



Haymarket Bus Station Consultation Report

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Executive Summary

Leicester City Council is planning to replace the existing Haymarket bus station on the corner of Charles Street and Belgrave Gate with a new, larger and more efficient station in terms of operation to help improve services and facilities for bus users in the city centre.

The proposed redevelopment of the Haymarket bus station will include:

- 11 additional bus stands taking the total to 23 stands.
- In addition to the existing bus stops at the Haymarket Bus Station, the following nearby bus stops will also be allocated to the new bus station:
 - 6 bus stops on Charles Street (adjacent to Wilkinsons);
 - 6 bus stops on Belgrave Gate (adjacent to the Haymarket); and
 - 1 bus stop on Church Gate.
- Increased footpath widths to improve the area for pedestrians.
- A more efficient arrangement for buses to enter and exit the new bus station.
- Demolition of commercial buildings on the corner of Charles Street and Belgrave Gate, as well as removing the roundabout at the junction of Charles Street and Belgrave Gate, to maximise the size of the new bus station.
- Increased capacity at the bus station to meet future needs as the number of bus users grow. LCC have optimised capacity by adopting a 'Drive In Reverse Out' or DIRO arrangement.

A comprehensive, open and inclusive stakeholder engagement and consultation process has been carried out during the concept design stage of the new bus station. Members of the public and stakeholders were asked to comment on the proposals. Consultation with key stakeholders, bus operators and the businesses affected by the proposals has been on-going throughout the early phases of the design conception. Formal public consultation was carried out between the period Thursday 28th February 2013 and Friday 22nd March 2013. Consultation has proved successful in informing the development of the overall design.



A total of 83 paper based responses were received and a further 177 on-line forms were completed from a wide age range of people. Of the 83 paper responses, 9 comprised a detailed letter/email response. The responses received were thorough and generally supportive of the project and therefore particularly valuable in helping to inform the design process. Each of the comments received have been considered and reflected in the design where possible.

The majority of respondents felt that the most important aspect of the design of the proposed bus station was the passenger waiting area, followed by the bus stand arrangements and the passenger amenities. Individuals appear to be less concerned about the proposed 'green' and 'hard' landscaping of the proposed bus station.

The consultation is considered to have been a valuable exercise and will help to inform the following stages of project development so that the new bus station meets the needs of the community and stakeholders alike.



1 Introduction

1.1 Leicester City Council is planning to replace the existing Haymarket bus station on the corner of Charles Street and Belgrave Gate with a new, larger and more efficient station to help improve services and facilities for bus users in the city centre.

1.2 The Council was keen to hear what members of the public and stakeholders think before moving forward from a conceptual design to a preliminary design stage. WYG has been appointed to undertake a consultation exercise in partnership with LCC, providing an opportunity for members of the public to comment on the concept design proposals.

1.3 The consultation strategy was agreed at the outset of the project and this was designed to ensure that the exercise is fully open and inclusive.

1.4 This report summarises the overall approach to the conceptual design stage of the process and identifies the proposed approach for consultation through the early design stages. It also summarises the consultation responses received to date.

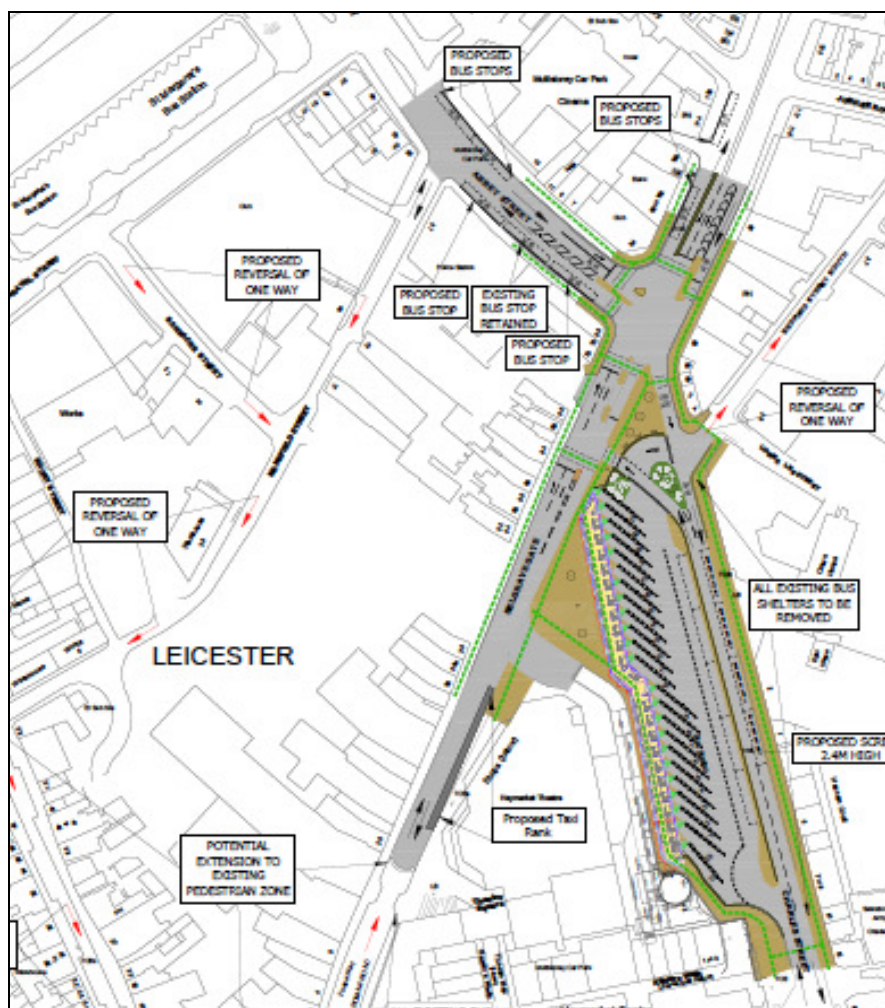
1.5 The proposed concept design of the Haymarket bus station includes:

- 11 additional bus stands taking the total to 23 stands.
- In addition to the existing bus stops at the Haymarket Bus Station, the following nearby bus stops will also be allocated to the new bus station:
 - 6 bus stops on Charles Street (adjacent to Wilkinsons);
 - 6 bus stops on Belgrave Gate (adjacent to the Haymarket); and
 - 1 bus stop on Church Gate.
- Increased footpath widths to improve the area for pedestrians.
- A more efficient arrangement for buses to enter and exit the new bus station.
- Demolition of commercial buildings on the corner of Charles Street and Belgrave Gate, as well as removing the roundabout at the junction of Charles Street and Belgrave Gate, to maximise the size of the new bus station.

- Increased capacity at the bus station to meet future needs as the number of bus users grow. LCC have optimised capacity by adopting a 'Drive In Reverse Out' or DIRO arrangement.

1.6 **Figure 1** shows an overview of the proposed bus station. A larger version of this plan is available by contacting the Haymarket Bus Station Project Management team at Leicester City Council on 0116 252 7000.

Figure 1 – Proposed Haymarket Bus Station





2 The Consultation Process

2.1 BACKGROUND

2.1.1 A comprehensive, open and inclusive stakeholder engagement and consultation process has been carried out during the concept design stage of the new bus station. Members of the public and stakeholders were asked to comment on the proposals.

2.1.2 The consultation exercise was undertaken through a variety of media including the use of questionnaires (including proposed scheme plan), letters, emails, the Council's website, manned local exhibitions and stakeholder meetings.

2.1.3 The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond.
- To understand the level of support, concerns or opposition for the proposed improvements.
- To understand any issues that might affect the proposals which we were not previously aware of.
- To allow respondents to make suggestions.

2.2 THE TIMESCALES

2.2.1 Consultation with key stakeholders, bus operators and the businesses affected by the proposals has been on-going throughout the early phases of the design conception. Initial discussions with the bus companies took place in 2012. Formal public consultation was carried out between the period Thursday 28th February 2013 and Friday 22nd March 2013. The consultation provided an opportunity for the public to comment on the proposed bus station re-development; there was also an opportunity for the public and interested stakeholders to comment on the various public amenities affected, such as the existing Shopmobility facilities.

2.3 THE QUESTIONNAIRE

2.3.1 A bespoke questionnaire/leaflet was devised to enable public and stakeholders to comment on the proposed bus station. This was made available on-line via Leicester City Council's website (http://consultations.leicester.gov.uk/city-development-and-neighbourhoods/bus_station) and



with hard copies available at the consultation exhibitions. A copy of the leaflet is attached in **Appendix A**.

2.3.2 In addition to the leaflet being available at the manned exhibitions, they were also distributed on:

- First Travel Shop – Haymarket Shopping Centre;
- Arriva Travel Shop – St. Margaret’s Bus Station;
- Libraries;
- Customer Services – Block, New Walk Centre;
- Museums;
- Neighbourhood Centres;
- City Council Leisure and sports Centres; and
- Visit Leicester – 51 Gallowtree Gate.

2.3.3 The questionnaire could be returned by completing the on-line form or by returning the paper copy to a free-post address.

2.3.4 The leaflets, letters and emails to stakeholders gave them the opportunity to comment on each aspect of the preferred scheme proposal. Together, this gave the wider community being affected by the proposals the ability to consider, evaluate and comment upon the proposals.

2.4 STAKEHOLDER MEETINGS

2.4.1 LCC officers engaged in stakeholder meetings to discuss the conceptual plans with the three main bus operators in Leicester (CentreBus, First and Arriva). Similar discussions were also held with the local businesses directly affected by the proposals (i.e. those affected by proposed demolition).



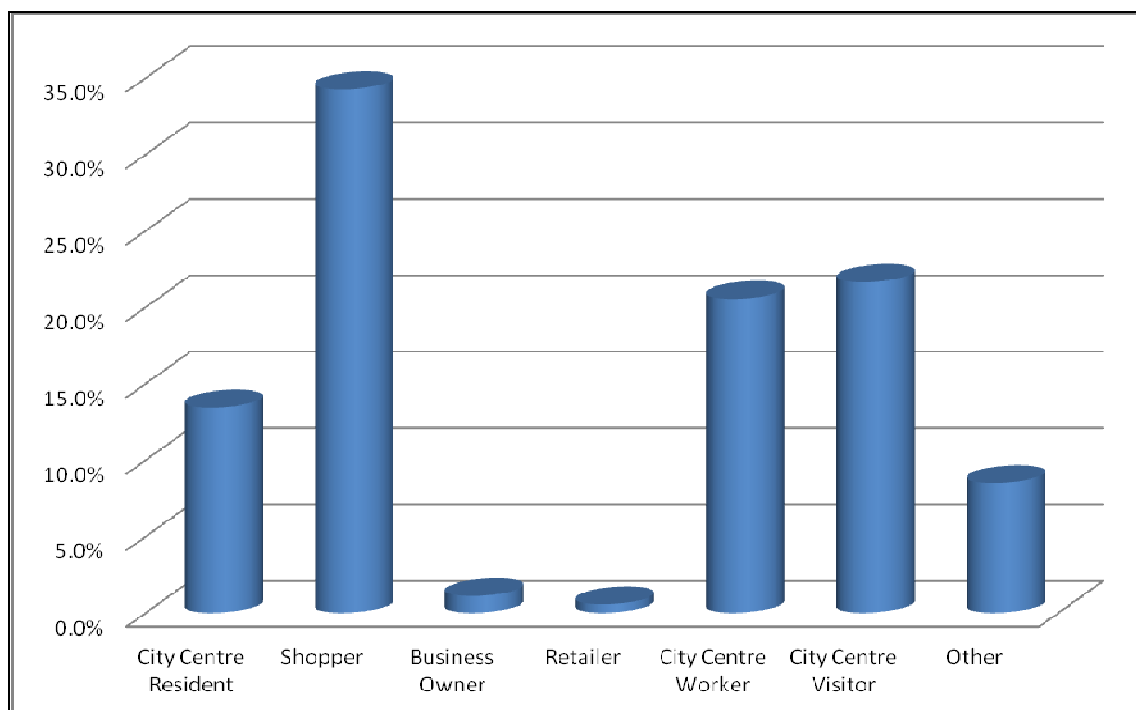
3 Consultation Responses

3.1 QUESTIONNAIRE

3.1.1 A total of 83 paper based responses were received, a further 177 on-line forms were completed. Of the 83 paper responses, 9 comprised a detailed letter/email response.

3.1.2 In terms of the groups responding to the consultation, there was a good mix of responses received from individuals. The majority of responses were from shoppers (34.2%), followed by city centre visitors (21.6%) and city centre workers (20.5%). **Figure 2** shows the proportion of those that responded to the consultation. It should be noted that individuals were able to tick more than one option.

Figure 2 – Summary of 'How would you best describe yourself?'



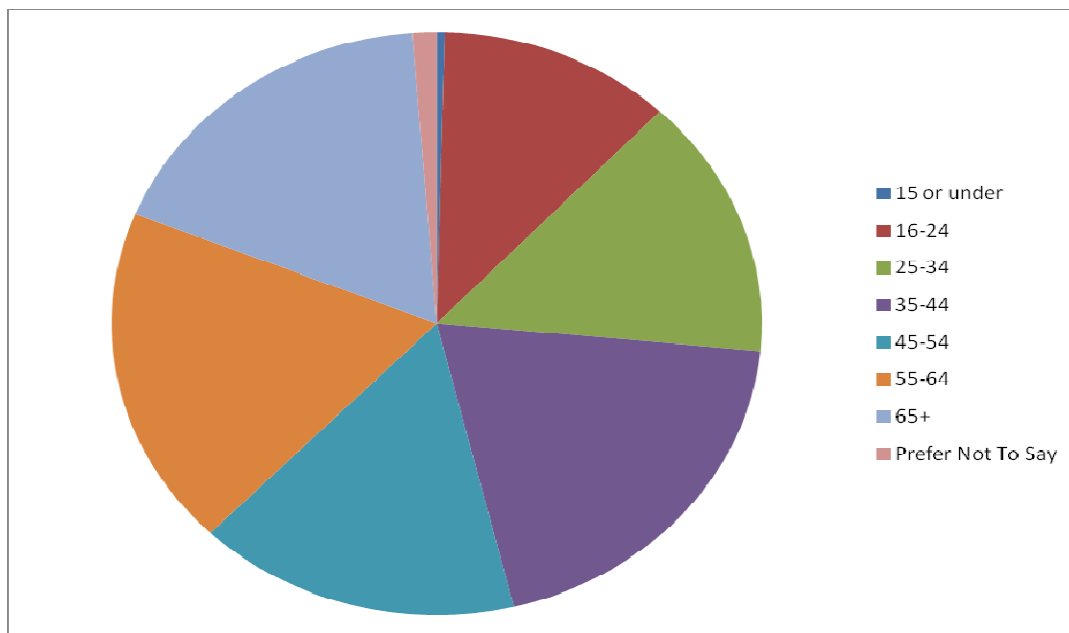
3.1.3 The majority of those that completed the questionnaire were frequent/regular bus users (64.3%). **Table 1** summarises the age of those that completed the questionnaire.

Table 1 – Summary of ‘How often do you use a city bus service?’

User Type	Responses	Percentages
Frequent/Regular Bus User	160	64.3%
Occasional Bus User	68	27.3%
Non-Bus User	14	5.6%
No Answer	7	2.8%

3.1.4 **Figure 3** summarises the age of those that responded to the consultation. The chart shows that the consultation responses included a good age spread representing a variety of views.

Figure 3 – Summary of ‘What is your age’



3.1.5 The following paragraphs summarise the data obtained for each question.

Bus Station Design

3.1.6 Question 1 asked respondents to identify what is most important for the new Haymarket Bus Station. The question was sub-divided into six key features of the proposed bus station. **Table 2** below summarises the responses received for each feature of the station. Responses incorrectly completed or incomplete have been excluded.



Table 2 – Summary of ‘What do you think is most important for the new Bus Station’

	Most Important	Important	Less Important	Not Important	No Preference	Don't know/Undecided	Not Answered
Passenger waiting area	147	85	5	4	3	0	2
Passenger amenities - bus information / cafe	100	92	31	12	3	2	6
Bus stand arrangements	129	81	22	5	5	2	2
Green landscaping / planting	52	61	79	40	8	2	4
Quality hard landscaping	53	75	59	35	13	4	7

3.1.7 **Table 2** shows that the majority of respondents felt that the most important aspect of the design of the proposed bus station was the passenger waiting area, followed by the bus stand arrangements and the passenger amenities. Individuals appear to be less concerned about the proposed ‘green’ and ‘hard’ landscaping of the proposed bus station.

3.1.8 The following lists the **key** feedback from the comments field of the questionnaire:

- Wrong location – needs to be near train station.
- Seats/benches within the waiting area should have back supports.
- Ensure that the shop-mobility is nearby or incorporated within the bus station.
- Sufficient spaces for pedestrians to queue and pass by.
- Widen the footway on the Wilkinson’s side of Charles Street.
- The proposals look brilliant! Very good idea.



- Some individuals considered the survey itself to be slightly misleading, and questioned whether the scheme was already committed or an aspiration.
- Ensuring bus punctuality is more important than a new bus station.
- Charles St should be traffic free.
- Clear bus timetable information is required – there are enough cafés in the area.
- Real time information like train stations/airports. Real time bus information.
- Should be enough turning spaces for buses to safely manoeuvre.
- Clean toilets would be a vast improvement + baby changing facilities.
- There needs to be sufficient bike parking.
- Need to include safer design for cyclists.
- More litter bins/ongoing maintenance of the bus station.
- Interim (during construction) bus arrangements need to clear.
- Why do we need a new bus station?
- Secure and safe (particularly at night). Use of CCTV cameras
- Well lit/safe/warm/free Wi-Fi.
- Good access for those with mobility difficulties.
- Are there going to be enough bus stands?
- Start the project ASAP. Make haste and get it done please.
- Use of Solar Energy.
- Links with St Margaret's bus station.
- Improved pedestrian connectivity.
- Proposed design works well.
- Use of public art?
- Involve bus drivers in the design not just architects.
- Retailer on Belgrave Gate – very good idea and will be fully supportive.
- Something like Birmingham Station?



- Make sure that it is maintained in the future.
- Design must be sympathetic to its surroundings.
- Bus companies should pay to use any new station, St Margaret's and Haymarket bus stations should be merged.
- Need to ensure that Charles Street does not become a 'ghost' street as has happened to Granby Street.
- Glass screens may act as a barrier for pedestrians.
- Concern that motorists leaving the Haymarket car park will throw rubbish onto the roof of the new bus station roof.

3.2 Although the details of the drivers are not known, the following specific comments were received from a group of bus drivers:

- Many modern bus stations are too tight for safe manoeuvring of buses. I think it is better to have 20 bays with 8" on both sides of the bus rather than 22 or 24 bays with 2".
- A problem with the current Haymarket Bus station is buses get blocked by the amusement arcade owners parked 4 x 4 car or parked ambulances. These need somewhere else to park.
- In modern traffic, often buses run 5 minutes (and more!) late, thus two buses can often need to get on the same stop at the same time where one stop serves two or more routes. This is very much the case for eastbound buses on the rebuilt Humberstone Gate where routes 58 & 58A share a stop, the next stop is shared by routes 38 & 38A, and the next by routes 53 & 53A. A route 53 bus loading passengers at the same time as a route 53A will block the street. I hope the same mistake won't be made in the new Haymarket Bus Station.
- Some of my colleagues fear a broken down bus in the exit will stop all buses leaving the bus station. I hope the design team will look at the excellent exit from St. Margaret's bus station and copy it.
- A major design flaw with the bus stops built with the High Cross Quarter was at busy times buses could take 15 minutes to rejoin Vaughan Way. I hope the Haymarket Bus Station will not repeat this problem.



3.3 DETAILED RESPONSES

3.3.1 More detailed responses were also received from Leicestershire Police authority, individuals with mobility difficulties and those with visual impairments.

3.3.2 Some of the **key** comments received are summarised below:

- First Bus was very positive about the DIRO scheme and fully supportive of the proposals subject to appropriate turning opportunities.
- Arriva are fully supportive of the project.
- CentreBus expressed concerns about the DIRO design when compared with the drive through arrangement.
- Leicester Civic Society fully supports the proposals for this much needed improvement.

3.3.3 Inclusive Access & Design aspects of the scheme have been considered by the council's Inclusive Design Advisory Panel (IDAP) (November 2012 and Wednesday 13th March 2013), the Leicester Disabled People's Access Group (LDPAG) (Thursday 21st March 2013), and by the Council's Disabled People's Access Officer.

3.3.4 A summary of comments has been included in **Appendix B**. The following points summarise the relevant **key** issues raised by LDPAG:

- Pedestrian desire line lines must be accommodated – including near to station exit/Belgrave Gate junction.
- Good access required to the Shopmobility.
- 'Really tight' pedestrian space within bus station i.e. inadequate for queuing and circulation.
- Need to carry out an Equality Impact Assessment (EIA).
- Welcomes the widening of the eastern footway on Charles Street.
- Supports the proposals when users are changing buses within the bus stations.
- Proposals do not increase number of bus stops just provide the same number in a smaller space.
- Concern that walking distance to some destinations will increase.

- Future of Shopmobility threatened by lack of space; options should have been included in the scheme.
- Essential to provide controlled crossings around the redeveloped station.
- Concentrating bus stops in a smaller area would reduce walking distances for some users when changing buses.
- Buses arriving late would have to use a different bus stop.
- Insufficient overtaking/pull-in space on Charles Street will result in congestion and particular drop-off difficulties for disabled people.
- Good cycle access should be provided along Charles Street.

3.3.5 The inclusive Design Advisory Panel raised the following points:

- What are the comparative costs between a proper bus station concourse (with powered doors etc.), and the more basic bus shelter approach proposed?
- Attractive graffiti free highway barrier needed e.g. Sheffield Railway Station.
- Careful consideration needed of vehicle throughput at the bus station exit.
- Bus stand slotting system and the prevention of uncompetitive behaviour of bus stand overlaps between operators (probably through a statutory quality partnership scheme).
- Address Shopmobility issues – including detailed design/space needs, and access for Dial-a-Ride and car users. Possible car drop off point nearby on Haymarket next to the possible 'civic space'.
- Shelter needed in front of shopmobility where scooters/chairs can be arranged for collection, or ob return (possibly extend nearest bus shelter).
- Possible Changing Places facility next to Shopmobility, potentially funded from LCC capital programme for these facilities (may require lease space from shopping centre owners).
- Need to carry out an Equality Impact Assessment (EIA).

3.3.6 Leicester City Council officer meeting on 8th January 2013 to discuss implications for Haymarket Shopmobility highlighted concerns that the operational needs of the centre had not been accommodated in the draft scheme.



3.3.7 The following groups were also consulted.

- Cycle City Workshop Wednesday 20th March 2013
- Leicester City Local Access Forum Monday 18th March 2013



4 Summary

- 4.1 A variety of consultation activities have been carried out with regards to the re-development of the Haymarket Bus Station. This process has offered the opportunity to identify those elements of the consultation programme which were particularly successful and those where lessons can be learnt for application during following design stages.
- 4.2 The concept design consultation has included a manned public exhibition, an on-line and paper based questionnaire and meetings with stakeholders.
- 4.3 The level of engagement with the local community and stakeholders in particular is considered by the design team to have been particularly valuable in the development of the bus station design, which has resulted in very positive and proactive approach. In addition to the public consultation exercise, detailed discussions have taken place with local stakeholder groups such as First Bus, Arriva, CentreBus, bus drivers and disability groups such as IDAP who have been actively involved and helped to ensure that the design of the station is reflective of local concerns and needs.
- 4.4 The level of engagement and consultation is considered to have been thorough, with the range of approaches to consultation and engagement helping to maintain public interest in the project following preparation of the concept design. Overall the consultation exercise has been very positive and essential to the design team to take the concept design to a detailed design stage.
- 4.5 In summary, 83 paper based responses and 177 on-line survey forms have been received. Of the 83 paper responses, 9 were a detailed letter or an email. Of those that responded 34.2% were shoppers followed by city centre visitors (21.6%) and city centre workers (20.5%).
- 4.6 In conclusion, this consultation is considered by the design team to have been a valuable exercise and will help to inform the next stages of the project development. The comments field of the questionnaire has highlighted a mixture of reactions. These have ranged from full support towards the redeveloped bus station through to individuals questioning the need for a bus station. On the whole the responses have been constructive to inform the design team to progress to further optioneering and detailed design.

APPENDICES

Appendix A – Consultation Leaflet



Tell us what you think

[Q1] Tell us what features you think are most important for the new Haymarket Bus Station (put one 'x' in each row that best describes how you feel about each potential feature)

Proposed features of new Haymarket Bus Station	[1] Most important	[2] Important	[3] Less important	[4] Not important	[5] No preference	[6] Don't know/undecided
Passenger waiting area						
Passenger amenities - bus information/cafe						
Bus stand arrangements						
Green landscaping/planting						
Quality hard landscaping						

[Q2] Are there any other factors that you think we should take into account in the plans for the new Haymarket Bus Station, or do you have any other comments?

Tell us about you

It would be useful to know some details about who is taking part in the consultation:

[Q1] How would you best describe yourself:

City centre resident Shopper Business owner Retailer City centre worker

City centre visitor Other (please write in) _____

(Pick more than one box if appropriate)

[Q2] How often do you use a city bus service?:

Regular bus user Occasional bus user Non-bus user

[Q3] What is your age:

0-15 16-24 25-34 35-44 45-54 55-64 65+ prefer not to say

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Haymarket Bus Station

REDEVELOPMENT PLANS



We want to improve bus services and facilities in Leicester city centre. As part of that, we are planning a major and much-needed redevelopment of the Haymarket Bus Station.

This leaflet explains what we hope to achieve through the proposed development and how the new bus station might look. Before we start work on our final design, we want to hear your views on what we are proposing.

There are two ways you can let us have your views:

[1] Visit our website at consultations.leicester.gov.uk

[2] Complete the form on the reverse of this leaflet and return it to us at the following FREEPOST address:

Freepost LE985/14, Haymarket Bus Station Consultation, Planning and Transportation, Leicester City Council, A6 New Walk Centre, Welford Place, Leicester LE1 6ZG

The closing date for comments is 22nd March 2013.



Why are we doing this?

These proposals are part of our Connecting Leicester vision. This aims to create a thriving heart of the city by improving connections between shopping, leisure, heritage, housing and transport facilities - all linked by accessible, high-quality pedestrian routes.

The much-needed redevelopment of the Haymarket Bus Station will help us to achieve that vision.

- The Haymarket Bus Station is the main drop off and pick up point for 25 local bus services.
- Around 20,000 people use it every day.
- Redevelopment of the bus station will increase the number of bus stands, provide better facilities, improve the public realm and help transform the area into an attractive gateway into the city centre.
- Making these improvements will help ease bus congestion and queuing and help bring city centre bus services up to the level required to meet modern needs.
- The proposals go hand-in-hand with ongoing improvements for bus users and pedestrians in Humberstone Gate East.

What are we proposing?

The redevelopment proposals for the Haymarket Bus Station include:

- An investment of £10.5 million to improve services and facilities for bus passengers in the city centre.
- Offering 11 additional bus stands. This will increase the number of bus services that can operate from a single location and help improve changeover times for people using more than one service.
- Relocating nearby on-street bus stops to the new bus station.
- Increasing footpath widths to improve the area for pedestrians.
- A more efficient arrangement for buses to enter and exit the new bus station.
- The demolition of the commercial buildings at the corner of Charles Street and Belgrave Gate, along with the removal of the roundabout at the junction of Charles Street and Belgrave Gate, to maximise the size of the new bus station.
- A number of other improvements that will make the area more attractive to bus users and visitors; with open public spaces, new planting, street furniture and improved access.
- Increased capacity at the bus station to meet future needs as the number of bus users grows due to population growth and economic investment.



Artist's impression - aerial view of the proposed new bus station from junction of Charles Street and Belgrave Gate



Artist's impression - view of the proposed development from Belgrave Gate

Appendix B – LCC’s Disabled People’s Access Officer Consultation Response

Haymarket Bus Station Redevelopment: Inclusive Access & Design

Summary of points raised during consultation discussions.

1. November 2012 Inclusive Design Advisory Panel (IDAP) meeting,

Agreed Actions (following presentation of initial draft proposals):

- Confirm comparative costs of a proper concourse with powered doors and the more basic bus shelter approach proposed
- Attractive highway barrier needed which is graffiti resistant (possibly similar to Sheffield Railway Station)
- Be careful to address likely throughput rate of vehicles at the bus station exit (signalised junction)
- Bus stand slotting system and the prevention of uncompetitive behaviour of bus stand overlaps between operators (probably through a statutory quality partnership scheme)
- Pedestrian desire lines must be accommodated – including near to station exit/ Belgrave Gate junction;
- Shopmobility access, including for non-service bus users such as Dial a Ride and car users car users (possible car drop-off point nearby on Haymarket next to the possible “civic space”;
 - Rain shelter needed in front of Shopmobility where scooters/ chairs can be arranged for collection, or on return (possibly extend nearest bus shelter)
 - Possible Changing Places Facility next to Shopmobility, potentially funded from LCC capital programme for these facilities (may require lease of space from the shopping centre owners).
 - Accommodate Dial-a-ride service (in bus station slotting?)

2. 8th January 2013: Officer meeting to discuss implications for the Haymarket Shopmobility: Concerns highlighted that the operational needs of the centre had not been accommodated in the draft scheme. Options to redevelop the centre were discussed and will have to be addressed as an integral part of the scheme.

3. 10th January Access Officer email (following closer look at drawings)

- Pedestrian walking distances and “desire lines” from the Haymarket direction across to the Job Centre and Wilkinson. People have the option of going via the Haymarket mall (about the same distance), but if they do go via Haymarket it will be very

frustrating to see their destination from the new bus station area , and then have to take a significantly longer dog-legged route to get there. E.g. Job Centre = 40 metres away when people first see it, but the “official” route to get there would be more than double that distance. People could well take a short cut across the bus station by negotiating the “pedestrian unfriendly” surfacing/ planting or by walking in the carriageway.

- Proposed 8 metre width pedestrian space within the bus station is really tight, which (in addition to Shopmobility issues highlighted previously) would be:
 - inadequate for queuing and circulation (including space and seating for people waiting for or meeting buses), as well as for the busy and really important through- route proposed between Charles street and Haymarket.
 - exacerbated by the loss of the existing pedestrian route (albeit via the bus stops) along the west side of Charles Street.
- Really important to make Haymarket and Belgrave Gate accessible and easy to use for pedestrians. This should include considering scope for widening pavements and reducing carriageway widths/ lanes and to ensure that the number of blue badge parking spaces on Haymarket are retained or relocated close by.
- An Equality Impact Assessment (EIA) is needed which should clearly address these issues + those raised at the meeting to discuss the Shopmobility centre.

4. March 13th 2013 IDAP meeting

Above points re-iterated + need to provide controlled pedestrian crossings. Agreed views of Access Group to be sought as part of current consultation.

5. 21st March 2013 Leicester Disabled People’s Access Group Meeting

Two aspects were welcomed:

- widening the eastern footway along Charles street (currently very congested).
- benefits to some bus users when they are changing buses, of concentrating more stops in a smaller area (reducing walking distances involved).

Significant concerns about the proposals:

- The proposals will not result in a significant increase in the number of bus bays/ stops on this side of the city centre, but simply a similar number being concentrated into a much smaller area.
- This pressure would be exacerbated by the proposed relocation of the stops on (and “potential pedestrianisation” of) Haymarket and Church Gate, and the increase in stops on Abbey Street.
- Walking distances between bus stops and the city centre (clock tower area & beyond) would increase significantly. Some disabled/ older people would no longer be able to access much of the city centre by bus and would have to go elsewhere (this would apply to at least one member of the group present).
- Walking distances would also increase for passengers to be dropped off on the east side of Charles Street, rather than within the bus station,
- “Potential pedestrianisation of Haymarket would also increase walking distances (and possible exclusion) for blue badge holders and taxi users.
- Pedestrian space allowed within and across the bus station is too tight to cope with this increased concentration.
- Insufficient space also threatens the future of the very well-used (and well located) Shopmobility Centre. Options for its future should have been included in the proposals at this stage.
- Essential to provide controlled pedestrian crossings across all roads.
- Insufficient room proposed for buses dropping off on Charles street (too narrow for other buses to overtake). Resulting congestion/ pull-in difficulties would bring particular problems for disabled and older passengers.
- Buses arriving late would have to go to different bus stops to those usually used: a particular problem for people with learning disabilities and for visually impaired people.
- Good cycle access should be provided along Charles Street (not doing so will encourage pavement cycling).
- Public consultation questionnaire: “time table information/café” is lumped together as a single category for people to rank.

Paul Leonard-Williams, Disabled People’s Access Officer, March 2013