



Northumberland
County Council

Hexham Market Place

Stage 4 Consultation: Summary of Survey Responses

11th June 2019

CONTENTS

Introduction	3
Project Timeline (Stage 4).....	4
Survey Responses and Catchment.....	4
Responses by Data Collection method (All Response types)	6
Responses by Data Collection method (NE46 Responses)	7
Responses by Resident, Business or Visitor (Online Responses)	8
Responses by Resident, Business or Visitor (All Response types).....	9
Responses by age (All Response types).....	10
Respondents by Location (All Response types).....	11
How People chose by Location (Online Responses).....	12
Online Responses over time	13
Purpose of visit.....	14
Comments Analysis: ‘Why did you choose this option?’	17
Sample of comments.....	18
Businesses’ Petition	19
Conclusion	20
Appendix	23

INTRODUCTION

Northumberland County Council has been working in partnership with Hexham Town Council to develop designs to renovate Hexham's Market Place. The Town Council initiated the project in 2016, appointing Sustrans to begin a process of consultation, data gathering and conceptual designs (referred to as Stages 1 & 2). Four design options were produced and a street trial was carried out in 2017 to test the impact of a street closure on surrounding streets (Stage 3). Following Sustrans involvement, NCC Highways collaborated with Hexham Town Council and County Councillors to refine and develop two design options for the Market Place (Stage 4).

This report outlines the results of a public survey carried out between 7th January and 3rd March 2019. The purpose of the survey was to consult with members of the public on two design options for the development of the Market Place.

Option 1: 'Pedestrianisation'



- Vehicle access is restricted between 10am and 4pm to create a pedestrian friendly space (local access allowed).
- Distinct change in material and environment upon entry from Market St at Cowgarth and Beaumont St (both options).
- Managed disabled bays, loading bay and drop-off point adjacent to The Abbey.

Option 2: 'Enhanced Streets'



- All routes remain open to vehicles.
- Some parking retained in central Market Place.
- Managed parking and loading bays in a Restricted Parking Zone (RPZ) is proposed to minimise signage clutter.

PROJECT TIMELINE (STAGE 4)

	19 th Sept '18	• Working Group Meeting 1
	20 th Oct	• Working Group Meeting 2
	12 th Nov	• Working Group Meeting 3
	19 th Nov	• Working Group Meeting 4
	29 th Nov	• Working Group Meeting 5
	12 th Dec	• Presentations to Town Council Committee
	21 st Dec	• Press release 1
Consultation Start	7 th Jan '19	• Project website and online survey launched
	31 st Jan	• Press release 2
	11 th Feb	• Promotional Flyers delivered to NE46
	12 th Feb	• Press release 3
	22 nd Feb	• Press release 4
	23 rd Feb	• Public Event @ The Queen's Hall
	27 th Feb	• Press release 5
Consultation End	3 rd March	• (Website survey closes and paper-based responses collected).

SURVEY RESPONSES AND CATCHMENT

A project website (hexhammarketplace.stickyworld.com) has been utilised since the initial project stages and has been used as the primary facility for sharing information and gathering feedback. Each stage of the project has corresponded with a new 'portal' within the site and the latest content for people to view plans or related media. For this latest consultation, visitors to the site were directed to an embedded survey, having viewed the options available. It was intended that this online medium was to be the primary method for capturing information for the following reasons:

- Site visitors would be required to view all of the plans before submitting their completed survey
- Compulsory information could be captured that was needed for data analysis, particularly postcode information
- Data protection could be assured.

In order to accommodate those without access to IT equipment or the internet, paper copies were made available at the Library at Queen's Hall (Beaumont St, Hexham). Respondents could then leave completed surveys at the Library or post them to the Town Council Office.

Based on a population of 11,829¹, there was an encouraging rate of response from the consultation:

- 853 online submissions
- 586 paper copies were handed in or completed at the Library, including 218 forms that were handed in as a 'batch' having been completed at another location other than the Library
- 20 paper copies were handed into the Town Council office
- 1459 completed surveys were submitted in total, corrected to 1361 once duplicates were removed.

98 completed surveys were discounted, the majority of which were shown to be duplicate or incomplete responses, where mandatory surveys had not been completed. There was only a small number of instances of disingenuous responses and that were removed from the final set of completed entries for analysis.

¹ Hexham Civil Parish (Census, 2011)

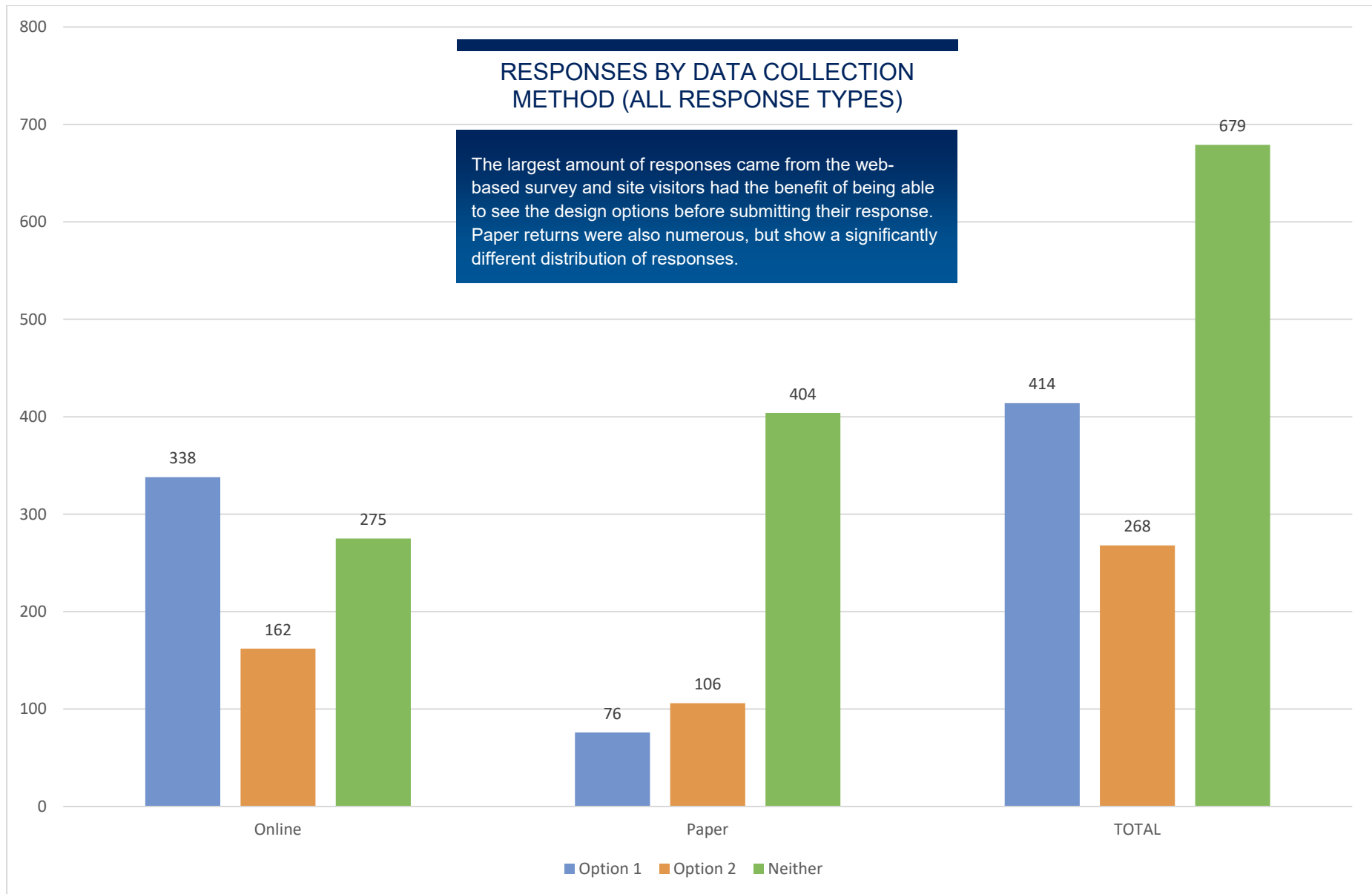


Figure 1: Responses by data collection method (all response types).

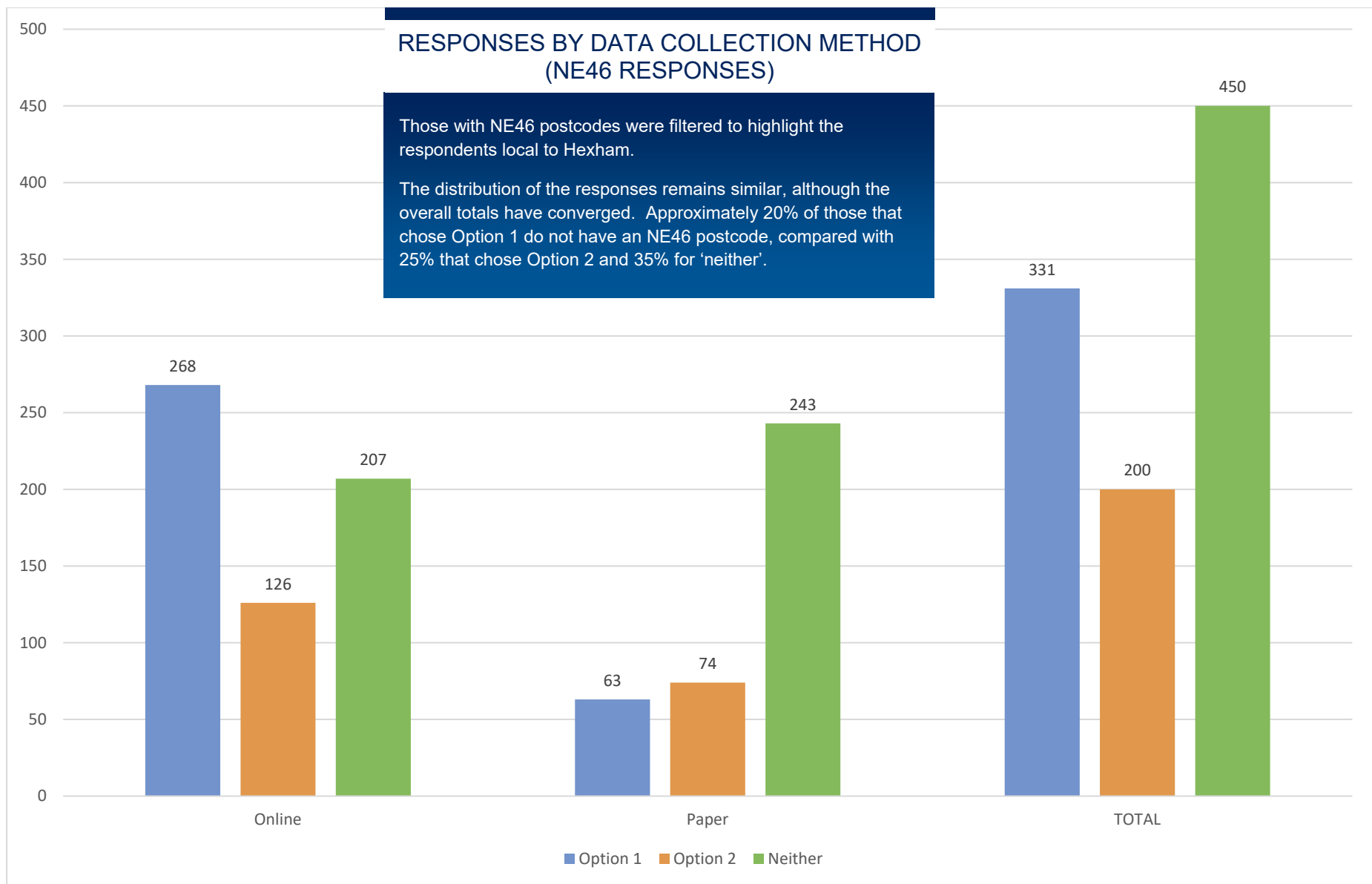


Figure 2: Responses by data collection method (NE46 responses).

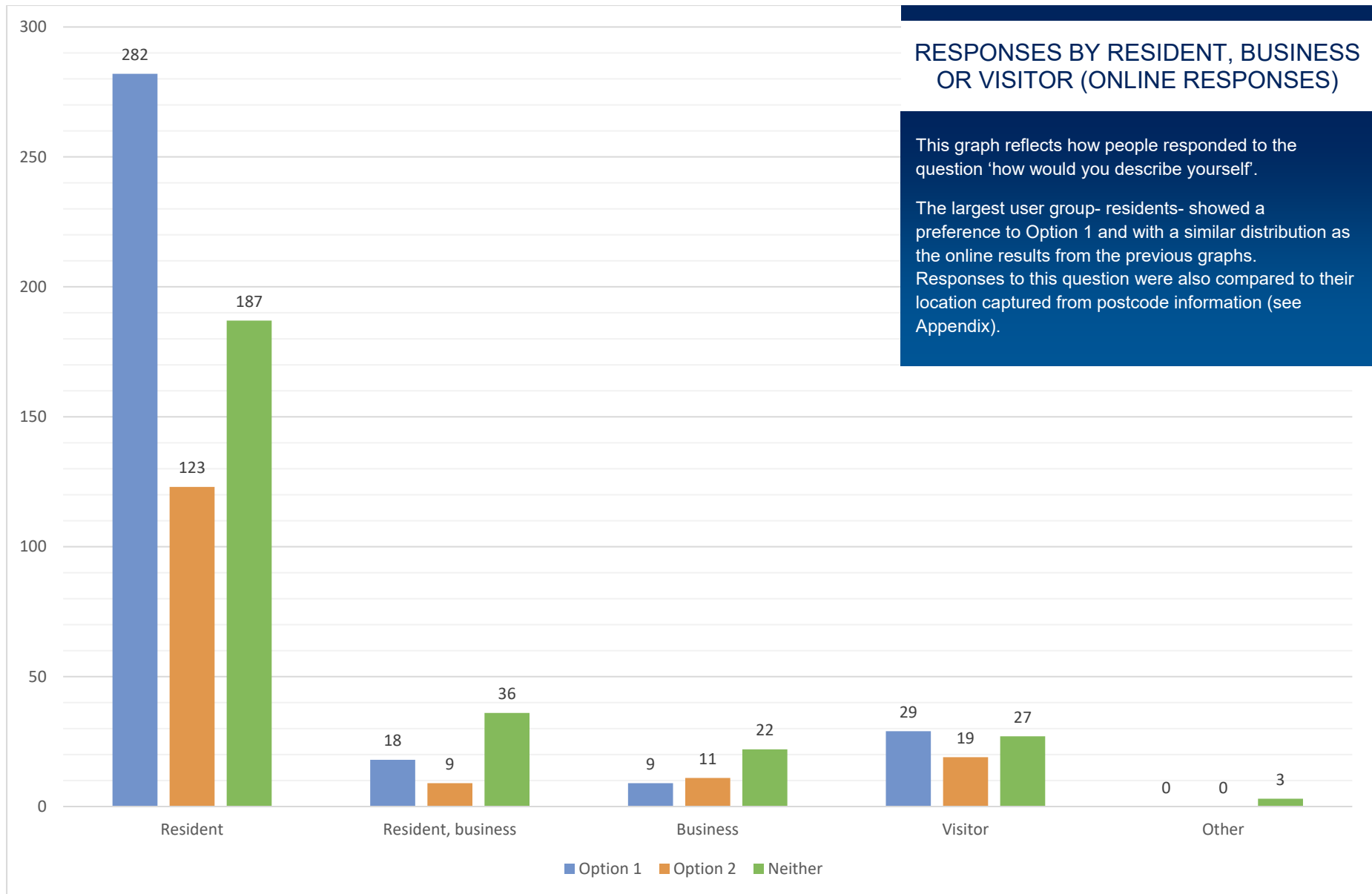


Figure 3: Responses by resident, business or visitor (online responses)

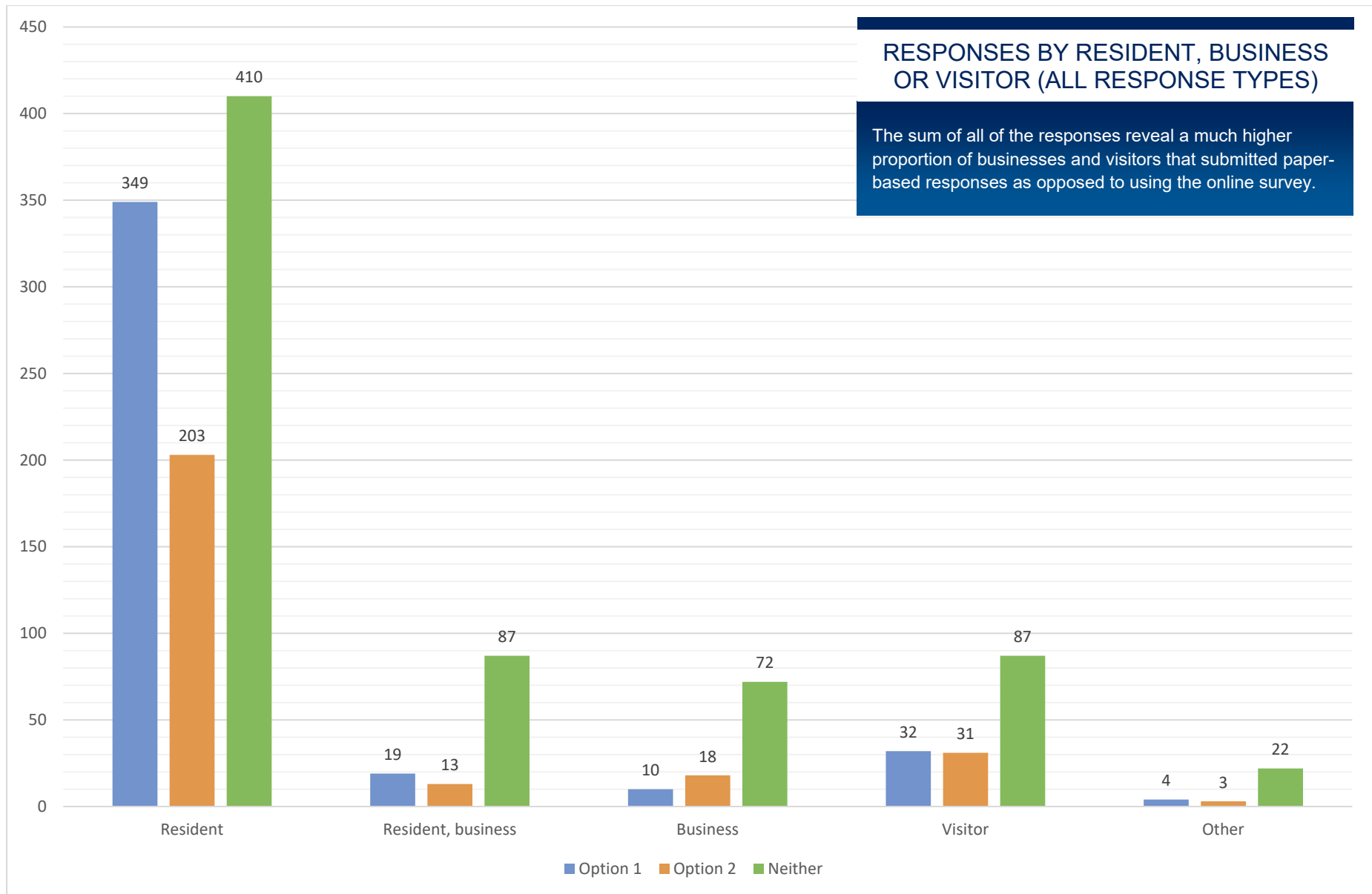


Figure 4: Responses by resident, business or visitor (all response types)

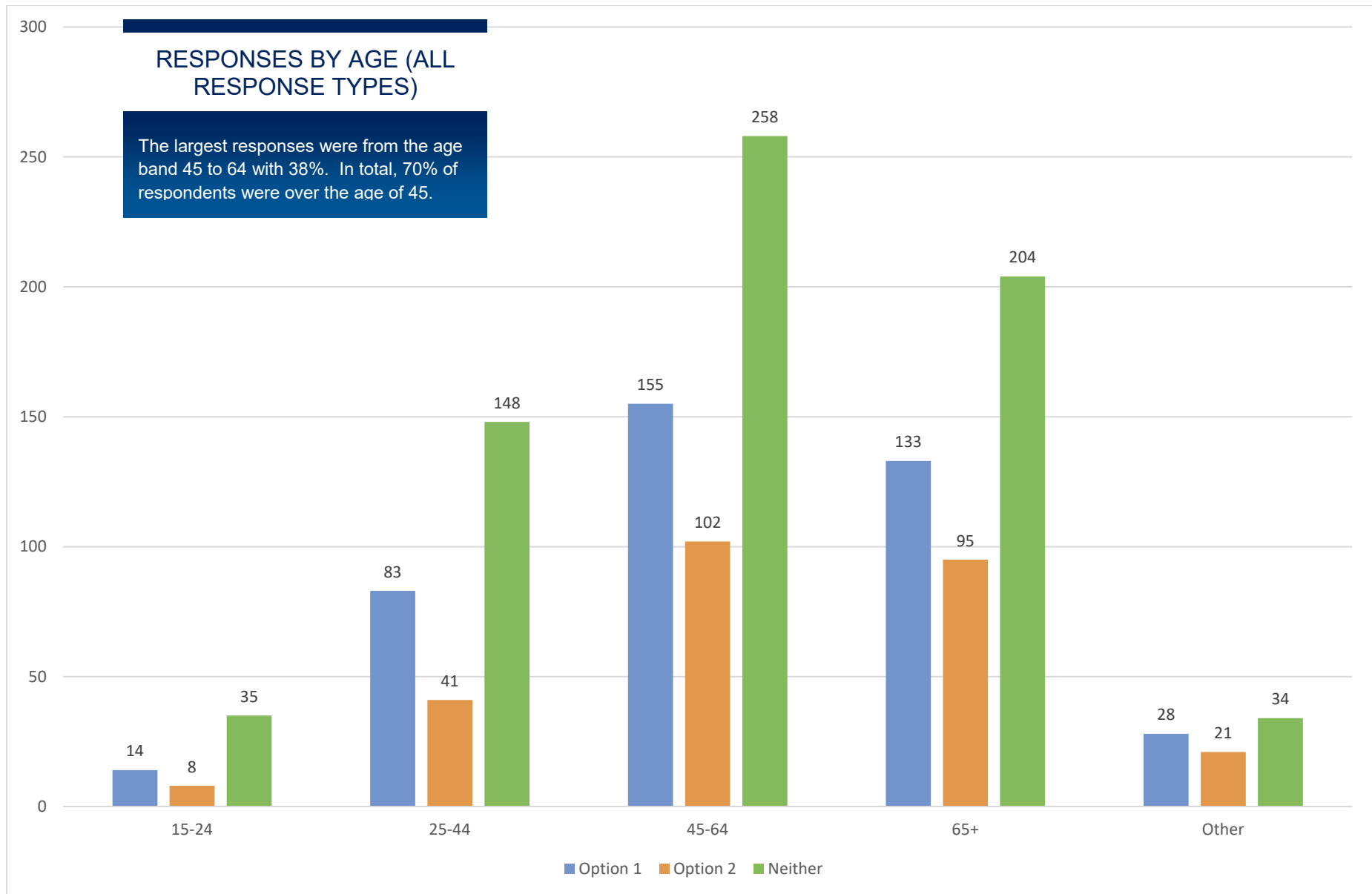


Figure 5: Responses by age (all response types)

RESPONDENTS BY LOCATION (ALL RESPONSE TYPES)

Although the overall distribution of respondents was broad, the majority were from the Hexham or NE46 area.

Other than a preference for 'neither options' to the north of the town, distance was not a significant factor in how people responded. However, there was a higher proportion of people generally from outside the NE46 area that chose 'neither'.

(Please note: there were a small number of locations not represented on this map, including responses from York and Greater London.)

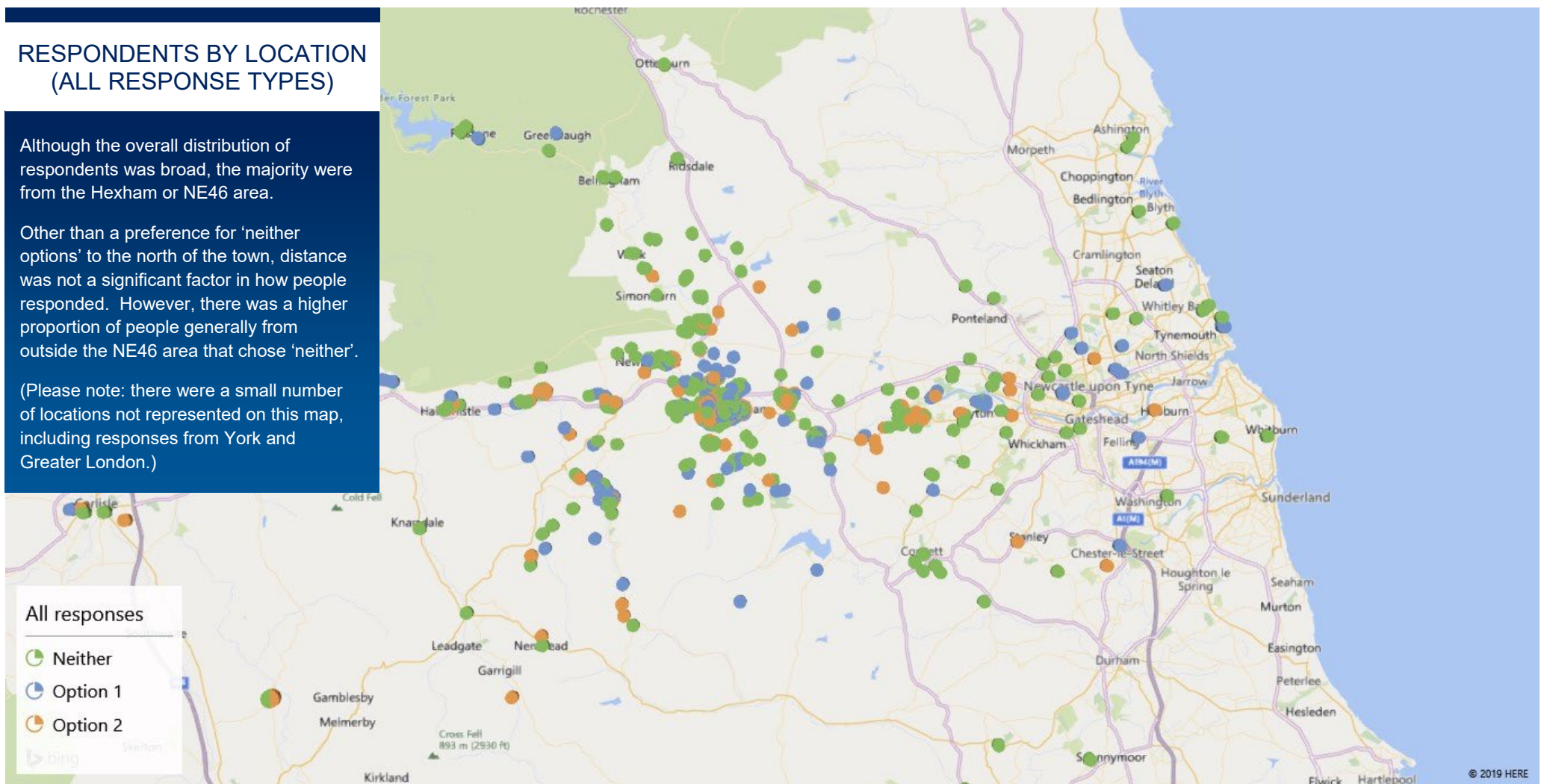


Figure 6: Respondents by location (all response types).

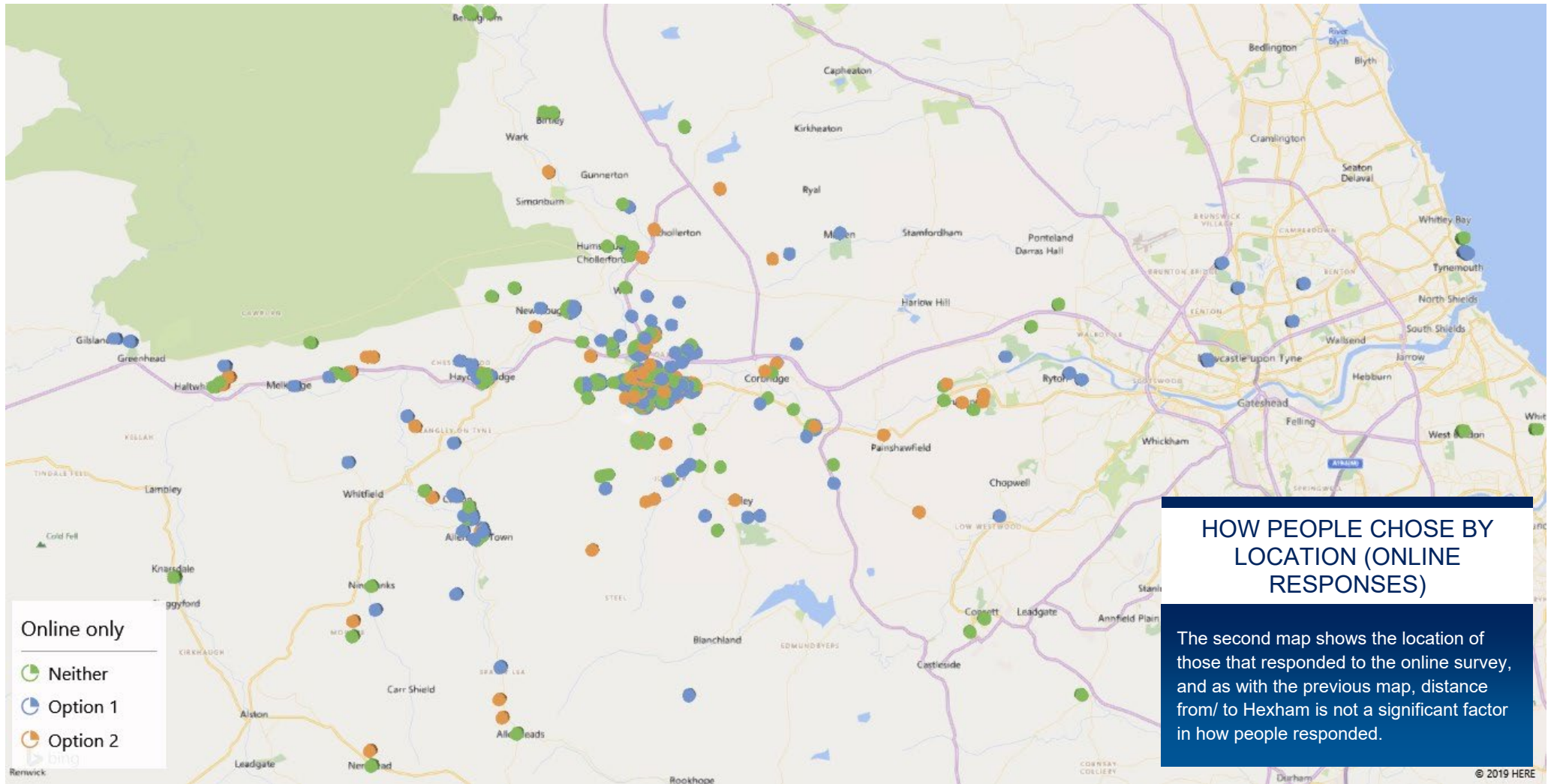


Figure 7: How people chose by location (online responses).

ONLINE RESPONSES OVER TIME

Responses that were submitted online were time-stamped, which allows us to plot the change in response patterns over time and what were the most effective ways of promoting the survey.

Responses were gradual for the initial four weeks until the first press release issued by NCC and Hexham Town Council ('Press release 2' and following an initial article in December). Responses increased significantly after this article.

'Press release' entries refer to the date posted online and which are generally released up to 2 days before going to print. The graph shows that the largest increases occur on Fridays, coinciding with the Courant going to print.

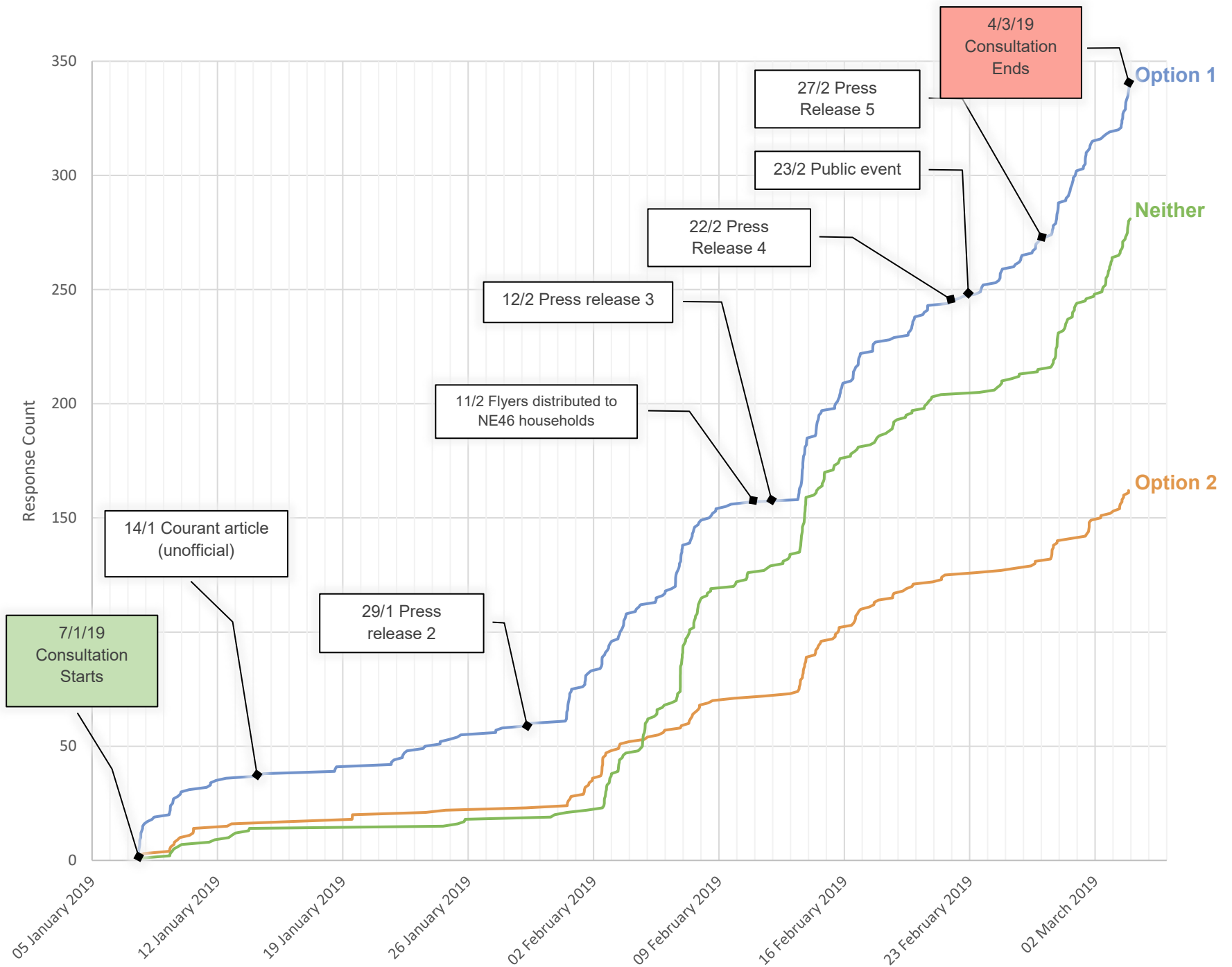


Figure 8: Online responses over time

PURPOSE OF VISIT

Responses to the survey question 'How often do you visit the Market Place?' from all respondents (online and paper returns).

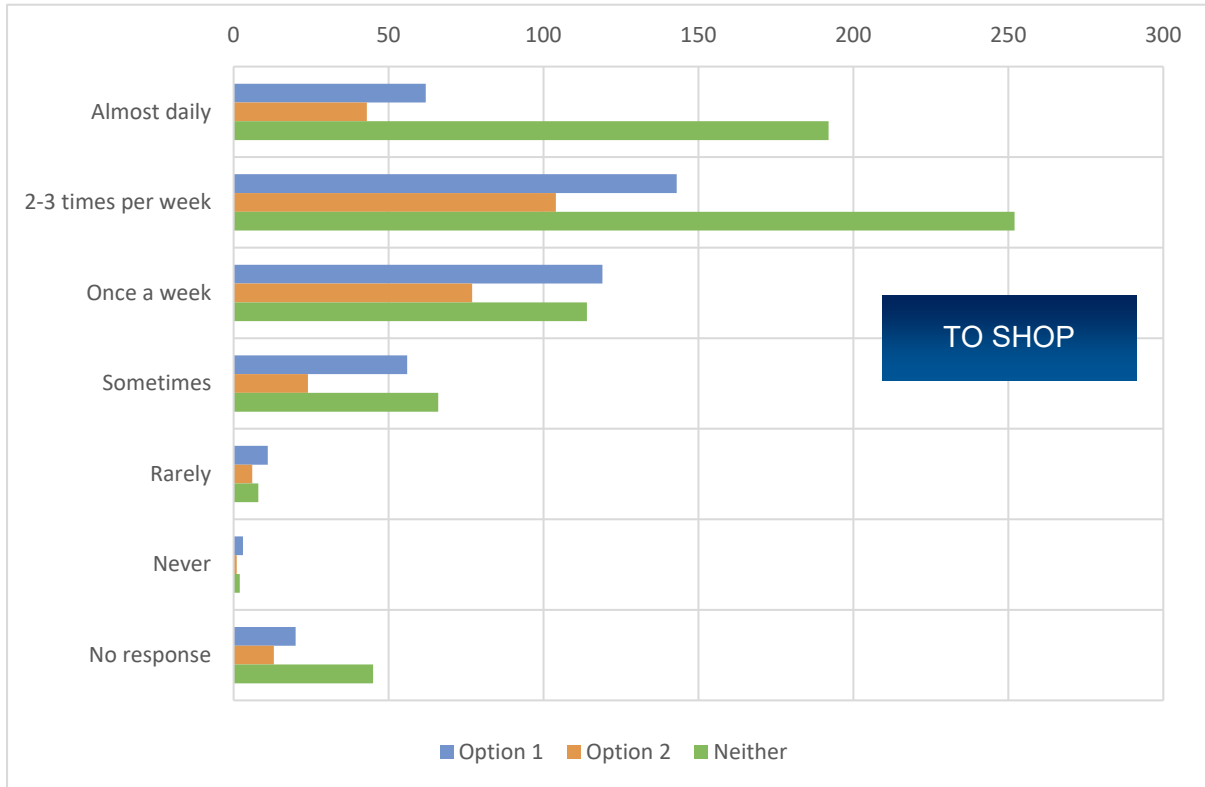


Figure 9: How often do you visit the Market Place? (to shop)

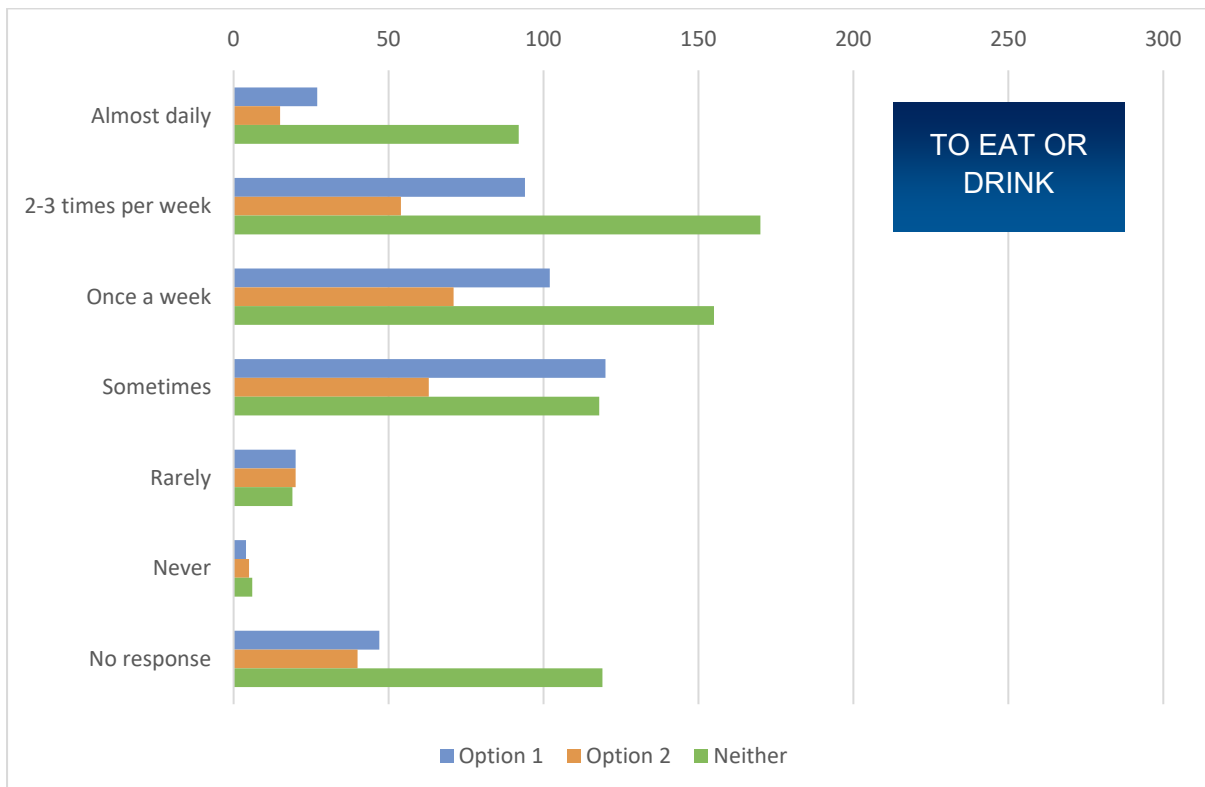


Figure 10: How often do you visit the Market Place? (to eat or drink)

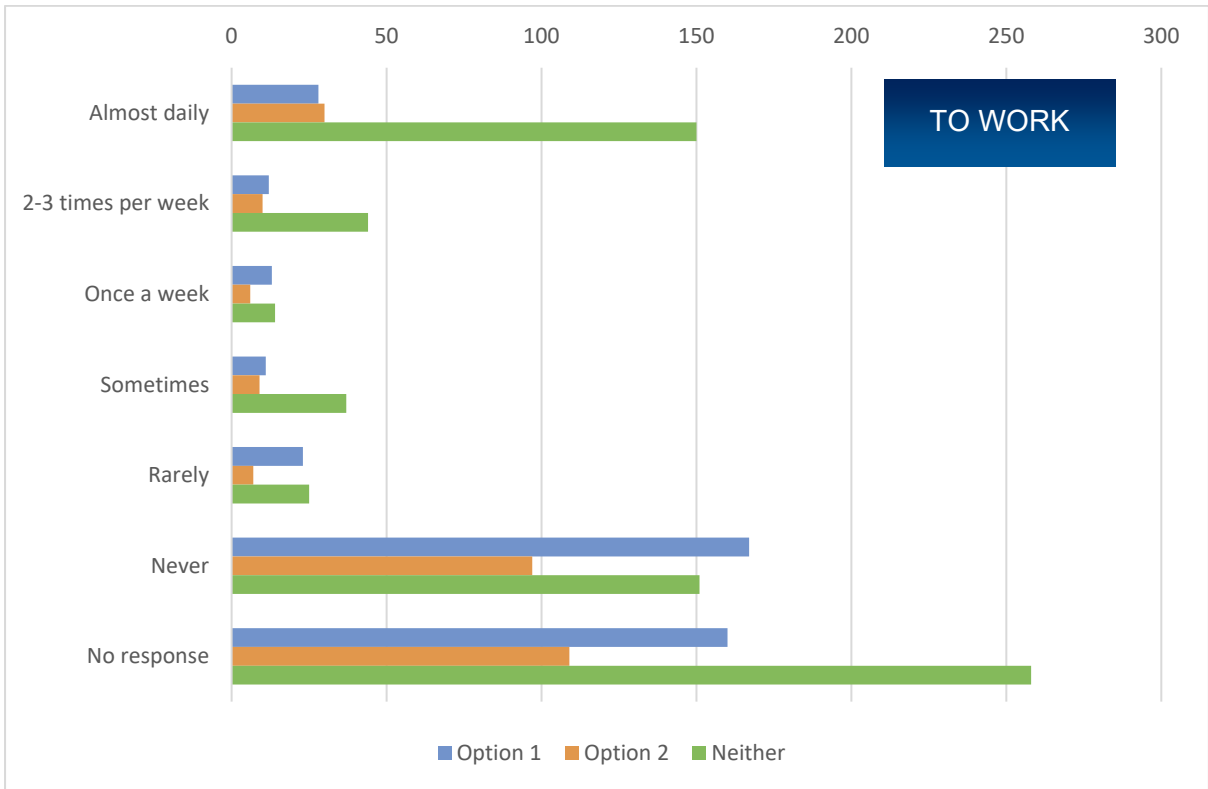


Figure 11: How often do you visit the Market Place? (to work)

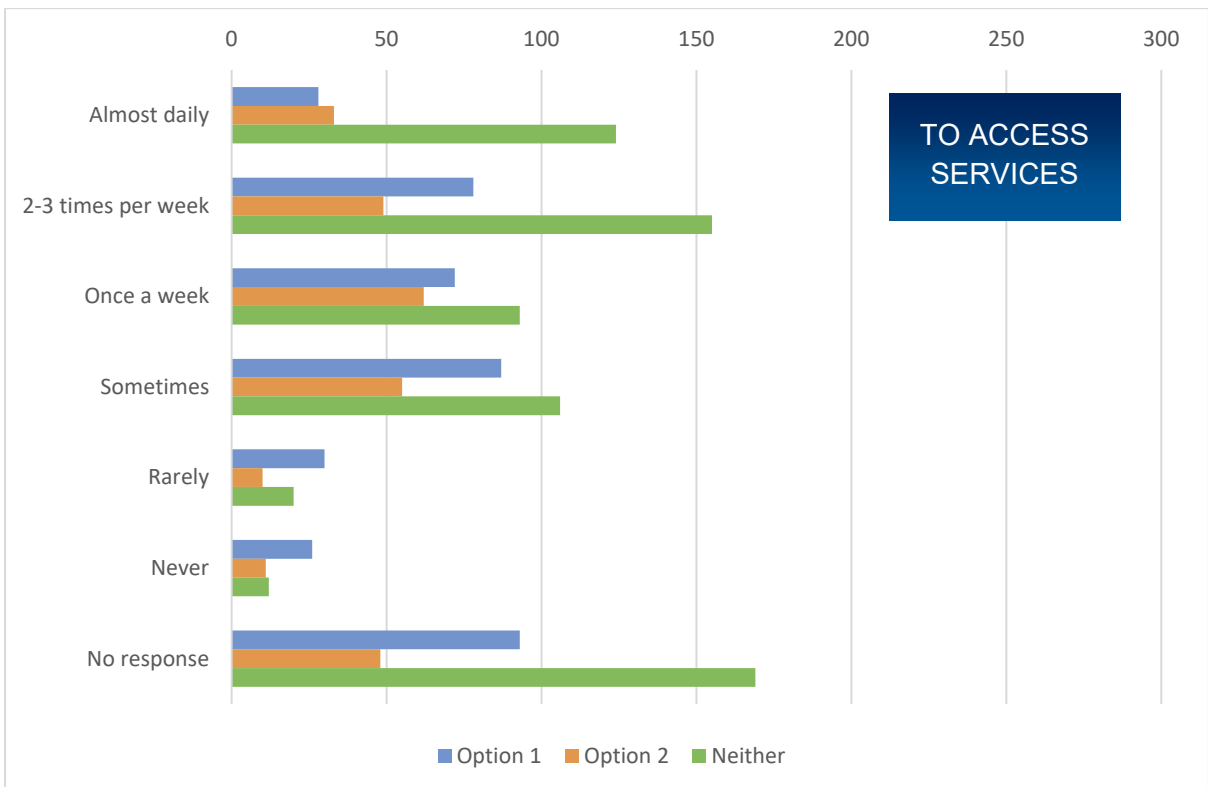


Figure 12: How often do you visit the Market Place? (to access services)

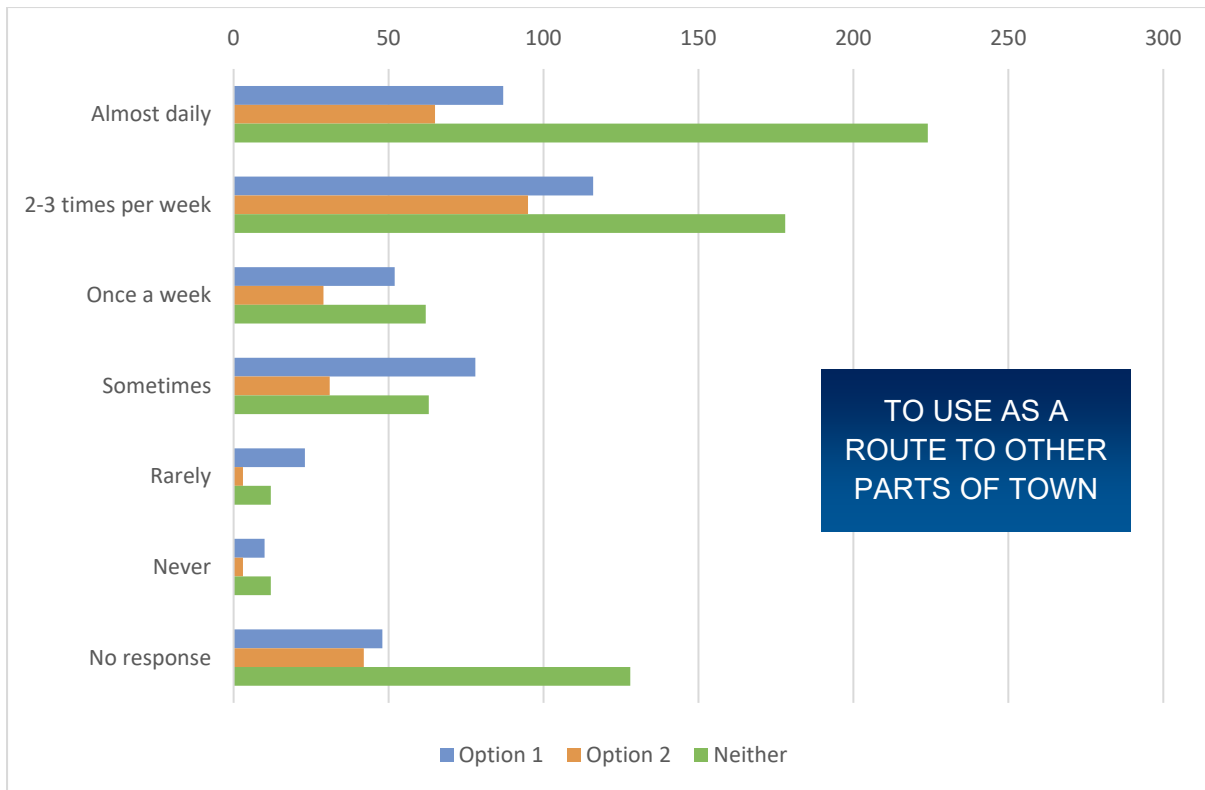


Figure 13: How often do you visit the Market Place? (to use as a route to other parts of town)

COMMENTS ANALYSIS: ‘WHY DID YOU CHOOSE THIS OPTION?’

Of the 1361 responses, 1194 people completed the field ‘why did you choose this option?’. There were a number of common themes to the responses which have been listed below in order of how often they were cited (see appendix for full analysis). Responses were quantified in terms of how often these themes or phrases were mentioned and the most commonly cited are listed below.

- 118 people suggested that Option 1 (pedestrianisation) would make the Market Place a more attractive place to visit
- In terms of car parking in the town centre, car parking remains a contentious issue with 90 people stating car parking in the town centre is important; however, 73 people prefer a car-free centre and a further 21 stating that the Market Place is spoilt by parked cars.
- 62 respondents that chose Option 1 cited safety concerns or that currently they do not feel safe in the space.
- There were also 62 mentions from the ‘neithers’ stating that they were happy with the current Market Place and it should be left as it is now.
- Opinion was split with regards to the economic potential of the town centre, whereby half of the responses stating that Option 1 would improve the town centre (44) economically, with the same number suggesting that a pedestrianised space could affect business.
- 44 people that chose ‘neither’ stated that they were not happy with either of the design Options on offer or that there was no perceived benefit. On the other hand, 25 people from (20 from Option 1, 5 from ‘neither’) suggested that the designs should be more radical and offer full pedestrianisation. 19 people considered Option 2 to be the most acceptable compromise.
- 35 people agreed that Option 1 could provide more opportunities for a mix of activities and leisure.
- 28 people cited pollution and climate change concerns.
- 28 respondents suggested that the scheme was a waste of money or that the money should be invested elsewhere in the town.

SAMPLE OF COMMENTS

- **OPTION 1**

There needs to be a definite change in the atmosphere of the marketplace to make it relevant for the future as shopping habits change- it needs to encourage vibrancy activity space and opportunity and less threatening from vehicles and traffic physically and fumes and noise and friendly for aged and children - option 1 does this without strangling access

I like the idea of not having to look at cars in that space and yet still allowing vehicle access at peak times

Cuts down on pollution, increases amenity and potential for better market and cafe facilities. Safer for pedestrians, plenty of alternative routes to the main car parks, but takes into account disabled parking and loading. An excellent solution.

- **OPTION 2**

Pedestrianisation would deter people needing to access shops and services on a very short stay basis.

Car parking at the top of the hill is a priority for shops and visitors.

- **NEITHER**

Because it will make parking and accessing Hexham shops even harder! I'm sick of circling for hours to find spaces. I don't want to have to hike up a steep hill from Wentworth either

Keep the street the way it is

The first two options would gridlock traffic in the rest of Hexham and would stop people visiting/popping to the shops. The parking situation in the rest of Hexham would need considerable improvement before the first two options for pedestrianisation in this area would be viable.

BUSINESSES' PETITION

Three petitions were handed in as a single entry to Hexham Town Council on 3/3/19 and prior to the end of the consultation survey period. As these petitions relate to the ongoing consultation and are referenced within this report, it was not necessary under the County Council's petitions procedures to submit a separate response to the Local Area Committee (LAC).

The three petitions were all handed in together labelled:

'Please find enclosed petition carried out by Hexham businesses who oppose the Option 1 and Option 2 proposals put forward by Hexham Town Council. We have collected 1350 signatures from our customers and have taken copies of the petition for our records.'

The total number of enclosed signatures across the three petitions was counted as 1081 and are summarised below.

PETITION 1- 109 SIGNATURES

'We the undersigned residents of Hexham oppose the proposals to pedestrianise Beaumont St, Market St, The Market Place, Hallstile Bank as it will adversely effect the town centre.'

PETITION 2- 877 SIGNATURES

'We the businesses of Hexham oppose the proposed changes submitted by the Project Team (compromising of Hexham Town Council, NCC and Sustrans) to the Market Place and Beaumont Street. If you agree add your name and signature below:'

PETITION 3- 95 SIGNATURES

'Hexham Market Place- Have Your Say'

This petition included a link to the project website and an accurate description of the two design Options, as well as 'Option 3- No change'. All of the signatories had specified 'Option 3' as their preferred option.

CONCLUSION

In terms of the online responses, there was a preference for Option 1, with 43% of responses. Option 2 and 'Neither' received 21% and 35% respectively. The paper-based responses were more in favour of 'neither' with 68%.

Combining the online and paper-based responses, 50% of the responses were attributed to 'neither', with 30% for Option 1 and 20% for Option 2. Hence, half of the respondents favoured some change or one of the available design options.

78% of those that responded online were found to have NE46 postcodes, compared to 65% of those that completed a paper survey. Although there was some discrepancy in terms of the way in which they responded (more local people responded online compared to paper-based), the distance of respondents from the town centre did not affect how people voted, with similar proportions of responses.

However, for the purposes of reporting the data collection methods were separated. Online surveys have been assumed to be carried out in a controlled environment and where participants had access to the design options and information; these conditions could not be assured for the other paper-based responses. Although the intention was to provide a method for those without web access to participate at the library so that all of the detailed design information on the schemes was available on display boards for people to view and consider before responding, a proportion of the paper-based forms had been copied and made available for completion at locations away from the library and as a consequence have been presented in isolation to the design options or accompanying information. Furthermore, it cannot be verified that the number of paper-based forms that were handed in to the library was equal to the amount of forms completed. The results reveal an inconsistency in the distribution of the responses across the main collection methods, particularly for the 218 responses handed in to the Library as a batch as indicated in the table below.

Table 1: Distribution of responses by data collection method (%)

	Option 1	Option 2	Neither
All responses	30%	20%	50%
Online	44%	21%	35%
Paper individual	20%	24%	56%
Paper bulk	1%	8%	90%

Finally, the petition statements as well as written evidence from several other sources, indicates there was some misunderstanding or mis-representation of the design options and how traffic or parking would be distributed in the town centre. Specifically, vehicular access to Beaumont St was misrepresented to an (unknown) number of paper-based respondents,

with incorrect statements being made that Beaumont Street was to be pedestrianised when this was not the case in either of the two options.

These concerns in respect of the 218 paper survey responses that were handed in to the Library in bulk does bring into question the validity of including these specific returns within the data analysis. If they were discounted from the analysis, then this would still result in most respondents supporting 'neither' of the options (42%), but would mean that the majority of respondents (58%) were supportive of some change.

Table 2: Distribution of responses by data collection method, excluding bulk paper returns (%)

	Option 1	Option 2	Neither
All responses	36%	22%	42%
Online	44%	21%	35%
Paper individual	20%	24%	56%

In summary, irrespective of the treatment of the 218 bulk paper-based responses, the consultation results show there is currently no mandate for either of the two options that were presented. There was not a large enough majority for either of the two options, therefore it is necessary to revisit a design that is agreeable for more users.

With a number of developments planned around town over the coming years, including significant retail, residential and leisure developments in the town centre, parking changes and Local Cycling and Walking Infrastructure Plans (LCWIPs), it would be pertinent to revisit the development of the Market Place in the changing context of the whole town.

It is clear that not only is the Market Place a focal point of a complex network of streets, it is the centre-point of a range of activities and uses and inevitably how this space is used in the future will remain a contentious issue.

NEXT STEPS:

- To encourage or promote a range of events or activities in the Market Place, to explore potential activities and use of the space.
- To maintain the public website to communicate the results and maintain a dialogue with the residents.
- To progress a holistic approach to managing traffic and access to the town centre so that the Market Place and other planned retail, residential and leisure developments in the town centre complement each other and with reference to Hexham's upcoming LCWIP.

- To revisit the designs for the Market Place alongside other retail, residential and leisure developments that are being planned for the town centre incorporating consultation feedback and responses.
- To encourage re-establishing a more inclusive working group to a number of stakeholders, such as traders, civic society, Abbey, TC and NCC

APPENDIX

Timeline of Events (all stages)	24
Location of Respondents stated as 'residents'	26
Example of survey	27
Full Comments analysis: 'why did you choose this option'?	30

TIMELINE OF EVENTS (ALL STAGES)

Stage 1: Design Ideas forum: 'What changes would you like to see?'

Public events:

- Tuesday 2nd August 2016 - Market stall, Hexham Market Place
- Saturday 13th August 2016 - Market stall, Hexham Market Place
- Thursday 15th September 2016 - Market stall, Hexham Market Place
- Thursday 22nd September 2016 - Public meeting, Hexham Trinity

Business engagement:

- Counter-top surveys- customer survey to find out how people travel
- Business surveys- 76 businesses in and around the Market Place surveyed with 33 responses

Public website:

- 'Stickyworld' engagement website for stage 1 ran from 18/7/16 - 20/11/16
- 1216 views and 487 comments
- (As with all of the 'rooms' for each stage of the consultation, they can still be viewed outside of the date of closure- participants just can't add new comments.)

Courant Press articles (articles instigated by project team inc press releases):

- *'Get stuck in to help shape the future of the Market Place'* (appeared 24/8/16)
- *'Mapping out the future of Historic Market Place'* (appeared 27/9/16)

Stage 2: Design Ideas forum: 'Have your say on 4 design ideas.'

Public events:

- Saturday 24th June 2017 - Market stall, Hexham Market Place
- Saturday 1st July 2017 - Market stall, Hexham Market Place

Public website:

- 'Stickyworld' engagement website for stage 2 ran from 9/6/17 - 9/10/17
- 2700 views and 317 comments

Courant Press articles:

- *'Hexham Market Place designs ready to go public'* (appeared 25/5/17)
- *'Comments invited on redesign'* (appeared 8/6/17)
- *'Unveiled: the bold new vision for Hexham Town Centre'* (appeared 15/6/17)

Stage 3: Street Trial- temporary closure of Hallstile bank: 'How will changes affect the Market Place and the rest of town?'

Street trial ran from 16/4/18 to 20/5/18 involving a partial closure of Hallstile Bank.

Public website:

- 'Stickyworld' engagement website for stage 3 ran from 05/04/2018 to 07/07/2018

- 818 views and 15 comments

Courant Press articles:

- *'Data collected during Hallstile Bank closure to be analysed'* (appeared 25/5/18)
- *'Hexham's Hallstile Bank to close on Monday'* (appeared 11/4/18)

Stage 4: Final 2 Designs options- 'Which street layout do you prefer?'

TC working group meetings to refine designs and plan next stages: 19/9/18, 29/10/18, 12/11/18, 19/11/18, 29/11/18

Town Council presentation to preview 2 design ideas: 12/12/18

Public website:

- 'Stickyworld' engagement website for stage 4 was launched on 7/1/19 - and closed on 3/3/19 (8 weeks)
- 5696 views and 269 comments and 853 survey responses submitted online

Public events:

- Saturday 23rd Feb (Queen's Hall).

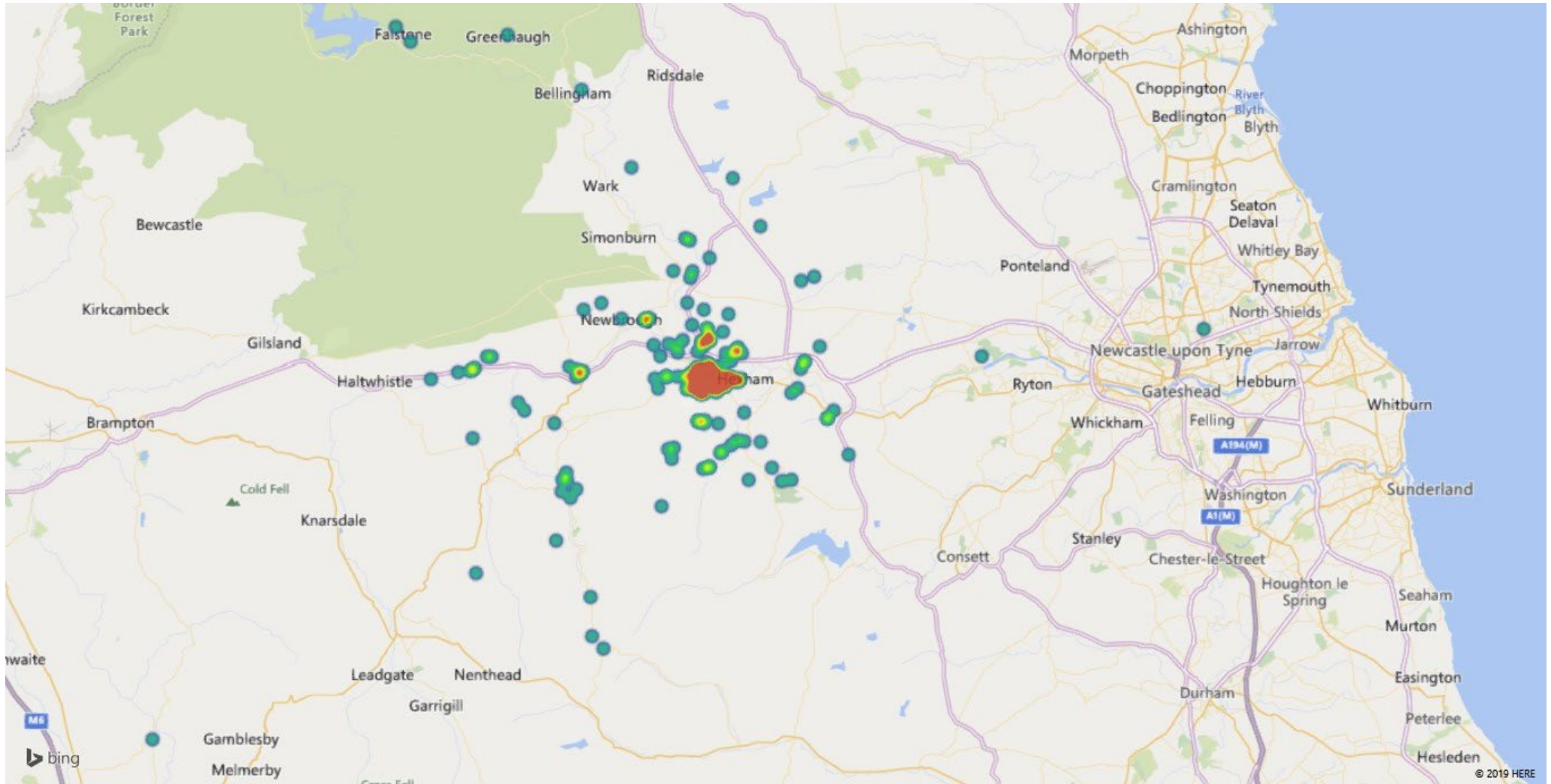
Courant Press articles:

- *'Revamp of Town Centre to be decided by public'* (appeared 21/12/18)
- *'Market Place consultation under way'* (appeared 31/1/19)
- Final 'call to arms' planned for 22/2/19 edition

Other comms:

- 7000 flyers distributed to all Hexham residents planned for w/c 11/2/19
- Further flyers to go up at various locations around town w/c 11/2/19

LOCATION OF RESPONDENTS STATED AS 'RESIDENTS'



EXAMPLE OF SURVEY

Hexham Market Place Design Options

Vote on your favourite design option for the regeneration of Hexham's Market Place.

The purpose of this survey is to help the project team (consisting of Hexham Town Council and Northumberland County Council) gather feedback for the final two design options for the Market Place. The data collected will be used to analyse the results of the survey and will not be shared with any other than members of the project team. All names, contact and personal details will remain anonymous.

FIELDS MARKED COMPULSORY MUST BE COMPLETED (OR THE ENTIRE FORM WILL NOT BE COUNTED)

1. Email address *(COMPULSORY)

Please tell us a bit about yourself.

2. First Name *(COMPULSORY)

3. Surname *(COMPULSORY)

4. What is your date of birth? *(COMPULSORY)

5. What is your postcode? *(COMPULSORY)

6. Which best describes you? (tick all that apply) *(COMPULSORY)

Check all that apply.

- Resident
- Business
- Visitor
- Other:

Market Place design options.

Please tell us which of the 2 options you prefer. For more information or to view plans, please visit hexhammarketplace.stickyworld.com

7. What is your preferred option? * (COMPULSORY)

Mark only one



Option 1: Pedestrianisation

Option 2: Enhanced street

Neither

8. Please tell us why you chose this option.

9. If you have any further comments please use the space below.

A little bit more about how you travel in Hexham.

This section is optional, but we would really appreciate a bit more information about how you get around and why you visit the Market Place.

10. How do you normally travel around Hexham? (tick all that apply)

Check all that apply.

- On foot
- By car
- Bike
- Mobility scooter or walking aid
- Bus
- Train
- Other: _____

11. Why do you visit the Market Place?

Mark only one per row.

	Almost daily	2-3 times per week	Once a week	Sometimes	Rarely	Never
To shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To eat or drink	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To use as a route to other parts of town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please hand in completed forms to Hexham library. Alternatively, you can send them by post to:

Hexham Town Council
Council Office
St Andrew's Cemetary
West Rd
Hexham
NE46 3RR

Closing date for entries is 3rd March 2019

Thank-you!



FULL COMMENTS ANALYSIS: 'WHY DID YOU CHOOSE THIS OPTION'?

OPTION 1

	Why did you chose this option?	Option 1	
General	Will be more attractive/ relaxing/ pleasant/ user-friendly	118	
	Better economic potential/ won't affect business as feared	44	
	Option 2 too few spaces retained to be useful/ too similar to current	9	
	Option 2 could increase through-traffic/ other issues/ still car dominated	6	
	Pro-change	2	
This Option (1)	Prefer car free spaces/ less traffic/ no need for through-traffic/ better for moving around	73	
	Provides more space for leisure/ activities/ mix of uses	35	
		more/ better markets	2
		more cafés/ restaurants	9
	Would prefer FULL pedestrianisation/ more vehicle restriction	20	
		during school drop off at least	1
		Can be adapted to full ped in the future	1
	Will draw in more visitors/ tourists	15	
	Good solution- traffic free during day, deliveries either side	13	
	Will modernise the town/ MP	10	
		Enable more development of TC	1
	Makes a feature of the abbey	9	
	Focal point needed/ will make a focal point	9	
	Will encourage people not to use cars for short trips/ reduces car usage	4	
	Concerns about how it will be managed	2	
	Better link between Fore St and Market St	2	
	Trial it	2	
	On Market St	1	
Lack of parking may hinder businesses	1		
Need to encourage more people to live in the TC	1		
Materials should be in keeping with surroundings	1		
Pedestrianisation	Will make it safer/ currently doesn't feel safe	62	
		for schoolchildren/ kids/ families	11
		elderly	2
		as a blind/ partially sighted user	2
	Works well in other places	16	
Prefer pedestrian priority	10		
Parking	Market place spoilt by cars/ MP should not be a car park	21	
	Parking in rest of Hexham needs to be addressed too	8	
		New parking should resolve it	2
	Plenty of places elsewhere to park	7	
	Parking in MP creates more traffic	6	
	Deliveries and disabled bays should be catered for	3	
	Park and ride?	1	
Access/ pub trans.	Currently difficult to walk around/ crossing	5	
		Will make it better for buggies	1
	more/ include cycle parking	1	
Other	Pollution and climate change concerns (somewhat mitigated)	28	
	Improvements to health/ environment	13	
	Improve area around Shambles	4	
	Liked the trial on Hallstile Bank/ make permanent	4	
	Cites Fore St (and non-reversal)	3	
	Tidy up/ renovate the old bus station	2	
	Safety concerns walking around Hexham (all areas)	1	
	Town-wide sustainable transport solution needed	1	
	Monitoring needed to measure 'success'	1	
Other (Technical)	More details needed	1	

OPTION 2

	Why did you chose this option?		Option 2
General	Other options may affect business		18
		still need drive-by shoppers/ passing trade	5
	Want to support retailers/ seems better for shops and businesses		5
	Will be more attractive		1
This Option (2)	Oppose removal of all traffic/ vehicle access is required		27
		Less mobile resi's	8
		Market st needs traffic with restrictions tho	2
			2
	The least worst option/ best compromise		19
	Shoppers will prefer Tesco's/ Waitrose otherwise		5
	No change required/ leave it as it is		4
	Renovation/ some change needed (not this option though)		4
	Will keep the TC busy		3
	Would prefer Op1 option but whole town TM needed/ unacceptable to many		2
	Accommodates all users		1
	Favour more pedestrian space (than existing)		1
	Improve current crossings		1
	More trees if possible		1
	Pref shared at moment, then pedestrianise in the future		1
	Separates cars from peds in MP		1
	Suggest making ped only on certain days eg summer hols		1
	Why has the monument moved?		1
	Pro-change		
Pedestrianisation	Don't believe pedestrianisation is the answer		9
	We don't have the climate (for Op1)		1
Parking	Car parking required in MP		30
		High turnover of cars needed for 'less mobile'	3
			2
	Better disabled parking needed		1
Access/ pub trans.	(Other options) will cause problems elsewhere		18
		Beaumont st	3
		Market st	2
		Eilansgate	1
	Don't think traffic in MP is currently a problem		1
	Need to prevent rat-running		1
Other	Hallstile Bank trial didn't work		2
	Make Beaumont st one way		1
Other (Technical)	Poor choice of options		1
	<Evidence of misunderstanding plans>		3

Neither

	Why did you chose this option?	Neither	
General	Will affect business/ people will go elsewhere	44	
	Should be guided by traders/ put traders first	3	
This Option (nil)	Fine as it is now/ leave it as is	62	
	Neither proposals are good/ agreeable/ no benefit	44	
	Renovation/ tidy-up/ some investment welcome	14	
	Favour option 1 (pedestrianisation), but parking needs to be sorted first	5	
	Do something more radical/ alter the status quo	5	
		Whole pedestrianisation or leave as is	1
	Preferred option 4 from original proposals/ previous proposals	4	
	Option 2 too similar to current	4	
	Dislike realignment of road	1	
	Market Place side (south) needs more development	1	
	Neither options are actual pedestrianisation	1	
	Dislike angled parking and possibly dangerous	1	
	Plaza' area to north is too large	1	
Pedestrianisation	Option 1/ Pedestrianisation will affect the town	14	
	Disagree with banning through traffic during the day	3	
	(Pedestrianisation) not good for those in surrounding area	2	
	Not the right climate in Hexham (for proposals in mind)	2	
	Anti-pedestrianisation	2	
Parking	Disagree with proposals to reduce parking in MP	60	
	Parking issues should be resolved (elsewhere) first	15	
		More long stay bays in TC	1
	Disabled access will be affected (negatively)	5	
	More parking is needed	5	
		Specifically disabled	1
	Will affect school drop-off	3	
Access/ pub trans.	Through traffic/ Passing trade is needed/ traffic will be affected	28	
		Keep Hallstile open	3
		Market St pinch will be affected	3
	Can't/ won't walk into MP from other areas	12	
	Traffic management across town is/ will be needed	6	
	Proper crossings needed (eg zebra)	3	
	Public transport not good enough/ bus station too far	3	
	More traffic calming needed	2	
	Park and ride	1	
	Reduce traffic on Hallstile Bank	1	
Other	Waste of money/ better spent elsewhere	28	
		Namely Battle Hill or Fore St	3
			1
	Why are there so many empty buildings/ unused land	1	
	Develop the old bus station asap	11	
		Into a car park	2
	Try rent cap/ reduction/ rezoning shops or empty shops	5	
	Improve pavements/ surfaces	3	
	Ensure (building owners) maintain buildings in TC	2	
	Could make the route in more dangerous/ safety concerns	2	
Renovate the Shambles	1		
Attract large store into the centre	1		
Other (Technical/	Website problems (navigation)/ complaints	2	
	Disagree with Sustrans	3	
	Inadequate/ Insufficient detail proposals and background information	2	
	<Evidence of misunderstanding plans>	9	
	<Evidence of making the wrong choice>	3	