

# Eastbourne Town Centre Movement and Access Package Phase 2

## ***Public Consultation Report***

February 2020

# Contents

<b>Contents.....</b>	<b>2</b>
<b>Executive Summary .....</b>	<b>4</b>
<b>1. Introduction.....</b>	<b>5</b>
<b>2. Methodology .....</b>	<b>6</b>
2.1 Focus groups .....	6
2.2 Eastbourne Disability Involvement Group .....	6
2.3 Brochure and questionnaire .....	6
2.4 Consultation Hub .....	6
2.5 Public exhibitions .....	6
2.6 Parking distribution survey .....	6
2.7 Civic space exercise .....	7
2.8 Young people's workshop .....	7
<b>3. Publicity .....</b>	<b>8</b>
3.1 Consultation promotion .....	8
3.2 Local Press Coverage.....	9
3.3 Social media .....	10
3.4 Stakeholder publicity.....	10
<b>4. Stakeholder Engagement Results.....</b>	<b>11</b>
4.1 Stakeholder focus group .....	11
4.2 Local Councillors' meeting .....	11
4.3 Eastbourne Disability Involvement Group .....	11
4.4 Young people's workshop.....	11
<b>5. Survey results.....</b>	<b>13</b>
5.1 Methodology .....	13
5.2 Respondent profile of online and paper survey.....	13
5.3 Questionnaire response summary .....	15
5.4 Parking distribution survey .....	20
5.5 Civic space exercise .....	21
5.6 Specific Themes and Trends in the Qualitative Responses.....	22
5.6.1 Phase 2.....	22
5.6.2 Cycling .....	24
5.6.3 Accessibility .....	25
5.6.4 Pedestrianisation .....	26
5.6.5 Civic Space.....	26
5.6.6 Phase 1.....	27
5.6.7 Suggestions and alternatives.....	29
5.6.8 Wider Concerns .....	30
5.7 Written representations.....	31
5.7.1 Bespoke Cycle Group.....	31

Section	Page
5.7.2 Eastbourne Chamber of Commerce .....	31
5.7.3 Eastbourne Business Improvement District .....	32
<b>6. Next steps .....</b>	<b>33</b>
<b>7. Conclusion .....</b>	<b>34</b>
<b>Appendix A: Letter to stakeholders.....</b>	<b>35</b>
<b>Appendix B: Brochure and questionnaire .....</b>	<b>37</b>
<b>Appendix C: Public exhibition display boards .....</b>	<b>42</b>
<b>Appendix D: Advertising at public exhibition venue.....</b>	<b>43</b>

# Executive Summary

This report records the results of the public consultation for the proposals for Phase 2 of the Eastbourne Town Centre Movement and Access Package. The consultation was held between 12<sup>th</sup> November 2019 and 10<sup>th</sup> December 2019. Feedback was received from stakeholders and the public via focus groups, public exhibitions, online survey and targeted events. We also received written representations.

Included in this report is a summary of the scheme, our methodology and an analysis of responses.

Overall, public and stakeholder feedback was in favour of the proposals with 63% of respondents supporting or strongly supporting the proposals. The majority of respondents felt that the plans would achieve the scheme objectives and were positive about how they would improve the Town Centre. The most common concerns were about provision for cyclists, disabled parking, potential construction times and legacy issues arising from the newly completed Phase 1 – Eastbourne Town Centre Improvement Scheme.

All feedback received during the public consultation period will be evaluated by East Sussex County Council (ESCC) and Eastbourne Borough Council (EBC) and considered when the scheme enters its detailed design phase.

# 1. Introduction

Between the 12<sup>th</sup> November and 10<sup>th</sup> December 2019, East Sussex County Council (ESCC), in partnership with Eastbourne Borough Council (EBC) consulted on the proposals for Phase 2 of the Eastbourne Town Centre Movement and Access Package.

The purpose of this report is to set out the ways in which the public consultation was undertaken and to summarise the responses received.

This consultation asked stakeholders and the public for feedback on Phase 2 of the scheme, which extends through the Town Centre towards the seafront. Public feedback was sought on:

- The scheme objectives
- What respondents thought of the key aspects of the proposals
- How the proposed civic space could be used

Publicity materials, consultation materials and further notes are included in the appendices.

It should also be noted that the findings from this report will be used to inform the next stage of the design process.

## 2. Methodology

In order to reach a wide demographic and encourage participation in the consultation, we used a varied approach to consultation activities and tools.

### 2.1 Focus groups

We held a focus group for stakeholders on 4 November 2019 and a further focus group for local Councillors on 7 November 2019. The focus groups gave these stakeholders an opportunity to give feedback on our proposals and consultation methodology in advance. They also provided a forum in which questions about the proposals could be posed directly to the project team. The focus groups were a continuation of previous sessions held throughout 2018 and 2019 which informed the scope of the Phase 2 scheme. Each focus group comprised a presentation followed by a detailed examination of the proposals, which were printed in large format for attendees to view.

### 2.2 Eastbourne Disability Involvement Group

A meeting with the Eastbourne Disability Involvement Group was held on 9 October 2019 where the plans for Phase 2 were discussed with attendees. Members of the project team participated in a 'walk through' of the proposed area led by the Eastbourne Blind Society, with specialised equipment to simulate characteristics that some disability groups might experience, vision impairment for example.

### 2.3 Brochure and questionnaire

The full background and context of Phase 2, full proposals and questionnaire were included in one brochure which was made available online. It was also available at several 'drop box' locations and at public exhibitions.

### 2.4 Consultation Hub

An online version of the survey was available via the East Sussex County Council Citizen Space. This page also included PDF copies of the brochure and display boards.

### 2.5 Public exhibitions

Three public exhibitions, on 20, 23 and 28 November 2019 were held in a vacant retail unit in The Beacon Shopping Centre, Eastbourne. Members of the public were able to speak to the project team, view the proposals, complete questionnaires, or take away questionnaires to complete later. The unit was located in an area with high footfall, attracting shoppers, visitors and workers in the area.

### 2.6 Parking distribution survey

The preliminary design has identified the space that will be retained for on-street parking, waiting and loading vehicles, however the exact allocation of those spaces

for loading, taxi bays and disabled users has not. An exercise was included as part of the public exhibitions that asked the public what they thought the distribution should be. The results are shown in *Table 10*.

## 2.7 Civic space exercise

An area of civic space forms part of the Phase 2 proposals – situated opposite Marks & Spencer at the confluence of Terminus Road and Langney Road. A large plan of the civic space was available during the public exhibitions for people to place their ideas and suggestions of what they thought the area could contain.

## 2.8 Young people's workshop

We held a workshop with students studying 'Construction and the Built Environment' at East Sussex College on 25 November 2019. The workshop explored participants' views of the proposals and ideas for the proposed civic space.

## 3. Publicity

### 3.1 Consultation promotion

East Sussex County Council and Eastbourne Borough Council promoted the consultation via several methods:

#### *Press release*

A press release was sent via both East Sussex County Council and Eastbourne Borough Council.

#### *Letter to stakeholders*

A letter sent to 117 identified stakeholders was sent on 8 November 2019. Stakeholders included community organisations, business groups, educational facilities and emergency services.

#### *Letter to residents and businesses*

A letter was hand-delivered to residents and businesses in proximity to the scheme boundaries on 11 November 2019. This is shown in *Figure 1*:

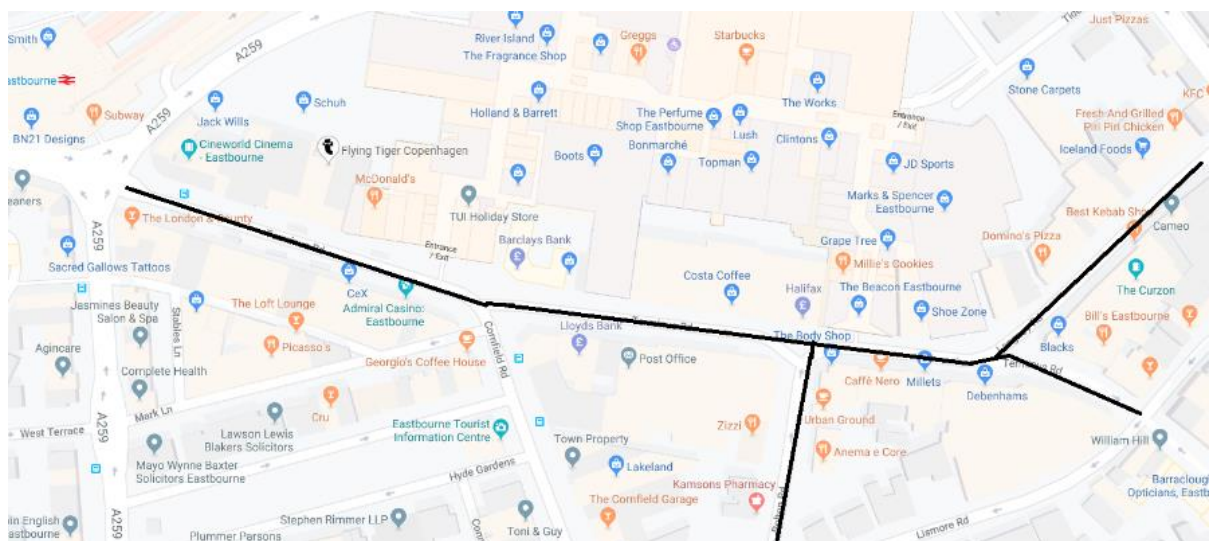


Figure 1: Letter drop area

#### *Emails to stakeholder groups*

An email was sent to local volunteer organisation, 3VA, and the Eastbourne Chamber of Commerce to cascade to their membership on 12 November 2019.

#### *Website*

A consultation page was set up on <https://consultation.eastsussex.gov.uk/>. The website included copies of the proposal brochure, the online questionnaire and a downloadable copy of the exhibition boards.

### *Public Exhibition advertising*

Large posters were created to advertise the online consultation and public exhibition dates. These were in the shop windows of The Beacon Shopping Centre (which was also the location for the public exhibition itself). See Appendix D.

### *'Drop box' locations*

A supply of brochures and questionnaires were sent to 10 public locations in Eastbourne, in order to promote the consultation and provide a way for people to participate who were not able to use the online consultation hub or visit the public exhibitions. Appendix A provides a list of these public locations.

## 3.2 Local Press Coverage

We received the following coverage in the press and online during the consultation period. This is shown in *Table 1*:

Date	Publication	Article	+ive / -ive or neutral
10 December 2019	More Radio (online)	<a href="https://moreradio.online/2019/12/10/eastbourne-town-centre-improvements-have-your-say/">https://moreradio.online/2019/12/10/eastbourne-town-centre-improvements-have-your-say/</a>	-
27 November 2019	Bespoke	<a href="http://bespokecyclegroup.org.uk/2019/11/27/your-town-needs-you/">http://bespokecyclegroup.org.uk/2019/11/27/your-town-needs-you/</a>	-
19 Nov 2019	Road CC	<a href="https://road.cc/content/news/268811-met-road-safety-cop-review-stop-search-black-cyclists-network-founder-eastbourne">https://road.cc/content/news/268811-met-road-safety-cop-review-stop-search-black-cyclists-network-founder-eastbourne</a>	-
19 Nov 2019	Eastbourne Herald	<a href="https://www.eastbourneherald.co.uk/news/traffic-and-travel/eastbourne-cycling-group-criticises-shocking-town-centre-scheme-1-9147823">https://www.eastbourneherald.co.uk/news/traffic-and-travel/eastbourne-cycling-group-criticises-shocking-town-centre-scheme-1-9147823</a>	-
14 Nov 2019	Eastbourne Herald	<a href="https://www.eastbourneherald.co.uk/news/people/plans-to-pedestrianise-and-create-public-square-in-eastbourne-get-mixed-reviews-1-9142763">https://www.eastbourneherald.co.uk/news/people/plans-to-pedestrianise-and-create-public-square-in-eastbourne-get-mixed-reviews-1-9142763</a>	neutral
13 Nov 2019	Eastbourne Herald	<a href="https://www.eastbourneherald.co.uk/news/traffic-and-travel/major-new-plans-to-pedestrianise-eastbourne-town-centre-revealed-1-9141540">https://www.eastbourneherald.co.uk/news/traffic-and-travel/major-new-plans-to-pedestrianise-eastbourne-town-centre-revealed-1-9141540</a>	neutral
12 November 2019	Eastbourne Herald	<a href="https://www.eastbourneherald.co.uk/news/people/dangerous-pavements-in-eastbourne-town-centre-must-be-fixed-says-petition-1-9140273">https://www.eastbourneherald.co.uk/news/people/dangerous-pavements-in-eastbourne-town-centre-must-be-fixed-says-petition-1-9140273</a>	neutral

*Table 1: Summary of press coverage*

## 3.3 Social media

The consultation was promoted via the East Sussex County Council, Eastbourne Borough Council and East Sussex Highways Twitter accounts and Facebook pages. The reaction to this promotion is shown in *Table 2*:

Post Message	Reactions /Likes	Shares
Have your say! Public consultation for the Eastbourne Town Centre Movement and Access Package Phase 2 is closing soon. Check out the proposals and have your say. @EastbourneBC @EastSussexCC <a href="http://ow.ly/FwVF50xv0j2">http://ow.ly/FwVF50xv0j2</a>	2	3
Pop along to The Beacon today to see proposals for Phase 2 of the Eastbourne Town Centre Movement and Access Package and meet the team. They'll be in a shop next to Lush until 4pm today. East Sussex County Council @EastbourneBC	1	3
Come along to view the proposals and meet the team for Phase 2 of the Eastbourne Town Centre Movement & Access Package. We are in the Beacon Shopping Centre (next to Lush) between 10 and 4 today. @EastSussexCC @EastbourneBC	1	4
Come along to view our proposals and meet the team for Phase 2 of the Eastbourne Town Centre Movement & Access Package. We'll be in the Beacon Shopping Centre (next to Lush) between 10 and 4 tomorrow. @EastSussexCC @EastbourneBC	3	9
@EastSussexCC and @EastbourneBC are seeking your views about upcoming works for Eastbourne Town Centre. Visit <a href="http://ow.ly/FGQC50x8AMO">http://ow.ly/FGQC50x8AMO</a> for more information and to complete the online survey.	2	9

*Table 2: Stakeholder Engagement*

## 3.4 Stakeholder publicity

### *Emails to stakeholder groups*

An email was sent to volunteer organisation, 3VA, and the Chamber of Commerce to cascade to their membership on 12 November 2019.

### *Stakeholder flyers*

Cycle campaign group 'Bespoke Eastbourne' produced their own flyers encouraging the public to participate. Bespoke's publicity of the consultation aimed at encouraging a greater participation of their networks and members who have an interest in cycling.

## 4. Stakeholder Engagement Results

The following section details targeted engagement activities in the lead up to and during the public consultation period and summarises the outcomes of discussions.

### 4.1 Stakeholder focus group

The focus group held at Eastbourne Town Hall on 4 November was attended by representatives of Eastbourne Chamber of Commerce, walking and cycling groups, transport providers and retailers. The consensus was that there were “no show-stopping objections to the scheme”. However, comments were received regarding cycle provision along the entirety of Terminus Road, choice of materials and the scheme boundaries.

The most prevalent concerns were about cycling and whether the Phase 2 proposals met the vision for sustainable transport, as set out in the Eastbourne Town Centre Local Plan. It was explained that shared space schemes are being reviewed by central Government and that bicycle parking was being proposed in Phase 2 for cyclists accessing the Town Centre. It was also explained that options for cycle access between the station and the seafront were being explored.

### 4.2 Local Councillors’ meeting

Local Councillors attended a briefing on the 7 November. Parking, pedestrianisation and the publicity of the consultation were discussed. Attendees were supportive of the scheme but questioned the results of the parking survey that was carried out in April 2019. There was discussion regarding whether pedestrianisation would benefit businesses. Attendees also highlighted the importance of signage for both traffic and pedestrian wayfinding.

Councillors also requested that we advertise the consultation via a hand-delivered letter-drop to residents and businesses in proximity to the scheme. This letter drop was arranged and delivered as part of the publicity for the engagement (see section 3.1).

### 4.3 Eastbourne Disability Involvement Group

A meeting with the Eastbourne Disability Involvement Group was held on 9 October 2019 and participants reviewed the proposals for Phase 2. Requests were made for extra disabled parking and benches. A Road Access Audit of the Phase 2 scheme was also requested to be undertaken at the same time as the obligatory scheme Safety Audit.

### 4.4 Young people’s workshop

A group of eight young people studying construction and the built environment at East Sussex College attended a workshop event to discuss and explore young people’s attitudes toward Eastbourne Town Centre. Attendees of the workshop were positive about the plans, but they were of the opinion that the Town Centre did not meet the needs and interests of young people. They enjoyed the retail and

entertainment offer in The Beacon Shopping Centre, especially Cineworld and food chain Nandos. However, they did not feel that the Town Centre had much else to attract young people.

Workshop participants felt the area was lacking in public facilities such as good lighting, covered shelter areas or water fountains but they did agree that the proposals addressed these concerns. Participants felt town centres in general would benefit from offering new experiences to people (as a way to challenge the rise in the online shopping culture) and were particularly in favour of artistic uses or food stalls for the new civic space, opposite Marks & Spencer. Broader concerns over safety and anti-social behaviour were also widely discussed.

## 5. Survey results

This section outlines the methodology, profiles the respondents and provides details of the responses to each survey question.

### 5.1 Methodology

Survey responses were collected online and via a paper questionnaire, before being collated into one database. Each respondent was anonymised and given a response code. As well as top-line analysis, respondents' views were cross-tabulated according to their use of the Town Centre, age and declared mobility. Qualitative feedback given at the end of the survey was coded and further cross-tabulated, allowing responses to be analysed against themes.

### 5.2 Respondent profile of online and paper survey

The online and paper survey yielded 293 responses. Of these, 262 were submitted via the online survey and 28 were submitted as paper copies. Four responses were submitted via written representations.

**Responses to Q1: *What do you do when you visit Eastbourne Town Centre?***  
**(Tick all that apply)**

	<b>Number of responses</b>	<b>% of total responses</b>
<b>It is where I live</b>	159	54%
<b>It is where I work</b>	89	30%
<b>I come here to shop</b>	235	80%
<b>I come here to use services (e.g. banks, doctors etc)</b>	206	70%
<b>I come here for leisure</b>	169	58%
<b>I come here to do business</b>	54	18%
<b>Other</b>	27	9%

*Table 3: Respondents' reasons for using the town centre*

The sample shows that usage of the town centre for shopping (80% of respondents) and accessing services (70% of respondents) are the most popular.

#### *Age*

The ages of the respondents are shown in the graph below. The age distribution of the sample roughly reflects the age distribution of Eastbourne Borough (*Equality and Diversity Profile for Eastbourne, Hailsham and Seaford Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018*), with a high proportion of Eastbourne's population being between the ages of 55 and 70 years old.

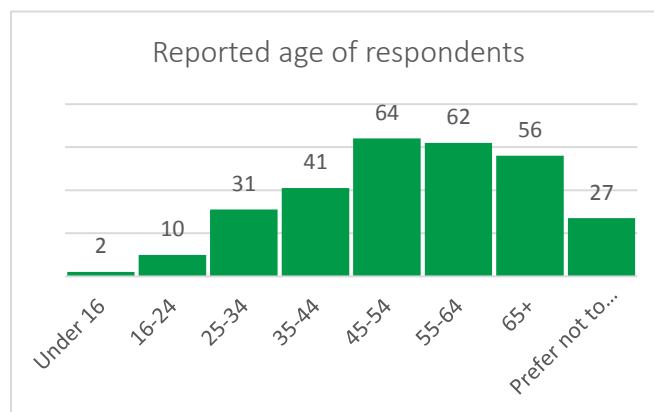


Figure 2: Age profile of respondents

## Gender

The gender mix of the respondents is shown in the pie chart below. According to the 2019 figures, the area of Eastbourne is 48.5% male and 51.5% female (*Equality and Diversity Profile for Eastbourne, Hailsham and Seaford Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018*), indicating a slight under-representation of women participating in the consultation.

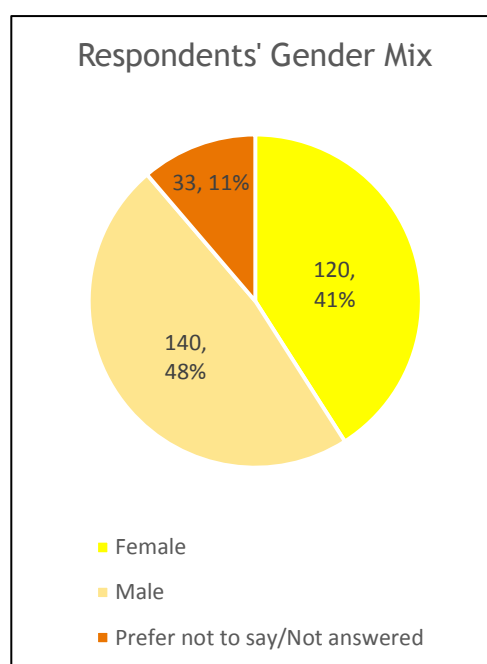


Figure 3: Respondents' gender mix

## Accessibility and disabilities

The numbers of respondents who recorded that they either had reduced mobility or that they considered themselves to be disabled under the Equality Act 2010 are recorded in *Table 4* below:

	<b>Reduced Mobility?</b> <i>Frequency</i>	<b>Reduced Mobility?</b> <i>% of total respondents</i>	<b>Disabled?</b> <i>Frequency</i>	<b>Disabled?</b> <i>% of total respondents</i>
<b>Yes</b>	42	14%	34	12%
<b>No</b>	214	73%	226	77%
<b>Prefer not to say/No answer</b>	37	13%	33	11%

*Table 4: Disability and reduced mobility status of respondents*

## 5.3 Questionnaire response summary

The following summarises the responses to the remainder of the questions contained in the public consultation questionnaire.

**Responses to Q2: ‘Overall, to what extent do you support our proposals for Phase 2 of the scheme, which covers Terminus Road from “Bankers’ Corner” to Bolton Road and Langney Road?’**

<b>Support/Oppose</b>	<b>Frequency</b>	<b>% of total responses</b>
<b>Strongly support or support</b>	172	63%
<b>Neither support nor oppose</b>	34	7%
<b>Strongly oppose or oppose</b>	79	30%

*Table 5: Responses to Q2*

- Cross tabulating the data shows that the 30% of respondents who either opposed or strongly opposed the proposals for Phase 2 typically used the town for shopping and to access services.
- Figures 4 and 5 show that general support for the scheme came from younger respondents. This was despite the sample containing a large proportion of people aged over 45. Most of the younger people (34 years old and under) in the sample were supportive of the proposals

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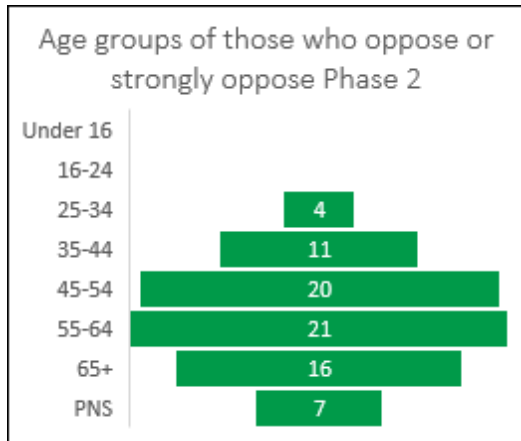


Figure 4: Age groups of those who oppose or strongly oppose Phase 2 proposals

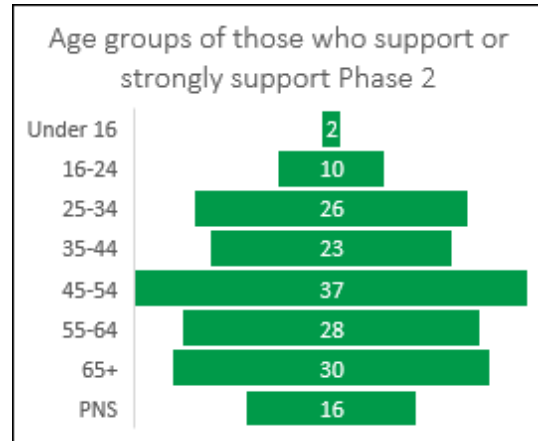


Figure 5: Age groups of those who support or strongly support Phase 2 proposals

- Significant opposition relates to concerns over a lack of cycling infrastructure, particularly a cycle lane from the station to the seafront. Of the 75 respondents who said they opposed or strongly opposed the scheme and left a comment, 30 mentioned a dissatisfaction with the scheme's cycling infrastructure.
- As well as cycling, concerns for those less mobile were expressed. Of the 42 respondents who reported that they had reduced mobility, 24 were either opposed or strongly opposed to Phase 2.

### Responses to Q3: 'To what extent do you agree that these plans will improve this part of the Town Centre for residents, visitors and businesses?'

	Residents Frequency	%	Visitors Frequency	%	Businesses Frequency	%
<b>Strongly agree or agree</b>	169	59%	174	67%	150	59%
<b>Neither agree nor disagree</b>	37	13%	28	11%	51	20%
<b>Strongly disagree or disagree</b>	79	28%	57	22%	54	21%

Table 6: Responses to Q3

- Generally, as shown above and below, the respondents believed that the proposals for Phase 2 would improve this part of town for residents, visitors and businesses.
- The respondents suggested that businesses would not benefit from the proposals as much as visitors and residents.
- 15% of those who disagreed or strongly disagreed that Phase 2 would improve the Town Centre for businesses reported that they themselves used the Town Centre to do business.

- From the feedback received from the Eastbourne Business Improvement District and the Eastbourne Chamber of Commerce, the proposals were generally supported by the business community in the town.

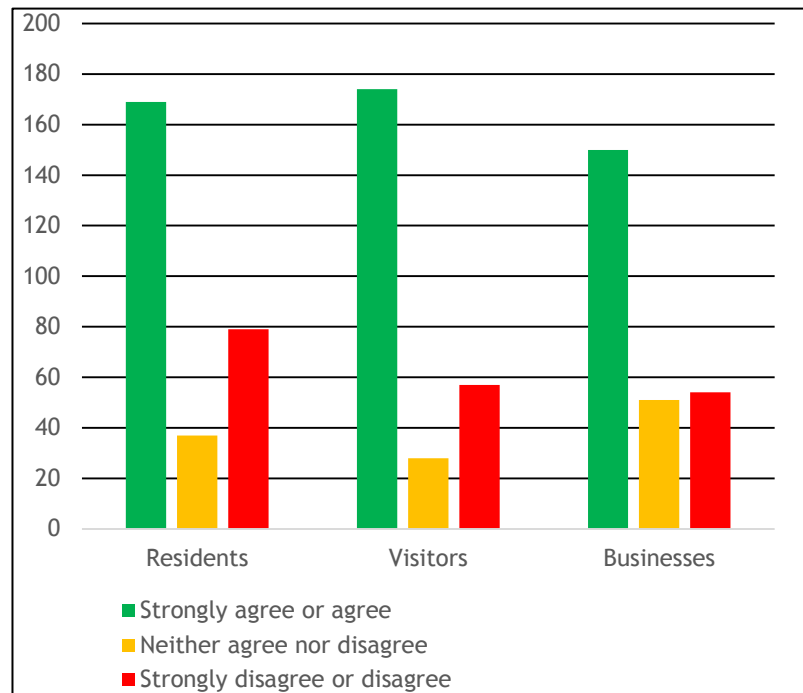


Figure 6: Respondents believe that the plans will be positive for residents, visitors and businesses

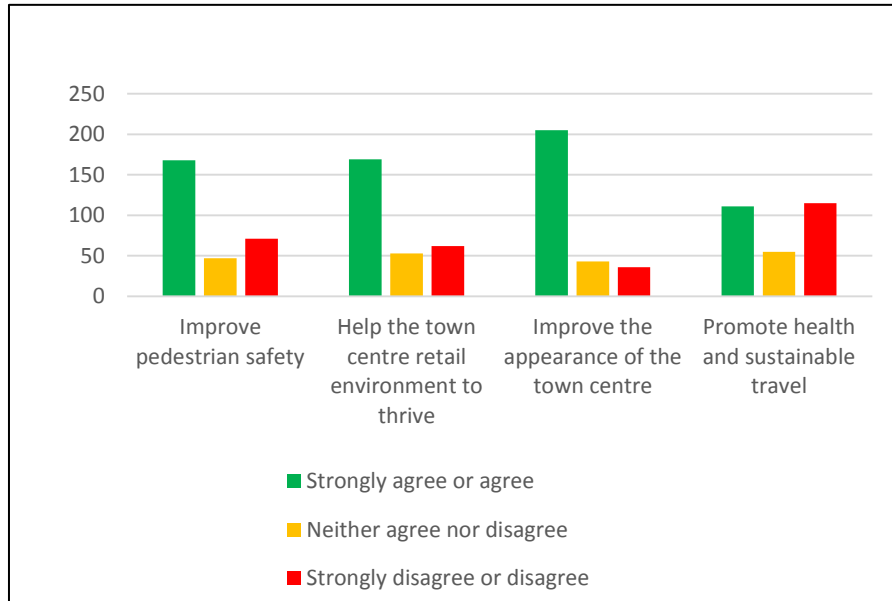
#### Responses to Q4: 'Do you agree these plans will help achieve our objectives?'

	<b>Pedestrian Safety</b> <i>Frequency</i>	<b>%</b>	<b>Retail</b> <i>Frequency</i>	<b>%</b>	<b>Appearance</b> <i>Frequency</i>	<b>%</b>	<b>Health and sustainability</b> <i>Frequency</i>	<b>%</b>
<b>Strongly agree or agree</b>	168	59%	169	59%	205	72%	111	39%
<b>Neither agree nor disagree</b>	47	16%	53	19%	43	15%	55	20%
<b>Strongly disagree or disagree</b>	71	25%	62	22%	36	13%	115	41%

Table 7: Responses to Q4

- Respondents told us that the plans would help to achieve the objectives of improving pedestrian safety, helping the Town Centre retail environment to thrive and improving the appearance of the Town Centre.

- Respondents felt that health and sustainable travel objectives would be the least achievable by the Phase 2 proposals, as shown in *Figure 7* below:



*Figure 7: Respondents believe that the plans will meet objectives*

- Many who disagreed cited the lack of cycling infrastructure and the influence this had on people using motorised vehicles which contributed to climate change, air pollution and an unhealthy lifestyle.

**Responses to Q5: 'Will the following changes help to achieve our objectives?'**

	Complement Phase 1 Frequency	%	Pedestrian Safety Frequency	%	"Spine route" Frequency	%	Street furniture and signage Frequency	%	Improve Public Realm Frequency	%
<b>Strongly agree or agree</b>	164	59%	174	62%	174	61%	177	63%	166	59%
<b>Neither agree nor disagree</b>	58	20%	40	14%	50	18%	65	23%	55	20%
<b>Strongly disagree or disagree</b>	62	22%	69	24%	60	21%	41	14%	61	21%

*Table 8: Responses to Q5*

- There was a steady level of support for the five changes highlighted in the survey and how they would help to achieve the objectives.

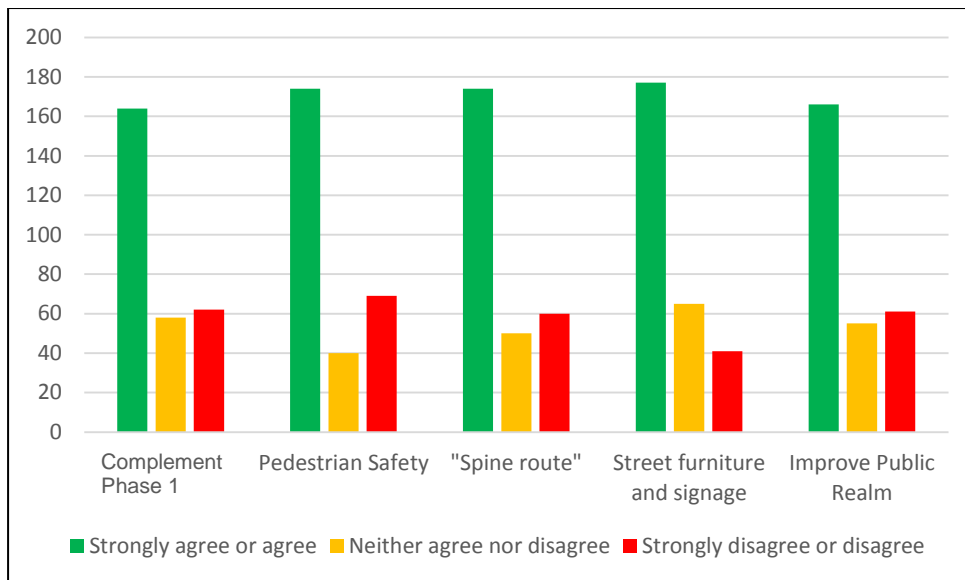


Figure 8: Respondents believe that the changes will meet objectives

- Each change was supported by a majority with rates of disagreement ranging between 14% and 24% of the total respondents.

**Responses to Q6: 'The proposals include the possibility of a new civic space in the area of Terminus Road between Bolton Road (near the entrance to The Beacon and Langney Road (near Blacks)). What type of things would you like to see here?'**

	Public Performance/ event space Frequency	%	Public Art Frequency	%	Pop-up Shops/Str eet Food Frequency	%	Childs play Frequency	%
<b>Strongly agree or agree</b>	178	65%	183	68%	182	66%	111	41%
<b>Neither agree nor disagree</b>	52	19%	49	18%	42	15%	64	24%
<b>Strongly disagree or disagree</b>	44	16%	38	14%	53	19%	93	35%

Table 9: Responses to Q6

Respondents were informed about the possibility of a new civic space outside Marks & Spencer at the junction of Terminus Road and Langney Road, with four broad ideas as to what the space could be utilised for. Generally pop-up shops and street food, public art, and a public performance/event space gathered high levels of support.

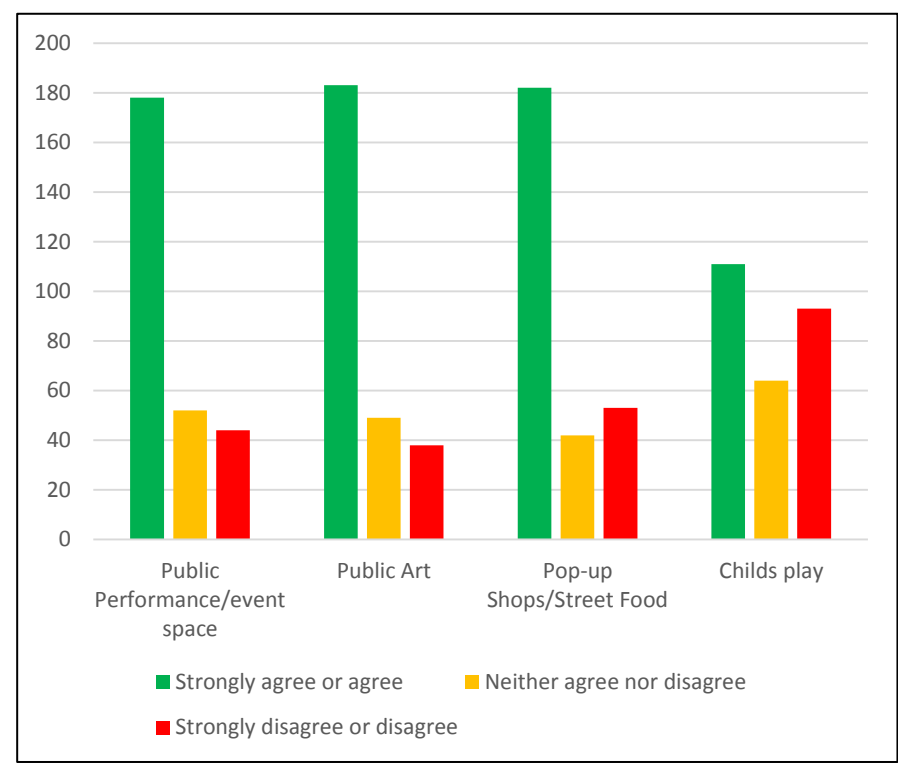


Figure 9: Respondents’ support for different potential uses of the civic space

- The children’s play area received the following responses: 40% of those who responded liked the idea, 24% were unsure, and 35% disagreed with the idea.
- Public art displays in the civic space received the most positive feedback. Many commented on how links could be made with Eastbourne’s Towner Gallery and local schools and colleges to achieve this.

### 5.4 Parking distribution survey

Opinions toward the redistribution of parking spaces as a result of pedestrianising the area along Bolton Road and Langney Road were assessed in an interactive exercise at the public exhibitions. Members of the public were asked how the remaining 18 parking spaces should be distributed between disabled, taxi and loading bay usage. The results are shown in *Table 10* below:

	<b>Disabled Spaces</b>	<b>Taxi Spaces</b>	<b>Loading Bays</b>
	8	5	5
	8	5	5
	8	5	5
	9	5	4
	5	9	4
	10	4	4
	14	0	4
	5	9	4
	4	8	6
	8	4	6
	6	4	8
	18	0	0
	6	8	4
	15	0	3
	6	6	6
	18	0	0
<b>Mean averages</b>	<b>9</b>	<b>5</b>	<b>4</b>

*Table 10: Results from the parking distribution exercise*

The feedback indicates that, on average, respondents would prefer disabled bays to have priority in the new parking arrangements.

## 5.5 Civic space exercise

At the public exhibitions, a civic space mind-mapping exercise was undertaken which gave the public the opportunity to offer their ideas and suggestions over how the new civic space could be utilised. Over 40 different suggestions were provided.

The suggestions were put into generic categories and the frequency of each category recorded. The results of this are included in *Table 11* below. Among the most popular ideas were those which suggested utilising the space for food provision. These suggestions included street food markets, pop-up restaurants and outdoor cafés. Also popular were outdoor exercise facilities, more seating and public art displays.

<b>Suggestion</b>	<b>Frequency</b>
Food provision	9
Performance	5
Fitness	5
Public facility	5

Seating	4
Feature	4
Art	4
Cycling	3
Child Play	2
Music	2

Table 11: Most popular suggestions for civic space by theme

## 5.6 Specific Themes and Trends in the Qualitative Responses

In the written response section at the end of the survey, a number of trends were identified. These have been categorised into specific themes. Quotations are referenced with the individual codes assigned to each response in the response database.

### 5.6.1 Phase 2

#### *Positive comments*

- 28 generally positive comments were submitted.
- General praise included one respondent stating that “[they] *would like to see the proposals go ahead*” (ETC122) and another stating “*great news! Let’s get it done!*” (ETC177).
- More specifically was the “*great impact for the residents of Eastbourne as well as tourism*” (ETC070) and how the “*improvements will positively impact my family’s quality of life as well as bringing more businesses*” (ETC078).

#### *Negative comments*

- Phase 2 proposals were criticised for not promoting sustainable modes of travel. For example:  

*“Not including cyclists in road planning does not promote sustainable travel!”*  
(ETC150).

*“It does not encourage sustainable travel such as cycling”* (ETC197).
- Other respondents asked that the proposals “*do not remove the taxi rank, for some it is the only way they can access the town centre now.*” (ETC176).
- The cost of the project was criticised as a “*huge waste of time, effort and money without providing proper benefits*” (ETC233).

- The impact of Phase 2 on people's health *"will worsen health"* because *"people will drive into town"* (ETC254) rather than use sustainable modes of travel, contributing to air pollution.
- It was suggested that Phase 2 will *"discourage many people, not just those with disabilities but the elderly as well, from coming into our town centre and as a consequence we will see more retailers pull out of the town"* (ETC158).

### Summary

Comments referenced the positive impacts on businesses and the tourism industry in the town. There were some concerns about sustainable modes of travel in the town centre and the need to ensure accessibility for the less mobile members of the community.

### Response from ESCC:

- *We welcome the support for the proposals which will have significant benefits in terms of supporting the future of Eastbourne Town Centre by building on the investment that has been made in Phase 1 and the extension of The Beacon Shopping Centre. Phase 2 will seek to improve the public realm on the section of Terminus Road between Bankers Corner and Langney Road. The pedestrianisation of the section between Bolton Road and Langney Road will also enable the creation of a civic space.*
- *As part of the scheme cycle parking will be provided at key entry points into the town centre at Bolton Road and Langney Road. Considering the number of pedestrians who use this section of Terminus Road, cycling will not be permitted. We recognise the aspiration for cycling provision between the rail station and the seafront and as a consequence are developing options to achieve this.*
- *To facilitate the pedestrianisation of Terminus Road between Bolton Road and Langney Road, both these roads will need to be made two-way (currently one-way). This will reduce parking on both roads to 18 spaces. At the consultation, we sought people's views on the best mix of use of these spaces, the results of which are set out in section 5.4. As part of the detailed design, we will engage with local interest and user groups (e.g. Eastbourne Disability Involvement Group, taxi operators, businesses) to determine the final mix of use of these spaces.*
- *The scheme will be funded from monies secured by East Sussex County Council through the South East Local Enterprise Partnership. The work undertaken on the business case for the scheme demonstrated that the scheme represented high value for money and would have significant economic benefits for local businesses as well as health benefits in terms of reducing air pollution in the town centre, as well as encouraging more walking with the further extension of the pedestrianised area of Terminus Road.*
- *In developing the proposals for Phase 2 of the town centre improvement scheme we have engaged with the Eastbourne Disability Involvement Group to seek their views on the scheme. We will continue to engage with the*

*Group during the detailed design stage and will undertake an access audit of the final scheme design.*

- *We will take all these comments into consideration as we move to the detailed design stage of Phase 2.*

## 5.6.2 Cycling

- 69 respondents commented that Phase 2 proposals had inadequate provision for cyclists. *“Where is the provision for cycling?”* (ETC126) said one respondent and another stated that:

*“It is essential that sustainable transport is included and embraced in Eastbourne or there is no way that Eastbourne Borough Council can reach the goal of [being] carbon neutral by 2030”* (ETC137).

- There was particular criticism that the plans did not include an integrated cycle path from the railway station and to the seafront. One respondent mentioned that *“it seems a very backward step not to provide clearly marked cycle lanes”* (ETC209) with another stating that *“a designated cycle path has not been considered”* (ETC146).
- Many respondents believed that *“share with care should be implemented”* (ETC083).
- The Eastbourne cycling group Bespoke summarised their official response as:

*“Bespoke has repeatedly stated its opposition to plans that do nothing to increase cycling numbers across not only the town centre, but the whole of Eastbourne.”* (ETC281)

### Summary

Some respondents were dissatisfied with the proposals and cite the lack of cycling infrastructure and cycle lanes. The consensus was that the scheme should allow cyclists and pedestrians to interact with a ‘Share with Care’ policy. A smaller minority voiced their opposition to allowing cyclists through the new pedestrianised area, referencing safety concerns.

### Response from ESCC:

- *Whilst we understand the desire for cycle access through this part of the Town Centre, on balance and due to the high number of pedestrians in the Town Centre and meeting the needs of various other groups, it would be inappropriate to allow cycling through this section of Terminus Road. However, we will continue to investigate options for cycling between the rail station and the seafront outside of peak hours through the delivery of the Local Growth Fund funded Eastbourne and South Wealden Cycling and Walking Package and the emerging Local Cycling and Walking Investment Plan.*

- *In recent years we have invested significantly in a number of cycle routes in the town using funding secured through the South East Local Enterprise Partnership, financial contributions from local development and the County Council's own capital transport programme.*
- *'Share with Care' signs are non-prescribed advisory signs used for shared footway/cycleway routes. They are not considered appropriate for town centre areas.*
- *To support sustainable transport access into the Town Centre, cycle parking will be provided at key entry points into the Phase 2 scheme at Bolton Road and Langney Road.*

### 5.6.3 Accessibility

- Nine respondents made comments suggesting that Phase 2 proposals will worsen disabled access. For example, one respondent stated that:  
*"As a parent of a disabled child this would be just another reason to shop out of town"* (ETC010).
- One respondent asked that the proposals *"ensure that an ambulance can gain access"* (ETC011) through Terminus Road.
- Another mentioned the removal of loading bays and stated that they *"think some of the businesses will struggle with delivery times especially as they may be doing drop-offs at other places"* (ETC290).
- Most prominently mentioned, with nine comments, was the loss of disabled parking. For example, one respondent stated:  
*"There is already not enough disabled parking in the town and the car park [in The Beacon] is too low for a lot of vehicles to use."* (ETC081).

#### Summary

The most prominent comments over disabled accessibility through the Phase 2 area were around the loss of disabled parking as a result of pedestrianisation. Other comments mentioned emergency vehicle access, delivery and loading access for businesses.

#### Response from ESCC:

- *The primary objective of this scheme is to improve movement and access in the Town Centre. We will continue to evaluate the best mix of parking to cater for loading and access requirements, taxis and disabled parking in Bolton Road and Langney Road which will be made two-way (currently one-way) to necessitate the pedestrianisation of Terminus Road between these two roads.*
- *As part of the scheme it is proposed that raised bollards will be provided into the pedestrianisation area at the entry at Bolton Road and exit at Langney Road to restrict access during the main shopping areas (6pm – Midnight;*

*Midnight – 10am). However, access will be provided for emergency vehicles into Terminus Road at all times.*

## 5.6.4 Pedestrianisation

- Eight respondents left comments showing support for pedestrianisation, with one stating that *“the more pedestrianised the area, the better”* (ETC038) and another citing the ability to have *“more public space for cafés and restaurants to have tables outside”* (ETC019) as a particular benefit.
- Eight respondents submitted comments against pedestrianisation, citing the inability to drop-off/pick-up people and lack of access which would be *“another nail in the coffin for businesses”* (ETC085). There were also concerns that pedestrianisation would make vehicle congestion in the town centre much worse than it is currently.
- One response was from a café owner on Bolton Road who was concerned that the pedestrianisation would end before their shopfront, stopping them from reaping the benefits of the new ‘café culture’. (ETC227).

### *Summary*

The survey data indicated a broad level of support for the scheme as a whole. However, a mix of comments supporting and opposing pedestrianisation were recorded. Those in support recognised the benefits to local businesses, whilst those opposed, said it would increase vehicle congestion in the Town Centre and reduce access to Terminus Road for loading/pick-ups in daytime trading hours.

### *Response from ESCC:*

*Pedestrianisation of this area is key to achieving improved movement and access in the Town Centre to ensure that Eastbourne can retain and strengthen its retail offer, improve pedestrian safety and accessibility and provide a quality public realm environment.*

## 5.6.5 Civic Space

- Specific comments included one respondent who supports *“water features and public art”* which would *“really enhance the town”* (ETC053).
- Others showed opposition to ideas for the civic space. For example:

*“The public performance and children’s play areas in the town centre is the last thing the town centre needs. The town centre is congested with pedestrians enough already without adding to it with large numbers of families, screeching, out-of-control children and juggling acts”* (ETC050).
- Other comments regarding the public realm include a desire to have more bins, public water fountains, more CCTV, more trees and more street stalls.

- Eastbourne Business Improvement District mentioned specifically the need to include electrical points in the civic space to facilitate public performances and exhibitions.

### *Summary*

There was great support for the introduction of public art and street food, particularly amongst younger respondents while there was also some opposition to a children's play area.

### *Response from ESCC:*

*The feedback and comments will be considered as we look at the detailed design and options for this civic space.*

## 5.6.6 Phase 1

### *Positive Comments*

- There were few positive comments volunteered on Phase 1. The ones which were submitted praised the aesthetics and the positive impacts on local businesses. For example:

*"[These improvements have] greatly improved business in my workplace which is located on Terminus Road" (ETC119).*

*"Improvements have improved the growth of my business MASSIVELY. Before the changes we were afraid we would have to shut down" (ETC079).*

### *Negative comments*

- A number of respondents commented on how the changes in Phase 1 are unsafe, particularly for the disabled and visually impaired. For example, respondents wrote:

*"The lack of distinction between the road and pedestrian space is dangerous" (ETC246).*

*"The bus stops on Gildredge are presenting a danger for pedestrians as you cannot see oncoming traffic around the buses" (ETC003).*

- Others mentioned how *"buses need to be banned from Terminus Road"* because *"eventually someone will be injured"* (ETC080).
- The lack of seating to allow the less mobile to take rest breaks was mentioned; it is *"too far for me to walk"* (ETC131) said one disabled respondent.
- The lack of cycling infrastructure was highlighted by Bespoke in their official response. They stated that:

*“Phase 1 removed access to Diesel Alley and put in flower beds where a cycle route could have been” (ETC282).*

- The planters in Phase 1 were also described as a *“death trap for partially sighted people and the elderly”* (ETC179).

## Summary

Positive comments highlighted how the area is more aesthetically pleasing and the positive impacts the works have had on local businesses. Criticisms of Phase 1 focused on a perceived lack of safety with the new road materials, the lack of delineation between pedestrian/bus areas, the unsustainability of the building materials, the lack of seating, the dirtiness of the paving slabs and the lack of cycling infrastructure.

## Response from ESCC:

- *Phase 1 of the Town Centre Improvement scheme focussed on the area of Terminus Road between Station Road and Bankers Corner as well as Gildredge Road and Cornfield Road. The scheme comprised the introduction of a one-way bus lane through Terminus Road with wider pavements on either side and the relocation of the bus stops into Cornfield Road and Gildredge Road.*
- *In order for buses to access the bus stops in Cornfield Road, it is necessary for them to utilise Terminus Road. Removing buses from Terminus Road and Cornfield Road would have a significant impact on bus operations in the town and reduce the level of public transport access into the heart of the Town Centre.*
- *As part of the scheme cycle parking has been provided at various locations, however cycling is not prohibited in Terminus Road. We are currently developing options for cycle routes between the station, and the end of the Ashford Road cycle route, and the seafront.*
- *Seating has been provided at various locations on Terminus Road and Cornfield Road, as well as in the bus shelters on Cornfield Road and Gildredge Road.*
- *Prior to construction a Road Safety Audit was undertaken of the scheme design. The audit, undertaken independently to the design team, would consider the safety of the scheme for all road users. A non-motorised audit of the scheme was also undertaken prior to construction to consider the specific needs of disability groups, pedestrians and cyclists in relation to the design. A post-construction road safety audit and access audit will be undertaken on the completed scheme. Any issues raised from these audits will be considered and addressed as appropriate.*
- *We recognise that some areas of the paving have experienced staining particularly around McDonalds and Costa. As a consequence, we have laid down a sealant outside these areas to reduce the staining of the slabs.*

## 5.6.7 Suggestions and alternatives

- A selection of responses that were gathered from the qualitative section of the survey offer further suggestions that could be included in the future design. These are displayed in *Table 12* below:

Suggestion	Response Code
Electric vehicle charging points	ETC036
Trees which absorb more carbon dioxide	ETC147
New war memorial	ETC068
New public toilets	ETC128
Wire mesh around trees to stop litter being thrown in them	ETC190
Rising bollards at top of Terminus Road to fully enclose the pedestrianised area	ETC282 (Eastbourne BID)
Park and Ride scheme for the town centre	ETC289

*Table 12: Additional suggestions for facilities to be included in the Phase 2 plans (outside the scope of the consultation)*

### *Response from ESCC:*

*We acknowledge the various other suggestions received through the consultation. In relation to these other suggestions:*

- *Electric vehicle charging points – we do not currently provide on-street charging points for electric vehicles. We recognise that there is a growing level of interest in this area and that greater availability of accessible electric vehicle charging points [EVCPs] is key to increasing the uptake of EV. We are currently developing our approach to support electric vehicles in East Sussex, and are currently in discussion with our District and Borough Council colleagues about a strategic approach to EVCPs in East Sussex*
- *There are no proposals to introduce a new war memorial or public toilets in the Town Centre.*
- *We will consider the introduction of rising bollards at the Bankers Corner end of Terminus Road, or other appropriate enforcement mechanisms such as*

*automatic number plate recognition cameras, if vehicles do not adhere to the one-way movement through from Bolton Road to Bankers Corner.*

- *Trees – as part of the scheme, we will seek to retain the current trees in the section of Terminus Road between Bankers Corner and Langney Road. We have also re-provided trees as part of Phase 1. These will help to absorb CO<sub>2</sub> emissions.*
- *Park and Ride - this generally works best where there is a 360-degree catchment area, limited town centre parking, and where car parking pricing discourages accessing town centres by car. As such any provision for Park and Ride would be dependent on the capacity and use of parking in the town centre; the cost of parking in the town centre; site location for parking sites; whether a Park and Ride would be self-sufficient in terms of bus operating costs; and an assessment on the capacity of the road network and whether better journey times for buses can be provided over car traffic through the provision of bus priority measures (bus lanes, priority at traffic signals) on key corridors.*

*In relation to Eastbourne, there is a good supply of town centre parking both off-street and on-street; the pricing structure for on and off-road parking is trying to balance the turnover of parking spaces with encouraging access into the Town Centre and supporting the local economy, and therefore is less likely to deter people from driving into the Town Centre; and there are currently limited site locations on the outskirts and on the main routes into town that could be used to provide Park and Ride.*

### 5.6.8 Wider Concerns

- Some respondents used the free comment section of the questionnaire to voice some broader concerns about the town centre.
- One respondent stated that they “*believe there is a homeless issue in Eastbourne and particularly this area of the town centre*” (ETC054).
- Another suggested that “*these proposals seem to turn their backs on existing areas that could improve the town overall, if just cleaned and maintained*” (ETC157)
- One respondent complained that there “*is also no police presence on a regular basis, so no deterrent. Sprucing up the town centre is not going to remove these problems*” (ETC050)

Issue raised	Response code example
Homelessness problem in the town centre	ETC054

Proposals do not consider existing areas in the town centre which require cleaning and maintenance	ETC157
Lack of a police presence in the town centre	ETC050
A young respondent noted that young people do not feel safe in the town at night. This was widely discussed at the young people workshop.	ETC188
Road maintenance jobs in the town centre are poorly executed with many tarmac 'splodges'.	ETC201
Eastbourne should be promoted as the gateway to the South Downs National Park	ETC206

*Table 13: Wider concerns about Eastbourne Town Centre*

### *Summary*

Notable concerns include the levels of homelessness in the town, the lack of cleaning and maintenance taking place in public spaces (which is beginning to impact the new areas of Phase 1), and a lack of police presence in the town, encouraging anti-social behaviour and public drinking and drug use.

### *Response from ESCC:*

*We are aware of these wider issues and appreciate them being raised. We will raise them with the appropriate organisations so they are aware that they have been highlighted in this consultation.*

## 5.7 Written representations

Three stakeholders responded to the consultation via written representations.

### 5.7.1 Bespoke Cycle Group

The group feels that cycling provision has been removed from original plans of Town Centre upgrades, and that Phase 2 was a continuation of this trend. They felt the plans do not adhere to Department for Transport (DfT) and Town Centre Local Plan goals to increase cycling and instead prioritised the use of buses and taxis. Whilst Phase 2 has cycle parking so cyclists can dismount and walk, they felt the ring road, the alternative route that has to be used, should cyclists wish to ride, was unsafe.

### 5.7.2 Eastbourne Chamber of Commerce

The Eastbourne Chamber of Commerce was supportive of Phase 2 plans, especially with the removal of cars during non-loading hours, which it felt would be of benefit to businesses. The Chamber specifically liked the idea of a water fountain (as long as it did not impede access to businesses) and foresaw the establishment of a 'café culture' environment resulting from pedestrianisation.

### 5.7.3 Eastbourne Business Improvement District

Broadly supportive of the plans, its representation requested that the materials used were an improvement on those used in Phase 1, (citing that the materials used caused potential issues regarding trip hazards), that all street furniture be removed and that installation of electricity boxes was undertaken should spaces for public performance be installed. Its main concern was the construction time; the EDIB felt that Phase 1 had an extended construction period which it hoped Phase 2 would be able to avoid.

## 6. Next steps

This report provides a detailed analysis of the feedback received during the public consultation period. This report will be circulated to the project and design teams in order to inform the detailed design and further planning stages of the scheme.

## 7. Conclusion

Overall, respondents across the stakeholder groups support the proposals for Phase 2 of the Eastbourne Town Centre Movement and Access Package with 63% supporting or strongly supporting the proposals. According to comments received, respondents felt, when delivered, the plans would improve the town centre for residents, visitors and businesses and believed that the infrastructure improvements would help East Sussex County Council and Eastbourne Borough Council achieve their stated objectives.

The most common areas of concern about the proposals were the lack of cycling infrastructure, impacts to disabled parking and disability.

The proposals for a new civic space were welcomed with food provision, performance areas and seating the most popular suggestions.

# Appendix A: Letter to stakeholders

12<sup>th</sup> November 2019

Dear Business Owner/Resident/Councillor

## **Eastbourne Town Centre Movement and Access Package – Phase 2**

Between 12 November 2019 and 10 December 2019 East Sussex County Council and Eastbourne Borough Council are welcoming feedback from the community on Phase 2 of the Eastbourne Town Centre Movement and Access Package.

Phase 2 begins at the junction of Cornfield Road and Terminus Road (referred to as “Bankers’ Corner”), continuing down the pedestrianised section of Terminus Road to Bolton Road and Langney Road. We are proposing to:

- Improve the public realm materials along this section of Terminus Road
- Pedestrianise the section of Terminus Road between Bolton Road and Langney Road to create a civic space in this area
- Stop traffic travelling one-way from Bolton Road through to Langney Road. Bolton Road and Langney Road will be made two-way with turning areas at each end
- Replace the existing street furniture with new seating and cycle parking
- Install new lighting throughout
- Only allowing loading and unloading in this section of Terminus Road between 6pm and 10am via the end of Bolton Road

This work follows Phase 1 which involved pedestrian, public transport and public realm improvements around Eastbourne Rail Station, the section of Terminus Road between Ashford Road and Bankers’ Corner as well as in Cornfield Road and Gildredge Road. The work is due to complete in November.

Between 12 November and 10 December 2019, we are welcoming feedback on the Phase 2 proposals. You can view the full proposals and give us your views:

- Online, by visiting [consultation.eastsussex.gov.uk](https://consultation.eastsussex.gov.uk)
- In person, at one of our public exhibitions where you will be able to meet members of the project team and view the plans:

The Beacon Shopping Centre (next to Lush)

Between 10am and 4pm on the following dates:

- 20 November 2019
- 23 November 2019
- 28 November 2019

(Please turn over)

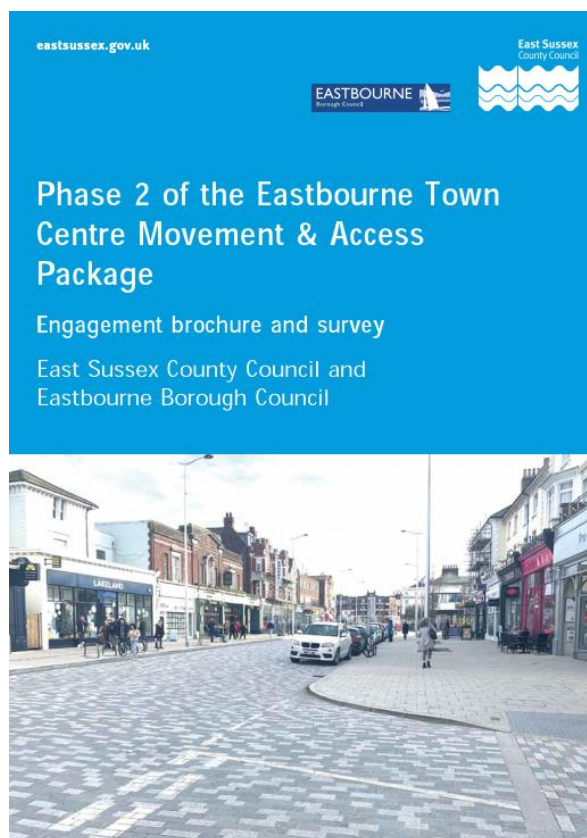
You can also return a completed questionnaire which can be collected from one of the following public locations:

Eastbourne Library, Grove Road, BN21 4TL  
Eastbourne Town Hall, Grove Road, BN21 4TX  
Eastbourne Citizens Advice Bureau, 8 St Leonard's Road, BN21 3UH  
The Pantry Café, Eastbourne Age Concern, The William and Patricia Venton Centre,  
Junction Road, BN21 3QY  
Old Town Community Centre, Old Town, BN20 8PL  
Old Town Library, 191 Victoria Drive, BN20 8QJ  
Hampden Park Community Hall, Brodrick Road, BN22 9NR  
St Anthony's Centre, 557a Seaside, BN23 6NH  
Willingdon Trees Community Centre, Holly Place, BN22 0UT  
3VA Voluntary Action Support Service, 8 Saffrons Road, BN21

We look forward to hearing your views.

**East Sussex County Council and Eastbourne Borough Council**

# Appendix B: Brochure and questionnaire



## Town Centre Local Plan

The Eastbourne Borough Council Town Centre Local Plan (TCLP) is a document that outlines the planning framework for the Town Centre between 2013 and 2027.

These proposed improvements will help us to deliver the core objectives of the Borough Council's Town Centre Local Plan. These objectives include:

- Modernising the Town Centre
- Creating a Town Centre environment which prioritises pedestrians
- Creating new civic spaces which can be used for cultural and social activities
- Promote local economic growth by revitalising the Town Centre, attracting new businesses and visitors to the town.

The Town Centre Local Plan can be found at: [www.lewes-eastbourne.gov.uk/planning-policy/eastbourne-town-centre-local-plan/](http://www.lewes-eastbourne.gov.uk/planning-policy/eastbourne-town-centre-local-plan/)

## East Sussex Local Transport Plan (LTP) 2011-2026 and LTP Implementation Plan 2016/17 – 2020/21

The East Sussex Local Transport Plan 2011 – 2026 sets out our vision and objectives, and the strategy for investing in transport infrastructure up to 2026.

The Plan is supported by a series of five-year implementation plans, the second of which covers the period 2016/17 to 2020/21 which set out the intentions for transport investment for this period of time. The current Implementation Plan includes the development and delivery of the Eastbourne Town Centre Movement and Access Package.

The proposed improvements will help us deliver the following LTP objectives:

- Improving economic competitiveness and growth
- Improve safety, health and security
- Improve accessibility and social inclusion

The East Sussex Local Transport Plan and its Implementation Plan for 2016/17 to 2020/21 can be found at: [www.eastsussex.gov.uk/roadsandtransport/localtransportplan/ltp3/downloadltp3/](http://www.eastsussex.gov.uk/roadsandtransport/localtransportplan/ltp3/downloadltp3/)

## The story so far – Phase 1

In October 2011, East Sussex County Council (ESCC) and Eastbourne Borough Council (EBC) alongside Legal and General's proposals to extend the then Arndale Centre (now The Beacon), held a public exhibition and consultation looking at ways of improving the public realm and pedestrian environment in Terminus Road between Ashford Road and Bankers Corner as well as in Cornfield Road.

We used the feedback received to generate further proposals which we consulted on in 2013. These proposals included:

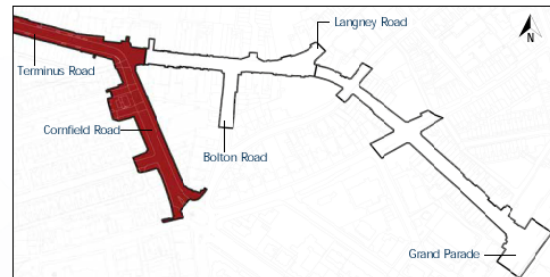
- Wider and upgraded pavements on Terminus Road and Cornfield Road
- The relocation of bus stops from Terminus Road to Cornfield Road, and subsequently also into Gildredge Road

- Provision of new bus stops outside the rail station
- Changes to the taxi rank outside the rail station.

The previous consultation responses showed clear support for these designs.

In 2014 East Sussex County Council were successful in securing £8m investment allocated for the Eastbourne Town Centre Movement & Access Package in the South East Local Enterprise Partnership (SE LEP) Local Growth Deal. Phase 1 has been delivered using £5m of the LEP funding alongside monies from the Borough Council, County Council, Network Rail and Legal & General, the developer of The Beacon.

Further stages of the Movement and Access Package for the Town Centre look at further improvements along Terminus Road through to the seafront, the Little Chelsea area and Memorial roundabout.



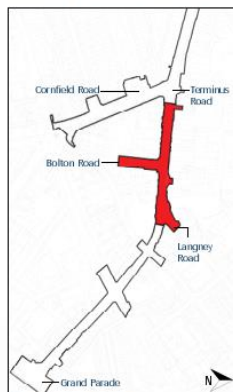
Phase 1 Scheme Boundaries

## What are we proposing in Phase 2?

Phase 2 of the scheme begins at the junction of Cornfield Road and Terminus Road (referred to as 'Bankers' Corner'), continuing down the pedestrianised section of Terminus Road to Bolton Road and Langney Road.

Our objectives for Phase 2 are to:

- Deliver improvements which support and complement changes made in Phase 1
- Improve pedestrian safety and accessibility (ease of movement for disabled people and/or older people, families with pushchairs etc.) by reallocating road space to pedestrians

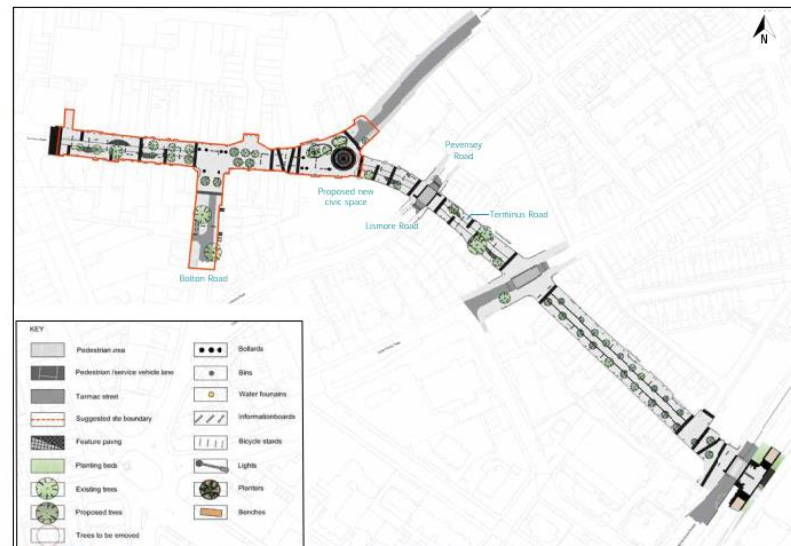


Phase 2 Scheme Boundaries

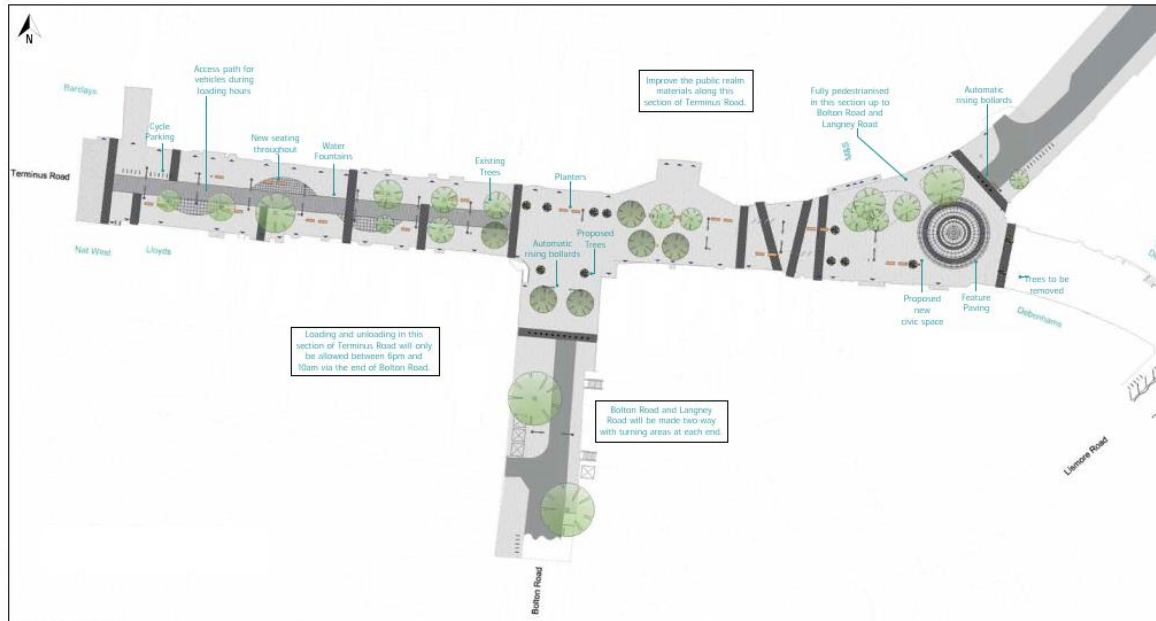
- Use Terminus Road to create a 'spine route' through the primary retail area of Eastbourne Town Centre to the seafront.

- Coordinate the design of street furniture and signage which will be finished to a high standard in the Town Centre

- Improve the public realm within the Town Centre



Overview of Phase 2 proposals



Phase 2 proposals in detail

## What are the benefits?

### Improve pedestrian safety and accessibility

Currently, there are only two designated crossing points for pedestrians across the section of Terminus Road between Bolton Road and Langney Road – one near the entrance into The Beacon and the other near the entrance to Marks and Spencer. In particular, the railings on either side of Terminus Road outside Marks and Spencer force pedestrians to the nearby crossing point which results in crowding. Our proposals remove vehicles from this section of Terminus Road and open this space for pedestrians. As a consequence, Bolton Road and Langney Road are both made two way in our proposals.

The current layout of street furniture (benches, bollards and cycle parking), trees and parked vehicles along the section of Terminus Road from Bankers Corner to Langney Road, further restrict pedestrian movements and restrict users with mobility issues accessing shops and services. Our proposals will declutter the area by replacing the existing street furniture with more comfortable benches and cycle parking.



Proposals for a civic space

### Help the Town Centre retail environment to thrive

Improvements for pedestrians from the train station through the Town Centre, including the pedestrianisation of Terminus Road between Bolton Road and Langney Road, are intended to increase footfall and help support retail and employment opportunities. The pedestrianisation of Terminus Road also enables the creation of a large civic space from opposite Nationwide Building Society to Marks and Spencer and Blacks.

We would like to hear your views on how part of this space could be designed and used. For example, it could become meeting or event spaces, feature public art or have play facilities.

### Modernise the public spaces

Much of the existing paving in the area is in poor condition with uneven surfaces which hamper visitors, particularly those with mobility issues. As part of the proposals, the existing materials will be replaced with new paving which will complement those materials used in Phase 1. Contrasting colour materials will be used to differentiate walkways and where vehicles can use for access and loading (mostly out of hours), and there will be no change of level. We also propose using flint paving in the proposed civic space. It improves the appearance of the current paving and as it's locally sourced, is more sustainable than other options too.



Example of a tree pit and cycle parking

### Promote health and sustainable travel

To encourage sustainable travel to the Town Centre, new bicycle stands will be placed:

- Adjacent to Bankers Corner, opposite Lloyds Bank
- At the top of the pedestrianised area planned for Bolton Road, near Zizzi
- At the start of Langney Road at its junction with Terminus Road (opposite "Blacks")

The plans also include automatic rising bollards situated at two sites: the junction between Terminus Road and Langney Road (outside "Blacks"); and the junction between Bolton Road and Terminus Road (outside "Nationwide Building Society").

These will keep this stretch of Terminus Road entirely pedestrianised during trading hours but will also allow for delivery/servicing vehicles to access Terminus Road businesses via Bolton Road outside of trading hours. It is proposed that the current loading restrictions will remain unchanged and that Emergency Services will be able to control the bollards for access to the area in emergencies.

Removing vehicles from the section of Terminus Road between Bolton Road and Langney Road will have a positive impact on air quality.

## What are the impacts?

### Some parking spaces will be removed.

To achieve full pedestrianisation, both Langney Road and Bolton Road, which are currently one-way streets, will need to change to accommodate two-way traffic. To achieve this, turning areas will need to be installed at the end of each street. Due to limited space, this would result in the loss of parking bays in both roads.

We monitored the use of the current bays in April 2019 to identify what the average and peak usage as set out in the table below.

Type	Existing Capacity	Surveyed parking usage	
		Average usage	Peak usage
Taxi	18	4	8
Disabled	15	6	10
Pay & Display	24	8	14
Total	57	18	32

Results of our parking audit

At present there are 57 parking bays for taxis, disabled vehicles and pay and display. With the changes to Bolton Road and Langney Road, this would be reduced to 18 spaces. It is proposed to remove the 24 pay and display spaces. Therefore, the spaces available would be provided for taxis, disabled and loading only. The location and mix of the disabled and taxi bays will be decided after further consultation with the users and community.

## When will this happen?



## Have your say

Between 12 November and 10 December 2019 we are welcoming feedback on these proposals. You can tell us what you think by 5pm on 10 December 2019.

You can also complete the survey online at: [consultation.eastsussex.gov.uk](https://consultation.eastsussex.gov.uk)

Completing the survey attached to this brochure and returning to:  
East Sussex County Council  
Communities, Economy & Transport  
FREEPOST (LW43)  
County Hall  
Lewes  
East Sussex  
BN1 1BR

We will be holding three public exhibitions at the following dates and locations:  
The Beacon Shopping Centre  
(Next to Lush)  
20 November 2019  
23 November 2019  
28 November 2019

We will be available between 10am and 4pm on these days.

You will be able to meet members of the project team and view the plans in detail at these exhibitions.

You can also contact us with any questions and comments:  
[customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com)  
Tel: 0345 60 80 193

Copies of this brochure can be found at the following locations:  
Eastbourne Library, Grove Road, BN21 4TL

Eastbourne Town Hall, Grove Road, BN21 4TX

Eastbourne Citizens Advice Bureau, 8 St Leonard's Road, BN21 3UH

The Pantry Café, Eastbourne Age Concern, The William and Patricia Venton Centre, Junction Road, BN21 3QY

Old Town Community Centre, Old Town, BN20 8PL

Old Town Library, 191 Victoria Drive, BN20 8QJ

Hampden Park Community Hall, Brodrick Road, BN22 9NR

St Anthony's Centre, 557a Seaside, BN23 6NH

Willington Trees Community Centre, Holly Place, BN22 0UT

3VA Voluntary Action Support Service, 8 Saffrons Road, BN21

## Eastbourne Town Centre Movement & Access Package Phase 2 – Terminus Road (Bankers Corner to Langney Road)

### Public Engagement Survey

## Questionnaire

Before we continue after the completion of Phase 1 of the Eastbourne Town Centre Improvements, we would like your views on our proposals for the next phase in relation to the section of Terminus Road from Bankers Corner to Langney Road.

Your feedback will help us shape our design to continue the transformation of Eastbourne Town Centre.

### 1. What do you do when you visit Eastbourne Town Centre? Tick all that apply.

- ☐ It is where I live  
☐ It is where I Work  
☐ I come here to shop  
☐ I come here to use services (e.g. banks, doctors etc)  
☐ I come here for leisure  
☐ I come to do business  
☐ Other

### 2. Overall, to what extent do you support our proposals for Phase 2 of the scheme, which covers Terminus Road from "Bankers' Corner" to Bolton Road and Langney Road?

- Strongly support      Support      Neither support nor oppose      Oppose      Strongly oppose  
☐      ☐      ☐      ☐      ☐

### 3. To what extent do you agree that these plans will improve this part of the Town Centre for residents, visitors and businesses? Please tick as appropriate.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. Do you agree these plans will help achieve our objectives?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Improve pedestrian safety and accessibility (ease of movement for disabled people and/or older people, families with pushchairs etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help the Town Centre retail environment to thrive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve the appearance of the Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promote health and sustainable travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 5. Do you agree the following changes will help achieve our objectives?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Deliver improvements which support and complement changes made in Phase 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve pedestrian safety and accessibility (ease of movement for disabled people and/or older people, families with pushchairs etc.) by reallocating road space to pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Terminus Road to create a 'spine route' through the primary retail area of Eastbourne Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate the design of street furniture and signage which will be finished to a high standard in the Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve public realm within the Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 6. The proposals include the possibility of a new civic space in the area of Terminus Road between Bolton Road (near the entrance to The Beacon) and Langney Road (near Blacks). What type of things would you like to see here? Please tick as appropriate.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Public performance/event space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pop-up shops/ street food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's outdoor play facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 7. Do you have any comments on our proposals and the plans to improve the Town Centre?

Comments:

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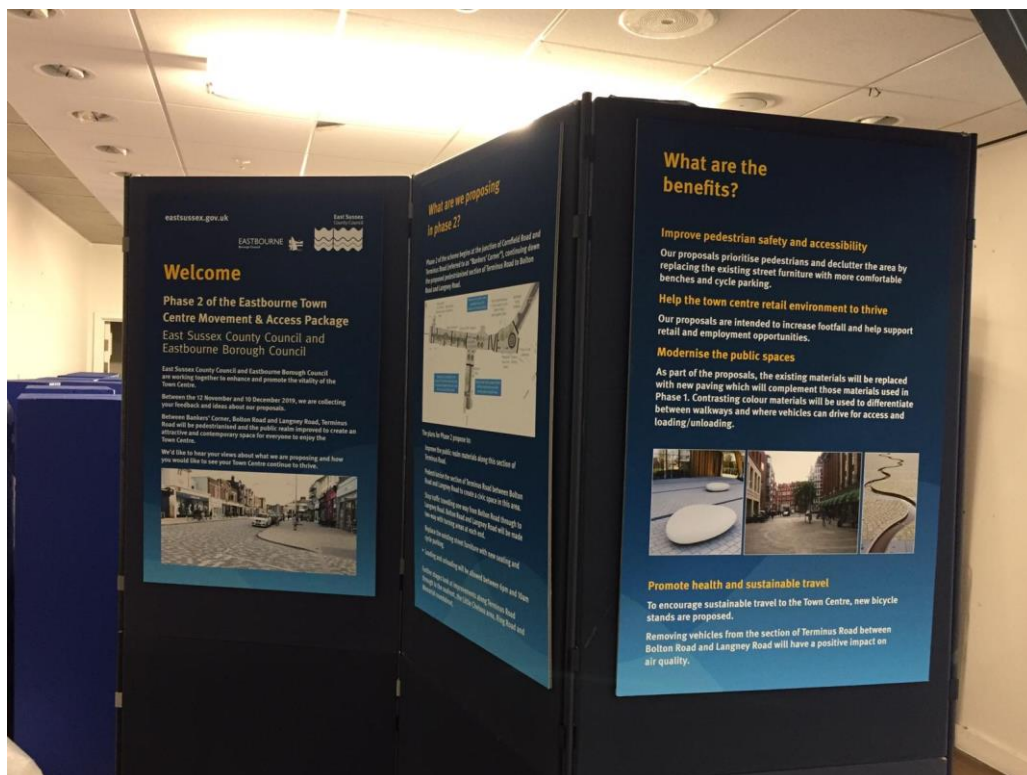
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## Appendix C: Public exhibition display boards



## Appendix D: Advertising at public exhibition venue

