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Mill Road ETRO: Summary Report of Consultation Findings

V1

April 2021

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For more information about the team phone 01223 715300

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Executive Summary

Between 24 June and 24 December Cambridgeshire County Council held a consultation on the Emergency Traffic Regulation Order (ETRO) on Mill Road. Between these dates a 6-month statutory objection order was conducted that gave members of the public and stakeholders the opportunity to write in and comment on the ETRO (summarised in a separate report). In addition, a consultation survey was conducted between 9 November and 24 December 2020, which this report summarises.

3526 responses were recorded through a formal consultation questionnaire. Due to a large number of potential duplicates identified by Cambridgeshire County Council, the decision was made to focus analysis on the qualitative questions comments following advice from the Consultation Institute.

The key findings of this piece of work are:

- **Concerns about the build outs.** The 'build-outs' were perceived as dangerous by some respondents due to their placements near junctions, their negative impact on sight lines for those on the road, and the need for vulnerable road users such as cyclists to move into potential oncoming traffic. There was also concern about the 'dropped kerbs' being unusable/dangerous for pedestrians, particularly those with disabilities or pushchairs
- **Impact on businesses.** There were concerns about negative impacts on businesses on Mill Road, particularly a loss of trade. Although there was debate about whether the bridge closure from the ETRO or the pandemic was the reason behind this loss, most respondents felt that more could be done to work with/assist businesses in the area. Re-opening the bridge was the predominant view among those who felt the bridge closure was causing the loss of trade, however there was also other suggestions, including; allowing businesses, particularly their deliveries, to be exempt from the closure and/or removing delivery restrictions on Mill Road; helping businesses by advertising the area more widely; reducing business rates; and improving the signage for the closure so it was clear the bridge was still accessible to pedestrians/cyclists and that access was still available by motorised vehicle elsewhere
- **Impacts on pollution and safety.** That air pollution, noise pollution, and general safety (excluding the 'build-outs') for pedestrians and cyclists had improved along Mill Road due to the bridge closure reducing the amount of motorised traffic. However, some of these respondents were concerned that traffic had been/could be displaced onto surrounding areas and other bridges across the railway, causing a negative impact on air pollution, noise pollution and safety elsewhere, particularly areas that were residential in nature
- **Exemptions to the bridge closure.** That some form of exemptions to the bridge closure were needed. Predominantly this was called for those with blue badges but also included taxis and local residents, in order to avoid isolating vulnerable members

of the community and those who couldn't walk or cycle. There was also a call for businesses, particularly their deliveries, to be exempt

Two petitions were received from the Mill Road Traders Association (one handwritten and one online, that was linked with two other petitions: one from the Licensed Taxi Association and one from Labour City Councillor Gerri Bird), that called Mill Road to be re-opened. 839 signatures were recorded for the handwritten petition and 3924 to the online petition.

Methodology Summary

The consultation adopted a multi-channel approach to promote and seek feedback including through traditional and online owned and earned media.

In light of coronavirus restrictions, consultation was primarily online with only limited in person socially distanced meetings with officers on request, in line with COVID-19 restrictions. This consultation covered the time of the second national lockdown.

There were over 5700 visitors to the dedicated website. Councillors and local stakeholders were contacted and requested to highlight the non-statutory survey via their networks. A press release was issued to Cambridgeshire media and details of the consultation were covered in the Cambridge Independent and Cambridge Newspapers and respective websites. A poster design was supplied to the traders' organisation for use in shop windows. Information about the survey was distributed via the County Council's social media channels: Facebook and Twitter. A high number of messages were received via email including statements in favour and against the scheme from local residents in and around the Mill Road area.

3526 responses were recorded through a formal consultation questionnaire.

During the quality assurance process, undertaken as part of all our consultation analysis practices, 623 responses were flagged as potential duplicates. These were identified due to repeat use of logins, identical unique user numbers (generated for anonymous users from browser cookies), and blocks of strongly support/strongly oppose submissions within short time frames.

Following advice from the Consultation Institute, and no cases of duplicate 'cut and paste' answers in the open comment qualitative questions, a purely qualitative analysis was undertaken of the formal consultation questionnaire in order to understand the impacts of the ETRO on Mill Road.

Frequencies of responses to all quantitative questions are presented in Annex A.

Analysis

The strategy for analysis of the consultation was as follows:

- An initial quality assurance review of the data was conducted and a review with the engagement team carried out to identify any issues or changes that occurred during the consultation process.
- A set of frequencies were then produced and checks made against the total number of respondents for each question and the consultation overall. A basic sense check of

the data was made at this point with issues such as checking for duplicate entries, data entry errors identified.

- **Duplicate Entries.** Measures were in place to avoid analysing duplicated entries. The online survey software collects the timestamp, login details (where a respondent has chosen to sign up to the online survey platform), and a unique user number for anonymous respondents based on cookie data of entries so patterns of deliberate duplicate entries can be spotted and countered.
- **Partial Entries.** The system records all partial entries as well as those that went through to completion (respondent hit submit). These are reviewed separately and in a few cases, where a substantial response has been made (as opposed to someone just clicking through) then these are added to the final set for analysis.
- Within the qualitative analysis a search for any unusual patterns within the responses was carried out, such as duplicate or 'cut and paste' views being expressed on proposals.

- Free text questions were analysed using qualitative methods, namely through thematic analysis using a frame of themes. The frame of themes were:

- **Impact on Mill Road area**

- Walking and cycling
 - Positive
 - Neutral
 - Negative
- Business
 - Positive
 - Neutral
 - Negative
- Air Quality
 - Positive
 - Neutral
 - Negative
- Noise
 - Positive
 - Neutral
 - Negative
- Safety
 - Positive
 - Neutral

- Negative
- Social Distancing
 - Positive
 - Neutral
 - Negative
- Accessibility and Equalities
 - Elderly
 - Disabled
 - Ethnicity
 - Sex
 - other
- Exemptions

- **Impact on Surrounding Areas**

- Coldhams Lane
- Newmarket Road
- Hills Road
- Coleridge Road
- Cherry Hinton Road
- Other

- These themes are identified using specialist software and then responses tagged with these themes (multiple tags can be given to the same response and the question phrasing means that responses can refer to the same theme in different

ways). At this stage totals of tagged themes are created and sample quotes chosen for the final report that typify particular tagged themes. Comment themes are listed in order of the number of comments received, from most to least. In the reporting of themes 'most' represents where over 50% of respondents' comments were applicable, 'some' represents 25%-49%, and 'few' represents less than 25% of comments.

- The final report is then written to provide an objective view of the results of the consultation.

Survey Findings

We have a duty of care to ensure that our work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the Equality Act 2010. Please comment if you think these proposals would either positively or negatively affect or impact and such person/s or group/s. You can find more information on the groups affected by the Equality Act 2010 at www.gov.uk/definition-of-disability-under-equality-act-2010;

Of the 3526 responses recorded to the consultation survey, 36% answered the above question.

Comment Theme	Respondent comments
Accessibility and Equalities	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme discussed the impacts on those with 'Disabilities' <ul style="list-style-type: none"> ○ The need for some form of access across the bridge for those with disabilities that made walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure ○ Concerns that the closure was increasing the cost of use and time traveling for taxis and car travel for disabled users due to the extended, more congested, routes they needed to take <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge ○ Feeling that pavements were more accessible to those using mobility aids due to a reduction in on pavement parking and increased safety/ease for other pedestrians to provide room due to lower traffic <ul style="list-style-type: none"> ▪ There was also call for further improvements to the condition and width of pavements down Mill Road ○ That the improvements to walking/cycling in general were of benefit to those with disabilities that are not able to drive ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build

	<p>outs was unsuitable and potentially dangerous for those with disabilities, particularly those with mobility aids and sight issues. Similar issues were raised about the build outs more generally</p> <ul style="list-style-type: none"> ○ That the improvements in air quality made the area more accessible for those with disabilities, particularly if related to breathing difficulties. However, there were concerns that the displaced traffic would worsen air quality in surrounding areas ○ That increasing the amount of pavement space available on the whole road would be more beneficial than the intermittency of the build outs ○ Concerns that the proposals were causing disabled residents to become segregated from the city centre <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge ○ Concerns that the proposals were making access to places of worship and business more difficult for those with mobility issues <ul style="list-style-type: none"> ● A few of the respondents who discussed this theme discussed the impact on 'Other' groups under the Equality Act. These included, children, those on low income, and impacts on all groups generally. <ul style="list-style-type: none"> ○ That the reduction in motorised traffic and pavement parking allowed safer, more accessible travel for younger pedestrians and cyclists or families using these modes of transport <ul style="list-style-type: none"> ▪ There was also call for further improvements to the condition and width of pavements down Mill Road ○ That the increased cost of use for taxis and personal vehicles, due to the detours needed to cross the bridge, were having an adverse effect on those on low incomes <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge ○ That the improvements to air quality in the area made it safer for younger residents. However, there were concerns that the displaced traffic would worsen air quality in surrounding areas
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	<ul style="list-style-type: none">○ That the buildouts were unsuitable for pushchairs and similar○ That public transport in the area was too expensive and did not run at appropriate enough times for those on low incomes○ That the decrease in traffic at night left the area less safe for younger residents <ul style="list-style-type: none">● A few of the respondents who discussed this theme discussed the impact on the 'Elderly'. Discussions were often tied in with comments relating to 'Disability', namely:<ul style="list-style-type: none">○ That the reduction in motorised traffic and pavement parking allowed safer, more accessible travel for older pedestrians and cyclists○ The need for some form of access across the bridge for older residents that found walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure○ Concerns that the closure was increasing the cost of use and time traveling for taxis and car travel for older residents due to the extended, more congested, routes they needed to take<ul style="list-style-type: none">▪ Most of these respondents felt this was a reason to reopen the bridge○ That the improvements in air quality made the area better for older residents. However, there were concerns that the displaced traffic would worsen air quality in surrounding areas○ Concerns that the proposals were making access to places of worship and business more difficult for older residents● A few of the respondents who discussed this theme discussed the impact on 'Ethnicity'<ul style="list-style-type: none">○ That the proposals negatively impacted on those from minority ethnic backgrounds due to the nature of the businesses in the area (and the negative impact the closure was having on these businesses) and the increased difficulty accessing places of worship
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	<ul style="list-style-type: none"> • A few of the respondents who discussed this theme discussed the impact on 'Sex' <ul style="list-style-type: none"> ○ That the reduction in traffic along Mill Road, particularly at night, was leading to a reduction in safety for women <ul style="list-style-type: none"> ▪ There was also discussion of the loss of trade accessing local businesses compounding this issue ▪ Concerns the increased cost of taxis and lack of public transport at night was resulting in more women walking alone Mill Road at night, compounding the issue
<p>Safety</p>	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the reduction in motorised traffic had resulted in a safer area for pedestrians and cyclists, with particular mention to those with disabilities, older and young residents • Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build outs was unsuitable and potentially dangerous for those with disabilities, particularly those with mobility aids and sight issues. ○ That the reduction in traffic along Mill Road, particularly at night, was leading to a reduction in safety for vulnerable users • A few of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ The need for improved maintenance of the pavements, increasing the amount of crossing points/dropped kerbs, and possible widening to allow more safe access ○ How safety was on Mill Road before the closure. These respondents felt it was unsafe before due to the narrowness of the road and amount of motorised traffic and pavement parking

<p>Walking and cycling</p>	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme did so ‘Positively’ <ul style="list-style-type: none"> ○ That the reduction in motorised traffic had resulted in a safer area for pedestrians and cyclists, with particular mention to those with disabilities, older and young residents <ul style="list-style-type: none"> ▪ There was also call for further improvements to the condition and width of pavements down Mill Road • A few of the respondents who discussed this theme did so ‘Neutrally’ <ul style="list-style-type: none"> ○ The need for improved maintenance of the pavements, increasing the amount of crossing points/dropped kerbs, and possible widening to allow more safe access • A few of the respondents who discussed this theme did so ‘Negatively’ <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build outs was unsuitable and potentially dangerous for those with disabilities, particularly those with mobility aids and sight issues
<p>Exemptions</p>	<ul style="list-style-type: none"> • The need for some form of access across the bridge for residents that found walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure
<p>Impact on surrounding areas</p>	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme discussed ‘Other’ areas. These responses were made up of general references to other areas, rather than specific areas. Discussion points included: <ul style="list-style-type: none"> ○ Concerns that the closure had displaced traffic onto surrounding residential roads, causing congestion issues, a drop in air quality, and an increased risk of accidents • Respondents who mentioned particular roads did so in the same manner those who discussed concerns about

	<p>the general impact on the surrounding areas. These included:</p> <ul style="list-style-type: none"> ○ 'Coldhams Lane' ○ 'Hills Road' ○ 'Cherry Hinton Road' ○ 'Newmarket Road'
Business	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ Concerns that the closure would negatively impact on the businesses on Mill Road due to decreased accessibility, which would result in them closing ○ Concerns that the loss of trade along Mill Road was resulting in safety issues due to the lower amount of traffic ● A few of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ The need to ensure the reduction in traffic did not result in the loss of businesses along Mill Road, as they were felt to be important to the area ○ That improvements that could be made to pavements and their maintenance could also be used to benefit local businesses, giving them more space
Air quality	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the reduction in motorised traffic had increased air quality on Mill Road, which was particularly beneficial to older/younger residents and those with disabilities
Noise	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the noise levels on Mill Road had reduced, improving the quality of life for residents and made the area more pleasant for visitors/passers through
Social distancing	<ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the proposals had not done anything to help with social distancing. Respondents who discussed the reasons felt the build outs caused pedestrians to come into closer contact with each other

	<ul style="list-style-type: none"> • Some of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the reduction in motorised traffic and pavement parking allowed pedestrians to give each other more space, allowing them to socially distance
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In common with other busy high streets (and separate to the bridge changes) build outs have been put in place to help people maintain social distance along Mill Road. Do you have any comments you would like to make on the build outs?

Of the 3526 responses recorded to the consultation survey, 58% answered the above question.

Comment Theme	Respondent comments
Walking and cycling	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road and reduce line of sight, making it unsafe for cyclists ○ Concerns the build outs were too easily moved, causing the space available to pedestrians to be constricted and the barriers to push cyclists further out into the road <ul style="list-style-type: none"> ▪ There was also concerns the buildouts were generally not wide enough for pushchairs etc, wheelchairs, and other mobility aids to use ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build outs was unsuitable and potentially dangerous for pedestrians, particularly those with pushchairs etc, wheelchairs, and other mobility aids ○ That the build outs needed more gaps to allow pedestrians to cross the road, as the current layout was felt to hinder this ○ Concerns that the lack of maintenance had caused the build outs to become filled with

	<p>detritus, particularly leaves, which made them hazardous to pedestrians</p> <ul style="list-style-type: none"> ○ That the build outs weren't conducive to helping pedestrians socially distance, as other narrow areas of Mill Road lacked them <ul style="list-style-type: none"> ▪ There was also debates about whether they were being used as intended, with respondents highlighting they had not seen them being used ▪ There was also concerns that it was not clear what the build outs were intended for ○ That the one-way system for pedestrians was not being adhered to. Some of these respondents felt the signage for this was not clear <ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ That the build outs should be landscaped into the road layout and made level, as it was felt this would make them more conducive to pedestrian use and make it easier for those with pushchairs etc, wheelchairs, and other mobility aids to use <ul style="list-style-type: none"> ▪ There was also discussion around making them more attractive, with respondents requesting more greenery and natural materials ▪ There was also discussion around including amenities in the space, such as seating and cycle parking ○ That some form of cycle lane or cycle bypass should be included to remove the risk to cyclists from having to move closer to the centre of the road ○ That Mill Road could be made one way to allow for larger footpaths ○ That the build outs could be made narrower and positioning near junctions should be checked to ensure cyclists could safely use the road alongside buses ○ That the signage, particularly for the one-way system for pedestrians, should be made clearer ○ That more, safe, crossing places were needed along Mill Road
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	<ul style="list-style-type: none"> ○ That pavement parking was an issue and required more enforcement as it endangered pedestrians ● A few of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the build outs had helped provide room for pedestrians to socially distance and in general ○ That the build outs had the effect of slowing traffic, increasing the safety for pedestrians and cyclists, particularly in places where there were no build outs
<p>Social distancing</p>	<ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ That, although the build outs themselves helped with social distancing, they were too intermittent to be useful ○ That the signage, particularly for the one-way system for pedestrians to socially distance but also to what the build outs were for, should be made clearer ○ That, particularly because the build outs were not common throughout the rest of the city, making residents aware of the need to socially distance was more important ○ That socially distancing along Mill Road was difficult due to the narrow pathways ○ That pedestrians did not appear to be socially distancing in the area, so clearer guidance or enforcement was needed ○ That the one-way system should be effective enough for social distancing without the need for the build outs ● Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs did nothing to help with social distancing <ul style="list-style-type: none"> ▪ There was concern from these respondents that there were negative impacts on safety from the narrowing on the road ▪ There was concern from respondents these respondents that the build outs made socially distancing harder as they caused pedestrians and cyclists to be closer together

	<ul style="list-style-type: none"> ○ There was concern that social distancing improvements were being used as an excuse to close the road and hinder motorised traffic ● A few of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ Feeling that the build outs had been helpful for pedestrians to socially distance <ul style="list-style-type: none"> ▪ However, there was concerns from some of these respondents that they decreased safety for cyclists due to it pushing them closer to motorised traffic ▪ That the space could also be utilised to benefit businesses ▪ That the build outs also improved general road safety as they slowed traffic ▪ That better signage was needed for the one-way system for pedestrians ▪ That the design should be improved if made permanent by including more greenery and natural materials
<p>Safety</p>	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road and reduce line of sight, making it unsafe for cyclists ○ Concerns that the lack of maintenance had caused the build outs to become filled with detritus, particularly leaves, which made them hazardous to pedestrians ○ Concerns the build outs were too easily moved, causing the space available to pedestrians to be constricted and the barriers to push cyclists further out into the road ○ Concerns that the bridge closure was resulting in motorised traffic, particularly large goods vehicles, to need to turn in the road due to a lack of awareness <ul style="list-style-type: none"> ▪ There were concerns from these respondents that the build outs placements were causing cyclists to be placed in the middle of the road,

	<p>exposing them to more danger from these manoeuvres</p> <ul style="list-style-type: none"> ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build outs was unsuitable and potentially dangerous for pedestrians, particularly those with pushchairs etc, wheelchairs, and other mobility aids <ul style="list-style-type: none"> ● A few of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the build outs improved general road safety as they slowed traffic ○ That the build outs helped with social distancing and made them feel safer ● A few of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ There were concerns that rights of way and awareness of space needed to navigate the build outs on the roads. These respondents felt this could be made clearer and enforcement may be required for those behaving dangerously ○ That positioning of the build outs near junctions and other areas with limited line of sight should be checked to ensure cyclists and other road users could safely use the road ○ That, although they were felt to be a functional aid to social distancing, the build outs could be made more attractive by using greenery and more natural materials
Business	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ Allowing businesses to make use of the space created by the build outs or providing amenities such as seating and cycle parking that would aid in attracting trade in the area ○ That the build outs could be or were being used as space for businesses delivery vehicles. Respondents were either concerned about this or felt that this was needed
Accessibility and Equalities	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme discussed 'Disability' <ul style="list-style-type: none"> ○ That the build outs provided more space for pedestrians with disabilities to socially distance and travel in the area in general

	<ul style="list-style-type: none"> ○ Concerns the build outs were too easily moved, causing the space available to pedestrians to be constricted <ul style="list-style-type: none"> ▪ There was also concerns the build outs generally were not wide enough for wheelchairs and other mobility aids to use ○ Concerns that the tarmac used as a temporary replacement for a dropped kerb on the build outs was unsuitable and potentially dangerous for those with wheelchairs and other mobility aids ○ That widening of the pavement was needed more generally along Mill Road to aid disabled pedestrians <ul style="list-style-type: none"> ● Some of the respondents who discussed this theme discussed the impact on 'Other' groups under the Equality Act. These responses were made up of comments discussing the impact on younger residents and discussed the same points as made under 'disability'
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Do you have any comments you would like to make on the trial closure of Mill Road bridge to all traffic except buses, cycles and pedestrians?

Of the 3526 responses recorded to the consultation survey, 67% answered the above question.

Comment Theme	Respondent comments
Business	<ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ Concerns that the bridge closure had resulted in less passing trade, resulting in the potential and actual loss of local businesses in the area <ul style="list-style-type: none"> ▪ There was indication from respondents that customers had avoided businesses on Mill Road as the customer thought the whole street was closed ▪ There was concern this closure had compounded issues relating to closures on Mill Road in 2019 ▪ There was concern from respondents that Mill Road's atmosphere had been

	<p>negatively impacted by the closure, feeling the area was less 'lively'</p> <ul style="list-style-type: none"> ▪ This was felt to be a reason to open the bridge closure ○ Concerns that the bridge closure was causing long delays to deliveries and for workers whose base was located on Mill Road, increasing costs and reducing the amount of work that could be done <ul style="list-style-type: none"> • Some of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ Concerns about the potential loss of local businesses in the area, which was felt to be due to the pandemic rather than the closure <ul style="list-style-type: none"> ▪ Respondents felt that businesses could be offered more support from the council to adapt. Suggestions included; help with business rates; help with advertising the area; careful management of the signage, these respondents felt the use of the 'word' closure was inappropriate as only one area of the road limited access from motorised vehicles ▪ That passing trade mostly came from pedestrians and cyclists not motorised vehicles due to the lack of parking, so were hopeful trade should improve as pandemic restrictions are eased ○ That factual evidence should be gathered on footfall and business income to properly measure the impact on businesses <ul style="list-style-type: none"> ▪ There was felt to be a need for the trail to be conducted outside any pandemic restrictions to get an accurate measure ○ That the build outs could be made usable as business space, as seating, cycle parking, delivery parking, or disabled parking ○ That exemptions could be made for delivery vehicles on a time limited basis • A few of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the decrease in motorised traffic had resulted in Mill Road being safer and more pleasant, due to lower noise and air pollution,
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	<p>for pedestrians and cyclists, with respondents indicating that either they themselves were visiting businesses more often or that the improvements would increasing footfall and passing trade</p> <ul style="list-style-type: none"> ▪ There was discussions about using the build outs or increased pedestrianising of the area to make it more attractive for customers ▪ That exemptions to the closure and/or increasing parking for blue badge holders/disabled drivers or delivery vehicles should be considered in order to help businesses and their customers
<p>Walking and cycling</p>	<ul style="list-style-type: none"> • Some of the respondents who discussed this theme did so ‘Neutrally’ <ul style="list-style-type: none"> ○ That the build outs should allow room for cyclists to pass without needing to move towards the centre of the road ○ That more enforcement was needed to reduce speeding vehicles, circumventing of the closure, and pavement parking ○ Allowing businesses to make use of the space created by the build outs or providing amenities such as seating and cycle parking ○ That better signage was needed for the one-way system for pedestrians and to indicate the road was only closed in one area to motorised vehicles ○ That widening of the pavement was needed more generally along Mill Road <ul style="list-style-type: none"> ▪ There was also discussion making Mill Road more pedestrianised or making it a ‘shared space’ (pedestrian/cyclist priority with 10mph or lower speeds for motorised vehicles) ○ That the design of the build outs should be improved if made permanent by including more greenery and natural materials ○ That the road should be made one way instead of the closure, with the extra lane used to create more cycle/pedestrian space ○ That a cyclist/pedestrian route should be created alongside the bridge in a similar manner to Coldhams Lane ○ That enforcement was needed for anti-social/dangerous cycling. These respondents

	<p>were particularly concerned about cyclists on the footpaths</p> <ul style="list-style-type: none"> ○ That the Carter Bridge should be better advertised or improved for cyclist access ○ That more maintenance of the footpaths and roads were needed <ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the decrease in motorised traffic had resulted in Mill Road being safer and more pleasant, due to lower noise and air pollution, for pedestrians and cyclists <ul style="list-style-type: none"> ▪ There was discussion from some of these respondents about it making them or was making them more likely to use Mill Road as a shopping destination ▪ There was concern from some of these respondents that businesses had been negatively impacted because of this ▪ There was concern from a few of these respondents that Mill Road was less safe at night ● A few of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road and reduce line of sight, making it unsafe for cyclists ○ That the decrease in traffic meant Mill Road was unsafe to travel through at night as a pedestrian or cyclist ○ That the closure had resulted in motorised vehicles making dangerous manoeuvres to turn around, making the area less safe for cyclists and pedestrians ○ Concerns that the lack of maintenance had caused the build outs to become filled with detritus, particularly leaves, which made them hazardous to pedestrians ○ That the closure and build outs had not improved walking and cycling in the area
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	<ul style="list-style-type: none"> ○ That the reduction in motorised traffic had resulted in a general increase in speed of cyclists, making crossing the road difficult for pedestrians ○ Most of the respondents who indicated these concerns felt the bridge should be reopened
Impact on surrounding areas	<ul style="list-style-type: none"> ● Respondents who discussed this theme discussed the impact on surrounding areas. As well as discussing this generally, this also included Devonshire Road, Kingston Street, St Barnabas Road, Covent Garden, Tenison Road, Glisson Road, Mawson Road, Perne Road, East Road, Sedgwick Street, Brooks Road, Argyle Street, Station Road, Gonville Place, Cavendish Road, Rustat Road, Mowbray Road, Vinery Road, Catharine Street, Coldhams Lane, Cherry Hinton Road, Hills Road, Newmarket Road, and Coleridge Road . Discussion points included: <ul style="list-style-type: none"> ○ Concerns that congestion, risk of accidents, and pollution had increased in areas around Mill Road and at other points for crossing the railway. Most of the areas specified above were mentioned, excluding Devonshire Road, Kingston Street, and St Barnabas Road <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason for reopening the bridge ○ That there was less traffic in immediate areas off Mill Road. Respondents who discussed specific areas mentioned Devonshire Road, Kingston Street, St Barnabas Road
Safety	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so ‘Positively’ <ul style="list-style-type: none"> ○ That the decrease in motorised traffic had resulted in Mill Road being safer for pedestrians and cyclists ● Some of the respondents who discussed this theme did so ‘Neutrally’ <ul style="list-style-type: none"> ○ That the build outs should allow room for cyclists to pass without needing to move towards the centre of the road ○ That more enforcement was needed to reduce speeding vehicles, circumventing of the closure, and pavement parking ○ That better signage was needed for the one-way system for pedestrians and to indicate the road was only closed in one area to motorised

	<p>vehicles. A lack of clarity from these signs was felt to be decreasing safety</p> <ul style="list-style-type: none"> ○ That the reduction in traffic made the road safer during the day but less safe at night, particularly for women ○ That widening of the pavement was needed more generally along Mill Road to increase safety ○ That the road should be made one way instead of the closure, with the extra lane used to create safe cycle/pedestrian space ○ That enforcement was needed for anti-social/dangerous cycling. These respondents were particularly concerned about cyclists on the footpaths <ul style="list-style-type: none"> ● Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs had caused conflicts between different forms of traffic, mostly buses and cyclists but there was also mentions of personal vehicles, as they attempted to pass in opposite directions. The build outs were felt to cause too much narrowing of the road and reduce line of sight, making it unsafe for cyclists ○ That the closure had resulted in motorised vehicles making dangerous manoeuvres to turn around, making the area less safe for cyclists and pedestrians ○ Concerns that the lack of maintenance had caused the build outs to become filled with detritus, particularly leaves, which made them hazardous to pedestrians ○ That the decrease in traffic meant Mill Road was unsafe to travel through at night ○ That the reduction in motorised traffic had resulted in a general increase in speed of cyclists, making crossing the road difficult for pedestrians
Exemptions	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme felt there was the need for some form of access across the bridge for residents that found walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure

	<ul style="list-style-type: none"> • Some of the respondents who discussed this theme felt that the closure should be timed to allow late night/off-peak access, as this should reduce risks to pedestrians/cyclists travelling alone at night and allow businesses to receive deliveries • Some of the respondents who discussed this theme felt that local residents should be exempt to the closure to ensure businesses could still be used and to reduce the impacts of the displaced congestion on nearby roads • There was concern from a few respondents that allowing taxis would decrease safety for pedestrians and cyclists • A few of the respondents that discussed this theme felt there was the need for the buses on Mill Road to be electric only, as it was felt diesel engine buses would negate the improvements to air and noise pollution from the reduction in traffic • A few of the respondents that discussed this theme felt that electric vehicles should be permitted through the bridge closure as they were felt to not contribute to noise or air pollution
<p>Accessibility and Equality</p>	<ul style="list-style-type: none"> • Most of the respondents who discussed this theme discussed ‘Disability’ <ul style="list-style-type: none"> ○ The need for some form of access across the bridge for those with disabilities that made walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure ○ Concerns that the closure was increasing the cost of use and time traveling for taxis and car travel for disabled users due to the extended, more congested, routes they needed to take <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge ○ Concerns that the impacts on disabilities, or contact with representative groups, was not taken into consideration prior to the closure ○ That the improvements to walking/cycling in general were of benefit to those with disabilities that are not able to drive ○ That more parking should be available to those with disabilities ○ That the footpaths should be better maintained and extended to improve accessibility for those with disabilities

	<ul style="list-style-type: none"> ○ That the bus services in the area needed improving, as they were too infrequent and unreliable to be useful to those with disabilities who needs/wants to use them ● A few of the respondents who discussed this theme discussed the impact on 'Other' groups under the Equality Act, which consisted of respondents discussing impacts on younger residents and those on lower incomes <ul style="list-style-type: none"> ○ That the reduction in motorised traffic and pavement parking allowed safer, more accessible travel for younger pedestrians and cyclists or families using these modes of transport <ul style="list-style-type: none"> ▪ There was also call for further improvements to the condition and width of pavements down Mill Road ○ That the increased cost of use for taxis and personal vehicles, due to the detours needed to cross the bridge, were having an adverse effect on those on low incomes or with children <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge ○ That the improvements to air quality in the area made it safer for younger residents. ○ That public transport in the area needed improving, as it was too expensive and did not run at appropriate enough times ● A few of the respondents who discussed this theme discussed the impact on the 'Elderly'. Discussions were often tied in with comments relating to 'Disability', namely: <ul style="list-style-type: none"> ○ The need for some form of access across the bridge for those with disabilities that made walking/cycling difficult. Suggestions included; allowing blue badge holders to be exempt from the closure; providing some form of shuttle bus specifically for Mill Road; allowing taxis to be exempt from the closure ○ Concerns that the closure was increasing the cost of use and time traveling for taxis and car travel for older residents due to the extended, more congested, routes they needed to take <ul style="list-style-type: none"> ▪ Most of these respondents felt this was a reason to reopen the bridge
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	<ul style="list-style-type: none"> ○ Concerns that the impacts on older residents, or contact with representative groups, was not taken into consideration prior to the closure ● A few of the respondents who discussed this theme discussed the impact on 'Sex' <ul style="list-style-type: none"> ○ That the reduction in traffic along Mill Road, particularly at night, was leading to a reduction in safety for women <ul style="list-style-type: none"> ▪ There was also discussion of the loss of trade accessing local businesses compounding this issue ▪ Concerns the increased cost of taxis and lack of public transport at night was resulting in more women walking alone Mill Road at night, compounding the issue
<p>Air quality</p>	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so 'Positively' <ul style="list-style-type: none"> ○ That the reduction in motorised traffic had increased air quality on Mill Road ○ There was discussion about the need for the buses on Mill Road to be electric only, as it was felt diesel engine buses would negate the improvements to air and noise pollution from the reduction in traffic ● A few of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ That the trail or similar traffic reduction schemes should be extended to surrounding areas. Most of these respondents felt that although the closure had improved air quality on Mill Road, it had resulted in worse air quality elsewhere due to the displacement of traffic ○ Discussions about the low air quality on Mill Road historically ○ That wider adoption of electric vehicles, with less impact on air quality, may negate the need for this closure in the future <ul style="list-style-type: none"> ▪ There was also discussion from some of these respondents about the need for the buses on Mill Road to be electric only, as it was felt diesel engine buses would negate the improvements to air and noise pollution from the reduction in traffic

	<ul style="list-style-type: none"> • A few of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs and displacement of traffic was causing increased congestion resulting in a negative effect on air quality
Social distancing	<ul style="list-style-type: none"> • Some of the respondents who discussed this theme did so 'Negatively' <ul style="list-style-type: none"> ○ That the build outs and other improvements did nothing to help with social distancing <ul style="list-style-type: none"> ▪ There was concern from these respondents that there were negative impacts on safety from the narrowing on the road, that businesses were being negatively impact, that congestion was worse on nearby roads, and that those who needed to use a car were being hindered ▪ There was concern from respondents these respondents that the build outs made socially distancing harder as they caused pedestrians and cyclists to be closer together ○ That the signage for the one-way system for pedestrians was not clear and so was not being adhered to ○ There was concern that social distancing improvements were being used as an excuse to close the road and hinder motorised traffic • Some of the respondents who discussed this theme did so 'Neutrally' <ul style="list-style-type: none"> ○ That the signage, particularly for the one-way system for pedestrians to socially distance but also to what the build outs were for, should be made clearer ○ That pedestrians did not appear to be socially distancing in the area, so clearer guidance or enforcement was needed ○ Debate about whether the proposals had any impact on Covid-19 transmission, whether this could be measured, and why other similarly busy areas were not included in these schemes • A few of the respondents who discussed this theme did so 'Positively'

	<ul style="list-style-type: none"> ○ General comments about feeling the proposals had helped with social distancing, increasing the likelihood respondents would use/travel in the area
<p>Noise</p>	<ul style="list-style-type: none"> ● Most of the respondents who discussed this theme did so ‘Positively’ <ul style="list-style-type: none"> ○ That the noise levels on Mill Road had reduced, improving the quality of life for residents and made the area more pleasant for visitors/passers through ● Some of the respondents who discussed this theme did so ‘Neutrally’ <ul style="list-style-type: none"> ○ That although the noise levels from traffic had reduced on Mill Road, so had the atmosphere/ambience ○ Concerns about the possible negative impact on noise pollution, alongside air quality and congestion, on surrounding streets ○ Discussions about the high noise pollution levels on Mill Road historically

Email and social media responses

17 responses were received regarding the consultation through email (outside of the address given for the statutory objections) and social media platforms, such as Facebook and Twitter. Responses were too disparate for a thematic analysis, however most of the comments reflected comments made in the consultation survey (exceptions being: concern over the possibility of the same person entering into the survey multiple times, a question about whether other County Council committees needed to be involved due to the impacts on health, and lack of Google Maps update on the closure), namely:

- That the signage was felt to be misleading, as the only the bridge was closed to motorised vehicles, and Mill Road itself was not closed.
- That Mill Road was more accessible and safer for pedestrians and cyclists
- Concerns that the bridge closure was negatively impacting on surrounding roads, due to the extra journeys drivers needed to take to circumvent the closure
- Concerns the businesses on Mill Road were being negatively impacted
- Concerns the build outs were dangerous as they were 'pushing' cyclists into oncoming traffic and were causing increased congestion
- Concerns that safety was decreased at night due to less through traffic and more costly taxi journeys

Appendices

Appendix A: Frequencies

Question number and text	Quant/Qual	Responses																Total	Potential duplicate responses
		Under 15	15-24	25-34	35-44	45-54	55-64	65-74	75 and above	Prefer not to say									
Q1: Please indicate your age range	Quant	12	111	597	908	753	618	398	89	34							3520	629	
Q2: In what context are you responding to this consultation?	Quant	Mill Road resident	Resident off/near Mill Road	Resident elsewhere	Local business owner	Cyclist	Driver	Taxi or Delivery Driver	Other								3522	630	
Q3: Do you have a disability which influences the	Quant	Yes	No	Prefer not to say													3482	623	
Q4: Select all ways you travel along Mill Road	Quant	Walk	Run	Cycle	Scooter/Skateboard	Wheelchair	Bus	Mobility scooter	Car share	Car (driver or passenger)	Taxi	Van/Lorry	Coach/Mini-bus	Motorcycle/Powered two-wheeler	Other		3522	631	
Q5: To what extent do you support/oppose the closure of Mill Road bridge to all traffic except	Quant	Strongly support	Support	Neither support or oppose	Oppose	Strongly oppose	No opinion										3517	630	
Q6: How do you feel the environment of the area has changed in terms of	Quant	Much improved	Improved	No change	Worse	Much worse	No opinion										3517	630	
Q7: How do you feel road safety in the area has changed as a result of closing Mill Road bridge to	Quant	Much safer	Safer	No change	Less safe	Much less safe	No opinion										3520	632	
work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the Equality Act 2010. Please comment if you think these proposals would either positively or negatively affect or impact and such person/s or	Qual	1260 comments, 43113 word count																207	
Q9: In common with other busy high streets (and separate to the bridge changes) build outs have been put in place to help people maintain social	Qual	2061 comments, 60373 word count																274	
Q10: Based on your experiences of the trial closure, what would you like to happen next?	Quant	The trial closure should become permanent	The trial closure should become permanent but with some changes made	The trial closure should continue with current restrictions to give more time to assess the impact of the closure	The trial closure should continue with some changes made to give time to assess the impact of the changed closure	The trial closure should be removed and the road bridge reopened without restrictions											3480	623	
Q11: Do you have any comments you would like to make on the trial closure of Mill Road bridge to	Qual	2364 comments, 130116 word count																302	