

Annex A

Executive Summary of Front Street Engagement Feedback



Annex A presents the feedback received for **each of the initial ideas** that were tested through the survey and the accompanying wider engagement events and meetings. It concludes with a table showing **priorities** from the survey feedback when considering the Phase 2 proposals in the whole, upon which the Executive report is based.

This feedback is key to understanding the priorities for Front Street and is being used, alongside ongoing costing works, to shape the emerging design.

Table of Contents

Overall engagement	3
Context	4
1. Enhance the high street	5
2. Accessibility	12
3. Extend the benefits beyond the high street	19
4. Longer term aspirations	25
Community Priorities	30
Demographics	32
List of abbreviations	33

Overall engagement

From 26 February to 24 March 2024

3 drop-in events

- Gateway Centre, 29 February and 16 March
- Acomb Explore, 7 March

→ 233 post it notes

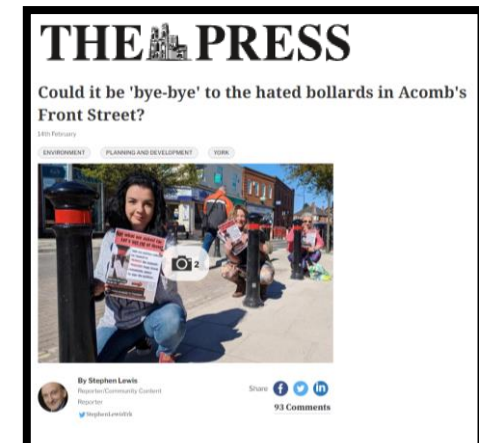
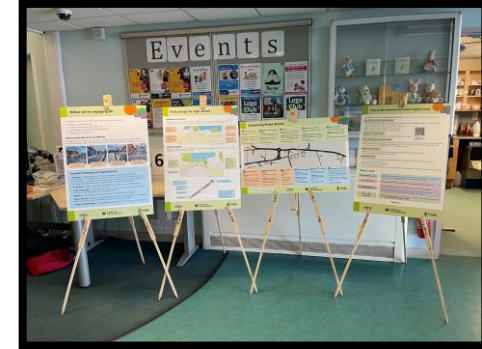
6 stakeholder meetings

- What A Load Of Bollards Campaign Group, 12 February
- Joint Acomb, Westfield & Holgate Ward Committee, 28 February
- Greater Acomb Community Forum, 4 March
- Acomb Alive, 18 March
- York Access Forum, 19 March
- The Place, younger people, 21 March

900 surveys completed

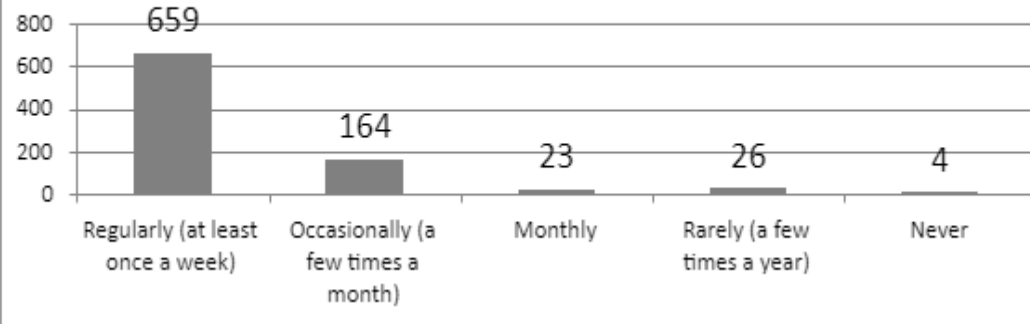
- each responding to 63 questions
- plus 5337 comments analysed

Press and social media comments were followed and noted



Context

1. How often do you use Front Street?



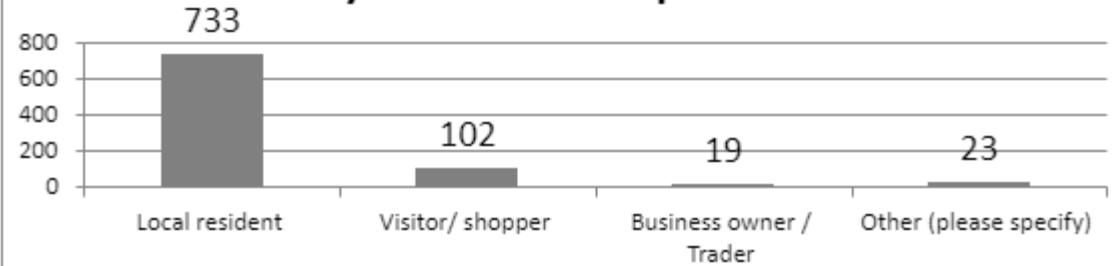
2. If you never use Front Street, what are the main reasons for this?

poor range of shops	9
lack of mobility	4
no parking	3
run down/ unappealing	7
cycle parking	1
ease of parking	1
shop close early	1

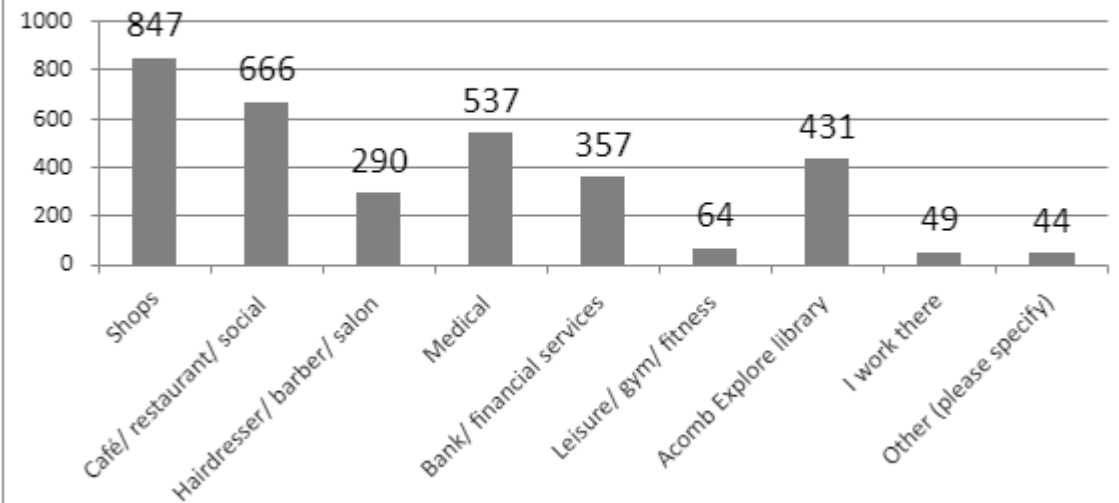
'Other' for Q3. includes those who work in Acomb

'Other' for Q5. includes mobility scooter and wheelchair taxi

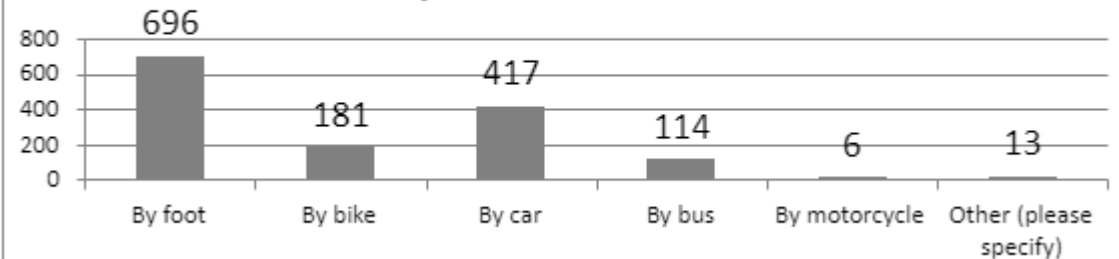
3. What is your relationship to Front Street?



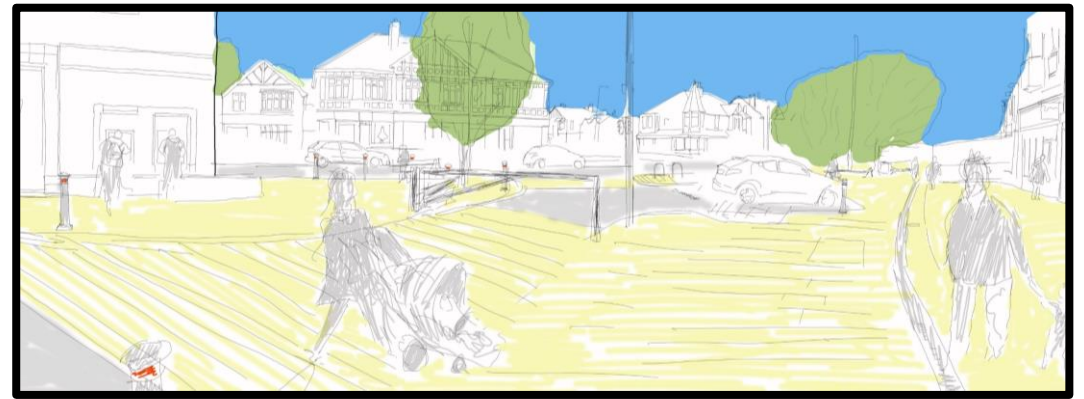
4. What facilities do you use?



5. How do you travel to Front Street?



Enhance the high street



Welcome gateway -
welcoming, inviting
& sense of arrival



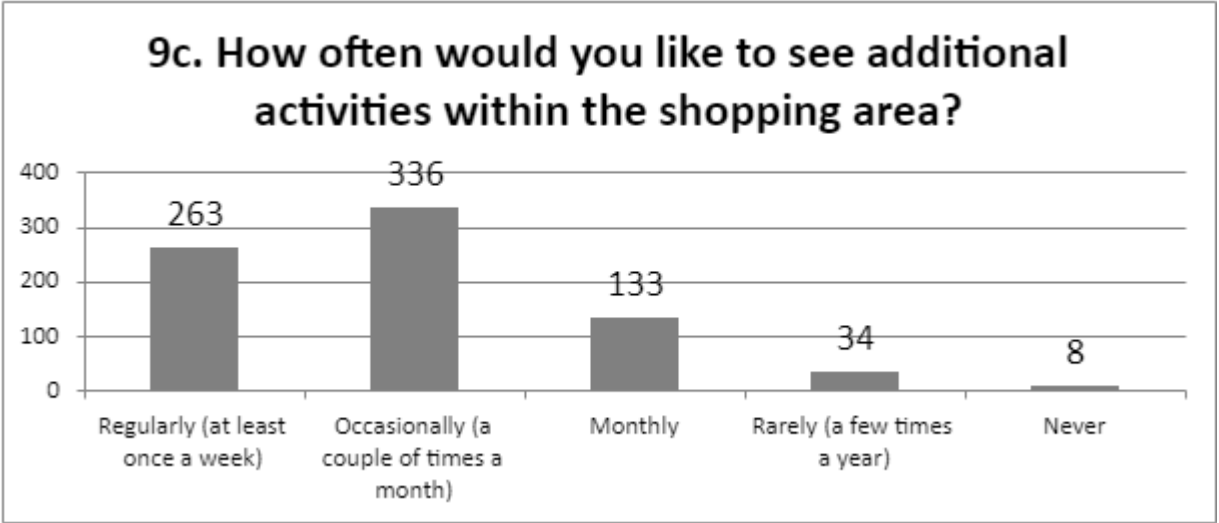
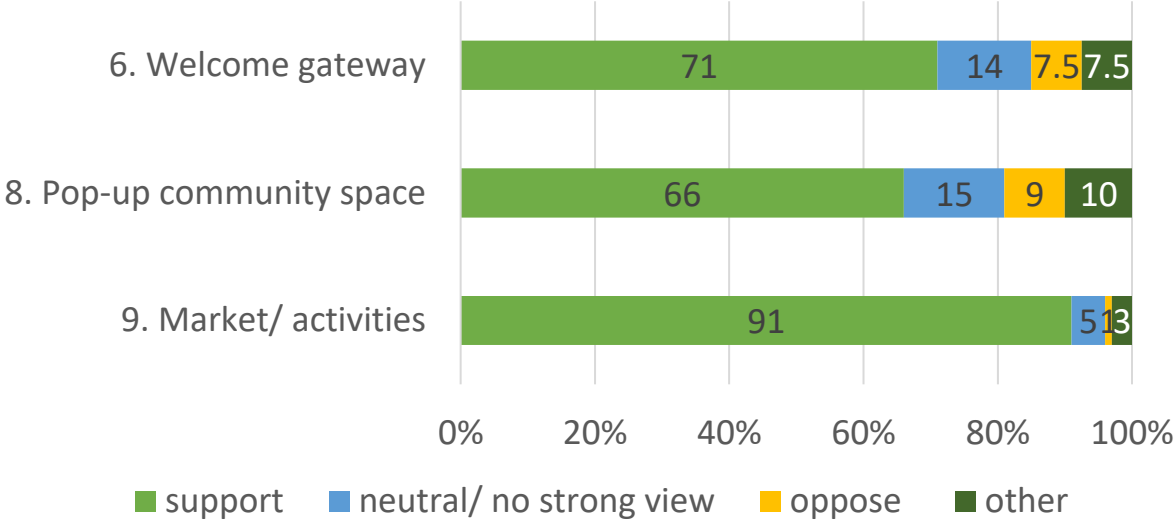
Review bollards

Pop-up community
space, market/
activities



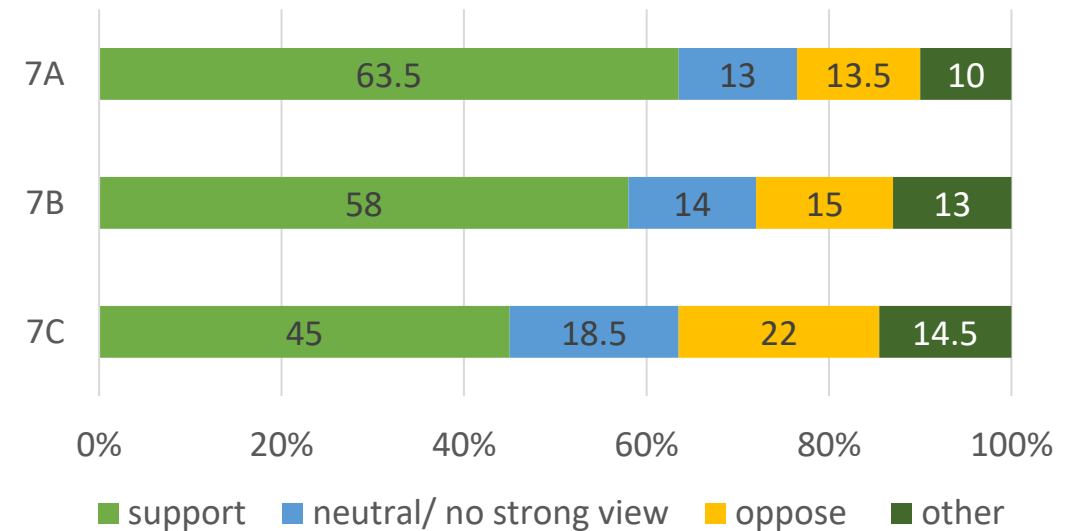
Enhance the high street

Question	Answer
6. Welcome Gateway	592 / 71% support 113 / 14% neutral 63 / 7.5% oppose 63 / 7.5% other
7. Next page	
8. Pop-up community space	522 / 66% support 116 / 15% neutral 75 / 9% oppose 79 / 10% other
9. Market/ activities	708 / 91% support 42 / 5% neutral 7 / 1% oppose 22 / 3% other
9c. How often would you like to see additional activities within the shopping area?	263 / 34% regularly (at least once a week) 336 / 43.5% occasionally (a few times a month) 133 / 17% monthly 34 / 4.5% rarely (a few times a year) 8 / 1% never



Enhance the high street – review bollards

Question	Answer
7A. Reducing the number of bollards	518 / 63.5% support 105 / 13% neutral 111 / 13.5% oppose 81 / 10% other
7B. We may need to retain some bollards to protect the new paving from illegal parking	469 / 58% support 111 / 14% neutral 125 / 15% oppose 103 / 13% other
7C. Do you think removing approximately two thirds of the bollards the right balance?	366 / 45% support 150 / 18.5% neutral 175 / 22% oppose 118 / 14.5% other



Enhance high street – welcome gateway

Question	Comments for	Comments against/ other ideas	Impact on scheme design
<p>6. Welcome Gateway/ people friendly arrival space</p>	<ul style="list-style-type: none"> • 592 respondents/ 71% significant support in principle • More trees/ planting right species, check visibility at junction, maintenance, community planting • Accessibility – less clutter, open space, entrance still prioritises space for cars/ parking before people, vehicles/ bikes/ scooters/ pedestrians sharing same space, risk vehicles reversing out of BB, flush surface for whole street, allow electric wheelchairs/ mobility scooters, even paving, more dropped kerbs • Parking – useful am/eve, more spaces ‘v’ get rid of all parking, enforce/ improve BB • More seating – accessible design, renovate existing seats • Retain access for business deliveries, lorries can’t access rear car park • Place – create a welcoming feel/ character/ focal point • Acomb Alive - Need clear path through. Support sculptural seating with backrests. Tree – check visibility at York Rd. What about the ‘welcome’ from Green Lane and Morrisons? 	<ul style="list-style-type: none"> • What A Load of Bollards – £30k gateway at wrong end of the street (most approach from Acomb), avoid more street clutter. ‘Dressings’ could come later. • York Access Forum/ Blind & partially sighted -prefer a welcome sign that isn’t an obstacle (on a wall or high above street). Too much clutter, need clear walking lines/ demarcation between path and shop fronts without blocks from benches/ shop overflow/ bins/ cycle parks to navigate • Seating – not near road/ too noisy, spiral bench not practical, renovate existing seats, reinstate pedestrian flow across to Halifax • Materials - mixed response to bright plant pots (tacky), prefer natural/ traditional more in keeping, quality design/ coordinated vision • Signage – mixed opinion if needed/ priority, could create more clutter, needs to be tasteful, use Greater Acomb Community Forum logo • Cost - £40k waste of money/ gimmicky • Parking – don’t reduce number of blue badge bays • Other ideas - bunting/ string lighting, local street art/ sculpture, community noticeboard, wider range of shops/ bars/ bistros, smarter shop facades, child friendly, cleaning/ bins/ recycling bins, pot holes, cameras/ lighting to deter vandalism/ ASB, encourage pavement cafes, events, coffee machine, drinking fountain, water feature, covered outdoor eating area for take away food, toilets, Oak Haven isn’t welcoming, traffic calming, easier access to York Rd bus stops, cycling (through gate/ 2-way access/ bike bypass, no need to dismount/ closer secure cycle parking/ racks) 	<ul style="list-style-type: none"> • Urban Design - audit and declutter path as well as reducing bollards to improve visual impact/ placemaking • High quality, durable fixtures, minimal maintenance • More planting • New seating - including accessible with backs/ arms • Clear designated BB parking • 6m flush crossing (raised table) • Design code to unify all schemes, natural materials • Add ‘welcome’ features at Morrisons end too

Review bollards

Question	Comments for	Comments against/ other ideas	Impact on scheme design
7A. Reducing the number of bollards	<ul style="list-style-type: none"> • 518 respondents/ 63.5% support • Ugly - need to make street feel like a space for people • Street is closed to traffic during day/ not needed • There are better solutions e.g. planters (sustainability) • Bollards make parking & BB bays difficult to use/ open car door 	<ul style="list-style-type: none"> • Waste of money to remove them • Bollards stop vehicles parking on path, shoppers feel safer (especially older people) • Prevent damage to pavement/ need for repairs/ maintenance • Provide a visible edge for partially sighted users 	<ul style="list-style-type: none"> • Declutter - maximise the number of bollards removed, each bollard retained should have specific purpose, consider how locations impact on new usage/ events • People friendly - review highway signage/ markings (remove 'ahead only' from road)
7B. We may need to retain some bollards to protect the new paving from illegal parking	<ul style="list-style-type: none"> • 469 respondents/ 58% support • Tackle illegal parking by clear markings/ signs with enforcement by traffic warden • Pedestrianise street - removing vehicles from road also removes the need for bollards 	<ul style="list-style-type: none"> • Retain vehicle access outside of pedestrian hours, inc. deliveries • Need bollards on raised tables to stop people driving onto pavement • Acomb Alive: didn't want bollards but don't waste money removing them 	<ul style="list-style-type: none"> • Balance - create a more welcoming space that meets both the aesthetic & safety brief • Use alternative street furniture to soften impact/ replace bollard function - seats, planters
7C. Do you think removing approximately two thirds of the bollards the right balance ?	<ul style="list-style-type: none"> • 366 respondents/ 45% support • Open space - remove as many as possible, • Could add character to those retained (paint Pride colours) 	<ul style="list-style-type: none"> • 175 respondents, 22% opposed the removal of two thirds of the bollards for reasons outlined above (high compared to other elements) 	<ul style="list-style-type: none"> • Balance two opposing positions (Acomb Alive keep v WALOB remove all). Work with businesses during phase 2 towards gradual change.
7D. Other	<p>Theme across all comments is that Front Street should be a place for people and activity above vehicles. The bollards are seen as 'invading' the space which is closed to vehicles during most of the day.</p>		<ul style="list-style-type: none"> • As above

Enhance high street – pop-up/ activities

Question	Comments for	Comments against/ other ideas	Impact on scheme design
8. Pop-up community space	<ul style="list-style-type: none"> • 522 respondents/ 66% support activating the space • Prefer robust/ permanent features to temporary (risk vandalism) • Support for more planting • Support for events to bring people together • York Access Forum – clear path free of clutter, accessible seating (MIMA guidance) • Careful choice of materials, not bright colours, • Ward committee - Sense the potential to reclaim a human space over vehicles in the long term + opportunity to test how space could be used. Is there an ambition to test this beyond the market, to get feedback on what might be possible in the future to continue the ambition and build consensus where possible? 	<ul style="list-style-type: none"> • Need to adopt private areas and repave • Seek contribution from private landowners • What A Load of Bollards – avoid more street clutter, hugely expensive trimmings distracting from the real work that needs to be done • Acomb Alive - will make the uneven paving worse, prefer new paving first. • Acomb Alive - provided tree lights in past but council damaged leads whilst pruning • Who would maintain and clean if on private land? No revenue budget for maintenance • Other ideas - bins, covered area, pop up food/ drink units, allow pavement licenses • Young people want more trees/ play areas 	<ul style="list-style-type: none"> • Explain pop-up concept in final design - test trial events (not temporary items) • Seek more permanent/ robust fixtures • Natural materials • Retain a clear pathway through • Urban Design - few people walk along or zig zag across the 'road' during a busy Saturday when it is closed to traffic, the character makes it feel unsafe even when gate is closed. Explore community events that look at opportunities the road space could bring to pedestrians/ community (or at least make it clear that they can walk across it when gate is closed).
9. Market/ activities in the shopping area during pedestrian hours	<ul style="list-style-type: none"> • 708 respondents/ 91% - significant support for activities in principle • Opportunities - open space offers opportunity for creativity, events sponsored/ run by local businesses, better use of existing space - cafes, advertise, link to city centre festivals • Volunteer group to coordinate/ supervise - events list, seek funding, community garden/ allotment group look after planters • Ward Committee - include event infrastructure • Frequency - support for additional activities more often than the monthly market trail (Q9c: 336 (43%) a couple of times a month, 263 (34%) at least once a week) 	<ul style="list-style-type: none"> • Caution – consider parking for traders and shoppers, don't compete with local shops, limit usage (not every week), police support, cost of permit, learn lessons from Parliament Street events, Market is constrained by current adopted area • Other ideas – need better variety of shops, more greenery, more bins, free toilets, bunting to create vibrant space, loss of bank, impact on local parking, should close road/ empty street of clutter/ have space to open any time - like late evening shopping! 	<p>Phase 2</p> <ul style="list-style-type: none"> • Audit and reduce street clutter • Incorporate infrastructure to enable future events - electric point near central space <p>Longer term</p> <ul style="list-style-type: none"> • Ambition for programme of community events, potential to work with community group/ Community Development Officers • Explore annual Temporary Traffic Regulation Order (TTRO) to make running regular events during pedestrian hours easier

Ideas for activities/ events

Feedback merged from Q8b and Q9b of survey, engagement drop-ins and meetings:

- **Community event** - street party/ community BBQ, community fund to run events, local fair/ festival like Fossgate, close road routinely to allow community to activate the space, annual 'big community lunch' (Eden Project initiative), big screen for sport/ film, community stalls (police, Cllr's, info, youth groups people, fund raising, citizens advice, RSPCA, community group recruitment drive), gala with floats, York Cares volunteering events, intergenerational event, pop-up refugee kitchen, outdoor table tennis/ fitness classes, flower show, seed/ plant shares, show & tell, dog show
- **Arts** - live music/ street buskers/ entertainers, create atmosphere, York Wellbeing/ Lucy's Pop Choir, York Lindy swing dancing group, drumming, circus skills, dance, martial arts, music, fitness, choir, talent show, library events/ theatre/ storytelling, cooking demos, open studios, makers markets, design/ create street art, exhibitions, education demos
- **Markets** – food market, affordable/ quality, farmers market, regular fruit/ veg market, craft/ antiques/ flea, great to see market back, pop-up food trucks/ markets, German market/ beer festival linked with twin towns, evening markets, book sellers, eco market, art/ craft, Christmas market
- **Childrens activities** - pavement chalk, play equipment, ice cream stall, games, petting farm, child/ teen friendly
- **Seasonal events** - summer, harvest festival, Halloween, easter egg hunt, Acomb Churches Together advent, Christmas
- **Other** - water fountains, ghost ornament hunt, bring and buy sale, classic car show, tractor run, car boot sale, repair shop, litter picking, treasure hunt, make biggest Yorkshire pud!

Groups who expressed interest in running/ joining events:

- **Greater Acomb Community Forum** - ideas for events
- Methodist Church **ActNow!** Group, sustainability fair during York Environment Festival September 2024
- **New Visuality** Charity, incorporate art from young/ elderly residents primarily from the west of York
- **Acomb history group/ York's Hidden History walks** loads of amazing secrets to share, Acomb Through History project
- **Acomb Community Clothes Swop**
- **Guide Dogs***
- Floristry workshop/ design planters*

* no contact details given

Accessibility

Raised tables –
wide flush level
crossings



Blue badge
parking

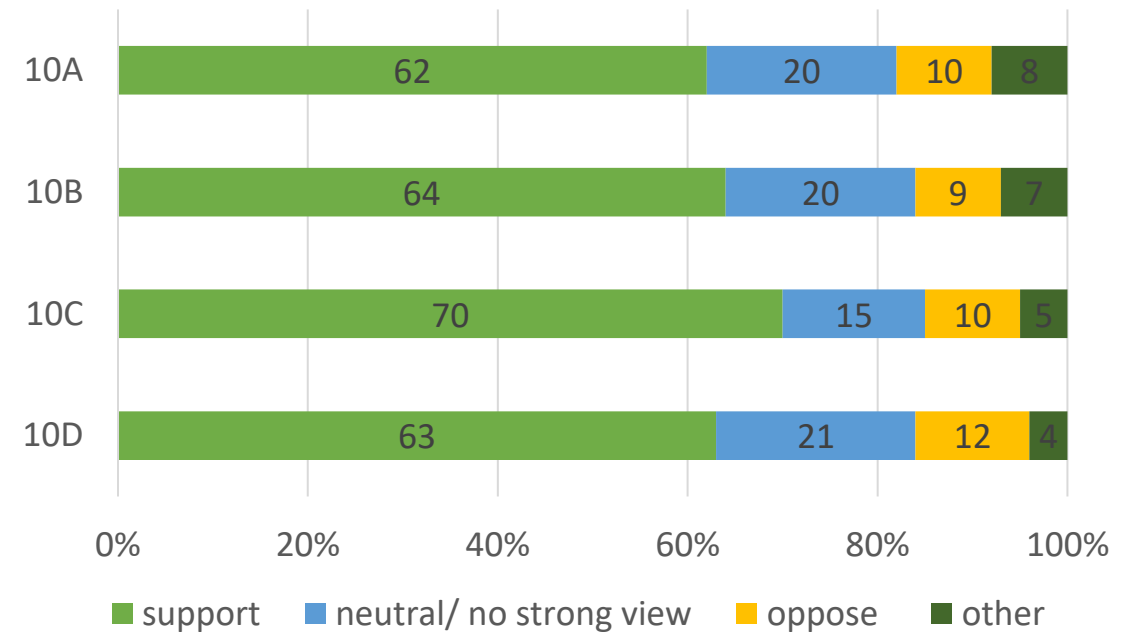


Cross Street
toilets



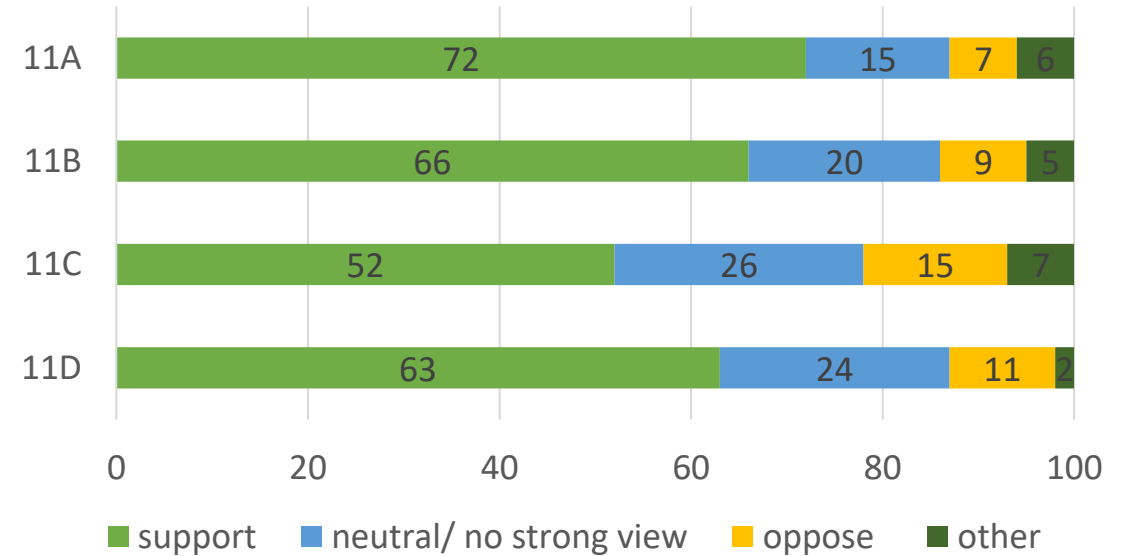
Accessibility – raised table/ level crossings

Question	Answer
10A. More level crossing space	462 / 62% support 148 / 20% neutral 72 / 10% oppose 63 / 8% other
10B. Raised table A at welcome gateway	480 / 64% support 153 / 20% neutral 64 / 9% oppose 50 / 7% other
10C. Raised table B new central space	518 / 70% support 114 / 15% neutral 72 / 10% oppose 40 / 5% other
10D. Raised table C near Gateway Centre	469 / 63% support 157 / 21% neutral 89 / 12% oppose 31 / 4% other



Accessibility – blue badge parking

Question	Answer All 900 respondents	Answer 108 BB holders
11A. Better blue badge car parking	532/ 72% support 111/ 15% neutral 50/ 7% oppose 44/ 6% other	79/ 73% supported 4/ 11% neutral 12/ 13% opposed 13/ 12% other
11B. 2 blue badge near Halifax bank	485/ 66% support 147/ 20% neutral 64/ 9% oppose 37/ 5% other	75/ 71% supported 7/ 7% neutral 16/ 15% opposed 8/ 7% other 2 skipped question
11C. 1 blue badge at School Street	381/ 52% support 193/ 26% neutral 112/ 15% oppose 51/ 7% other	52/ 48% supported 14/ 13% neutral 29/ 27% opposed 13/ 12% other
11D. 1+2 blue badge at Cross Street	465/ 63% support 178/ 24% neutral 81/ 11% oppose 11/ 2% other	71/ 66% supported 15/ 14% neutral 20/ 19% opposed 1/ 1% other 1 skipped



Raised table/ level crossings

Question	Comments for	Comments against/ other ideas	Impact on scheme design
10A. More level crossing space	<ul style="list-style-type: none"> 462 respondents/ 62% support More accessible for elderly & wheelchair/ pushchair users, provide better access to business' 'wheel friendly' shopping st. is desperately needed. Partially sighted - need different colour pavement/ road, and kerbs for detection Improve pedestrian character, reduces vehicle dominance of road PWP /UGD - define welcome & central space to create start point to develop future ideas/ phases Traffic calming is good Ok to cycle over 	<ul style="list-style-type: none"> WALOB – want full level street, no kerbs, no cars, space for creativity/ events to happen More crossings implies continued car dominance, re-surface road/ change look to create a more 'pedestrian' space - would make a big difference AA - £150k ridiculous cost/ waste of money Existing dropped kerbs sufficient Tactiles are hell for wheelchair users Vehicles will abuse & access pavement/ illegal parking 	<ul style="list-style-type: none"> Review if C is required How does any work now impact on future schemes – avoid any abortive work Need sketches to show what this would look like Trial wheelchair strips over tactiles
10B. Raised table A at welcome gateway	<ul style="list-style-type: none"> 480 respondents/ 64% support Support as intermediary step (pedestrianisation) Could extend to York Road/ edge of welcome area, making it clear to incoming traffic that they are the guests in an area for humans. 	<ul style="list-style-type: none"> Not needed - existing crossing is wide enough Would this reduce parking space within shopping area when street is open? AA - central table B is beneficial but leave A&C, don't need multiple crossings on short stretch of street 	<ul style="list-style-type: none"> Consider how to reduce risk of vehicles using tables to park illegally. Maximise people friendly design.
10C. Raised table B new central space	<ul style="list-style-type: none"> Received most support 518 respondents/ 70% Much better for elderly/ less mobile/ pushchairs Should be as wide as possible Could central space host a marquee/ events? 	<ul style="list-style-type: none"> Would these obstruct or limit market stalls? 	<ul style="list-style-type: none"> Maximise impact – 7.5m flush crossing (raised table), 20mph speed limit, event infrastructure
10D. Raised table C near Gateway Centre	<ul style="list-style-type: none"> 469 respondents/ 63% support WALOB – an alternative gateway location? Raised table C could go across Green Lane to better link the two ends of Front Street 	<ul style="list-style-type: none"> A&C seem like unnecessary expense for the aesthetic impact. Replace road surface to be more in keeping with paved areas/ look less like road. Not needed - nothing wrong with current crossing 	<ul style="list-style-type: none"> Opportunity to address second (west) welcome gateway as most pedestrians arrive here
10E. Other comments	<ul style="list-style-type: none"> Long Term Plan great step towards pedestrianised road in future providing it wouldn't need to be undone to achieve long term vision. 	<ul style="list-style-type: none"> Retain access for deliveries 	<ul style="list-style-type: none"> Part of long term plan, cost to infill rest road? Maintain delivery access

Blue badge parking

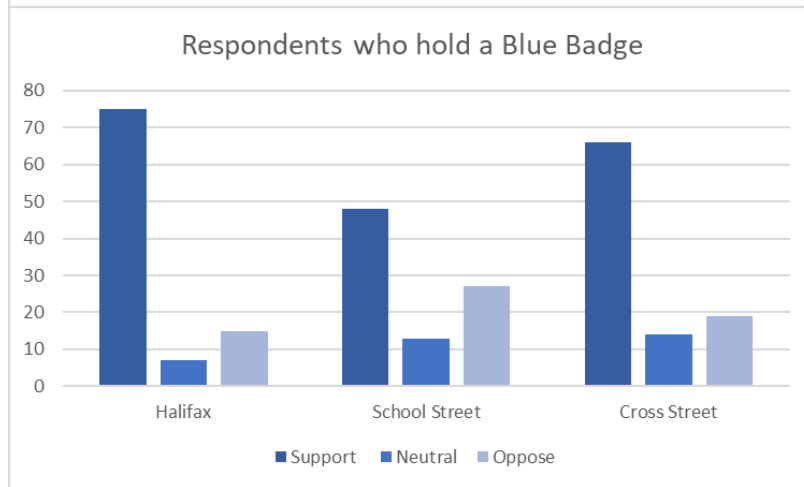
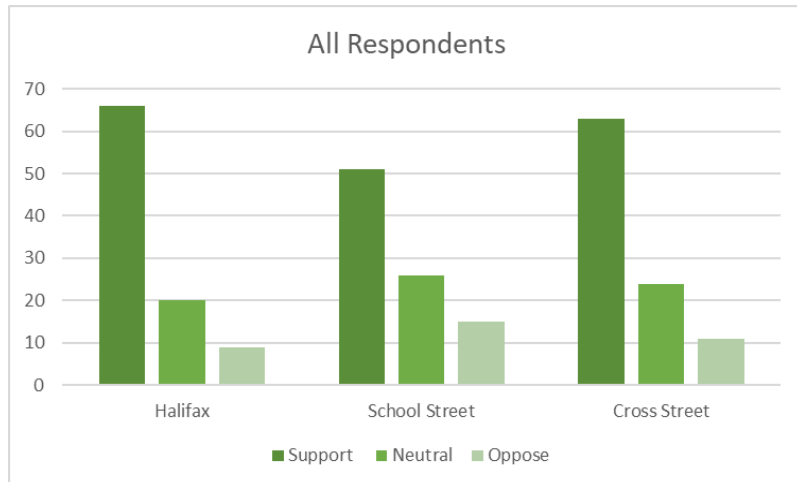
Question	Comments for	Comments against/ other ideas	Impact on scheme design
11A. Better blue badge car parking	<ul style="list-style-type: none"> 532 respondents/ 72% support compliant spaces – currently not fit for purpose, help mitigate misuse Numbers - in principle 7 spaces to 6 is ok. Create more BB in wider area - Post Office, Dominos, bay on York Road to double yellow, Farm Foods, Gateway Centre, Beech Grove, Green Ln York Access Forum - Could BB access through barrier like city centre to park in shopping area & free up current BB bays for drop-off/ pick-up by day York Access Forum - prefer 'Blue Badge' rather than 'Disabled' markings/ label 	<ul style="list-style-type: none"> Enforcement needed at all 3 locations - misused Acomb Alive - agree to marking up but prefer more parking/ drop-off space for people to come shop/eat What A Load of Bollards - £110k on parking areas Cost – 1/3 budget, use highways budget Don't reduce total numbers – not enough BB spaces, population getting older, need more Yellow markings – will feel like area for vehicles Not to detriment of cycles and pedestrians Design ideas: A) Not all disabilities need extra width parking - mixture, B) add time limit, C) drop-off space 	<ul style="list-style-type: none"> Explore better enforcement Urban design - value engineer designs or phase delivery? Check holistic approach/ wider BB parking provision Check TRO language, prefer 'Blue Badge' rather 'Disabled' if markings required
11B. Two blue badge near Halifax bank	<ul style="list-style-type: none"> 485 respondents/ 66% support compliant bays York Access Forum - 2 marked bays better than 3 unmarked so people can get out of vehicle. Removes anxiety about whether you will be able to get back in car if someone had parked too close 	<ul style="list-style-type: none"> Keep 3 spaces – number more important than width 'Gateway' with parking will be unwelcoming Dangerous - people reverse onto main road Design ideas - extend raised table into BB bays to negate need for dropped curbs 	<ul style="list-style-type: none"> Deliver 2 accessible BB spaces
11C. One blue badge at School Street	<ul style="list-style-type: none"> 381 respondents/ 52% support - too small now Review all parking at Post Office/ School Street – street is a signed cycle route but sometimes inaccessible because of parking chaos. Reduction to 1 bay could unlock a new safer cycling connection avoiding main road 	<ul style="list-style-type: none"> Keep 2 spaces - 2 bays better than 1 Design ideas - Could School Street BB parking be one with full hatched area and one less compliant onto pavement – therefore still 2 spaces? (Hospital blue badge bays are only hatched at one side) 	<ul style="list-style-type: none"> Deliver 1 accessible BB space which in turn facilitates easier cycle access than currently experienced Longer term review of all parking on School Street
11D. Three blue badge at Cross Street	<ul style="list-style-type: none"> 465 respondents/ 63% support York Access Forum - in-line parking is reasonable depending on level of users need York Access Forum - disabled people will be using the shared cycle/ pedestrian route to access toilets and 2 new BB spaces. Can signage mark pedestrian priority over cyclists? 	<ul style="list-style-type: none"> Keep 2 spaces at top - Just repaint them Oppose shared pedestrian/ cycle route - feels unsafe, cyclists should dismount and walk Acomb Alive - concern that new BB bays and extended pavement will limit direction large lorries can enter the layby (Acorn Meats) 	<ul style="list-style-type: none"> Deliver 3 accessible BB spaces Road Safety Audit and tracking on proposed 2 new BB spaces Check signage to accompany the new shared pedestrian cycle route “shared with care”

11e. Do you, or anyone in your household have a blue badge parking permit?

Answer Choices	Responses	
Yes	14.69%	108
No	81.50%	599
Prefer not to say	3.81%	28
	Answered	735
	Skipped	175

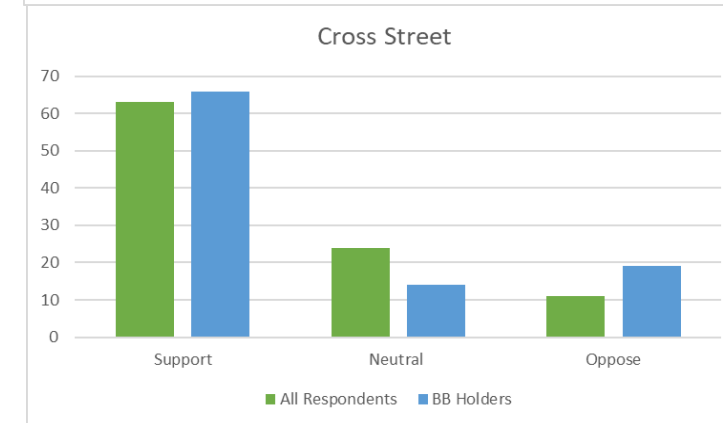
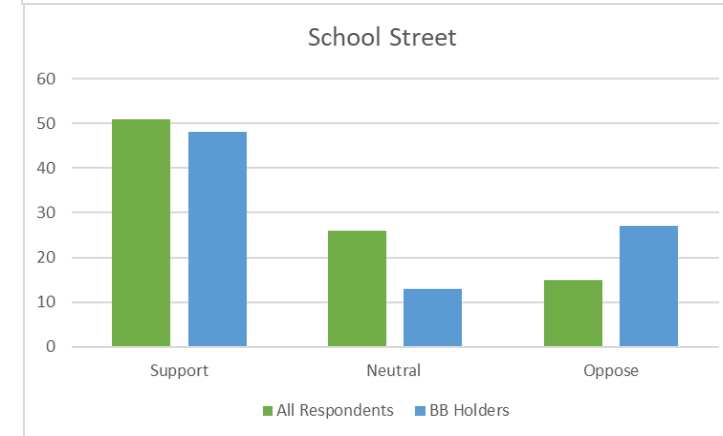
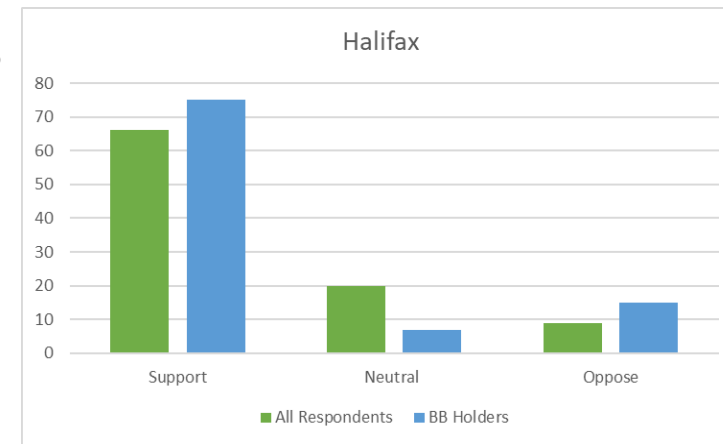
108 (15%) of respondents are blue badge holders.

These charts compare responses to proposals at the 3 locations from **all users** and from **BB holders** (%).

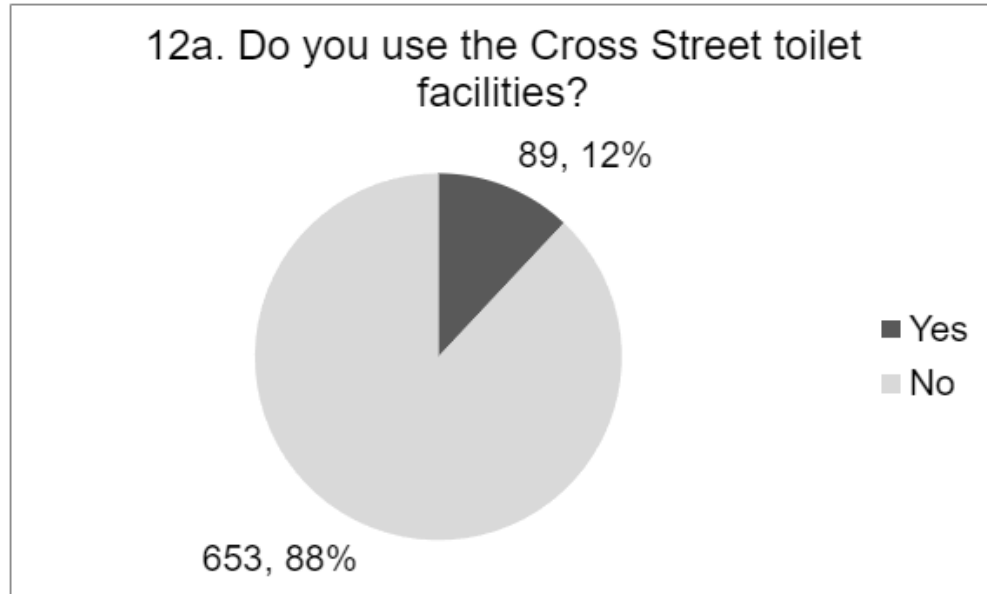


They show:

- Majority support for changes at all locations, from both 'all respondents' and 'BB holders'
- BB holders gave less neutral responses compared to all respondents at all three locations
- Higher levels of opposition to changes from BB holders compared to 'all respondents' at all three locations
- The highest level of support (and lowest levels of opposition) was for changes to the spaces at Halifax from both 'all respondents' and 'BB holders'
- The highest levels of opposition was for changes to the spaces at School Street from both 'all respondents' and 'BB holders', with 27% of BB holders opposing the changes.



Accessibility – Cross Street toilets



Only 89 (12%) respondents do use the Cross Street toilet facilities, whilst 653 (88%) do not use them.

Groups:

- **Acomb Alive** - Use £40k to employ parking staff – better still a high street caretaker to clean area, toilets, issue parking tickets, open the gate to BB users like city centre! Is there a plan to improve external lighting in the area/ on the building?
- **York Access Forum** – will there be a right hand and left hand toilet so users have a choice to alight from wheelchair left or right?
- **What A Load of Bollards** - £42,000 worth of posh toilets – though these are available in the library, Gateway Centre, Morrisons and all the Front Street cafes
- **The Place, young people** - Do you know where the toilets are? - Morrisons or library x 3, No x 2

12b. If not, is there a particular reason why not?

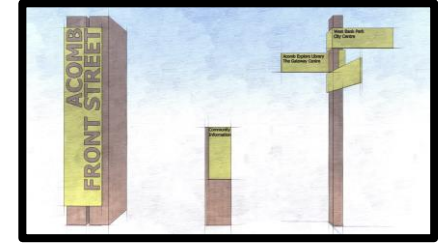
Poor condition deters use/ slow to repair	201
Live locally & go home	104
Lack of awareness	96
Prefer to use toilet at home/ Morrisons / café	51
Don't feel safe	37
Other	31
Support upgrade	14
Don't like unisex toilets	6

Impact on scheme design:

- Upgrade tired and damaged toilet block
- Provide two accessible toilets, review design (left and right hand) prior to work commencing summer 2024
- Safety - increase footfall/ surveillance around toilets - bus stops, lighting
- More signage to toilets

Extend the benefits beyond the high street

Wayfinding &
Identity



Public Art

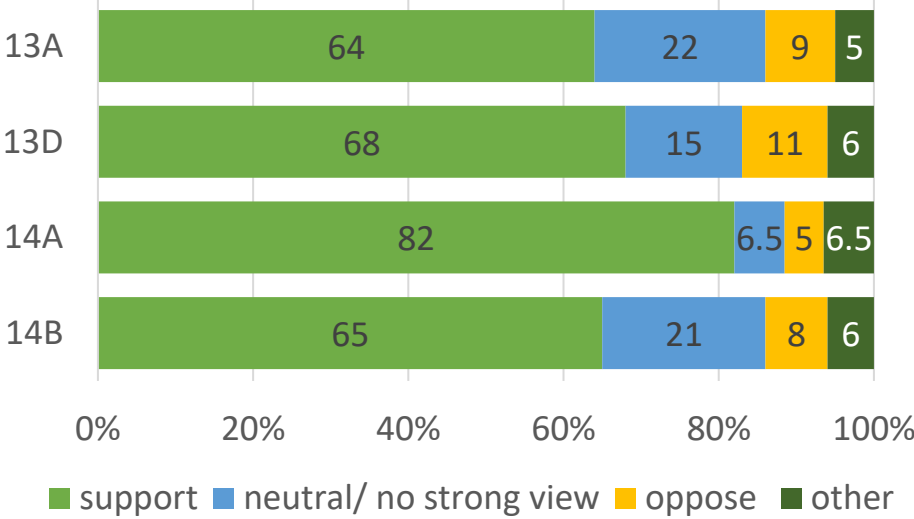


New crossing &
Working Men's
Club seating



Extend the benefits beyond the high street

Question	Answer
13A. Wayfinding signage	467 / 64% support 162 / 22% neutral 65 / 9% oppose 37 / 5% other
13D. Public art, mural or trail	503 / 68% support 115 / 15% neutral 78 / 11% oppose 41 / 6% other
14A. New crossing near Morrisons	590 / 82% support 47 / 6.5% neutral 38 / 5% oppose 47 / 6.5% other
14B. Working Men's Club seating	470 / 65% support 153 / 21% neutral 57 / 8% oppose 42 / 6% other



Extend the benefits beyond the high street

Question	Comments for	Comments against/ other ideas	Impact on scheme design
13A. Wayfinding signage	<ul style="list-style-type: none"> 467 respondents/ 64% support for wayfinding in principle from Materials/ design should be in keeping with the village (oak) York Access Forum – signage must have contrasts (not blue on white), large font, and be at a level where wheelchair users can read it Help to link shopping area & old village/ wider area Noticeboard of “What’s on in Acomb” 	<ul style="list-style-type: none"> 65 (9%) of respondents opposed the idea Unnecessary - locals know where things are/ use smart phone, more street clutter Cost - £40k too expensive, not a priority, concerned about maintenance Some disliked ‘welcome to front street’ totem Ward Committee - do we need wayfinding? Design - need to be able to add more in future 	<ul style="list-style-type: none"> New signage, two new entrance totems, wayfinding signage to connect local amenities to inform shoppers and visitors
13C. Identity	<ul style="list-style-type: none"> Greater Acomb Community Forum - great to see wayfinding/ identity in ideas, invite to use their logo Phase 2 elements need cohesion/ design code/ colour palette Unify whole area/ reduce the split between old and new Front Street, great to promote Acomb as a whole Reflect village history & mixed demographic/ ages 	<ul style="list-style-type: none"> Other ideas - bunting/ flags, lighting, awnings above shops, map of key shops/ points of interest (like 5th quarter), info boards, social media campaign #thisacomb 	<ul style="list-style-type: none"> Design code & identity to unify colours, materials, font etc Discuss Greater Acomb Community Forum identity design proposal
13D. Public art, mural or trail	<ul style="list-style-type: none"> 503 respondents/ 68% support public art in principle Design – quality, not graffiti, sympathetic to built heritage/ village, classy, subtle, tasteful/ not garish or too modern, bright, fun/ inviting, murals lift the spirit Trail – art trail, refresh West Bank Park tree trail, new trail for Fishponds Wood, shopping area/ Green/ church (like Cats trail) Local community – use local artists, schools, promote civic pride/ ownership, local history group/ conservation area, local content/ views, competition/ survey Budget – more budget/ ambition (£100,000), use professionals/ be transformative, impact to cost ratio hugely underestimated Street furniture - painted utility boxes great, paint bollards too! Ward committee – more focus on art/ greenery/ sustainability The Place - 4 out of the 5 young people interviewed would like to see a mural or art trail Signage can be delivered through murals 	<ul style="list-style-type: none"> What A Load Of Bollards - We want market, artists, pavement cafes and planters, but they can come later. Give us the space and the community creativity will follow. Cost – not needed/ priority Oppose - conservation area not a theme park Graffiti & ASB – some, including Acomb Alive, oppose due to risk of vandalism (anti-graffiti paint/ high walls), long term maintenance Other ideas - living wall, sculpture, yarn bomb, link with Open Studios, clear purpose or theme (link to social/ environmental initiative), local history/ landscape/ nature (like 'millers plaque' in snicket to Windmill), use areas above shops, historic timeline/ images of old Acomb, oak, mosaics more robust (Saltburn railway station) 	<p>Phase 2</p> <ul style="list-style-type: none"> Develop a scope and procure specialist to deliver mural(s) involve local schools and community for ideas. Explore potential for alternative funding as UKSPF timescales are very tight to deliver this element of the work. <p>Longer Term</p> <ul style="list-style-type: none"> Consider further options for public art in Acomb

Wayfinding

Suggested destinations/ amenities for signposts:

- **Amenities** – Library, toilets, Post Office
- **Open spaces** - Acomb Green, Hob Moor, York Community Woodland, Bachelor Hill, ply areas, Methodist Hall garden, allotments, Fishponds Wood, Severus Hill, West Bank Park, racecourse
- **Attractions** - Windmill, Cold War Bunker
- **Sport facilities** - swimming pool/ leisure centre/ sports clubs
- **Medical facilities** - doctors, defibrillator, dentist, pharmacy, health centre
- **Travel facilities** - parking, disabled parking, bus info, e-scooters/ bikes, cycle routes, walking routes/ distances/ times
- **Community facilities** - community halls/ churches, food bank, Childrens Centre, Acomb Garth, police station, schools
- **Businesses** map/ noticeboard
- **History trail** - commonwealth graves, war memorial, conservation area
- **City centre**

Identity

13c. Is there anything that stands out to you as being special about Acomb that is part of its identity - it's unique selling point?

Community and People	85
Local businesses and independent shops	78
Other	58
Local environment history and open space	56
Everything nearby	38
The Village	28
Traffic free by day	8

Greater Acomb Community Forum: identity and wayfinding ideas

The forum have designed and shared a Greater Acomb brand identity (logos, icon typeface, etc.) that could be used in wayfinding and other elements of the Front Street work so that Acomb is under one unified community-led identity.

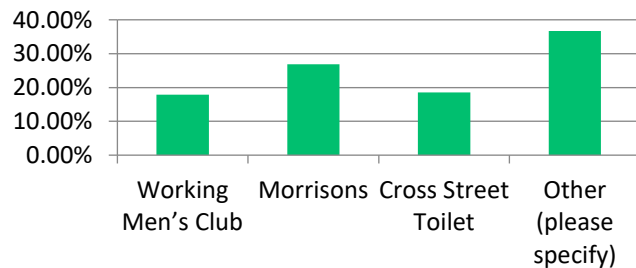
The Greater Acomb brand identity is diverse, depicting a heart-shaped acorn and oak leaf, representing Acomb's heritage, diversity, and community love.



Public art

13e. Based on initial discussions, the Working Men’s Club, Morrisons and Cross Street Toilet sites are willing to consider a wall mural on their buildings in principle. Do you support any of these locations, or do you have any other location suggestions for a mural on Front Street, subject to landowner consent? (Tick all that apply)

Answer Choices	Responses	
Working Men’s Club	17.89%	110
Morrisons	26.83%	165
Cross Street Toilet	18.54%	114
Other (please specify)	36.75%	226
	Answered	615
	Skipped	295



The results suggest no outright preferred location. An online survey glitch prevented respondents from ticking more than one answer, however people made the following additional survey location suggestions:

- Support all 3 locations (153)
- The Old School/ Gateway Centre 'v' not Gateway Centre as it is a listed building
- Paint above shops on Main Street/ card factory/ Farm Foods
- Halifax
- Needs to be more central to Front Street/ shops
- Side of Boyes next to roundabouts
- Library
- Cross Street
- Morrisons brick hole
- The more the better
- On the pavement at new seating areas
- Post Office Taylors of Acomb, wall opposite Post Office
- Side wall of nail bar
- Business shutters
- Ginnels to Acomb Green/ Acomb Green
- Back of Specsavers & Laughing Llama
- Acomb Court (flat roofed shops opposite Specsavers)
- Above Grocery or Cooplands
- Space on Odsall House
- Loos is best location - they need jazzing up
- Bluebird bakery
- Co-op block
- Vision Care on Severus Avenue
- Side of buildings on end of Front Street near traffic lights
- Acomb Methodists car park
- Top of Green Lane
- Sunken square at Morrisons/ Morrisons recesses/ slope
- Eyesore utility boxes at Boyes’ roundabout could be improved

A local resident and street artist submitted two wall suggestions (above Odsal House shops and Cross Street), and a series of utility boxes between Ladbrokes and Bluebird Bakery that could form a trail and be expanded as and when budget allows.

Extend the benefits beyond the high street

Question	Comments for	Comments against/ other ideas	Impact on scheme design
14A. New crossing near Morrisons	<ul style="list-style-type: none"> • 590 respondents/ 82% support this • better link two areas, easier to walk to old village, might encourage businesses across road back into use • support removal of railings/ use of crossing island • crossing makes a lot more sense, would work well, natural break in traffic 	<ul style="list-style-type: none"> • York Access Forum – difficult for visually impaired to follow line of slanted tactile & need contrast to tactiles • Not a priority – waste of money, use different budget, Acomb Alive why £30k? • Safety – too near roundabout & Morrisons junction, speed • Traffic impact - cyclist and link road • Not needed - sufficient crossings nearby • Wrong location - Improve Morrisons junction, near Boyes, library, Wetherby Road, Acomb Garth • Design - signal controlled/ zebra/ raised table 	<ul style="list-style-type: none"> • Create new crossing • Review whether design can straighten to road to improve tactiles • Road Safety Audit
14B. Working Men's Club seating	<ul style="list-style-type: none"> • 470 respondents/ 65% support this • Trees/ planting – add pocket park, biodiversity corridor WMC - Methodist Church - library • Accessible benches - with back/ arms, should not block pavement/ restrict access, check lawn desire line (used as short cut) • Create another welcome gateway -sculptural seating, cycle parking, play area, community garden, bin, sponsored seat/ planting 	<ul style="list-style-type: none"> • What A Load of Bollards - yet more seats outside a very unattractive building with a view of a busy road and a hairdressers • Acomb Alive - don't want seats here/ create location for youths to hang out and potentially more rubbish • Wrong location/ safety - not nice area, busy/ noisy road, junction, drunks/ smoking, ASB, in shade, dog waste, too far from shopping area, safe for women/ children? • Future – check long term WMC site/ redevelopment? 	<p>Phase 2</p> <ul style="list-style-type: none"> • Create new rest point for pedestrians outside WMC (add bin?) <p>Longer term</p> <ul style="list-style-type: none"> • Community group could deliver planting subject to long term future of WMC site
14C. Other comments on these improvements near the Morrisons roundabout	<ul style="list-style-type: none"> • Improve Morrisons junction, and Morrisons walkway and building, disconnect shopping area and old village • Young people – more crossing points, benches, bins, colour, art, bike park and sports shops • Remove or make opening in railings near Boyes, or make a crossing closer to Boyes • Link road and 2 roundabouts – traffic calming, cycling provision, hostile to pedestrians, eyesore • Gale Farm Court Residents Association – Improve pavements and kerbs between Gale Farm Court and Morrisons for infirm, mobility scooter, wheelchair users • Other ideas – outdoor gym, seating/ bins at library bus stops, more parking, extend trees/ planting to Gale Lane, better lighting, clearer road markings, improve safety, signage, traffic calming, art, pot holes, empty building on roundabout, cycle protection, pedestrian priority, Gale Lane roundabout is a barrier, village charm, empty building on roundabout, relocate dog waste bin from York Road bus stop 		<p>Longer term</p> <ul style="list-style-type: none"> • Review Morrisons junction • Discuss walkway/ approach with Morrisons

Longer term aspirations

Feasibility study for people friendly space



Adopt privately owned land

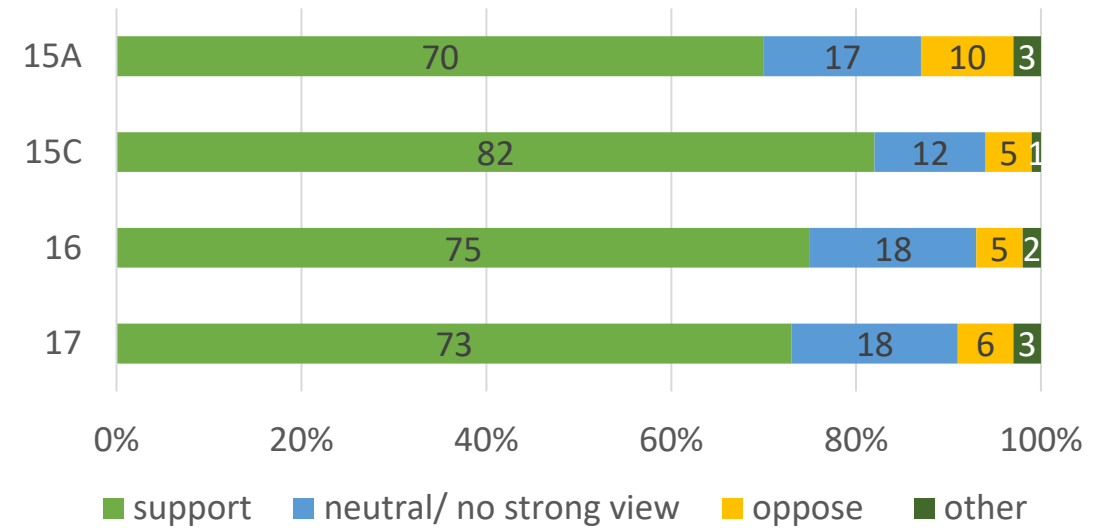


Enhance links between high street and Explore library

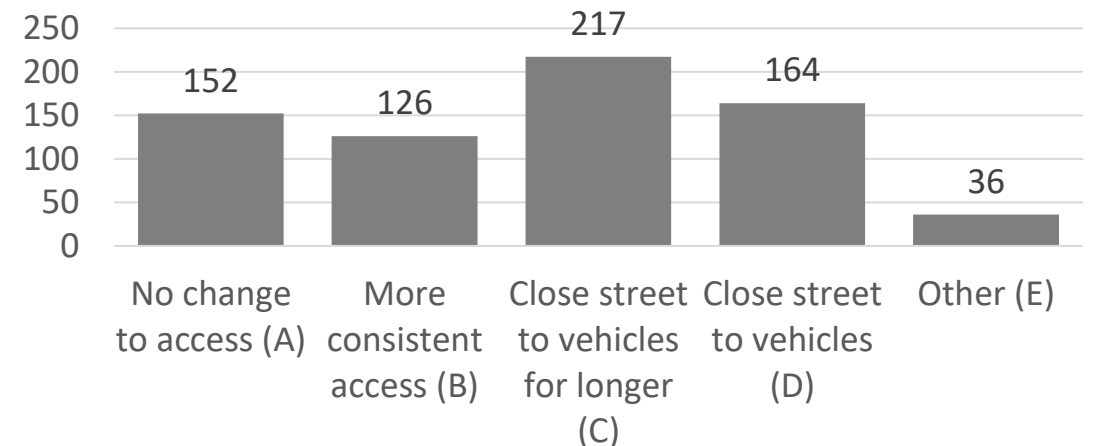


Longer term aspirations

Question	Answer
15a. Feasibility study to create a people friendly space	489 / 70% support 118 / 17% neutral 71 / 10% oppose 23 / 3% other
15b. Future vision of pedestrianisation look like?	152 / 22% no change to access (A) 126 / 18% more consistent access (B) 217 / 31% close street to vehicles for longer (C) 164 / 24% close street to vehicles (D) 36 / 5% other (E)
15c. Create a more people friendly street within shopping area (subject to feasibility study)	577 / 82% support 83 / 12% neutral 34 / 5% oppose 8 / 1% other
16. Adopt privately owned land	530 / 75% support 129 / 18% neutral 33 / 5% oppose 15 / 2% other
17. Enhance links between the high street and Explore library	507 / 73% support 125 / 18% neutral 43 / 6% oppose 21 / 3% other



15b. What would your future vision for pedestrianisation of Front Street shopping area look like?



Longer term aspirations – people friendly space

Question	Comments for	Comments against/ other ideas	Impact on scheme design
15a. Feasibility study to create a people friendly space/ further pedestrianisation	<ul style="list-style-type: none"> 489 respondents/ 70% support preparation of holistic long term plan, review access, explore options for further pedestrianisation 	<ul style="list-style-type: none"> Acomb Alive - traders want road kept as is, with better signage. Without access, businesses will suffer/ people won't visit/ place will decline. Delivery arctics can't access rear of buildings. Cost - waste of money Not needed - pedestrian friendly already, balance of times for pedestrians & vehicles is about right Other ideas – BB parking & loading <9.30a., Include crossings/ connections on all of Front Street in study 	<ul style="list-style-type: none"> Commission study - understand operational requirements/ delivery options/ cost/ next steps, and consult businesses Longer term – traffic surveys to quantify/ understand people and vehicle movements
15b. What would your future vision for pedestrianisation of Front Street shopping area look like?	<ul style="list-style-type: none"> 217 respondents/ 31% close street to vehicles for longer (C) 164 respondents/ 24% close street to vehicles (D) 152 respondents/ 22% no change to access (A) - lots of people visit before road opens at 10am 126 respondents/ 18% more consistent access/ simplify (B) – extend street closure to 5/5:30pm Make clearer, change highway colour to denote where vehicles can go BB Parking at any time with 5mph speed limit and b) deliveries 6-8am and 8-10pm. Add a taxi/car drop off point on York Road/ Cross Street. Open street to all vehicles 24 hours day apart from markets/ events. Make permanently accessible to cycling (route off York Road) No change but would like Sunday to be free from all traffic to 4pm. Extend no vehicle times, flat pedestrianised street with dedicated delivery area. Deliveries - consider York Road layby, survey businesses WALOB – traffic free as per original £20k consultation, one level high street and a welcoming open pedestrian-friendly community space. Know that level surface makes the council nervous so, for now, divide street with paved crossing areas, stop cars who don't need to use the road, allow deliveries and disabled vehicles access during existing hours (or greater time restrictions!) Are there any minor changes that can act as disincentives for drivers passing through Front Street? Low priority for traffic lights at end? Block road off at one end, access in/ out same way? 		<ul style="list-style-type: none"> Investigate simplification and extension of pedestrian hours. Test other uses of road Quantify actual number of road users/ pedestrians in the space, for evidence base
15c. Create a more people friendly street within shopping area (subject to feasibility study)	<ul style="list-style-type: none"> 577 respondents/ 82% support 	<ul style="list-style-type: none"> Cost - feasibility studies often take up cash & waste any chance of change Don't further restrict cycling Keep access same/ simplified Pedestrianisation will mean different things to different people 	<ul style="list-style-type: none"> Clear desire to reduce vehicle dominance long term - further viability work/discussion with businesses & community

Longer term aspirations – people friendly space

Question	Comments for	Comments against/ other ideas	Impact on scheme design
<p>15d. Additional comments on further pedestrianisation/ creating people friendly space within shopping area in the future?</p>	<ul style="list-style-type: none"> • Pedestrianisation - would public enquiry be required? How likely is an objection? If low why not go for full pedestrianisation? Council ought to win a good case! • Open space, hardstanding, no kerbs, outside events. • Level surface – full main area should be like Kings Square with simple flat cohesive walkways, seating, planting and over all look stretching from Bluebird bakery to Gale farm surgery • Don't want to ban cars, could move to a less formal carriageway, more level space • More trees, planting, seating - people will come if it is an attractive place. Covered areas outside shops like the Greengrocers to sit/ get people to stay longer • Fewer Cars - Reduce rather than facilitate car use both for the environment and health. No need for through traffic, use York Road 'bypass' instead. Don't like using it with my young children on a Sunday as there isn't room for all the cars/ parking. • Morrisons access is not pedestrian friendly. • Deliveries - properties on Herons side have back entrances, loading at one time was always done from the rear. Utilise Cross Street and the adjacent area behind Boyes better for loading and disabled spaces. • Consider two way cycling route • Other ideas - Improve surface from Post Office to Front Street. improve the physical gate and monitor the disabled bays plus the drop off zone (now double yellows outside Dominos) 	<ul style="list-style-type: none"> • Keep as is - reducing vehicle traffic for longer or entirely would harm businesses/ shops/ food outlets/ evening takeaway services. Current access times are a good balance for traffic and shoppers, Not "cars or no cars", need a balanced solution to access/ current happy medium works. Pedestrianisation is impractical and doesn't take account of how the street is used. • Why can't we keep same access arrangements, but have a level surface (shared space moratorium) • Allow vehicle access for deliveries/ loading • BB Retained - support the idea of a more people friendly street, however blue badge access should not be withdrawn. • Convenience/ charity donations – residential area, vehicle access needed for people to drop off items to the charity shops/ pick up heavy shopping after 4pm road opening. • Stop cyclists riding in both directions • More friendly and welcoming to people arriving in cars/ more parking spaces, less restrictions. There are very limited hours in the day when the area is busy with pedestrians. Outside of these times the ability to park actually brings people to the street and allows vehicles to make deliveries and collections. Extra parking at Bluebird bakery end as well as the Morrisons end, ease of parking essential to vibrant high street • Buses stop in evening so parking needed then • Impact on surrounding areas push parking into surrounding and often restricted streets • 6am-7am, 3x HGV Co-op, Heron, Hovis, Farm foods unloading. Cars and pedestrians can't get past. 5pm layby behind Acorn Meats double parked, lorries, pedestrian crossing, needs lorry and car park, separate designation 	<ul style="list-style-type: none"> • Review full feasibility scope – built in survey intel to progress options/ phasing. How to change people's behaviour and use of road.

Longer term aspirations – adopt/ linkages

Question	Comments for	Comments against/ other ideas	Impact on scheme design
16. Adopt privately owned land	<ul style="list-style-type: none"> • 530 respondents/ 75% support • Good idea, will improve the poor condition of paving & the area will be maintained • Legislation 1959 Consolidated Corporation Act, adopted in Leeds 	<ul style="list-style-type: none"> • depends on cost/ impact on taxpayers • force private landowner to make pavement good • not necessary, spend budget on quality highway • protect landowner use of frontage (café seating) • parking bays on paving (adopted & private land) 	Investigate funding options to deliver future adoption of main shopping area.
17. Additional crossings and pedestrian priority between the high street and Explore	<ul style="list-style-type: none"> • 507 respondents/ 73% support • Improve pavements, make Morrisons junction safer, tackle obstructive parking, slow down traffic, remove cobbles for powerchair users, sensitive to residential village character/ conservation area 	<ul style="list-style-type: none"> • Not needed - sufficient crossings already • Too costly 	Work with Explore to look at feasibility of extending pedestrian priority & consistent approach to street furniture/ identity
17b. Other longer term aspirations	<ul style="list-style-type: none"> • Business Improvement - landlords encourage businesses in, lower rates/ rents, promote library (café & parking), make all shops accessible, buildings ugly (investment opportunity), better mix of businesses, grants to smarten up shop fronts, covered walkway in front of shops, co-working space, dentist • Transport & environment - bus priority, better access to/ from bus, bus & pedestrian users treated as second class, less road space for car (reduce multi-lane section between roundabouts, current islands don't work for pedestrians), air quality, noise pollution, review all roads/ junctions/ parking/ bus stops/ widen pavements, 20mph zone, safer crossings like zebra near Acomb Green • Support cycling/ cycle shop, 'Go-dutch' allow 2 way cycling along street • Wider holistic view/ 40 year plan for cars/ work on projects so they are ready when funding is available. • Planting - green corridors, roof/ wall planting, trees/ urban cooling, fruit trees, communal vegetable garden • Morrisons - move car park entrance to bottom to give Front Street back to people, improve access between Boyes and Morrisons, remove roundabout, improve Morrisons area • Cleaning and maintenance - Council appoint a concierge to monitor access, clean & maintain street • Safety - design out crime/ ASB, more lighting, area needs to feel safer particularly in the evening • Parking - impact of parking on residential areas, need more parking to support businesses • Sense of pride/ community spirit - foster community pride, make beautiful & people will look after it • Long term plan/ vision - coherent strategy rather than piecemeal approach • Families - welcoming for families, hopscotch on paving, new play equipment on Green, youth café • Place – bins, dog bins away from food outlets, bunting, string lights, history plaques, better pavements/ less trip hazards, seat/ tables outside, repaint benches, pedestrian friendly, community space 		.

Community Priorities

The survey and engagement is a key element of understanding community priorities and how we can deliver the best scheme possible in response to stakeholder comments. It will also inform the focus of any future scheme should further funding become available.

Depending on the final design and costings, we may not be able to deliver all the initial ideas/ improvements within the Phase 2 funding package of £570,000, therefore some elements may need to be reduced or removed.

Phase 2 Proposals	Priorities			
	Don't know	No	Low	High
Funded by central government UK Shared Prosperity Fund				
Enhance the high street				
Welcome gateway (level crossing space, blue badge parking, seating, planting, signage)				
Review bollards				
Pop up temporary street furniture				
Feasibility study for people friendly street/ pedestrianisation (longer term)				
Market/ opportunities to activate area				
Accessibility				
Raised tables/ level crossing space				
A: Part of Welcome area				
B: Create new central space				
C: Replace dropped crossing Gateway Centre				
Improved Blue Badge car parking				
Extend the benefits beyond the high street				
Wayfinding signage				
Place identity, public art				
New crossing & seating (near Working Men's Club)				

Priorities	Don't know		No		Low		High		Total	Weighted Average
Market/ opportunities to activate area	3.55%	24	2.36%	16	21.12%	143	72.97%	494	677	
Welcome gateway (level crossing space, blue badge parking, seating, planting, signage)	3.71%	25	4.75%	32	22.59%	152	68.95%	464	673	
Raised table B: Create new central space	9.72%	65	6.13%	41	25.56%	171	58.59%	392	669	3.33
Review bollards	3.68%	25	15.32%	104	24.15%	164	56.85%	386	679	
Feasibility study for people friendly street/ pedestrianisation (longer term)	5.26%	35	9.91%	66	33.63%	224	51.20%	341	666	
Raised tables/ level crossing space	10.51%	70	9.61%	64	33.48%	223	46.40%	309	666	3.16
Improved Blue Badge car parking	11.61%	78	9.38%	63	33.18%	223	45.83%	308	672	3.13
Place identity, public art	3.13%	21	12.80%	86	38.24%	257	45.83%	308	672	
New crossing & seating (near Working Men's Club)	4.45%	30	9.79%	66	40.80%	275	44.96%	303	674	
Raised table A: Part of Welcome area	15.51%	103	7.53%	50	35.54%	236	41.42%	275	664	3.03
Pop up temporary street furniture	5.38%	36	10.61%	71	50.52%	338	33.48%	224	669	
Wayfinding signage	4.46%	30	12.35%	83	50.45%	339	32.74%	220	672	
Raised table C: Replace dropped crossing Gateway Centre	17.62%	117	11.45%	76	43.37%	288	27.56%	183	664	2.81

High priorities

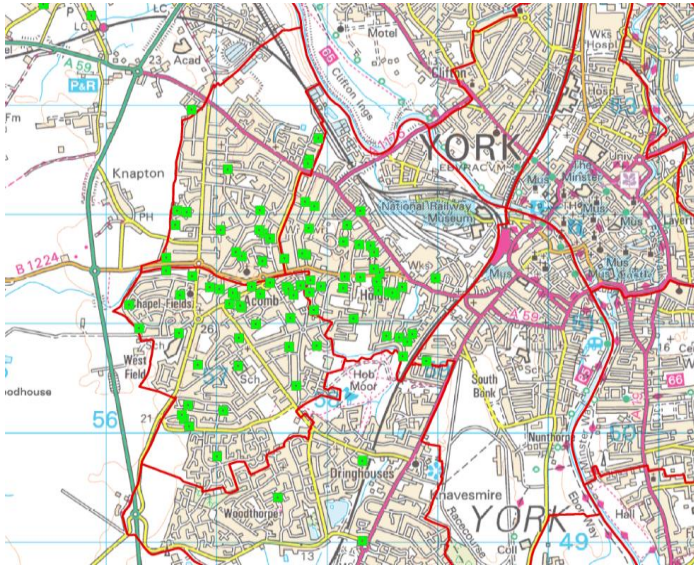
- Activate space with markets/events
- Welcome gateway
- New central space
- Review bollards
- Feasibility study

Low priorities

- Wayfinding signage
- Pop up temporary street furniture
- Raised table at Gateway Centre

Demographics

413 respondents (60%) completed all or part of the 'About You' section of the survey.



Postcode results by ward

(140 of 900 respondents)

63 Westfield, York

39 Holgate, York

22 Acomb, York

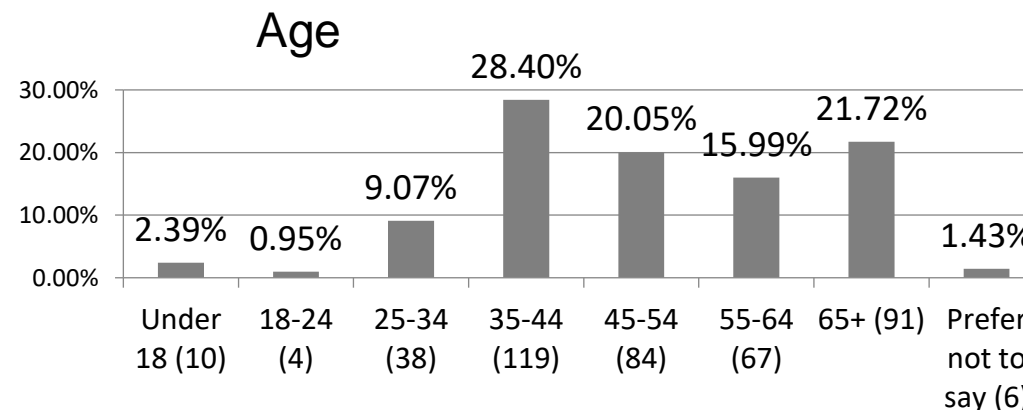
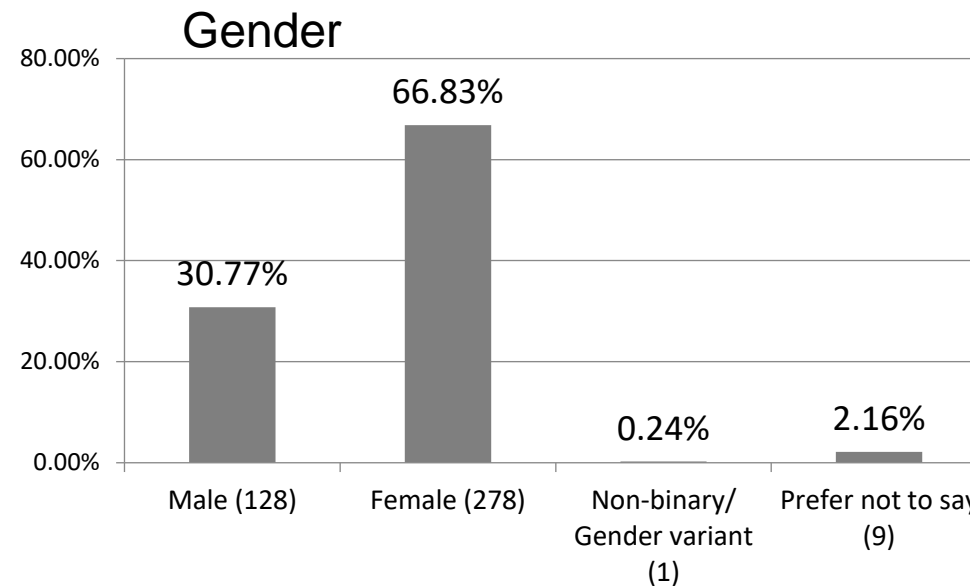
4 Rural West, York

4 partial postcode/ unable to identify ward

3 Dringhouses & Woodthorpe, York

1 Micklegate, York

1 Hull



- **Sexual orientation** – heterosexual 79%, bisexual 4%, gay/ lesbian 1.5%, prefer not to say 13.5%, other 2%
- **Carer** – yes 23%, no 72%, prefer not to say 5%
- **Ethnic group** – prefer not to say 6%, white British 87%, white Irish 0.75%, gypsy/ traveller 0.25%, other white 3.5%, mixed 1.25%, Asian 0.75%, black Caribbean 0.25%, other 0.25%
- **Religion** – prefer not to say 11.5%, Muslim 0.5%, Christian 42%, no religion 46%
- **Physical or mental illness** – yes 22%, no 71%, prefer not to say 7%
- **If yes, do your conditions reduce your abilities to carry out day to day activities** – yes a lot 16%, yes a little 36%, no 48%

List of abbreviations

AA	Acomb Alive
BB	Blue Badge holders
WALOB	What a Load of Bollards Campaign Group
PWP	PWP Design (urban design)
UGD	The Urban Glow Design & Heritage