

Queen Charlton Lane Through-Traffic Restriction Trial 2022/23

Residents Detailed End-point Survey Report

Bath & North East Somerset Council

November 2023

Quality information

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Revision History

<u>Revision</u>	<u>Revision date</u>	<u>Details</u>	<u>Authorized</u>	<u>Name</u>	<u>Position</u>

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1. Executive Summary

In November 2022, Bath & North East Somerset (B&NES) Council introduced a through-traffic restriction trial on Queen Charlton Lane, near Whitchurch Village, for a minimum of six months and a maximum 18 months, using an Experimental Traffic Regulation Order (ETRO).

The purpose is to trial the impact of a through-traffic restriction to prevent motorists from using the road as an inappropriate shortcut, and to create a safer environment for those walking and cycling on this narrow rural lane.

More information on the scheme is outlined below and a full summary of the trial scheme is available online at www.bathnes.gov.uk/QueenCharltonLaneETRO (and in print on request).

This detailed end-point survey was conducted with residents from 21 September to 19 October 2023 and is supplementary to the six-month ETRO consultation survey that ran from November 2022 to mid-June 2023. This report on the ETRO consultation is available at www.bathnes.gov.uk/QueenCharltonLaneETRO

The results of both surveys will be considered before a decision is made to either remove the trial or make it permanent.

There were 115 responses to the Residents' Detailed End-Point Survey on the through-traffic restriction trial on Queen Charlton Lane, near Whitchurch Village. The level of support is as follows:

- 84 respondents support the trial scheme (73%);
- 24 respondents oppose the trial scheme- (21%); and
- 6 respondents were undecided;
- 1 respondent did not give their opinion.

The main reasons respondents gave for supporting the trial scheme were perceived improvements to safety for cyclists and pedestrians and the positive impact the scheme has had on the area. The main reason for opposition was the perception that the trial scheme increased traffic on neighbouring roads.

2. Introduction

On 11 November 2022, Bath & North East Somerset (B&NES) Council introduced a through-traffic restriction trial in Queen Charlton Lane, near Whitchurch Village for a minimum of six months and a maximum of 18 months, using an Experimental Traffic Restriction Order (ETRO).

The trial allowed people to experience the proposed restriction in-situ and give their feedback via an online questionnaire during a six-month public consultation.

Residents were also given a detailed end-point survey to complete in September and October 2023 before a decision is made on whether to make the trial permanent. The results of this survey are presented in this report.

2.1 Aims of the scheme

The aim of the scheme is to trial the impact of a vehicle restriction that prevents motorists from using Queen Charlton Lane as an inappropriate shortcut when travelling between Keynsham and Bristol, and to create a safer healthier environment for those walking, cycling and horse riding along this narrow rural lane. Vehicle access to homes and businesses and farmland is retained, although it does require some drivers to use alternative routes.

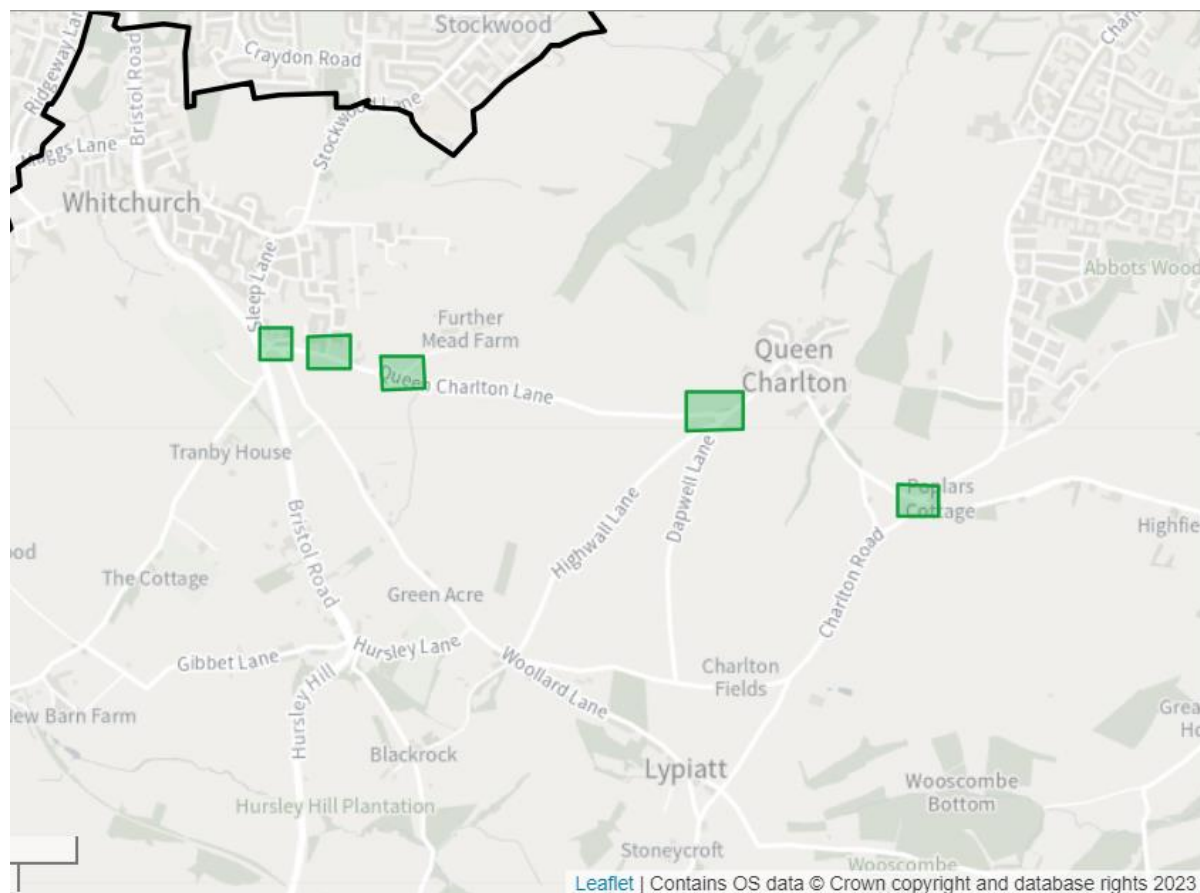
Background and additional reports are available at www.bathnes.gov.uk/QueenCharltonLaneETRO

2.2 Scheme details

The trial introduced two sets of drop-down bollards and temporary wooden planters (acting as modal filters). One set of bollards was located just after Furthermead Farm, the other before Dapwell Lane. See Figure 2.1. This filter is designed to allow pedestrians, cyclists, people with pushchairs and those driving mobility scooters to pass through, but not unauthorised vehicles.

- Residents of Queen Charlton travelling west can use Highwall Lane and Woollard Lane.
- In front of both sets of bollards, there is adequate space for vehicles to turn and exit via the same route.
- Landowners/farmers can drop the bollards to gain access.
- Advance-warning signs alert motorists that they cannot use Queen Charlton Lane as a through route.

Figure 2.1 Location of Queen Charlton Lane advance signage and modal filter



Source: [Queen Charlton Lane through-traffic restriction trial \(ETRO consultation\) | Bath & North East Somerset Council](https://beta.bathnes.gov.uk/queen-charlton-through-traffic-restriction-trial-et-ro-consultation)
(<https://beta.bathnes.gov.uk/queen-charlton-through-traffic-restriction-trial-et-ro-consultation>)

3. Methodology

This section explains the methodology of the residents' survey, from questionnaire design to analysis and reporting of the responses.

3.1 Questionnaire

Bath & North East Somerset Council (B&NES) and AECOM designed the questionnaire which was hosted privately on the B&NES Council portal for residents living near the scheme to have their say. The questionnaire enabled residents to state their level of support for the trial scheme, looking at which factors had or had not improved since its introduction. The questionnaire also gave residents the opportunity to explain any reasons they had for not fully supporting the proposals. The questionnaire is shown in **Appendix A**.

3.2 Receiving responses

The resident's survey was hosted privately on the council's website. To ensure inclusivity, Bath & North East Somerset Council accepted responses via email, a hard copy questionnaire and an online survey.

A letter with a link to the survey was posted to 859 households. 115 responses were received which equates to 13% of households invited to participate, assuming no more than one person per household responded.

3.3 Analysis and reporting

The survey was open to everyone receiving the invitation, and respondents chose whether to complete the survey. This, and the low number of responses (13% of all households mailed), means the results should be viewed as indicative of the wider population and any identified sub-groups rather than representative.

3.4 Thematic coding

All free-text responses were grouped into themes to allow meaningful analysis.

Throughout the report, quotes from the free text responses have been used to illustrate the points raised. Quotes have been selected to best show the essence of what was said for each theme. For ease of reading, any clear and obvious typos or spelling errors have been corrected.

4. Respondent Profile

This section shows the profile of the residents who responded to the detailed survey regarding the trial scheme on Queen Charlton Lane. In total, there were 115 responses. Two responses were made on behalf of businesses and one on behalf of an organisation.

4.1 Respondent type

One-quarter of respondents lived on Queen Charlton Lane (27%), over half lived on a neighbouring street (55%), and under one-fifth were regular visitors to the trial street (16%).

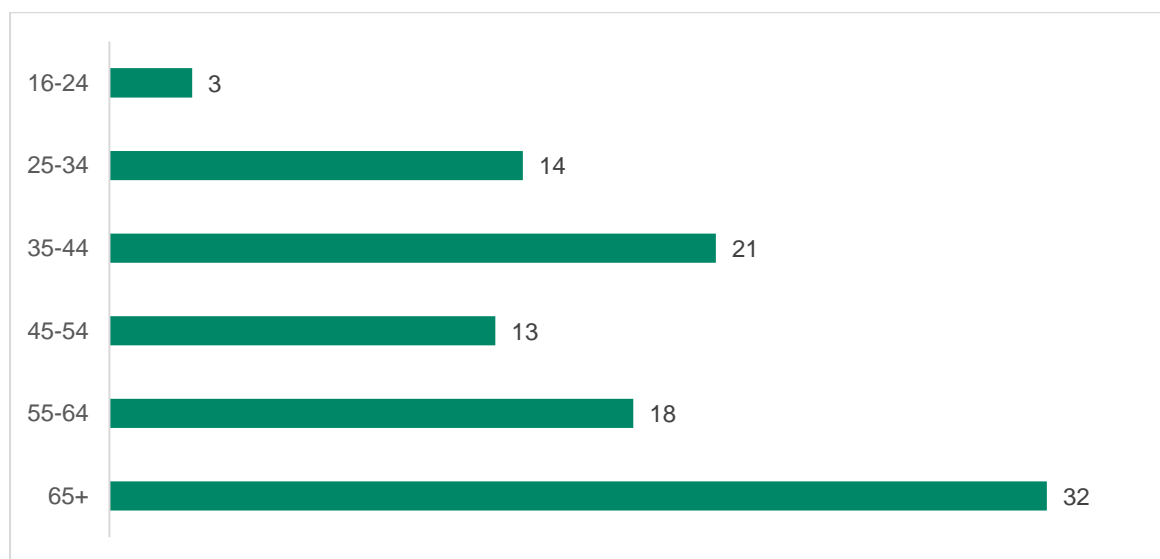
Table 4.1 Respondent Type

	Number	Percent
Resident on the trial street	31	27
Resident on a neighbouring street	63	55
Regular visitor to the trial street	18	16
Business	2	2
Organisation	1	1
Base (number of respondents)	115	100

4.2 Age

Just over half of respondents were 35 to 64 years old (52%), one-third were aged 65 and over (32%), and under one-fifth were 34 years old or younger (17%) as shown in Figure 4.1.

Figure 4.1 Age of respondents (%)



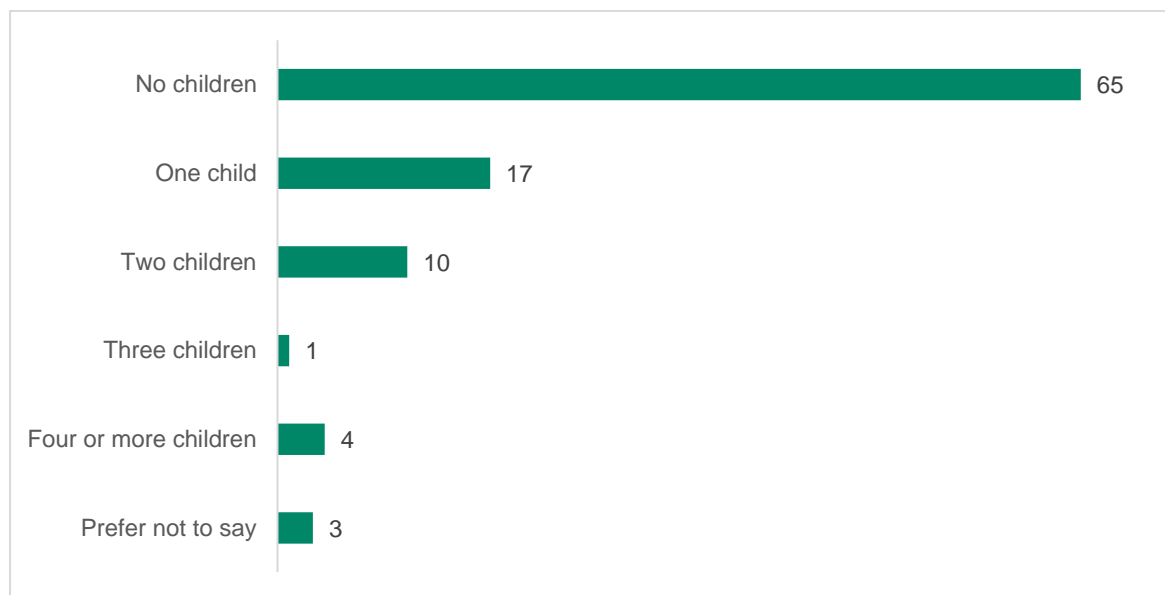
Base: (n=107) all respondents who provided their age

Four respondents under 16 and four respondents did not provide their age. These have been excluded from the chart

4.3 Children

One-third of respondents had at least one child under 16 (32%), and two-thirds of respondents did not have any children aged under 16 (65%).

Figure 4.2 Number of children respondents have under 16 (%)



Base: (n=105) all respondents who chose to answer, 9 respondents answered 'Not applicable' and have been removed from this figure

4.4 Health

6% of respondents said that their day-to-day activities were limited because of a health problem or disability, whilst 91% said they were not, and 3% did not disclose this information.

4.5 Vehicle access

Nine-tenths of respondents had access to a motor vehicle (90%), and two-fifths had access to a usable bicycle or e-bike (40%). Three percent did not have access to either of these, and three percent did not disclose this information.

5. Findings

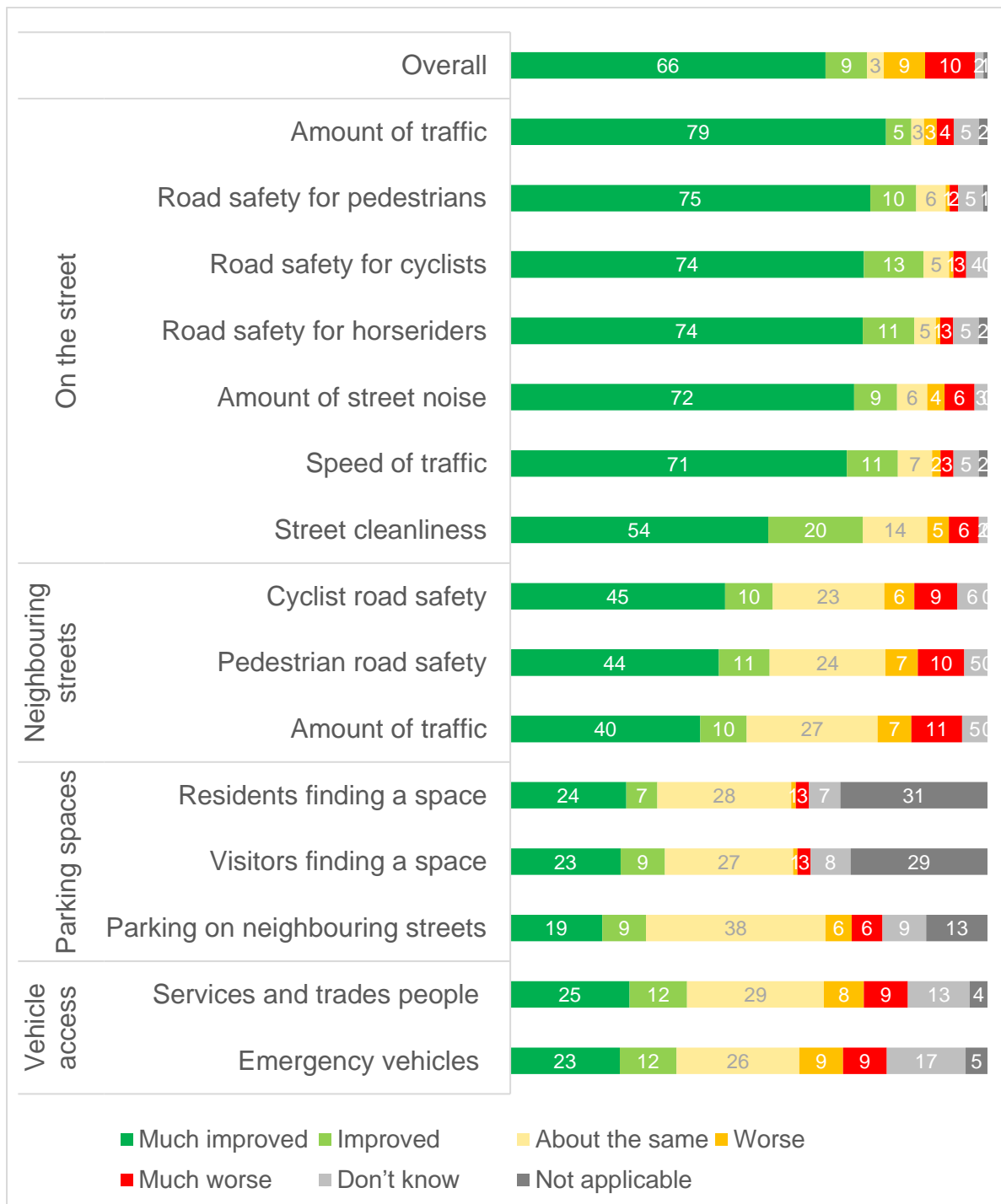
This section shows the findings of how respondents felt towards the trial scheme on Queen Charlton Lane; specifically, whether the residents felt the scheme improved the area; how the trial scheme affected residents' travel behaviours, and the impact the scheme has had on them.

5.1 Impact on Queen Charlton Lane

Overall, three-quarters of respondents felt that the through-traffic restriction on Queen Charlton had improved the area (75%). Looking at individual factors, greater improvement was felt on the trial street itself, compared to the neighbouring street.

Improvements in safety have been felt more than improvements in parking. Over four-fifths of respondents felt that road safety for cyclists and for pedestrians had improved (87% and 85% respectively) as well as the amount of traffic (84%). Respondents felt that the ability to find parking on neighbouring streets had improved the least (just 28% felt an improvement).

Figure 5.1 Extent of agreement that the through-traffic restriction has improved the area in Queen Charlton (%)



Base: (n=107-115) all respondents who answered each question

Of the 32 residents who lived on the trial street, 29 of them (91%*) felt the area had improved overall, compared to 57 of the 83 residents who live elsewhere (69%*).

*Percentages are indicative due to a low sample size

Table 5.1 Improvements to the area for respondents who lived on the trial street and elsewhere (Number)

		Lived on the trial street	Lived elsewhere
On the street	Overall improved the area	29	57
	Road safety for pedestrians has improved on the trial street	32	67
	Amount of traffic on the trial street	31	64
	Road safety for horse riders has improved on the trial street	31	63
	Speed of traffic on the trial street	31	60
	Amount of street noise has improved on the trial street	31	59
	Road safety for cyclists has improved on the trial street	29	68
	Street cleanliness	27	55
Neighbouring streets	Road safety for cyclists on neighbouring streets has improved	20	41
	Road safety for pedestrians on neighbouring streets has improved	20	41
	Amount of traffic on neighbouring streets	18	38
Parking	Ability to park as a resident has improved on the trial street	19	14
	Ability to park as a visitor has improved on the trial street	18	17
	Ability to park on neighbouring streets	13	18
Vehicle access	Ability for services and trades people to access the trial street	16	24
	Ability for emergency vehicles to access the trial street	14	24
Base	(number of respondents)	32	83

Residents who lived on the trial street were more likely to say that road safety for pedestrians, cyclists and horses had improved on the trial street compared with residents who live elsewhere.

Residents on the trial street were also more likely to say that the amount of street traffic and street noise, their ability to park, and visitors' ability to park on the trial street had improved compared to residents who live elsewhere.

One additional finding was that respondents with children were more likely to say that the amount of traffic on neighbouring streets had improved compared to those without children (24 of 34 respondents with children compared to 28 of 66 respondents without children).

5.1.1 Finding parking spaces

Overall, 33 of 74 respondents felt the ability to park as a resident had improved, and 35 of 77 respondents said the same for visitors parking. 31 of 95 respondents felt the ability to park on a neighbouring street had improved.

Table 5.2 Ability to find parking (Number)

	Residents to find a space	Visitors to find a space	On a neighbouring street
Improved or stayed the same	63	64	72
Much improved	26	25	21
Improved	7	10	10
About the same	30	29	41
Worse	1	1	6
Much worse	3	3	7
Don't know	7	9	10
Base (number of respondents)	74	77	95

*Respondents who selected 'Not applicable' are not included

5.1.2 Feedback from cyclists

There were 46 respondents who owned a usable bicycle or e-bike, of which 11 lived on the trial street. All except two cyclists felt that road safety for cyclists had improved on the trial street, with one respondent saying it was about the same, and the other saying they did not know if it had or not.

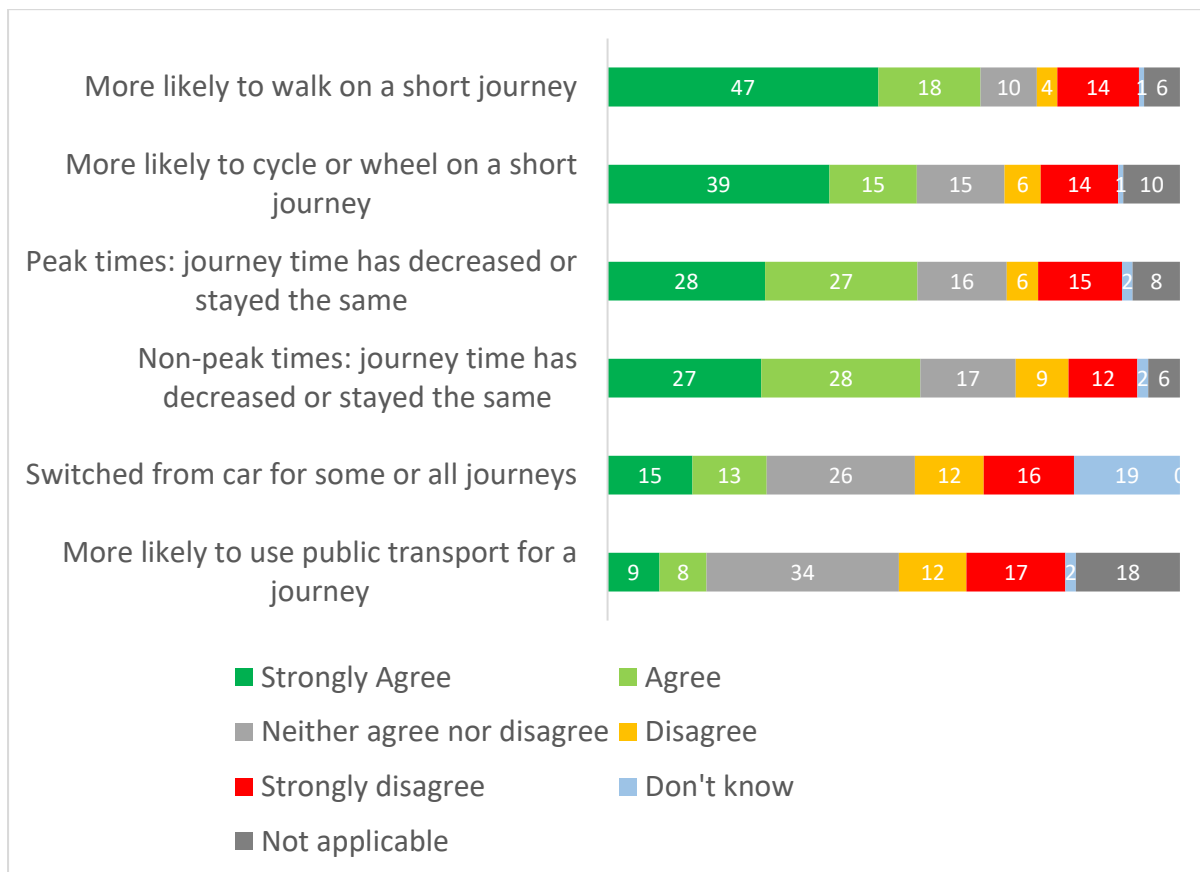
5.1.3 Feedback from parents

Of the 34 respondents who had children aged under 16, 31 thought road safety for pedestrians had improved on the trial street, two said it was about the same, and one said the question was not applicable to them.

5.2 Changes in travel behaviour since the trial

Respondents agreed they were more likely to use active travel methods for a short local journey since the introduction of the trial scheme; two-thirds said they were more likely to walk (65%) and just over half were more likely to cycle or wheel (54%). Under one-fifth of respondents agreed they were more likely to use public transport for a journey as a result of the trial scheme (17%).

Figure 5.2 Extent of agreement with statements related to the introduction of the restriction on Queen Charlton Lane (%)



Base: (n=115) all respondents

Since the introduction of the trial scheme, residents of the trial street were more likely to agree they were now more likely to walk on a short local journey than residents on neighbouring streets. Residents on the trial street were also more likely to agree they would use public transport for a journey than residents on neighbouring streets.

Table 5.3 Agreement with statements following the introduction of the trial scheme (Number)

	Lived on the trial street	Lived elsewhere
I am more likely to walk on a short local journey	26	47
At peak times, my journey time has decreased or stayed the same	25	34
At non-peak times my journey time has decreased or stayed the same	24	35
I am more likely to cycle or wheel on a short journey	23	37
I have switched from using a car for all or some journeys	11	19
I am more likely to use public transport	11	8
Base (number of respondents)	32	80

5.3 Support for the trial scheme

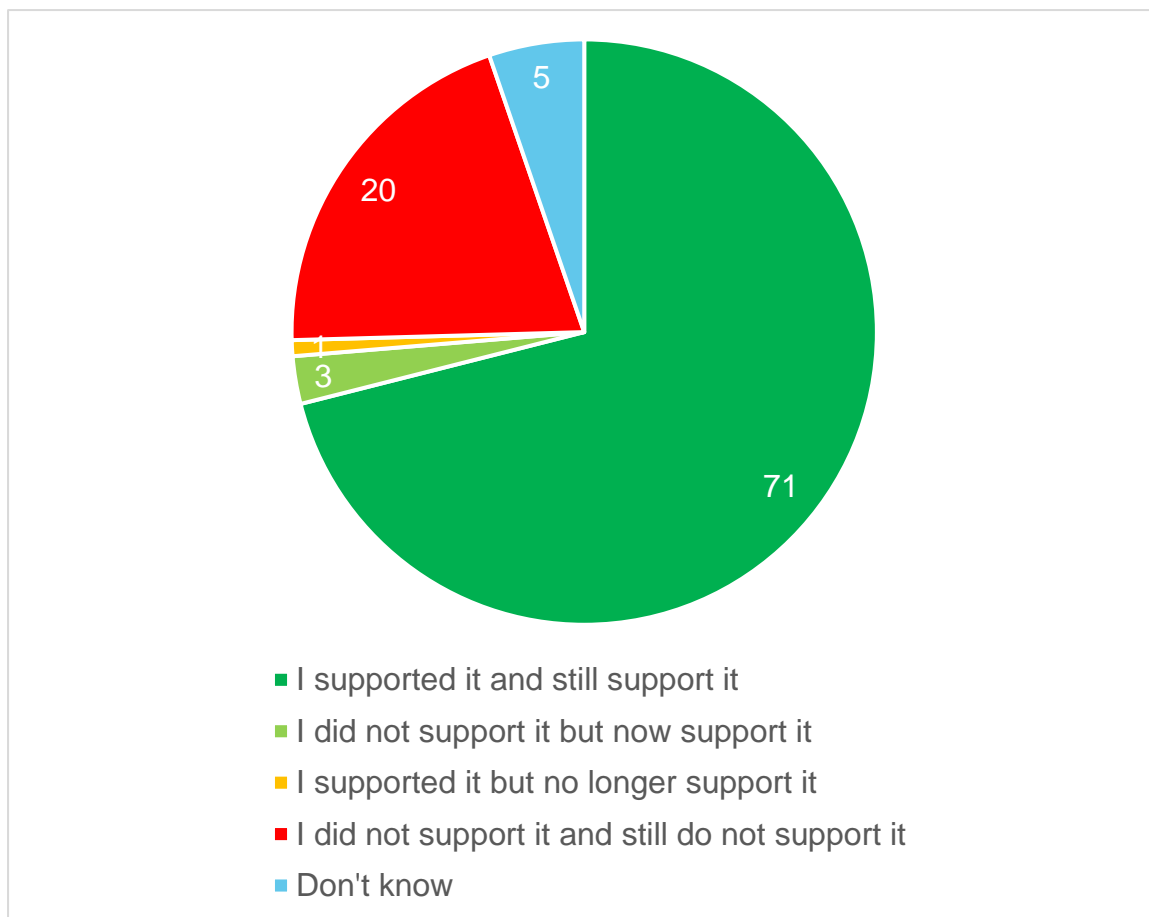
Overall, almost three-quarters of respondents (74%) support the trial scheme on Queen Charlton Lane:

- Most (71%) had always supported the scheme; and
- A few (3%) did not previously support the scheme but have changed their mind and now support it.

One-fifth of respondents do not support the trial scheme (21%):

- Most (20%) had not supported the scheme in the past; and
- A few (1%) had supported the scheme but have changed their mind and now do not support it.

Figure 5.3 Level of support for the trial scheme (%)



Base: (n=114) all respondents who answered the question

Residents on the trial street were more likely to have supported the trial scheme and still support it, compared to respondents who lived elsewhere.

Table 5.4 Level of support for the trial scheme (Number)

	Lived on the trial street	Lived elsewhere
I supported it and still support it	29	52
I did not support it and still do not support it	2	21
I supported it but no longer support it	1	0
I did not support it but now support it	0	3
Don't know	0	6
Base (number of respondents)	32	82

Residents who changed their minds

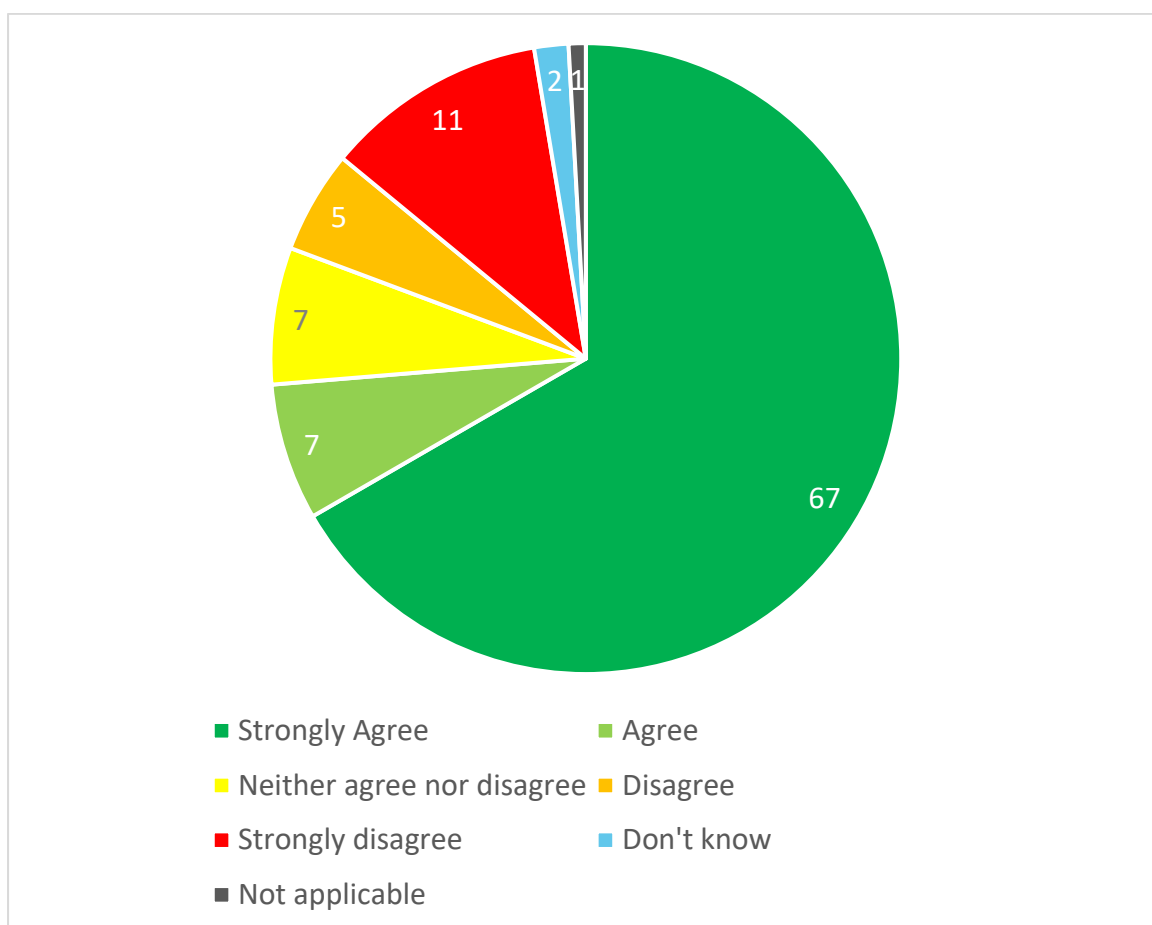
Three respondents, all of whom did not live on the trial street, did not support the trial scheme but have changed their minds to support it. All three respondents attributed the change of mind to perceived benefits in active travel, both walking and cycling.

One respondent who lives on the trial street used to support the scheme and now does not. The perception was that through traffic had become worse in other areas.

Impact of the trial scheme on residents

Almost three-quarters of respondents agreed that the trial scheme has positively impacted them and their household (74%), with 67% strongly agreeing. Under one-fifth of respondents disagreed with this statement (16%), where 13% strongly disagreed.

Figure 5.4 Level of agreement that the trial scheme has positively affected the household (%)



Base: (n=114) all respondents who answered the question

Residents on Queen Charlton Lane were more likely to agree that the trial scheme had a positive impact on them and their household, compared with residents on neighbouring streets.

Table 5.5 Extent to which residents agree that the trial scheme has had a positive impact on themselves and their houses (Number)

	Lived on Trial Street	Lived elsewhere
Overall agree	29	55
Strongly agree	28	48
Agree	1	7
Neither agree nor disagree	0	8
Disagree	1	5
Strongly disagree	2	11
Don't know	0	2
Not applicable	0	1
Base (number of respondents)	32	82

5.4 Comments about the trial scheme

Respondents had the option to comment on their level of support for the trial scheme and the impact this has had on their households. Comments from both questions have been combined into themes in support and in opposition of the trial scheme. 109 respondents left a comment.

Comments in support of the trial scheme or its positive impact

84 respondents commented in support of the trial scheme or on a positive impact.

Table 5.6 Comments in support of the trial scheme and its impact (Number)

Theme	Number
The scheme improves safety for children, pedestrians, cyclists, horses	73
The scheme has a positive impact on the area such as my quality of life, noise, atmosphere, cleanliness	47
The scheme decreases car speeding	41
The scheme has reduced the amount of traffic	24
The scheme encourages active travel	23
The scheme should be permanent	21
The scheme reduces pollution	10
Support the scheme (without providing detail)	9
The scheme has a positive impact on wildlife	7
Support the scheme, but suggest improvements	6
Support the scheme, but make entering/ exiting the trial street safer	4
The alternative route does not take longer	2
Similar schemes should be implemented in other areas/ adjacent streets	2
Base (number of respondents)	84

The most common theme was that the scheme improves safety for pedestrians, cyclists and horse riders (n=73). Respondents explained how they felt much more inclined to use the road as it feels a lot safer than before the trial scheme.

"I am now able to safely walk with my children along the road where I live, without fearing for their lives due to reckless and irresponsible drivers rat running through our village. On a number of occasions prior to the road closure, drivers would speed along the road through Queen Charlton without any regard for pedestrians, cyclists or residents."

"The scheme has significantly improved safety especially for young children which is the main concern for my grandchildren who are not now afraid to cycle or walk along a previously narrow and dangerous road."

47 respondents also mentioned that the scheme has had a positive impact on the area in relation to quality of life, noise and atmosphere.

"The air quality and noise levels in the village have noticeably improved."

"It has made the village a much quieter and more enjoyable place to live."

41 respondents mentioned that the number of speeding cars had reduced on the trial street, with particular mention to it no longer being a rat run.

"This road was being used as a "rat run" prior to the closure. Since the trial I have been able to walk along a quiet country lane without fear of being knocked down."

Other comments included that the scheme has reduced car traffic (n=24), it has encouraged active travel (n=23) and that it should be permanent (n=21).

“Fantastic. The positive effect of the road closure has been huge and should not be underestimated... The number of cyclists, walkers, horse riders (both local and non local users of the road & village) has visibly increased.”

Comments from respondents who did not support the trial scheme

Of the 109 respondents who left a comment, 34 respondents commented to explain why they did not support the trial scheme or how it had not had a positive impact.

Table 5.7 Comments in opposition of the trial scheme and its impact (Number)

Theme	Number
The scheme increases car traffic in other areas	18
Suggest alternative intervention(s) (speed bumps, weight or width restrictions, one way system)	7
The scheme is unnecessary/waste of money	6
The scheme does not benefit those who do not live in the trial street	6
The scheme causes cars to drive faster on nearby roads	6
It takes longer to travel by car	6
Motorcycles still use the road	6
The scheme reduces safety for children, pedestrians, cyclists, horses	5
The scheme increases air pollution in other areas	4
The scheme has a negative impact on communities/social life	4
Oppose the scheme (without providing detail)	3
The scheme has made life worse	3
The scheme affects emergency vehicles negatively	2
Other roads have become dangerous	2
The scheme discriminates against car drivers	1
The scheme causes issues with deliveries/ visitors	1
Base (number of respondents)	34

The theme raised most often was how the scheme increased traffic in other areas (n=18).

“...All this scheme has achieved is to put more traffic and pressure on to the adjacent road into and out of Keynsham”

“My house backs onto Staunton Lane and the through traffic is worse than I could ever have imagined.”

Suggestions were given about alternative interventions to the trial street, as some residents felt the scheme was a step too far (n=7).

“It was an extreme measure, speed bumps would have been adequate.”

Comments were also made about how cars are driving faster on the surrounding roads, journey times were increasing and that the trial scheme only benefits the residents who live on it.

Annex A - Questionnaire

Queen Charlton Lane through-traffic restriction trial detailed survey

We are inviting you to give detailed feedback on your experience of the through-traffic restriction trial which we installed on Queen Charlton Lane in November 2022.

A public consultation survey was available from the launch of the trial until June 2023. This is a more detailed, local survey which you can complete regardless of whether you completed the public consultation survey. We are interested to hear about the impact on you/your family and the environment, and whether you do things differently as a result of the trial.

Along with an analysis of feedback from the public consultation and consideration of traffic monitoring data, we'll use your answers to help us in our decision about whether to permanently adopt this through-traffic restriction. Your comments may be made available, anonymously, in a public report.

Who can take part?

In particular, we would like residents and businesses/organisations on the trial street and on neighbouring streets to share their views. Please only submit one response per person.

How to complete the survey

Completing the survey should take no more than around 5-10 minutes, depending on how many extra comments you would like to add. Please try to answer each question in turn. **Questions marked with * are compulsory.**

You may wish to refer to the original trial consultation material at www.bathnes.gov.uk/LNPILOTS. If you wish to complete this survey online, you can do so at bit.ly/QueenCharltonETRO or by scanning the QR code to the right on a mobile device.

If you have any questions or you would like this survey or any other material in another format, please contact LN@bathnes.gov.uk or call 01225 394025.



Please ensure completed surveys are with us by **9am on Thursday 19th October 2023**. Return completed surveys in an envelope addressed to the Liveable Neighbourhoods Team. Take this to a Council One Stop Shop or post to:

Bath & North East Somerset Council
Liveable Neighbourhoods Team
Lewis House
Bath
BA1 1JG

Note: This survey is confidential, but please do not include any personal information in the comment boxes that may identify yourself or others. If personal information is included, we will remove it.

For more information about how we manage responses, please read our privacy notice linked below which is on pages 10-12.

Section 1 – About you

Information shared in this section will only be used to help us better understand the impact of the through-traffic restriction on the road that you live or work on.

Q1. Please tell us about you (please tick all that apply)*

- Resident in the trial street
- Resident in neighbouring street
- Regular visitor to the trial street
- Business (including self-employed and sole traders) in the trial area
- Organisation (e.g. school, charity, social enterprise) in the trial area
- Elected representative (e.g. Councillor)

Q2. Are you responding for yourself or on behalf of a business/organisation?

- Myself
- On behalf of my business/organisation (please provide the name of the business/organisation)

Q3. If you are responding as a representative of a business or organisation, please provide the name of the business/organisation below:

Q4. Please tell us the name of the street on which you live or work if you are responding on behalf of a business/organisation*

If you would prefer not to share this information, please write this as your response below

Q5. Please tell us the full postcode of the street on which you live or work if you are responding on behalf of a business/organisation*

If you would prefer not to share this information, please write this as your response below

Q6. If you are a resident on the trial street, a regular visitor to the area, or a resident in a neighbouring street, please tell us how many children you have under 16

- None
- 1
- 2
- 3

- 4 or more
- Prefer not to say
- Not applicable

Q7. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?*

- Yes
- No
- Prefer not to say

Q8. Please select your age range*

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

Q9. Please indicate whether you have regular access to the following modes of transport (tick all that apply)*

- Motor vehicle
- Useable bicycle or e-bike
- None of these
- Prefer not to say

Section 2 – About your experience of the trial

Q10. To what extent do you feel the through-traffic restriction on Queen Charlton Lane has improved the area or made it worse?

- Much Improved
- Improved
- About the same
- Worse
- Much worse
- Don't know
- Not applicable

Q11. To what extent do you feel the through-traffic restriction on Queen Charlton Lane has improved the street or made it worse when considering the following?

Statement	Much improved	Improved	About the same	Worse	Much worse	Don't know	Not applicable
Amount of traffic on the trial street							
The speed of traffic on the trial street							
Road safety for pedestrians on the trial street							
Road safety for cyclists on the trial street							
Road safety for horse riders on the street							
Ability to find a parking space for my own vehicle on the trial street							
Ability for visitors to find a parking space on the trial street							
Ability for emergency vehicles to access the trial street							
Ability for services and trades people to access the trial street							
Amount of street noise							
Street cleanliness (e.g. litter)							

Q12. To what extent do you feel the through-traffic restriction on Queen Charlton Lane has improved neighbouring streets or made it worse when considering the following?

Statement	Much improved	Improved	About the same	Worse	Much worse	Don't know	Not applicable
Amount of traffic on neighbouring streets							
Road safety for pedestrians on neighbouring streets							
Road safety for cyclists on neighbouring streets							
Ability to find a parking space on neighbouring streets							

Q13. To what extent do you agree or disagree with the following statements since the introduction of the restriction on Queen Charlton Lane?

Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
I am more likely to use public transport for a journey							
I am more likely to walk on a short local journey							
I am more likely to cycle or wheel a short local journey							
I have switched from using a car to another type of transport for some or all journeys							
At peak times my journey times have stayed the same or decreased compared to the same journey previously							
At non-peak times my journey times have stayed the same or decreased compared to the same journey previously							

Q14. Which of the following statements best describes your view about the through-traffic restriction since it was installed on Queen Charlton Lane in November 2022?

You will have the opportunity to comment on your position in the next question.

- I supported it and still support it
- I supported it but no longer support it
- I did not support it but now support it
- I did not support it and still do not support it
- Don't know

Q15. Please explain your answer to question 14 in the text box below.

Please continue overleaf.

Q16. Overall, to what extent do you agree or disagree that the through-traffic restriction on Queen Charlton Lane has had a positive impact on you and your household.

You will have the opportunity to comment on your position in the next question.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know
- Not applicable

Q17. Please provide any other comments or feedback on the through-traffic restriction trial and its impact.

Section 3 – Declaration

Please read the privacy notice below and agree to this statement to take part in this survey and **answer questions 18 and 19** to ensure we can use the information you have shared in this survey.

Consultations and surveys Privacy Notice (Data analysis by third party) - Through-traffic restriction ETRO consultations

The purpose of processing

The information below will help you to understand what we will do with the personal information that you have provided as part of the consultation process.

Please take a moment to read this and if you have any questions raise them with the team using the address at the bottom.

We are considering the introduction of new measures to improve people’s lives in Bath and North East Somerset. This consultation form has been provided to allow you to engage in that consultation, though you may prefer to contact us by different means in relation to this consultation.

We seek your specific comments and feedback on the measures, and how they will

directly affect you. We will engage with you, or raise your comments and potentially your details, within the council, to the extent that it is required to meet the purposes of the consultation or survey.

Data subjects

Members of the public participating in the public consultation process

Personal data

We may ask you for details that include:

Home or business street name

Home or business postcode

Business name

Employment status

Gender

Age

Ethnic background

Dependants

Religion

Sexual orientation

Disabilities

Information in relation to the specific nature of the consultation or survey, such as the type of accommodation you occupy, your household's access to parking facilities and motor vehicles, and any other data that is required to fully assess the impact of our actions.

How is it used?

Any personal data that has been submitted will be received by the team running this consultation, who may engage directly with you to explore your comments, concerns or queries. We will also pass results to a professional third party who we have contracted to assist with the analysis of the data, to determine needs assessment and assist in project planning. Any data shared outside the council will be used for the purposes of understanding and analysing this proposed project only.

The information may be shared with other services we provide, who may carry out actions to support you in dealing with the proposed changes, this may include: highways, financial support, community wellbeing, or legal services.

If you are raising a specific point that and the team considers it requires further investigation that may or may not be related to the consultation, such as a complaint or security matter, then it will be transferred to the relevant department for further investigation.

Profiling and automated decision making

Not applicable

Legal basis for using your data

GDPR condition relied upon for processing personal data:

Article 6.1 a - Consent

GDPR condition relied upon for processing special category data

Article 9.2 a - Explicit consent

Sharing of personal data with external recipients

In exceptional cases we may share your personal data and feedback with those listed below who may need to help us respond to your feedback. In some cases that may include your name and contact details.

Services within the council who may contact you regarding specific concerns beyond the scope of this consultation

Law enforcement or other authorities if required by applicable law

AECOM

How long is the personal data retained by the Council?

Personal data will only be retained for as long as it is needed for the purpose specified above, for as long as the duration of the project requires it, or as required by applicable law or regulatory requirements.

Questions or concerns?

Please [email data_protection@bathnes.gov.uk](mailto:email_data_protection@bathnes.gov.uk)

Appeals to the Information Commissioner's Office

If you are unhappy about the way we have treated your personal data, or feel we have not properly respected your data subject rights, you have the right to contact the Information Commissioner's Office (ICO) and tell them about this.

You can also contact the ICO by phone on **0303 1231113**.

By submitting a response to this survey you are declaring that the information shared is true, to the best of your knowledge.

Q18. Please confirm that you have read the privacy notice above*

I have read the privacy notice

Q19. I understand that the information I have provided in this survey will be used as part of the decision process*

I consent to the use of my personal data

