

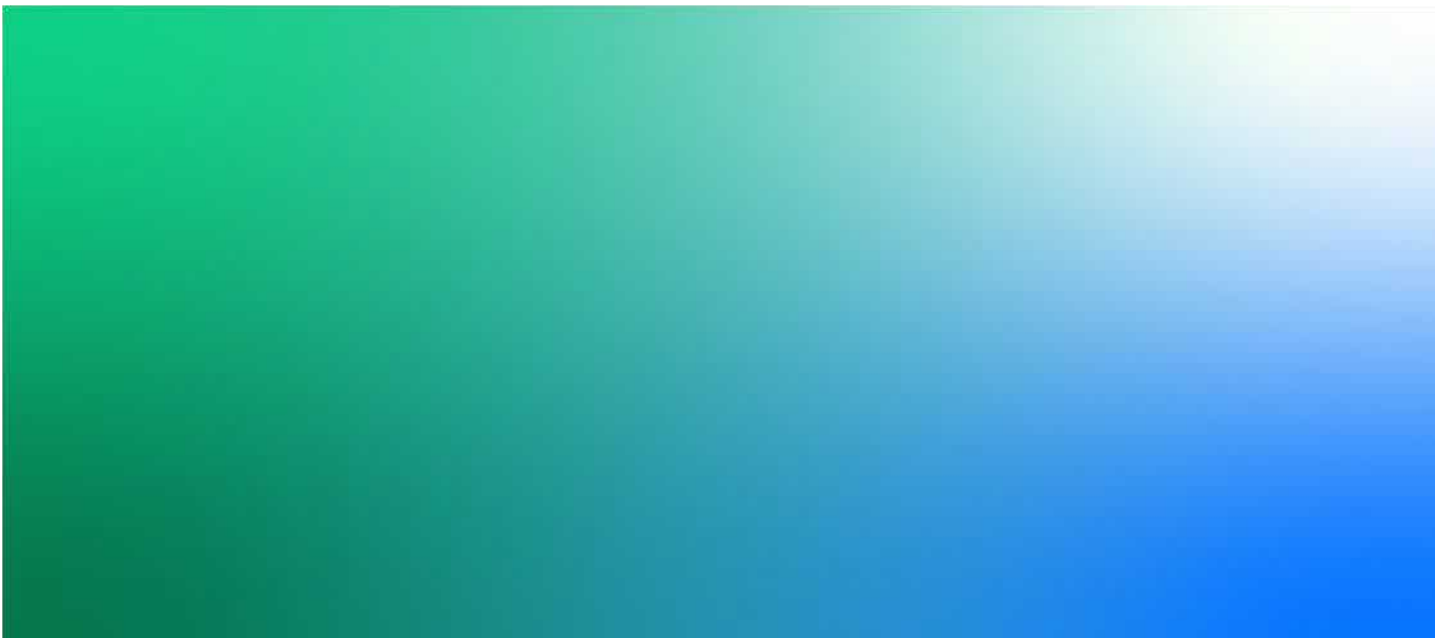


Bishop Auckland Bus Station and Car Park

COMMUNITY ENGAGEMENT STATEMENT

BL000034-JAC-XX-XX-RP-T-00005 | P01

21/04/23



Bishop Auckland Bus Station and Car Park

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1. Introduction

1.1 Purpose of the Document

This Community Engagement Statement describes the variety of activities undertaken to involve, engage and share information with stakeholders/ statutory consultees, and the public (including local businesses, community groups and residents) prior to submission of the planning application by Durham County Council (DCC) to DCC for the proposed Bishop Auckland Bus Station and Car Park (hereafter ‘the Scheme’). The Scheme will replace the existing bus station facility in Bishop Auckland, Durham.

Importantly this document explains how the feedback received from the engagement activities has been used to shape the proposals, which comprise two main elements, being:

- The construction of a new bus station accommodating eight bus bays and a waiting hall and staff / passenger facilities

- An external car park that provides 125 spaces

The original proposals for the Scheme included a multi-storey car park on the site. However, DCC were unable to secure an operating partner for the car park and after reviewing funding opportunities concluded that it would be a financial risk to DCC. Subsequently, the multi-storey car park was removed from the proposals and replaced with the external car park noted above. **Figure 1** shows the site layout.

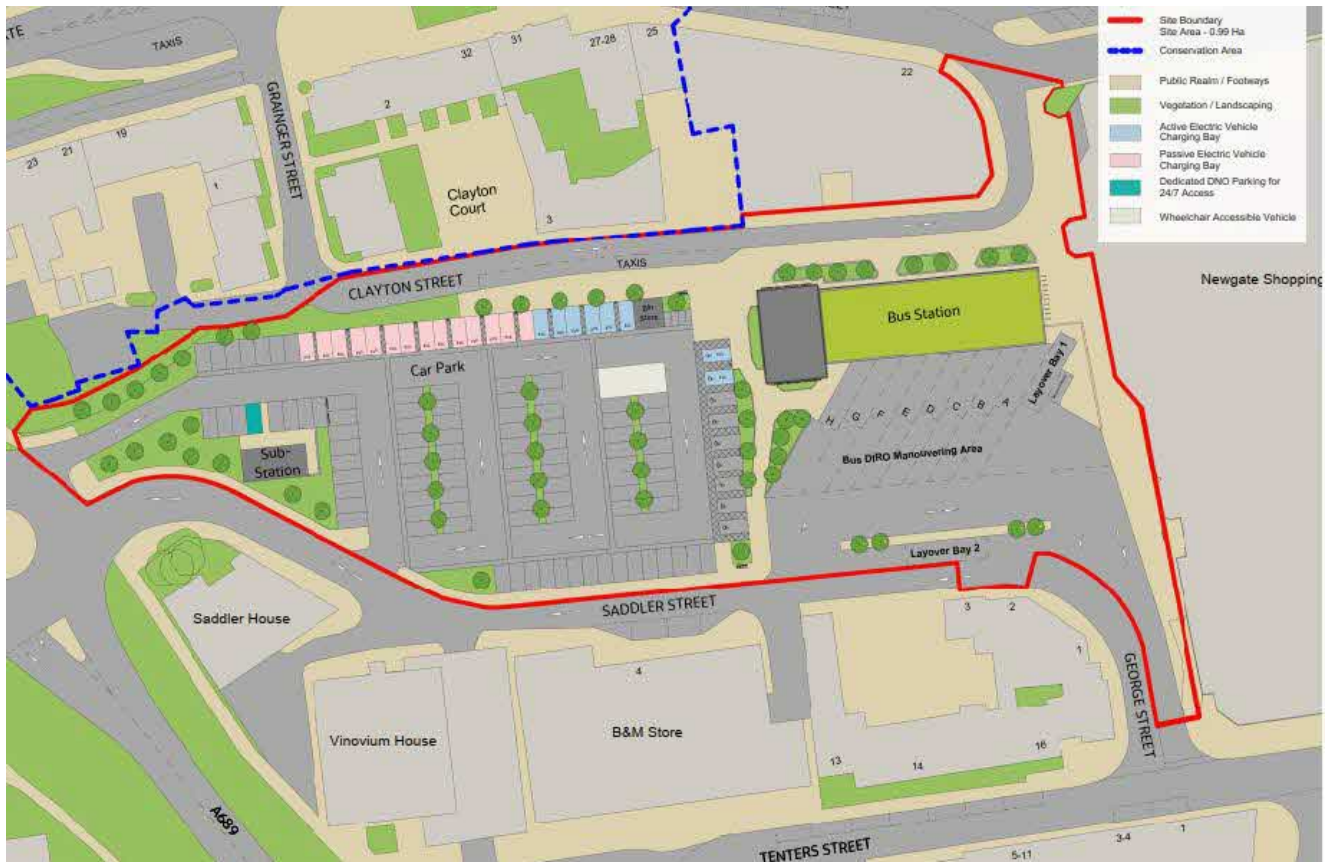


Figure 1: Site layout for the Scheme

1.2 Requirement to Undertake Consultation

The importance of stakeholder and community involvement in the preparation of proposals is detailed in national and local policy documents. Paragraph 132 of the National Planning Policy Framework (NPPF) (July 2021) advises that *“Early discussion between applicants, the local planning authority and local community about the design and style of emerging schemes is important for clarifying expectations and reconciling local and commercial interests. Applicants should work closely with those affected by their proposals to evolve designs that take account of the views of the community. Applications that can demonstrate early, proactive and effective engagement with the community should be looked on more favourably than those that cannot”*. Further, paragraphs 39 to 43 of the NPPF discuss the importance of pre-application engagement. These requirements are echoed in the County Durham Plan Statement of Community Involvement (SCI), which was published in 2020 (see Section 1.4).

The Applicant (DCC) recognises the benefits of early communication and engagement with stakeholders / statutory consultees, as well as engagement with the public, and has therefore adhered to this guidance throughout the pre-application stage.

1.3 Project Context

Bishop Auckland is undergoing a major regeneration, partly funded through private investment, with various projects that focus on the historical attractions the town has to offer. Whilst the regeneration is principally aimed at tourists it is forecast that the regeneration will provide a wider boost to the local economy and present further opportunities to the high street and surrounding area.

The existing bus network into and around Bishop Auckland is well utilised, providing low cost connections into the town for locals and tourists from Durham and nearby communities.

The number of visitors to the town is predicted to grow rapidly to an estimated 750,000 visitors per year by 2028. To support the increase in visitor numbers, DCC is seeking to redevelop the existing town centre bus station site, to provide a new bus station and car park to improve passenger comfort and visitor experience when arriving in Bishop Auckland. The development will support the growing tourism demand by providing additional car parking capacity near the town centre.

The location of the Scheme is shown in **Figure 2**.



Figure 2: Site location (source: Google Maps 2023)

1.4 Durham County Council’s Statement of Community Involvement

DCC’s SCI sets out and explains how communities and stakeholders can get involved in the preparation of planning documents like the Local Plan and the consideration of individual planning applications. Clearly the most pertinent parts for the purposes of this application relate to planning applications. The SCI states in Section 4.5:

“The Planning Development Management Service is committed to both informing and engaging with the wider community and individuals in relation to planning proposals. However, there needs to be a balance between making decisions in a timely and cost-effective way and providing the community with a reasonable opportunity to comment. Consultation involves not only the public but also statutory and non-statutory consultees. The breadth of consultees will vary with the nature of the proposal and location so not all bodies are consulted on every application”.

In terms of the requirements for applicants to undertake pre-application consultation, Section 4.35 of the SCI states *“We encourage the developers to engage with the local community in developing their proposals and ahead of submission of a planning application”.*

1.5 Content of the Document

As per the requirements set out in Section 4.37 of the SCI, this document provides the following information:

Chapter 2 (Overview of Engagement Undertaken): an overview of the engagement undertaken for the Scheme, issues raised and the comments received, prior to the planning application being submitted to DCC

Chapter 3 (Media and Advertising): a description of the media used and advertising undertaken for the Scheme

Chapter 4 (Changes Made to the Scheme): details for the changes made to the Scheme as a result of the engagement undertaken

Chapter 5 (Future Engagement): details for future engagement planned for the Scheme

Chapter 6 (Summary): a summary of the engagement undertaken for the Scheme and the content of this document

Appendix A provides a summary of the consultation undertaken and comments received for the Scheme

Appendix B contains information provided at the drop-in event

Appendix C contains the questionnaire for the proposals and data from the completed questionnaires

Appendix D provides a copy of the letter sent to local businesses regarding the temporary bus stops

2. Overview of Engagement Undertaken

2.1 Introduction

This chapter outlines the engagement undertaken for the Scheme over the last two years. Further details are provided in **Appendix A**.

2.2 Engagement with Durham County Council

Throughout the design process, meetings and progress calls have been held between DCC's Project Team, Jacobs Design Team and representatives from DCC, as detailed below.

2.2.1 Commercial Consultancy Service

DCC's Commercial Consultancy Service was contacted on 1 December 2021 regarding the demolition of existing buildings on the site and asbestos. An email was provided to the Commercial Consultancy Service and Jacobs Design Team containing all existing asbestos information for the public toilets to inform the demolition tender.

2.2.2 Parking and Transport Infrastructure Team

DCC's Parking and Transport Infrastructure Team was contacted in May 2022 and traffic volumes and flows were recorded to inform a traffic model. This gave assurances that the signals on Newgate Street can accommodate bus movements from Newgate Street once the existing bus station is closed.

In May 2022 a member of the Parking and Transport Infrastructure Team carried out occupancy and availability surveys on loading, taxi and disabled bays across Bishop Auckland town centre. These were to inform the Temporary Traffic Regulation Order (TTRO) and further Traffic Regulation Orders (TRO), as well as the temporary bus stop design, when some existing bays will be removed to accommodate temporary bus stops. The survey results showed which facilities are used, underused and will help inform the detailed design.

Correspondence took place with the transport end users on 22 July 2022 regarding the scope of the feasibility study for the multi-storey car park. As noted in Section 1.1, the multi-storey car park has since been removed from the design.

Members of the Parking and Transport Infrastructure Team undertook surveys at the existing bus station in November 2022. These were to determine peak passengers getting on and off buses, to gauge peak user volumes, and to inform the detailed design of temporary stops.

2.2.3 Insurance Team

DCC's Insurance Team was contacted in February 2022 to check that the design of the multi-storey car park and bus station were within the fire safety regulations. As noted earlier, the multi-storey car park has since been removed from the design.

2.2.4 Design and Conservation Team

A MS Teams meeting took place on 14 November 2022 involving the Design and Conservation Team and Jacobs Design Team to review the landscaping proposals. It was agreed that the seating proposed adjacent to the Electric Vehicle (EV) parking spaces and at the southern entrance of the bus station would be reviewed and relocated to deter antisocial behaviour / vandalism to vehicles and at the entrance of the bus station. The location of the bin store was also to be reviewed in terms of moving it to open up the pedestrian walkway from the car park.

An email was sent to the Design and Conservation Team on 17 November 2022 in regard to the review of the landscaping proposals. Following changes made to the Scheme, the Design and Conservation Team agreed that

the slight movement of the bin store just opens up the pedestrian node in the corner and makes it an altogether more pleasant walking environment. It was also confirmed that a visual impact assessment is no longer required due to the multi-storey car park being removed from the proposals.

An email was sent to the Design and Conservation Team on 23 November 2022 regarding the increase in parapet height on the bus station to screen mechanical equipment which had been relocated to the roof after the multi-storey car park was removed from the Scheme. The Design and Conservation Team were initially concerned that the height looked disproportionate to the rest of the bus station; however, they understood the reasoning and would not provide any grounds for any future objection.

2.2.5 Building and Facility Management Team

An email was sent to the Building and Facility Management Team on 18 November 2022 requesting comments on the bin store location from an operational perspective. Alternative locations were looked at; however, for fire safety reasons these would be too close to the building to meet fire safety standards. The Building and Facility Management Team confirmed that they were happy with location of the bin store.

2.2.6 Planning Officer

Pre-application advice was requested from DCC's planning officer regarding the supporting information validation requirements for the planning application. The requirements were confirmed by DCC's planning officer in August 2021 (reference: PRES DP/21/02475).

There were several discussions undertaken with DCC's planning officer during the pre-application period in relation to planning requirements and key environmental considerations. This formed the basis of the scope of supporting information submitted with the planning application.

2.2.7 Internal Stakeholder Meetings

DCC's Project Team hold three weekly progress meetings with wider internal DCC stakeholders, including the Transport Projects Team, Planning Team, Consultation Team, Media Team, Equalities Team, Commercial Consultancy Service, Passenger Transport Group, Parking and Transport Infrastructure Team, Advertising Team, Carbon Management Team, Building and Facilities Management Team, and the Design and Conservation Team, as well as Jacobs Design Team. Following one of these meetings on 2 November 2022 Jacobs Design Team was instructed to amend the passenger information display systems and to include advertising displays.

2.2.8 Internal Presentation

A MS Teams presentation by the Jacobs Design Team to the Building and Facility Management Team and the Commercial Consultancy Service took place on 16 November 2022. The purpose of the presentation was to explain the current thought process on how the site will be demolished and then constructed to achieve programme dates whilst accommodating welfare facilities, site safety and access for materials and machines.

The Building and Facility Management Team and the Commercial Consultancy Service were in agreement of the constructability process but it was recognised that this will need to be reviewed following amendments to the programme and phasing.

2.3 Engagement with Stakeholders

Discussions with stakeholders have been undertaken throughout the development of the Scheme to inform the design, and the nature, scope and content of the required technical assessments. This has included the following:

Durham Constabulary

The bus operator (Arriva)

Disability Partnership

Inclusive Design Review by Inclusive Design Consultancy

Further details are provided below.

2.3.1 Engagement with Durham Constabulary

Durham Constabulary's Architectural Liaison Officer, DCC and Jacobs Design Team attended a MS Teams meeting on 30 January 2022. Following this, the RIBA2 designs were circulated to Durham Constabulary for comments.

Comments were received on a number of elements of the design of the multi-storey car park; however, since RIBA2, the multi-storey car park has been removed from the proposals, but all comments have been taken into consideration for the bus station and public realm. DCC pursued a "Secured By Design" standard for the bus station as part of the wider BREEAM assessment.

2.3.2 Engagement with the Bus Operator

During the development of the proposals DCC consulted with one of the bus operators, Arriva, on the layout of the bus forecourt and layover bays.

Two separate MS Teams meetings took place on 3 November 2022 with attendees from DCC and Arriva, as detailed below:

Meeting 1: DCC presented an update on the RIBA3 designs and provided tracking information for comment. The design of the layovers was discussed, including the space provided within the layovers and space available for manoeuvring. It was requested that no bollards or railings be provided as there is potential for drivers to hit them.

Meeting 2: Arriva advised that Optare solo buses are being phased out, with approximately only nine left in the Durham fleet. The youngest bus in the fleet has an approximate lifespan of five years. When replacing these buses with other smaller size buses there are more available on the market to enable Arriva to select a bus with a more standard layout, i.e. a door in front of the wheel axle. Arriva will provide details of their fleet via email and will confirm this. In terms of design requirements, one bus stand that could accommodate a Optare solo bus would be sufficient. An example was given - Wakefield bus station has one stand that has a longer bus boarding area.

A MS Teams meeting took place between DCC and Arriva's operators on 14 December 2022 for the purpose of showing refined autotracks to layover bays and relaxed kerbs. Arriva requested a 'dry run' of the bus station layout, and asked for the kerb line to the west of Stand H to be relaxed to allow for better movements in and out. Operators were shown four options for layover arrangements, where three of those options were not feasible as shown by the tracking diagrams. The one remaining option was taken forward to RIBA3.

DCC arranged a 'dry run' of the bus station layout for two Arriva bus drivers on Sunday 29 January 2023 at the Belmont Park and Ride. A Sunday morning was chosen as the site was empty. The RIBA3 coordinates of the bus station were set out, sprayed out and then coned and taped into place. Two different types of buses were used to check the layout of the spaces, being a street light single decker and a man echo city gas single decker. These are the most common and longest / widest of the Arriva fleet which will service Bishop Auckland.

The buses successfully manoeuvred into the layover bays, around the concourse area, into and out of 'Drive in Reverse Out' (DIRO) stands, around the junction mouth, past layover 2 and around the island back into the concourse area. Both bus drivers advised the movements were achievable and drivable without issues.

2.3.3 Disability Partnership

A MS Teams presentation took place on 26 May 2022 involving the Disability Partnership, DCC's Section Manager, Transport and Infrastructure Projects Team, Equality and Diversity Officer, and Chair of Disability Staff Network, as well as Jacobs Design Team, and Guide Dogs.

The purpose of the meeting was to review the RIBA2 design, including pedestrian routes, toilets, public information, tactile paving, public realm, glazing, temperature, entrance / exit signage, car parking, and CCTV. It was decided that another meeting would take place after RIBA3 in parallel with the public consultation.

2.3.4 Independent External Equality / Accessibility Reviewer

An independent external equality / accessibility company (Inclusive Design Consultancy) reviewed the proposals and their appropriateness in terms of accessibility for all. Some findings were taken through to RIBA3 design. The next stage of the review of RIBA3 design is pending.

2.4 Engagement with the Tenant

DCC owns the land subject to the planning application; however, a café (named The Hut) is located in one of the existing buildings on the site.

A meeting took place with the leaseholder of The Hut on 22 June 2022 to discuss demolition and relocation. The leaseholder of The Hut confirmed on 23 January 2023 that they were happy to continue discussions about terminating the lease and relocating.

2.5 Engagement with the Public

DCC's Director attended a public event on 16 January 2023 to discuss various topics, one being the Scheme. In general the proposals were well received by the audience with the exception of communication with the current leaseholder. Following the public event, the leaseholder was updated on the programme.

A drop-in event was held at the Bishop Auckland Town Hall from 10.30am until 3.30pm on 2, 3 and 4 March 2023 (see Chapter 3 for further information). The purpose of the events was to provide information to the public about the Scheme.

Printed materials were available at the drop-in event and included a QR code for the Scheme (see **Appendix B**), which allowed viewers to virtually walk through the bus station, public realm and surface level car park. Two 3D models were also used at the events with one showing wider context of the area and the other showing a closer view of proposed the bus station and car park. Both models were well received.

A questionnaire for the proposals was available at the drop-in event and the Newgate Centre, with a return box for completed questionnaires. The questionnaire was also available online (see Section 3.1) until the deadline of 12 March 2023. Approximately 300 completed questionnaires were received. A copy of the questionnaire and a summary of the data from the questionnaire is provided in **Appendix C**.

The drop-in event was attended by around 200 members of the public, with the majority of people being users of the bus station. It was noted that some drivers and bus operators also attended the events.

Feedback from the drop-in event showed that people are largely in favour and receptive to the proposals. Generally comments were based on need for improvement and need for a smaller footprint for accessibility for those with mobility issues.

3. Media and Advertising

3.1 Websites

The project website for the Scheme is located here: <https://www.bishopaucklandregeneration.com/news/bus-station-car-park-consultation/> and can be reached through the consultations tab on the <https://www.bishopaucklandregeneration.com/> website. The project website provided an overview for the Scheme and details for the drop-in event, as well as a link to the questionnaire.

The Scheme was also advertised on the DCC website via the following links:

<https://www.durham.gov.uk/article/29084/Have-your-say-on-plans-for-improved-infrastructure-in-Bishop-Auckland>

<https://www.durham.gov.uk/article/29072/Consultation-on-Bishop-Auckland-bus-station-and-car-parking->

3.2 News Articles

An article was published on the BBC website on 21 February 2023 (<https://www.bbc.com/news/uk-england-tees-64706877.amp>), which provided details and images for the Scheme. It also advised that residents and businesses can take part in the consultation for the Scheme until 12 March 2023 with drop-in sessions being held at Bishop Auckland Town Hall between 10:30 and 15:30 on 2, 3 and 4 March 2023.

A similar article was also published on 21 February 2023 in a local newspaper - The Northern Echo (<https://www.thenorthernecho.co.uk/news/23333921.plans-new-bishop-auckland-bus-station-car-park-revealed/>). This article provides a link for residents and businesses to take part in the consultation online and advises that feedback from the consultation will be used by DCC to inform the planning application.

3.3 Bus Shelter Advertising

Adverts for the Scheme were placed in bus shelters in surrounding settlements (e.g. Newton Aycliffe and Spennymoor) for two weeks prior to the drop-in event (held on 2, 3 and 4 March 2023). The adverts showed the QR code for the Scheme (see Section 2.5).

The average daily traffic on the arterial routes surrounding Bishop Auckland town centre are in excess of 10,000 vehicles a day, all driving past the shelter adverts.

3.4 Social Media

The proposals and the drop-in event was advertised on social media, including Twitter, Facebook, Instagram, and LinkedIn. Over 300 social media comments were received, which were largely negative toward the wider town centre having no appeal to bring people to Bishop Auckland, and parking charges. However, no major negative comments were received on the design of the bus station or car park.

Further details for social media posts are provided below:

68,703 social media Post impressions (Impressions are the number of times the bus station post entered a person's screen.)

53,595 social media Post reaches (Post reach is the number of people who saw any of the posts at least once)

8,881 social media Post engagements (Post engagements are the total number of actions that people took involving the post on Facebook – likes, shares, comments etc)

3.5 Letter Drop

Letter drops and face to face engagement with affected businesses to accommodate buses on Newgate Street whilst the bus station is constructed was undertaken on 22 March 2023. Affected businesses were given three weeks to respond, with the deadline being 7 April 2023. A copy of the letter is provided in **Appendix D**.

4. Changes Made to the Scheme

The design process has been iterative and has responded to feedback at various points. A summary of the changes made to the Scheme as a result of the engagement detailed in this document is provided below:

The multi-storey car park was removed from the Scheme following various discussions with DCC officers and stakeholders

Following the meeting with DCC's Design and Conservation Team on 14 November 2022, the locations of EV parking spaces and the bin store were amended

Following an internal DCC stakeholder meeting on 2 November 2022 the passenger information display systems were amended and to include advertising displays

Following engagement with Arriva the kerb line to the west of Stand H was relaxed to allow for better movements in and out for buses

5. Future Engagement

Going forward local communities and stakeholders will be kept up to date, with future engagement being outlined below:

Updates will be provided via DCC's webpage for the Scheme (<https://www.durham.gov.uk/article/29072>)

Posts on social media platforms, including Twitter, Facebook, Instagram, and LinkedIn

Press releases

6. Summary

This Community Engagement Statement describes the engagement undertaken prior to the planning application for the Scheme being submitted to DCC. The Applicant recognises the benefits of early communication and engagement with stakeholders / statutory consultees, and the public, and has adhered to the guidance contained in DCC's SCI throughout the pre-application stage.

In response to the feedback received, a number of amendments have been made to the Scheme to improve the design, and address aspirations, issues and concerns. These include:

- The multi-storey car park was removed from the Scheme

- The locations of EV parking spaces and the bin store were amended

- The passenger information display systems were amended and to include advertising displays

- The kerb line to the west of Stand H was relaxed to allow for better movements in and out for buses

In addition, there will be ongoing meetings between stakeholders and DCC's Project Team throughout the lifetime of the project. There will also be ongoing updates provided for the public through various means, including DCC's webpage for the Scheme, social media, and press releases.

Appendix A. Summary of Engagement

Summary of Engagement Undertaken for the Bishop Auckland Bus Station and Car Park			
Who	When	Outcome	How and Attendees details
Access IDC - DDA review of RIBA2 designs	29.11.2021	<p>All new doors, unless for reasons of confidentiality or security to have vision panels designed in accordance with current Building Regulations and/or BS 8300.</p> <p>Location of outlets, switches and controls that require interaction are accessible and designed in accordance with Approved Document M</p> <p>All controls should not require the simultaneous use of two hands</p> <p>All controls should contrast visually with the background against which they are seen, with information associated with them embossed to aid tactile reading</p> <p>Lighting utilised to assist orientation, wayfinding, display of information and communication</p> <p>Signage is designed in accordance with the <i>“Sign Design Guide – a guide to inclusive signage”</i></p> <p>Finishes – careful use and treatment of glass and stainless steel to avoid problems of glare and reflection, which can confuse and disorientate people with a visual impairment</p> <p>Communication aids provided for people with hearing impairments, where interaction with public takes place. This may require a combination of fixed and portable induction and/or infrared systems.</p> <p>An inductive coupler meeting the performance requirements of BS EN 60118-4 and BS EN 81-70, and additional volume control to adjust amplification should be fitted to the circuitry of all public or visitor phones, entry phones and emergency telephones in lifting appliances</p> <p>Fire alarm systems should be designed and installed in accordance with BS 5839-1. A fire alarm should be visible as well as audible to all users; however, audible alarm sounders should not be located in such a way as to compromise the communication systems provided in refuges.</p> <p>Egress planning is designed to promote ease of escape for disabled people</p> <p>A record is maintained of the decision-making progress throughout the design programme to provide a compliance record suitable for the monitoring purposes of the Equality Act</p>	<p>Independent external equality/accessibility reviewer took PDFs and DWG files to review the proposals and they appropriateness in terms of accessibility for all. Some findings as below and have been taken through to RIBA3 design. Next stage of DDA review of RIBA3 design is pending.</p>
Asbestos and Demolition DCC	01.12.2021	All existing asbestos information for public toilets received to inform demolition tender	Email provided to Commercial Consultancy Service and Jacobs
Durham Constabulary	30.01.2022	<p>Multi-storey Car Park</p> <p>General</p> <p>Boundary treatment to be considered for surface car park area, to limit pedestrian access to the car parking space, Lighting to British standard BS 5489-1, no bollard lighting to external surface car park- for decoration purposes if used at all, column lighting recommended, Recommend that you can see through the levels of the car park internally, CCTV coverage across car park, internal and external, including core staircase areas. Access control, Barrier vehicular access advised, with roller shutter for after core hours, access only to cars. Overhang areas (to south picked up) may cause loitering / ASB, recommend this is removed from design. Ground floor fully enclosed car park- not open to access from pedestrians.</p> <p>Core areas</p> <p>To be light painted throughout. Clear signage - numbers to each floor internally on core area and externally close to core area. Viewing panels to doors and lifts for surveillance through. Push bar fire exists - alarmed fire exits. CCTV within core areas. Outer material- mesh? Size of gaps to be small enough to not let small child through, mesh also floor to ceiling. Light colour painted internally. Clear indication of core areas for lift/staircase - painted large numbers etc. Motorbike provision- ground anchors fixed to structure. Lighting to BS 5489-1.</p> <p>Roof level</p> <p>Height from deck level to the top level of mesh throughout to be minimum 2m high - suicide prevention recommended. No climbing points/aids - crash barrier to be situated behind mesh to remove stepping aid. Column lighting to BS 5489-1. Space between multi storey car park and bus station. To be private space, with access to staff only. 2-2.2m high boundary treatment minimum with no climbing aids and locked gate. Area to be covered by CCTV. Area to have dusk till dawn lighting to façade.</p>	<p>Architectural Liaison Officer, DCC and Jacobs attended a MS Teams meeting. Then RIBA2 designs were circulated to Durham Constabulary for comments (adjacent).</p> <p>Since RIBA2, the multi-storey car park has been removed from the proposals, but all comments have been taken into consideration for the Bus Station and public realm. DCC will pursue a <i>“Secured By Design”</i> standard for the bus station as part of the wider BREEM assessment.</p>

	<p>General</p> <p>Always someone present during hours of operation- two security + one cleaner during daytime CCTV- across all public areas internally and externally - Lighting should be commensurate with CCTV, which should have Infra-Red capabilities for night-time viewing - identification standard images. Concourse to be half blocked off on a night once cleaner leaves - e.g. after core hours, after 6pm - roller shutters High specification glazing to withstand attack, ASB etc, CTSA to advise</p> <p>External</p> <p>Landscaping not to interfere with lighting and CCTV Security bollards (to be confirmed by CTSA - I will send drawings to them once updated ones received) Lighting to BS5489-1 Cycle stands to be moved east- more surveillance - lockable cycle stands advised. Consider reducing number of external seats - often leads to ASB loitering and generally not used by users of bus station - youths gathering- legitimate users may feel intimidated Trees/landscaping to still allow for sight lines out of and into bus station. South entrance - trees to be reduced</p> <p>Shell</p> <p>Number of pedestrian entrance/exits? Are 3 needed? Excessive permeability from a designing out crime point of view. May lead to ASB etc. Consideration should be given to pedestrians only entering from one elevation Windowsill height may create unwanted loitering space - size to be checked- if 'suitable' to be steep sloped Roller shutter doors to all entrance/exit points Window to be added to south elevation of operator's office if south entrance to stay</p> <p>Interior</p> <p>Access control to toilets- recommend paid or locked, radar/ fob access for accessible toilet, changing places etc. Extra access controlled doorway to be installed to start of 'accommodation area' to west of plan which can be shut off - when cleaner leaves. (security guard able to give access if a person requests access to toilet after closure) Access control to private rooms - staff areas, cleaning etc. Windows to management room to have one way viewing only - no door viewer panel to management room either Retail - to close at end of core hours with half concourse and toilets, no alcohol to be available - extra information below on vapes Advertisements not to block natural surveillance Waste bins - clear sacks suspended from plastic hoop Anti-vandal fixtures and fittings - attached seats, nothing loose Mirrored windows into management office from concourse area and external window Roller shutter to be installed to cut in half amount of concourse after core hours Windows to toilets to be removed</p> <p>I have sought clarification on a few things and would also like to recommend the following:</p> <p>All doors throughout to LPS1175 Issue 7, SR2, this will give more longevity to the doors Barriers to multi storey car park entrance, roller shutters from 6pm - access to vehicles only after this time Provision in place for if last bus is late etc - working hours of security staff members to allow for extra time for delays Recommend vapes are not sold at the retail area along with alcohol. Basic provision recommended only e.g. newspapers, hot drinks etc. CCTV for multi-storey and bus station to be monitored by security guard in management office It should be well lit from exit of multi-storey car park to entrance of bus station during hours of operation Recommend the ability to turn Wi-Fi off if required from management office Recessed area of car park between LV area to be removed/moved to another area if possible, or at least reduced in size by moving doors south (shown on snip below) South door if necessary to have, I recommend it be moved to opposite side of the core/staircase area for better surveillance from other pedestrian access to north (shown on snip below), and to be locked at 6pm, with only one entrance exit point to the car park after this time</p>	
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		Curved hatched areas to be introduced if possible with bollards to road edge where entrance/exit to core areas is	
Ecology	February 2022	Visual inspections of 3 No buildings, internally and externally, to determine if there are any ecology/nesting/asbestos issues. No issue with any existing building.	
Fire Safety (DCC)	03.02.2022	Check with DCC Insurance team that the design of the multi-storey car park and bus station were within the regulations. The multi-storey car park has since been removed from the design do insurance issue now null but will need to be reassessed after RIBA3.	
Disability Partnership	26.05.2022	Review of RIBA2 design: Seating - more included in RIBA3, pedestrian routes - all safeguarded through design, toilets including opening hours - needs to be accessible throughout open hours, but will only be open while a cleaner is onsite to allow cleaning regime, public information - should be colour contrast and audio announcement, tactile paving, public realm, glazing, temperature, entrance/exit signage, multi-storey car park - EV and blue badge bays, ticketing, emergency evacuation, surface level car park - accessible EV charging included in design, pedestrian crossing points - needs to be accessible - review in design and CCTV to be included for safety. To meet again after RIBA3 in parallel to public consultation.	MS Teams presentation, including: DCC <ul style="list-style-type: none"> o Section Manager, Transport and Infrastructure Projects o Equality and Diversity Officer o Chair of Disability Staff Network Jacobs <ul style="list-style-type: none"> o Design Manager o Architect o Project Manager Guide Dogs <ul style="list-style-type: none"> o Regional Policy and Campaigns Manager o Policy Manager Disability Partnership
Transport and Infrastructure Team and UTMC	May 2022	Traffic models confirmed there would be no issues with bus movements out of Newgate Street after the closure of the current bus station.	Traffic volumes and flows were recorded to inform a traffic model. This gave assurances that the signals on Newgate Street can accommodate bus movements from Newgate Street once the bus station is closed.
Transport and Infrastructure Team	May 2022	The survey results show which facilities are used, underused and will help inform the detailed design and TTRO for temporary bus stops when the bus station closes.	A member of the Transport and Infrastructure Team carried out occupancy and availability surveys on loading, taxi and disabled bays across Bishop Auckland town centre to inform the TTRO and further TROs as well as the temporary bus stop design, when some existing bays will be removed to accommodate temporary bus stops. There will be displacement of parking/loading facilities. The surveys will show which are underutilised.
Leaseholder of The Hut	22.06.2022	Met with leaseholder of The Hut so discuss demolition and relocation.	
Internal Stakeholders – Transport end users	22.07.2022	Scope to be included in feasibility study for Newgate Centre multi-storey car park. Responses received and included in scope.	Email to Transport end users
Internal Stakeholders	22.09.22	3 Weekly Progress Meetings with wider internal stakeholders. Minutes recorded.	
Internal Stakeholders - IPTG and Bus Advertising	02.11.2022	Following the meeting an email to instruct Jacobs to amend PIDS locations and to include advertising display was sent.	MS Teams meeting – attendees included internal DCC staff
Arriva	03.11.2022	Presented update on RIBA 3 designs and provided tracking information for comment. Arriva representative commented on behalf of Arriva requesting to consider: * If 2 layovers can be achieved at location layover bay 2, then remove layover bay 1 and spread space across all bus stands so bays aren't as tight. * Tight manoeuvre reversing from Stand H, anything that can be done to relax kerb line or release space from removing layover 1 could improve this location. * Kerbs on the island at layover bay 2 look tight on the entrance, would request for no bollards or railings as potential for drivers to hit. Look at soft kerb line at this location - possibly lining.	MS Teams meeting – attendees included Arriva and DCC
Arriva	03.11.2022	Optare solo buses are being phased out. Approx. only 9 in the Durham fleet. The youngest bus in their fleet approximate lifespan of 5 years. When replacing with other smaller size buses there is much more available on the market to enable them to select a bus with a more standard layout, i.e. door in front of the wheel axel. Arriva will provide details of their fleet via email and confirm this. Design requirements, 1 bus stand that could accommodate would be sufficient. Example given; Wakefield bus station has one stand that has longer bus boarding area.	MS Teams meeting – attendees included Arriva and DCC

Internal Stakeholders - Landscaping and Design and Conservation	14.11.2022	Landscaping review meeting. Seating proposed adjacent EV vehicles and at the southern entrance of the bus station to be reviewed relocated to deter ASB/vandalism to vehicles and at entrance of bus station. Location of bin store to be reviewed to move away to open up the pedestrian walkway from the car park.	MS Teams meeting – attendees included DCC and Jacobs
Building and Facilities Management Team, Commercial Consultancy Service Commercial Consultancy Service, DCC and Jacobs	16.11.2022	The Building and Facilities Management Team and Commercial Consultancy Service were in agreement of the constructability process but this will need to be reviewed since amendments to the programme and phasing	MS Teams presentation by Jacobs to the Building and Facilities Management Team, Commercial Consultancy Service and DCC explaining their current thought process on how the site will be demolished and then constructed to achieve programme dates whilst accommodating welfare facilities, site safety and access for materials and machines
Internal Stakeholders - Design and Conservation	17.11.2022	Landscaping review - the Design and Conservation Team asked for consideration be given to review the location to the bin store to open up the pedestrian route. Following changes made, the team agreed that the slight movement of the bin store just opens up the pedestrian node in the corner and makes it an altogether more pleasant walking environment. Since the multi-storey car park has been removed from the proposals a visual impact assessment is no longer required.	By email (17.11.22)
Internal Stakeholders - Building and Facilities Management Team Cleaning Department	18.11.2022	Bin store - operational perspective The Building and Facilities Management Team confirmed that they were happy with location of the bin store	Discussed locations. Looked at alternative locations; however, for fire safety these would be too close to the building to meet fire safety standards. Emailed the team on 18.11.2022 for comments from operational perspective on the proposed location. Response received on 29.11.22 confirming they were happy with the location proposed.
Transport and Infrastructure Team	November 2022	Pedestrian flow surveys in peak days at peak times will be used to inform the temporary bus stop footway widths required as part of a user comfort review	Members of the Transport and Infrastructure Team undertook surveys on-site to determine peak passengers getting on and off buses to gauge peaks user volumes to inform detailed design of temporary stops
Internal Stakeholders - Design and Conservation Team	23.11.2022	Increase in parapet height on bus station to screen mechanical equipment which has been relocated to the roof after the multi-storey car park was removed from the Scheme. The Design and Conservation Team were initially concerned that height looks disproportionate to the rest of the bus station. However, the team confirmed that they understand the reasoning and would not provide any grounds for any future objection.	By email (23.11.22)
Arriva Bus Operators	14.12.2022	Arriva requested a 'dry run' of the bus station layout, which DCC arranged and undertook on 29.01.23 at the Belmont Park and Ride site. Arriva also asked for kerb line to the west of Stand H to be relaxed to allow for better movements in and out. Operators were shown 4 options for layover arrangements, where 3 of those options were not feasible as shown by the tracking diagrams. The one remaining option was taken forward to RIBA3.	MS Teams meeting with operators and DCC. DCC showed refined autotracks to layover bays and relaxed kerbs.
DCC's Director	16.01.2023	Current leaseholder of The Hut was to be updated on programme.	DCC's Director attended a public event to discuss various topics, one being the bus station development. In general the proposals were well received by the audience with the exception of communication with a current leaseholder.
Leaseholder of The Hut	23.01.2023	Happy to continue discussions about terminating lease and relocating.	
Arriva bus drivers	29.01.2023	Buses successfully manoeuvred into layover bays, around the concourse area, into and out of DIRO stands, around junction mouth, past layover 2 and around the island back into the concourse area.	2 No. Arriva drivers attended the Belmont Park and Ride site on a Sunday morning when the site was empty. The RIBA3 coordinates of the bus station were set out by, sprayed out and then coned and taped into place. The drivers have 15 and 31 years' experience of bus driving respectively. The buses were a street light single decker and a man echo city gas single decker. These are the most common and longest/widest of the Arriva fleet which will service Bishop Auckland. Both drivers advised the movements were achievable and drivable without issues.
Temporary bus stop letter drop to affected frontages	22.03.2023	Letter drops and face to face engagement with affected businesses to accommodate buses on Newgate Street whilst the bus station is constructed. Undertaken on 22 March 2023 and given three weeks to respond. Some marginal changes to refine the design based on feedback.	Face to face. Two Project Managers from Transport and Infrastructure Projects attended on 22 March 2023.

Drop-in event at Town Hall	2-4 March 2023 10am-3:30pm	See Section 2.5	
3D model, large print and A0 plans	2-4 March 2023 10am-3:30pm	Two 3D models were used at in-person meetings at the Town Hall. One showing the wider context of the area and one showing a closer view of the proposed bus station and car park. Both were well received.	
Bus shelter adverts in advance of town hall drop in, newspaper, newsletter and webpage	February and March 2023	Adverts were in bus shelters for two weeks before the drop in events. The bus shelters were in surrounding settlements e.g. Newton Aycliffe and Spennymoor. The average daily traffic on the arterial routes surrounding the town centre are in excess of 10,000 vehicles a day, all driving past the shelter adverts. The webpage was updated to show how the bus station and car park sits alongside wider regeneration: https://www.bishopaucklandregeneration.com/	
Social media incl. footprints	February and March 2023		
QR codes linking to virtual reality walk throughs of bus station, public realm and surface level car park	February and March 2023	Printed materials were at the drop-in event and on the adverts in bus shelters along all radial routes in Bishop Auckland and around wider settlement areas showed the QR code which allowed viewers to virtually walk through the internal and external proposed sites.	
Independent external review for DDA on RIBA 3	March 2023	Undertaken in March 2023 by an independent inclusive design consultant based on the RIBA3 designs. Comments and feedback have been provided to Architects (Jacobs) for review. Where required, design changes will be implemented.	

Appendix B. Examples of Information Provided at the Drop-in Event









www.bishopaucklandregeneration.com

Come and take a virtual walk through of the proposed plans for the bus station and car park:

Saddler Street View of proposed bus station and car park



Internal view of proposed bus station



Clayton Street View of proposed bus station



Appendix C. Questionnaire and Data



Bishop Auckland Regeneration

The bus station and car parking facilities in Bishop Auckland

Q1 Which of the following sections do you wish to complete on the proposals?
Please tick all that apply.

- Redevelopment of the bus station
- Car parking facilities

If you only wish to complete the car parking facilities section, please go to Q9.

Redevelopment of the bus station

Q2 How often do you use the bus station?

- Daily
- A few times a week
- Weekly
- Monthly
- Less often
- Never

If never, please tell us why.

Q3 Do you agree or disagree that the existing bus station provides...

	Agree	Neither agree nor disagree	Disagree	Don't know
...a safe and welcoming environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...suitable toilet facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...suitable seating?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...suitable shelter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...adequate passenger information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Do you agree or disagree that the proposed bus station will provide...

	Agree	Neither agree nor disagree	Disagree	Don't know
...a safer and more welcoming environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...attractive landscaping around the site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...a design with sustainable features that reduces its impact on the environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...more and better quality seating areas suitable for all passengers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...more and better information for all passengers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Do you agree or disagree that toilet facilities should include...

	Agree	Neither agree nor disagree	Disagree	Don't know
...a wheelchair accessible toilet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...a Changing Places toilet (larger accessible toilets for severely disabled people)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...male and female toilets and a baby changing facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...parent toilet facility included in the baby changing facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...a nominal charge to use the toilet facilities to deter anti-social behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...toilets which are only open when staff are available to monitor and clean them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 The design includes space for a small retail kiosk. What type of retail would you like to see inside the bus station?
Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Hot and cold drinks/snacks | <input type="checkbox"/> Gas and electric meter top ups |
| <input type="checkbox"/> Newspapers/magazines | <input type="checkbox"/> None |
| <input type="checkbox"/> Lottery | <input type="checkbox"/> Other |

If other, please specify.

Q7 Having viewed the plans, are you in favour of, or against the proposed bus station development?

- In favour
 Neither in favour of, nor against
 Against

Q8 Do you have any further comments about the bus station redevelopment proposals?

If you do not wish to complete the car parking facilities section, please go to Q20.

Your use of parking facilities in Bishop Auckland

Q9 How often do you use parking facilities in Bishop Auckland?

- | | |
|---|--|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Less often |
| <input type="checkbox"/> A few times a week | <input type="checkbox"/> Never, but I may do in the future |
| <input type="checkbox"/> Weekly | <input type="checkbox"/> Never |
| <input type="checkbox"/> Monthly | |

If 'Never', please go to Q15.

Q10 How long are you likely to park in Bishop Auckland?

- Up to 1 hour
- Between 1-2 hours
- Between 2-4 hours
- Over 4 hours

Q11 In general, what is the purpose of your visit?
Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Attend college | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Leisure | <input type="checkbox"/> Travel to work |
| <input type="checkbox"/> Resident | <input type="checkbox"/> Other |

If other, please specify.

Q12 Are you normally?

- The driver
- A passenger
- A mixture

Q13 What type of vehicle do you usually use?

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Petrol car | <input type="checkbox"/> Motorcycle |
| <input type="checkbox"/> Diesel car | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Hybrid car | <input type="checkbox"/> Other |
| <input type="checkbox"/> Fully electric car | |

If other, please specify.

Q14 What is your preferred method of payment in a pay and display car park?

- Cash
- Card
- Phone app

About Saddler Street Car Park

Q15 What is your opinion of the following aspects of the proposed layout of the car park?

	Very good	Good	Neither good nor poor	Poor	Very poor
Number and type of parking bays (motorcycles, electric vehicles, accessible spaces, wheelchair accessible bays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New size of parking bays (longer and wider than current standards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping around the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Having viewed the plans, are you in favour of, or against the proposed car park development?

- In favour
- Neither in favour of, nor against
- Against

Q17 Do you have any further comments about the new car park proposals?

About the Newgate Centre Multi-storey Car Park

Q18 How often do you use the Newgate Centre Multi-Storey Car Park?

- Daily
- Weekly
- Less often
- A few times a week
- Monthly
- Never

Q19 What improvements could be done to encourage greater use of the Newgate Centre Multi-Storey Car Park?

About you

Our aim is to involve as many people as possible in local decision making and, as such, we would like to make sure everyone has the opportunity to become involved. If you could answer a few questions about yourself it will help us to monitor our performance.

These questions are entirely optional.

Q20 Are you:

- Male
 Female
 Prefer to self-describe

If you prefer to self-describe, please specify.

Q21 What is your age?

- Under 18
 25-34
 45-54
 65-74
 18-24
 35-44
 55-64
 75+

Q22 Do you consider yourself to be a disabled person?

(This may include any long-standing illness, disability or infirmity which has a substantial effect on your day-to-day life. Long standing means it has lasted, or is likely to last, for at least a year).

- Yes
 No

Q23 What is your ethnicity?

- White British
 Black or Black British
 Travelling Community
 White Non-British
 Arab or Middle Eastern
 Other
 Asian or Asian British
 Mixed Race

If other, please specify.

Q24 What is your religion or belief?

- Christian
 Muslim
 None
 Sikh
 Jewish
 Other
 Buddhist
 Hindu

If other, please specify.

Q25 How would you describe your sexual orientation?

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> Heterosexual/straight | <input type="checkbox"/> Bisexual |
| <input type="checkbox"/> Gay or lesbian | <input type="checkbox"/> Other |

If other, please specify.

Thank you for taking the time to complete the survey. Please return to the drop in box in the Newgate Centre.

Bishop Auckland Bus Station and Car Park Consultation 2023

Bishop Auckland Bus Station: All responses

Format of response

	Frequency	Percent
PC	181	51.7%
Mobile	156	44.6%
Tablet	13	3.7%
Total	350	100.0%

Do you wish to comment upon the redevelopment of the bus station?

	Frequency	Percent
Yes	309	88.3%
No	41	11.7%
Total	350	100.0%

Do you wish to comment upon the car parking facilities?

	Frequency	Percent
Yes	223	63.7%
No	127	36.3%
Total	350	100.0%

How often do you use the bus station?

	Frequency	Percent
Daily	33	10.7%
A few times a week	57	18.6%
Weekly	27	8.8%
Monthly	26	8.5%
Less often	101	32.9%
Never	63	20.5%
Total	307	100.0%

If never, please tell us why.

	Frequency
Travel by car	26
Bus service/cost	9
Wider regeneration	9
Walk	7
Run down/unsafe	3
Use other stops	2
Don't use bus	1
Parking resource	1
Waste of space	1
Total	59

Do you agree or disagree that the existing bus station provides a safer and more welcoming environment?

	Frequency	Percent
Agree	43	14.2%
Neither agree nor disagree	66	21.8%
Disagree	194	64.0%
Total	303	100.0%

Do you agree or disagree that the existing bus station provides attractive landscaping around the site?

	Frequency	Percent
Agree	25	8.5%
Neither agree nor disagree	39	13.3%
Disagree	229	78.2%
Total	293	100.0%

Do you agree or disagree that the existing bus station provides a design with sustainable features that reduces its impact on the environment?

	Frequency	Percent
Agree	63	21.0%
Neither agree nor disagree	48	16.0%
Disagree	189	63.0%
Total	300	100.0%

Do you agree or disagree that the existing bus station provides more and better quality seating areas suitable for all passengers?

	Frequency	Percent
Agree	69	23.1%
Neither agree nor disagree	44	14.7%
Disagree	186	62.2%
Total	299	100.0%

Do you agree or disagree that the existing bus station provides more and better information for all passengers?

	Frequency	Percent
Agree	69	24.4%
Neither agree nor disagree	57	20.1%
Disagree	157	55.5%
Total	283	100.0%

Do you agree or disagree that the proposed bus station will provide a safer and more welcoming environment?

	Frequency	Percent
Agree	210	70.2%
Neither agree nor disagree	33	11.0%
Disagree	56	18.7%
Total	299	100.0%

Do you agree or disagree that the proposed bus station will provide attractive landscaping around the site?

	Frequency	Percent
Agree	193	65.4%
Neither agree nor disagree	61	20.7%
Disagree	41	13.9%
Total	295	100.0%

Do you agree or disagree that the proposed bus station will provide a design with sustainable features that reduces its impact on the environment?

	Frequency	Percent
Agree	180	62.1%
Neither agree nor disagree	50	17.2%
Disagree	60	20.7%
Total	290	100.0%

Do you agree or disagree that the proposed bus station will provide more and better quality seating areas suitable for all passengers?

	Frequency	Percent
Agree	214	72.3%
Neither agree nor disagree	38	12.8%
Disagree	44	14.9%
Total	296	100.0%

Do you agree or disagree that the proposed bus station will provide more and better information for all passengers?

	Frequency	Percent
Agree	194	67.4%
Neither agree nor disagree	51	17.7%
Disagree	43	14.9%
Total	288	100.0%

Do you agree or disagree that toilet facilities should include a wheelchair accessible toilet?

	Frequency	Percent
Agree	287	94.1%
Neither agree nor disagree	13	4.3%
Disagree	5	1.6%
Total	305	100.0%

Do you agree or disagree that toilet facilities should include a Changing Places toilet (larger accessible toilets for severely disabled people)?

	Frequency	Percent
Agree	265	87.7%
Neither agree nor disagree	24	7.9%
Disagree	13	4.3%
Total	302	100.0%

Do you agree or disagree that toilet facilities should include male and female toilets and a baby changing facility?

	Frequency	Percent
Agree	279	91.5%
Neither agree nor disagree	19	6.2%
Disagree	7	2.3%
Total	305	100.0%

Do you agree or disagree that toilet facilities should include a parent toilet facility included in the baby changing facility?

	Frequency	Percent
Agree	250	83.9%
Neither agree nor disagree	38	12.8%
Disagree	10	3.4%
Total	298	100.0%

Do you agree or disagree that toilet facilities should include a nominal charge to use the toilet facilities to deter anti-social behaviour?

	Frequency	Percent
Agree	113	37.5%
Neither agree nor disagree	52	17.3%
Disagree	136	45.2%
Total	301	100.0%

Do you agree or disagree that toilet facilities should include toilets which are only open when staff are available to monitor and clean them?

	Frequency	Percent
Agree	153	51.3%
Neither agree nor disagree	45	15.1%
Disagree	100	33.6%
Total	298	100.0%

The design includes space for a small retail kiosk. What type of retail would you like to see inside the bus station?

	Frequency
Hot and cold drinks/snacks	245
Newspapers/magazines	176
Lottery	85
Gas and electric meter top ups	79
None	44
Other	17
Total	646

If other, please specify.

	Frequency
Tourist information	4
Cycle hub	1
Public facilities	1
Sheltered seating	1
Timetables	1
Travel pass/ top up card point	1
Total	9

Having viewed the plans, are you in favour of, or against the proposed bus station development?

	Frequency	Percent
In favour	187	60.9%
Neither in favour of, nor against	29	9.4%
Against	91	29.6%
Total	307	100.0%

Do you have any further comments about the bus station redevelopment proposals?

	Frequency
Wider regeneration	84
Facilities (toilets/CCTV)	30
Bus services/timetables/info	26
Antisocial behaviour	22
Bus provision/lay over	14
Tenters Street	12
Parking charges/amount of parking	11
Sustainable	8
Wrong location	6
Risks	5
The Hut	5
Needed	4
Air quality	3
Temporary stops	3
Car park layout	1
Coach parking	1
Road surface	1
Total	236

How often do you use parking facilities in Bishop Auckland?

	Frequency	Percent
Daily	18	8.1%
A few times a week	50	22.5%
Weekly	61	27.5%
Monthly	35	15.8%
Less often	32	14.4%
Never, but I may do in the future	5	2.3%
Never	21	9.5%
Total	222	100.0%

How long are you likely to park in Bishop Auckland?

	Frequency	Percent
Up to 1 hour	42	21.2%
Between 1-2 hours	108	54.5%
Between 2-4 hours	38	19.2%
Over 4 hours	10	5.1%
Total	198	100.0%

In general, what is the purpose of your visit?

	Frequency	Percent
Shopping	128	64.6%
Leisure	95	48.0%
Resident	25	12.6%
Travel to work	19	9.6%
Attend college	1	0.5%
Other	49	24.7%
Total	317	160.1%

If other, please specify.

	Frequency
Catch train	2
Total	2

Are you normally...

	Frequency	Percent
The driver	145	72.5%
A passenger	20	10.0%
A mixture	35	17.5%
Total	200	100.0%

What type of vehicle do you usually use?

	Frequency	Percent
Petrol car	93	46.3%
Diesel car	86	42.8%
Hybrid car	5	2.5%
Fully electric car	9	4.5%
Motorcycle	1	0.5%
Bicycle	2	1.0%
Other	5	2.5%
Total	201	100.0%

If other, please specify.

	Frequency
Two different modes	2
LPG	1
Van	1
Wider regeneration	1
Total	5

What is your preferred method of payment in a pay and display car park?

	Frequency	Percent
Cash	78	40.6%
Card	86	44.8%
Phone app	28	14.6%
Total	192	100.0%

What is your opinion of the proposed number and type of parking bays of the car park?

	Frequency	Percent
Very good	42	20.0%
Good	81	38.6%
Neither good nor poor	58	27.6%
Poor	17	8.1%
Very poor	12	5.7%
Total	210	100.0%

What is your opinion of the proposed size of parking bays of the car park?

	Frequency	Percent
Very good	80	38.3%
Good	72	34.4%
Neither good nor poor	39	18.7%
Poor	6	2.9%
Very poor	12	5.7%
Total	209	100.0%

What is your opinion of the proposed street lighting of the car park?

	Frequency	Percent
Very good	63	30.3%
Good	86	41.3%
Neither good nor poor	43	20.7%
Poor	4	1.9%
Very poor	12	5.8%
Total	208	100.0%

What is your opinion of the proposed landscaping around the car park?

	Frequency	Percent
Very good	60	29.9%
Good	72	35.8%
Neither good nor poor	48	23.9%
Poor	10	5.0%
Very poor	11	5.5%
Total	201	100.0%

Having viewed the plans, are you in favour of, or against the proposed car park development?

	Frequency	Percent
In favour	105	48.2%
Neither in favour of, nor against	39	17.9%
Against	74	33.9%
Total	218	100.0%

Do you have any further comments about the new car park proposals?

	Frequency
Parking/charges/stays/bays	103
Wider regeneration	40
EV charging	10
Congestion	6
Facilities/CCTV	5
Sustainability	4
Active Travel	3
North Bondgate	2
Park and Ride	2
Coach parking	1
Requires improvement	1
Total	177

How often do you use the Newgate Centre Multi-Storey Car Park?

	Frequency	Percent
Daily	1	0.5%
A few times a week	10	4.7%
Weekly	17	7.9%
Monthly	22	10.3%
Less often	48	22.4%
Never	116	54.2%
Total	214	100.0%

What improvements could be done to encourage greater use of the Newgate Centre Multi-Storey Car Park?

	Frequency
Entrance/exit /width of overall car park	43
Parking charges	38
Wider regeneration (High St)	34
Layout	21
Lighting/security/CCTV	21
Maintenance/accessibility/indoor seating	19
Outdated/dangerous/remove/prefer not to use	18
P&D/signage	15
EV charging	6
Opening hours	6
Sustainability	2
Indoor seating Newgate Centre	1
Total	224

Are you:

	Frequency	Percent
Male	127	41.2%
Female	178	57.8%
Genderfluid	2	0.6%
Female transgender	1	0.3%
Total	308	100.0%

What is your age?

	Frequency	Percent
Under 18	1	0.3%
18-24	11	3.5%
25-34	47	14.8%
35-44	59	18.6%
45-54	60	18.9%
55-64	68	21.5%
65-74	49	15.5%
75+	22	6.9%
Total	317	100.0%

Do you consider yourself to be a disabled person?

	Frequency	Percent
Yes	58	18.3%
No	259	81.7%
Total	317	100.0%

What is your ethnicity?

	Frequency	Percent
White British	306	97.8%
White Non-British	3	1.0%
Mixed Race	2	0.6%
Asian or Asian British	1	0.3%
Travelling Community	1	0.3%
Total	313	100.0%

What is your religion or belief?

	Frequency	Percent
Christian	176	57.7%
None	118	38.7%
Pagan	5	1.6%
Agnostic	2	0.7%
Jewish	1	0.3%
Muslim	1	0.3%
Satanist	1	0.3%
Sikh	1	0.3%
Total	305	100.0%

How would you describe your sexual orientation?

	Frequency	Percent
Heterosexual/straight	272	91.3%
Gay or lesbian	15	5.0%
Bisexual	8	2.7%
Pansexual	2	0.7%
Finsexual	1	0.3%
Total	298	100.0%

Appendix D. Letter to Businesses

Contact: Steven Muse
Tel: 03000 264 800
email: BishopBusStation@durham.gov.uk
Your ref:
Our ref: REG/TIP/018/DU01/B



The Owner / Occupier,

22 March 2023

Dear Sir/Madam,

Bishop Auckland Bus Station Reconstruction – Temporary Bus Stop Locations

As part of the Future High Street Funding, Bishop Auckland has been awarded over £19m of funding for transport and high street regeneration projects.

As part of the transport improvements, Durham County Council are developing proposals to introduce a new surface level car park and new bus station on the existing bus station site. During construction, the bus station will be closed and to ensure access to the town centre is maintained for public transport users, temporary bus stops are proposed on Tenters Street and Newgate Street utilising existing bus stops where possible. As part of these proposals, some of the existing parking and loading facilities will have to be temporarily amended, removed or relocated to allow bus movements.

Based on the current indicative programme, the temporary bus stops would be in place for circa. 14 months, please note this is subject to change pending the scheme's planning application and progress on site.

It is appreciated there are competing demands for kerb space in the town, and we are taking this opportunity to engage with affected stakeholders.

The attached plan details the temporary bus stop proposals. Your input and feedback would be gratefully received to inform the next design stage by no later than 7 April 2023.

Regeneration, Economy and Growth

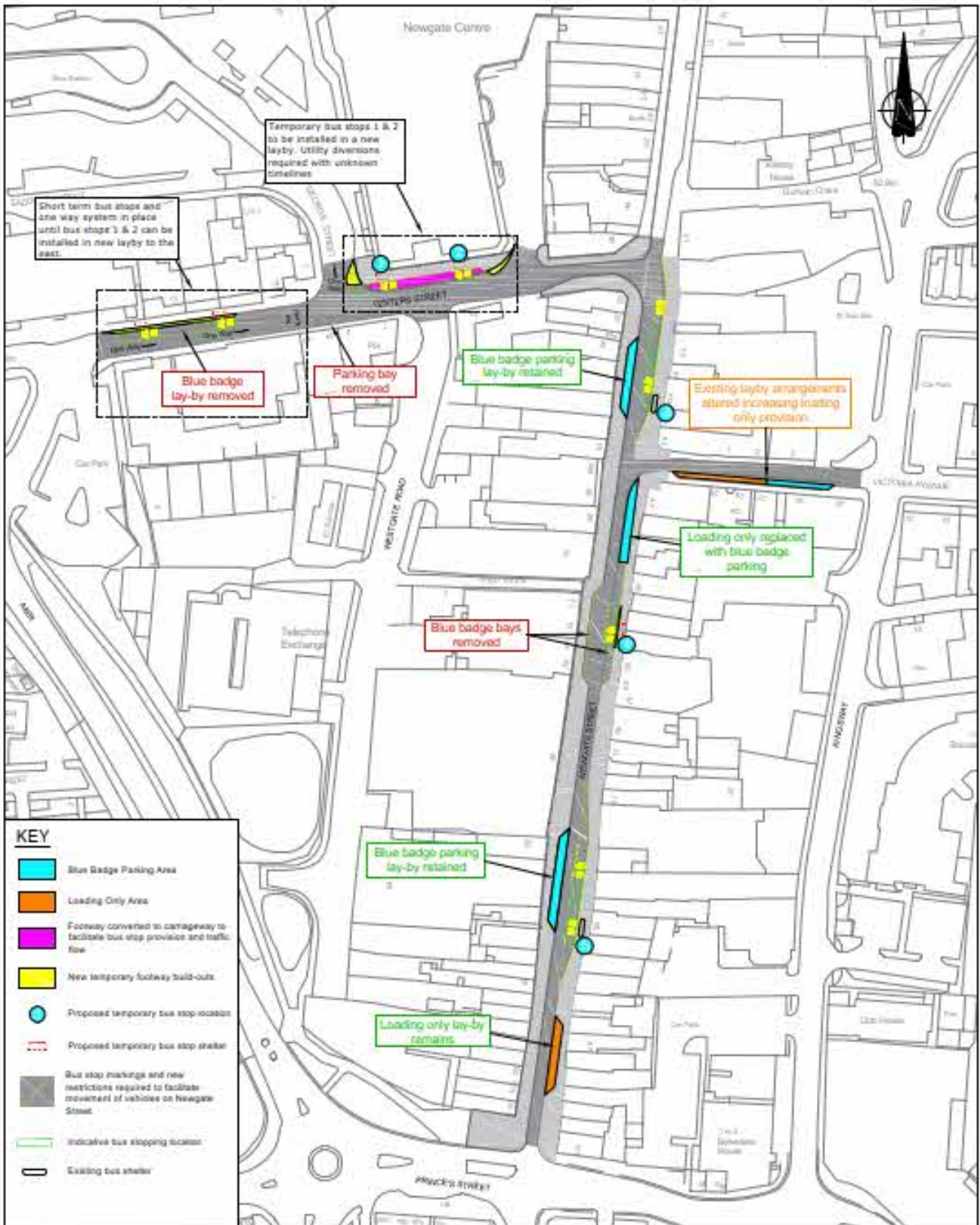
Durham County Council, County Hall, Durham DH1 5UQ

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Yours faithfully,



Steven Muse
Transport & Infrastructure Projects



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TRANSPORT & INFRASTRUCTURE PROJECTS
CORPORATE DIRECTOR
REGENERATION, ECONOMY & GROWTH
COUNTY HALL, DURHAM
DH1 1UD

Project
Bishop Auckland Bus Station Reconstruction

Drawing
Temporary Bus Stop Locations

Scale
1/1000 @ A3

Rev. 0/1