

# Public Consultation and Engagement Report

## Abbey Road, Barrow-in-Furness, Active Travel Scheme

June 2023

**Westmorland and Furness Council would like to create a network of safe, attractive, and well-connected routes across Barrow-in-Furness that provide people with more opportunities to walk, wheel and cycle. We want to provide routes that connect people to the places they want go, particularly for short everyday journeys such as to school, the shops or to work.**

The council launched the Barrow-in-Furness Local Cycling and Walking Infrastructure Plan (LCWIP) in 2022. The LCWIP sets out a long-term plan for cycling, walking and wheeling improvements across the town and prioritises routes for development.

In progressing the LCWIP, the Council have developed initial designs for improvements for two areas identified within the plan. These are:

- **North Walney:** a 2.5km route from Jubilee Bridge to Earnse Bay, connecting communities on North Walney to the town centre and the new Earnse Bay Community Hub.
- **Abbey Road:** improvements on Abbey Road between Ramsden Square and Park Drive.

This is an exciting time for Barrow-in-Furness with thousands of additional jobs being created at BAE Systems, a new university campus and millions of pounds of Town Deal funding being used for schemes to regenerate Barrow town centre and the creation of new community hubs.

The proposed active travel improvements will support the development of sustainable travel infrastructure, providing safe and continuous routes through the town centre, connecting major employers, shops and facilities to surrounding residential areas.

The Council held a Public Consultation for both schemes between 19 May and 9 June 2023.

**This report provides a summary of the analysis undertaken on the feedback received for the Abbey Road survey and focus group sessions.**

A separate consultation report for North Walney has been prepared and can be found at:

<https://legacy.westmorlandandfurness.gov.uk/cyclingandwalking>

## Approach to Consultation

The consultation sought opinions on the proposed infrastructure improvements along Abbey Road between the roundabout at Ramsden Square and the junction with Park Drive.

For some elements of the scheme, the Council had identified more than one way for how the scheme could be implemented. As such, designs for two options; Option A and Option B were presented although the consultation emphasised that there were opportunities to combine elements from each to achieve the best design.

The Council presented the information on the proposals within a 'Consultation Document'. This document provided; wider context on the background to the proposals, answers to frequently asked questions, the consultation scope and further details on 'key' design elements such as the position of the cycleway in relation to the footway or carriageway, side junction treatments and proposals at key junctions. Attached to the Consultation Document was a survey with questions on the scheme proposals and large coloured plans for each option.

All documents were hosted on the Council's Cycling and Walking Programme web page and a limited number of printed versions could be collected from selected distribution points.

Consultees were asked to complete the survey either online, by accessing a link on the webpage or by completing a paper survey and returning to dedicated drop off points.

In addition to the survey, The Council led a series of focus group sessions with key stakeholder groups to seek feedback on the proposals. These groups included representatives from Blue Light Services (Police, Ambulance and Fire), Women's Community Matters, Love Barrow Families, Furness Academy and Youth Ability. Feedback from these focus group sessions was recorded and incorporated within the consultation analysis.

Three public 'drop-in' events were held within the town and on Walney Island providing the opportunity for members of the public and stakeholders to talk to Council Officers and feedback on the proposals.

A series of press releases and regular social media posts advertised the consultation period and timing/location of drop-in events. An extensive list of known stakeholders were also notified by email.

The Consultation ran for a period of three weeks between Friday 19 May and Friday 9 June 2023.

### **Consultation Results**

A total of **135** paper and online survey responses were received during the consultation period.

**126** people attended the public consultation drop-in events.

**78** people attended the focus group sessions.

#### *Consultation Survey*

51% of respondents 'strongly supported' or 'supported' a preference for 'Option A' whereby the proposals place new uni-directional cycle lanes mainly in the existing footway space along Abbey Road. 30% of respondents 'strongly supported' or 'supported' a preference for 'Option B' whereby the proposals place a new uni-directional cycle lane in the existing carriageway space along Abbey Road.

49% of respondents 'strongly supported' or 'supported' proposals for Holker Street (similar design under both options).

56% of respondents 'strongly supported' or 'supported' proposals for Ramsden Square (similar design under both options).

57% of respondents preferred the cycleway position in the footway, with 33% preferring the carriageway. 10% of respondents expressed no preference for the cycleway position.

#### *Focus Group Feedback*

Focus groups were an important part of the consultation process. It was an invaluable opportunity to meet and inform various groups within the community which are representative of the demographic of Barrow-in-Furness and to gather feedback outside of the formal drop-in events.

The comments gathered helped to inform specific elements of the design which would have a large impact on users, such as the position and type of pedestrian crossings, drop kerbs and tactile paving. It also helped to give more detail on the barriers to participation that some groups may face who want to cycle, walk, and wheel within their daily lives, and this feedback can also be fed back into the design process.

#### *Other Feedback*

A large number of suggested improvements and comments about the scheme were also submitted. These have been analysed with the other results of the consultation and will inform further detailed development of the scheme.

These comments have been fed into the design so that it can now progress into the preliminary and detailed design stages. The scheme will also be presented to the Locality Forum for review and approval by local members.

#### **Next Steps**

The construction work on the scheme is planned to start in early 2024.

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# 1. Introduction

## 1.1 Background

- 1.1.1 Westmorland and Furness Council would like to create a network of safe, attractive, and well-connected routes across Barrow-in-Furness that provide people with more opportunities to walk, wheel and cycle. To encourage active travel, the Council established a programme to identify, develop and secure funding to deliver high quality infrastructure improvements. This will be supported by behavioural change activities to give people the skills and confidence to travel more actively.
- 1.1.2 A key component of the programme is the development of Local Cycling and Walking Infrastructure Plans, commonly referred to as 'LCWIPs'. The Council launched the Barrow-in-Furness Local Cycling and Walking Infrastructure Plan (LCWIP) in 2022. The LCWIP sets out a long-term plan for cycling, walking and wheeling improvements across the town and prioritises routes for development.
- 1.1.3 Abbey Road is a main road running north-south through the town. It provides a key commuting link between the town centre, major employers and surrounding residential areas. The road also provides an important connection to several schools and colleges, along with the railway station, shops and other facilities in the town centre. The road was identified in the Barrow-in-Furness LCWIP as a high priority route to deliver cycling, walking and wheeling improvements along its length.
- 1.1.4 Funding for improvements on Abbey Road between Ramsden Square and the junction with Park Drive has been secured. This includes £3.3million of grant funding through the government's Active Travel Fund 3 (ATF3) and £1.8million from the #BrilliantBarrow Town Deal (the government's Towns Fund). The grants are for the sole purpose of supporting local authorities to develop cycling, walking and wheeling facilities in their local area. Revenue from Council Tax is not being used to fund the delivery of the improvements.
- 1.1.5 Initial designs for the improvements on Abbey Road have been developed by the Council, using WSP UK Ltd as the appointed designer on the scheme. Before formal approvals and consents are progressed, the Council undertook a public consultation to provide people with an opportunity to have a say on the proposals. Community engagement is an important part of the scheme development process, with the feedback received used to shape initial ideas and ensure that the proposals are the best that they can be.
- 1.1.6 This report summarises the feedback received through the public consultation for Abbey Road undertaken between the 19 May and the 9 June 2023.

## 1.2 Proposed design options for Abbey Road

- 1.2.1 Abbey Road benefits from wide footways, with established trees located on either side of the carriageway. There are currently two lanes of traffic in each direction, with filters at junctions for right turns into the side roads.
- 1.2.2 The larger junctions along the route are managed by traffic lights with signalised crossings for those walking and wheeling. The smaller junctions however do not benefit from signal control and the priority for pedestrians crossing is not reinforced by the layout of the road. Dropped kerbs, where they are provided, can be located off the desire line and movement constrained by the siting of crash barriers. Crossing from one side of Abbey Road to the other can be difficult for pedestrians due to the width of the road and lack of crossings between junctions.
- 1.2.3 There is currently no segregated provision for cyclists and those riding a bike must share space with drivers within the carriageway. This means cycling in amongst traffic and frequent crossing or turning at junctions along the length of Abbey Road. This may be intimidating for less experienced or more vulnerable cyclists. Some cyclists may opt to use the footways instead, which can cause issues for those walking and wheeling on the footway
- 1.2.4 This consultation presented the proposed infrastructure improvements along Abbey Road between the roundabout at Ramsden Square and the junction with Park Drive.

- 1.2.5 For some elements the Council identified more than one way for how the scheme could be implemented. As such, designs for two options; Option A and Option B were presented although, the consultation emphasised that there were opportunities to combine elements from each to achieve the best design.
- 1.2.6 A number of key design elements were described within the scheme information provided for the consultation. An overarching principle was the placement of the cycle lane, whether this was created mainly using existing space in the footway or mainly using existing space in the carriageway. Other principles include the treatment of side junctions and the positioning of cycle lanes in relation to the bus stops.
- 1.2.7 Information on the proposals at key junctions along Abbey Road, namely Ramsden Square Roundabout and Holker Street Junction, was also provided. The designs for these junctions were similar under each option.
- 1.2.8 The table below summarises the key proposals presented under each option.

	Option A	Option B
Placement of the cycle lane	Cycle lane mainly using the footway and to the rear of the bus stop	Cycle lane mainly using the carriageway and to the front of the bus stop.
Treatment of side junctions	Shared use on approach with toucan crossings	Segregated on approach with existing crossings retained and adjacent cycle lane markings across the junction



## 2. Consultation Process

### 2.1 Promotion of the consultation

2.1.1 The public consultation was launched by the Council on Friday 19 May and ran for a three-week period, closing on Friday 9 June 2023. The consultation invited residents, businesses, users of Abbey Road and other interested parties to have their say on the design for the proposed improvements covering a 1.1km stretch of Abbey Road between Ramsden Square to the Park Drive junction.

2.1.2 Methods for promoting the consultation are detailed below.

#### **Press releases**

2.1.3 A press release was issued by the Council on 12 May 2023 one week prior to the launch of the consultation. The release provided information on the proposals for Abbey Road, dates for the upcoming consultation and further details of other development projects in the Barrow-in-Furness area.

2.1.4 A second press release was issued 19 May 2023 further publicising the launch of the consultation and encouraging engagement through the various channels made available.

2.1.5 These releases were picked up by local news outlets, for example, they appeared on the Westmorland Gazette and NWE Mail news sites.

### **Social media posts**

2.1.6 Social media posts were issued via the Council's social media accounts for Facebook, Twitter and Instagram throughout the consultation period. The posts encouraged engagement in the consultation and directed people to the Council's website for further information. There were 41 posts submitted in total between 19 May and 9 June 2023.

### **Cycling and walking website**

2.1.7 The consultation was advertised on the Westmorland & Furness Council Cycling and Walking website (Cycling and walking | Westmorland and Furness Council). The website was updated to host all information including;

- A digital copy of the Consultation Document: This document provided; wider context on the background to the proposals, answers to frequently asked questions, the consultation scope and further details on 'key' design elements. Attached to the Consultation Document was a survey with questions on the scheme proposals.
- A digital copy of the route plans, for both Option A and Option B proposals.
- A digital copy of computer-generated 3D images of the scheme.



- A link to a 'SurveyMonkey' form where people complete the consultation survey online.
- Details of where paper copies of the Consultation Document and consultation survey could be dropped off and picked up.
- Details of the drop-in events that were held over the consultation period.

2.1.8 The website was available throughout the consultation period and then amended to notify people that the consultation had closed.

#### **Notification emails**

- 2.1.9 Notification emails promoting the launch of the public consultation were sent to a comprehensive list of known stakeholders. These stakeholders were both internal and external to the Council.
- 2.1.10 Internal stakeholders included representative County Councillors from Cabinet and the Locality Forum for Barrow; plus, senior officers, the Project Delivery Group and Officers from teams across the Council from highways to heritage.
- 2.1.11 External stakeholders included a wide range of interests from MPs/politicians for the area, local Parish Councils, community groups, charities, educational establishments and individual businesses. Other key stakeholders included the CLEP and other relevant interest groups (e.g., with business,

environmental and transport interests) and the emergency services.

#### **Partnership promotion**

2.1.12 The Council approached several organisations to request that they publicise the consultation through their own communication channels. Organisations included Active Cumbria, #BrilliantBarrow, the University of Cumbria, BAE Systems and the Cycling Mayor of Cumbria. Information was provided on the ways to engage with the consultation, the drop-in events and links to the consultation online survey.

2.1.13 In parallel to all the public consultation exercises described above, a large number of other stakeholders were engaged to determine their views and feed into the design process.

#### **Drop-in events**

- 2.1.14 Three drop-in events were held over the consultation period. Face-to-face consultation was an important element, offering the opportunity to review plans, speak with Council officers and technical design consultants and pick up paper copies of the consultation documents and surveys.
- 2.1.15 The events were held on the following dates, times and in the venues listed. They were open to all with no necessity to book a place or register:
- Tuesday 23 May - 12:00pm to 5:00pm at The Forum, 28 Duke Street, Barrow-in-Furness

- Thursday 25 May – 12:00pm to 4:00pm at Barrow Library, Barrow-in-Furness
- Tuesday 6 June - 12:00pm to 4:00pm at The Roundhouse, Walney

2.1.16 In addition to the public events an additional session was put on exclusively for Westmorland and Furness Council Locality Forum members and #BrilliantBarrow Town Deal board members to attend. This was held on 23 May between 11:00am to 12:00pm at The Forum.

#### **Consultation document paper copies**

2.1.17 Printed copies of the consultation document, survey and route plans were distributed to the following collection points:

- Barrow Library, Ramsden Square, Barrow-in-Furness, LA14 1LL
- Walney Library Central Drive, Walney, Barrow-in-Furness, LA14 3HY
- The Forum, 28 Duke St, Barrow-in-Furness LA14 1HH

2.1.18 The above locations were also drop-off points for any completed paper surveys.

#### **Focus group sessions and technical workshops**

2.1.19 A series of technical workshops and focus sessions were held throughout the consultation. This allowed officers to discuss technical aspects of the proposals in more detail with different interest groups. These sessions included:

- Women's Community Matters
- Love Barrow Families
- Barrow Deaf Association
- Furness Academy
- with Youth-Ability.

The community groups invited us to attend one of their regular sessions in order to provide a more informal environment for people to view plans, provide feedback and be assisted with completing the surveys. This format meant that those people who may not have the opportunity to attend a general drop-in event could still provide input, and they could provide feedback which may be more specific to their particular needs.

The session with Furness Academy was part of the Student Council 'Student Voice' sessions. Council officers gave an overview of the consultation feedback and how it fed back into local governance. Students viewed plans, asked questions, and voted for a preference between the two options for Abbey Road.

## **2.2 Ways to respond**

2.2.1 Members of the public and stakeholders were able to provide feedback on the proposals for Abbey Road in a variety of ways. This included:

- **Completing a consultation survey.** An online version of the survey was made available via a link on the Council's Cycling and Walking webpage (hosted by SuveyMonkey). Paper copies could also be collected and returned at selected pickup and drop off points.
- **Attending a drop-in session.** A summary of comments made to officers during the events were recorded.
- **Attending a technical working group or focus session.** A summary of comments made to officers during these sessions were recorded.
- **Replying to posts on social media.** Any replies, likes or shares were recorded.

### The public consultation survey

2.2.2 The public consultation survey consisted of eleven questions.

2.2.3 Questions 1 to 4 asked about the level of support for the overall option presented and the level of satisfaction for individual elements of each. Respondents were asked to select their level of support/satisfaction on a five-point scale; 'strongly support/satisfied', 'support/satisfied', 'no opinion', 'do not support/dissatisfied' and 'strongly do not support/satisfied'. Open text boxes also allowed respondents to provide any further comments they wished to make on key design elements of both options.

2.2.4 Questions 5 and 6 asked specifically about the proposals for Ramsden Square and the Holker Street Junction. Again, respondents were asked to indicate how satisfied they were with the proposals on a five-point scale and provide any further comments in an open text box.

2.2.5 Question 7 asked about the respondents preference for the positioning of the cycleway and whether it should be placed in the footway, carriageway or if they had no preference.

2.2.6 Question 8 asked whether the proposals for Abbey Road would encourage the respondent to take more active travel journeys in their daily life.

2.2.7 Question 9 provided a further open text box for any other comments respondents would like to make.

2.2.8 Questions 10 and 11 sought to gather information on the quality of the public consultation, including whether the respondent felt they were provided with enough information on the proposals to respond. For those over 18, 'about you' information was requested so the Council could analyse the demographics of respondents and determine whether or not the responses were representative of the general population.

2.2.9 A copy of the consultation survey is provided in Appendix A to this document.

## 3. Results of the Public Consultation Survey

### 3.1 Numbers engaging with the process

- 3.1.1 The consultation survey generated most of the feedback received during the consultation period, with a total of 135 responses. The online version of this form received a total of 120 responses and a further 15 completed paper copies were returned.

### 3.2 Location of respondents

- 3.2.1 A partial or full postcode was requested from all respondents completing the survey form. This was optional and respondents were able to skip the question if they did not wish to provide the information.
- 3.2.2 Table 1 adjacent summarises the partial postcodes of respondents, where provided.
- 3.2.3 The location from which the most responses were received was LA14 (Barrow-in-Furness and Walney Island) which equates to 47% of total responses. This is followed by LA13 (East Barrow-in-Furness and Roose) which equates to 30% of total responses.

Table 1 Location of respondents by partial postcode

Postcodes	Total	Location
LA11	1	Grange-over-Sands
LA12	15	Ulverston, Newby Bridge, Bardsea, Broughton Beck
LA13	38	Roose, Stainton with Adgarley, Barrow-in-Furness (east)
LA14	60	Barrow-in-Furness (town) and Walney Island
LA15	8	Dalton-in-Furness
LA16	2	Askam-in-Furness
LA17	1	Kirkby-in-Furness, Grizebeck
LA21	1	Coniston, Torver
LA23	1	Windermere, Bowness-on-Windermere
<b>Total</b>	<b>127</b>	

### 3.3 Demographic split of respondents

#### Age range

- 3.3.1 Respondents were asked to select which age range category they fell into. This was optional and respondents were able to skip the question if they did not wish to provide the information. This question was applicable to respondents aged over 18 only.
- 3.3.2 Respondents to the survey were predominantly from the higher age categories with 64% (64 respondents) aged 55 or older. There were a low number of responses from people in the youngest age range of 18-24, which only accounted for 2% (3 respondents) of the total.
- 3.3.3 No data was collected through the survey for respondents aged under 18-years old however, given only a few respondents to the survey skipped the question it can be assumed there were low numbers of respondents falling in this age band, if any. It should be noted that young (<18 years) people have been directly consulted in alternative ways during the consultation through the focus group sessions and their feedback has been summarised in section 4.

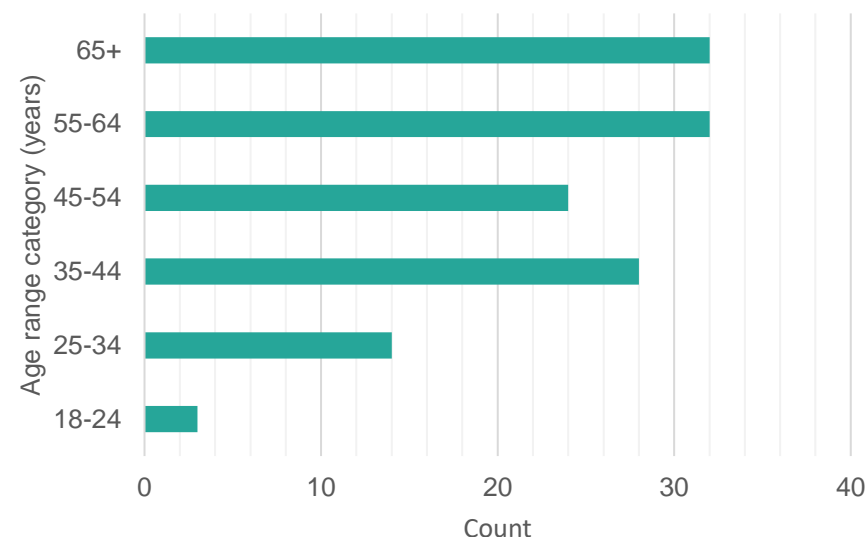


Figure 1 Chart showing age range categories selected by respondents

- 3.3.4 The local area of Barrow-in-Furness has an estimated population breakdown of 38% of people aged over 55 and 17% aged between 15-24 (Source: *Office for National Statistics, Population Estimates, 2019*). Therefore, the responses in this consultation would appear to be skewed to some extent towards the older age ranges.

#### Interest in the consultation

- 3.3.5 Respondents were asked to select the reason for their interest in the consultation. Part a of the question focussed on reasons why people may be in the Barrow-in-Furness area. Part b of the question that people may be undertaking. The survey form

offered respondents the choice of 10 categories (I live here, I work here, I live nearby, I own a business here, I do the school run here, I commute here, I do the shopping here, I'm here for leisure or other). Respondents were able to select multiple categories. For those selecting 'other' a free text box was provided so respondents could specify another reason.

3.3.6 130 out of 135 respondents provided an answer to this question and the results are summarised in Figure 2, below.

3.3.7 The largest number of respondents selected 'I live here' (69% of respondents, n.90 responses). The next most selected category was 'I work here' (selected by 48% of respondents, n.63 responses).

3.3.8 Respondents were also asked their interest in the consultation in relation to their current or intended travel habits. Part b of the question offered respondents the choice of 6 categories (walking, wheeling, cyclist, motor vehicle, taxi, other).

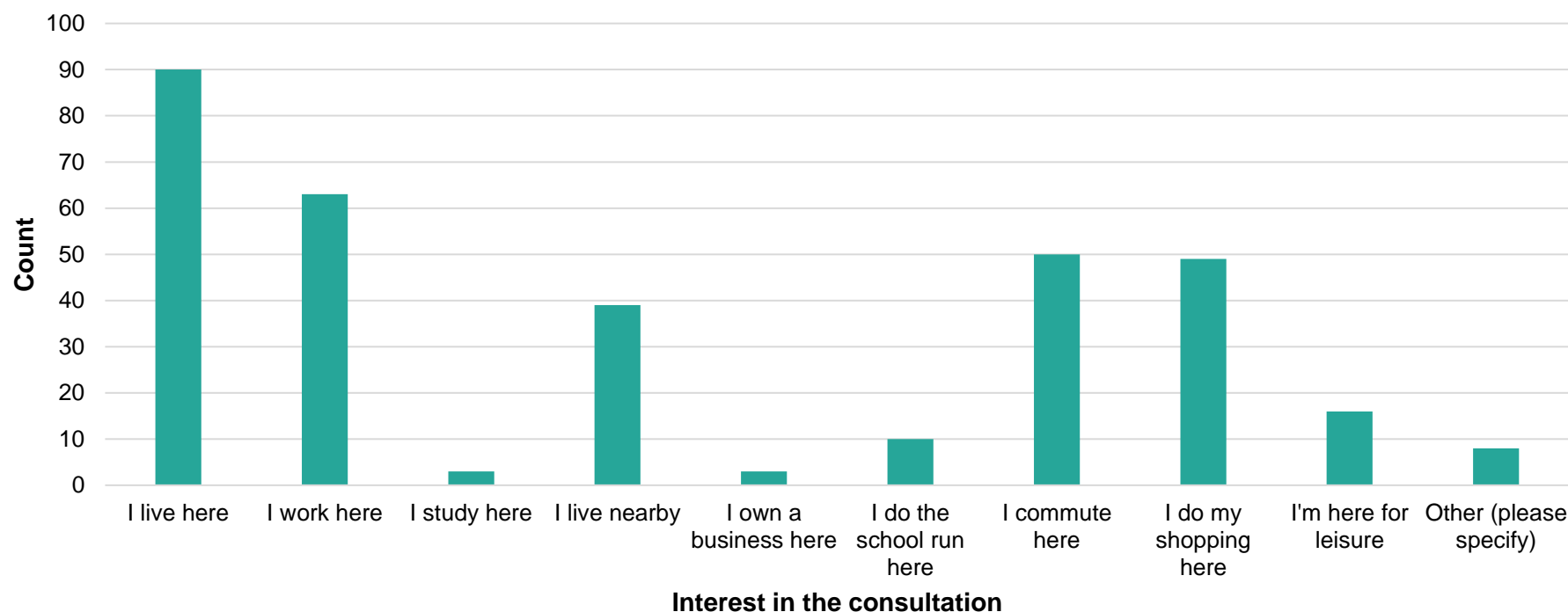


Figure 2 Chart showing interest in the consultation categories selected by respondents (reasons for being in the area)

Respondents were able to select multiple categories. For those selecting 'other' a free text box was provided so respondents could specify another reason.

- 3.3.9 132 respondents provided an answer to this question and the results are summarised in Figure 3, below.

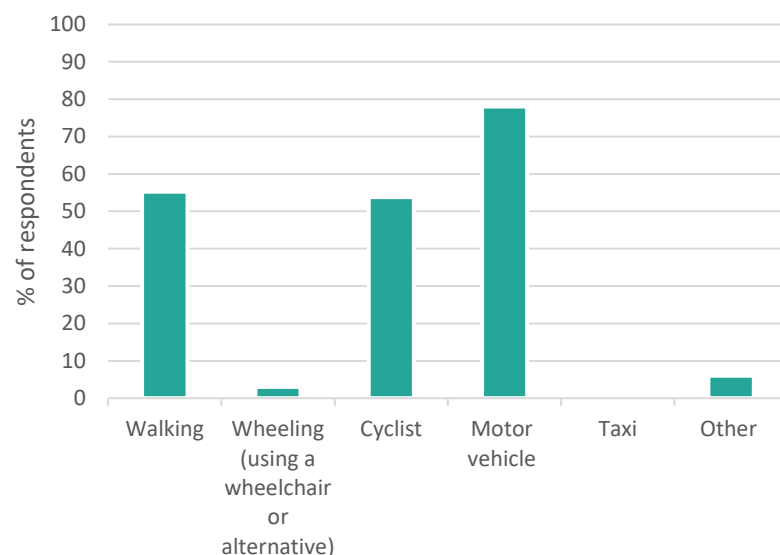


Figure 3 Chart showing interest in the consultation (intended or current travel habits)

- 3.3.10 The largest number of respondents selected 'motor vehicle' (78% no 103 respondents). Other commonly selected categories were 'walking' (55%, no. 73 respondents) and 'cyclist' (54%, no 71 respondents).

### 3.4 Quality of the consultation

- 3.4.1 The consultation survey asked a multiple-choice question seeking to assess the respondent's opinion on the quality and sufficiency of the information provided by the Council for the consultation and whether it allowed them to properly respond. This question was optional and could be skipped.
- 3.4.2 113 of 135 respondents answered this question and the results are summarised in Figure 4, below.

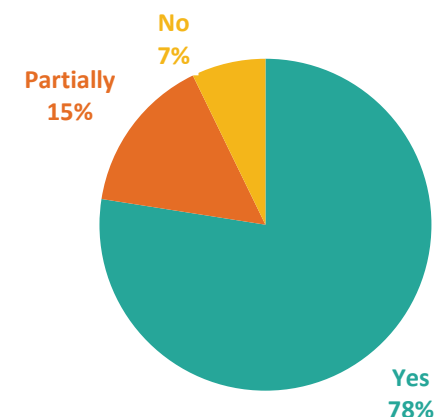


Figure 4 Chart showing percentage of respondents selecting categories in relation to the quality of the consultation information.

- 3.4.3 Over three quarters of the respondents felt that the consultation process provided them with sufficient information to respond properly (78%, no.86 respondents). 15% (no.17 respondents) felt that the consultation only partially provided



enough information, and just (7%, 8 respondents) felt they had not been provided with enough information.

3.5.1 Respondents were asked if they supported the overall scheme that had been developed for Option A and again, for Option B. A level of support on a five-point scale; 'strongly support', 'support', 'no opinion', 'do not support' and 'strongly do not support', could be selected for these questions.

### 3.5 Overall support for the proposals

3.5.2 123 out of 135 people provided a response for the Option A question, and 120 out of 135 people provided a response for the Option B question. Figure 5 and Figure 6 below summarise the results.

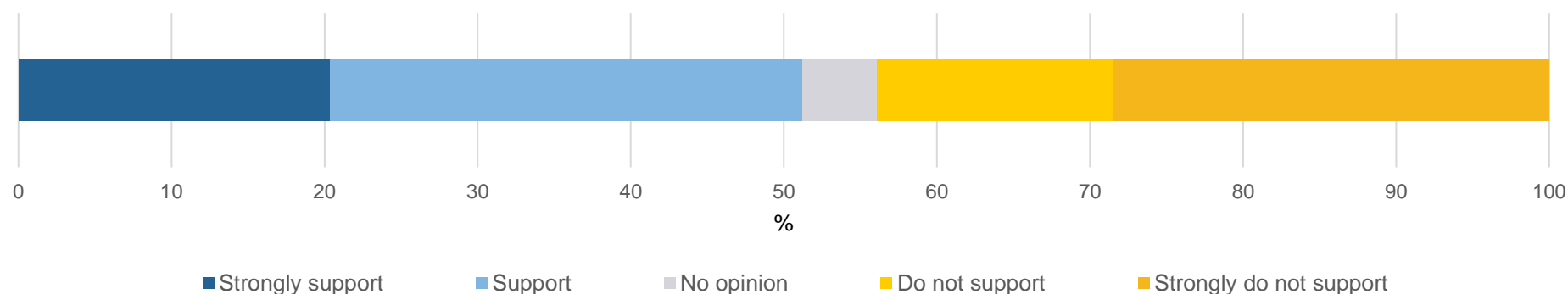


Figure 5 Chart showing overall support for Option A

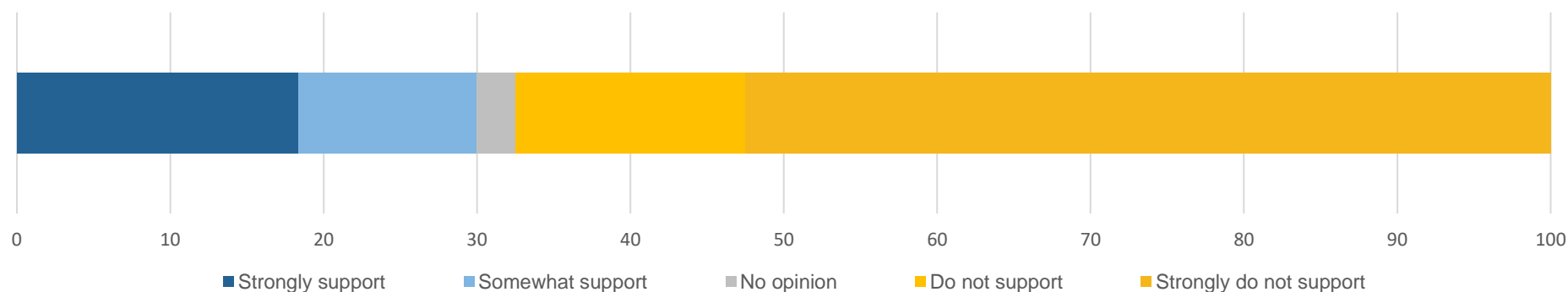


Figure 6 Chart showing overall support for Option B

- 3.5.3 The majority of respondents either strongly supported or supported the overall scheme developed for Option A (51%). For Option B, 30% of respondents selected 'strongly support' or 'support'.

### 3.6 Satisfaction with key design elements

- 3.6.1 The survey asked respondents how satisfied they were with 'key' design elements developed for Option A and again, for Option B. A level of satisfaction on a five-point scale; 'very satisfied', 'satisfied', 'neither satisfied or dissatisfied', 'dissatisfied' and 'very dissatisfied', could be selected for these questions.
- 3.6.2 For Option A respondents were asked to select their level of satisfaction against the following key design elements:
- Position of the cycleway in the footway
  - Toucan crossing arrangements at side junctions
  - Cycle lane to the rear of the bus stop
- 3.6.3 For Option B respondents were asked to select their level of satisfaction against the following key design elements:
- Position of the cycleway in the carriageway
  - Existing pedestrian crossings with new cycle lane markings across the mouth of the junctions
  - Cycle lane to the front of the bus stop.

- 3.6.4 An average of 123 people answered for Option A and 119 for Option B out of a total 135 respondents. Figure 7 and Figure 8 summarise the results on page 18.

#### Option A

- 3.6.5 The level of satisfaction with each of the key design elements varied. 'Position of the cycleway in the footway' received the highest levels of satisfaction across the three elements with 54% of respondents selecting that they were either 'very satisfied' or 'satisfied' with this element. This element also received the highest levels of dissatisfaction with 37% of respondents selecting that they were either 'very dissatisfied' or 'dissatisfied'.
- 3.6.5 For all three elements, at least 50% of responses indicated satisfaction with the proposals.

#### Option B

- 3.6.6 For two of the three elements, the majority of responses indicated dissatisfaction with the proposals. 'Position of the cycleway in the carriageway' received the highest with 61% of respondents selecting they were either 'dissatisfied' or 'very dissatisfied'. For 'Cycle lanes positioned to the front of the bus stops' this was 60%.
- 3.6.7 'Existing pedestrian crossings with new cycle lane markings across the mouth of the junction' had the highest levels of satisfaction but with only 31% indicating they were either 'very satisfied' or 'satisfied' with this element.

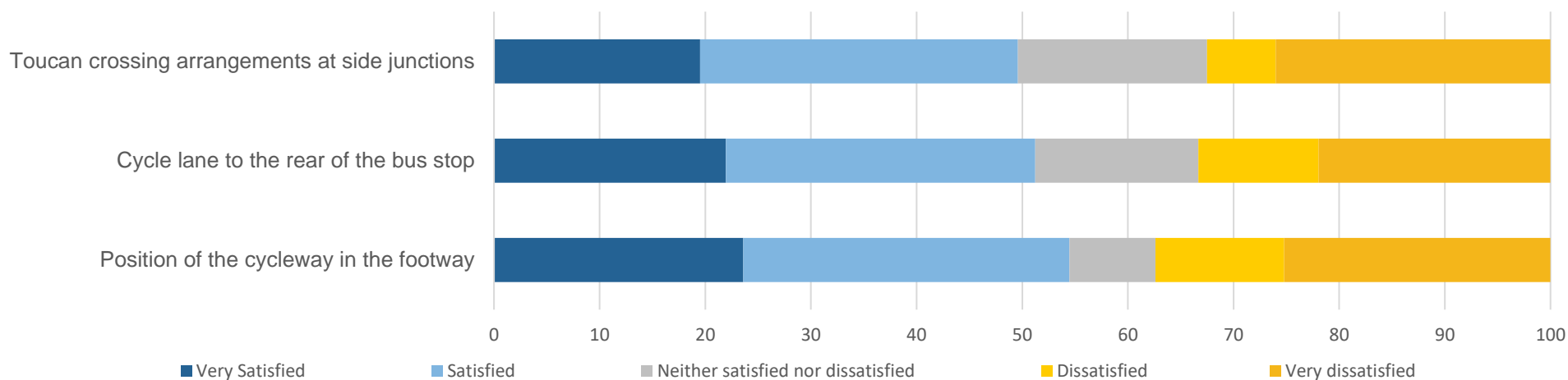


Figure 7 Chart showing satisfaction levels with key design principles for Option A

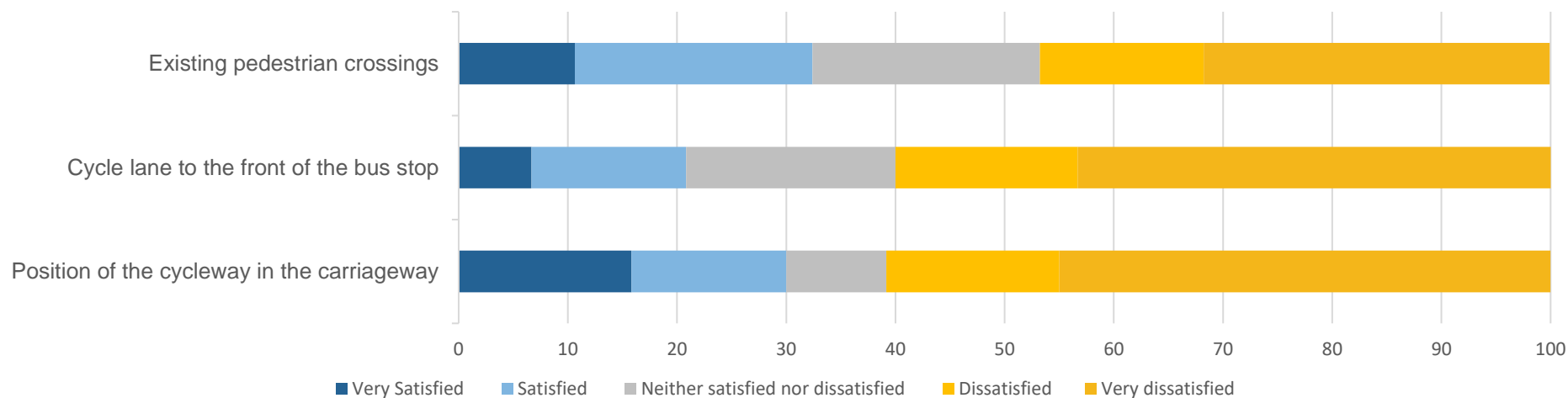


Figure 8 Chart showing satisfaction levels with key design principles for Option B

### 3.7 Further comments on the proposed scheme options

3.7.1 Additional 'free text' boxes were included in the survey for any additional comments relating to the overall scheme and key design elements that had been developed for each option.

3.7.2 In analysing the feedback received, the Council has grouped individual comments within responses into 'themes'. The comments were marked as either a positive response, a neutral response or a negative response and then ranked to understand those that were most prevalent.

3.7.3 Where an individual's response had multiple comments covering different topics, the response was divided up and each comment assigned to a relevant theme.

#### Option A

3.7.4 65 respondents (48%) provided further comments about the proposed scheme presented in Option A. 1 response was not relevant to the consultation.

3.7.5 125 comments were assigned to themes of which 25 were positive, 89 negative and 11 neutral.

3.7.6 The 5 most prevalent themes with positive feedback for Option A were as follows:

Ranking	Theme	No of comments
1	General feedback <i>i.e., reiterating a preference for the option</i>	7
1	Impact on width of the footways	7
3	Safety of the design	4
3	Position of the cycle lane relative to the bus stops	4
5	Changes to motorised traffic flow	2

3.7.7 The 5 most prevalent themes with negative feedback for Option A were as follows.

Ranking	Theme	No of comments
1	Safety of the design	13
1	Potential conflict between cyclists and pedestrians	13
3	Crossing arrangements at side junctions and/or Ramsden Square	10
3	Changes to motorised traffic flow	10
3	Value for money	10

3.7.8 The theme which received the most positive comments was 'General Feedback'. These comments generally reiterated a preference for the option. The themes receiving the most negative feedback were 'Safety of the design' and 'Potential conflict between cyclists and pedestrians'.

### Option B

3.7.9 65 respondents (47%) provided further comments about the proposed scheme presented in Option B. 3 responses were not relevant to the consultation.

3.7.10 95 comments were assigned to themes of which 21 were positive, 68 negative and 6 neutral.

3.7.11 The 5 most prevalent themes with positive feedback for Option B were as follows:

Ranking	Theme	No of comments
1	Design principles for cyclists - <i>i.e., direct, comfortable etc</i>	5
2	General feedback <i>i.e., reiterating a preference for the option</i>	4
3	Crossing arrangements at side junctions and/or Ramsden Square	2
3	Impact on width of the footways	2
3	Safety of Design - dangerous / safer, increased / decreased risk of injury	2

3.7.12 The 5 most prevalent themes with negative feedback for Option B were as follows:

Ranking	Theme	No of comments
1	Changes to motorised traffic flow	21
2	Position of the cycleways relative to bus stops	11
3	Safety of the Design	9
4	General Feedback - <i>i.e., reiterating a preference for the option</i>	6
4	Value for money	6

3.7.13 The theme which received the most positive comments was 'Design principles for cyclists'. The theme receiving the most negative feedback was 'Changes to motorised traffic flow'.

## 3.8 Satisfaction with Ramsden Square

3.8.1 The survey asked how satisfied respondents were with the design for Ramsden Square. The design proposals were similar under both options and therefore only one question was asked to determine the overall levels of satisfaction with the designs presented. A level of satisfaction on a five-point scale; 'very satisfied', 'satisfied', 'neither satisfied or dissatisfied', 'dissatisfied' and 'very dissatisfied', could be selected for this question.

3.8.2 113 out of 135 people provided a response to the question. The results are summarised in Figure 9 on page 21.

3.8.3 56% (n.63) of respondents stated they were either strongly satisfied or satisfied with the proposals for Ramsden Square. Overall, 28% (n.32) expressed dissatisfaction with the design and 16% (n.18) had no opinion.

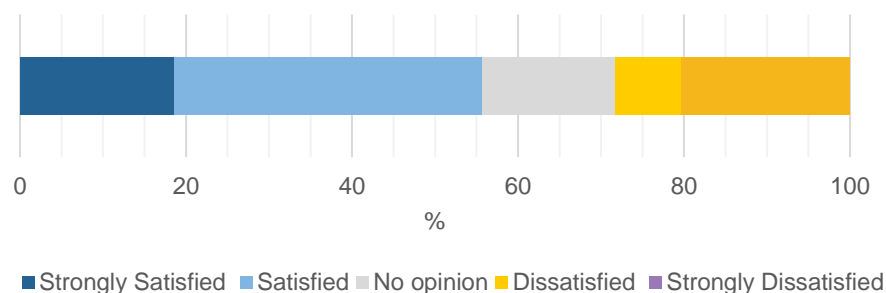


Figure 9 Chart showing satisfaction levels with the design of Ramsden Square

3.8.4 The respondents were also asked to provide and further comments they had on the design of Ramsden Square in an open text box.

3.8.5 In analysing the feedback received, the Council has grouped individual comments within responses into 'themes'. The comments were marked as either a positive response, a neutral response or a negative response and then ranked to understand those that were most prevalent.

3.8.6 Where an individual's response had multiple comments covering different topics, the response was divided up and each comment assigned to a relevant theme.

3.8.7 30 respondents (22%) provided additional comments regarding the design of Ramsden Square. All were relevant to the consultation.

3.8.8 43 comments were assigned to themes of which 9 were positive, 27 negative and 7 neutral.

3.8.9 The 4 most prevalent themes with positive feedback for Ramsden Square were as follows (other themes received no comments):

Ranking	Theme	No of Comments
1	General feedback i.e., reiterating satisfaction for the design proposals	4
2	Crossing arrangements	3
3	Impact on the width of footways	1
3	Potential for conflict between pedestrians and cyclists	1

3.8.10 The 5 most prevalent themes with negative feedback for Ramsden Square were as follows:

Ranking	Theme	No of Comments
1	Crossing arrangements	7
2	General feedback i.e. reiterating dissatisfaction for the design proposals	6
3	Safety of the design	4
4	Changes to motorised traffic flow	3
5	Driver behaviour / vehicle speeds	3

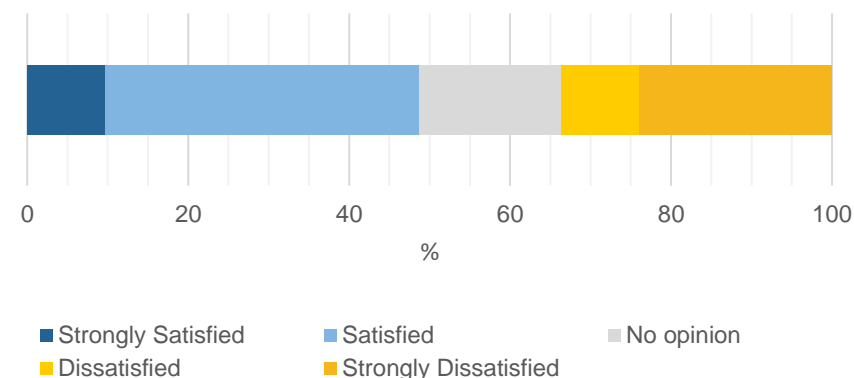
3.8.11 The theme which received the most positive comments for Ramsden Square was 'general feedback'. These comments generally reiterated a satisfaction for the design. The theme receiving the most negative feedback was 'crossing arrangements'.

### 3.9 Satisfaction with Holker Street

3.9.1 The survey asked how satisfied respondents were with the design for Holker Street. The design proposals were similar under both options and therefore only one question was asked to determine the overall levels of satisfaction with the designs presented. A level of satisfaction on a five-point scale; 'very satisfied', 'satisfied', 'neither satisfied or dissatisfied', 'dissatisfied' and 'very dissatisfied', could be selected for this question.

3.9.2 113 out of 135 people provided a response to the question. The results are summarised in Figure 10

3.9.3 49% (n.55) of respondents stated they were either strongly satisfied or satisfied with the proposals for Holker Street. Overall, 34% (n.38) expressed dissatisfaction with the design and 18% (n.18) had no opinion.



*Figure 10 Chart showing satisfaction levels with design proposal for Holker Street*

3.9.4 The respondents were also asked to provide and further comments they had on the design of Holker Street in an open text box.

3.9.5 In analysing the feedback received, the Council has grouped individual comments within responses into 'themes'. The comments were marked as either a positive response, a neutral response or a negative response and then ranked to understand those that were most prevalent.

3.9.6 Where an individual's response had multiple comments covering different topics, the response was divided up and each comment assigned to a relevant theme.



3.9.7 27 respondents (20%) provided additional comments regarding the design of Holker Street. 1 response was not relevant to the consultation.

3.9.8 31 comments were assigned to themes of which 2 were positive, 25 negative and 4 neutral.

3.9.9 The most prevalent theme with positive feedback for Holker Street was as follows (the other themes received no comments):

Ranking	Theme	No of Comments
1	General feedback <i>i.e.</i> reiterating satisfaction for the design proposals	2

3.9.10 The 5 most prevalent themes with negative feedback for Holker Street were as follows:

Ranking	Theme	No of Comments
1	Design principles for cyclists - <i>i.e.</i> , direct, comfortable etc	5
1	Changes to motorised traffic flow	5
3	General feedback <i>i.e.</i> reiterating satisfaction for the design proposals	
3	Crossing arrangements	3
5	Potential for conflict between pedestrians and cyclists	1

3.9.11 The theme which received the most positive comments for Holker Street was 'General feedback', and the themes receiving the

most negative feedback were 'design principles for cyclists' and 'changes to motorised traffic flow'.

### 3.10 Overall preference for cycle lane position

3.10.1 Respondents were asked if they had a preference for the position of the cycle lanes located on Abbey Road. This was a multiple-choice question where respondents could select from; 'footway', 'carriageway' or 'no preference'.

3.10.2 113 out of 135 respondents completed this question. Results are summarised in Figure 11 below:

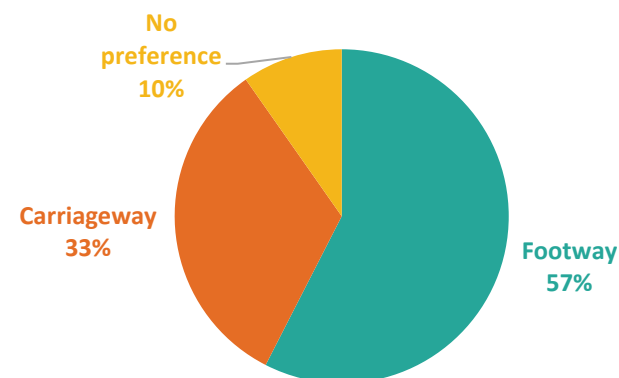


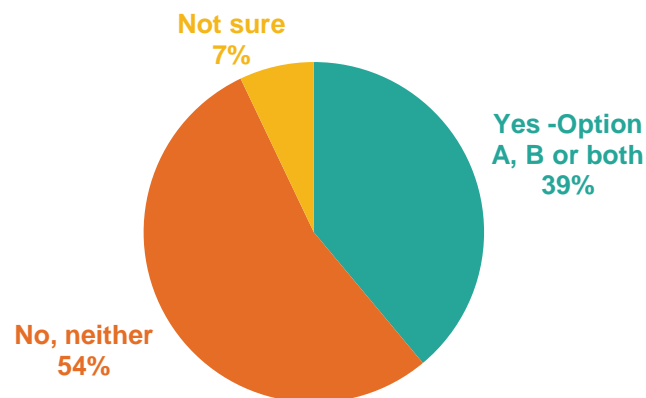
Figure 11 Chart showing preference for the position of the proposed cycleway

3.10.3 57% (n.65) of respondents preferred the cycleway position to be in the footway, 33% (n.37) preferred in the carriageway and 10% (n.11) expressed no preference for cycleway position.

### 3.11 Undertaking journeys by active travel

3.11.1 Respondents were asked if the proposed options for Abbey Road would encourage them to undertake more active travel journeys in their daily life. This was a multiple-choice question where respondents could select from; 'Yes Option A, B or both', 'No, neither' or 'Not sure'.

3.11.2 113 out of 135 respondents answered this question. Results are summarised below.



*Figure 12 Chart showing the percentage of respondents that felt the proposals on Abbey Road would encourage them to undertake journeys by active travel.*

3.11.3 39% (n.44) of respondents felt that either or both options would encourage them to undertake more active travel journeys, 54% (n.61) felt neither would and 7% (n.8) weren't sure.

### 3.12 Further general comments

3.12.1 Respondents were able to make further general comments on further on any aspect of the designs presented within the consultation document for Abbey Road in an open text box.

3.12.2 In analysing the feedback received, the Council has grouped individual comments within responses into 'themes'. The comments were marked as either a positive response, a neutral response or a negative response and then ranked to understand those that were most prevalent.

3.12.3 Where an individual's response had multiple comments covering different topics, the response was divided up and each comment assigned to a relevant theme.

3.12.4 63 respondents provided additional comments. All were relevant to the consultation.

3.12.5 69 comments were assigned to themes of which, 14 were positive, 42 were negative and 13 were neutral.

3.12.6 The 4 most prevalent themes with positive feedback for the overall scheme were as follows (the other themes received no comments):

Ranking	Theme	No of Comments
1	General Feedback <i>i.e. reiterating support/satisfaction for the design proposals</i>	10
2	Safety of design	2
3	Design principles for cyclists <i>i.e., direct, comfortable etc</i>	1
3	Environmental impact <i>i.e. impacts on air quality, the conservation area or treeline</i>	1

3.12.7 The 5 most prevalent themes with negative feedback for the overall scheme were as follows:

Ranking	Theme	No of Comments
1	Value for money	13
2	General Feedback <i>i.e. reiterating dissatisfaction for the design proposals</i>	9
3	Changes to motorised traffic flow	8
4	Safety of design	4
5	Design principles for cyclists <i>i.e., direct, comfortable etc</i>	3

3.12.8 Of the neutral comments, many offered suggestions to improve the designs or aspects that they felt it was important for the design team to consider going forward.

3.12.9 This included a need to ensure access for emergency vehicles, secure bike parking, clear signage, speed limits and suggestions for additional/alternative crossing points.

3.12.10 The theme which received the most positive comments was 'General feedback' and the theme receiving the most negative feedback was 'Value for Money'.

## 4 Results of Focus Group Sessions

### 4.1 Approach to focus group sessions and technical workshops

- 4.1.1 A series of technical workshops and focus sessions were held throughout the consultation. This allowed officers to discuss technical aspects of the proposals in more detail with different interest groups. These sessions included attending:
- a drop-in session with Women's Community Matters,
  - two weekly sessions at Love Barrow Families,
  - a regular drop-in session at Barrow Deaf Association,
  - a 'Student Voice' session at Furness Academy, and
  - a group session at Youth-Ability.
- 4.1.2 The community groups invited us to attend one of their regular sessions in order to provide a more informal environment for people to view plans, provide feedback and be assisted with completing the surveys. This format meant that those people who may not have the opportunity to attend a general drop-in event could still provide input, and they could provide feedback which may be more specific to their particular needs.

- 4.1.3 Officers also consulted with a wide range of other officers within the Council in order to gather feedback and make use of their knowledge and expertise. Those consulted included the following:

- Planning
- Traffic management
- Highways network managers
- Street maintenance
- Traffic signals team
- Community development team

- 4.1.4 The 'blue light' services (fire, police and ambulance) are also an important part of the consultation process for the development of the scheme. The consultation information was issued to representatives from each service and comments sought.

- 4.1.5 As the feedback sought from each of the groups was not focused on the survey questions, the comments were collated and reviewed to determine the key themes and priorities for each group.

## 4.2 Women's Community Matters

4.2.1 This group had a specific interest in the Abbey Road scheme as it was of relevance to their daily travel. Many of the attendees did not have access to a car and so walking and taking the bus were their regular modes of travel. Key themes that came out of the discussion were as follows:

- **Feeling of safety** – Participants raised concerns around the speed of cars moving along Abbey Road, which can make it difficult to cross with young children or those moving at slower speeds. Increased crossing points across Abbey Road were welcomed in the design.
- **Ease of navigating the road** – Some participants needed to use aids such as mobility scooters, so level access across side junctions was important to ease crossing. The width of level crossing points 'raised tables' was also discussed as many users travel side by side with young children who may be travelling on scooters etc.
- **Width of the footways** – The importance of maintaining space along the footway for people to walk two abreast along the route was highlighted, especially for those who have young families.
- **Position of the cycleway** – Most attendees were not regular cyclists for daily trips. All preferred Option A as

they felt that the position in the existing footway space would give them more confidence to try cycling for short trips.

- **Tactile paving and pedestrian crossing points** – One participant was visually impaired and stressed the importance of adequate widths of tactile paving when crossing at junctions. They also added that bleeping alongside the green lights allows them to cross more safely.

## 4.3 Love Barrow Families Group Sessions

4.3.1 Officers attended two sessions; the men's group and the mum's group.

4.3.2 Several attendees at the men's group were regular cyclists, using it as a primary means of transport or using alongside a car for daily journeys. The majority used a car for regular journeys.

4.3.3 The mum's group users mainly used walking, buses or car. Key themes that came out of the discussion were as follows:

- **Driver behaviour towards cyclists** – Attendees who were regular cyclists often felt rushed and intimidated by poor driver behaviour, particularly at turns and junctions, and that more infrastructure schemes for active travel would help to feel more relaxed when cycling.

- **Position of the cycleway** – Both drivers and cyclists in the group felt that Option A was more favourable, to reduce any potential impact on traffic flow and to reduce any chance of aggression or conflict between drivers and cyclists.
- **Maintenance of cycleways** – Several attendees commented on the importance of ensuring that the cycle lanes are well maintained throughout the year to extend the time they feel safe to cycle into the winter months. Some users stop using current cycle routes in Barrow during winter as they are concerned that they will have accidents.

#### 4.4 Barrow Deaf Association

4.4.1 Officers attended a regular drop-in session at the Deaf Association and were supported by a BSL interpreter so that attendees could fully understand the plans and documents. Attendees lived/travelled in the town using a mix of walking, wheeling, bus and car for travel. Key themes arising from the discussion were as follows:

- **Position of the cycleways** – Participants explained that when walking, cyclists can pass closely on the footway and can't be heard so this can be alarming, but as deaf/hard of hearing cyclists it would be preferable to be in the footway as this would help them feel more separated from the traffic in the carriageway.

- **Width of footways** – Some participants of the group use mobility scooters, and so wide, level footways are vital to allow for independent and safe journeys, and to be able to move alongside carers or partners.
- **Side junctions and crossing points** -The group felt this was the most important aspect of the design to be able to choose active travel as a mode of transport in their daily lives. Raised tables and wide crossing points provide mean that the junctions can be crossed more quickly and easily. Several junctions were specifically highlighted as difficult to cross at busy periods – Hibbert Road, Cheltenham Street and West View Road
- **Timings of pedestrian crossing signals** – Participants felt that standard zebra crossings can make them feel rushed as they worry that motorists will not give them the time that they need to cross. The timings at Holker Street were highlighted as being too brief to enable them to cross using a mobility scooter.

#### 4.5 Furness Academy

4.5.1 Officers attended a 'Student Voice' session at the academy, where students are invited to discuss key topics relating to PHSE. Students were in the KS3 age range, and used the bus, walked or cycled to school each day, and many travel along or across Abbey Road to walk to/from school.

4.5.2 Students commented on the scheme and chose a preferred option. Key themes arising from the discussion were as follows:

- **Width of the footways** – Students felt that the width of the existing footway would provide enough space for a cycleway and also those walking and wheeling. They also pointed out that space for wheelchairs and pushchairs was important.
- **Side junctions and crossing points** – Students highlighted crossing Abbey Road at Ainslie Street was difficult when the roads were busy, and though additional crossing points across Abbey Road would help them get to and from school more easily.
- **Traffic flow** – Students were worried that reducing the number of road lanes might mean that drivers blame cyclists for extra traffic and could also cause more road accidents.
- Overall, 78% of students preferred Option A and 21% preferred Option B for Abbey Road.

## 4.6 Youthability

4.6.1 Officers attended a group for children and young people with disabilities. The group members had a range of additional needs and so their responses were often individual to their needs or those of their carers. Key themes arising from the discussion were as follows:

- **Provision for inclusive cycles** – Attendees highlighted the lack of current cycling provision that is wide enough for adapted or non-standard cycles, and so support any future development which could expand on the journeys that they currently take and that would be safe from vehicle traffic.
- **Maintenance of lanes and footways** – Attendees highlighted the importance of level and well-maintained spaces to allow for those using wheelchairs to be able to travel easily.
- **Provision for visually impaired users.** –Attendees preferred Option A over Option B for Abbey Road. They also noted the importance of having a small height difference between the edge of the footway and the edge of the cycleway for Option A so that they could orientate themselves in the space with the edge of their feet or a cane. They also preferred zebra crossings with beeping sounds over islands.



## 5 Results of Other Engagement Activities

### 5.1 Consultation Drop-in Sessions

- 5.1.1 The drop-in events were attended by over 120 people. Notes were taken by council officers of any comments received and have been included in the analysis of open-ended responses.
- 5.1.2 Due to the wide-ranging nature of these comments, it was necessary to process all the submissions in order, where possible, to group similar comments together under topic themes.
- 5.1.3 Common themes arising from the comments received at the consultation drop-in sessions were:
- Feedback around other schemes or suggestions for additional routes
  - Driver Behaviour
  - Crossing arrangements and side junctions
  - Design principles for cyclists
  - General changes to motorised traffic flow
  - Potential for conflict between pedestrians and cyclists

### 5.2 Social Media Activity

- 5.2.1 There were a total of 15 Facebook posts between 19 May and 8 June 2023 which had 25,024 impressions and 74 shares. There were also 36 comments, of which 11 were negative, 8 positive and 18 neutral.
- 5.2.2 There were a total of 13 Twitter posts between 19 May and 8 June 2023 which had 10,545 total impressions and 54 shares. There were no comments on these posts.
- 5.2.3 There were a total of 13 Instagram posts between 19 May and 8 June 2023 which had 32 shares. There were no comments on these posts.

## 6 Feedback Response

### 6.1 You Said, We Responded

6.1.1 This report summarises the results of all feedback received during the consultation process, with comments collated and grouped into similar themes.

6.1.2 The table below identifies key themes and provides summary responses, however there were many other suggestions which have been analysed and will be considered in the next stages of the scheme design.

Category	You said	Our response
Crossing arrangements and side junctions	<ul style="list-style-type: none"> <li>The proposal for toucan crossings on side roads under Option A would create a conflict between cyclists and pedestrians.</li> <li>The use of toucan crossings by cyclists would give a priority to vehicles when crossing side roads.</li> <li>Mixed cycling and walking points are awkward and the sight lines are difficult for cyclists if re-joining the main flow of motor traffic.</li> <li>Driver behaviour is poor and pedestrian/cyclist priority when using crossings or side junctions is not respected/understood.</li> <li>Shared space crossings are slower for cyclists due to the need to give way to pedestrians and look out for cars.</li> <li>Cyclist behaviour is poor and signals/lights for cyclists will be ignored.</li> <li>The use of cycle markings across the mouths of side roads under Option B promotes priority for cyclists and is a simpler and faster arrangement.</li> <li>Consider continuous pavement treatments on other side roads.</li> </ul>	<p>The importance of providing safe crossings at side junctions whereby cyclists are segregated from pedestrians is recognised and will be considered before finalising the preliminary design. This will include considering the provision of parallel crossings at signalised junctions rather than the toucans proposed, subject to budget constraints. On non-signalised crossings, adjacent cycle lane marking could be provided to allow a more direct route for cyclists that is segregated from pedestrians.</p> <p>Continuous pavement treatments will also be considered for other side roads.</p>

Category	You said	Our response
<b>Design principles for cyclists</b>	<ul style="list-style-type: none"> <li>Under Option A cyclists proceeding along Abbey Road will need to stop at side roads and press inconvenient buttons to cross, interrupting the flow. This is inefficient for cyclists.</li> <li>The Option A proposals don't provide a dedicated protected path with priority overturning traffic.</li> <li>Experienced cyclists won't use this scheme, they will continue to use the road as it is faster.</li> <li>The cycle lanes curve around obstacles, there are 'dog legs at junctions. The lanes need to be straight as possible.</li> <li>Option B will allow cyclists to make speedy progress without constant interruptions at side roads – this is important for commuters.</li> <li>Option B will prioritise Abbey Road for people and active transport rather than cars. The street will be more scenic and quieter.</li> </ul>	<p>The design looks to balance the needs of all users of Abbey Road as much as possible.</p> <p>The proposals do not prevent cyclists from using the main carriageway but will offer an alternative, particularly for less confident or younger riders, to travel safely along Abbey Road segregated from pedestrians and motor vehicles.</p> <p>Within the constraints of the scheme area, we will look to deliver the main design principles of cycle infrastructure design which includes providing a coherent, direct, safe, comfortable and attractive route.</p>
<b>Changes to motorised traffic flow</b>	<ul style="list-style-type: none"> <li>Adding the cycle lanes on the road will cause congestion for motorists, particularly at peak times.</li> <li>Giving priority to pedestrians and cyclists at toucan crossings (Option A) would severely hinder motor vehicles and cause a build-up of traffic on a busy road.</li> <li>The flow of traffic needs to be better managed on Abbey Road. The traffic lights create 'stop go'.</li> <li>Under Option A there are too many merge lanes, drivers don't understand how to use them.</li> <li>If traffic gets worse people won't come to the town centre.</li> <li>Under Option B reduced lanes will result in more idling traffic, more air pollution and ill health.</li> <li>Narrowing the road under Option B will mean motorists won't be able to pass stationary vehicles such as buses and taxis.</li> <li>The road is huge, cars can share the space (Option B)</li> <li>Ensure there is plenty of room for cars to filter off at junctions without queues forming.</li> <li>Consider closing/filtering some side roads.</li> </ul>	<p>The results of the consultation have indicated a preference for Option A, which maintains the existing number of traffic lanes for most of the route between Ramsden Square and Park Drive and places the cycleway in the existing footway space.</p> <p>The southbound section between Holker Street and Rawlinson Street presented under Option A utilises carriageway space however relocating this section to the footway will be explored.</p> <p>Removal of refuges on crossing points across Abbey Road will also be explored, with the benefit that the number of merge lanes will be reduced.</p> <p>The length of filter lanes will also be reviewed to ensure that turning movements can be safely undertaken.</p> <p>The Council will repeat detailed junction modelling on the scheme following any amendments to understand the impact of the proposals on traffic flow through junctions.</p>

Category	You said	Our response
Potential for conflict between pedestrians and cyclists	<ul style="list-style-type: none"> <li>Option A takes away limited pavement space for pedestrians.</li> <li>Pedestrians will step/walk or could trip into the lanes, with conflict most likely in busy areas</li> <li>Potential conflict is transferred from the road to the pavement (Option A).</li> <li>Mixing segregated sections with shared sections will inconvenience cyclists and worry vulnerable pedestrians.</li> </ul> <p>See 'crossing arrangements at side junctions' and 'arrangements at bus shelters' for specific areas of the design that comments regarding conflict were raised.</p>	<p>The preferred option will look to provide segregated infrastructure where possible to ensure pedestrians, cyclists and people in motor vehicles have their own space.</p> <p>Clear signage, markings and kerb details for the cycle path will be considered at the detailed design stage and the Council will continue to work with key stakeholder groups to ensure the needs of more vulnerable users are considered.</p> <p>It is acknowledged that by utilising the existing footway space to introduce a cycle lane there will be a small number of 'pinch points' along the route, but these are limited in length and number. The remaining space for pedestrians is generally 4m in width for the vast majority of the route.</p>
Maintenance of infrastructure	<ul style="list-style-type: none"> <li>Need to set aside funding for ongoing maintenance of the scheme.</li> <li>Need to ensure that the Council has the correct equipment to maintain the scheme i.e. road sweepers to clean off debris, litter and glass that may accumulate.</li> </ul>	<p>The scheme will fund maintenance for the first 12 months following the completion of the project, after which the scheme will be maintained as part of the overall highways network budget.</p> <p>Comments around maintenance of existing routes will be passed on to the Highways department within the Council.</p>
Consideration of emergency services	<ul style="list-style-type: none"> <li>Concern that the proposals will cause additional congestion that could delay emergency services.</li> <li>An opportunity to widen the cycleways further so emergency services could use them to bypass queues quickly.</li> <li>Concern that ambulance and transport patient deliveries couldn't park closely to residential properties on Abbey Road and disabled access across the cycleways would be restricted.</li> <li>Need to ensure emergency services are consulted during the development of the scheme.</li> </ul>	<p>The fire, police and ambulance services have been consulted on the preliminary design proposals and will continue to be engaged as the design develops.</p>

Category	You said	Our response
Value for money	<ul style="list-style-type: none"> <li>The proposals are an expensive solution to the problem and a waste of money.</li> <li>The money could be better spent fixing the deterioration of existing roads and impacts on vehicle users.</li> <li>The number of cyclists on Abbey Road is low/cyclists won't use it.</li> <li>The money would be better spent on maintaining recreational routes for people to walk.</li> </ul>	<p>In applying for delivery funding for the scheme from central government Westmorland and Furness Council submitted Value for Money Assessments to support the bid. This information was evaluated by government and used to determine the grant award.</p> <p>The money awarded through the government Active Travel Fund 3 must be used for developing and constructing cycling, walking and wheeling improvements. It cannot be spent on road improvements or maintenance as the council receives separate funding for potholes and road maintenance.</p>
Environmental Impact	<ul style="list-style-type: none"> <li>The scheme will result in more congestion and therefore more air pollution.</li> <li>The proposals must not impact on the trees planted along Abbey Road.</li> <li>Option B will make the street more scenic, quieter and reduce pollution.</li> <li>More landscaping/planting is needed to absorb the noise and pollution from the traffic.</li> <li>Don't use unsightly bollards in the design.</li> </ul>	<p>Designs for Abbey Road will not impact on the existing tree line along the route, which was a key factor in the preliminary design stage.</p> <p>The use of bollards/wands for light segregation is not proposed on the Abbey Road scheme.</p>
Arrangements at bus shelters	<ul style="list-style-type: none"> <li>The cycleway should be placed to the back of the bus stops (Option A) as people have time to think when accessing the shelter. They have less time and poorer visibility when exiting/stepping onto a bus.</li> <li>Positioning the cycle lane near to the bus stop (Option A) could make accessing it more dangerous for vulnerable pedestrians such as those with visual impairment.</li> <li>The bus stops are very busy on Abbey Road and people will stand in the cycle lane.</li> <li>Option B avoids conflict with pedestrians waiting at the bus stops but could cause conflict when they are boarding. Passengers are more likely to step into the cycle lane without looking when exiting the bus.</li> <li>Option B provides a more direct route for cyclists past the bus stops.</li> </ul>	<p>Cycle lanes moving around the rear of the bus stop was a clear preference within the consultation feedback.</p> <p>Clear signage, markings and kerb details for the cycle path will be considered at the detailed design stage and the Council will continue to work with key stakeholder groups to ensure the needs of more vulnerable users are considered.</p> <p>We will continue to engage with bus operators on the design proposals.</p>

## 6.2 Next Steps

- 6.2.1 The consultation process is an important part of the scheme's development and the views expressed as a whole, through the analysis of the consultation form returns and other replies, along with individual suggestions and comments have been recorded. These will all be considered and incorporated where practical and possible in the next stage of design.
- 6.2.2 The consultation feedback will be considered alongside other key factors in the design process such as budget, scope of the project and time taken to complete the construction phase.
- 6.2.3 The results of the consultation will be published to provide all stakeholders with the outcomes of the consultation.
- 6.2.4 The detailed design stage is due to be completed by Autumn 2023, with construction planned to start in early 2024 subject to necessary approvals.

# Appendix

## Consultation Survey

## Survey



We need your feedback to make the scheme the best it can be. If possible, please respond online at <https://legacy.westmorlandandfurness.gov.uk/cyclingandwalking> or, please complete the following questionnaire and return it to one of the collection boxes listed above.

### Abbey Road

#### Option A: Cycle lanes in the footway

##### 1. Do you support the overall scheme that has been developed?

☐ Strongly support ☐ Support ☐ No opinion ☐ Do not support ☐ Strongly do not support

##### 2. How satisfied are you with the following elements of the scheme?

###### 2. a) Position of the cycleway in the footway (see page 8)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments

###### 2. b) Toucan crossing arrangements at side junctions (see page 10)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments

###### 2. c) Cycle lane to the rear of the bus stop (see page 8)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments



### Abbey Road

#### Option B: Cycle lanes mainly in the carriageway

##### 3. Do you support the overall scheme that has been developed?

☐ Strongly support ☐ Support ☐ No opinion ☐ Do not support ☐ Strongly do not support

##### 4. How satisfied are you with the following elements of the scheme?

###### 4. a) Position of the cycleway in the carriageway (see page 8)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments

###### 4. b) Existing pedestrian crossings with new cycle lane markings across the mouth of junction (see page 11)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments

###### 4. c) Cycle lane to the front of the bus stop (see page 9)

☐ Strongly satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Strongly dissatisfied

Further comments



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## Ramen Square

## 5. How satisfied are you with the design of Ramen Square?

☐ Strongly satisfied
 ☐ Satisfied
 ☐ No opinion
 ☐ Dissatisfied
 ☐ Strongly dissatisfied

Further comments

## Holker Street

## 6. How satisfied are you with the design of Holker Street?

☐ Strongly satisfied
 ☐ Satisfied
 ☐ No opinion
 ☐ Dissatisfied
 ☐ Strongly dissatisfied

Further comments

## Further Questions

## 7. Do you prefer the cycleway in the footway or the carriageway?

☐ Footway
 ☐ Carriageway
 ☐ No preference

## 8. Would the proposed options for Abbey Road encourage you to take more active travel journey in your daily life?

☐ Yes, Option A
 ☐ Yes, Option B
 ☐ Yes, both
 ☐ No, neither
 ☐ Not sure

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## 9. Do you have any further comments on the scheme?

## 10. Did we provide enough information for you to properly respond?

☐ Yes
 ☐ Partially
 ☐ No

## 11. About you (over 18 years only)

Postcode: 
 Age range:
 ☐ 18-24
 ☐ 25-34
 ☐ 35-44
 ☐ 45-54
 ☐ 55-64
 ☐ 65+

## 11.a) What is your interest in this consultation?

(Please choose all that apply)

☐ I live here
 ☐ I work here
 ☐ I study here
 ☐ I live nearby
 ☐ I own a business here  
☐ I do the school run here
 ☐ I commute here
 ☐ I do my shopping here  
☐ I'm here for leisure
 ☐ Other

## 11.b) What is your interest in this consultation?

(Please choose all that apply)

☐ Walking
 ☐ Wheeling
 ☐ Cycling
 ☐ Motor vehicle
 ☐ Taxi  
☐ Other (Please state) 

 If you would like to hear more about active travel schemes and updates in Barrow-in-Furness, please provide your email address:
 

 The information you provide will be treated as confidential and will only be used for the purposes of the Barrow-in-Furness Active Travel consultation. For more information on how Westmorland and Furness Council will store your data, please read our Privacy Notice <https://bc.lu/2Nvo2K2>