



## Summary of Engagement Plan

### – For local neighbourhood roads and high streets

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#### Background

The COVID-19 pandemic will continue to affect the way people travel into and around the city. Social distancing requirements on buses and trains has reduced their carrying capacity, and with this public transport capacity reduced, the city's roads will struggle to cope unless significant numbers of people choose to walk or cycle instead.

The government gave clear direction to local authorities, as follows: 'Local authorities in areas with high levels of public transport use should take measures to reallocate road space to people walking and cycling, both to encourage active travel and to enable social distancing during restart'. The government released statutory guidance requiring councils to bring forward schemes that would increase numbers of people walking and cycling and established the Active Travel Fund (ATF) to support the delivery of schemes. The government direction for funding was that it should be aimed at permanent solutions.

The proposals being considered involve making significant changes to several neighbourhood roads to create more liveable neighbourhoods free from traffic and congestion, to minimise rat running and to maximise community enjoyment of busy high streets. The streets vary from major city roads to bustling high streets or residential school routes - but all play a key role in serving each community's unique needs. They were chosen following suggestions made by the public - and reviewed by officers - for ways to better manage through traffic and promote more journeys by sustainable forms of transport.

These plans follow major improvements to the city centre delivered this summer, with the Old City now pedestrianised, new city centre bike lanes and the closure of Bristol Bridge and Baldwin Street to through traffic to give priority to buses, pedestrians and cyclists.

The council will engage and consult with the local community and discuss the various options available before drawing up detailed plans for each scheme. The possible road changes could involve alterations to the road layout or traffic direction, widened pavements, timed or consistent traffic restrictions, new bike lanes, additional seating, better lighting, resurfacing or more greenery.

### **Objectives of engagement**

- To seek views from key stakeholders at an early stage on priorities, what they think should change and any concerns to inform preliminary designs.
- To seek views from local people living and working in the local areas, those travelling along the roads, and businesses, at an early stage to inform preliminary designs
- To begin a constructive dialogue and create an environment where people can be involved throughout the process of design and implementation.
- To create a good understanding of the schemes and their benefits amongst stakeholders, local businesses and local people

### **Target audiences:**

#### Key stakeholders:

- MPS and local ward members,
- Hospitals, Universities & large employers
- Bristol One City Transport Board
- Internal stakeholders/project teams
- Business West / Federation of Small Businesses
- Business Improvement Districts (BIDs)
- Transport operators
- Emergency Services
- Bristol Physical Access Chain/ Equality groups
- Residential Associations

#### Public/Service users:

- Local people who live on the roads and in the wider local community
- Businesses operating near or on the roads
- Educational facilities on or near the roads
- Shoppers, visitors and those using the roads regularly
- Religious facilities, leisure facilities on or near the roads
- Local groups / organisations in the wider local community

### **Inclusive and accessible engagement materials**

We are committed to ensuring our engagement for all projects are inclusive and accessible to all. For these projects we have and will continue to create both online and offline resources. The letters and surveys that have been written are in plain English and all versions are compatible with screen reader software for visually impaired people. We also include descriptive text for maps and can provide all information in different formats for example, different languages, braille, audio tape, large print, easy English, BSL video or CD rom. We have a sensory impairment team in the council who can provide these services. As

noted we can provide the information in easy to read English for those with learning difficulties as well.

For those who have online access, the council's [citizenspace](#) website hosts the survey where people can fill it in and click 'submit' for their responses to be collated. There is also an email address provided for those who have queries or would like to arrange for a virtual chat over zoom or Microsoft teams.

For those who prefer to engage using the offline methods we have provided paper copies which are printed in English, but we have incorporated a language template to ensure those who need it translated into different languages can request this service. We have also provided a landline phone number for those who wish to request the survey in a different format or to speak to a team member about any issues or concerns. There is also a postal address for those who wish to write to the team. We are also working with local groups so they can collate feedback from their members who prefer to give feedback verbally.

We would also normally provide a face to face service for people but due to COVID19 this is not possible at the moment.

## **Timescales and action plan**

This engagement plan focuses on the period from Nov 2020 to March 2021 and sets out how engagement will be undertaken. Each project will vary in dates but will follow a framework for the engagement as follows:

### **Stage 1 – Stakeholder mapping**

- Involves gathering data from multiple sources to profile the local population to help shape the engagement and ensure respondents are representative of the local population.

### **Stage 2 – Early Engagement**

- All MPs and local ward members have been engaged through emails, phone calls and / or meetings and invited to help shape the engagement process for schemes in their local areas.
- Key stakeholders (as defined above) have also been contacted in the same way to ensure they are aware of the selected roads and provided with an opportunity get involved.
- Local stakeholders such as businesses, educational facilities, leisure facilities, religious premises and local community facilities operating on or near to the roads selected have been contacted via email, letter or phone to undertake an operational survey. This is to gather information about their needs eg loading/ unloading, waste management etc which can be fed into any designs once the engagement is complete.
- Local stakeholders such residents, traders, shoppers, visitors, community organisations, religious, educational and leisure facilities receive an early informing letter to let them know their road has been selected for this funding and that a

survey will follow for them to input into the process. An email address, phone number and postal address are provided on this correspondence.

- Pre opinion surveys will be used to ask everyone what they like about the street, what their priorities are and what they would like improved. This will be available online and will be promoted by a press release and social media posts. Paper copies will also be posted to local premises to ensure as many local people as possible get involved and have their say. Posters will also be put up along the streets to engage people and make them aware of the survey particularly if they are visitors, shoppers and more infrequent users of the road.
- Responses will be analysed and fed back to the project team. This will start the co-design process with the local stakeholders to produce preliminary designs.

### **Stage 3 – Detailed Engagement**

- Once a few design options have been co-created the engagement process will begin again and MPs, ward members and key stakeholders being contacted.
- Local stakeholders, residents, businesses, visitors, shoppers etc will also be engaged and asked for feedback on the options through letters, emails and phone calls.
- The feedback will be used to amend plans.