

Appendix Two: Representations Received – 2013 Public Consultation

Streetscape Manual SPD 3

Section/para	Rep No	Object/Support	Representation	Response
Mr Ron Woodley - Burges Estates Residents Association				
1.	1577	Comment	The intentions of this manual are to be applauded. There is a clear need to reduce street clutter, reduce information overload especially for drivers and consolidate and simplify the range of street furniture.	Noted.
13.	1578	Comment	It is noted that the manual is to be subject to an annual review but it is hoped that at the same time some thought will be given to budgetary considerations, programmes of work and priorities for implementation of which there is no mention in the manual.	Noted.
13.	1579	Comment	Equally there is no mention of maintenance. The finest quality materials and workmanship are wasted if not adequately and expeditiously maintained. Maintenance must also include high quality routine cleansing and street cleaning. For example the quality of the paving materials in the High Street was very good but the grease marks, stains, bird droppings and the ubiquitous chewing gum splodges ruin any surfacing work. Look at Victoria Circus, the City Beach and Warrior Square for further evidence of how quickly things can and do deteriorate when there is an inadequate or ineffective maintenance programme. The ability to maintain facilities must be a significant factor in the choice of design. The build outs at North Avenue and Central Avenue were a sensible traffic safety measure. But who thought it	Noted. The need to consider maintenance as part of the design process is referenced in the document, including within the Introduction, which highlights the importance of taking a coordinated approach to street works that addresses maintenance.

Section/para	Rep No	Object/Support	Representation	Response
			<p>was a good idea to put in flower beds? Within weeks if not months they were turned into just areas of mud and that is how they have remained with no attempt now at any maintenance.</p> <p>The Council must ensure they have the capacity and resources to keep the facilities in pristine condition otherwise with the best of intentions it is all in vain and wasted effort.</p>	
18.	1580	Comment	<p>Design Strategy: Para.18 mentions the mixing of modes, the concept of shared space to which reference is made at other points in the manual. The Council's first attempt at this along the sea front proved to be a disaster not necessarily in safety terms but PR terms. This was because nobody seemed to grasp that the public is used to being corralled, guard railed, instructed, white lined, yellow lined needed some clear guidance as to how the concept worked. A concept only then known to the readers of "Traffic Management Monthly"! There is a lesson to be learned if further introduction of shared space schemes takes place.</p>	Noted. Paragraph 18 amended to include reference to safety.
38.	1581	Comment	<p>Para. 24 makes the point that parks will be dealt with separately. Why is this so? The greening of the Borough, the attempts to promote greenways linking the Borough with walks and cycleways must surely see linkages with and through the Council's parks e.g. para 37. There seems no logical reason why the parks in terms of street furniture covering litter bins, any lighting needed, seating, etc should not reflect the same theme if not the same specification as on street.</p>	<p>The Council's parks are managed and maintained by the Parks Section, including individual management plans for the Borough's Green Flag Parks. There are a number of site specific elements to the design and management of the Borough's parks, including the horticultural aspects, which are outside of the scope of this Manual and as such are not included within it. The emerging SPD has been informed by discussions with Officers in the Council's Parks Section.</p>

Section/para	Rep No	Object/Support	Representation	Response
38.	1582	Comment	In para.38 the manual addresses the need to treat different areas according to their individual needs and character and that is entirely appropriate. But some areas are not different in land use or footfall but only in character or age, i.e. conservation areas. This manual needs to take a longer term and wider view as to the impact that the policies will have on residential areas and ensure that even outside the conservation areas there is scope for providing higher quality finishes. After all some of these areas are the conservation areas of tomorrow.	The overarching objective of the Manual is to deliver good streets and public spaces through undertaking efficient purchasing; making the streets easier to maintain and ensuring good value through durable designs. There are some cases, such as the Borough's Conservation Areas, where it is appropriate to specify a palette of materials and furniture that complements the historic character and status of these areas. Nonetheless, the Council will expect high quality materials and a standard of workmanship to be employed across the Borough, albeit based on a consolidated palette that has the benefit of reducing waste and improving maintenance through ensuring best practice techniques are developed, and that replacement items can be more easily kept in stock for repair works as necessary.
44.	1583	Comment	Design Detail: The question of replacement paving is not entirely clear. Firstly one has to ask what possible connection is there between metric paving slabs and historic conservation areas. None at all. Imperial paving should be replaced with similar paving because it is more appropriate and in context, even if comprehensive resurfacing takes place. Elsewhere there should not be any question of replacing existing paved areas with bituminous surfacing.	The paragraph does not intend to suggest a direct reference between Conservation Areas and the use of metric paving slabs. Amendments to the text within the emerging SPD have been suggested to ensure that the reference to metric/imperial slabs is included as a footnote, outlining the council's approach to comprehensive surfacing works across the Borough.
46.	1584	Comment	By your own admission patches can look unsightly (para 46) and there is no way in which bitumen surfacing can be patched invisibly. This problem should result in the Council phasing out multi	Paragraph 46 is clear that comprehensive records must be compiled for each scheme in order to provide specifications of all the materials used including manufacturer, product type, colour and

Section/para	Rep No	Object/Support	Representation	Response
			coloured surfacing such as green and red on cycle lanes where replacement surfacing looks appalling.	dimensions. Where it is necessary to repair bituminous surfacing, and comprehensive resurfacing works are not considered appropriate or cost effective, these records should be adhered to in order to ensure the correct colour/finish is used, however over time as materials weather any visual difference between the original surface and repair should be minimised.
48.	1585	Comment	As to tactile paving (para48) one does wonder that if as the manual states this can lead to visual clutter why are we only proposing the more sensitive option in conservation areas. Why can we not have grey everywhere?	Paragraph 48 has been amended to clarify the Council's position on the use of tactile paving. In line with DfT guidance, the Council would normally provide buff paving for uncontrolled crossings and red paving for controlled crossings, with a more sensitive approach taken in conservation areas, with grey paving employed, to ensure the historic character of these streets is conserved. Due consideration will be given to the use of grey tactile paving in other high profile locations as appropriate, with safety treated as a priority.
56.	1586	Comment	On the question of sub base material (para 56) it might be appropriate to raise the matter of the quality of bituminous surfacing and a plea that if and when another cycle way is constructed with a bituminous surface then it is machine laid. The cycle/footpath from Ness Road through to Warrior Square Road being hand laid is unusable for road bikes with high pressure tyres because the undulations are so severe you get seasick!	Noted. The Manual sets out the approach to laying cycleways in the Borough and in accordance with this, cycleways will be machine rolled wherever possible.
70.	1587	Comment	The comments on forecourts (para 70 et al) make no mention of the problem of parking. There are many	Noted. The Manual highlights a number of options for preventing vehicle overrun, including

Section/para	Rep No	Object/Support	Representation	Response
			examples of forecourt parking to shop fronts where quite clearly it requires vehicles to mount the footway to access the forecourt. It is noticeable that Meridian Point in Southchurch Road now boasts a whole string of cars park along the forecourt, a singularly unattractive and potentially dangerous practice.	the provision of cycle stands and tree planting. Parking Management and Enforcement is outside of the scope of the Manual, which constitutes planning guidance relating to street furniture/materials.
93.	1588	Comment	Para 93 makes the quite proper point about the detrimental impact signs and road markings have upon the historic environment and sets out various measures to deal with the problem. But as the manual states in the introduction, one aim is to remove the clutter everywhere because it has a detrimental affect everywhere.	Noted. This paragraph is included to deal directly with the use of yellow lines that should be provided to a particular Conservation Area standard (50mm wide in primrose), and to ensure any poles are black powder coated in keeping with other instances of street furniture within a Conservation Area. The document is clear that the overarching principles are to reduce street clutter in the Borough, and there are a number of additional points that must be adhered to in Conservation Areas in order to conserve and enhanced their historic character where furniture is necessary.
94.	1589	Comment	And the same applies to traffic calming (para 94). There is no reason why the thought processes that go into conservation areas to enhance the environment should not be used in all residential areas.	The Manual recognises the need for all traffic calming schemes to minimise the need for road marking and street furniture, and this approach will be expected to be applied across the Borough. The document draws direct reference to Conservation Areas in order to highlight that it is important to ensure that their historic character and appearance is appropriately conserved, and this should be a key consideration as part of any works within these areas.
101.	1590	Comment	With regard to cycleways reference has already been	Footways are not normally signed obviously,

Section/para	Rep No	Object/Support	Representation	Response
			made in a preceding paragraph to the need for better quality of surface finish and the priorities referred to in para.101 are appropriate. However despite supporting the view that cycle lanes should not be coloured, too many cyclists are regarding the footways as a free for all causing distress to pedestrians, especially the elderly. Clear signing backed by better enforcement is needed.	however the Council sign cycle routes by the use of regulatory traffic signs. Wherever possible, these are kept discrete and their size matched to the location. Effectively, cyclists are expected to be aware of the difference between cycle routes and footways as set out in the Highway Code. Enforcement can be a practical approach in some locations such as the High Street, although will be dependent on police resources. Cycling on the footway can be an indicator of a popular desire line and/or reflection of perceived road safety hazard. A combination of designing and signing appropriate routes for cyclists, training such as bikeability, effective enforcement and publicity, together with creating safer roads by reducing speeds will all assist in providing better streets for all users.
124.	1591	Comment	Better enforcement is also needed in relation to footway parking. There are quite obviously areas in which casual footway parking occurs and physical deterrents are essential. There are however other areas where the footway parking is almost exclusively down to residents and in those situations enforcement of the regulations could prove more cost effective. Woodgrange Drive comes to mind as a case in point and there are other situations where the problem has been just one household.	Parking Management and Enforcement is outside of the scope of the Manual, which constitutes planning guidance relating to street furniture/materials.
Table 4 Bollards & Guardrail Specification	1592	Comment	On the question of design, the difference between the black cast iron bollard for general purposes and that shown as the preferred bollard for conservation areas is so marginal as to not justifying the	The Furnitubes Manchester Bollard is the preferred product for Conservation Areas, where bollards are deemed essential and where funds allow, and this product is already present in the Borough. The Furnitubes Cannon Bollard has also

Section/para	Rep No	Object/Support	Representation	Response
			difference.	been included as an alternative within this section, however an amendment to the text is proposed that would remove this reference, including instead a text note in the 'general areas' section of the table that this may be an acceptable solution in Conservation Areas if the Manchester bollard is unavailable, where funds allow.
Table 5 Cycle Parking Specification	1593	Comment	The same applies to the cycle stands. Why have black or stainless steel? Settle on one type for all areas. And what about the litter bins? Why have the dual litter/recycling bin two tone in general areas and black in conservation areas? Where's the logic?	The Manual sets out within its introduction and accompanying map, that there are a number of different character areas within the Borough and street furniture has been set out to help reinforce local distinctiveness and identity. The Manual is not intended to identify one set of standard products to be used across the whole Borough, rather to manage the street furniture and materials dependent on location and character.
131.	1594	Comment	More important than the appearance of the column, is the light rendition for street lighting. It may well be that a sodium light source would more closely resemble the gas lit environment of our Victorian conservation areas, however I would expect all lighting to be white light as being far preferable.	Noted.
Table 9 Tree Protection Specification	1595	Comment	The final comment is about roundabouts (para 167) or rather defunct roundabouts and in particular Victoria Circus. It is difficult to find anyone who favours the vast desert of paving; many people have anticipated some more planting areas or public art to appear. Is it really to be left barren and wind swept?	Noted.

Section/para	Rep No	Object/Support	Representation	Response
Mrs Lizzie Griffiths - Environment Agency				
1.	1596	Comment	Thank you for your consultation on the document. However, we will not be providing any comments.	Noted.
Mr Mark Norman - Highways Agency				
1.	1597	Comment	We understand your Streetscape Manual SPD has been produced to ensure a coordinated, high quality streetscape is achieved within the borough. The Highways Agency have no comments to make on your Streetscape Manual and we wish you every success with it implementation and hope it achieves its desired objectives.	Noted.
Cllr Alan Crystall				
143.	1598	Comment	Para 143. Is it possible to add a few words about donated seats not being used as "shrines", we have several seats on the cliffs below Cliff Parade that are always covered in plastic flowers and remembrances, discouraging their use.	Noted, however this is not considered to be within the scope of the manual.
Mrs Sue Bull – Anglian Water				
58.	1599	Support	I am particularly supportive of the following 58. Underground Utility Assets	Noted.
64 -67	1600	Support	I am particularly supportive of the following 64-67. SUDs and Drainage	Noted.
154	1601	Support	154. Tree planting .Consideration of location of underground services (including sewers). Tree roots damage - consideration should be given to underground services.	Noted. Reference to sewers and the location of underground service in relation to tree roots have been included within paragraph 154 of the emerging SPD as a minor amendment.
Ms Sue Goss, Southend Borough Council (Strategic Transport)				

Section/para	Rep No	Object/Support	Representation	Response
27 p10	1602	Comment	The audit of existing street furniture and materials should be undertaken in consultation with relevant older persons and mobility groups, i.e. it should be the same procedure as with a new scheme.	Noted. Paragraph 31 draws reference to the SaMERU project which emphasises the point that consultation with older road user stakeholder groups should be addressed when considering street layouts, crossing and facilities.
31-32 p11-12	1603	Comment	Do we need to mention the need to accommodate wheelchairs and mobility scooters? Not quite sure where this would be stated but it would be helpful to say something about consistent design i.e. to ensure people with mobility issues know where to expect items of street furniture to be found. Also avoiding complex designs that can cause confusion to the older road user. So the simpler and more consistent design are, the better.	Noted. The SPD recognises that providing for the mobility requirements of an ageing population is a complex issue. The design of streets and public spaces must therefore take into account the needs of a wide range of users.
39 p14	1604	Comment	Colour contrast is particularly important to the elderly because they have reduced colour contrast sensitivity as their sight changes. So recommended maximum contrast where possible for street furniture. People with sight restrictions would also benefit from this.	Noted. This point has been addressed within the Manual with regard to footways and the use of tactile paving.
49 p19	1605	Comment	Tactile paving, the blister type, was found to be a trip hazard for many elderly road users consulted for the SamERU project. However, it is also recognised that it assists people with visual difficulties. However, it does mean that it should be laid very carefully to avoid it being a trip hazard and only used where essential.	Noted. The emerging SPD recognises the need to provide a strong contrast in colour and tone from the surrounding footway when employing tactile paving. Reference is made to the DfT guidance on the use of tactile paving surfaces. The Manual further recognises that the 65+ age group will benefit from pavements and road surfaces, particularly crossing points, being maintained to a high standard.
50 p20	1606	Comment	Dropped kerbs also need to be designed to safely accommodate wheelchairs and mobility scooters.	The Manual highlights the importance of assisting the mobility impaired, and parents with

Section/para	Rep No	Object/Support	Representation	Response
52 p20	1607	Comment	Footways also need to be able to accommodate bus shelters so it is important to maintain the width of the footways on bus routes. In areas with higher levels of older residents, footways need to accommodate wheelchairs and mobility scooters travelling in both directions.	pushchairs, by providing dropped kerbs. Noted, however the width of the footway will be dependent on location and the Manual highlights that current DfT guidance should be adhered to. No further amendments to the Manual are proposed.
70 p24	1608	Comment	Forecourts - Uninterrupted surface between the building line and the kerb to maintain a coherent appearance and to minimise the risk of trip hazards.	Noted. This is referred to within the Manual.
83 p45	1609	Comment	Creating better streets - It is critical that this is addressed within the design and audit process.	Noted. This is referred within the Manual.
104 p52	1610	Comment	Where possible street names should be included on buildings to avoid clutter in the footway	Noted. The Borough's white road name signs are an important part of local character and well used across the Borough, and will be continued to ensure that this aspect of local distinctiveness survives. As with all street furniture, their siting will be considered during the installation process. No further amendments to the Manual are proposed.
101 p51	1611	Comment	Cycleways – re cycling hierarchy – it would be better not to have a hierarchy but to consider each cycling scheme on its own merits – but agree to keep the bullet points.	Noted. Following discussion with the Council's strategic transport team, reference to the hierarchy for cycleways has been removed. The Manual has been updated to seek to ensure that the movement of people in bicycles is catered for in every highways scheme, noting that the design of a scheme will be dependent upon location.
120 p59	1612	Comment	Bus stops and shelters – with regard positioning of bus shelters on the footway. The SaMERU stakeholders identified the need for bus shelters to be positioned to maximise protection from the	Noted. Reference to these findings from the SaMERU project have been added to the Manual as a minor amendment.

Section/para	Rep No	Object/Support	Representation	Response
			elements.	
136 p78	1613	Comment	Lighting should be installed consistently to help people with mobility issues be more confident about the likely location. Lighting should also be installed to help illuminate other public facilities such as bus stops, so that the timetable/maps can be read.	Noted. Paragraph 139 of the Manual has been included to draw reference to this point as a minor amendment, although this will be site specific and the use of lighting should be considered in the round taking into account other factors, such as energy use.
140 p87	1614	Comment	Research undertaken for the SaMERU project unearthed the document entitled 'Inclusive Mobility', DfT (2005) which recommends the following: 'In commonly used pedestrian areas, and transport interchanges and stations, seats should be provided at intervals of no more 50 metres . Wherever possible seats should also be provided at bus stops and shelters. Seating should be placed adjacent to, but not obstructing, the pedestrian route and should be picked out in contrasting colours to help people with visual impairment.' Other design manuals with the disabled/elderly in mind recommend a frequency of every 100 metres for seating eg I'DGO Seating Design Guide 001 (2012).	Noted. Reference to the DfT guidance has been included within the bibliography.
149 p95	1615	Comment	Tree protection - Research by I'DGO shows that the quality of the street scene, including features such as trees, is a key factor in encouraging older people to go for a walk.	Noted. This reference has been added to the Manual as a minor amendment.
		Comment	'The 'Pocket Places' project is seeking to find unused or poorly used pockets of spaces along Queensway and London road (See Map) and to transform them	Noted. Reference to Pocket Places added to the Manual as a minor amendment.

Section/para	Rep No	Object/Support	Representation	Response
			<p>into more welcoming, people friendly and vibrant community spaces through comprehensive community engagement and a collaborative design process.'</p> <p>I'm not sure the best place to include something about pocket places. It is applicable to the section at the start of the document on page 5 under Victoria Gateway, and/or para 18 page 8 in addition to where I first thought about under section 11. Tree Protection and Planting para 149. There may be other relevant locations.</p>	
Appendix 1	1616	Comment	5 Stage 'Gateway' Design Process - References to stakeholders, design reviews quite general. Would you want to include an audit/design review on grounds of accessibility which would include the consideration of the needs of the elderly (and other vulnerable and disability groups).	Noted. The 5 stage gateway design process included within the Manual provides a template that could be adapted and applied to other schemes. The principles set out within the Manual will be expected to be applied to schemes as appropriate, including due consideration to elderly and vulnerable road users. No further updates are proposed.
Appendix 3	1617	Comment	Useful websites: Please could you add in the link for the SaMERU website www.SaMERU.eu	Noted. Link to SaMERU added to Appendix 3.
Appendix 4	1618	Comment	Bibliography - The I'DGO project provides useful design advice for older road users. I'DGO [Inclusive Design for Getting Outdoors], (2012), The Design of Streets with Older People in Mind, Online: available from: http://www.idgo.ac.uk/design_guidance/streets.htm [Accessed: 13-08-2013]	Noted. References added to Appendix 4.