



# Southampton Inside Out





## Initial Area of Consideration

GO! Southampton is working with Southampton City Council and other stakeholders on 'Southampton Inside Out' – a new initiative, which aims to make it easier for businesses in the hospitality sector to create/add more outside seating. In the coming weeks, it is predicted that a large number of businesses will be reducing their capacity to enable safe social distancing; creating more opportunities and simpler processes for utilising outdoor space could help to mitigate this.

Following an analysis of GO! Southampton's previous hospitality survey, traders within both Bedford Place and Carlton Place had expressed specific interest in exploring opportunities within this area of the city for outdoor dining.

In addition, through their Green Transport Recovery Plan, Southampton City Council are proactively looking to provide opportunities to think creatively about the public spaces that are available. This could be through managing queues and spaces to enable them to be used for other means such as dining space, public art, activate new spaces, and working with community groups to re-design their local areas.



## Location

The initial area of consideration is highlighted in yellow on the map above. This includes Bedford Place (from Canton Street to Henstead Road), Carlton Place (Bedford Place to Southampton Street) and Lower Bannister Street.

Initial feedback from the hospitality sector is that Upper Bannister street would not be required and would only include the closure of the junction to Carlton Place.



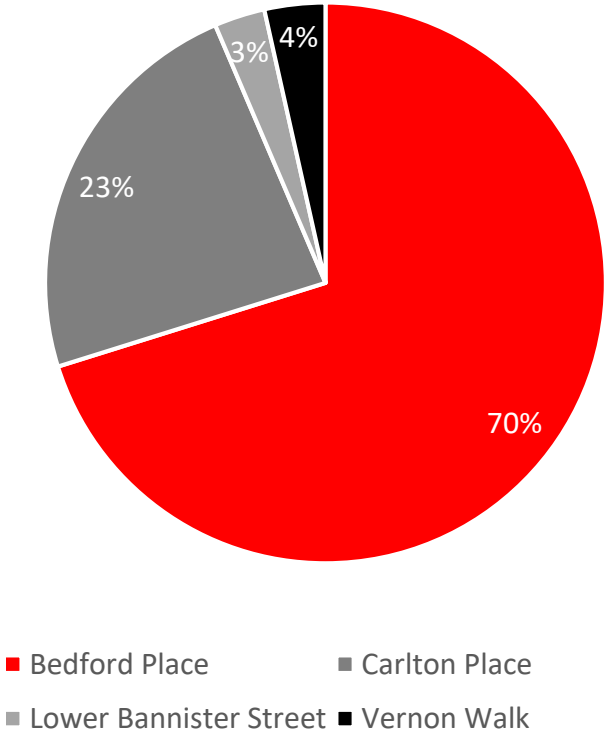


## Appearance

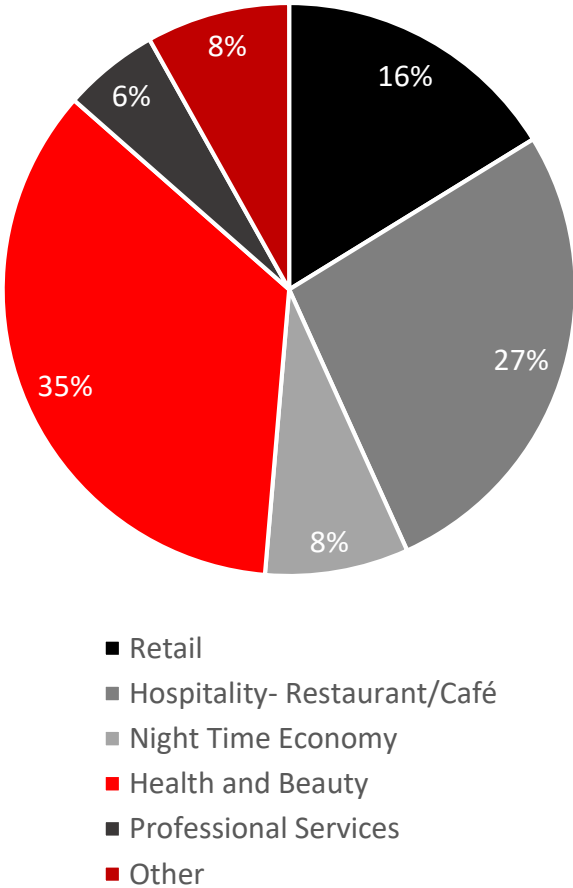
This scheme would initially be introduced through an Experimental Traffic Order to provide flexibility to test this concept and to adapt to feedback throughout the pilot period. In order to provide some clarity on the approach being taken, Southampton City Council has created the mock-ups below to indicate the alfresco approach with planters, which would be provided by the Council.

# Respondents

Business Location

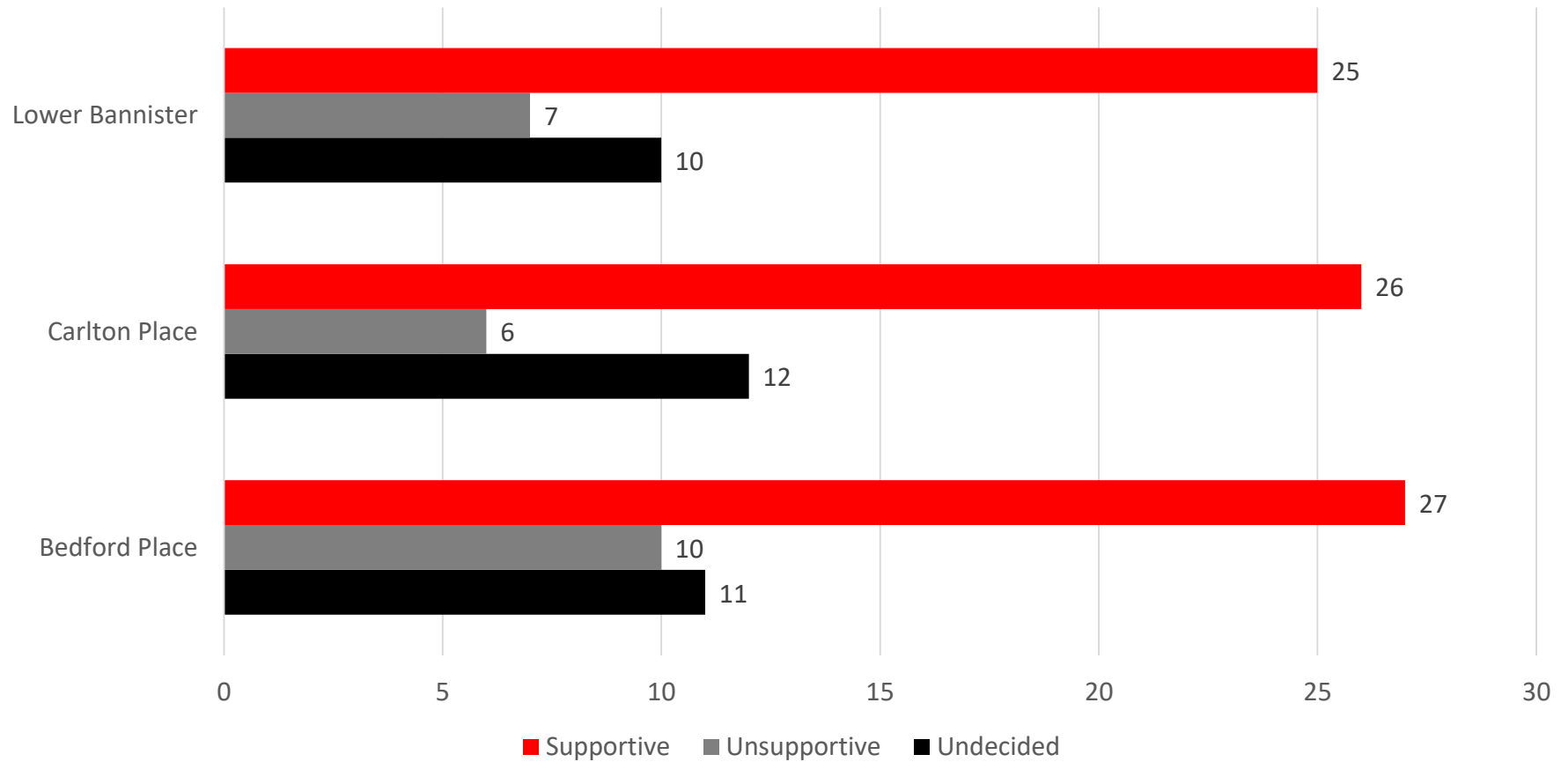


Sector



# Levels of Support

Levels of Support per Street



# Supportive Feedback

- Anything to encourage people to have dwell time in the city is a good thing. Bedford Place/Carlton Place are predominantly independent businesses so it is nice for them to get a chance to compete on a level playing field. (Supportive of B, C, LB)
- The road surface in Carlton Place is very poor and uneven. If this was resurfaced in a similar way to the pedestrian area of Oxford Street, it's potentially very attractive and could be an appealing environment to generate custom. (Supportive of B, C, LB)
- To attract more people in the area. (Supportive of B, C, LB)
- For a short period to assess and assist the hospitality and local retail sector to get up and running again. If long-term, this needs to be considered in much more detail. Short term trial - winter months would be difficult and areas blocked-off would be used far less due to inclement and bad weather. (Supportive of B, C, LB). Outside of the proposed area.
- I have always thought that pedestrianising some of the Bedford Place area would make it a more attractive place to visit, to shop, and to hold events such as the Farmer's Market. Traffic runs through Bedford Place at too high a speed (at best the street should have a 20mph limit as space is so tight) and if this helps to reduce that, even better. (Supportive of B, C, LB).
- I feel the proposals may make the Bedford Place area visually more attractive in a similar manner to Oxford Street. (Supportive of B, C, LB).
- I am supportive, I would just like it to be more ambitious. (Supportive of B, C, LB).

# Supportive Feedback

- I am supportive of the planters in Bedford Place between the parking meter outside W J French & Son down towards XOXO on the corner of Bedford Place. The on street parking between Atlantic dry leaning and W J French & Son needs to be reinstated. I worry that if Bedford Place is pedestrianised then the traders are going to blame poor trade on this, not the recession. (Supportive of B, C, LB).
- I don't think it will have much of an effect on my business but will have an overall benefit for the area as customers will be enticed to stay longer. (Supportive of B, C, LB).
- We have lost over half of our capacity and this would be very beneficial to us! Currently have no outdoor seating due to the size of our courtyard, so this would be ideal for those wanting a pint or food in the sun. I like the idea of a more communal space too. Plus, it'll make the area safer without cars driving ridiculously fast down Carlton Place and pedestrians will be able to more effectively distance themselves without walking in the road where cars would be. (Supportive of B, C, LB).
- I believe they will support our business by allowing us to serve more covers at any given time and in a safe ventilated manner. (Supportive of B, C, LB).
- I think it would be great for the area as long as it's not just a couple of bollards stuck at the end of the road. (Supportive of B, C, LB).
- I think it will boost business creating more walk-in trade to the area. It will add value to the area and make it a lovely place to work in! Outdoor seating for the surrounding businesses is such a great idea. (Supportive of B, C, LB).
- We need to band together and make the area beautiful and OPEN! (Supportive of B, C, LB).



# Supportive Feedback

- The Prime Minister's official spokesman said: "Broadly the scientific and medical experts have been clear that there is less likelihood of transmission of this disease outdoors than indoors." Customers are fully aware of this and therefore concerned about eating inside and this is reflected in dining in numbers and feedback from customers. We have also had to dramatically reduce seating inside and so having an option of outdoor seating would help ensure we are able to supply demand. Bedford Place and Carlton Place also suffers from all the focus and theatre that surrounds West Quay. Enabling people to socialise around this area will help breathe new life back in and make it a shopping destination for new customers rather than suffering the effects of relying on a dying generation of shoppers who remember the "good old days". It will also bring new businesses in and help bring back some identity back to Southampton. Every shop in West Quay I can find in any other town, Bedford and Carlton Place is made up of Local Businesses.....we need to keep them alive, it is clear this will help drive that. Simply Googling the effects of Pedestrianisation makes it clear that similar models have been adopted and are very successful in other towns in within the UK and Europe. (Supportive of B, C, LB).
- A lot of the businesses don't have a sufficiently large outdoor area to safely operate with a large enough capacity to be economically sustainable. Even without Covid, cars really spoil the look and feel of Bedford Place, and speed past at dangerously high speeds (particularly at night when people might be intoxicated). Any area that is not being pedestrianised should certainly be reduced to 20mph. Southampton will be a much nicer to city to live in with the car being taken down a notch or two. (Supportive of B, C, LB).
- It will increase the footfall in the area and all types of business will benefit. We will need less expensive parking in the area. Support, because more people will go past my door and know where I am. (Supportive of B, C, LB).
- We have to move with the times, all new cycle lanes and less traffic, I know some businesses feel it will hinder business but I cant see how, don't mock until you have tried it. I am in full support of this. (Supportive of B, C, LB).
- Removal of parking spaces for customers, could this be countered with 30 minutes free in the main car parks. (Supportive of B, C, LB).

# Supportive Feedback

- Firstly it would slow people down. a lot of people 'pass through' Bedford Place on their way to the City and don't notice some of the businesses along the way. Secondly, it would slow down aggressive traffic; racers, especially at night-time. I also live on Bedford Plc and it's terrifying to hear them at times. (Supportive of B, C).
- Possible regular Farmer's market or Antique Fair in closed area would suit the location. (Supportive of B, C).
- We are supportive of all of these proposals. We feel our clients would be rather impressed with the area, many of whom travel a number of hours to visit us here at Bedford place. They would gladly love to take advantage of the extra spaces outside, in between their appointments with us if they are here for most of the afternoon. (Supportive of B, C, LB).
- Our business will not survive if we are to follow the government guidance on the 1 meter with mitigation's. Last year we spent 4k on remodelling our restaurant to get an additional 2 tables in to take us from 22 to 26 covers in the restaurant. Under the new guidelines we can now only have 12 covers. That's not a viable business. We really need the outside space and we really need this to happen quickly so that we can make most of the summer weather. I strongly believe we should trial this out till October and then review it but Southampton could use a nice cafe culture and destination point for local independent businesses, I believe it would attract even more people to the area. Perhaps for the hairdressers that seem to have an issue with it we could offer free car parking over the trial in the car park next to them? (Supportive of B, C, LB).
- My only concern is that the council may use those horrible plastic things they used for the parking bays. If this is to go ahead it needs to be done properly with nice looking planters, I'm happy to maintain the plants as I'm sure others are and we'd be happy to make sure everything is clean, however it would be beneficial to have more city bins for the extra litter that may come from it. Also it would be nice to perhaps have a market on one of these streets once a week on a Monday perhaps when it's quiet, again to bring people out and about (Supportive of B, C, LB).
- Although we would just miss out due to road layout, it is nevertheless a progressive step for the area. Taxi drop off should considered though, we would support the Carlton Place/Southampton St corner. (Supportive of B, C, LB).

# Unsupportive Feedback

- Health and safety of our staff and customers. (Unsupportive of B, C, LB). Outside of the scheme footprint.
- I have been a trader in Bedford Place for 28 years. The flow of traffic works for my business. The parking works. I only see the change as detrimental to my business. We have dealt with COVID 19 and it's tough getting our business back up and running. It has already been discussed that the initial change will see a decrease in footfall. Before it gets busier. This will have a huge affect on business. . (Unsupportive of B, C, LB). Parking is due to be restored outside this business.
- As a Hair Salon our clients want to have easy access and parking. Detrimental, reduced parking, noise and disturbance, increase street litter. (Unsupportive of C, LB, Undecided of B). Inside of the scheme footprint in Carlton Place.
- My question is - is this going to bring anything positive for Lakaz Maman, Sakura, Tim's Bistro, Diego's, Halladays... Don't think so! As a restaurant we are extremely worried that in sunny days we won't have any trade while now at least we do. Absolutely ridiculous. We will also get all the traffic and pollution. Only if we benefit as well. If we don't get the same conditions then we are not supportive. (Unsupportive of B, C, LB). Outside of the scheme footprint, would want the scheme to extend further along Bedford Place.
- Feel that our business is real passing trade. Customers like the convenience that they can quickly shop in once space. A lot of the trade comes from customers driving their car and feel this could have an impact on sales in very challenging times. (Unsupportive of B, Supportive of C, LB).
- The majority of businesses in Bedford Place rely on customers that use cars. From chiropractor to hair salon to dry cleaners and many more. We are all a destination for a specific reason and they don't live around the corner. Even French's shoe shop will have customers drive from Dorset or London for a family trip. This will cut off access for most customers from a major arterial route. At the rear of shops all trucks and traffic from the multi storey will now have enter & exit via the incredibly tight and blind corner of Carlton Pl/Winchester St/Carlton Place. This will include full size 40foot trucks, is this an oversight? This idea is a lot of expense and especially Damage for many businesses to give a questionable benefit to few. (Unsupportive of B, LB, Undecided of C).



# Unsupportive Feedback

- Your plans to close the road on Bedford Place will lead to big traffic problems as traffic cannot use a busy road when travelling from the city centre through to my and others business. I rely on people coming to order something and then coming back to collect it. Your plan will make this much harder for them to pop in on their break or after work. This inconvenience will lead to a decline in business. How would you compensate me if I lose business because of this. I also question how you will be making sure that this area is properly managed and cleared up after. A rise in drinking outside could cause anti social problems. What is going to happen to the traffic when football returns to normal? You have not thought this through at all. You have already reduced the avenue to one lane which will be a nightmare when it is back to normal. (Unsupportive of B, Undecided of C, LB).
- Access to the parking areas behind the premises along these streets. Support only half the street closed to allow access to premises parking (Unsupportive of B, Supportive of C, LB). This has now been achieved with amends to the scheme.
- Things are hard already without restricting access. Access by car from the city side would be so difficult no one could make the effort. The night time parking charge knocked 20% off my sales, customers just go to an easy free supermarket car park. There will not be enough customers to cover costs. It is no longer worth my opening late as their just isn't the business . With this scheme we have even lost our measly ten minutes free parking(1/2 hour at West Quay)! Sunday is also dead since the most expensive parking in town was introduced, with super efficient enforcement. Mitigating measures: Free parking after six and weekends. (Unsupportive of B, C, LB). Parking to be restored outside the business.
- This is lunacy. People need to visit all businesses, not to only support those making use of outside space to the exclusion of those who do not. Our clients need to park outside and we need deliveries throughout the day. There is no need for additional exclusion. You are too late to the party and now seek to destroy businesses which need people to be able to park outside. I note that there is no suggestion to end parking charges for the lucrative car parks ? (Unsupportive of B, C, LB). Parking to be restored outside the business.

# Unsupportive Feedback

- Blocking off Bedford Place will make it simpler to shop elsewhere, causing a drop in trade. Pretty planters can rapidly become dumping grounds for rubbish, especially when inebriated people are involved. (Unsupportive of B, Supportive of C, LB).

# Undecided Feedback

- At first I was considering my thoughts on Bedford Place but having read the article in the Evening Echo 13/07/20 I am now very concerned that the possible proposals for London Road/ Devonshire Road /Cumberland Place etc Bedford Place as an area will be very isolated and will become a challenge for customers to visit. I fully appreciate that we need to help our hospitality traders in these difficult times but the proposals around us do not help hospitality but just make visiting Bedford Place difficult which helps none of us. (Undecided of B, Supportive of C, LB)
- What about the bottom end of Bedford Place? There are 9 restaurants. We get all the extra through-traffic now, polluting us. (Undecided of B, C, LB). In the area with planters towards Watts Park.
- Broadly supportive if managed properly Would be concerned about potential for disruption to traffic and disturbance to local residents. . (Undecided of B, C, Supportive of LB).
- Looking at the pedestrianisation in the town centre - outside West Quay - and the state of it and the junkies etc down there - the beauty companies can not afford to lose any more customers that already get fed up with getting harassed by beggars and sworn at by drunk people in the middle of the day In Bedford Place. This may be ok for the hospitality businesses but doesn't help us at all. Not much had been done to help us after many many complaints. But - I realise that to survive with the social distancing, the hospitality sector need this. And we do not want to lose them and the employment they offer. (Undecided of B, C, LB).
- I think if you block off too much of the road people stop coming , a lot of retired, elderly and disabled people struggle when can't park or get public transport near to where they want to go , so stop coming and there the consistent ones who spend more money , we need a bus to come to Bedford place. . (Undecided of B).
- My concern would be how would you police people from bringing cheap alcohol into the area from elsewhere, say local supermarket? I can see they're would be a lot of people just milling around on the street and made no purchases from anyone of the venues. We may also potentially see large college students (16/17 year old) in the vicinity. We would be in favour of the scheme, if we can stop people from entering the area without any alcohol, can ID check at each entry point into area etc. Without more details about how you intend on policing all of the above mentioned we will find it difficult to support it. My number is below if you are free anytime in the coming days, please call at your convenience. (Undecided of B, C, LB).



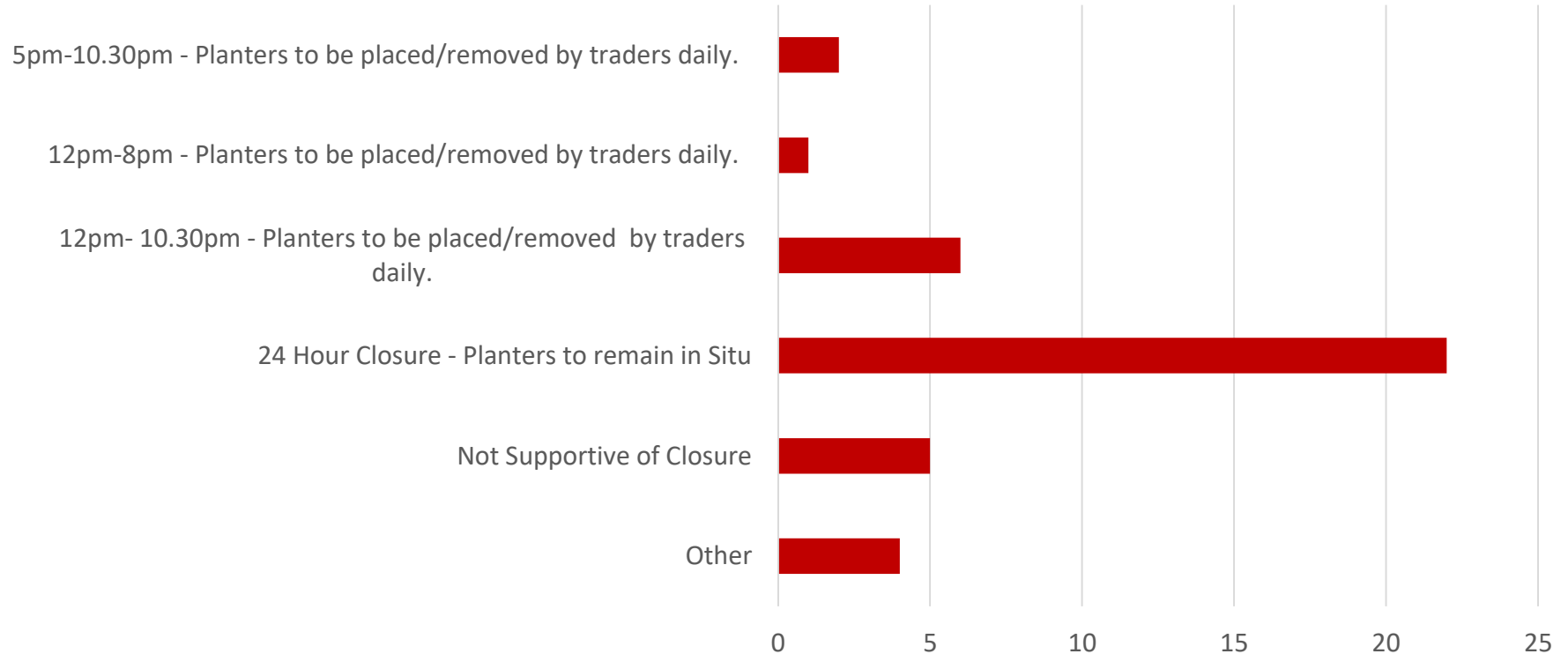
# Other Feedback

- The barriers put in place at the moment have been a huge deterrent and most of my customers think it's major road works about to take place or a gas leak.
- I am a destination shop and rely on my customers who come not just from Southampton but all over Hampshire/ Dorset and London to be able to get to me easily and be able to park.
- Rat run down Henstead and up to Wilton.
- A lack of policing and security to protect premises if there is an increase in drinking and vandalism.
- Increase of begging in the area.
- Our alcohol license doesn't cover that area as it's obviously not our property, though we do have 'takeout' as an option, unsure whether this would be frowned upon by licensing.
- It would be good to have less homeless around, meaning more policing, but we also don't want police constantly walking around wasting their time.
- Maybe a one-way system could be considered
- Need 10 min free parking elsewhere in the area to allow for EG dropping dry cleaning, picking up prescriptions, buying a pint of milk - if there is no free parking it will be detrimental to businesses in the area.
- What would be of greater help is reducing the constant stream of drug addicts going into 55 Bedford Place for their methadone script. My patients are starting to question whether they should continue to visit this practice.
- The drugs problem in Bedford Place is not reducing. Transactions regularly take place in the car park and surrounding street. I frequently see drug-addicts coming out of the chemist shop and immediately calling in their dealers to supply them with drugs. If possible, the registration number of the dealer's car is given to the drug squad. That methadone is meant to be a substitute but it is being used as a supplement. Finding somewhere else for them to collect their script of methadone will enhance the atmosphere of Bedford Place. If the drug situation is allowed to continue, how quickly will the planters find themselves containing drug paraphernalia?

# Timings

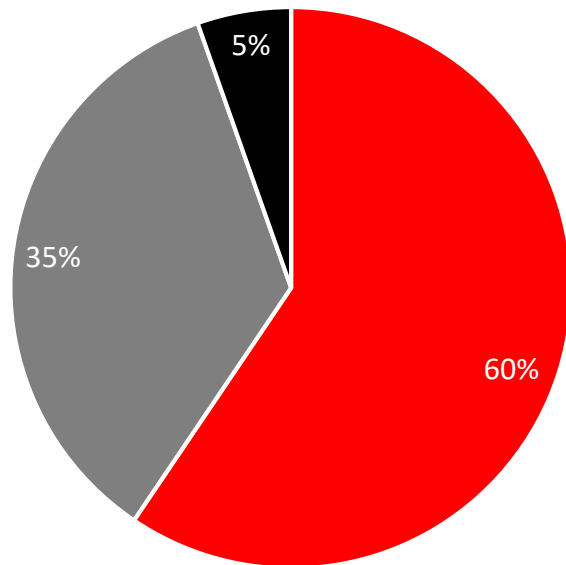
There are a variety scenarios being considered, with the scheme currently being proposed to be in situ 24 hours a day. Please could you indicate below which scenarios you would support.

### Levels of Support per Scenario



# Deliveries

Receive Deliveries into the proposed area



■ Yes ■ No ■ Unsure

## Respondents that are actually impacted by the scheme for deliveries

### Bedford Place

- In scheme: LGV 10am-12pm – able to accommodate
- In scheme: Car, LGV, OGV1 – throughout the day – drive now clear alongside business.
- In scheme: OGV2 – to be discussed.
- LGV, OGV1, OGV2 and car – between Canton Street and Carlton Place
- X2 LGV, OGV1, OGV2 – between Winton Ave and Canton Street
- LGV, OGV1 and Car – between Winton Ave and Canton Street
- X 2 LGV, OGV1, OGV2 and car – between Winton Ave and Canton Street
- Car, OGV1, OGV2 – Canton Street
- OGV1 - between Winton Ave and Canton Street

### Carlton Place

- In scheme: Car, LGV, OGV1 – able to accommodate
- In scheme: LGV – 2pm-4pm

### Lower Bannister Street

- Car – 12pm-10pm
- LGV, OGV1, OGV2 – Throughout the day – prefer new proposals