

Budleigh Salterton Town Council

Survey on Safety on the High Street

Summary:

- 371 people responded to a survey asking for opinions and ideas about safety in Budleigh Salterton High Street in relation to the Covid-19 pandemic
- Over 85% described themselves as residents, with almost all the remainder working in the town
- Over 85% saw Budleigh Salterton High Street as important to them
- 63% usually either walk or cycle to town. Free parking options, including side streets, tend to be used when parking is necessary
- 51% supported designated disabled parking on the High Street, 28% were neutral, and 21% were not in favour of it
- 78% had experience of either themselves or others having to walk in the road in order to maintain social distancing. Regardless, this was not seen as a problem by 36%, although 55% were concerned
- 329 people gave their views on whether there were areas of the High Street and Fore Street that were too narrow for social distancing:
 - 75% of people commented that the pavements were too narrow
 - 25% thought them adequate
- 285 (75%) people generously entered ideas or comments on ways to encourage shoppers to the High Street during the Covid crisis, including those who stated no change was needed.

Pedestrian Safety: Covid and Social Distancing Specific
➤ Generally it was thought it was managed reasonably well, but suggestions were that more people need to take the needs of others into account
Traffic: One Way
➤ A significant number of people mentioned implementing a one-way system in the High Street but preferred allowing travel West to East
Traffic: Volume and Speed
➤ The speed and volume of traffic was addressed, with a variety of ideas from signs, to speed bumps, to enforcing the 20mph and many more
Pedestrian Safety: Pavements
➤ Ideas included improvements to pavements such as more bollards, wider pavements, and dropped curbs
Pedestrian Safety: Traffic Free High Street
➤ Several people suggested a traffic free High Street
Parking:
➤ The cost of parking was raised, as was the ease of being able to park close to the shops
➤ Views on designated parking for blue badge holders were mixed
Promoting the High Street:
➤ There were many ideas on how the High Street could be enhanced, and were also seen in the comments on a traffic free High Street
Decision Making:
➤ Comments included appreciation of the opportunity to contribute

Aim:

To find out from residents and businesses how they viewed the High Street in relation to safety and Covid-19 and to collect ideas on how that could be improved.

There was no intention to use the survey as a way to revisit the previously proposed one-way scheme.

Method:

A short survey was compiled.

On-line survey software was purchased by the Town Council to gather the views of residents and those working in the town about the safety of social distancing along the High Street.

In addition to the on-line version, paper copies were available at the Town Council offices, the Library, the Hub and at several High Street shops.

Invitations to take part in the survey were circulated through:

- Facebook – Budleigh Families
- Journal
- Community networks and organisations
- Posters

The survey ran for four weeks, from 10 September to 4 October 2020.

At the Council meeting on 12 October 2020 there was a request for a small group of councillors to analyse and report back on the results of the survey. Councillors David Hayward, Ceri Henkus and Penny Lewis agreed, led by Councillor Henry Riddell.

Cllr Riddell was able to obtain access to the online platform on 15 October, and entered data from all the paper copies.

The small group met by zoom on 19 October and worked to report the wealth of results and views in a comprehensive and transparent manner. The report plus appendices was ready to circulate to fellow councillors on 30 October.

Whilst the online software produces automatic reports of the structured answers, the wealth of comments and ideas took a significant time to theme and report. The comments and ideas for the two free text questions (Q6 and Q8) amounted to over 700 separate comments to report.

Due to GDPR and privacy concerns, respondents' ID codes have been removed. Whilst sample comments have been included in the report, all comments have been listed in the appendices:

- Appendix 1 Q6: responses identifying narrow areas in the High Street, organised by the level of concern reported.
- Appendix 2 Q8: ideas and comments about improving the "High Street experience",

Results:

There was a total of 371 responses to the survey.

333 respondents used the on-line version of the survey

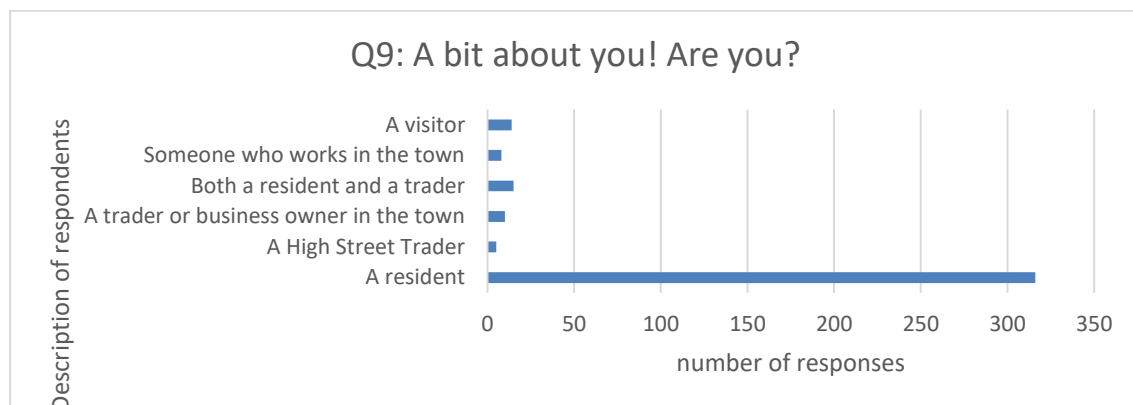
38 respondents filled in a paper copy which had to be entered into the software manually. One of which also contained extra areas of concern that did not relate specifically to the High Street and shops, these concerns have been passed on to the Town Clerk.

Analysis from the on-line version shows on average it took between 4 to 5 minutes to complete

The survey was open for 4 weeks, closing on 4 October 2020, 55% were completed within the first two weeks.

Who were the respondents?

Respondents were asked to give an idea of the capacity in which they were completing the survey

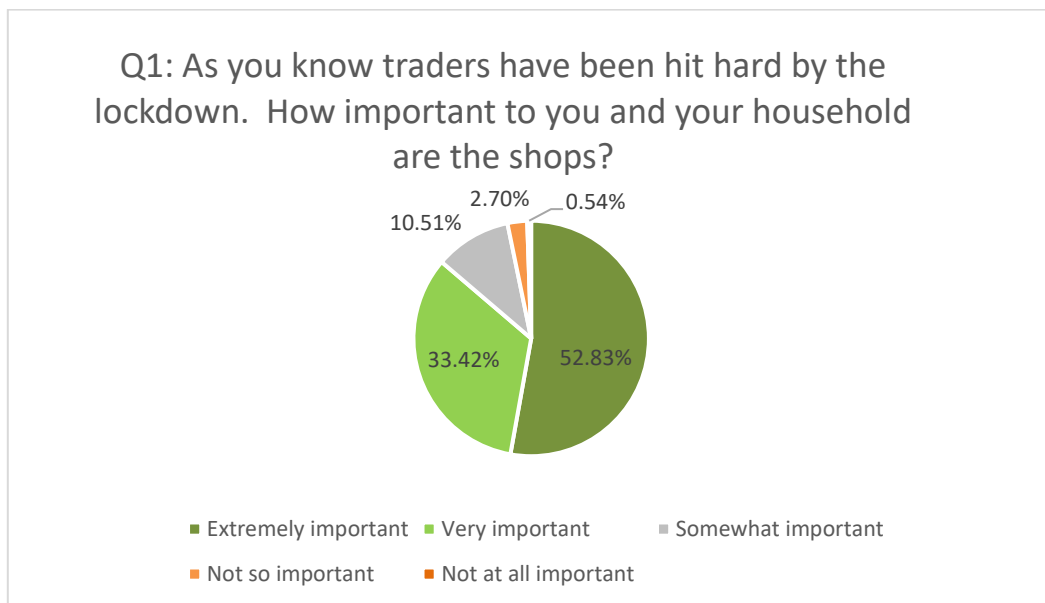


Q9: Answer choices		Responses
<i>A resident</i>	85.87%	316
<i>A High Street Trader</i>	1.36%	5
<i>A trader or business owner in the town</i>	2.72%	10
<i>Both a resident and a trader</i>	4.08%	15
<i>Someone who works in the town</i>	2.17%	8
<i>A visitor</i>	3.80%	14
Total answered		368
Question skipped		3

Over 85% of respondents described themselves as residents, almost all others were either both resident and trader, or working within the town. Very few visitors answered the survey.

Postcode of respondents	
EX9: Budleigh Salterton area	323 responses
EX10: Sidmouth area	10 responses
EX8: Exmouth area	6 responses
EX5: Outer Exeter area	2 responses
EX2: Exeter area	1 response
EX23:	1 response
Postcode not given	28 responses

Importance of the High Street



Q1: Answer choices		Responses
<i>Extremely important</i>	52.83%	196
<i>Very important</i>	33.42%	124
<i>Somewhat important</i>	10.51%	39
<i>Not so important</i>	2.70%	10
<i>Not at all important</i>	0.54%	2
Total answered		371
Question skipped		0

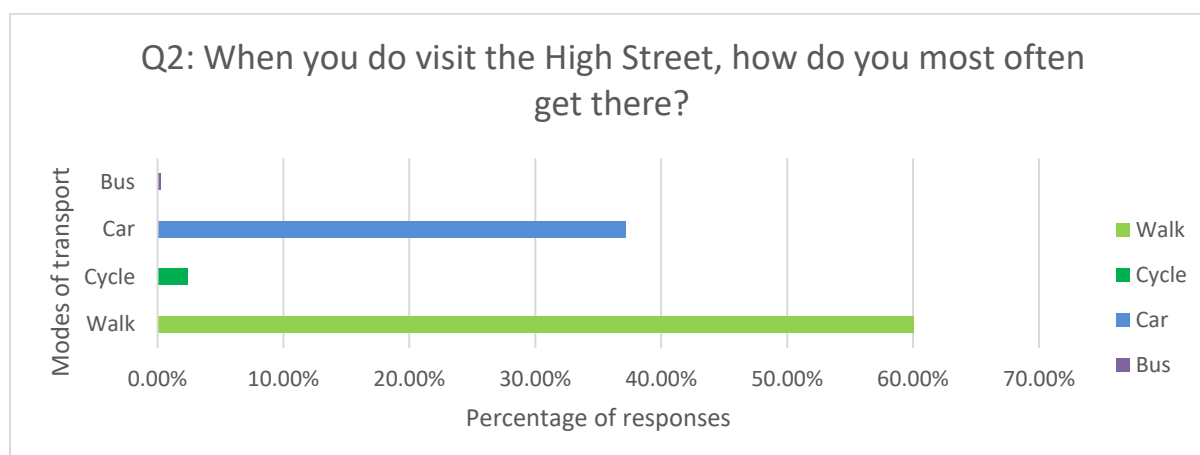
Only 12 people thought it was “not so important” or “not at all important”, 9 of whom were local to EX9.

Over 85% (n=320) of respondents considered the High Street either “extremely important” or “very important” In their free text comments (Q6 and Q8) several people contributed ideas on promoting the High Street further.

Examples of ideas and comments about the High Street generally:

- *Anything will be an improvement on the current situation. Changes are very delayed in being implemented. As a family, we are using the high street less to avoid the congestion on foot. This makes me sad not to be supporting our local businesses*
- *I would like to see it one way or pedestrianised so that the shops can use the areas outside the front of their shops. It would make it more interesting and pleasant for both locals and visitors.*
- *Encouraging shops to offer a delivery service would help to get people to spend their money in the town who are otherwise too afraid to venture in*
- *Keep a mix of shops & businesses attractive to shopkeepers & customers alike by offering loyalty for local shoppers?*
- *Another idea would be to pedestrianize the High St (at weekends?) to allow safe shopping. An outdoor market could be introduced to encourage visitors who could park in the many existing free and paying car parks. Cafes could have seating outside. Budleigh needs to wake up and embrace some positive change!*
- *Please think extremely carefully before implementing any measures which might have the effect of deterring people from accessing the town and its amenities.*
- *I think pedestrianizing the high street would have a detrimental effect on already struggling businesses as would just making the high street one way which would potentially lose half of local custom as they would be diverted away from the shops.*
- *..... Even having market stalls somewhere on high Street on a Saturday to get people into town.*
- *..... Lower rates to encourage independent/ more interesting shops Actively encourage more shops into the area - clothes shops, shops to encourage tourist visits, encourage footfall Monthly food street market/ farmer’s market in the high street Restrict any further charity shops - no rates, no additional money brought into local economy Look at other high streets to gain ideas, e.g., Bude, Frome - lots of nice shops - mix of chains and independent Grants to make existing high street shop fronts more attractive Flowerbeds*
- *It would help if some of the shops considered welcoming customers! Some are fantastic, most are very good, but some are, frankly, rude!!*
- *Could you do a farmer’s market style market every week where people from the shops have a stall? So it's outside and they select certain things to sell but people feel happier buying because it's outside in an open space? Otherwise encouraging shops to offer a delivery service would help to get people to spend their money in the town who are otherwise too afraid to venture in.*
- *Some shops/pubs appearance from outside is very disappointing. Weeds on pavements, flower boxes and baskets with dead plants in.*
- *..... People won’t want to be queuing outside shops in the rain. Maybe we need to think outside the box to provide some shelter outside the busiest shops to help this issue.*
- *Signs welcoming people to a Covid-safe shopping street would be good.*

Getting to the High Street



Q2: Answer choices		Responses
Walk	60.11%	223
Cycle	2.43%	9
Car	37.20%	138
Bus	0.27%	1

Total answered 371
Question skipped 0

Most people walked to the High Street.

Just over a third used a car to get to the shops. Of those using a car, the majority were from Budleigh Salterton itself, the breakdown of postcodes is:

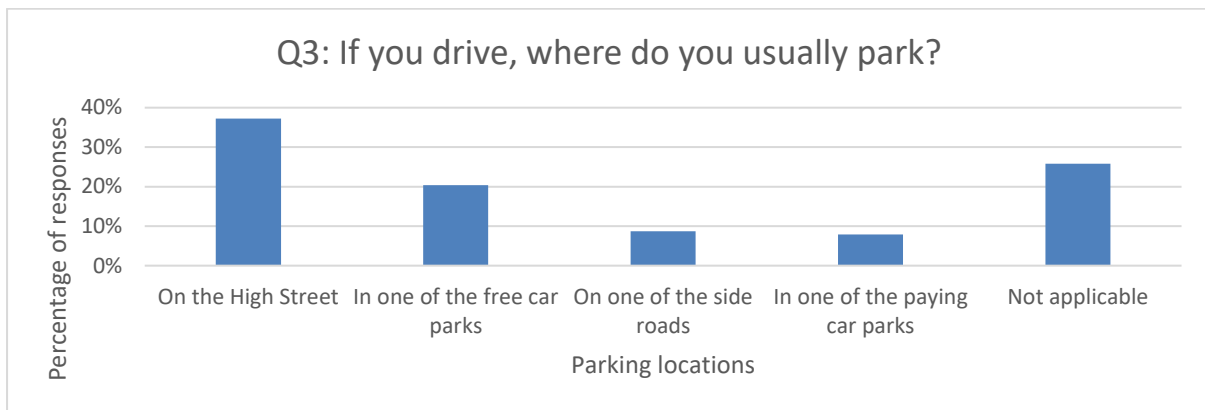
Postcode of respondents using a car to the High Street

EX9: Budleigh Salterton area	109 responses
EX10: Sidmouth area	8 responses
EX8: Exmouth area	5 responses
EX5: Outer Exeter area	2 responses
EX2: Exeter area	1 response
Postcode not given	13 responses

Examples of comments:

- *There are no bus stops on the High Street so the bus could go via Station Road and drop off by the Town Hall*
- *I also cycle frequently to go shopping and take the car for heavier items.*
- *Town needs to be much more pedestrian and cyclist friendly. Walking and cycling to the shops needs to be encouraged, so we all get healthier*

Respondents were asked:



Q3: Answer choices		Responses
<i>On the High Street</i>	37.23%	137
<i>In one of the free car parks</i>	20.38%	75
<i>On one of the side roads</i>	8.70%	32
<i>In one of the paying car parks</i>	7.88%	29
<i>Not applicable</i>	25.82%	95
Total answered		368
Question skipped		3

The answers, amplified in later comments, suggest that a large majority of people (n=244) prefer to use free options when parking.

Examples of comments from Q8 relating to parking:

- *Free parking out of season*
- *Free short-term parking in the car park opposite Tesco. The fact is you need to make the high street attractive to walk through and that means reduce vehicle volume.....*
- *..... Make the car parks at either end free of charge and I'd limited the time to 3 hours in each. It's just currently abused by people who don't need to park so close to the shops. And why is the car park at the public hall still nearly full at midnight. Isn't it supposed to be for shoppers*
- *..... make ALL car parking free of charge.*
- *.....Putting free for 20 minute spaces in Roll Mews car park.*
- *. Lower car park charges for winter.*
- *Free car parks.*
- *..... 4. Free (or greatly reduced) parking for up to 1 hour in the current Pay and Display car parks.*
- *Make Carpark opposite Tesco free*
- *Keeping car parks free*
- *. - Putting up 30min parking signs - 7.00am - 7.00pm 24hrly on High St.-*
- *Reduce high street parking*
- *Possibly some parking spaces taken out of higher street to offer widening for passing points by key stores*
- *..... 2. No High Street or Fore Street Parking, except for loading and unloading. There are plenty of car parks in Budleigh after all.*
- *I understand High Street parking is an issue, but I often have to carry heavy parcels into the Post Office and I need the spaces opposite the Co-op, so please don't do away with those!.....*
- *Less parking on the High Street so that pedestrians are not forced off the pavement.*
- *..... However, removing parking completely from Fore Street is not something I would welcome.*
- *..... Removing of the parking in the high street would allow for wider pavements, but I see the value in the parking as I use it myself. It is also of value parking to the elderly, disabled and those less able.*
- *.... and no parking on the high street.*
- *Take all cars away from the high street and*
- *.Either do away with the on street parking, which won't be popular or This won't be popular either. It's a dilemma.*
- *Traffic should be one way..... but still keep parking. Its very dangerous with cars going both ways.*
- *, but retaining all the current car parking spaces. This should allow space for pedestrians, traffic and those who wish or need to park.*

Designated Disabled Parking



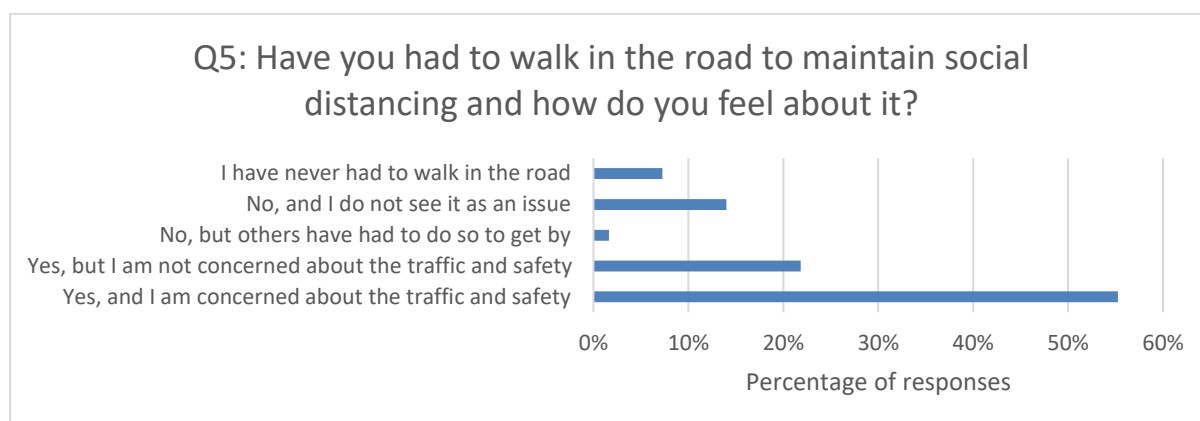
Q4: Answer choices		Responses
<i>Strongly approve</i>	18.06%	67
<i>Approve</i>	32.88%	122
<i>Neither approve nor disapprove</i>	27.76%	103
<i>Disapprove</i>	16.44%	61
<i>Strongly disapprove</i>	4.85%	18
Total answered		371
Question skipped		0

Just over half of people thought designated parking for disabled people was a good idea, however 21% (n=79) “disapproved” or “Strongly disapproved”. The free text comments contained a variety of comments on disabled parking

Examples of comments from Q8 about parking for disabled people:

- have disabled parking by the lawn...
- Slow some parking for disabled drivers only.
- 5. Ban all parking except for disabled parking in the High Street.
- The free car park in brook road, and the spaces outside the bakers, should be made disabled spaces
- Please please put signs up asking drivers not to park on both sides of the high street. I have witnessed several times a disabled driver to pull up, for example outside the co-op and pull up 2 wheels onto the pavement and leave the car. I have previously challenged a blue card car about this.. as these drivers park all over the town in very inconvenient places..can they be issued with guidelines *anonymised*
- Disabled parking with very limited parking time opposite supermarkets
- Perhaps there could be a few parking spaces on the high street just for disabled people.....
- and a special area for disabled drivers
- Allow parking on the High St only for disabled and deliveries.
- The problem with making the High Street parking for disabled users is that the system is widely abused by blue badge holders
- Disabled Parking spaces, 2 max would be sufficient as Disabled people may already park on double yellow lines
- Stop ALL parking on double yellow lines on the High Street - including blue badge holders

Walking down the High Street



Q5: Answer choices		Responses
<i>Yes, and I am concerned about the traffic and safety</i>	55.26%	205
<i>Yes, but I am not concerned about the traffic and safety</i>	21.83%	81
<i>No, but others have had to do so to get by</i>	1.62%	6
<i>No, and I do not see it as an issue</i>	14.02%	52
<i>I have never had to walk in the road</i>	7.28%	27
Total answered		371
Question skipped		0

78% (n=292) of respondents had experience of either themselves, or others, having to walk in the road in order to maintain social distancing.

However 43% (n=160) felt even so this was not a problem or that they had never had to walk in the road.

Examples of comments about distancing

- *Helpful signs as visitors reach the outskirts of the town regarding safe distancing, narrow roads which need care in traversing, indication of loos open and facilities/shops available. For Locals big reminders of the requirement to self-distance and watch for other people.. Reminders that there is an elderly population who may not be so agile.*
- *signs on all shop windows to remind you to wear face mask and keep your distance*
- *..... Signs telling people they must socially distance while walking down the pavements.*
- *More signs on the pavement to keep your distance.*
- *Discouraging groups of people talking on the pavement*
- *.... The main problem is not so much quickly passing people on the pavement but trying to navigate some people who stop and chat to each other, walk two or three abreast or passing the queues to get into the shops.*
- *No smoking outside The Feathers, Slice of Lyme and the Indian as this encourages people to block the pavement.*
- *I think local people are more inclined to social distance. Visitors seem to leave that behind sadly.*
- *Educating people so they understand how far 2 metres actually is*
- *Signs on the pavement indicating safe distances.*
- *. Make it safer for pedestrians to cross. Single file walking. Polite messages for consideration to others. Stop people socialising outside shops.*

Pavements

Q6 asked about areas of High Street and Fore Street where it was felt the pavement is too narrow to maintain social distancing.

This was answered by 329 of the respondents, 42 skipped the question. A full list of all responses can be found in appendix 1.

75% of people thought the pavements were too narrow, many citing all pavements. The question related to social distancing, but several commented generally on the width of the pavements.

The majority of comments suggested that particularly the south side pavement needed widening, especially at specific pinch points.

As seen in Q5, people varied on how they felt about walking in the road to enable distancing. Therefore, examples of comments have been grouped according to the response to Q5 on how concerned people were about safety on the High Street. All grouped free text responses can be seen in appendix 1: Q6

Q6 Are there any areas of High Street and Fore Street where you feel the pavement is too narrow to maintain social distancing?

- **Sample of comments from those who answered Q5 as: "Yes, I am concerned about the traffic and safety" (n= 205)**
 - *I'm disabled and often walk into the road to get past ppl, which worries me because I've fell before in the road . I've been shouted at and abused over parking to and trying to manoeuvre my way down.*
 - *Yes, there is no pavement at the beach end of the street, and you are forced into the road. Most of the High Street pavements are too narrow, especially when people are queuing to go in shops. Young mothers with toddlers and prams avoid the High Street, it is unsafe for them. Cars are regularly seen driving with 2 wheels on the pavement. Perhaps it should be one way like Sidmouth?*
 - *The main stretch of the high street where there are shops both sides, and parking down one side meaning cars 5/6 times out of 10 mount the path to pass oncoming traffic instead of giving way to each other! Many times, I have had to go against a shop window to avoid myself and small child being hit by the car on the path!*
 - *Pretty much the whole of the High Street pavement is too narrow, especially when you remember that many elderly residents use walking sticks or frames.*
 - *I do not feel that any of the pavements (coupled with the attitude and behaviours of many people) allow for sufficient social distancing.*
 - *Yes, Coop Side. All Summer & today in September town is full of tourists who walk 4 abreast & expect others to walk in Road. Go to Magdalen Rd Exeter & see how their Council looked after their residents properly with exceptional temporary paths & a one-way system. Budleigh failed resident's safety by being threatened by shopkeepers. Appalling dangerous High Street plus bus route totally ridiculous. We have lived here almost all our life & disgusted at the failures of local council in safety for your residents & retired older people. Disgraceful. Make the road ONE WAY it should NEVER be a 2-way system. Too narrow & too dangerous *****
 - *Along the entire high street, on both sides, the pavement is too narrow to observe social distancing. I try and move out into the road when possible but if I am blocked by cars, people will just walk past me with no attempt to social distance.*

- *Yes. There are always groups of people outside the chemist and co-op and it's very difficult to pass safely. In fact, this is true of the whole of the high street. I now only go there for a prescription since it's just too crowded.*
- *The coop and feathers side(the whole side of that road) is very unsafe more from dangerous drivers mounting the curb and driving far too fast my grandchildren have had at least two very near misses one where a passenger shouted to get out of the way whilst her elderly husband drove on the pavement to avoid traffic coming down the road complete lack of safety on all fronts*
- *On the seaside of the High Street around the Co-Op. Especially with people waiting to enter. There is nowhere to go when a couple of 'visitors' or more amble along without masks. I turn my face to the shop fronts.*

Q6 Are there any areas of High Street and Fore Street where you feel the pavement is too narrow to maintain social distancing?

- **Sample of comments from respondents who had answered Q5 as: "Yes, but I am not concerned about the traffic or safety" (n = 81)**
 - *It is narrow at the opticians and when people queue outside co op but I feel people have been very kind to each other. I have a pram and people have allowed me to pass. People usually walk on the road, even before covid.*
 - *I tend to stick to the green-grocer side of the High Street as I find that side wider although this might be in my head! I think closer to the beach end it widens out on the other side but near the Feathers and up that end on that side it's more narrow.*
 - *Most areas are ok in the winter months. Locals respect each other and walk line astern. Visitors dawdle about eating ice creams unaware of others trying to get along the pavement. We need to make visitors more aware that the rules apply to them even when visiting our town. I have seen the stencilled social distancing signs on the pavements but believe they should be more frequent*
 - *I find it quite easy to judge when people are coming and either make way for them, walk around them taking cars into account or cross the road*
 - *Stop going on about it and just get on with it, it's less likely to be caught outside and while you are walking past people this has been confirmed*

Q6 Are there any areas of High Street and Fore Street where you feel the pavement is too narrow to maintain social distancing?

- **Sample comments from respondents had answered Q5 as: "No, and I do not see it as an issue" (n = 52)**
 - *Some are but you can just cross to the other side of the street*
 - *Not really if everyone treats each other with respect for distancing issues*

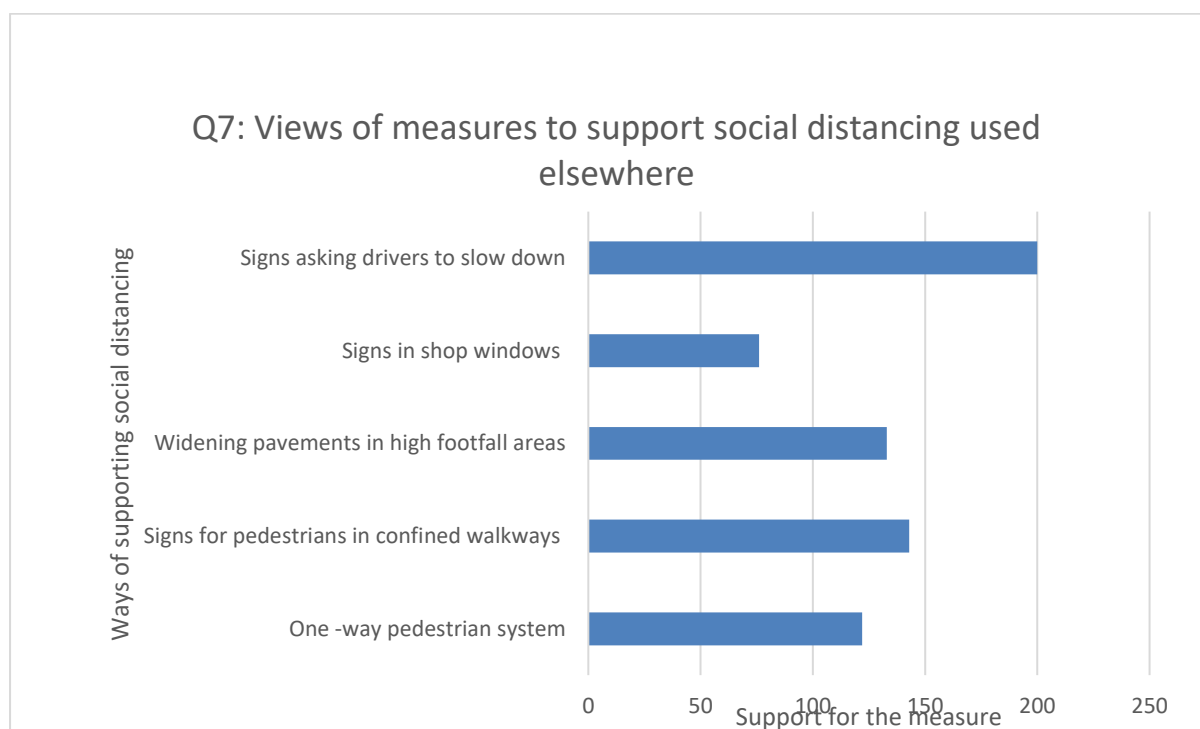
Q6 Are there any areas of High Street and Fore Street where you feel the pavement is too narrow to maintain social distancing?

- **Sample comments from respondents had answered Q5 as: "I have never had to walk in the road" (n = 27)**
 - *Only when couples walk hand in hand and don't move over*
 - *It is not an ideal situation, but with a little common sense and patience there is sufficient room to maintain social distancing.*

Q6 Are there any areas of High Street and Fore Street where you feel the pavement is too narrow to maintain social distancing?

- **Sample comments from respondents had answered Q5 as: "No, but others have had to do this to get by" (n = 6)**
 - *To be pedestrian friendly any pavement should be a MINIMUM of Two and a Half Meters Wide.*

Other measures to support social distancing



Q7: Answer choices		Responses
<i>One-way pedestrian system (up one side, down the other)</i>	35.06%	122
<i>"Wait, please let others pass" signs for pedestrians in confined walkways (e.g. the footpath between Station Road and The Lawn)</i>	41.09%	143
<i>Widening pavements in high footfall areas</i>	38.22%	133
<i>Signs in shop windows and prominent places welcoming shoppers to a "safe shopping area"</i>	21.84%	76
<i>Signs asking drivers to slow down</i>	57.47%	200
Total answered		348
Question skipped		23

Examples of comments about measures used to support social distancing

- *Signs like - we are a socially distancing town - on lamp posts, shop windows, if owners happy A standard sign in every shop like - face covering required and use of hand sanitiser in shop required*
- *It would make more sense to make the high street a "mask wearing" zone so less panic about distance*
- *Leave things alone - there is an elderly population and significant change will drive them to shop elsewhere*
- *You will never have a solution that will assist in social distancing, its every individual's responsibility to maintain as best possible*
- *NOT too many signs- especially negative ones! Budleigh already has a lot of negative signage! Polite smiley face signs asking people to respect distancing but also to encourage the use of local shops.*
- *More challenge to people who aren't keeping a social distance or wearing face masks - whenever I have, politely, asked someone to keep a safe distance, it has not been well received and I now avoid using the shops as much as a result*

- *Signage asking ALL people to wear a mask whilst in the High /Fore St. i.e 'You are entering a masked zone'.*
- *Signs on the pavement indicating safe distances.*
- *Do not use a one way system, I live in Bude and they have this and it does not work at all, rarely anyone follows it and with a pram it is extremely difficult criss-crossing over. I visit Budleigh regularly to visit my parents and I am originally from there. As Winter sets in the amount of people will become less of a problem.*
- *I don't think we need to make any changes- generally people are sensible and respectful- those that aren't won't pay attention to revised rules anyway.*
- *.....One way pedestrian system makes sense ordesignating the high street mixed use like Exeter City Centre.*
- *The chance of catching covid if wearing a mask and walking past someone is exceptionally low (my husband is medical so that's not just hearsay) It would make more sense to make the high street a "mask wearing" zone so less panic about distance*
- *Ask couples to walk single file. Keep dogs on short lead Ask people with buggies to keep in single file*
- *I think the one way system for pedestrians would be a fabulous easy way to solve some of the problems. Would probably require a 'Marshall' or someone to explain it to pedestrians initially but like all things it will get easier over time. We are moving into a different time now where holiday maker numbers will reduce but the weather is likely to change.*
- *Walk down one side of the High street up on the other side*
- *Have bollards in road outside the Co-op so pedestrians can walk past safely. Signs need to say why to slow down*
- *Make the pavement one way*
- *One way pavements with LARGE Arrows.*
- *. Make it safer for pedestrians to cross. Single file walking. Polite messages for consideration to others. Stop people socialising outside shops.*
- *Suggestions as indicated in response to Question No7. It is hard not to stop and speak sometimes with someone you haven't seen for sometime and that interaction is essential for the well-being of all.*

Further text comments can be found in the appendices.

Ideas on what can be done to improve the “High Street experience”

Q8 Do you have any suggestions which the Town Council could implement to improve your “High Street experience” during the COVID-19 crisis or ideas which encourage shoppers to the High Street whilst keeping social distancing guidelines in mind? Please list them below.

This was answered by 285 people, and skipped by 86.

Within those 285 responses (75% of all respondents), very many people listed multiple ideas. All responses can be found in appendix 2: Q8.

Themed sample of responses:

Traffic

- **One Way** sample responses
 - *Making the high street one way for cars as there can be a lot of congestion where you get cars going in both directions trying to get past the parked cars as quick as possible*
 - *Pedestrianise the high street and Or One way traffic*
 - *.... restrict speed and implement one way traffic.*
 - *Even without Covid the high street is unsafe, with poor driving and parking practices. Personally I am in favour of a one way system for cars.*
 - *I though some sort of one way proposal could be revisited as this would prevent traffic mounting pavements and allow more pedestrian confidence.*
 - *Traffic should be one way..... but still keep parking. Its very dangerous with cars going both ways.*
 - *The middle section from just below Feathers to Staddons could be pedestrianised or made one way but don't divert traffic away from high street as still need to encourage visitors*
 - *Traffic one way system as the vehicles are Drizzly close and sometimes mount the pavement in order to pass on the existing traffic system*
 - *Impatient drivers are a problem in the High St, with or without the Covid situation. If people are not prepared to wait and let cars through then someone often has to mount the pavement. orinstigate a one way system for traffic which was proposed recently . This won't be popular either. It's a dilemma.*
 - *..... I would consider a one way system which I know is controversial. Or look at traffic lights for the full length of the high street meaning single stream traffic and no cars squeezing past each other or mounting kerbs. Maybe even implement it during the summer when higher traffic volumes expected*
 - *A one way system for traffic would be good . It is often blocked and it is causing road rage and anti social behaviour*
 - *Make High street and Fore Street one way for vehicles or at least one way to HGVs to stop them turning round and driving twice up & down the High St.*
 - *One way road traffic to give pedestrians room to spill onto the road. Parking for cars.*
 - *Make the high street one way to traffic and*
 - *..... 2. Re-consider a one-way system for High St*
 - *crazy to have two way traffic in this narrow road narrowed even more by parked cars. If a car comes up when one is already coming down, risk one of them will climb on pavement, i have already been hit by a wing mirror as a car did this*
 - *Introducing a one way traffic system hours from 9-4, or whenever footfall is highest.*

- *Implement a temporary one way system on the high street and widen the pavement on the South side. This will not only allow enhanced distancing but also act as a trial for a permanent one way system.*
- *..... Slow the traffic right down . Consider making the traffic one way.*
- *Making traffic one way safer if you have to go onto the road to remain distancing.*
- *I would like to see the high street made one way for car and cycle traffic, a separate cycle path could then be provided and pedestrians could have wider pavements. If traffic ran into town and towards the sea from the station road traffic lights shops would still get their passing trade and a friendly and more relaxing shopping experience!*
- *Maybe make High Street one way as cars fighting to pass one another tend to get too close to pavements sometimes causing pedestrians to move over to avoid being hit by wind mirrors*
- *I think it is essential that the high street is made one-way for vehicles and the pavement of the beach side widened. Consideration could be made to applying this between 08.30 and 18.00, to allow delivery vehicles access. I think the one-way makes more sense if the flow is from the traffic lights down.*
- *I think the one way system for traffic was a good idea but that the traffic should have been going down the high street as it makes more sense in this direction. Two way traffic has never worked on the high street, whatever the traders tell you!*
- *..... and divert the traffic one way down the high street and back up behind the shops.*
- *One way into town with parking on the left and then out of town along beach and around to traffic lights to leave Budleigh.*
- *One way system for traffic but going towards the seafront*
- *I had heard that a one way traffic system was being considered. Good in principal but turning left into Station Road to bring cars out for a dangerous right turn onto East Budleigh Road would be foolhardy. This turn could be used to access the Station Road car park but not for a main route into the town.*
- *.... introduce one way traffic between Cliff Road and Rolle Street.*
- *I think a one way system for cars is a good idea, from West to East*
- *I don't think making the high street one way was a bad idea, but it makes more sense to have the direction of one way into the town, as this naturally funnels traffic through the town to do shopping and get to the beach, which I'm theory should improve footfall through the high street.*
- *Bearing in mind Covid and longer term - Personally I think the one way road was a good idea but it was proposed to go the wrong way. Apart from social distancing the high street will continue to be an issue because it's too narrow for 2 cars and during busy periods it's ridiculous with people driving up pavements and not giving way. I would like to see it one way or*
- *I liked the one way idea with wider pavements but the one way should be from the traffic lights towards Lime Kiln. There are no bus stops on the High Street so the bus could go via Station Road and drop off by the Town Hall. The narrow pavements are not safe as the standard of driving in Budleigh is shocking.*
- *Make the High Street one way to all vehicles & cyclists. But make the one way system to allow traffic to enter the High Street from the traffic lights (the opposite direction to the town councils proposal)*
- *..... Even if the high street is made one way only this will only give a very small amount of extra width for walking.*
- *1. You should have stuck to your guns and had a one way system albeit in the other direction. This is still a good option.*

Pedestrian Safety

- **Traffic Free High Street** sample comments
 - *Would not support pedestrianising the high street it would kill the town.*
 - *No traffic! *anonymised**
 - *Pedestrianise the central section of the high street, have space for market stalls, space to browse, benches to sit on etc. Plant some trees. It would encourage people to spend more time in that area rather than just going to get the things they need and create more business opportunities and outdoor opportunities with stalls as many people are preferring the open air. More like to look in shop windows too if having a drink on a bench etc.*
 - *Pedestrianise the high street*
 - *Make the road pedestrianised to encourage people to enjoy the space think of planters social space for the future whilst looking at COVID measures think about the future and ensure it will be a space that can be utilised by many*
 - *Yes the whole high street should either be pedestrianised or*
 - *Pedestrianizing High Street from 10 am - 4 pm and allowing loading and disabled parking only (e.g. like Woodbridge in Suffolk, which has won awards). Or,*
 - *.... alternatively pedestrianise the high street making the area overall a safer environment enabling ease of social distancing, parking already exists for abled and disabled at both ends of the town, it's a no brainer!!!*
 - *Stop the traffic and make it pedestrianised*
 - *Give pedestrians priority*
 - *No driving through high street, keep only for pedesttians and allow on street tables and chairs for cafes.*
 - *To be honest I'd make it all pedestrianised.*
 - *Pedestrianize the high street at its busiest times of day as they do in Totnes*
 - *OR pedestrianise High St. Between 2pm and 6pm. Let the visitors actually window shop. Take courage shop keepers. Give it a go but not in mid winter.*
 - *Pedestrianised high street*
 - *Pedestrianisation during summer months (with a sensible diversion around Brook Road and Queen Street) to allow a 'cafe culture' and establishment of al fresco dining.*
 - *Pedestrianised high St*
 - *Narrow pavements + motor traffic = irresolvable problem with or without Covid. Pedestrianisation needed.*
 - *1. Make it completely traffic free and allow cafes to put tables and chairs outside, creating a relaxed and inviting place for people to meet and thus encouraging people into the town and shops. It would also become the perfect place for things like the monthly farmers market and other social events.*
 - *The High Street should be pedestrianised either all day or between 9.00 and 4.00*
 - *..... pedestrianise the road which will keep shoppers in the town longer and shops will benefit from more trade*
 - *Pedestrianise the High Street, it is so dangerous @ the moment & impossible to Social Distance unless you walk in the road & risk being injured. The volume of traffic thru the Summer & even now travelling thru the Town has been unrelenting & travelling far too fast.*
 - *make the town centre pedestrian only*
 - *Make it pedestrian only*
 - *Pedestrianise the high street. If there is concern from the traders to implement on some days. Points to note: the Xmas Open Evening is a great success and to maintain the free car parks to compete equally with Tesco's.*
 - *..... Pedestrian high street. Trolleys to take shopping to cars.*

- *Pedestrianise the area and have deliveries at certain times only.*
- *Give precedence to pedestrians. Modern cars are now too wide for safe two way traffic in the High Street. Banning though traffic, except for specified delivery times, would make the street a much more enjoyable shopping experience. The proposed one way system should be reconsidered. If the High Street is too thrive radical solutions are needed.*
- *Much wider pedestrian areas or full pedestrianisation*
- *..... It would be great if it could be pedestrianised.*
- *.... or pedestrian only hours from 9-4, or whenever footfall is highest.*
- *or pedestrianised so that the shops can use the areas outside the front of their shops. It would make it more interesting and pleasant for both locals and visitors.*
- *. 2. Pedestrianised high street during shopping hours with exemptions for disabled and cyclists.*
- *..... In an ideal world like would see the high street from lawn road to Angie's clothes shop pedestrianised.*
- *....would welcome a high street without cars myself*
- *.... Above all I would like to see the High Street pedestrianised during the summer months. It is frequently chaotic and dangerous.*
- *Traffic free Saturdays/Sundays to encourage more people to shop and with more space to walk. Cafes allowed to have tables outside on traffic free days. Traffic free on Farmers market day. Encourage people to do more of their coffee drinking and shopping outside. Or fully pedestrianise high street with park and stride scheme. Town needs to be much more pedestrian and cyclist friendly. Walking and cycling to the shops needs to be encouraged, so we all get healthier (myself included).*

Traffic

- **Volume and Speed** sample responses
 - *..... There is too much traffic going into the High Street. Signs indicating the 'through route' i.e. avoiding the High Street have been overgrown by vegetation. Restricting the size of vehicles entering the High Street 10 mph speed restriction*
 - *Better marking of 20mph speed limit, e.g. Speed sensing signs, pairing of speed limit on roads (not just the High St) Enforcement of 20mph speed limit. Signs reminding eastbound vehicles to give way to traffic coming up the High Street.*
 - *.....A shuttle bus from Limekiln?*
 - *..... with out of hours delivery times and*
 - *3. Some zebra crossings so people can cross safely.....*
 - *Or, traffic calming measures and one way system from Station Rd towards Fore Street, plus wider pavements.*
 - *..... Drop curb and car free section midway up the high street to facilitate crossing for wheelchairs and pushchairs - perhaps a pedestrian crossing. Would make it easier to cross the road if one side is busy. Deliveries early or late to reduce congestion.*
 - *Sign for traffic at each end of high St to be patient and give way if vehicle already moving up or down*
 - *.... put traffic lights each end*
 - *Have time zones permits where we had to apply for them. So many could only shop in 2 hour blocks. Eg I would be asking to be able to shop during 14-16 hours daily. No time zone restricted. Everyone could apply for a zone that suited their life style. Visitors wouldn't of course be able to get one, and the town needs adhoc visits*
 - *1. Truck deliveries to shops to be minimised during busy shopping times*
 - *"Traffic has priority over/should give way to oncoming vehicle" signs to remind all the terrible Budleigh drivers who has right of way in the High St from Gingerbread to Staddons.*

- *Humps in the road to slow traffic and allow people to cross .as per near the small Tesco and the Strand in Exmouth . Speed of traffic in and around Budleigh is an issue and makes any efforts to leave a pavement perilous. East Budleigh Riad is another example*
- *. Better traffic enforcement, especially for those who don't seem to understand the Highway Code and who force their way down the High Street against oncoming vehicles (who have right of way as parking on the north side obstructs those coming from the traffic lights). Traffic calming measures - 20 mph signs painted on road; road humps to cut speed, red tarmac).*
- *..... Maybe restricting deliveries to certain times of the day and large vans/vehicles as they do cause congestion and visibility.*
- *? Temporary traffic lights on high street Barriers to make pavement wider outside coop and no parking opposite the barriers*
- *Mark the road as shared space, so it is free for people to walk down , warning cars they have to crawl behind pedestrians as needed. Consider making road one way to enable its safe use to be more easily marked.*
- *..... As for the traffic through the town we already have a system where most considerate drivers coming down the hill wait at the junction where gingerbread and Elisabeth is for traffic to drive up the high street with a similar wait point by Taj Mahal/ Staddons. This would be the perfect place to install temporary traffic lights ensuring that there is only ever one stream of traffic using the road at any time. This solution would stop drivers driving on the pavements and getting too close to pedestrians. We have a high street system that already almost works and has the potential to work properly by installing some temporary traffic lights. I think this would be easy to achieve quickly and provide a short term solution. I would also think it would be a lot cheaper in terms of traffic calming alternatives, signage etc. Maybe trialling it does a few weeks ASAP to see how effective it is? Anyone doing roadworks appear to be able to install traffic lights at almost a moments notice.*

Sample comments and ideas relating to **social distancing, pavements, parking and promoting the High Street** have already been included within the earlier parts of this reports. All comments, in their entirety, can be seen in the appendices.

Some people answering Q8 explicitly stated that they saw no reason for change

No change (sample responses)

- *Keep the High Street as it is for parking. Always park there or in a side street for quick shopping like paper, pharmacy, butcher etc. Wouldn't come in if have to walk far so current quick parking encourages lots of quick shopping for essentials and works for returning as spot shops I want to explore.*
- *Don't implement a one way system, it'll kill the town*
- *Do NOT remove parking on the high street as this is essential for businesses and elderly and disabled drivers*
- *Leave things alone - there is an elderly population and significant change will drive them to shop elsewhere*
- *DO NOT make the high street one way*
- *This is not an issue*
- *Leave alone*
- *We have had no problems in the High Street and have found that people are very considerate*

Finally, several commented generally on decision making

Decision making

- *The solution should come after the problem - not before it. The problem is the dangerously narrow sidewalk. So First, we should widen this pavement - then the solution would be studied by the Council and traffic experts.. Your one-way idea was good (especially as a "trial") Even the traders would agree to a wider footpath! Thank You for listening. **
- *I think we should have taken a leaf out of the book of other towns which put in temporary safety provisions early on during the crisis. I'm very disappointed with the slow reactions here. Instead of consultations sensible measures should have been put in place and I'm sure most residents would accept the need for them to help protect us. Long term changes could then be discussed and planned in light of what we felt we could all live with comfortably.*
- *What happened to the idea of implementing a one way system for cars.....and widening the foot paths temporarily?*
- *Traders should not suffer from implementation of social distancing measures - people will always shop when they need to & some STRICT ENFORCEMENT of these rules should mean more rather than fewer people will feel safe to shop here.*
- *Anything will be an improvement on the current situation. Changes are very delayed in being implemented. As a family, we are using the high street less to avoid the congestion on foot. This makes me sad not to be supporting our local businesses.*
- *..... Traders are blind to the fact that wider pavements encourage browsing and one way road is safer*
- *Ask people to stick to the rules .*
- *Traffic is not keeping to 30mph as you get into Budleigh. Motor bikes With loud exhausts purposely speed in low gear causing noise pollution. This needs to be addressed by Town Council.*
- *..... Budleigh have done absolutely nothing. Who runs this town . Council or shopkeepers !!!!! 🤔*
- *Social distancing is about people's attitude towards one another rather than signs and another layer of restrictions those so minded will always ignore.*
- *Many are completely disregarding social distancing, both inside and outside shops. Anything that could be done to combat this would be welcome. I'm also unhappy with the number of disposable facemasks being used, and the implications of this for the environment. A town wide campaign to encourage people to use re-usable masks would be good!*
- *In nearly every town I've lived when pedestrian areas only are made they work despite opposition from some people and traders. Change for the better is a good thing. Think about shoppers more than traders*
- *..... I doubt that we will be returning to any sort of normal for at least 2 years so long term plans need to be drawn up now ASAP. Thank you for taking the time to survey the town and looking at ways to protect pedestrians and the businesses.*
- *We have lots of vulnerable residents in Budleigh, young and old, the tourists make it hard to social distance on the High street and I have been forced into the road with my child.*
- *The suggestions in question 7 would not solve the problem which is not the walking shoppers but the traffic.*

Conclusion and actions:

Awaiting outcome of full Town Council meeting