

Appendix 5 – “You Said, We Did”

Addressing free text comments received from questions with a comment from the Integrated Transport team in response.

	You said	Council Response
1	Trends in results – Age related, more support in younger demographic reducing to an older demographic on key questions	<p>The age profile of respondents to the survey reflects the age profile of Southampton City and Portswood Ward in 2023¹.</p> <p>Those responding to the aged 65+ was higher than the proportion of Portswood ward residents in same age bracket (26% of survey responses, although they make up 14.2% of the ward’s population). This indicates that the consultation was effective in engaging with a wide range of the population including the older demographic. Provision of a range of in-person consultation sessions - drop in sessions on Portswood Broadway, attending resident association & community group meetings, and production of brochures – alongside material online enabled effective engagement with all age ranges.</p> <p>Future engagement on the project will need to focus on this range of activities along with making materials available for longer (i.e. in libraries) as opposed to solely available online / website material.</p> <p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all ages are considered and included participants will be sought from across the community – including seeking people to represent the views from elderly community.</p>
2	Trends in results – Mobility related with less support for respondents identified as having a disability / uses a wheelchair / mobility scooter)	<p>As of the 2021 Census 17.7% of Southampton’s population, and 16.6% of Portswood ward, reported themselves as Disabled under the Equality Act. Respondents to the Portswood survey 14% identified as having a disability.</p>

¹ Southampton Data Observatory Small Area Population Forecasts – Portswood Ward [Microsoft Power BI](#)

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		<p>Responses from people with a disability or use a wheelchair / mobility scooter have tended to have a lower positive / higher negative response to questions relating to attractiveness, visitor numbers, ease of access.</p> <p>An Access Strategy was prepared for the consultation material, and more work is required to refine the Strategy and seek input into the Strategy from people who represent the views from people who are disabled.</p> <p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all abilities are considered and included participants will be sought from across the community – including seeking people to represent the views of people with disabilities (hidden and/or visible).</p> <p>The Council’s Accessibility Forum will be engaged in progressing the scheme and provide a critical review function on scheme design.</p>
3	Concerns & suggestions – increased traffic elsewhere / journey times / rat runs	<p>Information was provided on the predicted traffic flows for surrounding roads to Portswood Broadway. Depending on the different scenarios for the proposed Active Travel Zone (ATZ) information was provided on traffic flows on those roads. Some of the proposed measures in the ATZ will reduce the displaced Portswood Broadway traffic on those adjacent local roads, and increase them on main roads such as A335 Thomas Lewis Way.</p> <p>It is proposed that the ATZ is designed with a community co-design process. Information will be provided to participants on different measures that could be introduced and what impact that they would have on traffic being displaced / journey times in the area. Participants will then be able to make an informed choice on the measures to be implemented.</p> <p>As part of the ATZ and Portswood Broadway scheme implementation the impacts would be monitored to understand the before and after situations. Measures within an ATZ can be trialled</p>

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		through Experimental Traffic Regulation Orders and adjusted as necessary depending on the outcomes. The monitoring would feed into the evaluation of a trial scheme (see 5 for details).
4	Concern – Air quality / pollution / net zero – it may increase or shift elsewhere	<p>Information was provided on the Council’s ambition for the then Green City Charter - now updated / replaced with the Climate Change Strategy. The scheme supports Goal 4 – apply authority and use influences to support the city in becoming net zero and climate change ready by 2035.</p> <p>A priority for the plan is to deliver on the long-term Local Transport Plan including a Mass Transit System – of which the Portswood corridor is an essential element to achieving this. Modelling carried out as part of the Strategic Outline Business Case for submission to the Department for Transport has indicated that as a corridor Fair Oak – Eastleigh – Portswood / St Denys / Southampton, the range of packages and interventions in the TCF bid will result in up to nine minutes of journey time savings for buses, improvements in average speeds and increase reliability of bus. This in turn will lead to more people choosing to travel by bus over private car transport. With more people changing their transport modes to more sustainable and less polluting options, there will be a net benefit for air quality along the corridor and surrounding areas.</p> <p>Modelling done for the Strategic Outline Business Case indicates that as a whole package, TCF will result in 6,100 fewer vehicle trips a day by 2026 and an increase of 4,600 bus journeys made a day by 2026.</p> <p>Consideration will be given to other measures that reduce air pollution in the area, such as roll out of EV charging to help accelerate a switch to a cleaner vehicle fleet in conjunction with the Council’s upcoming bid to Government for Local Electric Vehicle Infrastructure (LEVI) funding for additional EV charging points. These can be located in local streets and destinations such as Portswood. Consideration for working with the bus operators on making the buses zero-emission as well.</p> <p>As part of the introduction of the scheme, monitoring of Air Quality will be carried out pre / post scheme in the area and can feed into elements of trial evaluation (see 7 for details).</p>

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5	Concern – Will have a negative impact on the community / local residents	<p>It is noted that the scheme has majority of respondents indicating a positive response on impacts such as attractiveness, safety and travel by bus / walking / cycling. However, some respondents were concerned about the impact from the scheme and the combination of the scheme for Portswood Broadway and Active Travel Zone. Other locations where schemes have been implemented in Southampton and wider in the South East have seen residents initially having a negative perception of scheme introduced changing their perception after experiencing the scheme.</p> <p>The consultation feedback has indicated that the scheme will have a negative effect on travelling by car to Portswood Broadway.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled:</p> <ul style="list-style-type: none"> • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for loading and people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours • A reduction in the size of the bus gate / motor vehicle restriction to be from Westridge Road to St Denys Road Spur
6	Concern – around e-scooters and bikes (eg riding on pavements)	<p>The Council is addressing e-scooter issues/ nuisance riding in two ways:</p> <ul style="list-style-type: none"> • Providing dedicated space on the highway such as cycle lanes / reduced traffic flows so riders will feel safer / segregated from normal traffic and will not feel the need to ride on pavements. Use of the cycle lanes / reduced traffic flow roads will be quicker than along the pavement and will be a more attractive route for journeys; and • Extending the Voi e-scooter trial in alignment with Department for Transport guidance and providing a framework for e-scooter use which is more responsible / reportable / able to be monitored. The current e-scooter supplier Voi allows for reporting of nuisance / illegal riding to a portal and has a tiered punishment system which will eventually see riders suspended or unable to use an e-scooter.

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		<p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – the working group will examine ways to deter pavement riding through the use of street furniture / trees (but noting that there will need to be a balance between deterring pavement riding and the need for some clutter free routes for people with mobility / visual impairment issues)</p>
7	<p>Suggestion – support a trial / conduct a trial</p>	<p>Respondents with a SO17 postcode favoured a trial of the proposed measures for Portswood Broadway.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled for 6 months:</p> <ul style="list-style-type: none"> • Alteration to the extent of the bus gate/motor vehicle restriction to be from Westridge Road to St Denys Road Spur • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for loading and people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours <p>A trial of the bus gate on Portswood Broadway would allow the ATZ measures to be installed and adjusted if assumptions made such as traffic displacement were not correct, or there were unintended consequences such as displacement to another road.</p> <p>Information was provided during the consultation on a potential phasing of any trial, with the ATZ measures installed / trialled ahead of ongoing community co-design of the measures for Portswood Broadway, which would allow time to address the issues raised in this consultation.</p> <p>The Council has the use of trial powers through Experimental Traffic Regulation Orders (ETRO) – this would allow installation of measures such as motor vehicle restrictions and have the ability to make changes to the restriction before they are made permanent. Consultation is carried out throughout the ETRO period allowing continuous feedback.</p>

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		<p>The measures of a trial will include pre / post traffic flows on roads, the use of air quality monitors, resident / retail / visitor feedback. Measures will also be taken in relation to business activity – footfall counters, engagement with businesses on spend / profit, and spend profiles of visitors to the area.</p> <p>It is proposed to undertake a six month trial of any measures introduced on the Broadway area that restrict motor vehicle access.</p>
8	Concern – proposal not helping economy and decreasing footfall	<p>Opinion was split on the question relating the information provided about the impact on the economy, and what impact the scheme would have. The results by profile (age, people with a disability, mode of transport) mirror the responses on other questions.</p> <p>The results indicate that further work is required to examine the impacts of the scheme beyond an independent Economic Impact Assessment, and the use of a trial implementation would allow additional information to be gathered to determine the impact on the economy. This information would be used as part of the assessment on the outcome of the trial.</p> <p>As part of the scheme, a strategy will be created to increasing economic activity in the area. Businesses have been engaged since the consultation and meetings have been held to establish a Business Engagement Forum – information will be provided to this forum on how business can take advantage of schemes such as Portswood Broadway to increase economic activity.</p>
9	Concern – removal of street parking for those with disabilities	<p>An Access Strategy was prepared for the consultation material, and more work is required to refine the Strategy and seek input from people who represent the views from people who are disabled.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including seeking people to represent the views from people with disabilities. The Council’s Accessibility Forum will be engaged in progressing the scheme and provide a critical review function on scheme design.</p>

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10	Concern – accessing Portswood and having to drive further for those with disabilities	<p>The scheme is proposing to reduce traffic volumes on Portswood Broadway via the use of a motor vehicle restriction along the Broadway.</p> <p>A review of the consultation results has led to a recommendation for a reduction in the motor vehicle restriction in terms of position and time of operation. It is proposed to proceed to trial a restriction between Westridge Road and the St Denys Road spur road 7am-10am and 4pm-7pm. This will allow some access through the Broadway for people who chose to drive but provide bus priority in the peak hours. The times would be part of the trial to determine if the hours of operation are suitable or requiring reviewing.</p>
11	Concern – Lack of Police presence / handling of reported crimes	<p>Hampshire Police has recently received additional funding under the Government’s Safer Streets Fund to address neighbourhood crime, violence against women and girls, and anti-social behaviour. The project will provide additional CCTVs on Portswood Broadway.</p> <p>The Council continue to work with Police in the area to address anti-social behaviour.</p>
12	Concern – Proposal causing an increase in crime and antisocial behaviour	<p>Businesses have been engaged since the consultation and meetings have been held to establish a Business Engagement Forum – which has included attendance from the Police who have inputted into concepts for the area to reduce crime.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p> <p>Hampshire Police has recently received additional funding under the Government’s Safer Streets Fund to address neighbourhood crime, violence against women and girls, and anti-social behaviour. The project will provide additional CCTVs on Portswood Broadway.</p>

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13	Concern – Increased seating negatively impacting feeling of safety	<p>The proposal for Portswood Broadway is to introduce additional seating to provide opportunities to stop and rest – especially for elderly and people with disabilities who may not be able to travel for longer distances. The benefits for these groups would outweigh any potential use for anti-social behaviour.</p> <p>The design of seating spaces and the furniture used will take into consideration their potential use for anti-social behaviour, and will be part of the community co-design for the space.</p>
14	Concern – disagreement with a proposed Active Travel Zone – keep as is	<p>Although the majority of respondents favoured some form of an Active Travel Zone, free text comments received showed some respondents were against an Active Travel Zone / keeping the area as it is.</p> <p>During community drop in sessions, the objection to an Active Travel Zone focused more as an objection to the Portswood Broadway scheme - in that a resident was opposed to the Broadway scheme they were more likely to be opposed to an Active Travel Zone.</p> <p>With the introduction of a motor vehicle restriction on Portswood Broadway being recommended (via a trial), there will be some traffic displacement in the area. The introduction of an Active Travel Zone is designed to mitigate the impact.</p> <p>The measures implemented as part of an Active Travel Zone can be scalable on their impact based on the community co-design process and it may be the community decide on measures that still allow existing access arrangements in the area to be retained.</p>
15	Suggestions for inclusion of options for Active Travel Zone	<p>It is proposed that the Active Travel Zone is designed with a community co-design process. Information will be provided to participants on different measures that could be introduced and what impact that they would have on traffic being displaced / journey times in the area. Participants will then be able to make an informed choice on the measures to be implemented.</p>