

**COMMENTS RECEIVED IN OPPOSITION TO / COMMENTING ON THE COUNCIL'S PROPOSALS
TO INTRODUCE A PEDESTRIAN AND CYCLE ONLY ZONE IN QUEEN STREET, SALISBURY**

Comment Ref. No.	Comment	Officer Response
1	<p>I am writing to voice my concern regarding the closure of Queen Street, Salisbury- obviously having our business in Fish Row, we currently use the Queen Street loading bay, and the road being closed permanently would have a huge impact on our business.</p> <p>When our business took over the shop in Fish Row way back in the 1920's, Fish Row and Butcher Row were roads allowing vehicles use, giving us 24/7 access to our front door, something which was very convenient to our business for reasons I will explain in more detail later in this letter. Then in more recent years once the road was closed to vehicles, we were given access to load before 10am and after 4pm, which worked well for us as we still had access for our deliveries both incoming and outgoing. Most recently since the Fish Row / Butcher Row paving has been relayed and bollards erected, we now have to use the Queen Street loading bay as our closest loading area, this hasn't been ideal as it means carrying heavy loads a longer distance, but it is the closest access area.</p> <p>Our business is quite a bit different to most business in the nature of what we have to carry, often fresh large heavy carcass, which exceed 50kg, and in todays world not something everyone wants to see- carcasses dripping blood being carried down the road. Butchers traditionally have always bought meat this way, this is because it is not only is the best way financially but also provides the best quality meat as it allows the meat to be hung and aged without losing too much moisture which obviously equates to more profit. We have had discussions in the past with councillors who suggested using a trolley- something that is not an option for us, as large carcasses have always been and can only be carried from delivery on the shoulder and carried into the shop to be hung straight into our fridge. Basically once the carcass is below shoulder height it is almost impossible to pick up without 3-4 men struggling- if the carcass went on a trolley it would not be possible to lift off and hung in our fridge. We already have suppliers that have warned they may not supplying us if they require carcasses carried a longer distance, due to health and safety, adding they already have drivers complaining about the distance they have to carry carcasses from Queen Street to our shop in Fish Row. If we were unable to deal with some of our wholesalers this was would cost us financially again as it would limit us the</p>	<p>These comments have been submitted on behalf of Pritchett's The Butchers who operate out of Fish Row, which adjoins Queen Street.</p> <p>The Council is aware of the specificities around deliveries made to these premises, as similar concerns were expressed when the removal of the ability for vehicles to access Fish Row was proposed and subsequently introduced in 2019.</p> <p>The current closest loading bay to Pritchett's premises is located approximately 35 metres away in Queen Street. If the Council's proposals are implemented and all motor vehicular access to Queen Street is removed the two closest loading bays that Pritchett's could utilise would be located in the Market Square and New Canal and be, approximately 46 and 48 metres away respectively. Whilst understanding Pritchett's comments around the weight of carcasses that have to be moved, the alternative loading locations in the Market Square and New Canal only represent a small increase in the distance they would need to be carried. Information on the routes taken to arrive at the distances mentioned can be seen in the image provided below.</p> <p>The need to make use of alternative loading locations should be considered in the context that Pritchett's are already required to make use of such locations on numerous occasions throughout the course of a year when Queen Street is closed for events or being used for other purposes. For example, Queen Street was closed between 19 November 2021 and Sunday 3 January 2022 as part of the Salisbury City Council (SCC hereafter) Christmas Tree Trail. This event saw a Christmas Tree placed in the middle of the carriageway, which prevented vehicles from travelling along the road. This would have required Pritchett's to make use of alternative loading locations, such as those mentioned.</p> <p>The comment around the difficulties that the potential use of a trolley would cause is noted. However, there are various types of trolley that could be used, including specific carcass hanging trolleys. Such trolleys allow carcasses to be transported at a height that would allow them to be picked up more easily than if a flatbed type of trolley were to be used.</p>

	<p>ability to shop around and compare prices.</p> <p>They way our business is going, we are relying more and more on pubs, restaurants and home deliveries trade to bring income in the business- as footfall in Salisbury is just not what it used to be. This means we are relying on deliveries more than we ever had to in the past, and also where we see the future of our business going.</p> <p>I must add, that I do believe that closing the road is the right option, as cars, taxis, buses do use the road as a rat run, however I'm asking that access is given for loading purposes, and do believe that if we were forced to load and receive deliveries from New Canal Street, it would force us to consider looking for a premises out of the city centre where access would be far more easier.</p>	
2	<p>That access for Local Buses in Queen Street, Salisbury between 1600 and 1000 be retained.</p> <p>Salisbury has very few bus priority measures that deliver attractive and reliable journey times for local bus users designed to encourage greater use of public transport. Bus priorities are a very effective way for the council to demonstrate their commitment to an attractive bus network, that can be provided in a cost effective manner. Increased journey times increase the cost of bus service provision and make them less attractive to users, at a time when the council needs to rebuild passenger volumes after the pandemic, to ensure the retention of a sustainable bus network in Salisbury and its surroundings.</p> <p>Queen Street is closed to all traffic during the principal shopping times from 1000 until 1600 but there can be no justification for a closure to local buses outside these hours. its occasional closure in connection with city centre events can be no justification for a permanent closure.</p> <p>The current facility for local buses provides effective direct access from Blue Boar Row to Milford Street and New Canal.</p> <p>The section of Winchester Street and Brown Street that buses would need to use to access New Canal from 1600 until 1000 can be congested during peak hours whereas Queen Street avoids this congested bottleneck.</p> <p>Although the number of local bus movements along Queen Street are relatively limited, the present bus priority facility provides an effective alternative route in the event of obstruction or congestion in the Milford Street / Brown Street junction area, thereby maintaining bus service reliability.</p>	<p>When Queen Street was first pedestrianised in 1997 part of the reason for allowing it to be used by buses between 4.00pm and 10.00am was to provide them with an element of priority. This enabled bus services to travel between two of the main city centre passenger pick up and set down areas (Blue Boar Row and New Canal respectively). However, the main aims of the proposals was to provide a safer and more attractive pedestrian environment. The Council's current proposals seek to further enhance those aims.</p> <p>As a result of the restrictions currently in place, Queen Street is already heavily orientated towards use by pedestrians and cyclists. Use of Queen Street is dominated by pedestrian movements with pedestrians routinely walking in the carriageway as well as on the footways, both when the street is fully pedestrianised (between 10.00am and 4.00pm) and when it is not. This results in limited conflict between motor vehicles and pedestrians using the street.</p> <p>Both Wiltshire Council (WC hereafter) and SCC have a shared aim of making Salisbury City Centre a more pedestrian friendly space. Removing all motor vehicular movements from Queen Street, as is proposed, would remove all conflict between motor vehicles and pedestrians in the road and thereby help meet both Council's aim of making Salisbury City Centre more pedestrian friendly.</p> <p>In acknowledging the correspondent's comments about the potential impact on bus services of the Council's proposals. It should be noted that the local bus company, Salisbury Reds, have not submitted an objection to them.</p>

	<p>The reliability and attractiveness of the local bus network in Salisbury to existing and potential uses is perpetually disrupted by significant and often unpredictable traffic delay on a congested road network. The Council should not introduce any measures, such as this, that will produce a further potential negative impact on local bus service reliability.</p>	
<p>3</p>	<p>I am not in favour of permanent closure of Queen Street for the following reasons.</p> <ol style="list-style-type: none"> 1) Goods delivery it is Proposed to be in Winchester Street which is already congested and not practical. 2) If closed using permanent structure may prevent emergency vehicles access and in an extreme case of incident in Brown Street would prevent alternative route. 3) Very few vehicles take advantage of the unrestricted access at present. The same rules apply to the High Street without detriment. 4) Cost. I have been advised that the cost will be £10,000. Is this good value? 5) As an alternative, would the council like to consider "permit only" as is the case in Butcher Row. 	<p><u>Response to Point 1</u></p> <p>It is not proposed that all deliveries to Queen Street should take place from Winchester Street if the Council's proposals are implemented. Winchester Street would be one of several locations in the vicinity of Queen Street where loading and unloading activities could take place from. There are existing loading bays in Blue Boar Row, Catherine Street, Endless Street, Guildhall Square, Market Square, Milford Street, Minster Street and New Canal which could be utilised in addition to Winchester Street.</p> <p>To assist the businesses operating in Queen Street (and adjoining roads) one loading bay in each of Blue Boar Row, Catherine Street, Milford Street, Minster Street, New Canal and Winchester Street will be converted to Goods Vehicles Only Loading Bays between 6.00am to 6.00pm. Remaining loading bays in the aforementioned locations will continue to be available for use by any motorist undertaking loading or unloading activities.</p> <p><u>Response to Point 2</u></p> <p>Removable bollards would be used to control access to Queen Street. The bollards could be removed to allow emergency access or if Queen Street needed to be opened and used as an alternative route. The same approach has been used in Butcher Row and Fish Row (which adjoin Queen Street) without issue since 2019.</p> <p><u>Response to Point 3</u></p> <p>It is incorrect to say that there is unrestricted access to Queen Street. There has been a 'Prohibition of Driving' Traffic Regulation Order (TRO hereafter) banning all motor vehicular traffic from travelling along Queen Street since 1997. However, articles in the TRO allow the following:</p> <ul style="list-style-type: none"> • Between the hours of 4.00pm and 10.00am buses and taxis / private hire vehicles are permitted to travel along the road. • Between the hours of 4.00pm and 10.00am any vehicle may travel along the road to use the loading bays situated within it to load and unload to one of the premises located in Queen Street and / or in an adjacent road.

		<ul style="list-style-type: none"> • Cyclists are permitted to travel along Queen Street at any time of the day, however they must observe the restriction associated with the 'One-Way' TRO. <p>Similar restrictions have applied to the High Street since 1998.</p> <p><u>Response to Point 4</u></p> <p>The estimated cost of implementing the Council's proposals is £6,000. This figure includes the cost of the legal work to amend the TROs covering Queen Street and the costs of introducing the required signage changes to make the proposed TROs legally enforceable and the additional bollards proposed to control access to the road.</p> <p><u>Response to Point 5</u></p> <p>The only difference between the proposed changes to how Queen Street would operate and how Butcher Row and Fish Row currently operate is that cyclists will continue to be allowed to cycle along Queen Street whereas they are prohibited from doing so along Butcher Row and Fish Row. Cyclists will continue to be allowed to cycle along Queen Street as this road forms part of the National Cycle Network, specifically Route 45.</p>
4	<p>Salisbury BID support the prohibition of regular traffic in Queen Street subject to consideration of access requirements for businesses directly affected in this area. A compromise solution would be to have bollards set back at either end of Queen Street to allow temporary loading and unloading for business trading requirements. We have encouraged all businesses in this area to complete this consultation.</p>	<p>Having bollards set back at either end of Queen Street to allow vehicles to pull into the end of the road to load or unload is not considered to be a practical solution. Such an option would result in vehicles having to undertake hazardous reversing manoeuvres that would likely result in vehicles illegally travelling the wrong way down one-way streets, for example if a vehicle at the northern end of Queen Street was to reverse out in the direction of Blue Boar Row. Additionally, such an option would result in existing dropped kerb crossing points being obstructed by vehicles whilst they are being loaded and unloaded.</p> <p>Although the ability to load and unload in Queen Street will be removed if the Council's proposals are implemented, there are already several loading bays in the vicinity that can be utilised to service premises in Queen Street. There are existing loading bays in Blue Boar Row, Catherine Street, Endless Street, Guildhall Square, Market Square, Milford Street, Minster Street, New Canal and Winchester Street. Businesses in Queen Street (and adjoining roads) should already be familiar with these loading facilities as they are required to make use of them when Queen Street is closed to motor vehicular traffic.</p> <p>To assist the businesses operating in Queen Street (and adjoining roads)</p>

		<p>one loading bay in each of Blue Boar Row, Catherine Street, Milford Street, Minster Street, New Canal and Winchester Street will be converted to Goods Vehicles Only Loading Bays 6.00am to 6.00pm. Remaining loading bays in the aforementioned locations will continue to be available for use by any motorist undertaking loading or unloading activities.</p>
<p>5</p>	<p>I am writing against the closure of Queen Street to all traffic at all times.</p> <p>It has been difficult for shopping with the restricted access as at present, although with careful planning not impossible, when needing parking for picking up purchases.</p> <p>The change would totally destroy the business of shops there.</p> <p>Personally, as a Blue Badge holder, I know that I could not walk as far as to those shops in Queen Street from any adjoining street.</p> <p>There seems to be an obsession with councillors and planners to increase facilities for cyclists and pedestrians. When I visit Salisbury I see few cyclists and generally not many pedestrians. Additional facilities for them at the expense of limiting access for motorists is very short sighted.</p> <p>Unless people living in the hinterland and surrounding villages can have ready access throughout the city there will be a limited numbers of shoppers and hence pedestrian need. It is a market town after all.</p> <p>Those living in the city are invariably readily canvassed for their views on limiting vehicular traffic as it does not affect them whilst ignoring the views of those who do not.</p>	<p>There are currently no parking spaces of any type provided in Queen Street. This has been the case since the street was first pedestrianised in 1997. There are two loading bays which allow loading and unloading activities to be undertaken in Queen Street between the hours of 4.00pm and 10.00am. For most of the business day customers of businesses operating within Queen Street must park elsewhere in Salisbury, this has again been the case since 1997.</p> <p>In December 2021 the Department for Transport published a document called 'Inclusive Mobility A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure'. Section 8 of this document provides advice in respect of parking. The advice provided in this section recommends that disabled parking should be provided no more that 50 metres away from services or shops. The existing disabled parking bays provided in Milford Street (outside Nando's) and Winchester Street (outside A-Plan Insurance) are within 50 metres of Queen Street. Parking spaces can be further away from shops and services if there are suitable resting points along the routes used to access them that can be used by people with mobility difficulties. There are currently 6 benches situated along Queen Street (three on each side of the road) which provide resting points.</p> <p>If the correspondent feels they are unable to walk from the disabled parking spaces in Milford Street or Winchester Street, then they may wish to consider contacting the Salisbury Shopmobility service. This service can aid people with mobility difficulties to get about in Salisbury City Centre and shop independently.</p> <p>In acknowledging the correspondent's comments about the potential impact on the viability of businesses operating in Queen Street as a result of the Council's proposals it should be noted that no business operating within Queen Street itself has submitted an objection to them.</p> <p>The Council wishes to see Salisbury benefit from a vibrant and economically viable city centre that attracts shoppers and visitors alike. Achieving this is increasingly difficult as shopping and the delivery of services moves online. However, research suggests that providing attractive car free (or low traffic) shopping areas helps to not only attract shoppers and visitors but also increase the time that they stay and the amount of money they spend. It is hoped that by removing the low level of traffic that currently uses Queen Street that it will make this area more attractive to shoppers and visitors.</p>

<p>6</p>	<p>I am writing in my capacity as the local Councillor for Queens Street, Salisbury.</p> <p>If this traffic order goes through unamended, I am concerned that an ancient thoroughfare - which includes Butcher Row, Fish Row and Poultry Cross - may no longer be able to facilitate the trade in meat, fish and poultry because of this. Please ensure that a waiver is granted to butchers, fish mongers and poulterers to enable them to gain access for load/unloading purposes in Queens Street. It would be a great shame if, in 2022, a traffic order drove away the very trade that these streets were named for.</p>	<p>It is believed that these comments in essence largely relate to the loading concerns raised by Pritchett's The Butchers that are considered in the officer response to Comment Reference No. 1 above.</p> <p>It is not anticipated that the changes proposed to the operation of Queen Street should unduly affect the ability for Pritchett's to continue to trade from their premises in Fish Row. Whilst the Council's proposals would result in Pritchett's having to undertake loading and unloading activities from slightly further away from their premises this has to be considered in the context that they are already required to make use of such locations, such as those highlighted in the image below, when Queen Street is closed to motor vehicular traffic.</p>
<p>7</p>	<p>This closure will just increase traffic issues in Blue Bore Road, it's already a bottle neck caused by buses waiting for one to leave before another can park,</p> <p>Do you honestly think delivery drivers are not going to take liberties trying to do their job?</p> <p>Why is this council obsessed with trying to destroy the town? The footfall is never busy on Queen St, what's the point?</p> <p>Salisbury is heading to become a ghost town, and currently not far from it, only the many coffee shops make it look busy.</p>	<p>The Council's proposals will not worsen any traffic issues that the correspondent believes exist in Blue Boar Row. Queen Street has operated as a one-way street since 1979. Traffic is only permitted to travel along Queen Street in a southerly direction. Given the layout of the road network in Salisbury City Centre any motorist wishing to enter Queen Street must first have travelled along Blue Boar Row to do so.</p> <p>Delivery drivers will be expected to make use of the existing and amended loading facilities outlined in the response to Comment Reference No. 4 above. Additional bollards will be installed into Queen Street to try and manage access to the road. The Council will also seek to pursue enforcement action against delivery drivers through its Civil Enforcement Officers should they park illegally to load and unload or through the Police should they obstruct footways by parking on them or seek to illegally travel along Queen Street if the Council's proposals are implemented.</p> <p>The Council wishes to see Salisbury benefit from a vibrant and economically viable city centre that attracts shoppers and visitors alike. Achieving this is increasingly difficult as shopping and the delivery of services moves online. However, research suggests that providing attractive car free (or low traffic) shopping areas helps to not only attract shoppers and visitors but also increase the time that they stay and the amount of money they spend. It is hoped that by removing the low level of traffic that currently uses Queen Street that it will make this area more attractive to shoppers and visitors.</p>

Image Supplied in Support of Officer Response to Comment Reference Number 1

