrian Enhancement Traffic Regulation Orders

### Report of the Director of Climate Change, Environment and Transport

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Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

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#### **1) Recommendation**

It is recommended that the Committee be asked to:

- (a) approve the making and sealing of the Traffic Regulation Orders introducing a 20mph zone, restricting vehicular traffic and amending waiting, parking and loading in the Queen Street Area, Newton Abbot, as shown in Appendix 1; and
- (b) approve the relaxation of the aforementioned Traffic Regulation Orders to provide an additional loading bay at the western end of Queen Street, Newton Abbot, as shown indicatively in Appendix 2.

#### **2) Introduction/Background**

This report sets out a recommendation to make and seal the Traffic Regulation Orders (TROs) required to progress development and delivery of the Queen Street, Newton Abbot Pedestrian Enhancements scheme. Queen Street has an extensive number of shops, independent businesses and services. However, the corridor is dominated by motorised vehicles with a significant amount of space allocated to through traffic and on-street parking, particularly west of The Avenue. This arrangement means that footways are narrow in places and the street, and its side roads, can be difficult to cross. Overall, there is limited space and facilities for pedestrians who are the dominant users of the town centre. There is a real need for intervention to tackle these problems, create a better urban environment for people visiting Newton Abbot and to help reduce carbon emissions in response to the climate emergency.

The recommendation follows a statutory consultation in October/November 2022 and subsequent extensive discussions with key objectors. The sealing of the TROs will enable a recommendation to be considered at Cabinet to approve the construction of the wider enhancement scheme, which this Committee noted and supported at its meeting in July 2022.

Teignbridge District Council (TDC) secured £685,000 from the Department for Levelling Up, Housing and Communities' Future High Street Fund (FHSF) in May 2021. The wider FHSF package seeks to make Newton Abbot town centre a pedestrian friendly place with good active transport connections, increased leisure and entertainment opportunities, a high quality market and retail offering, and an enhanced night time economy. As the highway authority, DCC supported the bid to Government and are helping to enable the walking and cycling elements of the funding package to be realised in close partnership with TDC.

These proposals form part of the FHSF scheme. DCC has also successfully secured £500K towards the scheme via tranche 4 of the Government's Active Travel Fund programme.

Separate to the FHSF project, the Queen Street proposals represent one part of a vision for improving the Newton Abbot transport network, sitting alongside the Heart of Teignbridge Local Cycling and Walking Infrastructure Plan, Devon's Bus Service Improvement Plan and major improvements to the highway capacity at the A382. Following the delivery of the Queen Street scheme, if considered appropriate, a complementary traffic management review of Newton Abbot could also be progressed.

### 3) Proposals

Subject to approval of this report's recommendations, TROs will be made and sealed to:

- **20mph Zone (Order 6018)** – Introduce new 20mph speed limit between The Avenue and Courtenay Street on Queen Street and along a short section of Albany Street. This will further enhance the environment for visitors and safety for Bearnas Voluntary Primary School.
- **Traffic Regulation (Order 6019)** – Introduce the prohibition of motor vehicles on specified lengths of Devon Square, King Street, Oak Place and Queen Street; one way and width restriction on a specified length of Hopkins Lane; length restriction on specified lengths of Devon Square, King Street and Queen Street. Removal of general traffic from the corridor is central to achieving a transformational, attractive pedestrian environment, with reduced carbon emissions and better air quality. In particular, access on Queen Street, west of Albany Street, will be restricted to buses, cycles and loading. Taxis will be able to access this area to stop to pick up or set down passengers. Drivers of vehicles displaying a blue badge will also be able to access to stop and pick up or set down a disabled person. Through traffic will be encouraged to remain on The Avenue and general traffic accessing Queen Street will then be routed north on Albany Street when leaving Queen Street.
- **Waiting/Parking/Loading (Order 6020)** – Amend waiting, parking and loading restrictions. In particular, approximately 55% of on-street parking is proposed to be removed, within the scheme area, including the removal of all on-street parking between Courtenay Street and Albany Street. On-street disabled parking-only provision will increase overall within the scheme area. The number of loading-only bays will be increased in the scheme area and will include two flexible loadings on Queen Street, west of King Street.

The TROs were advertised between 27<sup>th</sup> October and 17<sup>th</sup> November 2022 and are shown in full in Appendix 1. As a result of feedback and further consultation, a relaxation of the existing and new TROs is proposed on the southern side of the carriageway at the western end of Queen Street. This relaxation, shown indicatively in Appendix 2, will afford an additional flexible loading bay to businesses, that will operate as an extension of the footway when not in use. It will mirror the specification and operation of the proposed loading bay immediately to the west of King Street. To accommodate this amendment, the bus clearway will be sited marginally further east, subject to final detailed design.

## 4) Options/Alternatives

Alternative options for the wider pedestrian and public realm enhancement scheme were considered by the committee at the July 2022 meeting.

It is not considered feasible to progress an alternative permanent scheme at this stage, as this would require significant additional design work, delaying the delivery of the scheme, risking the funding award, and could require the advertisement of alternative TROs.

## 5) Consultations/Representations

### Previous Consultations

The proposals, which these TROs enable, have undergone significant public and stakeholder consultation at every stage of project development. These were discussed at length in the report to this Committee in July 2022 and including:

- Teignbridge District Council Public Consultation (June 2020)
- Stakeholder Consultation (December 2021/January 2022)
- Devon County Council and Teignbridge District Council Public Consultation (April-June 2022)
- Newton Abbot Town Council Representatives Meetings (Ongoing)

Following a consideration of the outcomes of the consultation process, the Committee resolved to note and support the scheme and approved the advertisement of the associated TROs.

### TRO Consultation

The TROs were advertised between 27<sup>th</sup> October and 17<sup>th</sup> November 2022. A summary of the TRO representations and Officer's responses is provided in Appendix 3. A total of 49 representations, across all three orders, were received by letter and through an online form:

- **20mph Zone (Order 6018)** – 8 representations, 100% for.
- **Traffic Regulation (Order 6019)** – 21 representations, 24% (5 representations) for, 76% (16 representations) against.
- **Waiting/Parking/Loading (Order 6020)** – 20 representations, 20% (4 representations) for, 80% (16 representations) against.

Officers have engaged and worked collaboratively with objectors, including businesses and other key stakeholders, to address concerns about businesses having sufficient loading provision. As a result of this work, an additional flexible loading bay is now proposed, as shown indicatively in Appendix 2. Whilst this will have small impact on pedestrians using the expanded footway on the southern side of Queen Street, it is considered reasonable and will still afford significant benefits compared to the current arrangement. As a consequence of this amendment and engagement, all objections specifically relating to space for loading have been withdrawn.

The TRO consultation sits alongside a wealth of consultation and engagement that has taken place over three years and supported scheme development. Overall, and in light of the scale and high-profile, transformative nature of the scheme, DCC has received a

proportionately low number of objections to the proposed TROs. This is testament to the volume of high quality public consultation that has already taken place. The recommendation to the Committee recognises this fact, alongside outcome of the Public Consultation in June 2022, which demonstrated support for pedestrian enhancements and the provision of new greening and seating. The scarcity of available highway means there is not enough width to deliver the significant and transformational public realm improvements, whilst also retaining present levels of on-street parking provision and existing vehicle access. The strategic opportunities and benefits afforded by the scheme are considered to significantly outweigh the impacts of removing a proportion of on-street parking and vehicle access.

## 6) Strategic Plan

The proposals, which the TROs enable, are well-aligned with a range of Strategic Plan priorities and actions. The scheme seeks to prioritise active and sustainable travel, whilst still maintaining private vehicle access for those that rely on it, creating a more suitable environment where there is a high-density pedestrian movement. The proposals' contribution towards enhancing the public realm will make Queen Street a more attractive destination for shopping, dining and for the community to meet. This will help support a green economic recovery from COVID-19.

A more detailed analysis of the wider scheme's alignment with the Strategic Plan has been presented to the committee in July 2022.

## 7) Financial Considerations

The funding package for this scheme can be summarised as follows:

	Prior Years Spend £	Projected Spend 2023/24	Total
Future High Streets Fund	36,627	648,760	685,387
Teignbridge District Council	36,204	45,073	81,277
DCC Local Transport Plan grant		200,000	200,000
Active Travel Fund Tranche 4		500,000	500,000
<b>Total</b>	<b>72,831</b>	<b>1,393,833</b>	<b>1,466,664</b>

Due to the anticipated cost of the scheme, scheme approval for construction will be sought from Cabinet in July 2023, subject to approval of the TROs.

## 8) Legal Considerations

The statutory consultation on the proposed restrictions has been carried out in line with the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. This includes a public notice placed in the local press and statutory bodies (e.g. emergency services) being notified of the restrictions. When making a Traffic Regulation Order, it is the County Council's responsibility to ensure that all relevant legislation is complied with. This includes Section 122 of the Road Traffic Regulation Act 1984 that states that it is the duty of

a local authority, so far as practicable, to secure the expeditious, convenient and safe movement of traffic (including pedestrians and cyclists) and provision of parking facilities.

## **9) Environmental Impact Considerations (Including Climate Change)**

The TROs will improve active travel provision for visitors to Queen Street, encouraging reduced car use. Public transport access is maintained and enhanced, ensuring that proposals support sustainable travel options. It is recognised that some local traffic may have to divert creating longer journeys, however, it is also expected that some users will switch modes rather than simply changing driving route. Alternative parking facilities are on the edge of the town centre and may represent a shorter travel distance for many drivers who would otherwise use the one-way section of Queen Street.

Overall, the reallocation of road space from motorised vehicles to active travel users is expected to have a positive environmental impact, contributing toward tackling climate change. Proposals are expected to cut carbon and deliver air quality benefits, towards the Newton Abbot and Kingsteignton Air Quality Management Area (AQMA), which is included in the scheme extent.

## **10) Equality Considerations**

Where relevant, in coming to a decision the Equality Act 2010 Public Sector Equality Duty requires decision makers to give due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding

in relation to the protected characteristics (age, disability, gender reassignment, marriage and civil partnership (for employment), pregnancy and maternity, race/ethnicity, religion or belief, sex and sexual orientation).

A decision maker may also consider other relevant factors such as caring responsibilities, rural isolation or socio-economic disadvantage.

In progressing this particular proposal, an Impact Assessment has been prepared is available on the Council's website at <https://www.devon.gov.uk/impact/published>. The assessment was published in preparation for the meeting of the committee in July 2022.

The Impact Assessment highlights that, through the proposals that the TROs will enable, the environment will be improved for people with additional mobility needs. Proposed crossing improvements and widened footways will make the area safer and more accessible for all users, in particular for those using wheelchairs or mobility scooters. Crossings will be raised at side roads to improve accessibility. Blue Badge holder parking provisions will increase overall in the area and approximately 45% of on-street parking in the area is proposed to remain. Bus services will also be retained, with improved access to the town centre expected to particularly benefit younger people and older people who may not have access to a car or be confident driving into the centre of town. The relaxation of loading restrictions, through the provision of an additional loading bay at the western end of Queen Street, will go further to ensure there is sufficient loading space for businesses.

## **11) Risk Management Considerations**

A stage 1 road safety audit (RSA) has been undertaken for the scheme which the TROs enable and a response document has been finalised. As detailed design progresses, the scheme will be subject to a stage 2 RSA.

## **12) Summary**

Proposals have undergone extensive consultation and the proportionally low number of representations made at the TRO advertisement consultation demonstrates the success of the last three years of engagement. The minor relaxation of proposed loading restrictions, through the provision of an additional loading bay, is a result of working directly with objectors and still ensuring proposals remains transformational.

The scheme will make Queen Street a more attractive, safe and healthy place for visitors and businesses. The improvements to the pedestrian environment, with reduced dominance of vehicles, aim to make everyone feel safe and welcome, with more spaces for pedestrians to enjoy and access shops and services, with improved accessibility for all, cleaner air and a greener environment. The strategic opportunities and benefits afforded by the scheme are considered to significantly outweigh the impacts of removing a proportion of on-street parking and vehicle access.

The recommendation to mark and seal the TROs associated with the Queen Street, Newton Abbot Pedestrian Enhancements will enable the scheme to be recommended for construction at Cabinet in July 2023.

### **Meg Booth**

Director of Climate Change, Environment and Transport

**Electoral Division: Newton Abbot North**

### **Local Government Act 1972: List of background papers**

Background Paper: Nil

Date

File Reference

### **Contact for enquiries:**

Name: Josh Manning

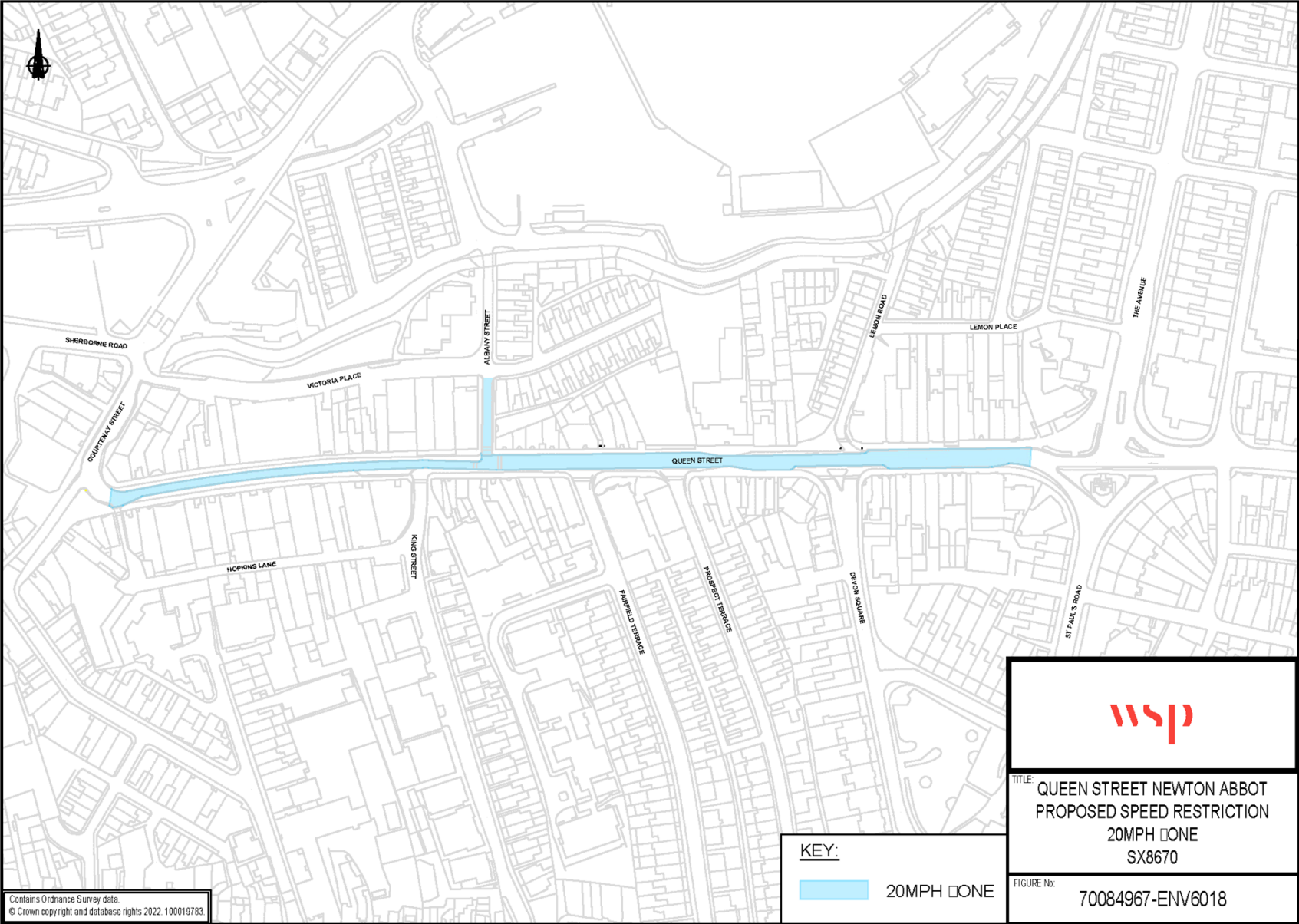
Telephone: 01392 383984

Address: Transport Planning, Room 120, County Hall, Exeter, EX2 4QD

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sc/cr/Newton Abbot Queen Street Pedestrian Enhancement Traffic Regulation Orders  
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Appendix 1 to CET/23/36



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**KEY:**  
20MPH  ONE

**wsp**

TITLE:  
QUEEN STREET NEWTON ABBOT  
PROPOSED SPEED RESTRICTION  
20MPH  ONE  
SX8670

FIGURE No:  
70084967-ENV6018

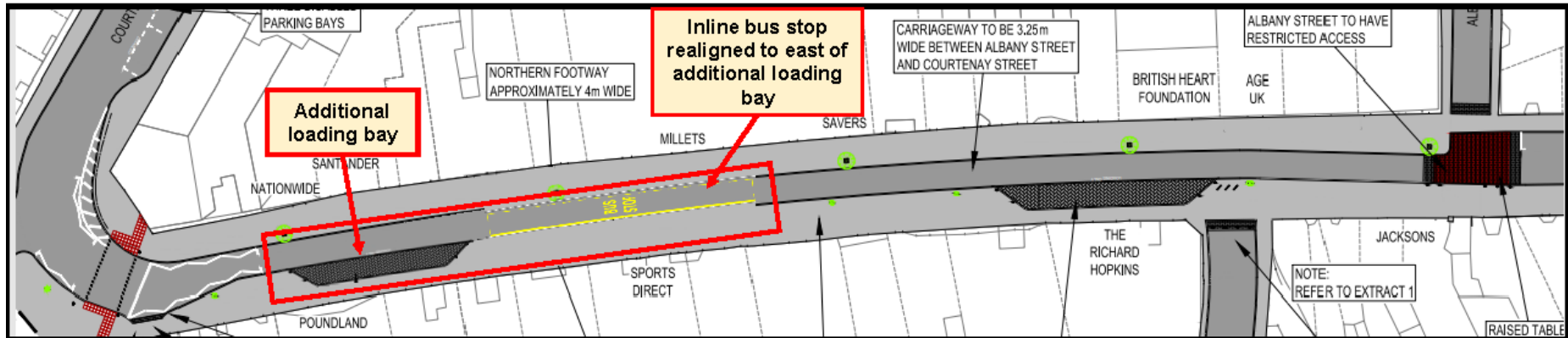








**Proposed relaxation of Traffic Regulations Orders to provide additional loading bay at western end of Queen Street, Newton Abbot (shown indicatively)**



Appendix 3 to CET/23/36

6018 Devon County Council (Queen Street, Newton Abbot) (Proposed 20mph Zone)  
Order

Summary of Submissions

Comment	Devon County Council Response
<b>First respondent: Resident of Carew Gardens.</b>	
Respondent supports proposed TRO.	Support noted.
<b>Second respondent: Resident of Rundle Road.</b>	
Respondent agrees 30mph feels wrong here and stops it being a pleasant place to shop.  Reducing the speed limit is a sensible step towards pedestrianisation.	Support noted.
<b>Third respondent: Business of West Country Books, Queen Street.</b>	
The proposed TROs will make Queen Street a safer, more attractive place to shop.  Losing a few parking spaces, reviewing restrictions, and reducing traffic speeds will help keep the customers safe.	Support noted.
<b>Fourth respondent: Resident of Chestnut Drive.</b>	
Respondent supports proposed TRO, 20mph is fast enough for Queen Street.	Support noted
<b>Fifth respondent: Resident of Kings Cottages.</b>	
Respondent supports proposed TRO.	Support noted.
<b>Sixth respondent: Newton Abbot Town Council.</b>	
Newton Abbot Town Council supports this proposal.	Support noted.
<b>Seventh respondent: Newton Abbots and District Civic Society.</b>	
Members of NADCS support a 20mph speed limit.  However, there is not a speed issue in Queen Street and, unless enforced, the cost of implementing this TRO is fruitless.	Support noted. Evidence demonstrates a 20mph limit gives vulnerable road users confidence to walk and cycle if implemented in a suitable low speed environment.
<b>Eighth respondent: Resident of Wood View.</b>	
Respondent supports proposed TRO.	Support noted.

**6019 Devon County Council (Queen Street Area, Newton Abbot) (Traffic Regulation) Order**

**Summary of Submissions**

<b>Comment</b>	<b>Devon County Council Response</b>
<b>First respondent: Business of Johnson Cleaners, Queen Street.</b>	
<p>Timpson owns the Johnson Cleaners business at 4 Queen Street, which heavily relies on being accessible to customers, having nearby parking.</p> <p>The proposed prohibition of motor vehicles, removal of parking and new waiting restrictions is a real threat to the viability of the business. This will have an instant and large effect on lots of companies in Newton Abbot.</p>	<p>A transport assessment, available to view online (<a href="http://devon.cc/queen-street-newton-abbot">http://devon.cc/queen-street-newton-abbot</a>), investigated existing parking demand and supply and the expected impact of the proposals. Based on analysis of the numbers of parking tickets purchased, a significant number of spaces along Queen Street are unoccupied on weekdays and on Saturdays.</p> <p>Ticket analysis also suggests that parking bays are generally occupied for more than 20 minutes and regularly for more than 40 minutes. Cricketfield Road car park is 160m away or roughly a 2-minute walk. Given the average visit to Queen Street is more than 20 minutes, the convenience and proximity of the existing car parks to Queen Street is considered reasonable. Under the proposals, a significant proportion of on-street parking (approximately 45%) will remain and the number of disabled parking-only bays will increase.</p> <p>It is acknowledged that some businesses benefit from adjacent on-street parking, while others are better served by wider footways and better pedestrian facilities to increase footfall.</p> <p>The scarcity of available highway means there is not enough width to deliver the significant and transformational public realm improvements, whilst also retaining present levels of on-street parking provision and existing vehicle access. The strategic opportunities and benefits afforded by the scheme are considered to outweigh the impacts of removing a proportion of on-street parking and vehicle access.</p>

<b>Second respondent: Business of Snappy Snaps Courtenay Street.</b>	
<p>Timpson owns the Snappy Snaps business at 51 Courtenay Street, which heavily relies on being accessible to customers, having nearby parking.</p> <p>The proposed prohibition of motor vehicles, removal of parking and no waiting restrictions is a real threat to the viability of the business. This will have an instant and large effect on lots of companies in Newton Abbot.</p>	See 1.
<b>Third respondent: Business on Courtenay Street.</b>	
<p>Timpson owns the business at 31 Courtenay Street, which heavily relies on being accessible to customers.</p> <p>The proposed removal of parking and no waiting restrictions is a real threat to the viability of the business. This will have an instant and large effect on lots of companies in Newton Abbot.</p> <p>Town centre retailers have suffered significantly from the Covid restrictions put in place; they ask DCC reconsiders the removal of parking in Queen Street.</p>	See 1.
<b>Fourth respondent: Resident of Southey Lane, Kingskerswell.</b>	
<p>Restrictions on traffic and reduction in parking will destroy Newton Abbot's shopping centre.</p> <p>If visitors know they cannot park they will travel elsewhere.</p>	See 1.
<b>Fifth respondent: Resident of Rundle Road.</b>	
Respondent supports proposed TRO.	Support noted.
<b>Sixth respondent: Business of West Country Books, Queen Street.</b>	
<p>The proposed TRO's will make Queen Street a safer and more attractive place to shop.</p> <p>Losing a few parking spaces, reviewing restrictions, and reducing traffic speeds will help keep the customers safe.</p>	Support noted.

<b>Seventh respondent: Resident of Newton Abbot.</b>	
Queen Street has vital shops which will see a fall in trade, just as Courtenay Street has.	See 1.
<b>Eighth respondent: Resident of Chestnut Drive.</b>	
<p>This is another example of Teignbridge Liberals campaign against motorists, giving a car park to a hotel chain and now removing on-street parking. Is this scheme just to use up available money from the government?</p> <p>This will not improve pedestrian safety but increase danger from cyclist as they don't have to and won't observe the 20mph limit.</p>	<p>Proposals are being delivered through the appropriate democratic process and approvals.</p> <p>Average speed of cyclists through urban roads is 12-16 mph. There is no evidence to suggest road safety will be compromised.</p>
<b>Ninth respondent: Resident of Abbotskerswell.</b>	
Traffic on Queen Street will be directed along Albany Street to the Halcyon Road traffic lights due to this TRO. There's no mention of improving timings or layout of this junction to accommodate increased traffic volume. Currently it can take 3-4 light cycles to leave Cricketfield Car Park and reach Halcyon Road.	<p>A transport assessment, available to view online (<a href="http://devon.cc/queen-street-newton-abbot">http://devon.cc/queen-street-newton-abbot</a>), investigated the potential displacement of traffic and its effects. A significant reduction in through traffic on Queen Street is forecast and flows on Albany Street are expected to increase modestly during retail hours (approximately 30%).</p> <p>Junction modelling analysis estimates that there will be no significant delays on the Cricket Field Road/Kingsteignton Road signalised junction. Traffic signals are pre-programmed to optimise flows by adjusting phases and stages according to directional flow and queue lengths without compromising road safety.</p>
<b>Tenth respondent: Resident of Willhays Close, Kingsteignton.</b>	
Respondent is disabled and already struggles to park in the main street, pedestrianizing Queen Street would result in many choosing a different town to visit as it would be too difficult.	Overall, the environment will be improved for people with additional mobility needs. Proposed crossing improvements and widened footways will make the area safer and more accessible for all users, in particular those using wheelchairs or mobility scooters. Crossings will be raised at side roads to improve accessibility. Blue Badge holder parking provisions will increase overall in the area and approximately 45% of on-street parking in the area is proposed to remain.

<p>This TRO will cause an already struggling town centre to die off altogether.</p>	<p>Additionally, bus provision will be retained and the area will continue to be served by the Newton Abbot shop mobility scheme, based near the multi-storey carpark.</p> <p>See 1.</p>
<p><b>Eleventh respondent: Resident of Queen Street.</b></p>	
<p>Respondent objects to proposed TRO, the parking outside their house will be removed and they'll have nowhere to park.</p>	<p>Under the proposals, a significant proportion of on-street parking (approximately 45%) will remain across the scheme area.</p>
<p><b>Twelfth respondent: Resident of Kings Cottages.</b></p>	
<p>Respondent believes this is a well thought out scheme and looks forward to seeing it in reality.</p>	<p>Support noted.</p>
<p><b>Thirteenth respondent: Newton Abbot Town Council.</b></p>	
<p>Newton abbot town Council objects to this proposal due to the detrimental environmental and economical effects it will have.</p> <p>Many businesses in Queen Street require delivery vehicles in excess of the maximum size this TRO would permit.</p> <p>Prohibiting access to King Street from Queen Street won't work as drivers will struggle to turn in King Street, if they do the access onto East Street is too narrow to turn left safely.</p>	<p>Noted.</p> <p>There have been no objections lodged by business users regarding the adequacy of the loading facilities. To deliver transformational pedestrian benefits and enhanced greening it is necessary to reduce the carriageway to a 3.25m width, west of Albany Street. Benefits to pedestrians would be significantly reduced if articulated HGVs were permitted to pass in close proximity to the footway. Such a scenario would not create a pleasant environment, particularly for vulnerable pedestrians. The loading/unloading of articulated HGVs on the southern side of Queen Street, west of Albany Street, cannot be performed safely under the existing arrangement.</p> <p>The design has been subject to geometric testing to ensure all permitted manoeuvres can be executed.</p> <p>It is not stated by the Town Council why they believe it's unacceptable for traffic to cross an enhanced pedestrian area.</p>



<p>It's unacceptable to ask traffic to access Courtenay Street from Hopkins Lane, crossing an enhanced pedestrian area.</p> <p>These restrictions would only be successful if enforced, the police do not have the resources.</p> <p>Finally, this TRO will exacerbate current rush hour congestion, increasing pollution and carbon and adding to the poor air quality.</p>	<p>Concerns about enforcement are noted. Devon County Council will be applying for moving traffic violation enforcement powers later this year.</p> <p>See 9. The TROs will improve active travel provision for visitors to Queen Street, encouraging reduced car use. Public transport access is maintained and enhanced, ensuring that proposals support sustainable travel options. It is recognised that some local traffic may have to divert creating longer journeys, however, it is also expected that some users will switch modes rather than simply changing driving route. Overall, the reallocation of road space from motorised vehicles to active travel users is expected to have a positive environmental impact, contributing toward tackling climate change. Proposals are expected to cut carbon and deliver air quality benefits, towards the Newton Abbot and Kingsteignton Air Quality Management Area (AQMA), which is included in the scheme extent.</p>
<p><b>Fourteenth respondent: Resident of Newton Abbot.</b></p>	
<p>The removal of parking will result in decreased footfall. Queen Street is a busy and essential hub of Newton Abbot. Respondent does not want any alterations.</p> <p>Building more homes in Newton Abbot will result in more cars, pedestrianised areas never work in locations like this.</p>	<p>See 1.</p> <p>Noted.</p>
<p><b>Fifteenth respondent: Newton Abbot &amp; District Civic Society.</b></p>	
<p>NADCS fully objects to this TRO, it's a fatal threat to local business (including the doctor's surgery) and parking which is used all day and night.</p> <p>Albany Street junction is narrow and will result in damage to buildings/larger vehicles, past incidents prove this.</p> <p>The junction with Cricketfield Road is completely unsafe for proposals. There</p>	<p>Discussions with NADCS determined that they were raising potential issues of concern.</p> <p>The design has been subject to geometric testing to ensure all permitted manoeuvres can be executed.</p> <p>See 9.</p>

<p>has been changes to Devon Square that were not included in public consultation?</p>	
<p><b>Sixteenth respondent: Resident of Newton Abbot.</b></p>	
<p>Respondent objects to this proposal, it poses a threat to local business. Newton Abbot is lucky to have such a wide range of services in its town centre the 'pop and shop' nature is why they thrive. To push cars somewhere else makes no sense.</p> <p>Why has only half of Queen Street been included in this TRO, this will ghettoise that section.</p> <p>Disabled parking seems to be removed in this TRO; this is potentially discriminatory.</p>	<p>See 1.</p> <p>The scheme extent was reduced so that proposals now focus on the western end of the corridor, where there is the greatest density of shops, services and footfall. This change was made as a result of an updated scheme cost estimate. Increased scheme costs arose due to higher quality design specifications aimed at achieving the transformational pedestrian environment, particularly at the scheme's western end, partnered with the increased cost of construction.</p> <p>See 10.</p>
<p><b>Seventeenth respondent:</b></p>	
<p>This proposal doesn't provide alternate routes, local traffic will join through-traffic and add to congestion/pollution.</p> <p>What purpose does the vehicle ban serve when shops are closed? Currently that through route alleviates traffic at morning and evening rush hours.</p> <p>The vehicle ban covers the entire area around the doctor's surgery, patients will have to park a considerable distance away. The prohibition should not extend past Albany Street.</p>	<p>See 9.</p> <p>The traffic restriction is proposed to remain permanently in operation to encourage a growing evening economy and attract leisure visitors.</p> <p>See 1.</p>
<p><b>Eighteenth respondent: Resident of Torquay Road.</b></p>	
<p>The proposal meets the requirements for the Future High Street Fund, but not those who work, live and travel through Newton Abbot.</p>	<p>Noted.</p>

<p>Traffic will have to move through Torquay Road or East Street which are already massively congested.</p> <p>A holistic traffic vision is required, as this will do more harm than good.</p>	<p>See 9.</p> <p>Noted.</p>
<p><b>Nineteenth respondent: Resident of Homers Lane.</b></p>	
<p>Footfall in Newton Abbot decreased due to high parking charges. Eliminating parking and pedestrianizing Queen Street will cause people who are less able to travel to other towns for shopping.</p>	<p>See 1.</p>
<p><b>Twentieth respondent: Resident of Wood View.</b></p>	
<p>This proposal will help boost the local economy and ensure the town centres future by increasing footfall.</p>	<p>Support noted.</p>
<p><b>Twenty-first respondent: Resident of Broadlands Avenue.</b></p>	
<p>Respondent supports proposed TRO; at times they have to walk in the road to allow mobility scooters/wheelchair users pass.</p>	<p>Support noted.</p>

**6020 Devon County Council (Queen Street Area, Newton Abbot)  
(Waiting/Parking/Loading) Order**

**Summary of Submissions**

<b>Comment</b>	<b>Devon County Council response</b>
<b>First respondent: Resident of Lethbridge Court.</b>	
<p>To pedestrianize Queen Street is commercial suicide, lots of the business includes fast pickups/drop offs. Removal of parking in Queen Street will cause an inconvenience to shoppers and drive away trade.</p>	<p>A transport assessment, available to view online (<a href="http://devon.cc/queen-street-newton-abbot">http://devon.cc/queen-street-newton-abbot</a>), investigated existing parking demand and supply and the expected impact of the proposals. Based on analysis of the numbers of parking tickets purchased, a significant number of spaces along Queen Street are unoccupied on weekdays and on Saturdays.</p> <p>Ticket analysis also suggests that parking bays are generally occupied for more than 20 minutes and regularly for more than 40 minutes. Cricketfield Road car park is 160m away or roughly a 2-minute walk. Given the average visit to Queen Street is more than 20 minutes, the convenience and proximity of the existing car parks to Queen Street is considered reasonable. Under the proposals, a significant proportion of on-street parking (approximately 45%) will remain and the number of disabled parking-only bays will increase.</p> <p>It is acknowledged that some businesses benefit from adjacent on-street parking, while others are better served by wider footways and better pedestrian facilities to increase footfall.</p> <p>The scarcity of available highway means there is not enough width to deliver the significant and transformational public realm improvements, whilst also retaining present levels of on-street parking provision and existing vehicle access. The strategic opportunities and benefits afforded by the scheme are considered to outweigh the impacts of removing a proportion of on-street parking and vehicle access.</p> <p>Some vulnerable road users are likely to avoid the area because of perceived safety hazards but they will be more likely choose</p>

<p>This proposal was dressed up to make it sound safer, however there are only 4 recorded slight accidents in the area.</p> <p>Exeter High Street is supposedly safer and has had 4 serious and 5 slight accidents in the same time period.</p> <p>Do members of the Council hear these comments?</p>	<p>to access the area once the scheme has been implemented.</p> <p>Exeter High Street has significantly higher footfall.</p> <p>Noted.</p>
<p><b>Second respondent: resident of St Pauls Road.</b></p>	
<p>Respondent objects to changes in parking arrangements as it will cause a huge loss to business in the area.</p> <p>The disasters that have happened in Fleet Street, Torquay and Paignton demonstrate that cars are the heart of town centre shopping areas.</p>	<p>See 1.</p>
<p><b>Third respondent: Business of Johnson Cleaners, Queen Street.</b></p>	
<p>Timpson owns the Johnson Cleaners business at 4 Queen Street, which heavily relies on being accessible to customers, having nearby parking.</p> <p>The proposed prohibition of motor vehicles, removal of parking and no waiting restrictions is a real threat to the viability of the business.</p> <p>This will have an instant and large effect on lots of companies in Newton Abbot.</p>	<p>See 1.</p>
<p><b>Fourth respondent: Business of Snappy Snaps Courtenay Street.</b></p>	
<p>Timpson owns the Snappy Snaps business at 51 Courtenay Street, which heavily relies on being accessible to customers, having nearby parking.</p> <p>The proposed prohibition of motor vehicles, removal of parking and no waiting restrictions is a real threat to the viability of the business.</p> <p>This will have an instant and large effect on lots of companies in Newton Abbot</p>	<p>See 1.</p>

<b>Fifth respondent: Business on Courtenay Street.</b>	
<p>Timpson owns the business at 31 Courtenay Street, which heavily relies on being accessible to customers.</p> <p>The proposed removal of parking and no waiting restrictions is a real threat to the viability of the business.</p> <p>Town centre retailers have suffered significantly from the Covid restrictions put in place; they ask DCC reconsiders the removal of parking in Queen Street.</p>	<p>See 1.</p>
<b>Sixth respondent: Resident of Camomile Way.</b>	
<p>The proposed TRO will adversely affect local business.</p> <p>A 30-minute period of free parking would greatly benefit residents.</p>	<p>See 1.</p> <p>Noted.</p>
<b>Seventh respondent: Resident of Exeter Road, Kingsteignton.</b>	
<p>Respondent believes this TRO will lead to the closure of businesses, reduce footfall in Newton Abbot and discriminate against disabled drivers who need to park closer.</p> <p>Queen Street parking is convenient and offers short stay parking. With the planned closure of triangle car park, reducing parking in town further is ludicrous.</p>	<p>See 1. Overall, the environment will be improved for people with additional mobility needs. Proposed crossing improvements and widened footways will make the area safer and more accessible for all users, in particular those using wheelchairs or mobility scooters. Crossings will be raised at side roads to improve accessibility. Blue Badge holder parking provisions will increase overall in the area and approximately 45% of on-street parking in the area is proposed to remain. Additionally, bus provision will be retained and the area will continue to be served by the Newton Abbot shop mobility scheme, based near the multi-storey carpark.</p>
<b>Eighth respondent: Resident of Rundle Road</b>	
<p>Queen Street shouldn't be used as a car park when there are so many nearby options which don't impinge on others.</p> <p>Being a cyclist in the area is so unnecessarily dangerous, it seems obvious to remove as much on-street parking as possible.</p>	<p>Support noted.</p>

<p>There could be a cycle lane from the station to the opposite side of Queen Street simply by removing parked cars.</p>	
<p><b>Ninth respondent: Business of West Country Books, Queen Street.</b></p>	
<p>Respondent supports the plan to improve the Queen Street area.</p> <p>To encourage visitors in Newton Abbot, we must make it attractive and safe, the proposed schemes will help achieve this. We need customers who roam, take their time, and relax when out shopping - 'retail therapy'.</p>	<p>Support noted.</p>
<p><b>Tenth respondent: Resident of Newton Abbot.</b></p>	
<p>Respondent objects to the proposed TRO.</p>	<p>Objection noted.</p>
<p><b>Eleventh respondent: Resident of Chestnut Drive.</b></p>	
<p>This will remove parking spaces, needed by elderly and disabled drivers, who are unable to use the Teignbridge preferred transport- bicycles.</p> <p>Cricketfield car park will be busy once a hotel replaces the triangle car park.</p> <p>The town's roads operate well at present, they could do with some improvements instead of spending millions on this.</p>	<p>See 7.</p>
<p><b>Twelfth respondent: Resident of Seymour Road.</b></p>	
<p>This TRO will not make it safer for pedestrians as traffic already travels slowly.</p> <p>The removal of most the on-street parking was opposed by the majority consulted - why has this gone ahead?</p> <p>Local business will suffer, and the re-development of the market will not be helped by this. Councillor Hook justified the loss of parking with an additional car park on Halcyon Road, this is now not the case.</p> <p>In regard to pollution, there will be congestion through East Street or The Avenue, which will result in more pollution.</p>	<p>This TRO is concerned with waiting/loading/parking.</p> <p>The minutes for the July 2022 Teignbridge HATOC are available to view online. See 1.</p> <p>The TROs will improve active travel provision for visitors to Queen Street, encouraging reduced car use. Public transport access is maintained and enhanced, ensuring that proposals support sustainable travel options. It is recognised that some local traffic may have to divert creating longer journeys, however, it also expected that some users will switch modes rather than simply changing driving route. Overall, the reallocation of road</p>



<p>The motion to replace cars with bikes is not inclusive of elderly and disabled people, a market town needs to be user friendly.</p>	<p>space from motorised vehicles to active travel users is expected to have a positive environmental impact, contributing toward tackling climate change. Proposals are expected to cut carbon and deliver air quality benefits, towards the Newton Abbot and Kingsteignton Air Quality Management Area (AQMA), which is included in the scheme extent.</p> <p>See 7.</p>
<p><b>Thirteenth respondent: Resident of Higher Budleigh Meadow.</b></p>	
<p>Respondent objects to the proposed TRO.</p> <p>This will drive away customers, they'll simply visit another town.</p>	<p>Objection noted.</p> <p>See 1.</p>
<p><b>Fourteenth respondent: Resident of Yon Street.</b></p>	
<p>Either pedestrianize the area or don't, don't just do half a job. Buses, taxis, and disabled vehicles are still dangerous and bad for the environment.</p> <p>Also, there are lots of elderly people in the area that cannot rely on bus schedules or afford the ticket.</p>	<p>The proposal seeks a balance between enhancing the pedestrian environment, whilst still maintaining good access by cycle, bus and reasonable parking for private motor vehicles.</p> <p>See 7.</p>
<p><b>Fifteenth respondent: Resident of Kings Cottages.</b></p>	
<p>Respondent supports proposed TRO, there is plenty of alternative parking.</p>	<p>Support noted.</p>
<p><b>Sixteenth respondent: Newton Abbot Town Council</b></p>	
<p>Newton Abbot Town Council objects to TRO 6020 due to the detrimental effects it will have.</p> <p>Queen street is the busiest street in Newton Abbot, the provision of parking and access ensures this. This proposal will likely push shoppers into nearby towns.</p> <p>Disabled drivers will access Queen Street, then hold up buses etc. when they find they have nowhere to park.</p>	<p>Noted.</p> <p>See 1.</p> <p>Opinion noted.</p>

Businesses will have to make onerous arrangements to service their premises by rear service areas, and the traffic movement through Newton Abbot will suffer massively.	There have been no objections lodged by business users regarding the adequacy of the loading facilities.
<b>Seventeenth respondent: Newton Abbot &amp; District Civic Society.</b>	
NADCS is deeply concerned about the threat to local business caused by these proposals, and the disadvantage to disabled access. The loss of disabled drop off or parking between Albany Street and Courtenay Street should be reconsidered.	See 1 & 7.
<b>Eighteenth respondent: Resident of Torquay Road.</b>	
These proposals will make it impossible for some people to access the town centre, many older people have limited mobility but don't qualify for a disabled badge.	See 7.
Any patients at the doctors will have to park a distance away from the premises.	See 1.
At night, walking to your car in Queen Street is much safer than the car parks.	Increased use of local car parks with improve natural surveillance.
Finally, a parking ban will cause damage to local trade as shoppers will travel elsewhere.	See 1.
<b>Nineteenth respondent: Resident of Torquay Road.</b>	
These proposals are designed to meet the requirements of the Future High Street Fund, not the needs of those who live here.	Proposals have been informed by extensive public and stakeholder consultation.
Many people have mobility issues but don't qualify for a disabled badge, the removal of nearby parking will make it impossible for them to visit the town centre.	See 12.
<b>Twentieth respondent: Resident of Wood View.</b>	
Respondent supports proposed TRO.	Support Noted.