

# Thornbury High Street changes consultation output report

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South Gloucestershire Council  
May 2021

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# 1.0 Key findings

## Respondent profile

- 2,890 responses were received to the consultation survey, with 2,147 (74%) stating they were residents of Thornbury, and 639 from the wider South Gloucestershire/Bristol area.
- 5% of respondents were from a Black, Asian and Minority Ethnic group or white non-British other ethnic group.
- 318 people stated they had a disability, representing 12% of the survey population. Of these, 170 (53%) stated they had a physical impairment with 141 (44%) having a longstanding illness or health condition.

## Travelling to Thornbury High Street before Covid-19

- Car was the most popular form of transport with 83% of respondents using a car whilst 64% also stated they walk.
- Buses were used by 9% respondents with bus usage highest amongst younger people, disabled people and those from a BAME background. Whilst 61% of respondents said they wouldn't not use buses more (largely because they were local to the High Street), 19% of car drivers said they would use the buses more if there were better facilities.
- 84% of those with a disability travelled by car to Thornbury, increasing to 96% for those with a physical impairment.
- Walking to the High Street was popular with a large percentage of respondents (alongside other forms of transport). 44% of those with a disability also stated they walk to the High Street.
- The free short and long stay car parks are well used with 95% of car users using the free short stay car at least 1 to 3 times a month with 71% using it at least once a week.
- 118 car users with a stated disability (51%) used the blue badge parking on the High Street double yellow lines at least once a week,
- Accessing the High Street and the ability to park closer to shops was the biggest concern for those with a disability, with 25% of those with a disability not having visited the High Street since the closure of 8 June 2021.

## Use of the High Street (Prior to Covid-19)

- Shopping was the main reason most respondents visited the High Street, with 8 out of 10 people visiting weekly for shopping and 97% of respondents shopped there at least once a month.
- Older residents and those with a disability were most frequent users of the High Street for shopping, though less popular with the younger age groups, including (25 to 34 year olds). 91% of over 75s used Thornbury High Street at least once a week for shopping.
- Respondents with a disability were also more likely to use the High Street once a week (84%) compared to those without a disability (79%).
- Younger people (16-24), people aged 55-64, disabled people and those from a BAME background were more likely than average to access the High Street for paid work.
- 45% of local residents used a café or restaurant at least once a week with another 40% using 1 to 3 times a month. This was slightly more popular with women who regular use the High Street to meet up with family and friends.
- Younger age groups were also the biggest users of fast-food, takeaways and pubs.
- Attending groups or classes was also particularly popular with women (34% of women said they attend a group or exercise class at least once a month compared to 17% of men) and also those with a disability (29%) whilst over a third of the over 75s (35%) visited at least once a month to attend a group or class.
- Libraries were also well used with highest usage amongst females, older age groups, and people from a Black, Asian and Minority Ethnic background with 40% saying they use at least once a month compared to 27% of white respondents.

## Views on the changes

- There was 80% agreement from respondents for a 20mph speed limit to be introduced.
- There was less agreement for the implementation of a permanent pedestrian and cycle zone with 29% agreeing. However, this did increase to 47% for those who had visited at least once a week since the changes were implemented. Those with a disability were least likely to agree (70% disagreed). Cyclists were most likely to agree with the changes.
- Opinions were divided on parking and loading access with more frequent visitors since the changes more positive (47% agree) compared to 29% overall. 31% agreed with the current one-way system for vehicle loading and access (with agreement lowest with car users).

- 59% thought that buses should be allowed through the one –way system.

## Views on pedestrianisation

- There was a significant level of disagreement with the pedestrianisation as it stands, but also a notable amount of support.
- There was a significant difference in opinion between respondents who had visited the High Street more frequently compared to those who had visited less than once a month or not at all since 8 June 2021.
- Since the closure, 1037 (38%) of respondents had visited at least once a week with two-thirds visiting at least once a month. 85% of those visiting most regularly were residents local to Thornbury with 93% of who walk, visiting once a week.
- Regular visitors to the High Street rated the easy of keeping social distancing, less air pollution more highly than respondents who visited less regularly.
- Frequent visitors were generally more positive about the changes, and this increased within the younger age brackets, particularly the 25 to 34 groups, cyclists and families.
- There was a general feeling that it was less convenient to access the shops with disabled respondents most likely to give this a low score.
- 64% of respondents who visited at least once a week rated 'less air pollution' as 'Very Good' or 'Good' with those in the 25 to 34 age group rating it most positively with 72%. In contrast, only 32% in the same age group who had visited less than once a month rated this positively.
- Young people and people from BAME backgrounds were more likely to say that the experiences of eating and drinking on the High Street has been more positive.
- People aged 25 to 34 were more likely to say the High Street was a more pleasant place to be (65% of regular visitors giving a positive rating).
- Feeling safe is an important factor and some respondents felt that there was an increase in anti-social behaviours since there was more eating and drinking on the High Street. Some respondents also stated that cyclists riding at speed or without consideration for pedestrians created a hazard when walking around in a pedestrianised zone. Women, the over 65s and those with a disability were less likely to feel safe compared to other groups using the High Street.

## Future Vision

- Frequent visitors since 8 June 2021 were positive about what the changes could bring, whilst people who had not visited were much more opposed to pedestrianisation and would like to see the High Street returned to how it was before, or with one-way traffic as a minimum.

- A significant element of this was being able to park close to shops – particularly for those with a disability – and some people felt that the High Street was lacking in vibrancy without traffic driving through. Others felt that there was a good amount of parking with the free car parks and the benefits of the High Street being a pedestrianised zone outweighed the benefits of traffic and parking congestion through the High Street.
- Regular visitors to the High Street since the closure were more likely to have enjoyed the pedestrianisation citing that it felt safer, was a more pleasant place to be and presented an opportunity to develop the High Street into a fully accessible, pedestrianised area – recognising that at the moment it is a road that is closed and will need improvements to its infrastructure and layout.
- Respondents said that ‘quality paving’, ‘more bins’ and ‘benches’ along with ‘dropped kerbs or ramps for crossing’ were most important in improving the features of the High Street. Access to toilets was also mentioned in the comments.
- More choice of shops and better choice of non-essential shops were the factors that respondents felt would benefit the High Street and encourage them to visit more frequently.

## 2.0 Consultation purpose, methodology and response

### Background and research objectives

On the 9 May 2020 the Department for Transport issued statutory guidance of the reallocation of road space to encourage cycling and walking and enable social distancing. Measures needed to be taken quickly and South Gloucestershire Council put in place a *Temporary Traffic Regulation Notice* to close Thornbury High Street to traffic from Sunday 7 June. This was done using temporary traffic management (barriers, cones and signs) with support from a security company to ensure pedestrian safety. This immediately enabled pedestrians to use the road and footway to socially distance when walking and queuing.

During this initial closure period, the Council listened to the views of residents and organisations on how the emergency changes were working and made changes based on this feedback. This included allowing delivery vehicles to enter through a three-metre gap in the soft closure using a one-way system to aid the shops in receiving their deliveries and access to properties. The pedestrian and cycle zone was extended further south, near the junction with Chapel Street to accommodate a wider footway and seating outside the Maltings Public House. The speed limit was reduced to 20mph to ensure the safety of pedestrians and cyclists.

An Experimental Traffic Regulation Order (ETRO) was put in place and the Council started a six-month public consultation on whether these or other changes should be made permanent.

The purpose of the consultation was to hear from all the different groups, including residents, businesses and people who work in Thornbury High Street to hear how these changes affect them and how they want the high street to work in the future.

### Methodology

#### Process

The consultation process was supported by a dedicated consultation webpage which hosted all consultation documents, an online survey and a paper survey to download. The online consultation system sent out a notification to registered users informing them of the consultation and providing links to this information:

[https://consultations.southglos.gov.uk/PT.6609\\_Thornbury\\_High\\_St.\\_E.T.O/consultationHome](https://consultations.southglos.gov.uk/PT.6609_Thornbury_High_St._E.T.O/consultationHome)

As part of the consultation we also welcomed comments made online and by letter, email and over the phone and these contact methods were promoted on consultation literature.

Consultation information was sent to Town and Parish Councils, South Gloucestershire councillors and local voluntary and community organisations. Notifications were also sent to a range of other stakeholders and interested parties.

Due to the restrictions in place with Covid-19, all consultation work was held online, however paper copies of the survey were made available to all who requested them, and every effort was made to engage residents through a range of different methods such as online meetings, offering offline response options etc.

## Engagement methods

### Consultation meetings

Representatives attended meetings and activities to promote and discuss the consultation. This includes a variety of community groups, organisations and partnership meetings. A full list of meetings attended is available on request.

### Focus groups

An external partner, Atkins, ran nine focus groups as part of the consultation. Levels of participation were as follows:

- Chamber of Commerce - 17 participants
- Businesses not represented by the Chamber - 2 participants
- Hospitality businesses - 1 participant
- Town and Ward Councillors - 4 participants
- Seldom heard groups- 3 participants
- Residents group 1 - 20 participants
- Residents group 2 - 12 participants
- Residents group 3 - 14 participants
- High Street residents - 7 participants

Findings from the focus groups are discussed in section 4 of this report.

### Consultation survey

The survey was open from 21 July 2020 until [7 February 2021\*

\*Due to an administrative error, the survey was closed a day earlier than the original closing date of midnight on the 28 January 2021 which meant consultees were unable to access the survey. The survey was reopened and the consultation was extended by an additional week until the 7<sup>th</sup> February 2021. We received an additional 335 responses during this period.

### Other response methods

14 emails and three letters were received in response to the consultation. The responses were from Town and Parish Councils, the local Member of Parliament, members of the public, an interest group representative about transport, and one internal council team:

## Response to survey

A total number of 2,890 survey responses were received, with 2,674 people completing the questionnaire online or via smartphone, and 216 people completing a paper version of the questionnaire and returning it in the post.

## General caveats

The results of this consultation are not statistically representative of the views of South Gloucestershire residents due to the nature of the consultation methodology used. The level of response, information gathered and views obtained still provide a useful indicator of wider opinion and any important issues that will need to be considered.



Due to the software used and the different response options open to respondents, it was possible for people to submit more than one response. This has been monitored during the consultation period and analysis and it does not appear to have been abused or be a significant issue affecting the response.

Any obvious duplicate comments, personal information and comments that can identify individuals, have been removed from the comments analysis.

Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages or number of responses, if added together, can total more than 100% or more than the number of responses received.

We have included all responses received direct to us as part of this consultation report, however we are aware of other comments made particularly via social media, in comments made to news articles online and in letters to the press that we have not been able to practically include.

A full list of all comments made is available on request; there were 7,980 individual comments made so it has not been possible to include the full text of all comments within the main body of this report.

## Further Information

This report was produced by South Gloucestershire Council's Insights and Engagement Team.

Further information about this report is available from the Corporate Consultation Officer:

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✉️ [consultation@southglos.gov.uk](mailto:consultation@southglos.gov.uk)

💻 [www.southglos.gov.uk](http://www.southglos.gov.uk)

📬 South Gloucestershire Council, Corporate Research and Consultation Team, Council offices, Badminton Road, Yate, Bristol, BS37 5AF

## 3.0 Survey analysis

### 3.1 Respondent profile

2890 people responded to the online survey.

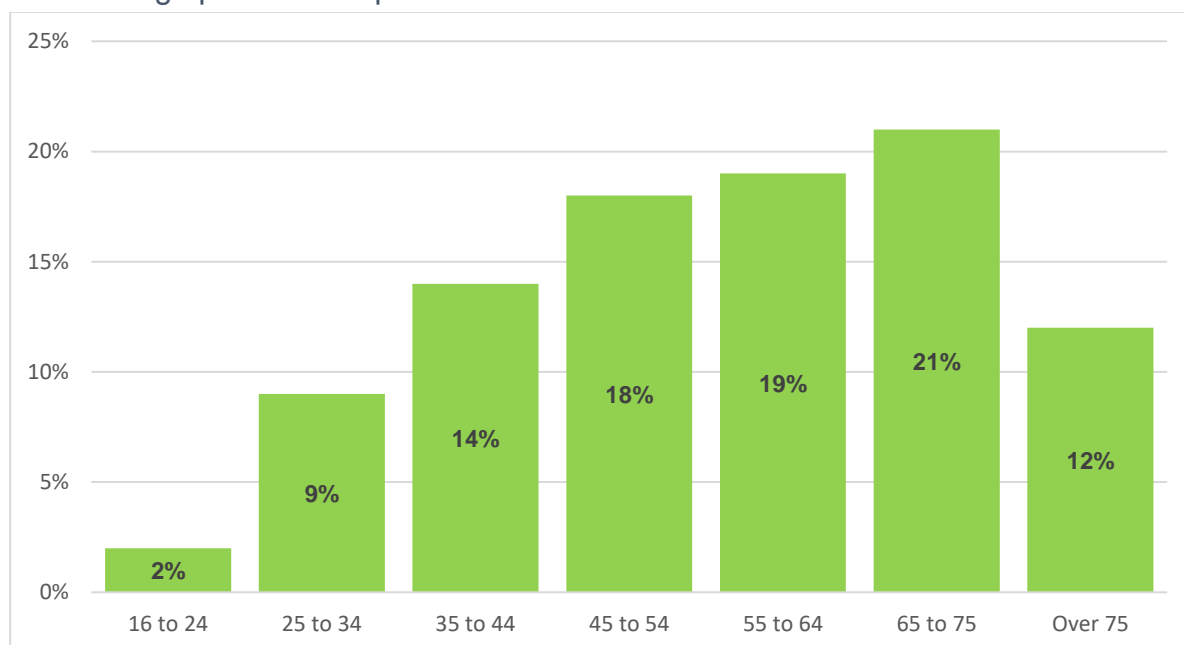
- 2147 (74%) of these were residents of Thornbury.
- 639 (22%) were from the wider South Gloucestershire/Bristol area.
- 77 people (3%) were an employee of a business in Thornbury.
- 72 people (2%) said they were an owner or manager of business in Thornbury.

We also received responses from 27 people who work for a voluntary or community sector organisation and 9 parish or town councillors. (NB: respondents could select more than one option).

#### Age and gender

There was a higher proportion of women to men who responded to the survey, with **56% female and 44% male**. 5 respondents identified themselves as 'other'. The highest representation was from the 65 to 75 age category and the lowest in the 16 to 24 age group. In total, 70% of those responding were over the age of 45.

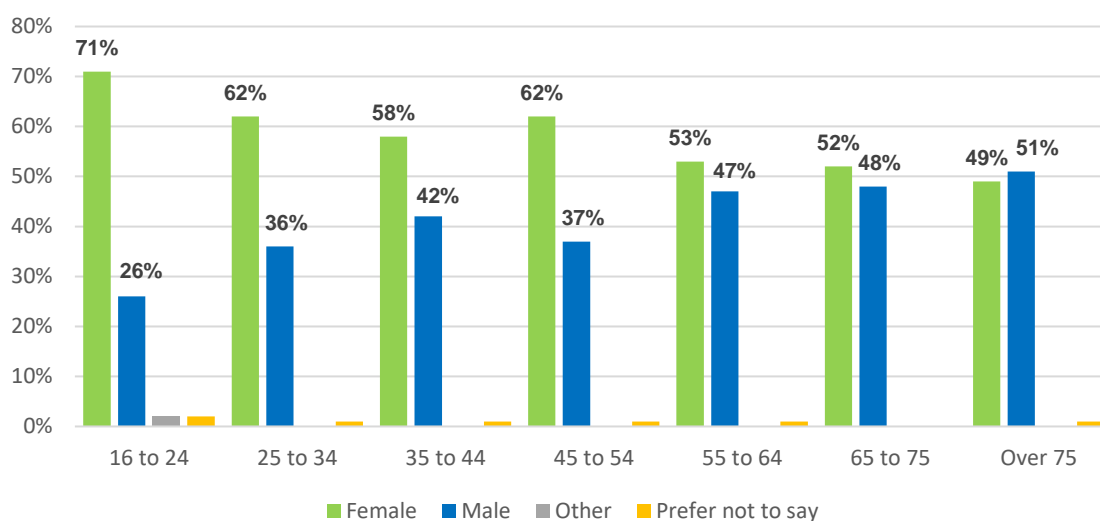
Chart 1: Age profile of respondents



Base: All respondents (2643)

The disparity between male and female respondents increased with the lower age groups, with a significantly higher proportion of women than men responding to the survey.

Chart 2: Gender/Age profile of respondents



Base: All respondents (2627)

## Ethnicity

5% of respondents stated they were from a Black, Asian and Minority Ethnic background, which is consistent with the profile across South Gloucestershire (data from Census 2011). This was fairly consistent across the age groups, with the highest representation being 8% in the 35 to 44 age category.

Table 1: Ethnicity

Respondents		Age							
		16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75	Prefer not to say
Total	2496	59	224	360	467	480	552	314	40
Ethnicity	Black, Asian and Minority Ethnic + White Non-British or Other ethnic group	115	3	12	28	19	21	14	13
	5%	5%	5%	8%	4%	4%	3%	4%	13%
White British	2381	56	212	332	448	459	538	301	35
	95%	95%	95%	92%	96%	96%	97%	96%	88%

Base: All respondents – see base totals

## Disability

318 people stated they had a disability- equating 12% of survey respondents. Whilst the highest population of those with a disability came from those over 65 (52%), proportionally there was representation from all age groups – as illustrated in the table below. **19% of respondents over the age of 65 (165 people) said they had a disability.**

Table 2: Disability/Age of Respondents

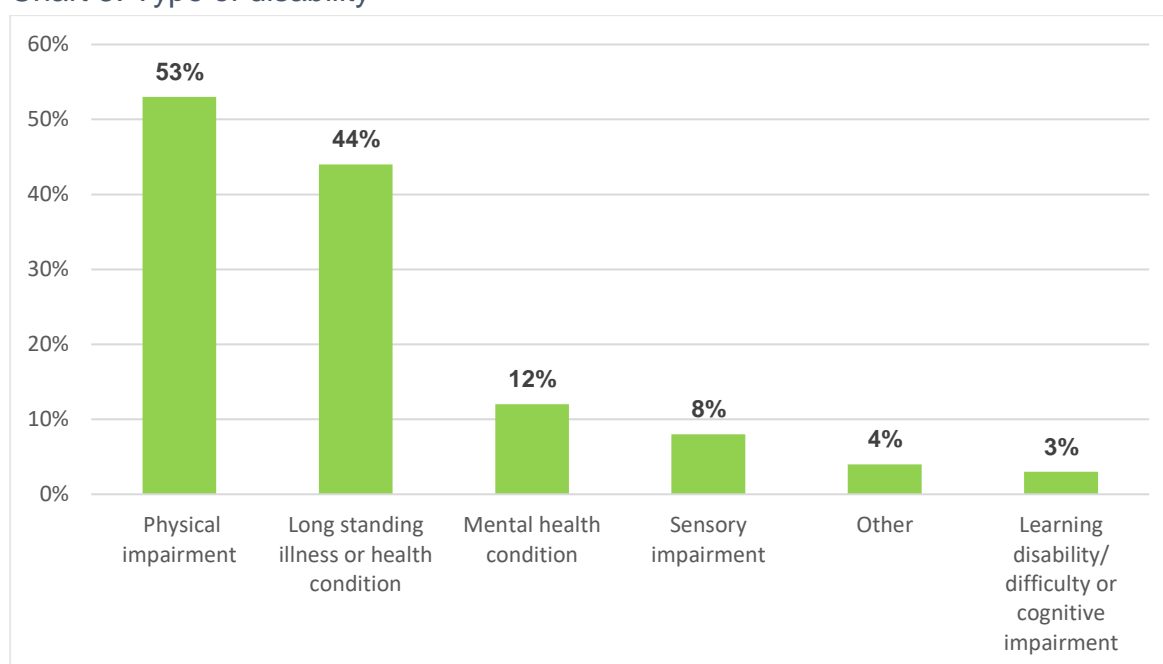
		Age							
		16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75	Prefer not to say
Base	2600	60	226	373	489	505	569	314	64
Disability									
Not disabled	2282	47	211	351	444	461	493	225	50
	88%	78%	93%	94%	91%	91%	87%	72%	78%
Disabled	318	13	15	22	45	44	76	89	14
	12%	22%	7%	6%	9%	9%	13%	28%	22%

Base: All respondents – see base totals

Over half of respondents stating they had a disability (53%, 170 people) stated they had a physical impairment, with 141 (44%) people having a long standing illness or health condition.

12% of those over 65 said they had a physical disability, increasing to 19% for those over 75.

Chart 3: Type of disability



Base: Respondents stating a disability (n=318)

## Families

885 respondents (around a third of total respondents) said they had children living in their household aged up to 21, with 62% saying they did not have any children living in their household.

35 to 44 year olds were most likely to have children living at home, with 85% having a child or young adult up to the age of 21 living at home. This was followed by 45 to 54 year olds with 72% having a child or young adult up to the age of 21 living at home. Nearly half (47%) of respondents in the 25 to 34 year age bracket said they did not have children:

Table 3: Q25 Are there any children in the following age categories living in your household?

	Respondent Age					
	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	Over 65
Base	56	223	369	486	501	882
% with Children in Household	54%	55%	85%	72%	20%	3%
0 to 4	10	88	116	38	22	18
	18%	39%	31%	8%	4%	2%
5 to 11	2	38	188	74	8	3
	4%	17%	51%	15%	2%	0%
12 to 16	10	8	83	162	21	4
	18%	4%	22%	33%	4%	0%
17 to 21	11	3	19	160	51	4
	20%	1%	5%	33%	10%	0%

Base: See individual columns

### Businesses and organisations

72 people responded as a business manager or owner. 24 worked in retail, 13 food and beverage, 7 offices, and 6 in health and social care, along with representation from training/education (2), manufacturing (2) and leisure.

42 classified themselves as local businesses, 9 regional, 9 national, and 4 operating internationally.

## 3.2 Travel

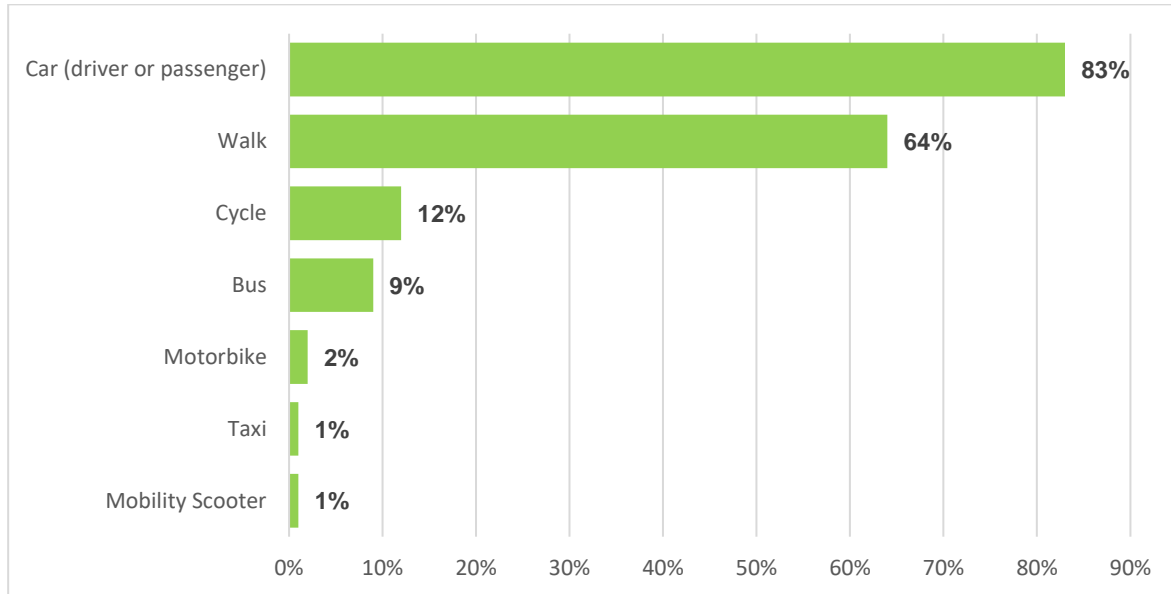
Respondents were asked how they travelled to and from Thornbury and how they accessed facilities, such as the car parks, buses, disabled bays, and cycle lanes when visiting the high street.

Whilst car use was the primary use of transport, it was clear that people access the high street in several different ways with a high population also walking.

### Mode of transport

- Most respondents (83%) used a car to travel to Thornbury High Street, whilst 64% also say they walk.
- Buses were used by 9% of respondents (256 people). 54% of bus users were over the age of 65.

Chart 4: Q3 How did you access Thornbury High Street before Covid-19 (multiple response)



Base: All respondents who provided their age (

The highest car usage (either as a driver or passenger) is amongst those in the 35-44 age group (88%), however 70% of this age group also walk to the high street (see table 5).

Bus usage was the highest amongst the 16-24 age group and the **over 65s, who accounted for nearly half of all those respondents (125) out of the 256 people who said they use the bus.**

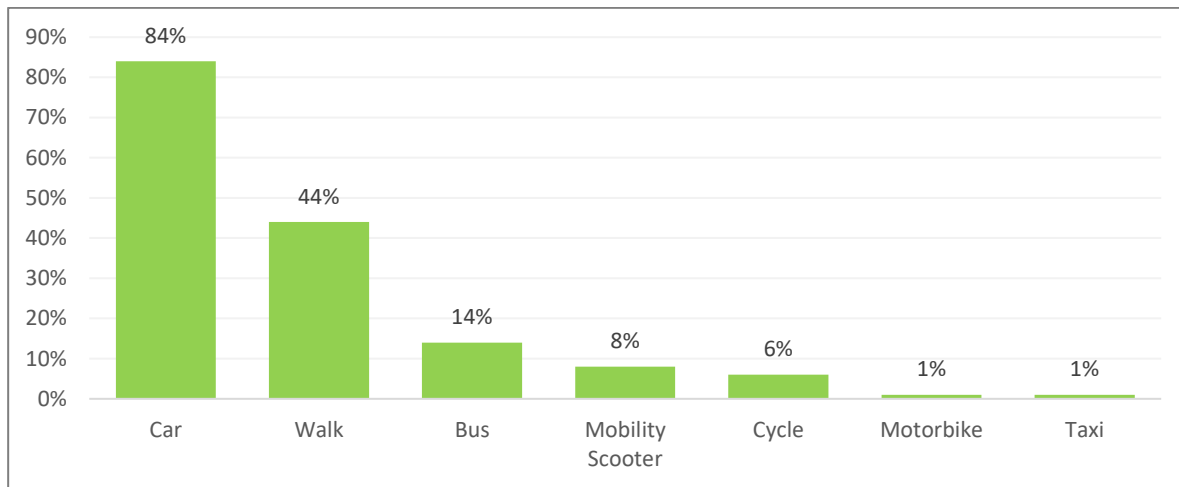
Chart 5: Transport usage by age

	Age						
	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75
<b>Base</b>	<b>62</b>	<b>239</b>	<b>383</b>	<b>501</b>	<b>522</b>	<b>587</b>	<b>327</b>
<b>Walk</b>	46	152	268	332	334	388	185
	74%	64%	70%	66%	64%	66%	57%
<b>Bus</b>	15	9	28	31	25	73	52
	24%	4%	7%	6%	5%	12%	16%
<b>Cycle</b>	7	31	61	60	73	59	22
	11%	13%	16%	12%	14%	10%	7%
<b>Car (driver or passenger)</b>	47	197	336	428	419	476	263
	76%	82%	88%	85%	80%	81%	80%
<b>Motorbike</b>	2	1	12	16	15	8	2
	3%	0%	3%	3%	3%	1%	1%
<b>Mobility Scooter</b>	-	1	2	2	6	10	7
	-	0%	1%	0%	1%	2%	2%
<b>Taxi</b>	-	1	7	1	2	2	2
	-	0%	2%	0%	0%	0%	1%

Base: All Q3 respondents who provided their age (n=2,621)

## Disability

Chart 6: Transport mode for those with a disability



Base: Respondents with a disability (n=318)

**For those with a disability, 84% (268 respondents) travel by car, this increased to 96% for those with a physical impairment.**

44% also stated they walk to the high street (33% for those with a physical impairment). 14% (43 people) say they use the bus – compared to 8% of those without a disability. 67% of people who had a sensory impairment, mental health condition or learning disability stated they walk to the high street (alongside other forms of transport).

Q23. [Asked to those who stated they had a disability] – Please tell us how the proposals may impact you or how we could improve accessibility to the High Street for you:

Whilst some people enjoyed the environment with a lack of traffic, the main concern for those with a disability, was the ability to park conveniently or close enough to where they needed to be. This was also one of the main contributing factors for those with a disability who had not been to the High Street since June 8.

“With the temporary High St restrictions, it is not possible to access businesses directly. I am disabled and have musculoskeletal and balance problems. I use a walking stick and cannot carry large or heavy loads. The disabled parking bays have been occupied when I have attempted to use them. Parking outside a business for access would solve this.”

“Losing car access to the high street means I can’t pick up my medications or visit the area as the car parks are too far away for me.”

Theme	Number of respondents
Not enough parking need more/disabled spaces	83
Negative effect on people (inaccessible, health issues)	55
No longer visiting High Street (inaccessibility)	32
Open High Street to traffic/parking	22
Miscellaneous	9
Need improved pavements for mobility scooters, prams etc.	8
No impact	7
Need to be able to drop off	5
Should be one way traffic system	5
No traffic (less pollution, safer)	4
Access to public toilets	3
Regulate cyclists (specific cycle lane)	3
Better bus services	2
Agree with proposals	2
Better access for customers	2
Prevent traffic in pedestrianised areas	2
Put more money into High Street	2
Disagree with proposed changes	1
More seating facilities	1
More space for pedestrians/better access	1
Hazardous for pedestrians	1
Reduce speed limit	1
Increased bus routes	1
Too many new homes built	1
Need more infrastructure (GP's, schools)	1
Pedestrianisation is not suitable	1
More access routes for pedestrians	1

## Accessing the High Street

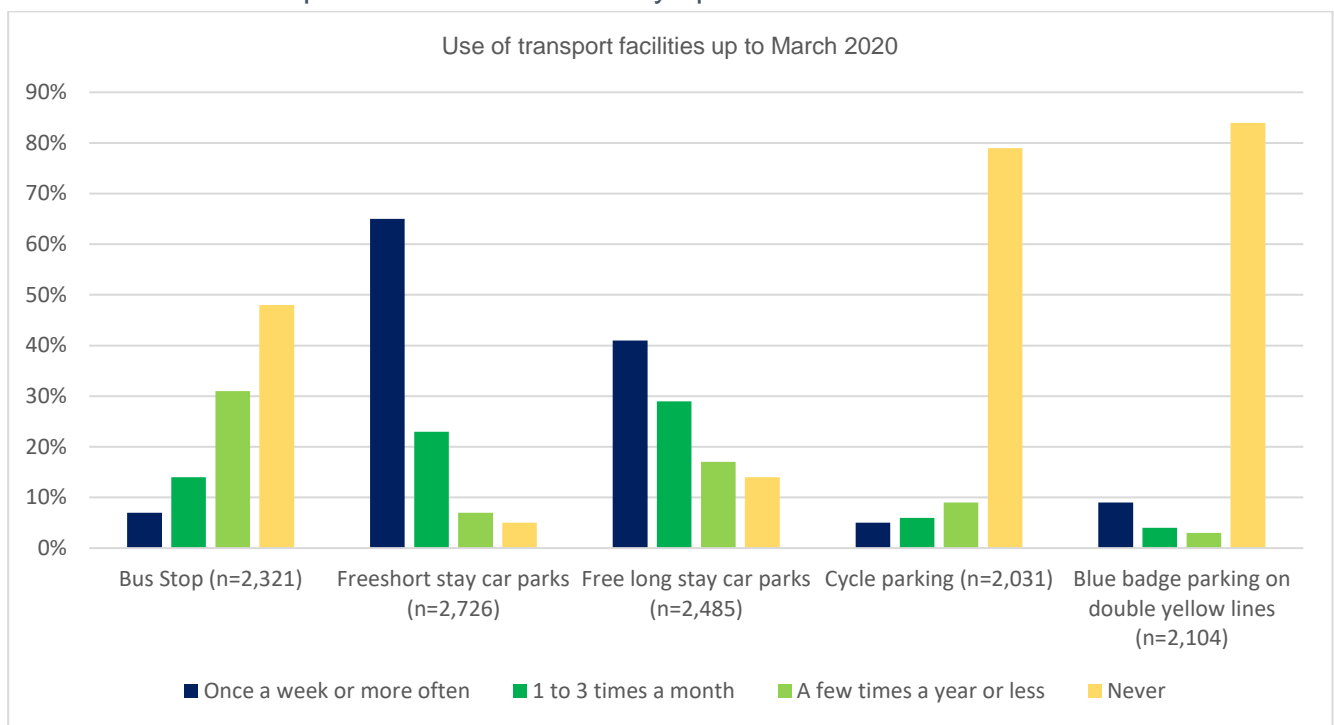
The free car parks were well used by all respondents.

- 95% of car users used the 'Free Short Stay Car Park' at least 1 to 3 times a month, with 71% using it at least once a week – 22% would use it 1 to 3 times a month.
- 81% of car drivers with a stated disability also used this car park at least 1 to 3 times a month, with 69% using it at least once a week.
- The 'Free Long Stay Car Park' was used by 69% of car users at least 1 to 3 times a month, with 44% using it weekly.
- Those with a disability used the long stay car park less frequently, with 52% using it at least once a month and 41% saying they use it at least once a week.



- 118 car users with a stated disability (51%) used the Blue badge parking on the High Street double yellow lines 'once a week or more often'. 50 respondents without a disability also used the blue badge parking.
- 26% of cyclists used the cycle parking at least once a month and 31% did so 1 to 3 times a month.

Chart 7: Use of transport facilities in Thornbury up to March 2020

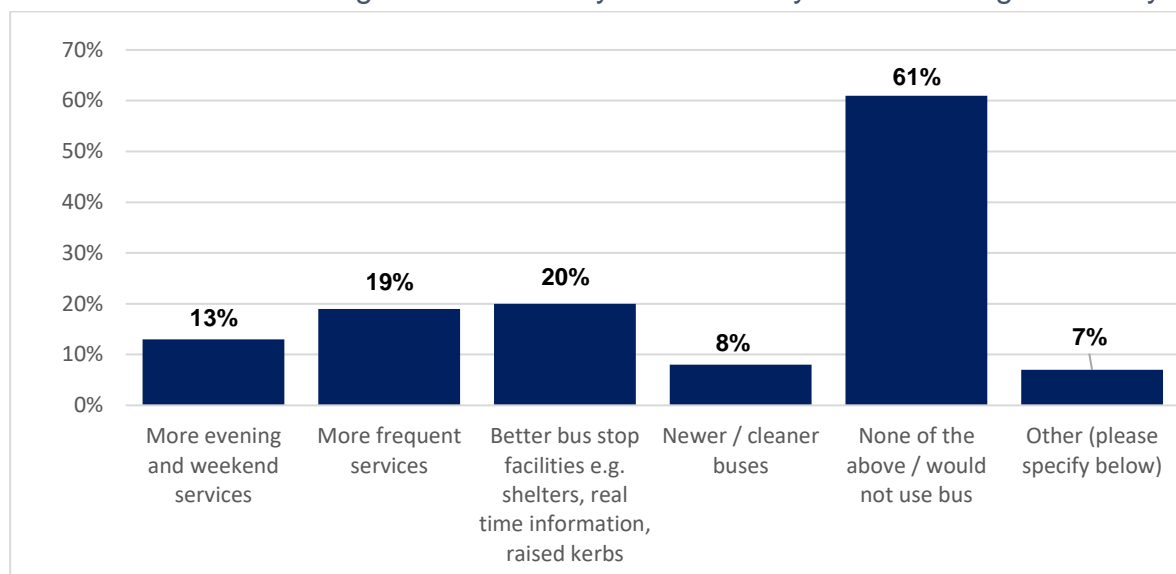


Base: All respondents – base number shown for each question

### Bus usage

Respondents were asked what would encourage them to visit the high street more often by bus. Whilst 61% did not feel they would use the bus, there were some factors that were felt to make it more likely to encourage respondents to use the bus: 20% said that better bus stop facilities, 19% said more frequent services, and 13% said more evening and weekend services, would be a factor to encourage them to use buses more often.

Chart 8: Q20 What changes would make you more likely to visit the high street by bus?



Base: All respondents (n=2,642)

76% of respondents who said they would not use the bus are residents of Thornbury (many who live in walking distance), compared to 26% from the wider South Gloucestershire/Bristol area, with 28% of these stating they wanted to see more frequent services.

**422 respondents who currently travel by car (19% of car drivers) said that better bus stop facilities would be a factor in encouraging increased bus use**, followed by more frequent services. 58% of current bus users and 23% of those who walk also wanted to see better bus stop facilities. Current bus users also wanted to see more frequent services (39%) and more evening and weekend services (32%).

#### Q20. What changes would make you more likely to visit the High Street by bus?

Respondents who commented on this generally stated they did not use the bus because they were close enough to the High Street to walk, or there were no bus services that were convenient due to their location.

“Live too close to High Street no need for bus. Would use bus to travel to Bristol.”

Theme	Number of respondents
Don't use buses (walk, car, disability)	138
No buses available from local area	52
Need a bus stop on High Street	31
More frequent services	27
Cheaper fares	24
Miscellaneous	22
Open High Street	16
Bus services are adequate	15

Buses available from more areas	14
More bus stops/shelters	12
Buses too infrequent	11
Better links to other areas of Bristol	9
N/A	9
Rock St bus stop inconvenient	8
More reliable with timings	7
Not using due to Covid-19	5
Quicker routes	5
Electronic notice boards at bus stops	5
Disabled parking	3
Poor bus service	2
No buses on High Street	2
Easier to use bus timetables	2
Better safety	2
Less pollution	2
More efficient/modern	2
Re-establish bus service for Park Farm Estate	2
More environmentally conscious buses	1
Ban non-service buses	1
Reintroduction of 'hail & ride' bus	1
Easier access (prams, children, disability)	1
Money incentives	1
Armstrong hall	1
Specific bus/deliveries lane	1

### 3.3 Use of the High Street (Prior to Covid-19)

Respondents were asked how they used the high street in the year up to March 2020.

People most frequently visited the high street for shopping and using local businesses, such as pharmacies, hair salons, banks etc. 8 out of 10 people were weekly visitors to the high street for their shopping and 97% of all respondents shopped there at least once a month. Older residents and those with a disability were most frequent users of the high street for shopping, though less popular with the younger age groups, including the 25 to 34 year olds.

Those from the wider South Gloucestershire/Bristol area would visit less frequently (62% once a week, 29% 1 to 3 times a month), but shopping was still their primary purpose, along with using other facilities during their visit.

The high street is also an important place for social interaction and respondents frequently visited to meet up with family and friends. 81% said they use the cafes and restaurants on the high street at least once a month.

#### Shopping

- Overall, 2828 (99%) of respondents used Thornbury High Street for shopping, with 97% of these using it at least once a month and 79% at least once a week.

- 99% of local residents use it for shopping at least once a month, with 91% of residents from the wider South Gloucestershire/Bristol area also visiting at least once a month for shopping.
- Older age groups were most likely to use Thornbury High Street for shopping at least once a week, with 87% using it at least once a week, rising to 91% for the over 75s.
- 264 of the 315 disabled respondents (84%) were also using it once a week compared to 79% without a disability.
- Respondents in the 25 to 34 age group were less likely to use it weekly for shopping (65%) as compared to other age groups.

#### **Using a local business (e.g. post office, pharmacy, bank, hairdresser)**

- 92% of respondents used a local business at least once a month.
- 60% of residents use a local business at least once a week, and 35% 1 to 3 times a month. 84% of visitors from the wider South Gloucestershire/Bristol area were using local businesses at least once a month, with 43% visiting weekly.
- Weekly usage was highest in the older age groups, 64% in the 65 to 75 age group increasing to 74% for those over 75. This dropped to 47% for the 16 to 24s and 39% for the 25 to 34s. However, 83% of the 16 to 24s and 85% of the 25 to 34s were using it at least once a month.
- 65% of disabled respondents used a local business at least once a week compared to 54% of those without a disability.

#### **Paid work and volunteering**

- 51 of the 63 respondents who stated they were an owner or manager of a business (81%) visited the high street at least once a week for paid work, as did 66% of employees of a business in Thornbury.
- **A quarter (25%) of respondents in the 16 to 24 age group visited at least once a week for paid work.**
- 18% of BAME and white non-British respondents also worked once a week compared to 9% of white respondents.
- 11% visited at least once a month for volunteering.
- 69% of those volunteering at least once a week were over the age of 65.

#### **Meeting family or friends**

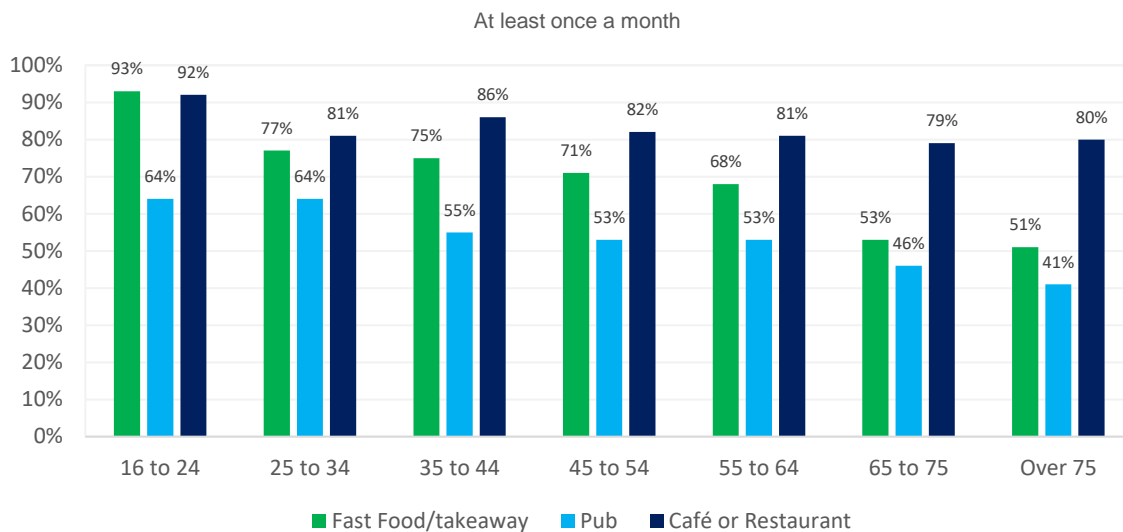
- 40% of respondents used the high street at least once a week to meet with family and friends, with 78% visiting at least once a month for this purpose.
- This was higher for women than men, with 46% meeting up with family or friends at least once a week compared to a third of men (33%).

- The youngest and oldest age groups were most likely to do this regularly, with 50% of 16 to 24 year olds and 49% of the over 75s meeting at least once a week. This compared to 40% of the 25 to 34s and 36% of those 35 to 44. However, those in the 25 to 34 age bracket were more likely to visit 1 to 3 times a month (46%).
- 85% of those with children younger than 4 and 84% with children aged 5 to 11 also visited at least once a month to meet with family or friends.
- 78% of white respondents also stated they would visit to meet up with family/friends compared to 73% of those from a Black, Asian or Minority Ethnic background.
- 46% of those with a disability visited weekly for this reason, compared to 39% of those without a disability.

## Eating and drinking

- 45% of local residents stated they used a café or restaurant at least once a week, with a further 40% 1 to 3 times a month.
- Those living slightly further afield, but within the South Gloucestershire/Bristol area were less frequent visitors (29% weekly), but still 70% used a café or restaurant at least once a month.
- As with 'Meeting family or friends,' women were also more likely to use cafés or restaurants more frequently than men (45% weekly compared to 37% of men), with this being more balanced for those visiting 1 to 3 times a month (40% women and 41% men). Men were more likely to say they visit a café or restaurant a few times a year (20%) compared to 14% of women.
- 92% of 16- to 24-year-olds use a café at least once a month, with 47% doing so weekly. 80% of over 75s also used these facilities at least once a month with nearly half (49%) making this a weekly occasion.
- 86% of those with children aged under 11 also used a café or restaurant at least once a month.
- 48% of people with a disability also responded they visited weekly compared to 40% of those without a disability.
- The most frequent users of pubs were 16 to 24 year olds (41% weekly), with men more likely to make a regular trip of at least once a week (27%) compared to 19% of women. Nearly two thirds of men (58%) visit a pub at least once a month compared to (49%) of women.
- People travelling from outside of Thornbury were less likely to be visiting the pub, with just over a third (32%) visiting at least once a month compared to 58% of those who are local residents.
- Younger age groups were also the biggest users of fast food and takeaways. 93% of 16 to 24 year would visit to use these monthly and nearly half 48% weekly (see chart 9).

Chart 9: Use of pubs/restaurants and takeaways - by age profile



Base: All respondents

## Other leisure activities

### Exercise

- A quarter of respondents (25%) visited the high street for exercise at least once a week. This was highest amongst cyclists (36%), with 56% using it at least once a month for exercise. 37% of car drivers used it once a month for exercise compared to 45% of walkers and 43% of bus users.
- 25 to 34 year olds were least likely to use it for exercise, with 29% saying they would use it once a month compared to at least 40% in all other age groups.

### Attending a group or class

- Women were more likely than men to visit weekly to attend a group or class, with nearly a quarter of women (23%) compared to 9% of men saying they visit for this reason. Just over a third (34%) of women said they attend a group or exercise class at least once a month compared to just 17% of men.
- 29% of those with a disability also attended a group or class at least once a month, and White respondents (27%) were more likely to visit at least once a month than those from a Black, Asian and Minority Ethnic background (18%).
- 26% of respondents in the 65 to 75 age group also visited at least once a month to attend a class, and 35% of those over 75.
- Over half of those aged over 75 attended a group or class at least once a month. This is significantly higher than other age groups.

Table 4: Attending a group or class by age

Respondents	Age						
	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75
<i>Base</i>	59	219	334	414	370	371	184
<b>% At least once a month</b>	<b>17%</b>	<b>19%</b>	<b>20%</b>	<b>18%</b>	<b>22%</b>	<b>39%</b>	<b>51%</b>
<b>Attending a group or class</b>							
Once a week or more often	4	30	36	48	53	97	65
	7%	14%	11%	12%	14%	26%	35%
1 to 3 times a month	6	12	32	26	30	48	29
	10%	5%	10%	6%	8%	13%	16%
A few times a year or less	8	37	69	71	45	33	21
	14%	17%	21%	17%	12%	9%	11%
Never	41	140	197	269	242	193	69
	69%	64%	59%	65%	65%	52%	38%

Base: All respondents (n=see column totals)

## Libraries

- 29% of Thornbury residents use a library at least once a month, with a third (31%) using it a few times a year.
- **Over 75s were the biggest users, with 51%** using the library at least once a month and a quarter (25%) using it once a week or more often. 40% of those aged 65 to 75 years also use it at least once a month.
- There was also a higher usage of the library amongst respondents from a Black, Asian and Minority Ethnic background, with 40% stating they use at least once a month compared to 27% of white respondents.

## 3.4 Views on the changes

There were a number of changes that were put in place under the Experimental Traffic Regulation Order (ETRO). These included:

- Vehicle access to off-street premises and loading restricted to the area of the high street between Chapel Street and The Close.
- Southbound one-way system for motor vehicle loading and access to off-street premises on the high street between the junction with Castle Court and the junction with The Close.
- South bound bus stop relocation to Rock Street with a new shelter.
- Pedestrian and cycle zone along Thornbury High Street between Castle Court and Chapel Street.
- 20mph speed limit on Castle Court, The Close, the high Street and part of Chapel Street.

- No parking in the pedestrian and cycle zone (including waiting, drop-off and pick-up)
- Introduction of parking for blue badge holders at each end of the scheme.

It was important to understand peoples' views on these, and they were asked to rate what they felt about these changes being made permanent.

## **Experimental Traffic Regulation Order (ETRO) feedback**

### **20mph speed limit pedestrian/cycle zone**

- 80% of respondents agreed to the principle of a 20mph speed limit on Castle Court, The Close, High Street and the part of Chapel Street (either as it is or with a change of the size of the zone), with 13% disagreeing.

### **Pedestrian/cycle zone**

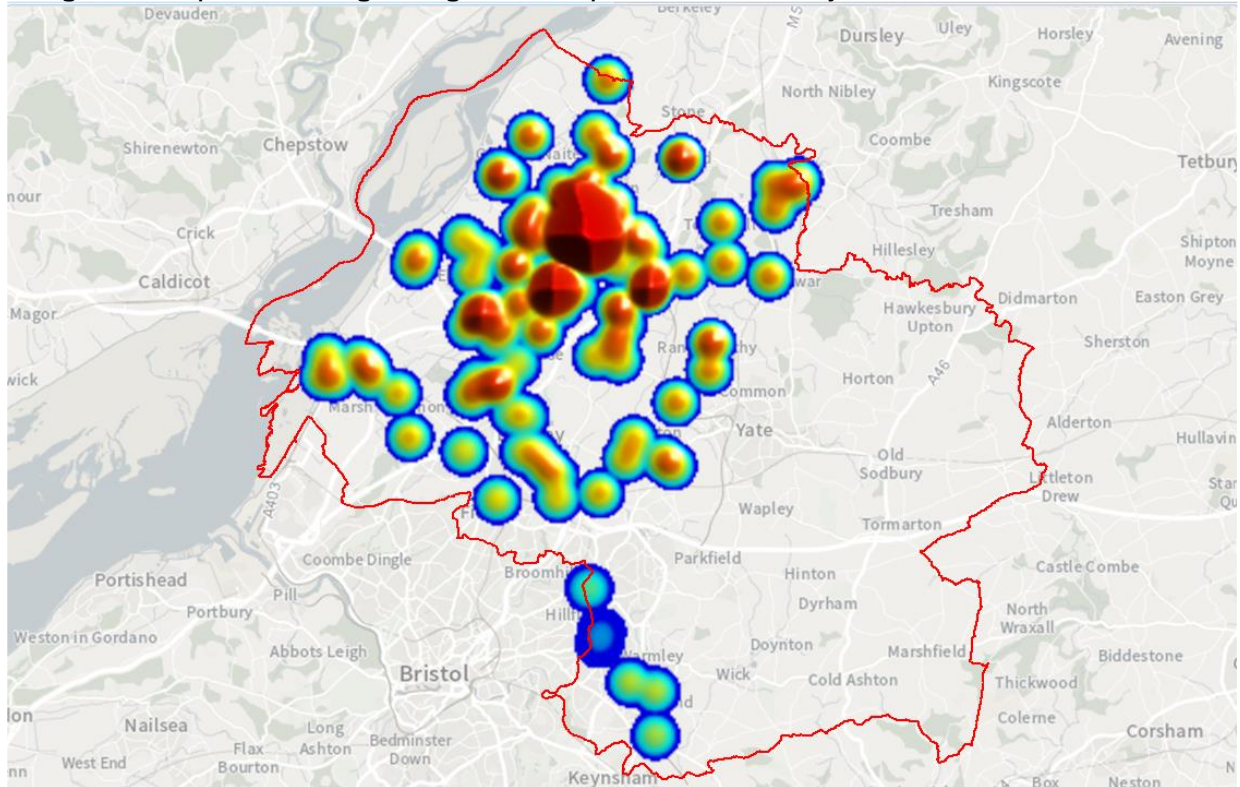
- 29% agreed with making the pedestrian and cycle zone permanent, with 65% disagreeing. Those in agreement increased to 47% for those who have visited once a week or more since the changes were implemented.
- 50% of those who disagreed had visited less than once a month.
- Those with a disability were even less likely to agree, with 70% disagreeing and 25% agreeing that it should be made permanent.
- When looking just at responses from those who had visited Thornbury High Street at least once a week since the ETRO was put in place, the numbers are more positive. 45% agree overall, with 62% of cyclists agreeing. By contrast, those who had visited less than once a month were much likely to disagree – 79% disagreeing overall, including 73% of cyclists.

Analysis was undertaken to determine the home location of those respondents who agreed and disagreed with the pedestrian and cycle zone along Thornbury High Street between Castle Court and Chapel Street, see images 1 and 2 below.

Overall the pattern of home locations was similar between the two sets of respondents, with no clear variations in geography.

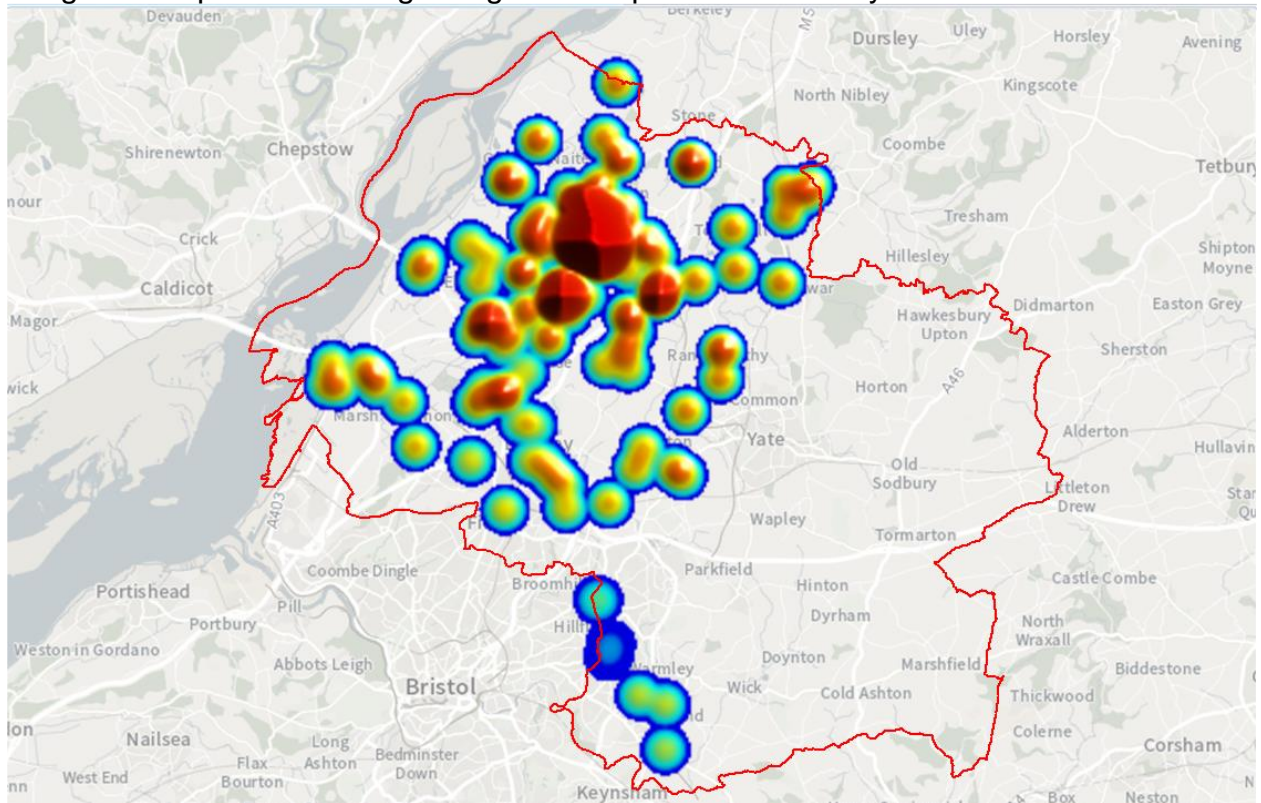


Image 1: Respondents agreeing with the pedestrian and cycle zone



Base size: Respondents agreeing who provided a valid postcode (n=879)

Image 2: Respondents disagreeing with the pedestrian and cycle zone



Base size: Respondents disagreeing who provided a valid postcode (n=1598)

## Parking and loading

- Just under a third (29%) of respondents agreed there should be no parking except for loading within the pedestrianised zone – which included no waiting or drop-offs – with 65% disagreeing.
- More frequent visitors (those who visited at least once a week) since the changes were made were likely to be more positive, with a split of 47% agreeing and 47% disagreeing.
- 37% agreed that two-way traffic for loading and access to off-street premises should be made permanent, with 45% disagreeing.

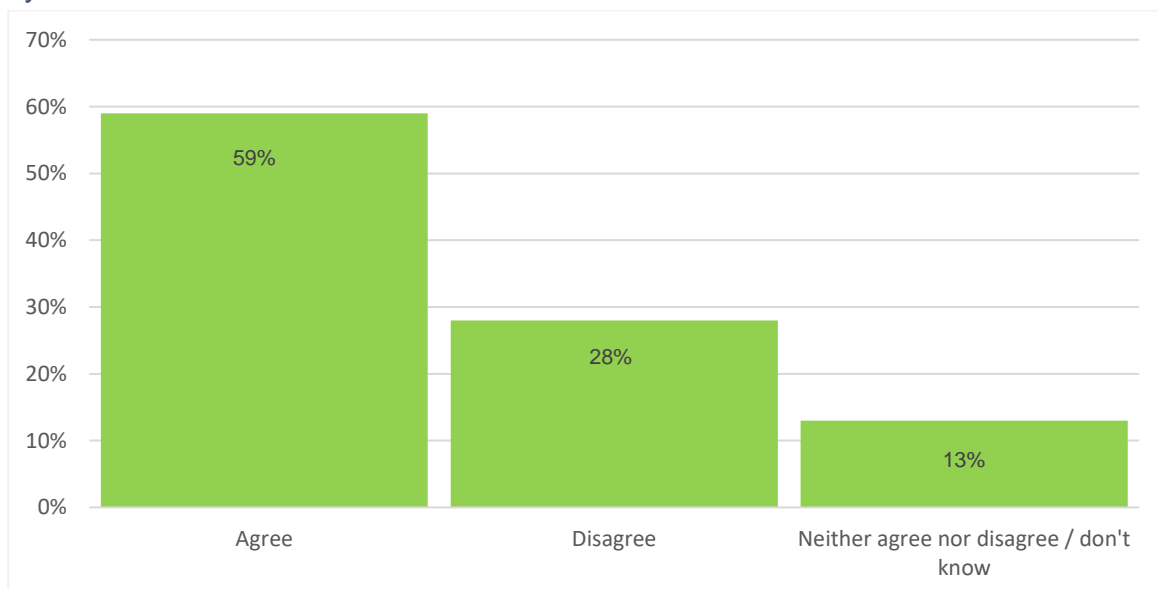
## One-way system

- 31% agreed with the current one-way system for vehicle loading and access to off-street premises only. This was lowest with car drivers and passengers where just over a quarter (26%) agreed, as compared to cyclists (44%) who were more likely to agree.
- Only 8% thought it should be changed to a north bound one-way system.
- 49% disagreed with the one-way system completely, highest disagreement was amongst car users (54%) and motorcyclists (67%).

## Bus access

59% thought that buses should be allowed through the one-way system, with highest agreement levels amongst bus users themselves (74%), whilst overall 28% of respondents disagreed.

Chart 10: Q10- Would you agree or disagree with buses being allowed through the one-way system in future?



Base: All respondents (n=2,843)

### Access for loading goods

The most popular first choice/preference was for 'Unrestricted loading' with 76% of respondents choosing this option, followed by restricting hours to before 9am and after 5pm which 67% stating it as their first choice.

There were mixed views, however, on the best way of managing deliveries to businesses and shops. Those who had strong feelings that the High Street should not be pedestrianised felt that deliveries should continue as they are, whilst others felt that a compromise could be made to restrict the timing of deliveries.

Having a hybrid option was also a concern for some in that if it was pedestrianised, but large vehicles were still able to access, this could be a hazard.

"Local businesses need to be supported by easier deliveries to keep shops supplied. Too tight a restriction might hamper their business. One way system would make this safer."

"It seems sensible to allow loading to take place when shop and other premises are open for normal business hours rather than outside normal hours causing the shop keepers even more inconvenience."

"Any traffic through a pedestrianised area will be a hazard, so limit the loading time and make it early so that businesses can still thrive but pedestrians will feel safer especially after midday."

### Q11 'Other' responses to managing deliveries

Theme	Number of comments
High Street should be open/shouldn't be closed	278
Should be supporting needs of businesses	159
Restricted loading/deliveries outside of busy times (9-5)	133
Unrealistic to stick to set/restricted delivery times	105
Pedestrian safety	96
One way system preferred	89
Businesses would suffer/be restricted	79
Miscellaneous	70
If High Street is pedestrianised there should be no traffic	53
Traffic in High Street hazardous to pedestrians	48
Make it pedestrianised	42
Reduce traffic	40
Less traffic (congestion, pollution)	31
Loading/deliveries in morning preferred	25

Needs to be parking in street	25
Vehicles should have access to load/park	24
Local High Street decline	22
Not affected	20
Loading/deliveries allowed at anytime	18
Loading/deliveries in the afternoon preferred	15
Make High Street thrive/community space	14
Reduce pollution (noise, air)	13
Speed limit enforced	12
Create delivery/collection bays	11
Limiting for elderly/disabled	11
Dropping off/parking is an issue blocking road	11
Should be up to businesses to decide	7
Better access/convenience	7
No cyclists allowed/causing danger	7
No comment	7
Should have wider range of delivery times	6
Disagree with one way system	5
Need more info to make decision	5
Avoid peak pedestrian hours	4
No loading at weekends	4
Less disruption to traders	2
Increased costs to consumers/residents	2
Alternative access route	2
Add cycle path	2
Limit vehicle access/time limit	2
Compromise between deliveries/public use	2
Too many deliveries	2
More infrastructure	2
Extended loading hours would benefit businesses	1
Living on High Street	1
Road too narrow for cars and deliveries	1
Waste of money	1
Spacing between deliveries	1
Extend time of vehicle access	1
Impractical to limit hours	1
High Street gets crowded	1
Enforce engine off policy	1
Meet commercial needs	1

Business owners/managers were also asked if there was anything preventing them from arranging deliveries outside of retail hours:

Q29. If there is anything that prevents you from arranging deliveries outside of retail hours, please let us know:

One of the main issues is that courier services and deliveries cannot be scheduled for specific times (e.g. only AM or PM), and they operate at the same hours as shops and businesses.



“Small business like myself and most of the High Street have deliveries by courier, which cannot be time booked as they operate the same hours as the shops! Also the whole of the left side (looking down) have no rear access, all deliveries have to come through the front door.”

Theme	Number of respondents
<b>Couriers not operating outside core hours</b>	15
<b>Staffing costs</b>	5
<b>No staff available</b>	3
<b>Unable to stay outside of retail hours</b>	2
<b>No rear access</b>	2
<b>Parking near to business is essential</b>	1
<b>Upset neighbours</b>	1
<b>Disabled parking bays outside business</b>	1

Q15. If the changes to the Experimental Traffic Regulation Order are not made permanent, what other traffic management measures (if any) would you want to see along the High Street?

“I would like to see a range of options presented for consultation and comment by the people of Thornbury. Other options should include: revert to the previous arrangement; revert, with some modifications, such as better access and parking for disabled; a one-way, single-lane High Street, with a cycle lane and traffic calming. All options should include consideration of the implications for the wider area (e.g. hazards in Rock Street).”

The implementation of a one-way system – supported with a 20mph speed limit – was frequently stated. Many people wanted to see improved access for parking, but there were also those that felt that parking could be a problem and cause congestion.

“If you are looking to minimize traffic in High Street make it a one way system - allowing buses to travel up the High street (the Bus stop is there and a lot of money spent on improving it in 2019/2020) also parking in High street limited to allow collection of Takeaways and Shop purchases- at the moment access to High street is extremely limited - only St Mary’s arcade way through - - open up the old street by old Police station etc - at the moment when it’s a chilly day and wet - not good.”

"I would be much less opposed to a one way system through high street and Rock Street. This could eliminate the roundabout and elevate traffic as well as allowing extra parking/bus stops."

"I think making this permanent would be great, but accept that a compromise could be making the high street one way, with access for buses, taxis, businesses and blue badge holders, with some parking on the high street for the above vehicles. I think this would give more pedestrian space whilst catering for the concerns of businesses and residents."

Theme	Number of comments
One way system	860
None (restore to how it was)	367
Speed limits	338
Parking in High Street (including disabled)	318
Miscellaneous	101
Wider pavements (outside seating)	94
Limit parking (e.g. times ,spaces)	85
Enforcing of illegal parking	78
Traffic calming measures	69
Restricted loading/drop off	45
Cycle facilities	38
Restore bus route through	37
No traffic at all (only pedestrians)	27
More crossings	27
Limit pedestrianisation (e.g. weekends/events)	22
Dedicated drop off areas	17
No buses	7
Restricted cyclists	7
Better road markings	6
No heavy goods vehicles	5
Better path/road maintenance	5
No outside seating	3
Additional routes for traffic	3
Pedestrianised	2
Closed on weekend	2
Parking permit for residents only	2
Only shut High Street for events	2
Shared space between cars and pedestrians	2
Electrical vehicle charging points	2
Reduced pollution	1
Removal of flower boxes	1
Restricted driving times	1

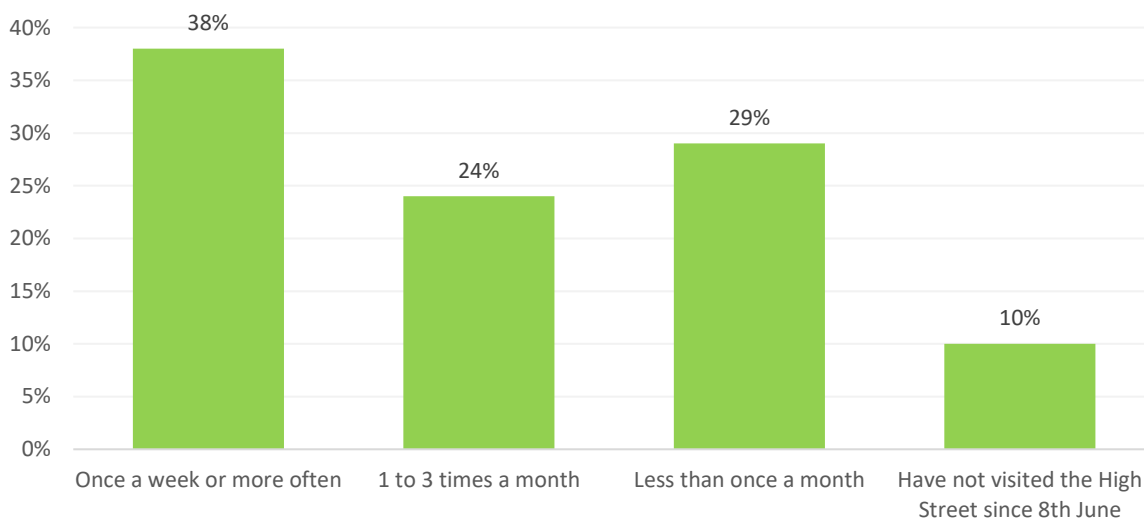
### 3.5 Views on pedestrianisation

To understand the complete picture of how they felt about the changes, respondents were asked on how their visiting habits to the High Street had changed since the ETRO was put in place, to understand the context in which they were answering the question.

There was a notable pattern that views on the changes and the success of the pedestrianisation were more positive with those who had visited regularly since June 8 (at least once a month), as compared to those who had visited less than once a month or not at all.

Frequency of visits since the Emergency Traffic Regulation Order was put in place on Monday 8 June 2021

Chart 11: Q6 On average, how often have you visited Thornbury High Street since Month 8 June (when we put in place the Emergency Traffic Order to pedestrianise the road)?



Base: All respondents (N=2873)

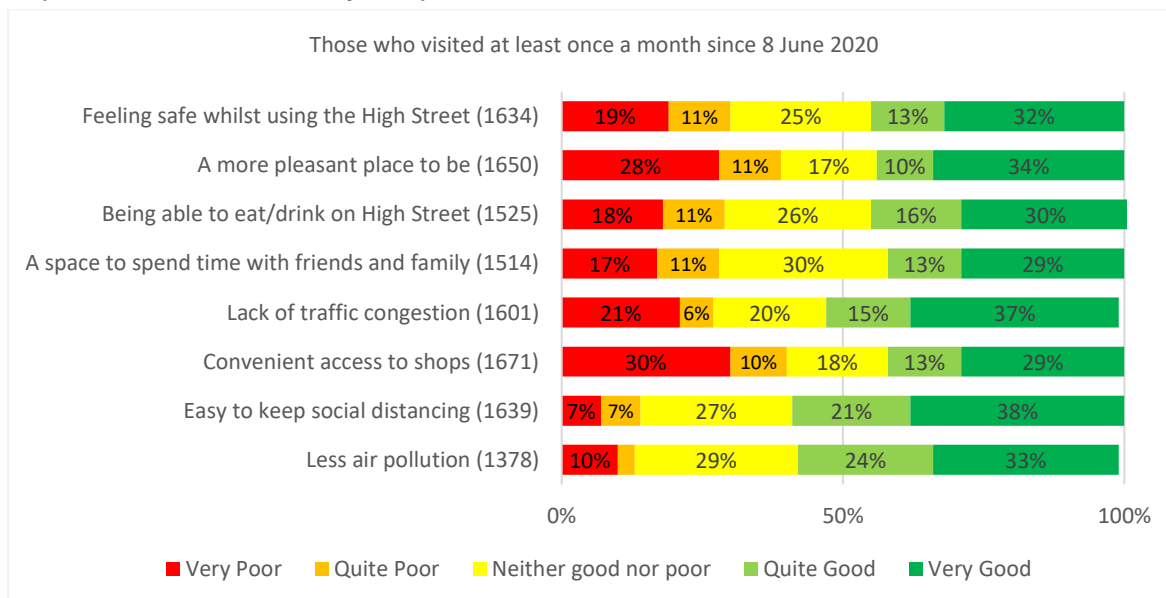
- 1087 (38%) of respondents had visited the high street at least once a week since the ETRO was put in place on June 8 2021, with two-thirds (62%) visiting at least once a month.
- 85% of those visiting at least once a week were local residents of Thornbury. 12% were from the wider South Gloucestershire/Bristol area.
- 93% of those visiting once a week since 8 June were also residents of Thornbury who stated they walk to the High Street. 81% of car drivers were also Thornbury residents, with 16% of car drivers visiting from the wider South Gloucestershire or Bristol area (though 93% of these respondents travelled by car).
- 85% of Thornbury residents who visited at least once a week walked to the high street, as compared to 69% who travelled by car. 76% of those with a disability also walked to the high street as compared to 64% (54 of 84 people) using a car.
- 62% visited at least once a month, and 289 people (10%) of respondents had not visited at all since 8 June.

- Of the 289 that did not visit, 78 (27%) of those were disabled, **which represents 25% of the disabled respondents.**

### Respondent views on the impact of pedestrianisation

- When asked to rate how they thought different aspects of the pedestrianisation had worked so far, those respondents who had regularly visited since the changes (at least once a month), were more likely to give a positive rating than those who had visited less than once a month or not at all.
- Of those who had visited at least once a month, **'Easy to keep social distancing' (59%), less air pollution (57%) and lack of traffic congestion (52%)** were the highest scoring options, with a majority of respondents selecting a positive response for each.
- The lowest scoring (with the most negative ratings) of those who visited regularly were **'Convenient access to shops' (40%) and 'a more pleasant place to be' (39%).**
- **For those who had visited less than once a month or not at all**, the most positive rating was **'Easy to keep social distancing' (25%), 'Less air pollution' (24%) and 'Lack of traffic congestion' (22%).** The lowest scoring was **'Convenient access to shops' (82% rating quite poor or poor – with 72% rating 'very poor'), 'A more pleasant place to be' (73%) and 'A space to spend time with friends and family' (61%).**

Chart 12: Q12 - How well has the pedestrianised High Street working in the following aspects so far? Rated by frequent visitors since 8 June 2021

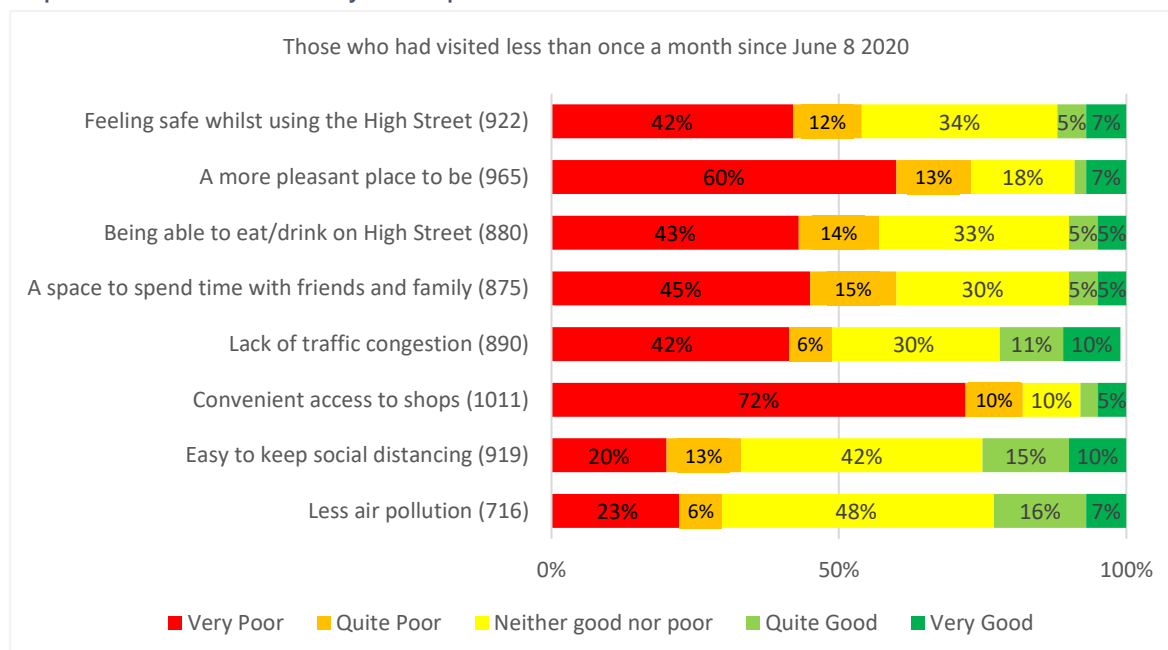


Base: Respondents who visited once a week or more often and '1 to 3 times a month' (excludes Don't know/Not Applicable) – individual base numbers in brackets

The above chart shows the distribution of responses for those who stated they visited the High Street **at least once a month** since 8 June 2021, as compared to the below chart which shows the distribution of responses for those who stated they visited the High Street **less than once a month** since 8 June 2021. The green bars show the positive responses, and it can be seen in comparison that the results from those who visited at least once a month gave more positive ratings overall.



Chart 13: Q12 - How well has the pedestrianised High Street working in the following aspects so far? Rated by infrequent visitors since 8 June 2021



Base: Respondents who visited less than once a month or 'not at all' since 8 June 2021 (excludes Don't know/Not Applicable) – individual base numbers in brackets

### Less air pollution

- Overall, 46% of respondents stated that 'less air pollution' was either quite good or very good since pedestrianisation of the high street had been put in place, with 19% rating it as quite poor or very poor.
- However, the data changes significantly when looking at the data by frequency of visit since 8 June, showing a pattern that the more regularly respondents were visiting the High Street, the more likely they were to say that less pollution was being achieved.

Of those who had visited at least once a month since 8 June, 57% gave a positive response. This was even higher with those who visited once a week or more (64%). Nearly 7 in 10 people who rated it 'very good' were those who visited at least once a week (68% of 510 people). Only 24% of those who had visited 'less than once a month' or 'not at all' gave a positive response. 31% of those who had not visited at all since pedestrianisation rated it as 'very poor'.

- People in the 25 to 34 age group who had visited regularly (at least once a month) were most likely to rate this most highly – 72% giving a positive response. This dropped to 32% in the same cohort for those who had visited less than once a month or not at all.
- Cyclists who visited regularly since the new measures were put in place rated it positively with 64% responding with 'very good or 'good'
- 67% of families with the youngest children in the 0-4 age group and visited regularly also gave a positive response. This was slightly higher than the other age groups of 5 to 11 (54%), 12 to 16 (56%), and 17 to 21 (60%).

### **Easy to keep social distancing**

- 59% of regular visitors gave a positive rating for keeping social distancing. This contrasts with just 25% of those who had not visited regularly.
- Cyclists were the most positive with 68% of regular users giving a positive score.
- Whilst only a small sample, 10 of 14 people who use a mobility scooter felt it was 'quite good' or 'good' – though 4 gave a score of 'very poor'.
- There was a marginal difference between regular visitors with a disability and those without. 47% of disabled people provided a positive response, compared to 61% of people who were not disabled. Of those who visited less than once a month, 23% of disabled people rated it positively compared to 28% of those without a disability. This dropped further for those who had not visited at all, to 13% positive for those with a disability and 24% without.

### **Convenient access to shops**

- Overall, just 29% gave a positive rating, with over half (56%) saying it was either 'quite poor' or 'poor'.
- Regular visitors were marginally more positive with 42%, but 40% still gave a negative rating.
- Respondents who had not visited regularly gave a clear 82% majority of people rating it as poor.
- This increased further for those infrequent visitors (less than once a month) who had a disability, with 92% giving a negative rating.
- Regular visitors with a disability were more negative than those without a disability too, with 38% rating it as poor compared to 28% of non-disabled respondents.

### **Lack of traffic congestion**

- 53% of regular visitors rated this as 'quite good' or 'good', compared to 22% of infrequent visitors.
- 58% of car users who travelled regularly to Thornbury rated it as positive, with 30% rating it as poor.
- Respondents who said they use the 'free short stay car park' 1 to 3 times a month, were also more likely to be positive (61%) compared to those who used the same car park on a weekly basis (46%).

### **Provides a space to spend time with friends and family**

- Overall, nearly two-thirds (30%) of respondents rated this positively (either good or very good) and 40% with a negative rating (either poor or very poor), though it should be noted that nearly 60% of respondents who had not visited rated it as 'very poor', with around a quarter of respondents who gave a negative rating having visited the High Street once a month or less since 8 June 2021.

- Positivity increased for regular visitors to 42% (with 28% negative), and 50% for those visiting at least once a week with over a third of this group (36%) rating it as 'very good'.
- Regular visitors who were 25 to 34 year olds were most positive, with 62% giving a positive response. This decreased to 42% for 25 to 44 year olds, 46% for 45 to 54s, 41% to 55 to 64 and 38% for those over 65.
- Disabled respondents who visited regularly were less likely to be positive than those who were not disabled, with 38% positive compared to 43% positive for those without a disability. 25% of disabled people also rated it 'very poor' compared to 15% of non-disabled respondents. For those who had visited less than month or not at all, only 6% of disabled respondents gave a positive response, with 71% saying it was 'quite poor' or 'very poor'.

### **Being able to eat/drink on the High Street**

- 45% of those who had visited regularly rated this positively, with 29% stating it as 'quite poor' or 'poor'. This compares to just 10% of people who had visited less than once a month giving a positive rating and 57% rating it as 'quite poor' or 'poor'.
- Regular visitors in the 16 to 24 age bracket and 25 to 34 were most positive, with 63% and 64% positive ratings respectively.

### **Makes it a more pleasant place to be**

- 44% of frequent visitors rated this positive, and 39% negative. Of those who had visited less than once a month or not at all, 73% rated it negatively and just 9% positive.
- The 25 to 34 age bracket was again the most positive, with 65% of regular visitors giving a good rating. The lowest positivity was in the over 65 age group with 38%.
- Cyclists who travelled to Thornbury at least once a month were also more likely to be positive (54%) compared to bus users (36%), car users (37%), and those using a motorbike (31%).

### **Feeling safe whilst using the High Street**

- 46% of regular visitors rated this as 'quite good' or 'good', with 29% saying it was poor. This dropped to 12% of infrequent visitors giving a positive rating and 54% giving a negative rating.
- Overall, 44% of women and 49% of men who visited regularly rated safety as very good or good. However, this contrasts with those who had not visited regularly, where just 13% of women gave a positive rating and 11% of men.
- 67% of people aged in the 25 to 34 age bracket who also visited the high street regularly rated it as positive, with the lowest being in the over 65 age range with 39%.
- 37% of those with a disability and who visited regularly rated it positively, compared to 48% of non-disabled respondents who visited regularly.

**Q13. If you have any comments about the temporary changes, either in support of or objection to the scheme, how it has affected you/your organisation or suggestions for improving it, please use the space below to provide them. If you have indicated that you disagree with any part of the scheme or making the scheme permanent, please explain why.**

Views were divided on the changes, with a number of respondents feeling positive about the changes, however a large number of people who wanted the High Street to return to how it was, including allowing through-traffic and parking on the High Street.

Specific concerns were raised around access and disabled parking, whilst many people felt the town was lacking the vibrancy it had previously. Traffic congestion was also mentioned as a factor, as cars were diverted along Rock Street and Midland Way.

The High Street was also closed to traffic during a period when Covid-19 restrictions prevented non-essential travel, which was also felt to have had an impact at certain times.

“Agree with the scheme in principle but the disagreement has come from the lack of provision for the less able and the current parking strategy does not take into the consideration the demographic of the local area including the housing allocation and care homes in the sphere of influence of the high street. If the pedestrianisation is to continue addition thought needs to be directed at parking provision for those who are unable to walk or are less mobile to make the high street environment more inclusive.”

“Closing the high street hasn't reduced congestion it has just moved it to surrounding roads and made it worse. It has increased air pollution because of this and made people walk through those areas due to the location of the car parks to the access roads. Access to the shops has not been improved by closing the road and 99% of the time there are no pedestrians using the closed road as the paths provide sufficient space to walk and socially distance.”

“Drinking in the street is intimidating and my wife felt uncomfortable walking past. The high street is empty. I no longer go into Thornbury. It is causing congestion in the diverted route. It is unnecessary when we have a pedestrianised zone in St Mary's centre. It is a total waste of our council tax. The council need to listen to the people who actually live in Thornbury. It has ruined the historic high street.”

Some respondents also felt that anti-social behaviour had increased since the road closure, making it a less safe environment.

"The scheme has not worked well for shopkeepers, disabled drivers, people with mobility issues and prevents these people loading shopping directly into their vehicle and effectively prevents them using any High Street facility."

"Although not fully improved, it has acted as a convenient place for people to meet and socially distance. Lots of coffee being drunk. Good for children - parents don't need to worry so much about their safety. Currently - still looks like a road - but if made permanent this would change. People have taken advantage of the option of sitting outside when/ pubs restaurants open. Much nicer feel. Car parking is convenient (no further than eg Cribbs Causeway)- and people have got used to changes. Alternative route absolutely fine and better route for buses."

Many people were also positive about the changes, feeling that it provided a safer, more pleasant environment to shop, eat and drink. It was also recognised that the scheme was at an experimental stage and that additional improvement to the environment would be required to make it a success.

"I think the closure of the High street is a great idea and would love to see it permanently pedestrianised. It would be nice to see seating and plants out in and cafes/pubs to have seating outside. As a resident who has lived here all her life I think that the change is good and it will make the High Street a pleasant place to go."

"Once the scheme is completed with flower troughs and landscaping, the High Street will be a very pleasant place to walk and shop. At the moment the barriers and signs make the place feel closed and abandoned. Despite the barriers, I have noticed a few drivers who have still driven down the street. Cyclists also need a designated area to ride. At the moment, pedestrians are lulled into a false sense of security, crossing the road without checking for moving bikes."

"This has made Thornbury a more pleasant place to visit. It has made no impact on my ability to access businesses in Thornbury given that access to that car parks has remained."

Theme	Number of comments
Increase in traffic on other roads (dangerous, congestion)	640
Negative impact on businesses (shoppers going elsewhere)	556
High Street decline	504
Impact on disabled/elderly (inaccessible)	308
One way system preferred	303
Cyclists need to be regulated (cycle lane)	238
Support pedestrianising/restrictions	190
More parking spaces (easier access for disabled)	157
Increase in pollution	156
No one walks in road (pavements are sufficient)	136
Businesses don't need outside space (weather permitting)	124
Pleasant environment	95
Temporary bus stop (Rock St) is dangerous	79
No police/ signs enforcing restrictions (people using road)	71
Lack of consultation	70
Loss of parking spaces	67
Concern over anti-social behaviour	64
High Street should be returned to original set up	59
Leading/weighted/biased questions	49
Waste of resources	47
Miscellaneous	45
Increased safety	44
Businesses able to utilise outside space	42
Traffic in High Street is hazardous	38
Speed limits and traffic calming measures	37
Widen pavements, drop curbs etc.	29
More money spent on High Street (landscaping, trees)	27
Encourage events (markets, Christmas lights)	25
Has not helped social distancing (markets, fun days)	23
Less pollution	19
Buses should be allowed on High Street	17
Less traffic/bad parking and congestion	17
Should support local businesses	16
Needs more reviewing before decision is made (after Covid-19)	14
Unloading vehicles need to be regulated	13
Limit parking (excluding disabled spaces)	12
Temporary closures preferred	10
Poor access	9
More pedestrian crossings	9
Need more infrastructure	9
Better access for people	9
Already have space for events	8
Encourage use of other transport (cycling)	6
Only have temporary closures (e.g.weekends)	5

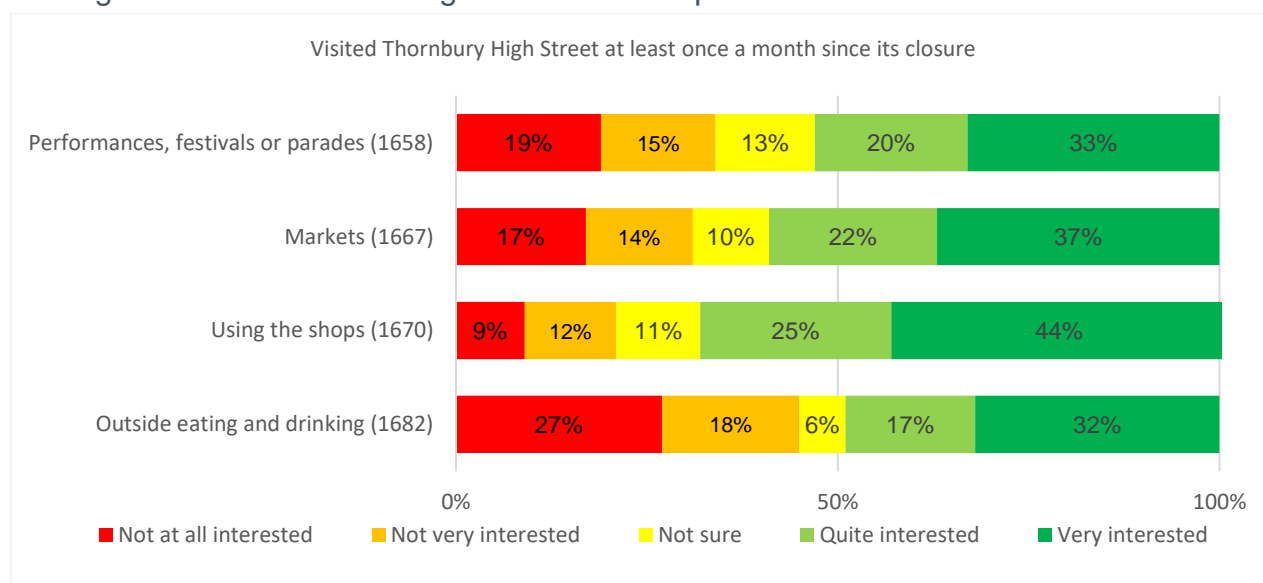
High Street should be free of all traffic	5
Need more facilities (e.g. toilets)	4
Businesses should have adequate access	4
Negative impact on conservation/environment	3
No comment	3
Not needed	1

## 3.6 Future Vision

Respondents were consulted on their views on various activities that could be organised for the High Street, along with ideas for enhancing the environment and improving the facilities.

Those who had visited the High Street regularly since the changes were implemented gave more positive responses compared to those who had visited less than once a month or not at all. The charts below, show the distribution of responses for respondents who visited at least once a month (chart 14) and those who visited less frequently (chart 15) with the green bars showing those who stated they were 'quite interested' or 'very interested'.

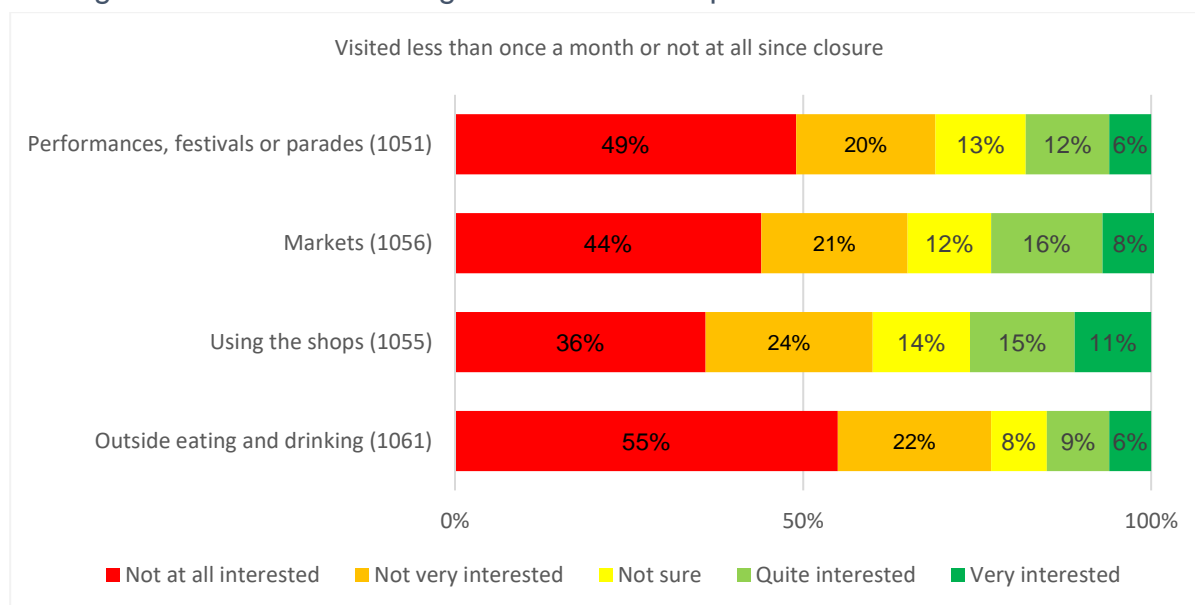
Chart 14: Q16 If pedestrianised, to what extent would you be interested in the visiting/using the High Street for the following activities? - Frequent visitors



Base: Respondents who visited once a week or more often and '1 to 3 times a month' (excludes Don't know/Not Applicable)  
– individual base numbers in brackets



Chart 15: Q16 If pedestrianised, to what extent would you be interested in the visiting/using the High Street for the following activities? - Infrequent visitors



Base: Respondents who visited less than once a month or 'not at all' since 8 June 2021 (excludes Don't know/Not Applicable) – individual base numbers in brackets

### Outside eating and drinking

- 49% of regular visitors stated they would be 'very interested' or 'quite interested' in visiting the high street for outside eating and drinking if the high street was pedestrianised. In contrast, of those who had not visited only 15% were interested and 77% said they would not be interested.
- Of the regular visitors, 51% of local residents were interested compared to 37% of those from the wider South Gloucestershire/Bristol area. 63% of cyclists in this group were positive about this along with 52% of walkers.
- The 25 to 34 age group was the most interested with 74% of respondents interested. Only a third of the over 65s were interested in this.
- There was also less of an interest with those with a disability, with 41% of regular disabled visitors interested compared to 50% of regular non-disabled visitors.

### Using the shops

- 68% of regular visitors said they were interested in using the shops if Thornbury High Street was pedestrianised (with 44% very interested), compared to 25% of those who had visited less than once a month (including 70% of those who had not visited at all).
- 70% of local residents who were visiting regularly stated they would be interested compared to 59% of those from the wider South Gloucestershire/Bristol area.
- Interest was highest amongst the older age groups, with 72% of 25 to 34s interested, 71% of 65 to 75s interested, and 70% of over 75s interested, but less so with the 16 to 24 year old age group, with just over half being interested (51%) and 35% not interested.



- 75% of people from a Black, Asian and Minority Ethnic background were also interested of those who visited frequently compared to 69% of White people in the survey who also visited at least once a month.

## Markets

- 46% of all respondents said they would be interested in visiting a pedestrianised high street for markets, with 44% saying they would not be interested.
- However, this increased to two thirds (66%) interest for those who had visited once a week or more since 8 June. This contrasts with only 24% interest for those who had visited less than once a month or not at all, with 64% saying they would not be interested.
- 56% of those from a Black, Asian and Minority Ethnic background stated they were interested compared to 47% of white respondents. This increased to 70% and 60% respectively for those who had visited at least once a month since the road was pedestrianised.
- Those in the 25 to 34 age group were most positive with 78% of regular visitors saying they were interested, though those over 65 were less likely to be interested (52%) than other age groups.

## Performances, festivals or parades

- 53% of regular visitors were interested in this compared to 18% of those who had not visited at least once a month.
- 63% of those with children living at home and visited frequently were interested as were 74% of 25 to 34 year olds.
- Least likely to be interested were those aged 55 to 64 (55%) and the over 65s (45%).
- This was also likely to be marginally more popular with those who stated they were not disabled (54%) compared to those with a disability (46%).

Q17. Please let us know if there are particular themed markets or events you would like to see in Thornbury.

"I have always struggled with the fact Thornbury is a Historic Market Town, which doesn't really have a market. Local produce and countryside lifestyle markets should be encouraged to return. Who knows - maybe even the odd cow, people would travel to Thornbury to experience a proper country market."

Theme	Number of comments
Re-open High Street/not pedestrianised	1
Miscellaneous	1
Leading questions	1
Only temporarily close High Street for events	1
Already have markets and space (St Marys)	1
No specifics (weekend/weekly markets)	1
Pride event	1
Boxing day meet	1
Charity/club events	1
Green fair ( environmental friendly, gardening)	1
No closures	1
Bring back the old Thornbury market	1
Live music/theatre	1
Night festivals	1
Seasonal markets (Easter, Summer)	1
Support local businesses/produce	1
Farmers market/local produce	1
Carnival/fair grounds	1
Food events	1
Sports/cycle events	1
Cultural/educational events	1
Craft/art events	1
Car/vehicle shows	1
Car boot/flea market	1
Historical/traditional events	1
Technology events	1
Church events	1
Children's/family events	1
Christmas markets	1

### Enhancing the features in Thornbury High Street

Across all profiles, respondents rated having quality paving as the enhancement they rated most important, followed by more bins, benches and dropped kerbs or ramps for crossing.

Chart 16: Q18 - How important would you consider adding the following features for enhancing Thornbury High Street?

	% who rated important or very important	All	Frequent Visitors - Once a month or more (1,764)	Infrequent Visitors - Less than once a month (1,109)	Thornbury Residents (2,147)	Wider South Glos/Bristol residents (639)	Those with a disability (318)	Those with children (0-16yrs) (724)
1	Quality paving (2,660)	71%	76%	62%	72%	68%	69%	70%
2	More bins (2,674)	68%	72%	61%	68%	67%	65%	68%
3	Benches (2,682)	65%	74%	51%	66%	64%	63%	68%
4	More dropped kerbs/ramps for crossing (2,650)	64%	68%	57%	64%	64%	66%	63%
5	Information boards about heritage / history (2,660)	51%	57%	40%	52%	49%	45%	45%
6	Street trees and planting (2,680)	48%	59%	30%	50%	43%	36%	55%
7	Dedicated space for cafe/ restaurant seating (2,685)	42%	53%	23%	45%	33%	28%	48%
8	More open / green space (2,613)	34%	42%	20%	36%	28%	22%	39%
9	Public picnic seating (2,681)	32%	42%	16%	34%	26%	25%	39%
10	Street food stalls (2,657)	30%	39%	17%	33%	23%	22%	36%
11	Children's play area e.g. sandpit / beach (2,659)	16%	20%	9%	17%	12%	11%	25%

Base: Varies by response type –response number in brackets

Regular visitors were more likely to give a higher rating for each criteria when compared to less frequent visitors.

When asked what changes would make respondents visit Thornbury High Street more regularly, 60% of respondents wanted to see a better choice of non-essential shops and 54% wanted to see more choice of everyday shops. 67% of those who have visited 1 to 3 times a month since 8 June 2021, stated this as something that would encourage them to visit the High Street more regularly.

Chart 17: Q19 - Which of the following would make you visit Thornbury High Street more frequently?



Base: All (n=2689)

Whilst those with a disability also rated a better choice of non-essential shops as the most important factor in encouraging more frequent visits, it was lower (44%) than those without a disability (56%).

Table 5: Factors that would make respondents visit more frequently by frequency of visit since 8/06/21, respondent type and families with children 16 or under

	Frequency of visits to Thornbury High St since 8 June				Respondent Type		Disability		Families with children (0-16 yrs.)
	Once a week or more often	1 to 3 times a month	Less than once a month	Not visited since 8 June	A local resident of Thornbury	A resident of the wider South Glos / Bristol area	Not disabled	Disabled	
<b>Base</b>	<b>1035</b>	<b>648</b>	<b>744</b>	<b>254</b>	<b>2006</b>	<b>595</b>	<b>2167</b>	<b>288</b>	<b>683</b>
Click and collect services from shops	260	157	133	48	462	113	482	65	164
More places to eat and drink	25%	24%	18%	19%	23%	19%	22%	23%	24%
	327	160	123	37	514	123	566	48	206
	32%	25%	17%	15%	26%	21%	26%	17%	30%
<b>More choice of everyday shops (e.g. food)</b>	<b>641</b>	<b>378</b>	<b>343</b>	<b>84</b>	<b>1139</b>	<b>278</b>	<b>1216</b>	<b>127</b>	<b>379</b>
	62%	58%	46%	33%	57%	47%	56%	44%	55%
<b>Better choice of non-essential shops (e.g. gift / toy / clothes / florist)</b>	<b>677</b>	<b>435</b>	<b>409</b>	<b>97</b>	<b>1244</b>	<b>334</b>	<b>1352</b>	<b>151</b>	<b>436</b>
	65%	67%	55%	38%	62%	56%	62%	52%	64%
More leisure activities / facilities	211	119	85	29	355	80	379	36	186
	20%	18%	11%	11%	18%	13%	17%	13%	27%
None of the above / not applicable	131	81	130	71	289	105	313	63	70
	13%	13%	17%	28%	14%	18%	14%	22%	10%
Other	85	64	163	53	272	81	275	49	117
	8%	10%	22%	21%	14%	14%	13%	17%	17%

Base: All respondents (n=see individual column headings)

More leisure activities/facilities are more appealing to those under 45, but are less likely to be a reason to increase visits for those over 45. This was also the case with having more

places to eat and drink, which was highest with those in the 16 to 24 and 25 to 34 age groups.

Table 6: Changes that would encourage more visits by age profile

	Age						
	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75
<i>Base</i>	58	232	364	472	493	553	308
Click and collect services from shops	15 26%	65 28%	93 26%	120 25%	98 20%	120 22%	42 14%
More places to eat and drink	24 41%	103 44%	128 35%	125 26%	116 24%	95 17%	31 10%
More choice of everyday shops (e.g. food)	22 38%	135 58%	203 56%	268 57%	274 56%	297 54%	164 53%
Better choice of non-essential shops (e.g. gift / toy / clothes / florist)	28 48%	148 64%	230 63%	279 59%	303 61%	346 63%	184 60%
More leisure activities / facilities	17 29%	75 32%	122 34%	91 19%	57 12%	48 9%	14 5%
None of the above / not applicable	12 21%	21 9%	37 10%	65 14%	75 15%	93 17%	67 22%
Other, please state below:	8 14%	33 14%	68 19%	79 17%	65 13%	48 9%	32 10%

Base: All respondents (n=see individual column headings)

#### Q19. Which of the following changes would make you visit Thornbury High Street more frequently? **'Other' responses**

Many respondents wanted to see the High Street reopened to traffic, whilst many respondents stated that a more diverse range of shops and improved parking were the factors that would lead them to visit the High Street more frequently.

"Reverting back to being able to park on the high street would make me use the high street more."

"The high street suffers in the worst weather. Any undercover areas or areas or a few designated 20min car spaces close to the high street I think."

"You need to make it attractive for quality boutiques and restaurants (and not the ubiquitous high street retailers and fast food outlets). Thornbury High Street needs to retain its uniqueness and not adopt all the other standard fast food/convenience/coffee shop chains."

"The high street does not have a variety of independent shops. Too many charity shops, large chains banks and pubs. I like the idea of a pretty market town which has outdoor seating and shopping, but current selection is not supporting the image trying to be sold."

"Repave the whole pavement and road area to be one single level, so that it feels like a real pedestrian area rather than a just a street with no cars."

"Better parking for disabled people!! What disabled parking there is in the High Street due to the closure of the High Street isn't enough, so we want the High Street to re-open as normal. No to the Permanent Closure - Biggest Mistake Ever for Thornbury."

Theme	Number of comments
Reopen High Street (no pedestrianisation)	192
More diverse shops/support local businesses	188
Better parking (High Street)	177
No change/pedestrianisation	39
Miscellaneous	36
Less charity shops/cafes	31
Better access (incl. disabled)	29
More green space/outdoor areas/seating	21
One way system	19
No need for more outside facilities	15
Already visit frequently	13
More events (e.g. markets)	12
Lower business rates/rents (independent shops)	11
Pick up/drop off area	9
Better facilities (public toilets, bins)	9
Pedestrianising High Street (repave area)	9
None	8
More facilities for children/young people	7
Better maintenance of public areas	5
Bus services	4
Longer opening times in shops	4
Frequent public transport	3
Facilities for cyclists	3
Better atmosphere	3
Encourage use of shops	3
Post-Covid	3
Less cyclists	2

<b>Make it a destination</b>	2
<b>Increased road safety</b>	2
<b>Already a conservation area</b>	2
<b>Empty shops used for residential</b>	2
<b>Biased questions</b>	2
<b>Concern over anti-social behaviour</b>	1
<b>Safer walking routes</b>	1
<b>Better signage (e.g. car parks)</b>	1
<b>History boards (educating about Thornbury)</b>	1
<b>Delivery areas for businesses</b>	1
<b>Shopping centre</b>	1
<b>Better traffic system (reduce congestion)</b>	1

Businesses owners and managers were also specifically asked what support they would like to see to support them in the future:

Q30. What is the greatest challenge to your organisation in Covid-19 recovery and what support could the council offer to help your business adjust to the new normal and thrive in the future?

Business managers and owners felt that the road closure was impacting on their trade during the Covid-19 restrictions as people were unable to make short trips and park outside their shop or business. Others felt the changes had been positive, but more needed to be done to improve access and encourage visitors to the town.

“Getting customers back in the shop. You could help by providing more shop local campaigns, Covid signage both in the shops and on the high street, and re open the High Street to traffic even if it's one way. We need footfall to survive. No customers means no shops. No shops mean no people coming to our beautiful High Street. We are all open to change when it is needed, but this change is not the right one for Thornbury.”

“Get potential customers into High Street and ensure the balance is not moved overly towards turning it into a park /children’s play area/dog walking facility.”

<b>Theme</b>	<b>Number of respondents</b>
<b>Open Thornbury High Street</b>	11
<b>Maintaining parking (disability access)</b>	5
<b>Assist with advertising</b>	4
<b>Business closing/losing business</b>	4
<b>Don't close highstreets (reduced access)</b>	4
<b>Encourage people to visit</b>	4
<b>Assist with business rates</b>	4



<b>Enforce use of facemasks/social distancing</b>	<b>4</b>
<b>Supporting businesses</b>	<b>3</b>
<b>Fearful for smaller businesses</b>	<b>3</b>
<b>Better access for customers</b>	<b>2</b>
<b>More variety of shops</b>	<b>2</b>
<b>Training on topics (online business, SEO)</b>	<b>1</b>
<b>People not visiting high streets</b>	<b>1</b>
<b>Better Covid-19 signage</b>	<b>1</b>
<b>Benefits of events, activities</b>	<b>1</b>
<b>Keeping staff</b>	<b>1</b>
<b>High street decline</b>	<b>1</b>
<b>Better consultation on new ideas</b>	<b>1</b>
<b>Outside space</b>	<b>1</b>
<b>Not offered support for business</b>	<b>1</b>
<b>Covid-19 rules are unclear</b>	<b>1</b>
<b>Better communication from government</b>	<b>1</b>

## 4.0 Focus group findings

### 4.1 High Street Catalyst Project

#### Thornbury High Street focus group analysis

##### Introduction

The purpose of this document is to present the outputs of the focus groups arranged by South Gloucestershire Council (SGC) and facilitated by Atkins and Town Centred to feed in to a wider consultation report compiled by SGC combining the responses of all community engagement carried out for the future of Thornbury High Street. This document will begin by detailing the format of the focus groups and how they were organised, followed by the levels of participation for each group. After, the results of a quantitative exercise carried out in each group are presented. Following that are the outputs of the discussion areas broken down by group and finally the overall common themes are drawn out and concluding with the next steps.

##### Focus group structure

- Initially, SGC arranged six focus groups:
- Chamber of Commerce
- Businesses not represented by the Chamber
- Hospitality businesses
- Town and Ward Councillors
- Seldom heard groups
- Residents

Each focus group was set up to run for 45 minutes and held virtually on Microsoft Teams. SGC sent targeted invitations through known contacts and channels, including the mythornbury forum to encourage participants to obtain tickets via Eventbrite.

Each ticket holder was emailed the link to their specified focus group, along with a link to a Google Jamboard, which is a virtual whiteboard and sticky note tool. The link to the Jamboard was set to 'viewer' mode, just to make sure participants could access it prior to the meeting. Just before the start of each focus group, the settings of the Jamboard were changed to 'editor' mode to allow participants to write on the virtual white board when promoted.

Each focus group followed the same format. Firstly, SGC introduced the people on the call and the roles of the facilitators, along with an introduction of the High Street Catalyst project and how the results of the focus group will be used. SGC officers informed participants that the facilitators were not aware of the outcome of any previous engagement and therefore were approaching this engagement impartially to find out more about the needs of the community for the future of their High Street.

SGC handed over to the main facilitator for each group, who ran through some housekeeping notes, including the request to see things from other people's perspectives and presented some ideas on the function of high streets and what makes a great place from

the Project for Public Spaces website ([www.pps.org](http://www.pps.org)) and examples of exemplary high streets.

The first task for the groups was to think back to life pre-Covid-19 and give Thornbury High Street a score from 1 to 5 in terms of its:

- Sociability- how welcoming and neighbourly it feels
- Uses and activities- how fun, active and special it feels
- Accesses and linkages- how well connected, accessible and walkable it is
- Comfort and image- how safe, clean and attractive it is

The focus groups then moved on to present examples of exemplary high streets, including artist impressions of how Thornbury High Street could look. We then discussed the categories from the score card exercise in more detail, using the Google Jamboards to share ideas. For participants who did not want to use the Jamboards, the Teams chat box was used to capture some points. For any points made verbally, the Atkins team made notes and stuck them on the Jamboards throughout the discussion.

The focus groups were concluded with SGC officers reiterating next steps and thanking everyone for their participation.

### Levels of participation

Twenty tickets were made available for each of the six focus groups. Levels of participation were as follows:

- Chamber of Commerce- 17 participants
- Businesses not represented by the Chamber- 2 participants
- Hospitality businesses- 1 participant
- Town and Ward Councillors- 4 participants
- Seldom heard groups- 3 participants
- Residents group 1- 20 participants

The residents' tickets sold out quickly and there were around 60 people on the waiting list. As a result, SGC arranged three further focus groups, including one dedicated to residents of the High Street itself. Attendance of the additional focus groups were as follows:

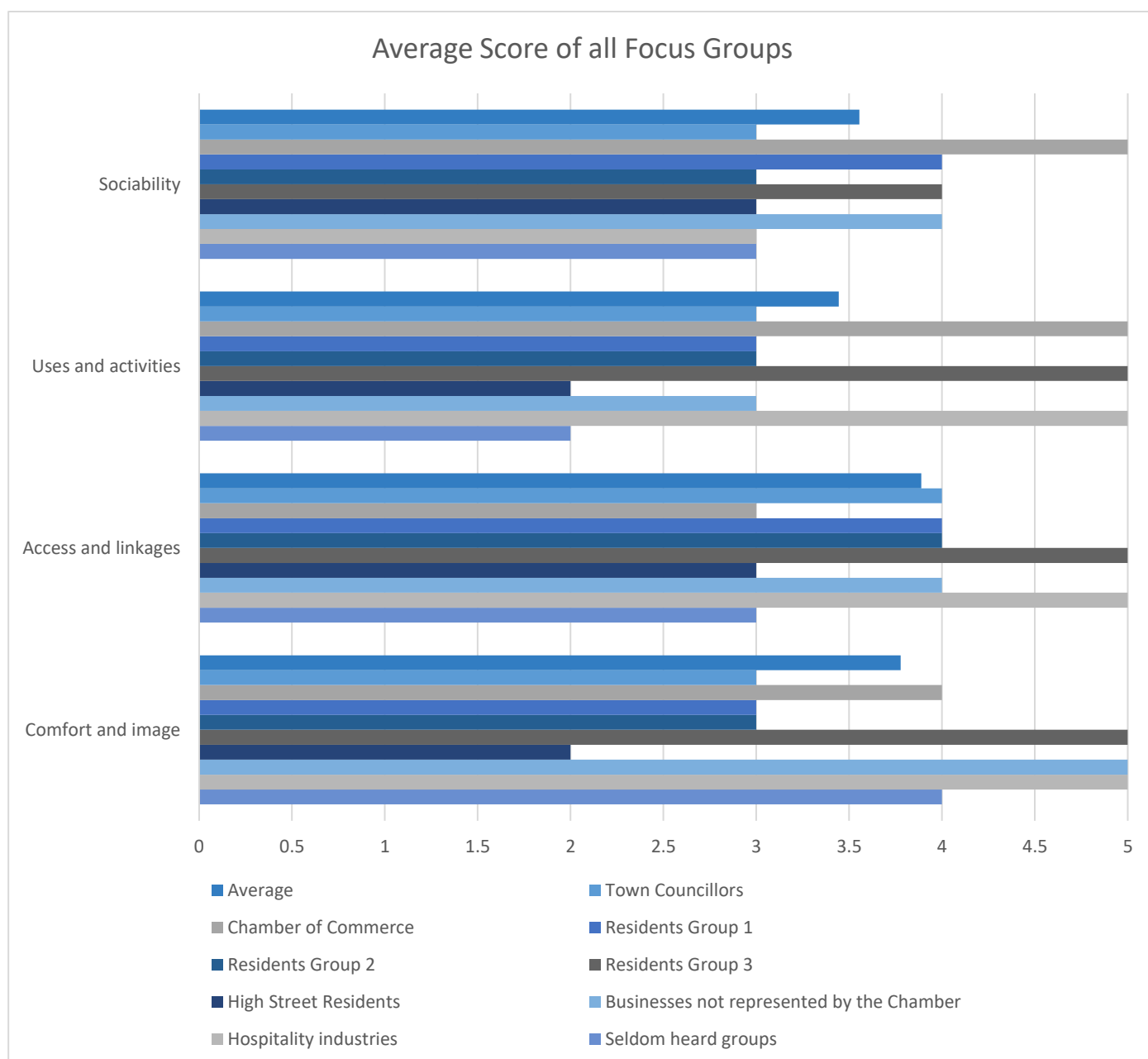
- Residents group 2- 12 participants
- Residents group 3- 14 participants
- High Street residents- 7 participants

### Score card outcomes

Each focus group contained a task to ask participants to think back to life pre-Covid-19 and score Thornbury High Street from 1-5 in terms of its:

- Sociability- how welcoming and neighbourly it feels
- Uses and activities- how fun, active and special it feels
- Accesses and linkages- how well connected, accessible and walkable it is
- Comfort and image- how safe, clean and attractive it is

Participants were asked to either verbally tell us their scores or to type it in the chat box on Teams. An average score was taken for each category and the results were as follows:



Points to highlight from this graph is that for sociability, scores were between 3-5, with the Chamber of Commerce rating this highest with a score of 5. For uses and activities there were more differences in opinion, with High Street residents and seldom heard groups scoring low with 2, yet the Chamber of Commerce, resident group 3 and hospitality businesses scoring highest with 5. Access and linkages, again, were scored between 3-5 by each group, with resident group 3 and hospitality businesses scoring highest for this with 5. Comfort and image was another category where there was more differences in opinion with High Street residents scoring lowest with 2 and resident group 3, businesses not represented by the Chamber and hospitality businesses scoring highest with 5. The average scores for all groups for each category were between 3-4.

During the exercise, there were often comments that some participants would score differently and lower if they were to rate the High Street as it is now. Conversely, High Street residents commented that they would score higher if they were scoring the High Street as it is now, which were elaborated on in the discussion section of the focus groups.

### Outcome of discussions

The categories of the score cards were then discussed in more detail with each group. Participants were invited to share their thoughts by writing notes on the Google Jamboards or posting in the Teams chat box. There were also verbal discussions and Atkins colleagues made notes of the discussion and added them to the Jamboards in real time.

The Jamboards remained open for participants to edit an hour after the meetings, so that anyone could post additional thoughts once the meeting had closed. Participants were encouraged to use a 'General comments' Jamboard if they had anything else to add and there was a page on the Jamboard to contribute any feelings with regards to what people liked about Thornbury High Street. Not all groups opted to do this and made their points in the main discussion areas instead.

This section presents the feedback of all methods (Jamboards, Teams chat and verbal discussions) for each group for each of the categories discussed. The notes are what people want to see more of in Thornbury High Street to improve the sociability, uses and activities, access and linkages and comfort and image.

Many of the discussions saw participants use either the 'What do you like about Thornbury High Street' or the 'sociability' category to share their thoughts on many of the other categories, as this was the first opportunity for open comment and discussion. Some of these thoughts were repeated in the subsequent categories, however these categories often contained comments relating to other aspects.

### Chamber of Commerce

#### **What do you like about Thornbury High Street?**

- The traditional look of the High Street- it has its own charm
- It works as a pop in and out access
- Short stay parking on the High Street for ease of access for less able people
- The view of the High Street as you drive in
- Being able to drive up and down
- Current restrictions send visitors around the town to Aldi and a car park, so doesn't entice return visits
- Feel good factor as you drive through the town
- Heart of the strong community

#### **Sociability**

- Easy and convenient access to the High Street – people can just 'pop in'
- Open High Street both ways
- Traffic calming measures, such as 20mph speed limit
- Access for all residents who rely on Thornbury
- Makaton symbols around Thornbury

- Signage: dementia friendly
- Less able shoppers to have mobility options as well as parking in the High Street
- Railway to come into Thornbury

### **Uses and activities**

- One off events- Carnival parade
- Christmas lights switch on
- Boxing Day Hunt
- Arts Festival
- Castle Street Food Market
- Regular scheduled events to bring people to Thornbury
- Quarterly food fair
- Extended farmers market (if outdoor hospitality is encouraged, may need to look at under cover seating areas)
- High Street could shut for one weekend every month in the summer months for different events to take place
- Need for better restaurant choices
- More diversity in the shops – Fishmongers or butchers, new clothes shops e.g. Joules, White Stuff
- Anchor quality stores – M&S or Waitrose
- Access for click and collect
- Disabled parking
- Access and linkages
- Multi-storey car park
- Need to provide more short stay parking to encourage people to use Thornbury
- Castle Court car park floods in heavy rain and is far away for people with mobility issues
- Car Park underground?
- Buses- reinstate routes lost due to COVID-19
- Shuttle service from car parks to the High Street
- Park and ride
- Parking in the High Street
- Disabled parking spaces on the High Street. Car parks are too far away for disabled shoppers. Also, could be helped by dropped kerbs and providing mobility options e.g. wheelchair hire
- Electric Vehicle charging points – help to encourage Thornbury as an alternative to motorway services
- Short stay 20 minute parking
- Reinstate traffic either one way or two way
- Cyclists- come too fast downhill into Thornbury and there's a worry that if its pedestrianised cyclists will go too fast through Thornbury
- Cyclists should follow traffic routes
- Bike racks

- Signage: remove the sign on A38 telling to avoid Thornbury
- Railway station

### **Comfort and image**

- Need to keep the charm of Thornbury pre-COVID, not too many changes are needed
- Keep hanging baskets and events like Christmas Lights
- Financial support- could be used to smarten up shop fronts e.g. replacing windows, repainting fronts
- Traffic around Rock Street junction is incredibly unsafe – the junction is too small for the volume of traffic
- Move bus stop back to High Street – better access and safer than at Aldi
- Step free access: like in Cirencester (middle of it)

### **General comments**

- High Streets are struggling and traders are working hard to run their businesses, so not sure why SGC decided to choose Thornbury High Street to close to traffic.
- Need access for deliveries- some businesses are only accessible from the High Street.
- Open High Street both ways.
- Zebra crossing at the end of the Arcade.
- 20mph speed limit.
- Traffic calming.
- Make access easy and convenient.
- Disabled parking.
- EV charge points.
- No large trees- it covers up shops.
- Consider the impact of closing the High Street while work is being carried out.
- Already have a pedestrianised area in St Mary's Centre. One way would be better than complete pedestrianisation.

### **Overall, the points made by the Chamber of Commerce are:**

- Open up the High Street to traffic, at least one way
- Improve the visibility of the High Street
- Need to be able to 'pop in' to shops
- Speeds to be lowered
- Make the High Street more accessible to all customers, particularly those with mobility issues through improved disabled parking
- Supportive of events, including some throughout the year that close off the High Street to through traffic
- More diversity in shops
- More and accessible car parking
- Buses, park and rides and/or shuttle buses from car parks
- Rail station
- EV charge points



- Cycle parking
- Concern over speed of cyclists
- Improved wayfinding
- Maintain floral displays
- Improved shop frontages
- Reduce traffic demand on Rock Street

## Businesses not represented by the Chamber

### **Sociability**

- Could still have traffic going one way to relieve Rock Street
- Change the surface of the road
- Need to blur lines between pavements and road – pedestrians to feel safe enough to walk in the road
- Planters have been vandalised and not well maintained
- Support from South Gloucestershire Council with regards to business rates
- More businesses to attract people to the area to spend time – fill empty units
- Area in front of Heritage Papilio and Prezzo could be widened

### **Uses and activities**

- Business rates are off-putting for new businesses
- Shops to attract people to the area and keep people in Thornbury to prevent having to go to the Mall
- Have enough charity and coffee shops
- Small independent shops, clothes shops, local butcher or deli
- Events for local people
- A fun day with local stalls, fun fair, music and a carnival feel

### **Access and linkages**

- Road and pavement surface
- Make it one surface
- Dropped kerbs to make it more accessible
- Vehicles in one direction so people know where traffic is coming from
- Walking with children is not comfortable at the moment
- More enforcement on traffic regulations
- People park in disabled spaces all day – people then must make a U-turn in the road if they're full
- Disabled spaces occupied by non-disabled badge holders
- Actual road sign on the wrong side of the road (no entry sign)
- Make cyclists dismount as they're too fast

### **Comfort and image**

- More greenery

- Thornbury in Bloom do a good job
- Could have more planters – bright and colourful. Could be sponsored by local businesses to maintain them
- Buildings look run down – Welcome Back Fund could work on the aesthetics of the High Street
- Better seating outside Heritage Papilio

**Overall, the points made by the businesses not represented by the Chamber are:**

- Traffic to use High Street one way to relieve Rock Street and for people on High Street to know where traffic is coming from
- Blur lines between footways and carriageway- remove kerb lines
- Different surfacing to delineate differences in use
- Help with business rates to attract more/diverse businesses
- More events
- Widen footways
- Enforceable disabled parking
- Improved legibility and wayfinding
- Reduce cycling speeds
- Improved planting and sponsorship of planting
- Improved shop frontages
- Improved seating

## Hospitality businesses

### **Sociability**

- All one level – no pavements
- Plant trees – not necessarily more plant pots
- Mid-week market, vintage fair, local fair or family fun day to attract more people in

### **Uses and activities**

- More variety in shops
- Already lots of hairdressers, solicitors and coffee shops
- Could have a men's clothes shops, shoe shop
- Businesses aimed at younger people
- Things to encourage people to stay in Thornbury, not go to Cribbs
- Used to do a food fair – maybe once a month

### **Access and linkages**

- Access for disabled people – more spaces and enforce them better
- Mobility scooters to be considered
- No one pays attention to closed signs
- Cyclists come wrong way down the High Street and fast
- Open gateway by Thornbury bargains

- People to feel more relaxed – blind customers can feel safer and no kerbs would help. Ideally have road and pavements all at one level
- Need to ensure the alleyway from St Marys Car Park to the High Street remains open
- People who are pro the closure are being overshadowed by the people against it. There's a lot of negativity around the closure

### **Comfort and image**

- Soften it up with trees
- Something for kids to do / entice younger families in e.g. carousel
- Events in the High Street
- Maybe not more external traders – events run by local traders
- Places to sit and have takeaway coffee, chips etc.
- All one level

### **Overall, the points made by the hospitality businesses are:**

- Supportive of closure to through traffic
- Remove kerbs to make surface all one level
- Improved planting
- More events to attract people in
- More activities for families
- More diversity in retail offer
- Increase and enforce disabled parking
- Reduce cycling speeds
- Consider access for people with mobility and visual impairments
- Improve permeable access through lanes
- Improved seating

### **Town and ward councillors**

#### **What do you like about Thornbury High Street?**

- Not much at the moment because it is not a clean environment to sit for a coffee
- Variety of architecture
- Quality market
- Planters need to be secured
- People need to feel safe
- Space for activities

### **Sociability**

- Need to make elderly and less mobile residents feel welcome
- Open air place to sit and eat
- Permanent planters
- More benches
- Open air events, markets, and entertainment
- Improving entertainment

### **Uses and activities**

- Work collaboratively with markets/shopping centres. Need protection for the central area of retail
- Chamber should coordinate all business to enable a cooperative approach
- Need the right atmosphere to attract new businesses
- Markets (local people), events – school children involved
- Grants (e.g. music from local people)
- Boutique style places
- Difficult to judge which premises will still be present after lockdown

### **Access and linkages**

- Need to open footpath from St Mary Centre to the High Street
- Access from the south of High Street is not as accessible as it used to be. Thought needs to be given to how this'll be accessed if the High Street closes
- Encourage local people to come into Thornbury
- Look at footways and cycle routes from local surroundings – add signposts with walking routes and distance or time
- Cyclists from further afield use Thornbury cafes etc but should also be encouraging local people to cycle in too – cycle racks in the High Street could encourage this
- Cycleways to be considered (enormous use of cyclists)

### **Comfort and image**

- Blur lines on the old road to make people comfortable walking
- Parking
- Permanent planters

### **Overall, the points made by the town and ward councillors are:**

- Make more accessible and welcome to elderly and less mobile residents
- Improved seating
- Improved planting
- More events
- Collaborative working with the businesses
- Grants to encourage events
- More diversity in retail offering
- Improve permeable access through lanes
- Improved wayfinding
- Improved cycle parking
- Maybe segregated cycle way
- Blur lines between footway and carriageway
- Improved parking

## Seldom heard groups

### **Sociability**

- Have to consider what Thornbury is – it's in rural South Gloucestershire and is known for having independent shops (that creates the unique atmosphere)
- Flowers
- Places to sit

### **Uses and activities**

- Times when High Street has been closed for occasions e.g. Christmas events have all been well supported
- Frome shares similar independent feeling to Thornbury and have a monthly artisan market where the town is closed off. Frome also has promoted better care facilities
- Could introduce continental or local markets
- Like the independent nature of the shops and hospitality
- Medical centres and dental practices

### **Access and linkages**

- Crossing points- people struggle to cross Rock Street
- Level surfaces could allow people to use the High Street in different ways
- High Street shouldn't be pedestrianised- part of the town already is
- Traders need the High Street to access deliveries as some have no back access
- Would make it harder to access by people with disabilities
- Parking
- Part of the High Street is narrow so you would have to be careful about position of blue badge spaces
- Thornbury is on a hill. The car park round the back means that people must climb a slight hill to access GP practice, post office and pharmacy
- People get confused using the Aldi supermarket car park. The short stay is well enforced but not clear
- Signage should be clearer with regards to long stay or short stay. Signs from car parks could help with wayfinding
- People would like to park as close as possible to shops
- Potential to use time sensitive parking close to/on the High Street so spaces are not occupied all day
- Scooters, electric scooters and cyclists are a concern for some people
- Raised bed and places to sit are nice ideas but weather may reduce their use
- Need more community transport
- Walking trails from town to countryside

### **Comfort and image**

- Public toilets – not sure how many there are or where they are
- Disabled friendly toilets
- Personal care facilities

- Changing places

**Overall, the points made by the seldom heard groups are:**

- Celebrate its unique identity
- Improved planting
- Improved seating
- Would welcome more events and markets
- Events where road is closed temporarily
- Not supportive of full closure all the time due to limitations on deliveries and disabled access
- Level surfaces between road and footway
- Improved crossing points, particularly on Rock Street
- Improved parking, particularly for mobility impaired people, short stay parking close to shops
- Improved wayfinding and car parking information
- Reduce speed for cyclists and scooters
- Improved public conveniences and changing places
- More health centres for growing population
- Community transport
- Walking trails

**Residents group 1**

**Sociability**

- Keep the visibility of the High Street – allow visitors to see the High Street and that it's an attractive place
- Solve Rock Street traffic problems by inviting people through the town centre
- Could reduce High Street traffic with a single lane in the middle of the road
- Reduce danger of large delivery vehicles in a shared space
- Allow visitors to drive through
- Make it more vibrant with a greater choice of shops
- However, this shouldn't force independent traders out of business due to being unable to compete with larger firms
- Access for disabled people up and down the High Street
- Increase bus and local transport access from the High Street
- Buses can drop people off so they can meet and shop without walking too far
- Designated seating areas

**Uses and activities**

- Markets / Street fairs – using mainly local businesses. These should focus on existing traders not outside traders
- Could be held on a Sunday when shops aren't available
- New shops – butchers, bakers etc

- Work with owners of the already pedestrianised area (St Mary Centre) to use that as a social space
- Day events that could close the High Street
- Parades – local community groups from Thornbury. Gives them a chance to let people know what groups are available in Thornbury
- Christmas lights event
- Summer fair
- Local music groups encouraged to perform in the High Street
- Running / sporting events that start / end on the High Street – fun runs
- Improved seating areas that allow small groups to socialise
- Charging hub for electric vehicles

### **Access and linkages**

- Parking
- Must have parking for blue badge holders. Disabled parking must be in the middle of the High Street
- More general car parking for people living in outlying villages that drive to Thornbury
- Parking should remain free
- Accessibility
- Dropped / no kerbs
- Lack of safe crossing points, especially across Rock Street
- Wider pavements to allow access for all. Cyclists should not use pavements and have speed limits
- Blended approach required
- Dedicated loading / unloading areas for businesses
- One-way system up the High Street so Rock Street isn't overwhelmed and becomes dangerous
- Would prefer designated spaces for different users, not shared spaces
- The street is wide enough to accommodate different modes, but without markings its chaotic
- Improved bus services

### **Comfort and image**

- A clear shared space
- At the moment sharing with delivery drivers is dangerous as its not clear or obvious to drivers that its shared
- Clearly designated pedestrian areas and cycles lanes, with drivers still being able to drive through and see shops on the High Street
- One-way reduced speed access with wider pavements and sloping curve. The road could be shut between certain times to allow for a larger social space
- Crossing between WHSmith and Prezzo
- All changes should provide for future uses
- Electric vehicle use



- All additional infrastructure should be in keeping with conservation status
- Social areas
- Seating, more bins

### **General comments**

- Limited time to get points across
- What problem are we trying to solve with the changes?
- Has the impact on the High Street of the growth in Thornbury been considered? There will be more traffic as there is no alternative.
- How can these funds be better used to support local people?
- What impact on Covid had the changes had?

### **Overall, the points made by the residents group 1 are:**

- Maintain access for cars on High Street- maybe one way to relieve Rock Street
- Ensure delivery bays are clear
- Improve diversity of retail offer
- Improved accessibility for disabled people
- Wider footways and blurred edges between road
- Improved bus services on High Street
- Improved seating
- Markets and events- focus on local traders
- Events that could close the High Street on occasion
- EV charging points
- Improved parking, particularly disabled parking
- Improved crossing points on Rock Street and High Street
- Reduce speed of cyclists
- Would prefer marked, designated spaces for different users, not all shared
- In keeping with the conservation area
- More bins

### **Residents group 2**

#### **What do you like about Thornbury High Street?**

- Zoning is key- concerned about hospitality invading residential space
- Lots of potential but needs to be done sensitively
- One way system up the High Street, reduced road width
- Timed access for vehicles or permits
- Zebra crossing at Grace Lodge
- Like the new layout- space for people rather than cars, so safer for families, community space, potential green space
- Lovely architecture
- Kerbs need to be removed and level
- Concerned about ageing population and how they access the High Street

- Avoid events that take away from shops
- Effect on Rock Street needs to be considered
- Disabled access needs to be considered
- Shared space could be considered
- Capability of more markets if traffic removed
- Consider consequences on other roads of removing traffic

### **Sociability**

- Additional crossing from Grace Lodge
- Encourage hospitality to use new space
- More tables and places to sit
- Was always social prior to closure
- More dropped kerbs- helps mobility scooters and buggies
- More markets
- Consider impact on Rock Street
- Hospitality spilling out onto streets not preferred on people's door steps
- Would prefer through traffic and buses
- Opportunity to pop in to shops
- Consider residential uses
- Improved surfacing to be welcoming to pedestrians
- More independent shops
- Would like one way traffic

### **Uses and activities**

- One off events
- Intimidating to walk through crowds of people outside pubs
- More family friendly spaces due to changing demographic in the town
- Enjoy the pedestrianisation- feel safer with children
- One way street could give access for all
- Has become unusable due to no parking on the High Street
- The scheme has been forced upon residents
- Regular street market
- Need to encourage people to walk
- Consider other spaces away from the High Street for events
- More shops and better diversity
- Mixture of through traffic with ability to close from time to time

### **Access and linkages**

- Concern over speed of cyclists
- Some are discouraged from High Street due to high levels of traffic
- Rock Street to be made 20mph
- Better crossings

- Like the idea of shared space
- Shared space does not work well
- One way working and slower speeds
- Buses now have to use Rock Street, which is inconvenient
- Consider the impact on Rock Street and people having to cross it
- Cannot stop in cars close to shops
- Like the increased cycle parking
- Keep two way for cycling
- Previous situation worked well
- Most shops are against the closure

### **Comfort and image**

- How would we allow access for some vehicles? Bollards, permits?
- Best image of Thornbury is travelling down High Street
- Buildings need tidying up
- Buses should access High Street
- Like the benches and planting
- Limit delivery times
- Impact of drinking and anti-social behaviour
- Would like bollards and timed deliveries
- People will get used to pedestrianisation and use the space more
- Enjoying the absence of cars
- Like the reduced noise
- Provides a nudge to use cars less
- Concerned about air quality on Rock Street

### **General comments**

- Supportive of shared space
- Either revert to previous layout or one way working
- Supportive of pedestrianisation
- Need more consultation
- Examples of High Streets are not relatable to Thornbury

### **Overall, the points made by the resident group 2 are:**

- Some would like to open to through traffic or one way working
- Some support for pedestrianisation and timed access for some vehicles
- Support for closure for events
- Remove kerbs
- Need access for mobility impaired
- Consider impact on Rock Street- road safety and air quality
- Improved crossings
- More seating

- More markets
- Consider negative impacts of increasing space for hospitality venues and anti social behaviour
- Would like to be able to pop in to shops easily
- Improved surfacing
- Buses to use the High Street
- More retail diversity
- Speed concerns
- Cycle parking
- Mixed support for shared space
- Need visibility of High Street for visitors
- Improve shop frontages

### Residents group 3

#### **What do you like about Thornbury High Street?**

- Traffic on Midland Way and Rock Street is a concern and creates air quality issues
- Consider those who live within the closure
- Enforce disabled spaces
- Develop existing pedestrian area- don't ruin the charm of the High Street
- It is charming with a sense of community
- Being able to access all shops by car as car parks too far
- Enforce cycle and car restrictions
- Needs to be at least one way

#### **Sociability**

- Market on the High Street
- Return to two way working or at least one way
- Buses need to return
- Wider footways
- More planting
- Disabled access/access for the elderly
- High Street is main thoroughfare
- Herringbone parking with disabled bays
- Lots of new development- Rock Street too congested
- Restrict to 20mph
- More crossing points
- High Street welcomes visitors- needs more visibility

#### **Uses and activities**

- Events throughout the year to encourage more people in
- There is plenty of room for activities without closing High Street
- Some businesses need access from the High Street

- Bandstand
- More music events
- Thornbury does not have same footfall as some of the examples shown
- Two way working does not seem to be an option on offer
- Don't want High Street to stagnate
- More festival types of events

### **Access and linkages**

- One way system and wider pavements
- Bus access
- Disabled parking
- Short stay parking
- Liked the layout how it was
- Open up linkages between High Street and car parks that have been closed
- Herringbone parking
- Ensure access for residents of the High Street
- Previous situation only needs minor tweaks
- Reduce speed limit

### **Comfort and image**

- More events
- One way
- Herringbone parking
- Reintegrate St Marys Centre within remit of town
- Wider pavements
- More planting
- More police in evenings- people scared by large numbers of customers in pubs
- More traffic enforcement
- Improved parking
- Disabled parking
- High Street needs to be bustling- people walking do not generate this
- Improve crossings
- Support for Thornbury in Bloom and Christmas Lights

### **General comments**

- Put it back to how it was
- Opposition to the closure
- More people want at least one way than full closure

### **Overall, the points made by the resident group 3 are:**

- Need to consider air quality safety impact on Rock Street
- Enforce and increase disabled parking
- Would like open to traffic, at least one way

- More markets and events
- Buses to serve the High Street
- Wider footways
- More planting
- Improved parking
- Reduce speed
- Improved crossings

## Residents of the High Street

### **Sociability**

- Needs more planting and trees
- More places to allow people to sit and gather
- Like the example of Walthamstow that is mostly closed but allows some access through
- Would like full closure to traffic but may not be feasible
- Lack of traffic makes it more relaxed
- Would like better surfacing and wider footways
- Very noisy with traffic before
- Closure allows more people to be socially distant
- Appreciate the impact on Rock Street

### **Uses and activities**

- Street activities- theatre, music, arts trails
- Better legibility of shops that are not on the High Street
- More diversity in retail offering- bakery, fishmongers
- More markets and different types of market
- Busking
- Shop map

### **Access and linkages**

- Better connections between High Street and car parks through alleys
- Improve surfacing- not cobbles
- Removing vehicles is better for pedestrians
- Car parks are not far from the High Street to walk
- Speed bumps

### **Comfort and image**

- Improved places to congregate
- Buildings already have charm, just need the physicality of High Street improved

### **Overall, the points made by the residents of the High Street are:**

- More planting
- More seating
- Supportive of closure to through traffic

- More events and markets
- Better legibility of what's on offer
- Improved connectivity to car parks
- Improved surfacing
- Speed restrictions

### Collaborative working

Each group was asked for their thoughts on what local organisations, partnerships or talent could help to implement some of the improvements they suggested. Suggestions are:

- Churches
- School partnerships
- Chamber of Commerce
- Town Council
- Carnival roundtable
- Community and voluntary groups
- Thornbury volunteers
- Lions Club
- Rotary
- Businesses on local trading estates and wider area
- Evening security presence
- Thornbury in Bloom
- Food fairs
- Arts festival
- Thornbury Welcomes
- Sports teams- could provide sponsorship
- Thornbury Lights Committee
- Climate Action in Thornbury (CATS)
- Theatre groups
- Town Centre Partnership
- University of the 3<sup>rd</sup> Age
- Residents groups
- Local traders
- Brownies/Scouts
- Local heritage groups
- SG Race Equality Network
- SG Disability Network
- The Diversity Trust
- Age UK South Glos
- Thornbury Cycling Club
- Music groups/choirs



- Armstrong Hall
- Turnberries
- Involvement
- Sustainable Thornbury
- New residents on outskirts of Thornbury

## Common themes

This section combines the suggestions made by each group and presents the groups that made the points, identifying any commonalities.

Point made	Chamber of Commerce	Businesses not represented by the Chamber	Hospitality businesses	Town and Ward Councillors	Seldom Heard Groups	Residents group 1	Residents group 2	Residents group 3	Residents of the High Street
<b><i>Access by motorised vehicles</i></b>									
Would like to see High Street open to through traffic	X				X		X	X	
Happy with High Street closed to through traffic			X				X		X
Suggestion for High Street to be opened to one way traffic	X	X				X	X	X	
Supportive of road closure occasionally for events or markets	X	X	X	X	X	X	X	X	X
<b><i>Street design</i></b>									
Blur lines between footway and carriageway		X	X	X	X	X	X		
Concerns about speed (including by cyclists)	X	X	X		X	X	X	X	X
Concerns about air quality on Rock Street							X	X	
Improved crossing points (including on Rock Street)					X	X	X	X	X
Widen footways		X				X		X	
Improved surfacing, including clear designation for spaces for different users through different materials/surfaces		X		X		X	X		X
Clear delivery bays						X			

### ***Parking***

Improved position and enforceable disabled parking	X	X	X	X	X	X	X	X	
Improved parking provision (general, including short stay to pop in)	X			X	X	X	X	X	

### ***Access by sustainable modes***

Improved/more cycle parking	X			X			X		
Buses to access High Street, or shuttle buses from car parks	X					X	X	X	
EV charging points	X					X			
Rail to come into Thornbury	X								

### ***Placemaking***

Improved wayfinding and permeability	X	X	X	X					X
Improved planting	X	X	X	X	X			X	X
Improved seating		X	X	X	X	X	X		X
Improved shop frontages (or grants to encourage this)	X	X					X		
More public conveniences					X				

### ***Animation***

More events and markets	X	X	X	X	X	X	X	X	X
More activities for families			X				X		
Celebrate Thornbury's unique identity					X				
Consider the impact of anti social behaviour							X	X	

### ***Retail offering***

More diversity in retail offering	X	X	X	X		X	X		
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## Analysis of common themes

### Access by motorised vehicles

Despite beginning the sessions with a message to say that the discussions are not to focus on opening or closing to through traffic, many groups wanted to express their views on this. Throughout the discussions, however, the participants opened up on reasons for their views on through traffic and therefore will enable recommendations to be made that satisfy common concerns.

The groups that would like to see the High Street open to through traffic, either two way or at least one way (Chamber of Commerce, businesses that are not represented by the Chamber, seldom heard groups and residents groups 1, 2 and 3), were concerned about the following points:

- People need to pull up by car nearby to pop into shops or collect take away food
- Mobility impaired people need to be dropped off outside the shops as car parks are too far for people with mobility issues to walk from
- Closing to through traffic doesn't allow buses to travel through the High Street
- Removing through traffic but allowing cyclists creates safety concerns from cyclists travelling at speed
- The diverted traffic on Rock Street is unsuitable has made it unsafe to cross
- Some businesses on the High Street do not have rear access, therefore deliveries have to be made from the High Street
- The current arrangement allows some traffic on the High Street (for deliveries, accessing properties etc.). If some traffic is allowed onto the High Street, pedestrians are not sure when traffic is around and from which direction it is travelling
- There needs to be greater visibility of the charm of the High Street for visitors arriving by car to encourage them to stop.

Hospitality businesses commented that having the High Street closed to through traffic has allowed for more space on the highway to put tables and chairs to extend trading space to maintain social distancing between customers.

In addition, there was a feeling that closing to through traffic allows more activity to take place, to attract more visitors to Thornbury. Some people in resident group 2 and residents of the High Street commented that they were supportive of closure to vehicles as it has improved safety with young children and reduced the noise to encourage people to dwell. Town and ward councillors did not express one way or another their views on access by motorised vehicles, although did support the idea of closure to through traffic occasionally for events, as did all groups.

From this analysis, many of the concerns raised by groups on the closure to through traffic can be overcome through some of the interventions that follow below. In addition, there is a need for **pick up/drop off facilities close to the shops** and **access by delivery vehicles and buses** to the High Street along with **clear delineation between users of the space** (e.g. delivery vehicles and people on bikes) and **measures to improve road safety on Rock Street**. There is also a need for **improved promotion of Thornbury as a place to visit** to improve the visibility of its charm and given the levels of support to **use the space for more events**, this will help to raise the profile of the town. Further feedback on any

interventions on access by motorised vehicles will be collected as part of the formal TRO process.

### Street design

Most groups expressed a desire for surfacing that blurred the lines between footway and carriageway. From the discussions, the groups expressed the desire to **remove kerb lines** and instead **delineate places for different users through the use of different materials or surfacing**. Most groups were also concerned about speed of traffic, particularly by people on bikes.

Through the reduction of kerb lines and better delineation for users, the nature of the High Street will give the sense that the High Street is welcoming to and predominantly used by pedestrians and that other users are guests within this space. As such, and with improved placemaking features outlined below, speeds of any delivery or access vehicles and cycles will be encouraged to travel slowly. A **speed reduction to 20mph** will also help to communicate this message, supported by the Chamber of Commerce and resident groups 2 and 3. Any delineation of designated space for cyclists, vehicles or delivery bays can be made clear through different materials, giving pedestrians indication on what to look out for when crossing these different areas.

Businesses that are not represented by the Chamber and residents groups 1 and 3 were supportive of **wider footways** to allow for greater social distancing and suggested that by reducing kerb heights (as mentioned above) to allow pedestrians to spread out would enable this. Seldom heard groups and residents groups also were keen to see **improved crossing points**, particularly on Rock Street to improve road safety in this area.

### Parking

Most groups commented that improvements are required to disabled parking provision. Increasing the number of enforceable disabled bays will enable this. The location of **enforceable disabled bays** will be a key consideration, to enable close access to the shops.

Improving parking provision for general use was raised by the majority of the groups, including short stay bays. Thornbury benefits from a number of free car parks close to the High Street, although **legibility** between getting to them and then to the High Street should be improved and will be covered in a following section. The amount of parking available will be subject to a separate review by SGC.

### Access by sustainable modes

Increasing cycle parking was supported by the Chamber of Commerce, town and ward councillors and resident group 2. The **provision of cycle parking** will not only enable more people to secure their bikes when visiting the High Street but can also contribute to the improved street furniture that can act as a placemaking feature. The visible presence of cycle parking may encourage more local people to travel to the High Street by bike.

Currently, bus services do not operate on Thornbury High Street due to the current access restrictions, but there is a desire by the Chamber of Commerce and residents for **bus services, or local shuttle services** to pick up and set down within the High Street. The Chamber of Commerce and residents also recognise the need for EV charging points to attract more visitors to the High Street, who can spend time while waiting for their vehicles to charge. More **EV charging points in each of the car parks** and **improved legibility** towards them could be considered. One participant commented on improving rail links to Thornbury.

Although this would need to be a longer term aspiration and out of the scope of High Street recovery funding, it is something to consider to increase the attraction of Thornbury as a destination to visitors as well as providing strategic connections for local people to areas further afield.

### Placemaking

Almost all groups would like to see improvements made to **seating, planting, wayfinding and opening lanes and alleys to improve permeability** to the High Street on foot and encouraging people to dwell and spend time.

Business groups and some residents made the observation that some of the **shop fronts could be smartened** up and suggested that SGC could offer grants to allow this. The seldom heard groups suggested there should be **more and accessible public conveniences**.

### Animation

All groups supported the idea of **more events** coming to Thornbury High Street, including markets. Businesses were keen to express their concerns about market traders that are not based within Thornbury could detract business away from their shops and suggested that markets could **allow local traders to promote their goods** to encourage more custom locally.

Hospitality businesses and some residents felt that there is a need for more activities in the high Street to **encourage families to visit** and spend time and seldom heard groups would like to see more activity that **celebrates Thornbury's identity**. Through opportunities to carry out more events and more engagement and collaboration in the community, local stakeholders can get together to establish a **calendar of events** throughout the year that support these ideas.

### Retail offering

Most groups felt that the **retail offering in Thornbury could be diversified**, particularly to encourage people to shop locally as opposed to travelling to Cribbs Causeway. Increasing the attractiveness of the High Street through the above measures to attract visitors and encourage local people to spend more time will increase the footfall on the High Street, making it a prosperous place for new businesses to thrive. This could be supported by **SGC and local partners to get together and promote Thornbury as a place to invest**.

The groups identified several organisations that could support the improvements suggested, therefore SGC could seek to co-ordinate an approach to promote what Thornbury has to offer to attract new businesses into the High Street.

### Next steps

These outputs will be taken forward to feed into a recommendations report for measures to be implemented on Thornbury High Street. This will contribute to a cabinet report written by SGC to recommend a permanent set of measures to regenerate the High Street. The cabinet decision is to be made on 7 June 2021. After this time, the TRO process will begin with orders to be drafted and consulted upon for permanent features to be implemented.

## Break down of score card outputs by group

<b>Chamber of Commerce</b> Sociability: 5 Uses and activities: 5 Access and linkages: 3 Comfort and image: 4	<b>Residents group 1</b> Sociability: 4 Uses and activities: 3 Access and linkages: 4 Comfort and image: 3
<b>Businesses not represented by the Chamber</b> Sociability: 4 Uses and activities: 3 Access and linkages: 4 Comfort and image: 5	<b>Residents group 2</b> Sociability: 3 Uses and activities: 3 Access and linkages: 4 Comfort and image: 3
<b>Hospitality industries</b> Sociability: 3 Uses and activities: 5 Access and linkages: 5 Comfort and image: 5	<b>Residents group 3</b> Sociability: 4 Uses and activities: 5 Access and linkages: 5 Comfort and image: 5
<b>Town and Ward Councillors</b> Sociability: 3 Uses and activities: 3 Access and linkages: 4 Comfort and image: 3	<b>Residents of the High Street</b> Sociability: 3 Uses and activities: 2 Access and linkages: 3 Comfort and image: 2
<b>Seldom heard groups</b> Sociability: 3 Uses and activities: 2 Access and linkages: 3 Comfort and image: 4	

## 5.0 Other representations

### 5.1 Emails and Letters

14 emails and three letters were received in response to the consultation. The responses were from town and parish councils, the local Member of Parliament, members of the public, an interest group representative on the subject of transport, and one internal council team:

Respondent	Comments
Local MP, Luke Hall	<p>On behalf of the Thornbury community, in my capacity as the local MP, I am writing to highlight the various feedback I have received from residents and businesses, regarding the current pedestrianisation measures on Thornbury High Street.</p> <p>Since this consultation was launched, I have been in touch with local residents, businesses and community groups about the pedestrianisation measures which have been introduced. As Thornbury's local MP, I have been asking for the community to outline any thoughts or objections they would like me to raise.</p> <p>One of the most frequently raised concerns has been the impact the measures have had on disabled parking provision and the ease of access for blue badge holders. I would appreciate the Council reviewing the further disabled parking facilities in the area, should these pedestrianisation measures remain in place, and would ask that any changes to the High Street ensure continued accessibility for elderly residents and visitors to the high street with mobility issues.</p> <p>Residents have highlighted concerns about pedestrian safety, should cycle lanes be introduced throughout the pedestrianised area, and as the local MP, I have received reports of dangerous cycling and other anti-social behaviour issues in the High Street. Moving forward with any measures, it will be important to ensure that community protection and local enforcement is secured and sustained for the High Street, at all times.</p> <p>Having spoken to businesses operating on the High Street, I have received feedback from several who strongly support this initiative - stating "it will help businesses especially, where social distancing is required, and will allow a vibrant street-scene to establish in the meantime, that will make the High Street more prosperous and lively in the longer term."</p> <p>Businesses have indicated to me that they would like to see financial incentive for independent traders to come to Thornbury, including seasonal pop-up shops and market stalls. The community has pointed towards formulating a firm development strategy, in conjunction with local chamber of commerce, to accommodate the pedestrianisation of Thornbury. It has also been suggested that the measures could encourage seasonal events organised and supported to increase trade.</p> <p>Existing business owners have however advised that the pedestrianisation measures has caused an impact on their click and collect services, and for many of the businesses on the High Street, it is necessary for nearby parking bays of some</p>



	<p>description, so residents can still pick up heavy and fragile goods, or access quick services.</p> <p>However, the most common response I received from both businesses and residents, was a desire to seek a compromise, particularly in the form of a one-way system for traffic. Many constituents have said that this is a perfect opportunity to institute a permanent one-way system through the High Street, simultaneously creating the opportunity to double the available parking. Residents have also expressed that buses should be able to travel through, traffic-calming could be added, and that an additional zebra crossing in the middle of the High Street would be hugely advantageous. There is a strong community consensus that a one-way system would be a fair compromise, allowing emergency measures such as social distancing to continue, allowing pavements to be widened, whilst designated parking would allow easy access to the shops.</p> <p>On behalf of the community, a full and comprehensive consideration of the suggestions and feedback in this submission would be greatly appreciated, and particularly that the one-way system for the High Street is fully assessed</p>
Oldbury on Severn Parish Council	<p><b>Oldbury On Severn Parish Council's Comments re Thornbury High St Closure Traffic:</b></p> <p>There is significant congestion at the top of Rock Street at most times of the day, and there is often a tailback of 5 or more cars, this is adding significantly to the air pollution of the area, and is doing nothing to aid the climate emergency we face. There are also delays coming out of Grovesend road with similar problems regarding pollution etc. Exiting Aldi's car park and turning right without a reliable passenger to look left is an accident waiting to happen, due to the close proximity of the two bends it is very difficult to look both ways and give you time to pull out of the car park. In addition, the mini roundabout on the junction of Rock St to Midland Way is now overstretched with large queues seen on all 3 entry points and a constant flow of minor bumps where people are confused as to priorities.</p> <p><b>Parking:</b></p> <p>Parking can be an issue at times and losing the High Street car parking bays do not help matters.</p> <p><b>Disabled Drivers:</b></p> <p>The current closure limits the numbers of parking bays for the "Disabled" to visit the High St. The bays that are there, in the old Bus Stop, are usually full of other drivers collecting or delivering take away food from the 2 Fast Food outlets opposite.</p> <p><b>Additional activity on the High Street:</b></p> <p>We are opposed to extending the Cafes and Pubs to serve food etc outside, we feel that it would not be used in the colder months and, particularly pubs, could lead to additional health problems and anti-social behaviour. This would detract from the shopping experience we would like to enjoy. Also, we feel that the smaller, independent retailer is losing out to the larger companies such as Costa.</p> <p><b>Our use of High Street shops:</b></p> <p>Regardless of COVID, people are using the shops less, mostly because the lack of convenience of parking in the High Street, people tend to now buy on-line. If the Council wish to spend money on the High Street, they should be looking on how to attract different shops, not trying to turn it into a 'continental street scene without</p>

	<p>the sun'.If they still wanted to do something, then a one-way system down the High Street, with traffic calming measures, allowing parking on one side (with a limit of 60 mins) would go some way to ease our concerns. In addition to the one-way system consideration could be given to make the pull in are on the left as you go down the High St, outside Heritage, into disabled parking bays. This would alleviate the need for the disabled to park on double yellow lines and would still allow some additional activity to take place on wider pavements.</p> <p>This would ease some of the traffic concerns on Rock Street</p>
Thornbury Town Council	<p><b>THORNBURY TOWN COUNCIL'S RESPONSE TO SOUTH GLOUCESTERSHIRE COUNCIL'S CONSULTATION ON THORNBURY HIGH STREET</b></p> <p>Thornbury Town Council does not feel that the consultation questionnaire is adequate to respond to South Gloucestershire Council's plans for the Thornbury Town Centre and as such request that this commentary is reviewed and considered alongside the consultation.</p> <p>The Town Council has received many comments from members of the public and organisations in the town about the High Street changes that South Gloucestershire Council have imposed. It is clear that the implementation of the current scheme has not gone well and that there are implications on traffic flow elsewhere within the Centre that need to be reviewed.The Town Council is concerned that South Gloucestershire Council through this consultation is only focussed on the one option for Thornbury Town Centre and the High Street. Whilst the Town Council is keen that something is done to make the High Street more 'pedestrian friendly', the Town Council requests that this consultation concludes with the solution that wider consideration and public consultation is necessary.</p> <p>The Town Council is of the view that there are many options for the future flow of traffic and pedestrians in the High Street and surrounding roads and as such requests that at the end of this consultation, South Gloucestershire Council continues to work with the Town Council to carry out an urgent, comprehensive review of traffic movements in the Town Centre. This review should result in a menu of options being available for the residents of Thornbury to comment on instead of the single take it or leave it proposal that South Gloucestershire Council is currently consulting over which is to pedestrianise the High Street permanently. The Town Council requests that this review is undertaken urgently so that there is some choice made available for Thornbury residents and businesses on the way forward for the Town</p>
Rockhampton Parish Council	<p>Dear Sirs</p> <p>Members of Rockhampton Parish Council met for a Full Council Meeting on 11thJanuary 2021 to discuss the above consultation where they resolved to make the following comments and observations:</p> <p>The Council understand that government regulations require that the period for this consultation was six months, but felt that South Gloucestershire Council's communication with businesses and residents and other interested parties could have been better, especially in regard to the COVID-19 pandemic and that businesses' and residents' and other interested parties views could have been sought on whether the pedestrianisation of the High Street was appropriate before putting the current temporary order in place. Also, Members felt that the questionnaire was directed to individuals and businesses in the town and that many of the questions were not</p>

	<p>appropriate for the Parish Council to respond to. Following feedback from residents Members wish to object to the proposal to pedestrianise the High Street due to the increased traffic congestion that this proposal would create in other parts of the town. Members noted that with the current temporary traffic order in place, during the current COVID-19 restrictions this is resulting in the following:</p> <ul style="list-style-type: none"> <li>• Increased congestion which Members felt was driving shoppers away.</li> <li>• Car users unable to gain access into Rock Street from the short and long stay car parks due to standing traffic.</li> <li>• Increase in travelling time for road users requiring to use Midland Way, Rock street and other adjoining roads especially during peak times.</li> <li>• residents from outlying villages opting to use the Yate, Chipping Sodbury and Cribbs Causeway for shopping in preference to Thornbury.</li> <li>• Loss of trade due to reduced footfall especially during periods of inclement weather.</li> <li>• Not user friendly for anyone who is disabled or suffers with mobility issues.</li> <li>• Loss of access to public transport pick up points.</li> <li>• Increase pollution levels in Rock Street and Midland Way (between the Screwfix roundabout and the roundabout at the top of the High Street) due to standing and slow-moving traffic.</li> <li>• Safety of Thornbury High Street – Members were aware of recent instances where pedestrians have nearly been knocked down by cyclists speeding down the High Street.</li> <li>• Members also consider that Thornbury also provides shopping, bank etc facilities for the surrounding villages , cars must be used because there are very few buses and so quick easy access to the High Street is important to our parishioners. Visits are a necessity to them; they are not looking for a seating and play area. Should this temporary proposal become permanent in its current format Members felt that once COVID-19 restrictions were lifted and traffic were to return to pre-COVID-19 levels, then congestion and pollution would increase further.</li> </ul> <p>Members also felt that closing Thornbury High Street would destroy the character of Thornbury and affect trade in the town. Members also had concerns that any costs required in the improvements to Rock Street, Midland Way and other adjoining roads would only have minimal impact on traffic flows.</p> <p>Based on the concerns noted above the Parish Council would like to see traffic continue to use Thornbury High Street but are conscious that there are other views to the contrary and therefore are not averse to some change. If this were the case a compromise on having a one-way system with parking on one side of the street may be the solution. This would also allow the bus services to revert to the previous routes and stops operated through Thornbury High Street. Also markets traders could still be accommodated by closing off Thornbury High Street on specific days.</p> <p>Finally, from feedback received from the public and in the local press over recent months the consensus is that many people do not want to see the High Street Pedestrianised. If a decision is made to change the High Street in any way shape or form from its existence prior to June 2020 then Members request a response from South Gloucestershire giving their reasons why</p>
Falfield Parish Council	Dear Sirs

	<p>Firstly, Members felt that the questionnaire that accompanied the consultation document was more orientated towards Thornbury residents and that questions were more directed to individuals rather than organisations such as this Parish Council. It could be considered that some of the questions conflicted with the government message to stay at home during lockdowns and would therefore not provide the accurate results required. It also asked how people will engage with using the open space. Thornbury has a large park, and this is already utilised for large open-air events and includes play areas that the Thornbury Town Council maintain.</p> <p>The online survey is very leading which is another disappointing element in the way the Council engages in consultations like this.</p> <p>Members also note that during to the period of the temporary order one if not more markets have been held in the High Street which they understand were not made up of 'local' stallholders and Members also consider that it had a detrimental impact on the local businesses.</p> <p>South Gloucestershire Council have installed the signs warning drivers not to follow their satnav, but this has been overlooked in the consultation and has potentially driven people away from the town.</p> <p>Because of the closure, the pedestrian route from Rock Street car park is now busier. There are more people waiting at the Rock Street pedestrian crossing in close proximity and more people touching the crossing button (query hygiene of this in a pandemic?) The congestion concerns have simply been moved elsewhere. Closing an entire street permanently for the benefit of an occasional market or an event seems excessive, also bear in mind that Thornbury already offers the option of pedestrianised shopping within the St Mary Centre complex. That Centre is not that successful in retail terms, with many closed shops, which indicates that it may not be a model that suits Thornbury and the surrounding villages.</p> <p><b>FALFIELD PARISH COUNCIL</b></p> <p>Therefore, based on the comments and observations above Falfield Parish Council would like to raise its objection to the current temporary Traffic order in place for Thornbury High Street for the following reasons:</p> <ol style="list-style-type: none"> <li>1. Residents from outlying villages, due to the lack of public transport, have no option but to use their own personal transport to get to Thornbury. Pre-pandemic there were occasions when it could be difficult to find a parking space this has now worsened following the closure of the High Street.</li> <li>2. Disabled people and others with mobility issues are now having to walk further, especially those who have used public transport who, prior to the closure, had the opportunity to be dropped off and picked up from the High Street.</li> <li>3. Members understand that the majority of businesses in the High Street have suffered a loss in trade and during times of inclement weather business can become almost non-existent.</li> <li>4. Shops in the High Street are missing out on all drive through trade and lost advertisement opportunities for communications via window displays and signs.</li> <li>5. Traffic in the surrounding roads has increased resulting in increased travel times, and increased pollution levels, and have not coped even with the lower traffic of the pandemic let alone if there were the normal levels of traffic in the area.</li> </ol> <p>This has led to gridlock on occasions in Gillingstool, Rock Street, Streamleaze and sections of Midland Way and Bristol Road.</p>
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	<p>6. Exiting the car parks into Rock Street has become increasingly difficult due to queuing traffic in both directions again adding to pollution and Members felt that this would only worsen once traffic levels returned to pre-pandemic levels.</p> <p>7. With further housing being built in and around Thornbury levels of traffic would increase further.</p> <p>8. Based on comments made in 5, 6 and 7 above Members felt that this would force shoppers to go to Chipping Sodbury, Yate or Cribbs Causeway where access and parking is easier.</p> <p>9. Members noted that through Facebook South Gloucestershire have had a campaign of promoting local shops and businesses in the towns across South Gloucestershire, this may work for some towns but in Thornbury's case the closure of the High Street will drive shoppers away resulting in shops closing and the heart of the High Street dying even further.</p> <p>10. Members understand that businesses involved in hospitality may find some benefit to the pedestrianisation of the High Street but without the reliance of other retail shops and the British weather they may find that over time it results in reduced footfall through their doors.</p> <p>It is hoped that the comments and observations of the businesses in the High Street are given due consideration when making any decision on the High Street's future as they have the most to lose. Also, the current consultation has been concentrated on the closure of the High Street but no thought on how this would affect Thornbury as a town and the residents of the rural villages who would normally go to Thornbury Doctors, Dentists and Pharmacies. Following on from the experimental traffic order for full closure Members feel that there should be subsequent traffic orders for other road configurations to explore what works best for the people and businesses of Thornbury. e.g.</p> <ol style="list-style-type: none"> <li>1. One way system up High Street northbound.</li> <li>2. One way system down High Street southbound</li> <li>3. High Street closed only at weekends and market days when busiest.</li> <li>4. Each of the above could be combined with a study of keeping parking on one side of the road only. This would provide more space for pedestrians and for businesses to occupy the street scape with stalls, tables and chairs with each scheme fully costed.</li> <li>5. Only allowing blue badge holders, residents and delivery vehicles to park on the High St. This could be offset by a reduction in disabled spaces in Rock Street car park which are rarely used to capacity.</li> </ol> <p>For each option above this should also include If opened back up to traffic, the High Street would benefit from another pedestrian crossing, e.g., opposite St Mary Centre entrance.</p>
Member of the public	I am furious the high street in Thornbury has been closed and we the residents have not been consulted. I do not want to raise my children in a town with the main focus being the pub and alcohol
Member of the public	As an elderly and partially disabled person, I have already found the closure to vehicles and inconvenience and to make it permanent would severely limit my shopping in Thornbury. I live outside the town, but it is my main shopping centre. To visit shops in the high street I need to park outside the area and unload and use my disabled scooter. I have never found parking in the high street a great problem as I can walk a few yards and have a blue badge. I am sure a permanent closure to vehicles would have a serious effect on use of the Post Office and also some well loved and historic shops such as Riddlefords.Hords and Heritage. I can understand the need to discourage through traffic, but the best solution would be to

	allow entry and parking to vehicles with blue badges only. There are many retired people like myself in the Thornbury area and I am sure my views will be shared by many who have always regarded Thornbury as a welcoming town.
Member of the public	<p>I am writing to you and South Gloucestershire Council to ask you to reconsider your decision to pedestrianise Thornbury High Street. Fifty years ago, when my husband and I were a young couple looking for somewhere to buy our first house we came to Thornbury having looked in several other places. We were looking for a place that wasn't dependent on Bristol but was somewhere that stood in its own right. I clearly remember us driving from the Ship in Alveston down the winding hill, and then the feeling as the road widened into an attractive High Street. We both said, "This is nice, this is a real place with heart to it." We started looking around and soon bought our first home. Being part of the historic coaching route between Bristol and Gloucester, Thornbury High Street was and <u>should be a thoroughfare</u>, busy and lively with trade, traffic, people, shoppers and general bustle. At the moment it is soulless and half dead. Driving down the hill from Alveston no one sees the liveliness or feels the welcome of the High Street. Instead we pass Screwfix, part of the industrial Estate and the backside of Aldi. It's sad and no substitute.</p> <p>A High Street isn't meant to be a leisure area it is meant to be full of real activity and movement. We already have a large pedestrianised area where ST Marys' Street used to be – why not make that more interesting and lively rather than altering the High Street which really is the "jewel" the "the heart" of Thornbury and is really loved not only by me but by many residents.</p> <p>Recently, before 'lockdown' I was on the list of helpers at the &lt;redacted&gt;. I found that apart from local customers there were many who came to Thornbury on the bus from Patchway, Yate and surrounding places just because they really liked Thornbury and they meant the High Street.</p> <p>I was shocked when the closure of the High Street first became known just a few days before 8 May – even more surprised when the BBC who were obviously 'in the know' included a feature on the pedestrianisation of Thornbury High Street on their 'Countryfile' programme on Sunday 7<sup>th</sup>!. The shopkeepers, residents, Chamber of Commerce and Town Council had not been consulted. This was wrong.</p> <p>As I said earlier in my letter, I have lived and worked in this town which I love for over fifty years and I really do fear that closing the High Street will be a disastrous decision and cause much hardship, inconvenience and unhappiness.</p> <p>I hope with all my heart that South Glos Council will have the courage and wisdom to reconsider.</p>
Member of the public	<p>I will reiterate my position. There was no or very little consultation prior to the 27th July 2020. The Council Officers it would appear have not even consulted Councillors. Everything done so far has been very undemocratic. In mine and other peoples opinion the Coronavirus Guidance has been used as an excuse to do something that it would appear that only one person (&lt;redacted&gt;) wants. I also note that there are parts of that guidance that has not been followed in respect of Thornbury High Street. I am aware that suggestions have been made to consult a legal representative. I am also aware that feelings in some places is running high and that civil disobedience has been suggested.</p>
Member of the public	<p>I wish to object to the closure of Thornbury High Street.</p> <p>Having lived in Thornbury for over 40 years, I believe that this has been a retrograde step. With the High Street closed, the traffic has to go around through Rock Street via two mini roundabouts, which were not built for large lorries and buses. During school starting and finishing times the traffic comes to a standstill.</p>

	<p>The town shops I believe have been wrecked by the closure, which I believe should be reversed. The best solution I think would be a one way system for the traffic.</p>
Member of the public	<p>It stated that the link to the on-line survey was closed even though it stipulated it would be available until 31/1/21 at 23:59 . However, I hope you will add my comments to the survey as it is within the published timescale.</p> <p>I appreciate it has been unprecedented times with Covid 19 but to close the High Street to the most vulnerable people of our society, those that are disabled and hold a Blue Badge will put them at a disadvantage. Many will not be able to walk from the designated parking spaces to carry out essential shopping or banking. These members should be entitled to park in the high street, albeit with limitations to the time allowed, provided they are not causing a hazard, even on double yellow lines ( this privilege seems to have been withdrawn by the proposal).</p> <p>Whilst recognising that it will be beneficial to the hospitality sector to be able to facilitate outdoor seating arrangements to comply with the current social distancing and take-away services for food and drink, when restrictions are raised. Blue Badge holders, who have limited mobility or hidden disabilities, may well be unable to take advantage of the opportunity to relax outside with a coffee and watch the world go by, rather than being locked up at home.</p> <p>They will also have to contend with an increasing presence of cyclists, attracted by the creation of a Centre Parcs environment, where they will be free to exercise wheelies, racing or similar activities due to the absence of motor vehicles. Anyone who has visited Centre Parcs will recognise the need for greater awareness of cyclists there and I am not certain that elderly and disabled people will cope with these increased challenges.</p> <p>I am in support of opening the High Street to all Emergency Services and holders of the Blue Badge Scheme and I hope you take my comments on board.</p>
Member of the public	<p>I tried to register my comments to the Thornbury High Street Consultation today, but was advised that the Consultation was closed. Yet the consultation period does not finish until 23.59 this evening. Can you advise why this occurred. It seems a deliberate ploy to prevent any further objections. For your information I do object to the permanent closure to road vehicles on the grounds that it is ruining the atmosphere and accessibility of our High Street and adversely affecting the shops and businesses located in the High Street.</p>
Member of the public	<p>As local residents of Thornbury, my husband and I object, most strongly, to the continued closure of Thornbury High Street</p>
Member of the public	<p>Dear Councillors</p> <p>I write concerning the closure to traffic of Thornbury High Street. Quite apart from the high-handed manner in which South Gloucestershire Council took the decision to close it without any consultation, it seems that the closure is an "experiment" set to last eighteen months!</p> <p>Adding another mini roundabout to Rock Street; erecting a bus shelter near the pedestrian crossing on Rock Street, and fencing off the High Street would seem that SGC has already made up its mind. I sincerely hope that is not the case.</p> <p>Consider the following;</p>

	<ol style="list-style-type: none"> <li>1. Covid 19 has meant that “normal life” is not possible. So why try an experiment when normality is out of the question.</li> <li>2. Most of the High St traders see the move as poor one; and after all, the High St is mainly about commerce! About 20 parking places right near the shops have gone making access more difficult.</li> <li>3. There is a current obsession with “café culture” with being seated outside. Given the way our weather is going, outside hospitality is just not feasible for a large part of the year and anyway, most of the eating places in the town centre already have an outdoor option</li> <li>4. For hospital treatment in Bristol, on many occasions I would catch the bus opposite the Methodist church, and so was able to observe the number of elderly people who would alight at that stop and use the Co-op (post office) and banks. Under the present system, they are deposited at the furthest point from these necessary facilities.</li> <li>5. In the past, service buses went towards Bristol using the High St, and the return was down Rock Street. Now the two routes are fused together using Rock Street, with the very awkward turn from Midland Way to Rock Street often adding a fair bit of traffic chaos to what is not the easiest of junctions. If any change was necessary, why wasn't a one way system tried like that used by the buses?</li> <li>6. We already have a useful pedestrianised area in St Mary's Centre which can be used for all sorts of events, without blocking the progress of traffic. The ludicrous event back in September to “celebrate” the High Street being closed to traffic could easily have been held in St Mary's Centre – that is assuming it was a good idea to bring lots of people together in the first place during the pandemic!</li> <li>7. The excessive out of town building which has dogged Thornbury for many years (the result of greedy landowners and SGC's bizarre planning policies) means that we will have more people making demands on our well-stretched facilities. None of these new housing estates is within easy walking distance of the town centre, and few people have the ability to balance a family shop-up on the handle-bars of a bicycle. I doubt that these “new-comers” will support the High St, as from most “new” locations it would be easy to use a car and drive to the Mall where there is ample, convenient parking.</li> <li>8. The idea of a Street Market has some appeal, and that idea works in places like Pontypridd, and Ross-on-Wye (to name but two) where the High St is closed to traffic on a Saturday. However, we have a regular Farmers' Market in St Mary's Centre, and the occasional Food Fair at the top of Castle Street. So why couldn't the suggested Saturday market use one of those tested and tried locations? What about the few brave stall-holders who set up week by week in the car park of the URC Church? Have they been asked about changing location?</li> <li>9. I understand that vandalism has increased in the High St since its closure. Hardly surprising as without the occasional vehicle driving through, it is absolutely deserted from early evening onwards. I seem to remember reading that SGS were providing wardens to patrol at nights – another avoidable expense!</li> </ol>
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	<p>10. My first encounter with Thornbury was back in 1975. Driving down Thornbury Hill (no Sports Centre, or Golf Club) past the allotments and down the fine High Street was a memorable experience. Today, the first time visitor is taken past the entrance to Tesco, encounters two mini roundabouts and ends up in a car park opposite Aldi – completely missing the chance of sampling any of the flavour of what was once a fine little market town. Each year volunteers put up the Christmas lights. Given the lack of traffic on the High Street, I wonder if they will continue in future years?</p> <p>I would like to think that common-sense would prevail before a final decision is made, and hope that our locally elected councillors will have some say in what, after all, is their town. SGS, whichever political party is in power, usually bulldoze ahead with their plans, regardless of what people might want! Having lived within easy walking distance of Thornbury's centre, since 1977 I have witnessed many changes at the hands of Northavon and SGS, and not many of these changes have been for the good! Let's try and prevent this completely unnecessary and costly disruption to</p>
Interest group representative - Transport	<p>Please pass our comments on Thornbury high street closure and Rock street bus interchange.</p> <p>Firstly we support the closure of Thornbury High street proving drop kerbs and surfaces are changed for wheelchair users and disabled people with mobility issues and Blind people with dogs are take in to account.</p> <p>It is important to keep access for blue badge holders with disabled parking bay and proper access for Taxis to drop off .</p> <p>The issue of the Farmer market needs to be addressed. and surface changes. If delivery vehicles and disabled vehicles access are allowed into the street. The street scape need planning and the issue of Table licenses need addressing. Wheelchair users find pavements tablets difficult without pavements widening.</p> <p>With regards to the issue of public Transport interchange in Rock street these new shelter need to be designed with a shelter s access for wheelchair a castle kerbs and realtime information. and seating in Both directions.</p> <p>Their needs to be improvements for Taxis service s and a rank .</p> <p>More disabled taxis in Thornbury.</p> <p>Thornbury is a very important Gloucestershire market town with growth .</p> <p>As a Bus interchange its bus service are operated by First group west of England lynx bus service s T1 Thornbury to Bristol via Alverston, Rudgeway, Almondsbury, Bradley stoke, stoke Gifford and Bristol BRI close the bus station and the city centre.</p> <p>T2 Thornbury,Alverston,Rudgeway Hortham ,Almondsbury , Aztec west .Patchway, cribbs causeway, shopping centre bus station ,Filton ,Horfield back of the Hospital Bishopston montpellier station approach Cheltenham Road stokes Croft and Bristol bus and coach station.</p> <p>Stagecoach west</p> <p>10 bus service.</p> <p>Operate services From Thornbury to Avonmouth, via Alverston, Rudgeway Hortham ,Almondsbury Bradley stoke</p> <p>Stoke Gifford, Bristol Parkway, uwe bus station, cheswick ,lockleaze ,southmead hospital bus station ,Westbury on Trym Lawrence Weston and Avonmouth.</p> <p>Stagecoach west bus service 622</p> <p>Thornbury ,Alverston ,olverston ,lower Almondsbury ,wild place zoo and cribbs causeway shopping centre bus station.</p>

	<p>60 Thornbury ,Falfeld , Charfield ,Wootton under edge Stincombe ,cam Dursey vale hospital ,Dursey may lane bus station Cam and Dursey station ,Hardwick , Gloucester quays and Transport hub Bus station.</p> <p>62 Bristol bus station to Filton Aztec west Almondsbury ,Rudgeway, Alverston Thornbury, Falfeld, Berkeley, sharpness cam and Dursey station vale hospital and may lane Bus station.</p> <p>Hct group of London.</p> <p>So investment is required in a quality public Transport interchange in rock street with access for disabled passengers castle kerbs drop kerbs to cross the road shelter s and rea ltime information.</p> <p>We welcome the close buy public toilets and entrance to the st Mary shopping centre.</p> <p>We welcome important improvements to the bus service interchange facilities in Rock street.</p> <p>The bus facilities in the High street outside the Bank are very poor without passengers facilities .</p> <p>We also look forward to a meeting of the south Gloucestershire disability equalities forum Transport group.</p> <p>To discuss full all the equalities issues in the Thornbury High street closure proposals and Rock street public transport interchange facilities</p> <p>.</p> <p>Thornbury needs a shop mobility service</p> <p>Please note like wootton under edge and chipping sodbury are cotswolds and Severn vale towns as Tourist destinations and economy centres in a rural area of Gloucestershire.</p> <p>Comments from visit west will be helpful .</p> <p>An update on the library hub would be helpful.</p> <p>Please bring this email to attention of the officer in Highway and Transportation dealing with transportation</p> <p>Please note that weca mayoral transport authority is now responsible for public transport and would need to join us at any meeting with representatives from first group west of England buses Stagecoach west and Hct group buses and Taxi services and Severnside community bus and &lt;redacted&gt; and den members and other interest parties you wish to invite Thornbury Town council.</p> <p>We look forward to &lt;redacted&gt; and &lt;redacted&gt; setting up this access and transport liaison meeting to discuss these issues further.</p>
Spatial Planning Team (South Gloucestershire Council)	<p>From a heritage conservation perspective, the team welcome the opportunity to provide some initial feedback on the Thornbury High Street Consultation and trust that we will have an opportunity to discuss issues in more detail through future workshops.</p> <p>At this stage, therefore, we would make the following comments which we hope will be of assistance in developing and refining the vision for Thornbury High Street</p> <p>The Thornbury Conservation Area is centred on the High Street and contains a significant number of historic listed buildings and features, with the earliest being from the 15th century. It is the sheer variety in frontages, composed of buildings and features from a number of periods and styles, along with the varying street and pavements widths that can be considered to collectively contribute to the special historic character and appearance of the High Street. The diverse mix of public,</p>

	<p>commercial and residential premises and uses, coupled with foot fall and visibility, also adds a sense of vibrancy and vitality which contributes to the character and interest of the High Street. The importance of protecting the special character and appearance of the High Street within the wider Thornbury Conservation Area is highlighted in the council adopted Advice Note (Approved as Supplementary Planning Guidance 29 March 2004). The enhancement strategy for the High Street covers not only the shopfronts and buildings, but also encourages a context sensitive and informed approach to all aspects of the public realm including street furniture, signage, parking/loading areas, street widths and surfaces.</p> <p>A key part of the Thornbury High Street Enhancement Project should, therefore, be a detailed character appraisal of the existing High Street, establishing the components of the High Street that positively contribute to its character and sense of local identity, identifying those aspects that detract from that character, and identifying opportunities for sensitive enhancement. An appreciation of how the High Street has changed over time can also help inform future changes that will hopefully respect the historic character and appearance of the High Street. Archive images and historic mapping, for instance, may help inform context-sensitive street layouts, materials, construction detailing, uses and signage/lighting.</p> <p>The project team should review and take into account the guidance contained in Historic England's 2018 'Streets for All: Advice for Highway and Public Realm Works in Historic Places' publication (<a href="https://historicengland.org.uk/images-books/publications/streets-for-all/heag149-sfa-national/">https://historicengland.org.uk/images-books/publications/streets-for-all/heag149-sfa-national/</a>). This document sets out 'Five goals for public realm enhancement' that will ensure that public realm works also consider the conservation and enhancement of the historic environment, whilst also providing safe, accessible and inclusive High Streets. The goals, and how they might relate to Thornbury are highlighted below:</p> <ol style="list-style-type: none"> <li>1. An Inclusive Environment</li> <li>2. Public safety and ease of movement</li> <li>3. A healthy environment that supports our wellbeing and cohesion</li> <li>4. A high quality environment</li> <li>5. Economic benefit</li> </ol> <p>As we appreciate you are very much aware, the increased pedestrianisation of the High Street may help to address issues of inclusivity and public safety along the High Street, which will need to be balanced with the impact of such enhancements on the accessibility to, and movement of people and goods through, the High Street and its businesses (factors which currently contribute to its vitality and viability). In terms of creating healthy and high quality environments, we would offer the following comments on the information included in the consultation document.</p> <ul style="list-style-type: none"> <li>• Multi-use areas – we fully support the increased use of the High Street for alternative events such as local markets, festivals etc, where the public realm enhancements required to achieve the spaces necessary for such events can be designed sympathetically and with respect to the historic character and appearance of the High Street. Consideration should be given to the appropriateness of uses such as play areas and 'beaches' within the High Street, especially when alternative locations, such as the adjacent St Marys Precinct, offers more secure, contained and/or covered environments for such seasonal features. By taking a more holistic approach to the town centre enhancement, it</li> </ul>
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	<p>can ensure that the location of such features and seasonal events encourages foot fall throughout the shopping areas, rather than concentrating them in one zone. Likewise, improving access or signage to existing play areas from the High Street (i.e. Mundy Playing Fields) can ensure that provision for such uses is provided in the most effective and appropriate locations, thereby helping to respect the character and local identity, or the setting of the listed buildings along it.</p> <ul style="list-style-type: none"> <li>• Planting and soft landscaping – As noted in the ‘Streets for All’ guidance, “Trees and planting add life and colour to streets and can enhance an area’s character and appeal. In historic areas, new planting schemes need to be considered and designed to respect the history, architecture and tradition of places. Street trees and planting may not be appropriate in every instance.” Close cooperation between the Council’s Landscape Architects, Tree Officers, Highways Engineers and Urban Designers during the design process will, therefore, be essential. The scale, type and spacing of tree planting and associated landscaping needs to be appropriate for an historic market town high street and should create an environment that respects the character of the High Street and the setting of its buildings, and one where the trees and planting can thrive and deliver a full range of benefits without causing harmful nuisance.</li> <li>• Hard landscaping, street furniture and public art – “Public spaces can be thought of as ‘outdoor rooms’ enclosed by buildings. Their street furniture needs to be placed with the same care as the objects in an indoor space.” (2018 Streets for All). The design, scale and location of any seating, furniture or public art needs to work with the sensitivity of the High Street character, and the potential uses that it might support. The ‘year-round’ effectiveness of street furniture should also be considered, as should its impact on the ability to exploit seasonal or alternative uses of the space as a result of its scale or placement. Where areas might be intended to provide a flexible, functional space that can be used year-round, then a simple, less cluttered and functional hard landscaped approach may be more appropriate. Attention to the detailing and selection of surface materials, the design of street furniture, kerb lines and level changes will be essential for any successful scheme. The outcome is seeking to achieve coherence and co-ordination in design/material choice and, as stated in 2018 Streets for All, “Invest in quality and simplicity”. The context, scale and durability of new pieces of permanent public art should also be given careful consideration and should be appropriate to its locality.</li> <li>• Signage - The “Changes in Place under the ETRO” plan also indicate that a significant amount of signage has been introduced in the Thornbury Conservation Area to facilitate the temporary arrangement. Opportunities to design out or rationalise the amount of signage throughout the high street should also be explored. Redundant signs, light fixtures and street-furniture that do not enhance the character of the high street should be removed or replaced with better quality items.</li> </ul> <p>We trust the above provides some guiding principles that will be taken into account should this project be taken further, and that the link to national guidance is helpful.</p> <p>We would also be happy to provide further advice if needed and perhaps also consider using the Council’s Design West Design Quality Group Service to help support this, which would be consistent with the Directorate’s commitment to creating and designing exceptional places.</p>
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## Email feedback sent to Place Response inbox

302 emails were sent to the council's 'Place Response' inbox in relation to Thornbury High Street. Of these, 56% expressed that they disagreed with the scheme and 17% expressed that they agreed, with the remainder not expressing an explicit opinion either way.

The main issues raised in these emails are shown in the table below. The most frequently mentioned impacts were the closure causing negative impact on local businesses (36% of comments), criticism of the consultation or lack of consultation before the scheme was implemented (29%), the scheme causing road-related issues with traffic/parking/pollution (27%), and the scheme causing accessibility problems related to disabilities (27%).

19% of comments mentioned the suggestion of or support for a one-way system.

Theme	Number of mentions	Proportion of comments
Disagree / reconsider / Reopen	168	56%
Agree / support	52	17%
Will impede business recovery / kill local businesses	108	36%
Criticism of consultation / lack of consultation	88	29%
Scheme causing traffic / parking / pollution issue	83	27%
Disability issue: Access / drop-off / parking	82	27%
Suggest or prefer one way system	58	19%
General enquiry	49	16%
Not safe / causing accidents / too narrow	48	16%
Need extra facilities to compensate / accommodate for changes	39	13%
Concerns over impact on elderly	28	9%
Business need consideration - Delivery / access / costs	26	9%
Won't improve safety long-term	25	8%
Suggestion for improvement to scheme / town	25	8%
Cyclists are dangerous / shouldn't be allowed through	24	8%
Scheme will ruin character of town	23	8%
Positive effects of closure - pollution, congestion etc	22	7%
I won't visit High Street any more	22	7%
Concerns about cost	20	7%
Issues with bus stop on Rock Street / need to improve bus stops	16	5%
Need to add safety features (zebra crossing, island, narrow road)	13	4%
Licensed seating application	10	3%

Need to reduce speed limit / Add speed bumps	10	3%
Criticism of holding of fun day	8	3%
Comments on security guards / operatives poor behaviour	7	2%
Complaints about other residents	6	2%
Comments on signage	5	2%
Positive feedback on information letter	3	1%
Interest in helping execute SGC's suggestions	2	1%
Ignore the petition	2	1%
FOI request	2	1%
Couldn't access online consultation events	2	1%
Miscellaneous	1	0%

## 5.2 Full comments

A full list of all comments made is available on request. There were 7,980 individual comments made as part of the official consultation survey, and a further 302 comments submitted to the Place Feedback email inbox, so it has not been possible to include the full text of all comments within the main body of this report.

## 5.3 Consultation events and meetings

During April 2021, additional engagement with stakeholders was undertaken to seek a greater understanding from what people wanted from a future High Street. Nine focus group sessions were held with the following stakeholder groups; the Town Council, Chamber of Commerce, businesses not represented by the chamber, hospitality, residents including a session specifically for those living on the High Street and Seldom Heard group. The sessions were attended by 80 individuals and the main findings were:

- All groups supported full road closure for events, 5 groups supported one way traffic, 3 groups were happy to continue with the road closed to through traffic and 4 groups wanted the road open to through traffic;
- 6 groups supported blurring lines between carriageway and footpath, 5 groups wanted improved surface and 3 groups wanted wider footpath;
- 8 groups supported improved disabled parking and 6 improved parking in general;
- All groups supported more events but only 2 supported more family activities;
- 5 groups supported improved way finding (signage), 8 wanted more planting, 7 improved seating and 3 improved shop frontages.

A full run-down of focus group findings is provided in section 4 of this report.

# Appendix – Copy of consultation survey



## Have your say on possible changes to Thornbury High Street

We are trialling pedestrianisation of Thornbury High Street to enable safe social distancing and to open opportunities for outside seating areas for pubs, cafes and restaurants, as well as future events to create a vibrant high street. The scheme will also reduce traffic congestion, improve air quality and general road safety, as well as encouraging active travel and healthier lifestyles for everyone.

Thornbury High Street has temporarily been closed to traffic since 7 June. From the end of July we put in place a number of measures as part of an Experimental Traffic Order, and this involves a six month period of public consultation on whether these or other changes may work in the long term for Thornbury High Street. We are keen to hear your experiences of these changes as we emerge from lockdown, and want to know not only how it is affecting you now but how you want Thornbury High Street to work in the future.

Please submit your completed survey by 31 January 2021.

You can also complete this survey online at: [www.southglos.gov.uk/thornburyhighstreet](http://www.southglos.gov.uk/thornburyhighstreet)

Information provided will be treated confidentially and in accordance with the Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018. Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available at: [www.southglos.gov.uk/privacy](http://www.southglos.gov.uk/privacy)

Q1 Are you responding as? (please tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> A local resident of Thornbury                                | <input type="checkbox"/> An employee of a business in Thornbury                 |
| <input type="checkbox"/> A resident of the wider South Gloucestershire / Bristol area | <input type="checkbox"/> A voluntary, community sector organisation             |
| <input type="checkbox"/> An owner or manager of a business in Thornbury               | <input type="checkbox"/> A parish or town council, or parish / local councillor |
|   | <input type="checkbox"/> Other  |

If 'other' please specify:

Q2 Please tell us your full postcode i.e. BS\* \*\*\*

## Use of Thornbury High Street before Covid-19

Q3 How did you usually access Thornbury High Street before Covid-19? (please tick all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Walk                      | <input type="checkbox"/> Motorbike                             |
| <input type="checkbox"/> Bus                       | <input type="checkbox"/> Mobility Scooter                      |
| <input type="checkbox"/> Cycle                     | <input type="checkbox"/> Taxi                                  |
| <input type="checkbox"/> Car (driver or passenger) | <input type="checkbox"/> I did not visit Thornbury high street |

Go to Q6

Q4 In the year up to March 2020, how often did you use the facilities around Thornbury high street for the following purposes?

	Once a week or more often	1 to 3 times a month	A few times a year or less	Never
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cafe or restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fast food / takeaway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using a local business (e.g. post office, pharmacy, bank, hairdresser)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending a group or class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 In the year up to March 2020 how often did you use any of the following transport facilities Thornbury?

	Once a week or more often	1 to 3 times a month	A few times a year or less	Never
Bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free short stay car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free long stay car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blue badge parking on High Street double yellow lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Experimental Traffic Order Feedback

Q6 On average, how often have you visited Thornbury High Street since Monday 8th June (when we put in place the Emergency Traffic Order to pedestrianise the road)?

- ☐ Once a week or more often  
☐ 1 to 3 times a month  
☐ Less than once a month  
☐ Have not visited the High Street since 8th June

Q7 To what extent would you agree or disagree with the following changes being made permanent?

	Agree	Agree if zone was smaller	Agree if zone was larger	Disagree	Neither agree nor disagree / don't know
20mph speed limit on Castle Court, The Close, High Street and the part of Chapel Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A pedestrian and cycle zone along Thornbury High Street between Castle Court and Chapel Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 To what extent would you agree or disagree with the following changes being made permanent?

	Agree	Disagree	Neither agree nor disagree / don't know
Within the pedestrianised zone there is no parking (no waiting or pickup/drop-off), except for loading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two-way traffic for loading and access to off-street premises on the High Street between Chapel Street and The Close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q9 To what extent do you agree or disagree with the one-way system on the High Street between Castle Court and The Close, for vehicle loading and access to off-street premises only?

- ☐ Agree with current south bound one-way system  
☐ Agree if changed to a north bound one-way system  
☐ Disagree  
☐ Neither agree nor disagree / don't know

Q10 Would you agree or disagree with buses also being allowed to access through the one way system in future?

- ☐ Agree  
☐ Disagree  
☐ Neither agree nor disagree / don't know

Q11 How would you prefer us to manage vehicles accessing the High Street for loading goods? Please select the option you would most like as 'first choice / preference' and then an option for your second choice.

	First choice / preference	Second choice
Loading vehicles restricted to hours before 9am and after 5pm	<input type="checkbox"/>	<input type="checkbox"/>
Loading restricted to hours before midday	<input type="checkbox"/>	<input type="checkbox"/>
Unrestricted loading	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>
No preference / don't know	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us the reason for your preference:

Q12 How well has the pedestrianised High Street worked in the following aspects so far?

	Very poor	Quite poor	Neither good nor poor	Quite good	Very good	Don't know/ Not applicable
Less air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to keep social distancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenient access to shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a space to spend time with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to eat/drink on the High Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes it a more pleasant place to be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling safe while using the High Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 If you have any comments about the temporary changes, either in support of or objection to the scheme, how it has affected you / your organisation, or suggestions for improving it, please use the space below to provide them. If you have indicated that you disagree with any part of the scheme or making the scheme permanent please explain why:

- Q14 If you want to submit these comments as a formal objection to the Experimental Traffic Order, you must supply the following identifying details. Your comments will be published in the feedback report, so please do not include any sensitive or personal information about you or others, except where it has been specifically requested. This includes referring to people's names, addresses and descriptions.  
Comments submitted without these details will still be considered as feedback but not as a formal objection.

Your name:

Your address:

- Q15 If the changes in the Experimental Traffic Order are not made permanent, what other traffic management measures (if any) would you want to see along the High Street?

### Future vision for Thornbury High Street

- Q16 If pedestrianised, to what extent would you be interested in the visiting / using the High Street for the following activities?

	Not at all interested	Not very interested	Not sure	Quite interested	Very interested
Outside eating and drinking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using the shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performances, festivals or parades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q17 Please let us know if there are any particular themed markets or events you would like to see in Thornbury

- Q18 How important would you consider adding the following features for enhancing Thornbury High Street?

	Not important at all	Not very important	Not sure	Quite important	Very important
Street trees and planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public picnic seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated space for cafe/ restaurant seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More open / green space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street food stalls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality paving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More dropped kerbs or ramps for crossing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information boards about heritage / history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making it a listed / conservation area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's play area e.g. sandpit / beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Which of the following changes would make you visit Thornbury High Street more frequently?

- ☐ Click and collect services from shops
- ☐ More places to eat and drink
- ☐ More choice of everyday shops (e.g. food)
- ☐ Better choice of non-essential shops (e.g. gift / toy / clothes / florist)
- ☐ More leisure activities / facilities
- ☐ None of the above / not applicable
- ☐ Other, please state below:

Q20 What changes would make you more likely to visit the high street by **bus**? (tick all that apply)

- ☐ More evening and weekend services
- ☐ More frequent services
- ☐ Better bus stop facilities e.g. shelters, real time information, raised kerbs
- ☐ Newer / cleaner buses
- ☐ None of the above / would not use bus
- ☐ Other (please specify below)

## About you

*This section is really important as it is a requirement for the Council to fulfil its Public Sector Equality Duty by understanding more about the people who use council services and may be affected by any changes to Thornbury. Any responses to these questions will remain confidential, individuals will not be identified and personal details will not be published. Organisations do not need to answer this section.*

Q21 Are you?

- ☐ Female
- ☐ Male
- ☐ Other
- ☐ Prefer not to say

Q22 How old are you?

- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 75
- ☐ Over 75
- ☐ Prefer not to say

Q23 Do you consider yourself to be disabled? (please tick all that apply)

- ☐ No
- ☐ Prefer not to say
- ☐ Yes - Physical impairment
- ☐ Yes - Sensory impairment
- ☐ Yes - Mental health condition
- ☐ Yes - Learning disability/ difficulty or cognitive impairment
- ☐ Yes - Long standing illness or health condition
- ☐ Yes - Other (please state below)

Go to Q25

Go to Q25

If yes, please tell us how the proposals may impact you, or how we could improve accessibility to the high street for you

Q24 If you are disabled, have you used any of the six non-advisory disabled parking bays that have been put in at the top and bottom of the High Street since 17th July?

☐ Yes

☐ No

Q25 Are there any children in the following age categories living in your household?

☐ 0 to 4

☐ 12 to 16

☐ No / none of the above

☐ 5 to 11

☐ 17 to 21

☐ Prefer not to say

Q26 Your ethnicity:

☐ Arab/Arab British

☐ Asian/Asian British – Bangladeshi

☐ Asian/Asian British – Indian

☐ Asian/Asian British – Pakistani

☐ Asian/Asian British – Chinese

☐ Asian/Asian British – Other (please state)

☐ Black/African/Caribbean/Black British – African

☐ Black/African/Caribbean/Black British – Caribbean

☐ Black/African/Caribbean/Black British – Other (please state)

☐ Gypsy or Traveller of Irish Heritage

☐ Mixed/Multiple Ethnic Groups – White & Asian

☐ Mixed/Multiple Ethnic Groups – White & Black African

☐ Mixed/Multiple Ethnic Groups – White & Black Caribbean

☐ Mixed/Multiple Ethnic Groups – Other (please state)

☐ White – English/Welsh/Scottish/Northern Irish/British

☐ White – Irish

☐ White – Other (please state below)

☐ Other ethnic group (please state below)

☐ Prefer not to say

Other, please specify:

## Questions for businesses and organisations

Q27 Which sector best identifies your organisation?

☐ Retail

☐ Office

☐ Manufacturing

☐ Storage & distribution

☐ Leisure

☐ Food & Beverage

☐ Training / Education

☐ Community / Public service

☐ Health / Social care

☐ Other (please specify below)

Q28 What is the largest scale your organisation operates on?

☐ Local

☐ Regional

☐ National

☐ International

Q29 If there is anything that prevents you from arranging deliveries outside of retail hours, please let us know:

Q30 What is the greatest challenge to your organisation in COVID-19 recovery, and what support could the council offer to help your business adjust to the new normal and thrive in the future?

**Thank you for taking the time to tell us your views.**

Please return your completed survey by 31 January 2021 by posting it to: Freepost SGC, Corporate Research & Consultation Team, Council Offices, Badminton Road, Yate, BRISTOL, BS37 5AF

