



## **Monnow Street Project – Report of Consultation Appendices**

Stakeholder Co-Production Workshop Notes

Workshops 1, 2 and 3 including additional

Chamber of Commerce Workshop

March 2023

## Purpose

This note has been prepared from the first workshop session held on the evening of Monday, 7<sup>th</sup> November as part of the Monnow Street Design Project.

The Design Project is building on previous work undertaken between 2020 and 2022 through Active Travel funding that has looked at options on how to improve Monnow Street so that it performs better as a place within the town centre.

Roberts Limbrick Architects and Urban Designers are supporting Monmouthshire County Council with the next stage of design development between October 2022 and February 2023.



## Stakeholder Workshop 1

The first workshop was held in Monmouth Priory, Priory Street on Monday, 7<sup>th</sup> November between the hours of 6pm to 8pm.

The County Council invited stakeholders to the workshop through an email invitation. Types of groups and organisations included:

- County and Town Councillors
- Chamber of Commerce
- Local Businesses
- Interest groups

### Format

The main hall of the Priory building was split into breakout sessions with stakeholders shared across the four separate areas.

The Cabinet Member for Equalities & Engagement and local ward member for Monmouth Town Ward welcomed people to the workshop and set out what she wants to achieve from a collaborative and co-produced process.

The workshop then provided some initial context to the project and some information on previous studies and where the project has progressed to.

1. Why We Are Here
2. The Process So Far
3. The Principles of The Monnow Street Proposal
4. Workshop Sessions
5. Collective Feedback
6. Next Steps

Some key messages that were shared with the workshop are outlined below.

### Aim of the Monnow Street Design Project

*To reach consensus on a place-based design that is focussed on a two-way street environment that is vibrant, welcoming to all modes of travel and ensures exploration and activity across the whole town.*

### The Physical Scope

The physical extent of the project is from the junction of Monnow Street with Blestium Street at the southwestern edge through the “pinch point” with St John’s Street to the northeast. Whilst this is the physical design area, the County Council recognises the need to understand how Monnow Street relates to Agincourt Square, Priory Street, White Swan Court and Church Street so that a cohesive experience is achieved.





## Process to Date

The workshop was informed of:

- Previous studies and works – pre Covid such as in Agincourt Square and in the “pinch point”
- The response to the Covid pandemic – one way and temporary measures
- Coming out of Covid
- 2020-22 Active Travel studies into Monnow Street
- Consultation
  - Late 2020 on broad range of options
  - Early 2022 – two-way street with various options
- Need to move the design process forward

## Design Principles

As a starting point for this stage of the design process, the following design principles were presented:

- ✓ Ways to improve the **environmental quality** for people walking and accessing Monnow Street
- ✓ Ways to accommodate **cycling** through the Street
- ✓ Maintaining a **two way street** for vehicles
- ✓ Accommodating **loading/unloading**
- ✓ Provision for **disabled parking**
- ✓ Consideration of on-street **short stay parking**

The need to also include **public transport provision** within the design was identified by a stakeholder, with the need to understand how the bus stops in Monnow Keep relate to Monnow Street and whether additional stages need to be considered as well as how buses move through Monnow Street as a public place.

## Understanding Monnow Street

Roberts Limbrick showed a series of historical images of Monnow Street that illustrated Monnow Street from the 1800s through to the current day. The images clearly demonstrated the differences in how the use of the street has changed overtime. The early images showed horse and cart transport with people gathering in the ‘carriageway’ and generally crossing the road with ease. As the images neared the current time, they clearly demonstrated what the increase in the use of the motor car has done both physically and visually to the street:

- Cars visually dominant
- Only car borne activity in the street itself
- Difficult to cross
- Double parking
- Double loading
- Difficult to cross as a pedestrian

The photographs shown demonstrated that the above issues were not as a result of the ‘covid works’ which have recently been undertaken, as photographs from 2018 clearly showed.

Another important and telling fact that the series of images showed was the lack of physical change to the street itself over the years. The historic street consisted of a wide carriageway and a narrow footway to each side. In 2018 this, despite the significant change in how the street is used, remained the same. This demonstrated that the fabric of the street has not (sufficiently) evolved to suit the changing ways in which it is used. This fact will need to be a key focus for the

project in designing a street that is fit for its modern purpose...but which also looks towards the future.

A series of precedent designs and images were also shown that modern street design needs to embrace many different aspects. It is no longer simply about highway standards and geometry. It is about:

- Placemaking
- People
- Pedestrians
- Cyclists
- Experience
- Both commercial and social activity
- Flooding and drainage
- Landscape
- Biodiversity
- Air quality

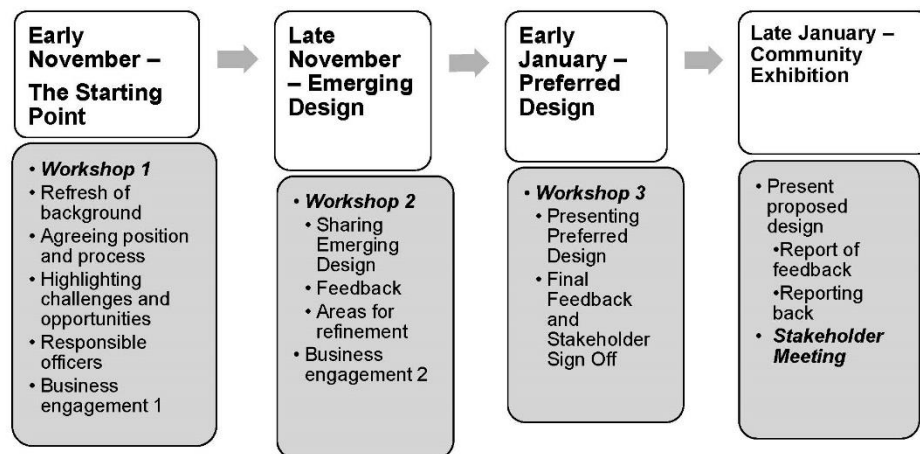
In addition to the above, street design also has to deal with the more technical deliverables that help to make the place function such as:

- Vehicle movement
- Parking
- Deliveries
- Emergency access

All these elements need to be brought forward together but with the technical elements being in the background: necessary and functional but not dominant.

### The Workshop Sessions

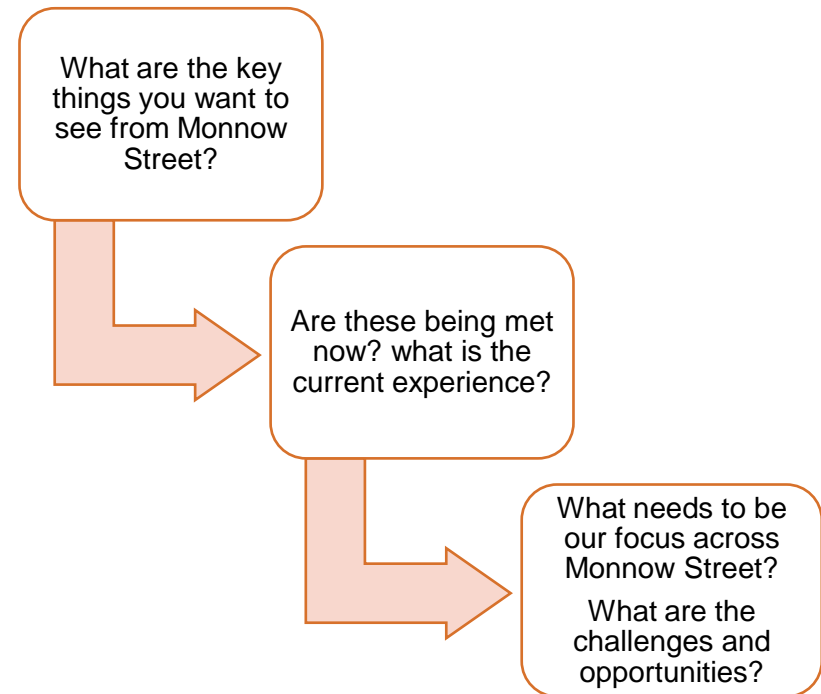
Before moving into the workshop session, stakeholders were informed of the design process and how the workshops would receive, shape and inform the final designs. The diagram below provides information on the key workshops with the process leading to a community exhibition in late January 2023.



### Workshop 1 - Key Questions

Before breaking out into the individual sessions, the following questions were shared and explained.

Each breakout area had a large plan of Monnow Street, post-it notes, pens and paper to help bring together thoughts and feedback.



The feedback is shown overleaf.



## Breakout Sessions

### Summary - Key Messages from Workshops

<p><b>1. What are the key things you want to see from Monnow Street?</b></p> <ul style="list-style-type: none"> <li>▪ A balanced space - human</li> <li>▪ More permeable – cross the street and town</li> <li>▪ A friendly, safe and social space</li> <li>▪ A place that is for daytime and evening</li> <li>▪ More structure with loading, disabled parking</li> <li>▪ Some want carriageway widened, others want a shared space approach</li> <li>▪ Improve mobility</li> <li>▪ Parking – supply, design and management</li> <li>▪ Role of street leading to other parts of town centre – destination and exploration</li> <li>▪ A healthier and safer space</li> <li>▪ Balance of shared space and drop off and deliveries and parking</li> <li>▪ Feel safe on foot and bike – movement and crossing</li> <li>▪ Disabled friendly</li> <li>▪ Remove obstructions</li> <li>▪ Signage</li> <li>▪ Deliveries managed</li> <li>▪ Trees and planting</li> <li>▪ A diverse offer and experience</li> <li>▪ Quality streetscape – story of town history</li> <li>▪ Social and safe space</li> </ul>	<p><b>2. Are these being met now? What is the current experience?</b></p> <ul style="list-style-type: none"> <li>▪ Lack of management and a strategy for loading, parking</li> <li>▪ Feels lawless and needs some structure</li> <li>▪ Consider how the street works after 5pm</li> <li>▪ Lack of crossings and permeability</li> <li>▪ Not a healthy street</li> <li>▪ Parking strategy</li> <li>▪ Better integrated design approach</li> <li>▪ Think of wider destination</li> <li>▪ Gradients and slopes</li> <li>▪ Delivery bays</li> <li>▪ Wide pavements pleasant but issues with drains</li> <li>▪ Pinch points and cars mounting pavements</li> <li>▪ Lack of integrated design so far</li> <li>▪ Some features aren't needed when looking at rebalancing hierarchy of users</li> <li>▪ Poor environmental quality</li> </ul>	<p><b>3. What needs to be our focus across Monnow Street?</b></p> <ul style="list-style-type: none"> <li>▪ Changing the hierarchy but keeping an eye on the Commercial Heart</li> <li>▪ Look at wider context – parking supply, linkages, role of A40</li> <li>▪ Placing and distributing loading and parking at strategic locations</li> <li>▪ Changing the psychology of the street in terms of users</li> <li>▪ Parking strategy</li> <li>▪ Better integrated design approach: Parking and deliveries design in but not dominant</li> <li>▪ Shared or civilised space to aid ease of pedestrian movement</li> <li>▪ Social spaces and seating</li> <li>▪ More landscaping but at ground level e.g., rain gardens</li> <li>▪ Think of wider destination</li> <li>▪ Reduce pavement clutter</li> <li>▪ Lighting</li> <li>▪ Vehicle access – balance parking and car user needs</li> <li>▪ Attract specialist independent shops</li> </ul>
--	---	--

		<ul style="list-style-type: none"><li>▪ Make it a destination</li><li>▪ Improve flow of shoppers</li><li>▪ Make most of Monmouth's heritage</li><li>▪ Greener and more trees – but need to look after them</li><li>▪ Visually attractive – seating/greenery/pleasant</li><li>▪ Parking</li><li>▪ Pavement quality</li><li>▪ Managing the project, change and communication</li><li>▪ Links into Agincourt Square</li><li>▪ Town context and its story</li><li>▪ Shared space concept</li><li>▪ Planting and trees to provide structure</li><li>▪ Materials are key to defining space within spaces</li></ul>
--	--	--

## Group A

### 1. What are the key things you want to see from Monnow Street?

- The car as the guest – make drivers cautious and aware of their surroundings
- A playful street
- A child friendly place – tactile sculptures, benches, fountains
- Not just a car space – a space for humans
- An enjoyable place for all
- The “Commercial Heart” of Monmouth
- Safe and ambient street lighting
- Signage that is informative, directional and integrated
- A diverse offer
- A permeable place – exploration – cross town movement – car parks that feel hidden
- Pedestrian friendly
- Dining out area
- Better pavements and drainage
- Designated loading bays
- More crossings – controlled one which has a very slow onset is off-putting
- 1-hour Free parking
- Safer paths
- Informal zebra crossings at intervals across the street
- Social daytime and evening
- 15 to 20 mph speed limit

- Free parking for the disabled
- Better on street parking strategy – length, charging, role of off-street
- Kerbs that are as gentle and non-hostile as in the pic from the 1950s
- Where needed - outdoor dining – licensing
- Adaptable spaces – seasons, day and evening
- Discussion on whether Agincourt Sq and Church St is café quarter – debate over zoning or ensure a diverse offer?
- A place where you can stop for a conversation and continue that conversation as you cross the road
- A place where you come to shop, enjoy time, safe, paths, variety of shops and establishments

### Key Messages

- A balanced space - human
- More permeable – cross the street and town
- A friendly, safe and social space
- A place that is for daytime and evening
- More structure with loading, disabled parking

**2. Are these being met now? What is the current experience?**

- × Must be two way. We tried one way – didn't work. Led to blockages and dependency on A40
- × Air and noise pollution
- × A lack of management, enforcement and policing – capacity of MCC is limited
- × Crossings are formalised
- × Lawless
- × Too much traffic
- × Not playful
- × Poor levels and drainage
- × Drivers are lazy – nearest space often not for the right purchase or length of stay
- × Through traffic that are not directly using shops and services
- × Pelican crossing not helpful with the timings and people informally crossing the road
- × Lack of loading bays at bottom end of town
- × Lack of a night life atmosphere
- × Slow down the A40 speeds so it feels safe to use as local bypass
- × Car parks are behind the high street, but they are inaccessible due to closed alleyways
- × You cannot cross by the Robin Hood corner and up by the top end
- × Traffic and queues at peak time
- × Buses turning out onto Monnow Street from bus station - overrun

**Key Messages**

- Lack of management and a strategy for loading, parking
- Feels lawless and needs some structure
- Consider how the street works after 5pm
- Lack of crossings and permeability
- Not a healthy street

### 3. What needs to be our focus across Monnow Street?

#### Challenges

- × Ensuring clean air and greenery, well-being
- × Respect for riding up and down the high street on a bike
- × Not to sit amongst traffic
- × Balancing all needs
- × The levels across the pavements

#### Opportunities

- ✓ Reduce traffic – make alternative through routes attractive and safe, so people do not use it to travel through
- ✓ Last mile delivery – cargo bikes?
- ✓ Developing a diverse and adaptable environment
- ✓ Use Blestium Street for parking, maximise spaces more
- ✓ Direct people to off-street car parks more – realise Wye Bridge car park – under construction?
- ✓ Create:
  - 4 no loading bay areas
  - 4 no disabled parking bay areas
  - 4 no zebra crossings
  - Width for 2-way traffic as well as above bays

#### Key Messages

- Changing the hierarchy but keeping an eye on the Commercial Heart
- Look at wider context – parking supply, linkages, role of A40
- Placing and distributing loading and parking at strategic locations
- Changing the psychology of the street in terms of users

Monnow Street Project – Stakeholder Workshop 1,2 and 3 Notes



## Group B

### 1. What are the key things you want to see from Monnow Street?

- Vibrant green space
- Independent shops
- Choice of shops thriving
- Safe space for kids and older people
- Cafes to sit outside
- Keep our independent shops
- More coach parking
- Carriageway rewidened
- More parking
- More loading
- Better designed parking
- Change flower boxes to improve disability access
- More benches
- Cycle path through Chippenham Fields
- Leads to a Market in Agincourt Square
- Improved safety and mobility
- Sharing space and circulation onwards so that it is joined up with Agincourt Square and Church Street
- Create an experience
- Develop a shared space
- Improve mobility
- Placemaking approach – users of Monnow Street's health – including traffic fumes
- Favour of a shared space to include all users – pedestrians, cyclists, cars, lorries, prams, wheelchairs

- Free 30 minutes parking as in Welsh Street car park, Chepstow.
- How many parking spaces for a similar size town?

### Key Messages

- Some want carriageway rewidened, others want a shared space approach
- Improve mobility
- Parking – supply, design and management
- Role of street leading to other parts of town centre – destination and exploration
- A healthier and safer space

### 2. Are these being met now? What is the current experience?

- × Parking supply, management and signage
- × Poor health of the street environment
- × Better design of spaces for loading and parking
- × Lack of places to seat
- × Road too narrow to allow for double parking deliveries
- × Address flower boxes
- × Does not feel safe or child friendly
- × No linkage to top end of town due to empty shops and poor public realm

### Key Messages

- Parking strategy
- Better integrated design approach
- Think of wider destination

#### 4. What needs to be our focus across Monnow Street?

##### Challenges

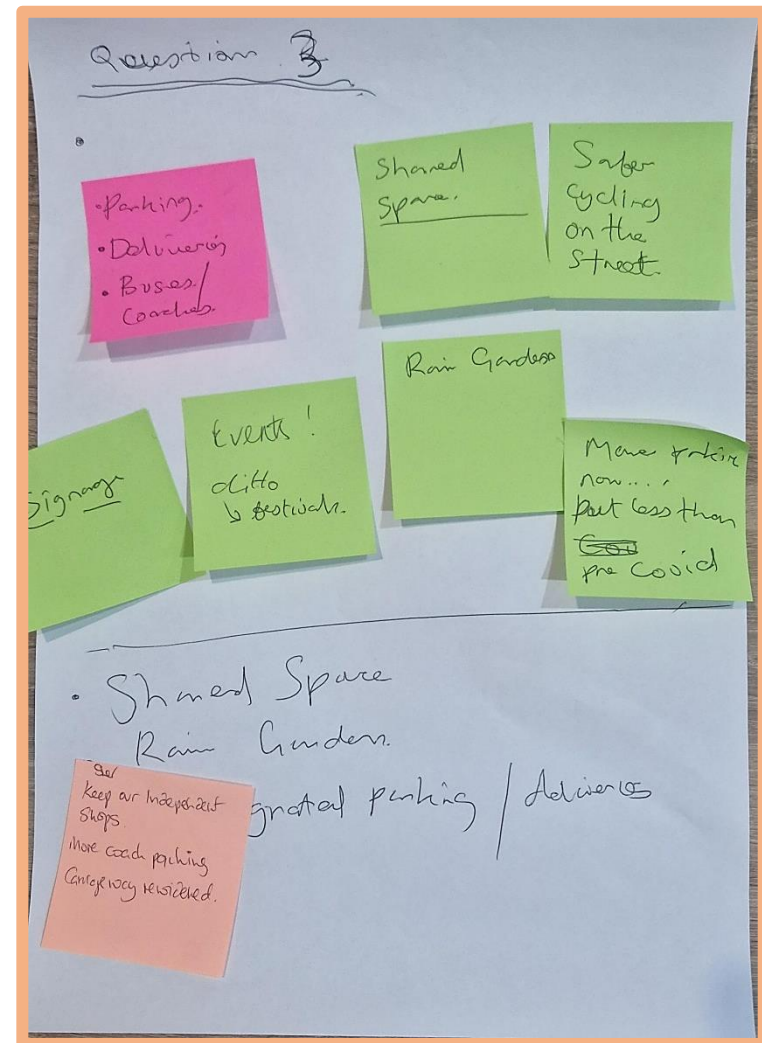
- x Parking
- x Deliveries
- x Buses and coaches

##### Opportunities

- ✓ Signage
- ✓ Events that are town centre wide that Monnow Street provides the connecting space
- ✓ Use of rain gardens to deal with rainwater run off
- ✓ Shared space ideas
- ✓ Safer cycling on the street
- ✓ More on street parking now but less than pre Covid
- ✓ Integrated parking and deliveries

##### Key Messages

- Parking strategy
- Better integrated design approach: Parking and deliveries design in but not dominant
- Shared or civilised space to aid ease of pedestrian movement
- Social spaces and seating
- More landscaping but at ground level e.g., rain gardens
- Think of wider destination





## Group C

### 1. What are the key things you want to see from Monnow Street?

- Seating and green spaces
- Clear drop off zones and delivery spaces
- Disability and senior citizens user friendly
- Public bus disability access
- No formal crossing at top of town and bottom of town
- Need to attract businesses and people
- Sort out A40 junction so Monnow Street isn't used as a bypass
- Signage from the bottom of town to the top directing people to Church Street and Shire Hall
- Good quality finish (drains, surfaces, kerbs, planting, seating)
- Reinstatement of traffic island by Salt and Pepper
- Easy and safe movement of traffic
- More obvious crossing points for pedestrians
- Signage to push people to the top of town
- Pavements that aren't lakes of water!
- Parking? More on the outskirts to free up centre of town
- Feel safe travelling up and down it on foot and by bike
- Easy routes to cross from one side to the other
- Better organised delivery spaces
- Better structured soft landscaping
- Remove the flower boxes and bring the street in keeping with a market town

- We want Monnow Street back to how it was before they put in all these obstructions
- We would like a town where there are individual shops and shopkeepers take pride in their shop fronts with flowers, etc.
- Adopt a holistic approach – much is made of “shared space” and that should be the main consideration. For Monmouth to remain a “viable” town it has to function smoothly. We must find a harmonious solution – Monmouth has a unique topography and cannot be likened to other towns.
- Its vital that the emergency services are consulted. The fire in Peacocks gave the brigade huge problems -not sure why there are no representatives in this meeting. Monnow Street is the only route so over-radical changes will damage and not benefit high street businesses

### Key Messages

- Balance of shared space and drop off and deliveries and parking
- Feel safe on foot and bike – movement and crossing
- Disabled friendly
- Remove obstructions
- Signage

**2. Are these being met now? What is the current experience?**

- ✗ Temporary footpaths and planting that is inadequate, detracting from better pedestrian environment
- ✗ Traffic lights in centre of town are brilliant when actually used
- ✗ Town still looks like it gives car priority, should look like more pedestrian friendly
- ✗ Its nice having trees but they are not well sited or looked after
- ✗ Gradients and obstacles in current surfaces
- ✓ “Pinch point” at top of Monnow Street works when both drivers know the road
- ✗ Empty shops detract from street. Can we wrap them whilst empty?
- ✗ No nothing has changed since the alterations – so it’s a bit too soon to make comments
- ✗ Current planting and parklets need improving
- ✗ Nothing has changed. Dangerous pavements and drains
- ✗ Wide pavements are pleasant, but slopes make walking/wheeling difficult, as does pavement drains which catch wheels
- ✗ Footpath gradients and drainage plates are poor
- ✓ Pinch point makes crossing and accessing top of town easier for pedestrians but car still mounting pavements
- ✗ Delivery bays need to be reconsidered. Current positions aren’t always logical. We hear mixed responses to current regime. Some visitors believe the town has been ruined; some long-term residents are

shopping elsewhere, notably Ross. With the exception of Salt and Pepper, the parklets are a disaster.

- ✗ If the pavements are to be kept at the current width, need to find a way of eradicating slopes. People with pushchairs avoid them, as do those who are less secure in their mobility. Not sure we need more greening.

**Key Messages**

- Gradients and slopes
- Delivery bays
- Wide pavements pleasant but issues with drains
- Pinch points and cars mounting pavements

### 3. What needs to be our focus across Monnow Street?

#### Challenges

- ✗ Public lighting is totally inadequate – not a nice environment at night
- ✗ Street lighting – xmas lights?
- ✗ Improve access to public transport
- ✗ Why does disabled priority finish at 5pm and on Sundays
- ✗ Will need a big mindset shift of locals who want to “pop” to shops on lunch break to walk not drive – not always possible.
- ✗ To give shops confidence to invest in Monmouth. We ideally need to attract more specialist independents and only selectively introduce more multiples.
- ✗ Our focus needs to be on encouraging people to come to Monmouth to shop and spend their money and for the experience to be enjoyable.
- ✗ Reduce pavement clutter.
- ✗ Creating a scheme that people largely support and talk about positively.
- ✗ It will be hard to be prescriptive to delivery drivers who are following pre-planned routes and drop off schedules,
- ✗ Balancing vehicular access with pedestrian and cycle friendliness. We can't afford to demonise car users. Desperately need more car parking to ease congestion in Monnow Street and better signage.

#### Key Messages

- Reduce pavement clutter
- Lighting
- Vehicle access – balance parking and car user needs
- Attract specialist independent shops

#### Opportunities

- ✓ Retain what has been learnt about better pedestrian place with traffic combined
- ✓ If nicer for visitors, then more will eventually follow
- ✓ Positive experience on Monnow Street will get surrounding areas to up their game
- ✓ Improving the flow of shoppers moving up and down and across Monnow Street. Making it attractive to shoppers of all ages.
- ✓ Make Monnow Street visually attractive – seating, greenery, sculptures, murals – a pleasant place to be
- ✓ Make it a destination to attract shoppers and tourists
- ✓ Its really nice to think that town will look a bit greener – it will hide how tired the shops look
- ✓ Maximise Monmouth's heritage – it has always been the town's USP and attracted visitors since 18<sup>th</sup> Century. Task this rare opportunity to ensure that changes are reasonably future proof

#### Key Messages

- Make it a destination
- Improve flow of shoppers
- Make most of Monmouth's heritage
- Greener and more trees – but need to look after them
- Visually attractive – seating/greenery/pleasant

QUESTION 2

temporary footpaths  
& planting is  
inadequate ~~attract~~  
detracting from  
better pedestrian  
environment.

GRADIANTS &  
OBSTACLES IN  
CURRENT SURFACES

No nothing  
has changed since  
the alterations - so  
it is a bit soon to  
make any comments

Nothing has  
changed.  
Janglewood  
Pavements &  
kerb-in-outside

foot path  
gradients &  
drainage plates  
are poor.

TRAFFIC lights  
in centre of turn  
are brilliant when  
actually used!



'Pinch point' at  
top of Monnow St  
works when both  
drives know the road.

② Delivery bays need to be  
reconsidered - kerb positions  
aren't always logical. Near  
mixed response to current regime  
- some visitors believe the town  
has been ruined; some long-term  
residents are now shopping  
elsewhere - notably Ross.  
With the exception of Salt & Pepper  
parakeets are a disaster!

Wide pavements  
pleasant but slopes  
makes walking/  
wheeling difficult,  
as does pavement  
drains which catch  
wheels.

Pinch point  
makes crossing  
& accessing top of  
turn easier for  
ped, but cars still  
mounting pavements

Town still looks  
like it gives cars  
priority - p should  
look more  
pedestrian friendly

empty shops  
detract from street  
Can we wrap  
them? whilst  
empty.

current planting  
at parakeets  
need improving.

- Gradients + slopes
- Delivery bays
- Wide pavements pleasant  
but issues with drains
- Pinch points + cars mounting pavements

they're not well  
sited or looked  
after.

need to find a way of  
eradicating slopes. People  
with pushchairs avoid them,  
as do those who are less  
secure in their mobility.  
Not sure we need more

## Group D

### 1. What are the key things you want to see from Monnow Street?

- Cycle friendly
- Free flowing traffic
- Wider pavements
- Planting schemes
- Trees
- Pedestrian crossings
- Inclusively safe for pedestrians and cyclists
- Delivery access either limited by time or preferably at rear where possible
- Waste collections from the rear
- 20 mph speed limit
- A weight limit? Would this work?
- Café culture or not?
- To enhance the range of shops and cafes, pubs and community facilities
- Widen pavements – they must be even and level
- Friendly and easy to stop and chat, being quiet enough
- A meeting place – event place
- Quality buildings and environment
- Quality shops – browsing and destination
- Like to see school kids walking and cycling through with enough space to mix comfortably with everyone else
- Can Monnow Street accommodate everything that people collectively aspire to?

## Key Messages

- Deliveries managed
- Trees and planting
- A diverse offer and experience
- Quality streetscape – story of town history
- Social and safe space

## 2. Are these being met now? What is the current experience?

- The pinch point is dangerous
- No holistic design - needs an overall scheme
- Pelican crossing not needed
- Poor pavement slopes and levels
- Narrow pavements
- Traffic dominant

### Key Messages

- Lack of integrated design so far
- Some features aren't needed when looking at rebalancing hierarchy of users
- Poor environmental quality

## 3. What needs to be our focus across Monnow Street?

### Challenges

- × Narrow pavements to be expanded
- × The pinch point
- × Parking reduction
- × Overcoming apathy and objections to change
- × Changes in slope of carriageway

### Key Messages

- Parking
- Pavement quality
- Managing the project, change and communication
- Links into Agincourt Square

### Opportunities

- ✓ Wider aspect of historic buildings

- ✓ Beautiful landscape
- ✓ Architectural interest
- ✓ Archaeology to refer to within design
- ✓ Easy crossing spaces – use surfacing materials as easy to use
- ✓ Vegetated SUDs scheme if possible
- ✓ Shared space – pedestrian dictated rather than cars
- ✓ Use of planting especially trees to add to biodiversity
- ✓ Attractive appearance from surfacing material as well as directing flow of traffic and delineating spaces

### Key Messages

- Town context and its story
- Shared space concept
- Planting and trees to provide structure
- Materials are key to defining space within spaces

# Monnow Street Project – Stakeholder Workshop 1,2 and 3 Notes







## Collective Comments

From reviewing the four-breakout session, we have identified some common issues, thinking and items that need to be considered as we move onto the next stage of the design development process. We have grouped them into design related and wider project/scheme considerations.

### Wider Considerations

- **Arrival management**
- **Parking supply, management and pedestrian linkages to and from Monnow Street**
- **How the bus station relates to the street**
- **Relationship to Agincourt Square, Priory Street, White Swan Court and Church Street – exploration, linkage, signage, events and activities**

### Design Considerations

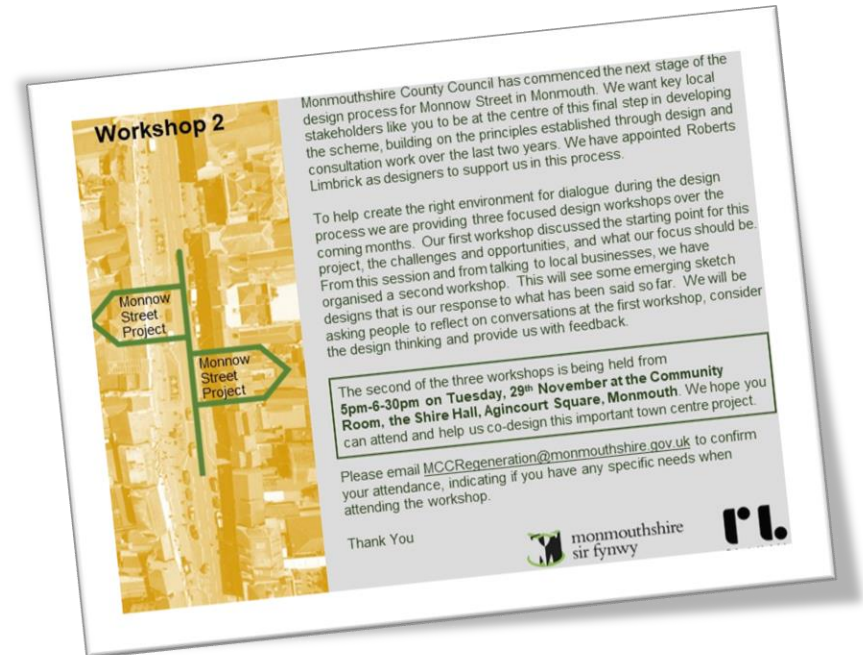
- **A two-way street**
- **Positioning of loading, disabled and short-term parking**
- **Sloping pavements**
- **Drain covers and accessibility**
- **Uncontrolled crossings along the whole street**
- **Pedestrians crossing at corner of Robin Hood pub**
- **Can the street accommodate the principles of a shared space?**
- **Kerb height and detail**
- **Swept path detail from bus station onto Monnow Street**
- **Spaces being agile and adaptable, future proofing**
- **How greening, trees can complement and work for the street**
- **How can the town's story be told through place-based design?**

## Purpose

This note has been prepared from the second workshop session held on the evening of Tuesday, 29<sup>th</sup> November as part of the Monnow Street Design Project.

The Design Project is building on previous work undertaken between 2020 and 2022 through Active Travel funding that has looked at options on how to improve Monnow Street so that it performs better as a place within the town centre.

Roberts Limbrick Architects and Urban Designers are supporting Monmouthshire County Council with the next stage of design development between October 2022 and February 2023.



## Stakeholder Workshop 2

The second first workshop was held in the Community Room at the Shire Hall, Agincourt Square on Tuesday, 29<sup>th</sup> November between the hours of 5pm and 6-30pm.

The County Council invited those stakeholders that attended the first workshop, in addition to those that couldn't attend.

- County and Town Councillors
- Chamber of Commerce
- Local Businesses
- Interest groups

### Format

The Community Room was split into two separate areas with the main speakers positioned towards the front of the workshop.

The Cabinet Member for Equalities & Engagement and local ward member for Monmouth Town Ward welcomed people to the workshop and thanked people for attending the last workshop and welcomed some new faces to the Monnow Street co-production design process.

The workshop structure was as follows:

7. Why We Are Here
8. The Last 3 Weeks
9. Workshop 1 – Main Messages
10. Our Design Response
11. Breakouts - Discussion
12. Collective Feedback
13. Next Steps – 5 Mins

The County Council's Regeneration Manager reminded people of the Monnow Street Design Project Aim, which is

*To reach consensus on a place-based design that is focussed on a two-way street environment that is vibrant, welcoming to all modes of travel and ensures exploration and activity across the whole town.*

The responsible officer continued, with an update as what activities had been undertaken since the first workshop.

These included:

- Received letters and emails re-enforcing views and adding more to the discussion
- The preparation and issue of workshop note 1
- County Council officers' workshop – briefing and understanding their views on design principles
- Reading what people have contributed to the design process and preparing our response

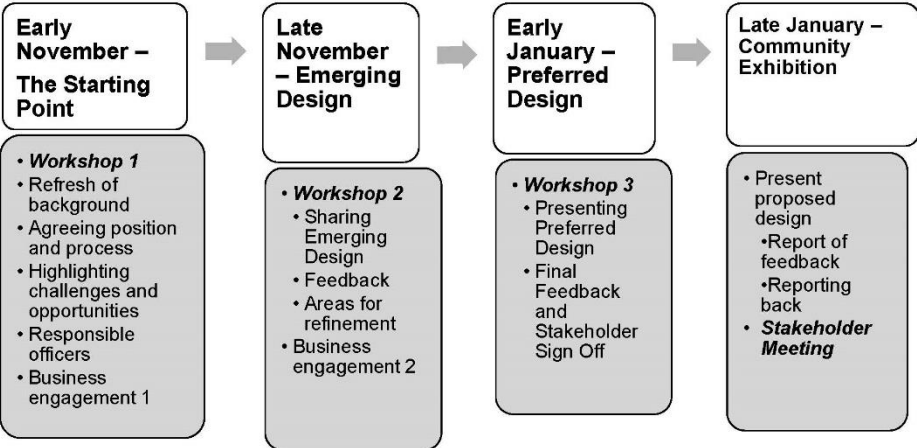
### The Physical Scope

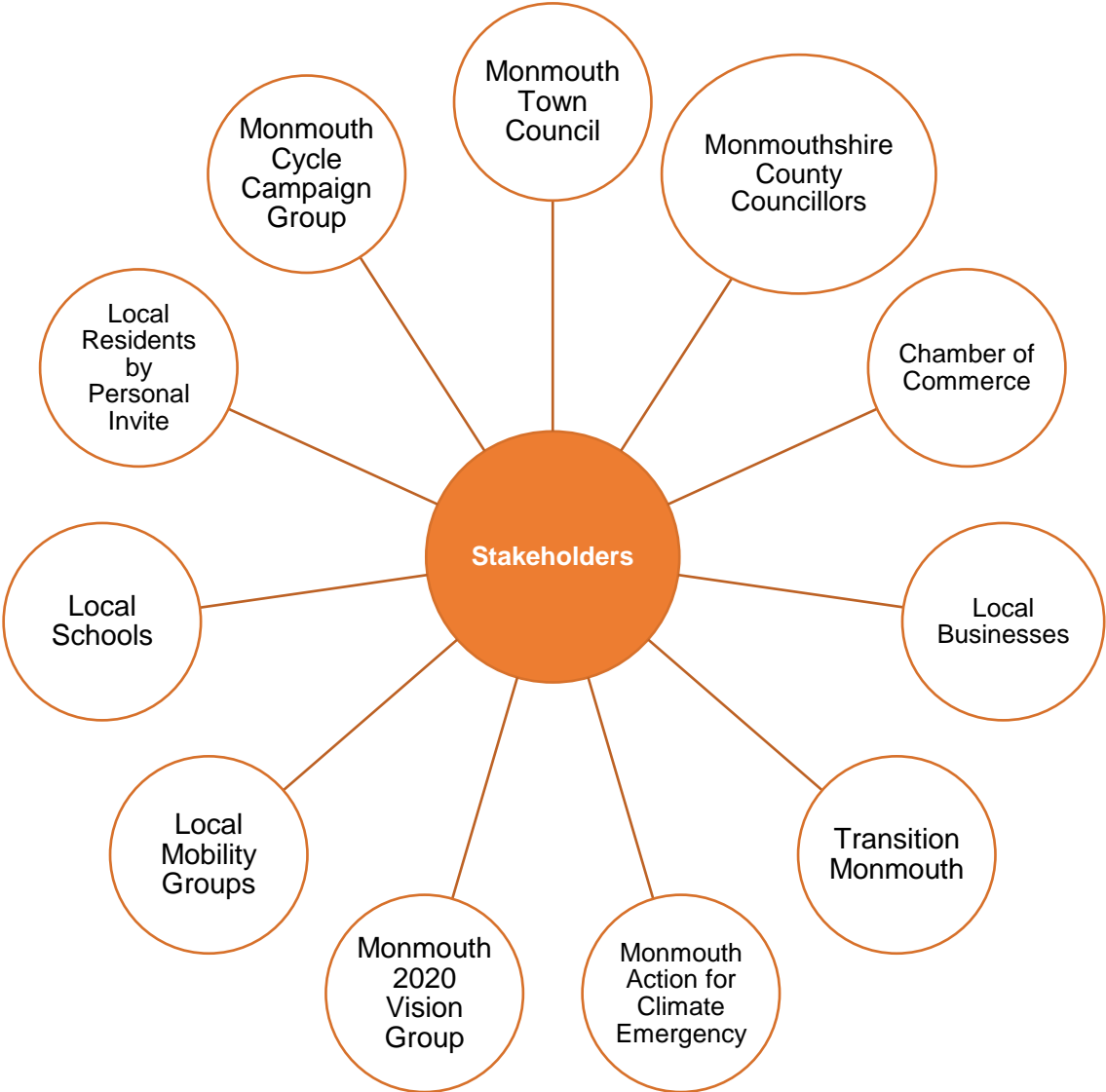
For those that did not attend workshop1, the physical extent of the project is from the junction of Monnow Street with

Blestium Street at the southwestern edge through the “pinch point” with St John’s Street to the northeast. Whilst this is the physical design area, the County Council recognises the need to understand how Monnow Street relates to Agincourt Square, Priory Street, White Swan Court and Church Street so that a cohesive experience is achieved.

**The Workshop Sessions**

Before moving into the workshop session, stakeholders were informed of the design process and how the workshops would receive, shape and inform the final designs. The diagram below provides information on the key workshops with the process leading to a community exhibition in late January 2023.







## Workshop 1 Main Messages

The County Council's Regeneration Manager handed over to the lead designer at Roberts Limbrick who reminded workshop attendees of the key messages and considerations from workshop 1. These are:

### Wider Context

- Arrival management
- Parking supply, management and pedestrian linkages to and from Monnow Street
- How the bus station relates to the street
- Role and function of the Street
- Relationship to Agincourt Square, Priory Street, White Swan Court and Church Street – exploration, linkage, signage, events and activities

### Design Considerations

- A two-way street
- Positioning of loading, disabled and short-term parking
- Uncontrolled crossings along the whole street
- Pedestrians crossing at corner of Robin Hood pub
- Can the street accommodate the principles of a shared space?
- Sloping pavements and drainage
- Spaces being agile and adaptable, future proofing
- How greening, trees can complement and work for the street
- How can the town's story be told through place-based design?
- Details
  - Drain covers and accessibility

- Kerb height and detail
- Swept path detail from bus station onto Monnow Street

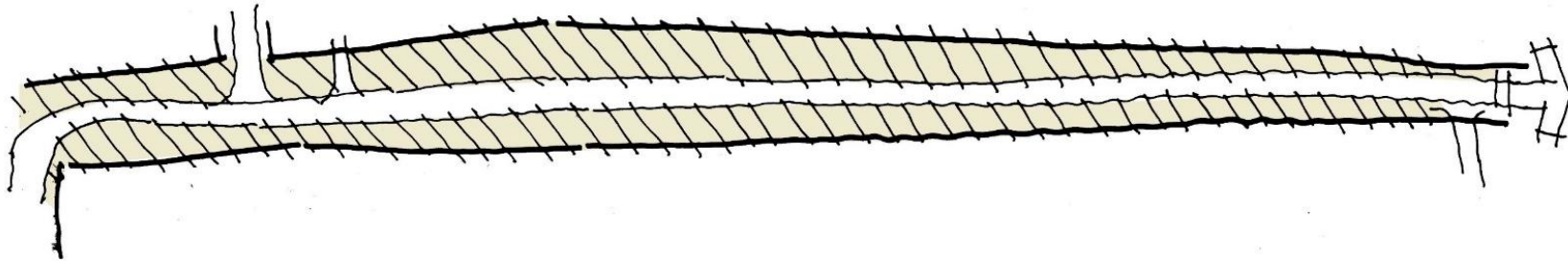
## Our Design Response

The Lead Designer introduced the design response through an overarching place based approach but layered around a number of themes that were generated from workshop 1. These are i) A Place for People 2) A Place for Crossing 3) A Place for Loading 4) A Place for Planting and 5) A Place for Parking. The following layers set out the design process of integrating the above themes into an overarching design solution.

### A Place for People

- Movement
- Dwell
- Rest
- Leisure: eat, drink
- Inclusive

Figure 1 - A Place for People:



Source: Roberts Limbrick

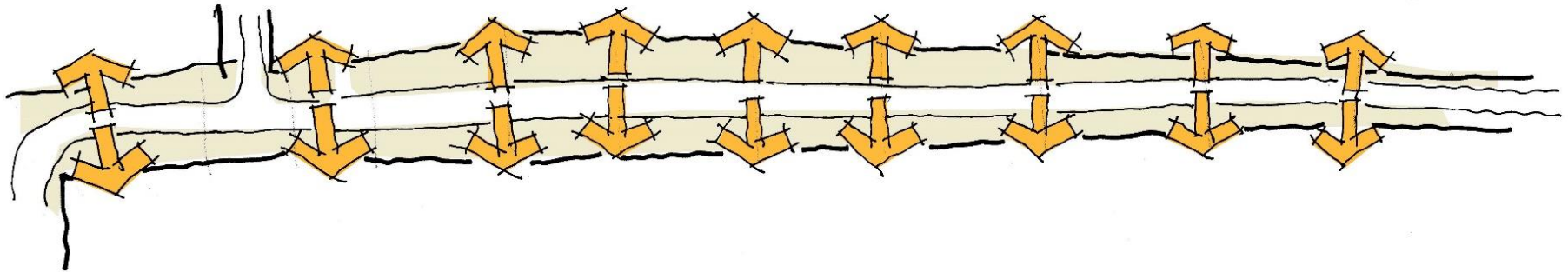
### A Place for Crossing

- Often and convenient



- Safe
- Pedestrian priority
- Inclusive

Figure 2 - A Place for Crossing



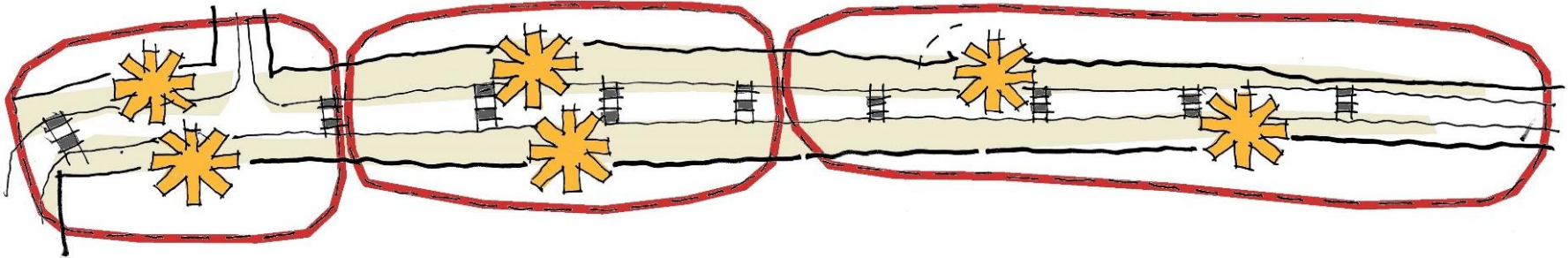
Source: Roberts Limbrick

### **A Place for Loading and Deliveries**

- Often and convenient
- Even spread
- Legible

- Practical

Figure 3 - A Place for Crossing

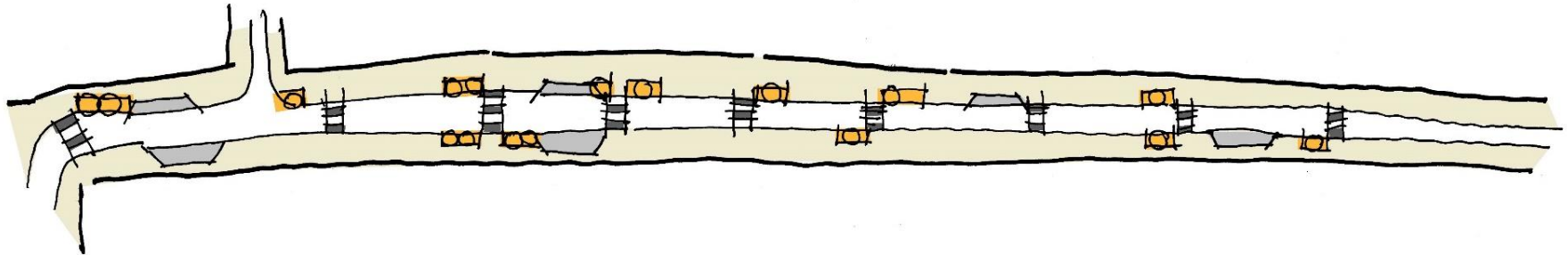


Source: Roberts Limbrick

### A Place for Planting

- Amenity: colour
- Enclosure and space creation / separation
- Rain gardens: Drainage and flooding
- Pollution control

- Biodiversity
  - Clear of pedestrian space and movement
- Figure 4 - A Place for Planting

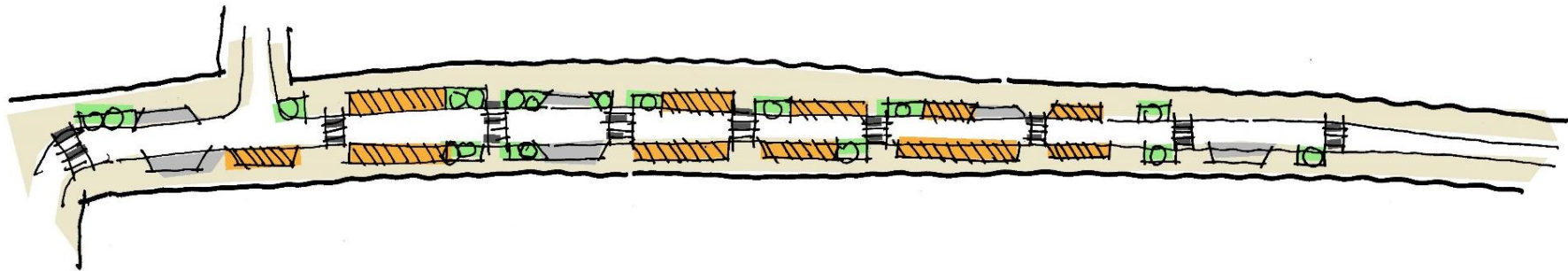


Source: Roberts Limbrick

### A Place for Parking

- Convenient
- Evenly spread
- Disabled
- Integrated from the outset
- Non dominating

Figure 5 - A Place for Parking



Source: Roberts Limbrick

**Bringing the Layers Together**

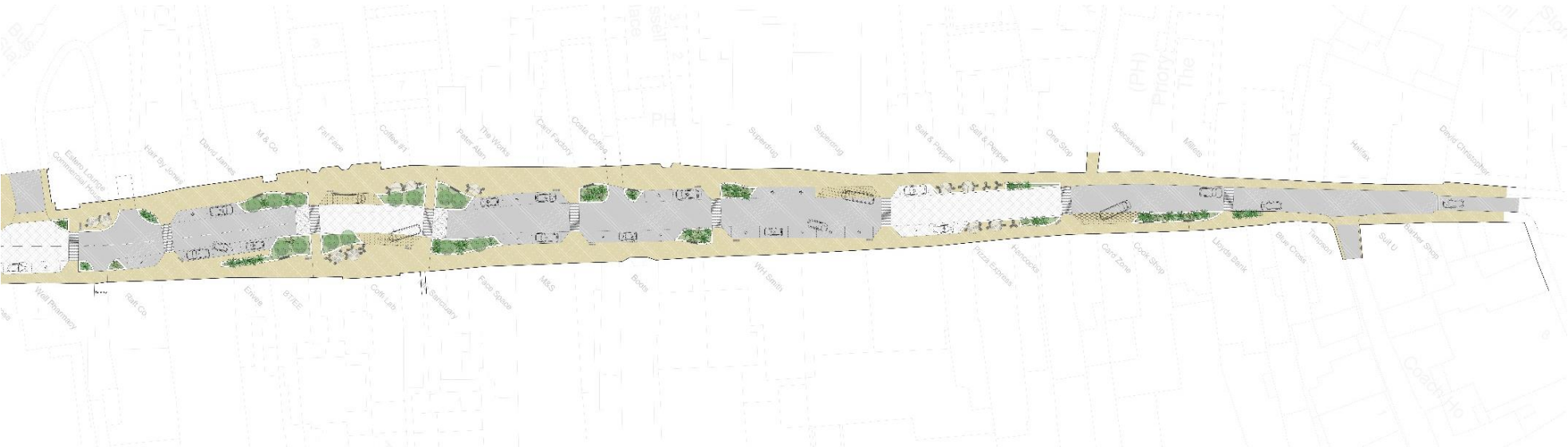
The following plan was shared which brings together all of the layers into a single design response. Some artists impressions were also shared from various locations and views within Monnow Street.

Figure 6 - The Design Concept Proposal



Source: Roberts Limbrick

Figure 7 - The Design Concept Proposal



Source: Roberts Limbrick

Image 1 - View Down Monnow Street (Upper End) – Existing and Proposed



Source: Roberts Limbrick

Image 2 - View Opposite Cornwall House (Middle Part) – Existing and Proposed



Source: Roberts Limbrick



Image 3 - View by Controlled Crossing (Middle Part) – Existing and Proposed



Source: Roberts Limbrick

Image 4 - View of Robin Good PH Corner – Existing and Proposed



Source: Roberts Limbrick

Image 5 - Aerial View from the Southwest Looking Up Monnow Street – Existing and Proposed



Source: Roberts Limbrick

Image 6 - Aerial View Looking Up into Proposal Towards Upper End of Town Centre



Source: Roberts Limbrick

## The Breakout Sessions

### Group A

These are the comments and feedback from Group A.

#### A Place for People

- Like wider pavements.
- Need to consider disabled and visually impaired and other people using pavements.
- Please de-clutter pavements.
- Loss of previous and ongoing investment in outside space by Salt & Pepper.
- Provision of corduroy paving for visually impaired along the kerb and along the whole route.
- More benches and places to sit.
- Maintenance of the town cleaning of the pavements is poor and needs more manpower, with one man is not sufficient.

#### A Place for Crossing

- The crossing by the Robin Hood corner needs to be considered. Is it diagonal to the DIY store or linked straight across to toilet block?
- Need to consider Robin Hood corner. Dangerous for pedestrians
- Like zebra crossings as courtesy crossings?
- Can we change the give way priority at the bend by the toilet block, so cars have to stop and enter Monnow Street. This may help with pedestrian crossing point.

#### A Place for Loading

- What if we have rear access, do we need a loading bay?
- Our charity shop cannot get clothes collected!
- Policing and management of loading bays.
- Loading and short stay parking outside the post office. (3)

#### A Place for Planting

- No trees, more parking.
- If plants are included, they need to be maintained after installation.
- Like the Sustainable Urban Drainage scheme planting – would like more instead of some parking spaces.
- I am not sure of that the ground level green spaces will work – dogs mess, litter will be a problem.

#### A Place for Parking

- Disabled parking space needed near Specsavers.
- Now less on street parking. Retailers want more, not less.
- Parking from 38 to 22?
- Could disabled parking also be a drop off zone?
- Most parking should be disabled.
- Create a central drop off zone.
- Parking only for disabled, taxis and deliveries.
- Have fewer parking spaces.

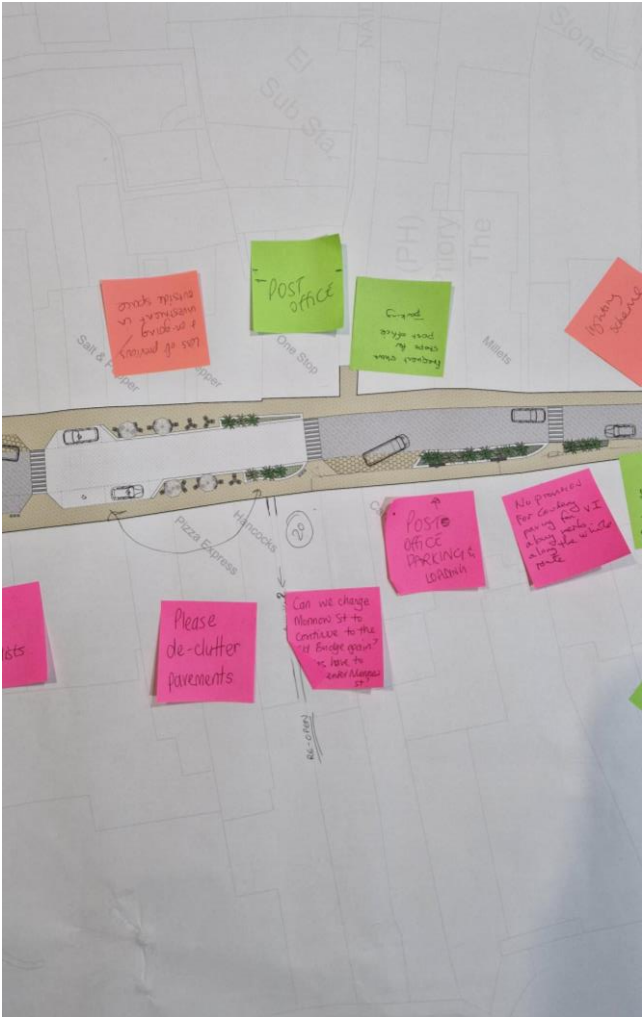
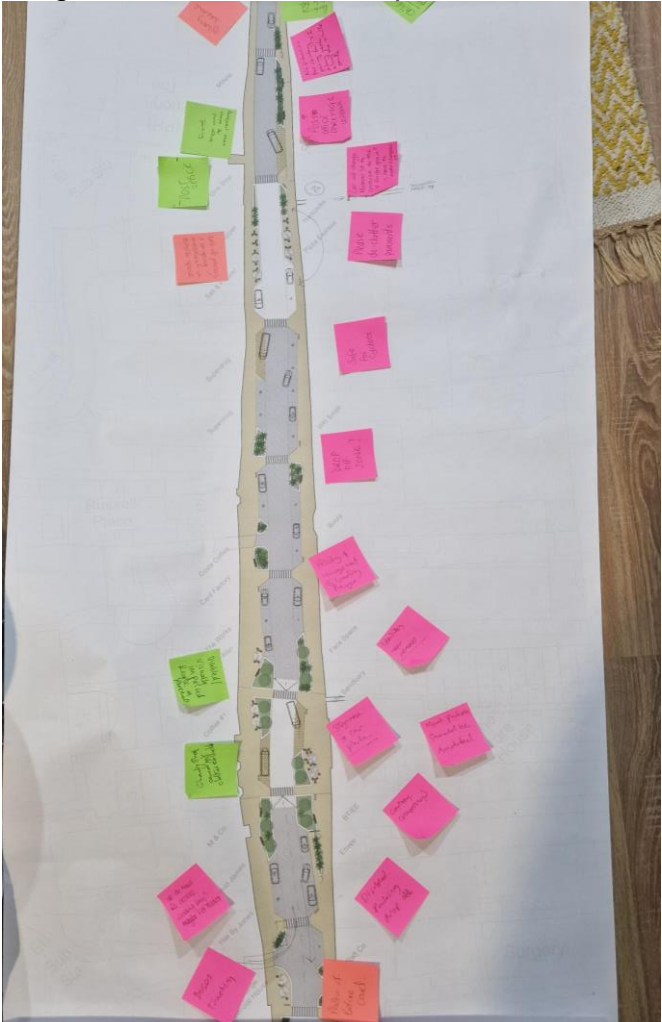
#### Cyclists

- The proposal looks safe for cyclists.
- Bike parking provision.
- Bike parking should be more convenient than cars

General

- Need to track buses through the scheme and their access and exit from the bus station.
- Identity a rear access from car parks into High Street.
- Please consult with children and young people.
- Consider a lighting scheme that works with the street.
- Develop a town wide parking strategy

Image 7 - Images from Breakout Group A



Source: Roberts Limbrick

## Group B

These are the comments and feedback from Group B.

### A Place for People

- Two-metre-wide pavements are not as viable when you have A boards on pavements.
- Pedestrian signage to car parks and other parts of town e.g., Church Street (2).
- It would be a shame to take the area outside Salt & Pepper away – this bit works well now.
- By widening pavements, will vehicles be able to pass within the carriageway?
- Introduce a 20mph speed limit.
- What is the width of the carriageway – can too large vehicles pass at the same time?
- The visuals for the corner of Robin Hood pub show extra “stuff” which may make it harder for drivers.
- Why have extended tables and chairs space outside those food and drink establishments when they have rear garden space already? Coffi Lab has a large outdoor space behind the main interior area. Same issue at the Robin Hood.
- There are more impediments to people with sight impairment and whilst it provides a protection from cars parking it only has an aesthetic relevance.
- Greater flexibility to the space “over the years” as the High Street evolves (or declines). It would be served better by a blank canvas with moveable furniture to adapt to the changing environment.

### A Place for Crossing

- There are too many crossings; can we monitor pedestrian activity to observe desire lines and crossing points and be more targeted?
- Too many crossing points.
- Thank you for putting these many crossings in. It’s a very helpful gesture.
- Provide a crossing at Salt & Pepper.
- Crossing by Robin Hood is very necessary as it’s a very dangerous corner, which links the car park area and old bridge.

### A Place for Loading

- Can we look at a loading bay close to Boots as they have no rear access
- We need more central loading bays that on the edges

### A Place for Planting

- Too much greenery will take up parking (2).
- Have a vote – give residents a chance.
- Green spaces – installation of trees and planters means additional maintenance (and cost) and isn’t conclusive with hard environments which gather leaves, moss and lichen which if not maintained will become a hazard.
- With local knowledge I can tell you that we (Monmouth) will lose between 6 to 10 more businesses before this is implemented because of more important factors than landscaping.
- The viability of the High Street is not going to be affected by landscaping, the community needs vibrant heathy businesses to attract locals and visitor alike.



- I'm a fan of greenery in the High Street but maintenance is always a problem as the present planters show. Hanging baskets could be a better option to trees.
- The installation of green planters and trees, reduces the amount of parking in the first instance and reduces the "flexibility" should businesses change over time e.g., café moves to an area of less space.
- Concerns of trees, specifically canopies and vehicles and roots damaging pavement.
- The installation of green planters and trees detracts from the historical nature of Monnow Street.

#### A Place for Parking

- We have lost 14 parking spaces in this proposal compared to existing situation.
- There seems to be no parking spaces at the top end of town.
- Can you look at herringbone parking rather than longitudinal? Will you get in more spaces?
- Provide a free car park in Monmouth (like in Abergavenny) apart from Tuesdays.
- Look at parking spaces outside post office.
- Disabled spaces outside key stores e.g., Boots and the other pharmacy.
- More parking – fewer crossings.
- Not sure reduction of car spaces is a great idea.
- Any disabled bays should be a maximum of one hour.
- Top rear car park (Monnow Street CP) is underused as not entry access to High Street – can we solve this to help top end of town?

#### Cycling

- Parking for bicycles. (2)
- Implement chippy fields cycle path.

#### General

- We need to look at feasibility of a new pedestrian access from Monnow Street car park onto Monnow Street.
- Get rid of the pinch point. Why is this pinch point staying? It is dangerous and causes traffic to stack up.
- We need to still understand the relationship of the town centre to the A40?
- Worries over construction works and disruption to business. How will this be managed, specifically ways to reduce business disruption and loss of trade?
- If you are making it nicer for shops to put stuff outside, are you going to try and bring back a fee on boards and street furniture, and the need for insurance. It was a nightmare last time it was tried to implement.
- There is an existing problem for buses exiting from Monmouth Keep onto Monnow Street. This needs to be resolved.
- Trees on the other side and tables on the other will make it harder for buses to exit bus station.
- If we are doing all of this, please can we have more car parking (preferably free) on the edges of town and signage please.
- Without improving access/out via A40 (reduce speed) and free car parking, town prosperity will not improve.
- More coach parking signs on A40 – promote coach friendly town.

- Good businesses, and a variety are what will make people and tourists come to Monmouth (not trees).
- Disruption caused by works to Agincourt Square had a massive impact on footfall and turnover for businesses during the works.
- Slow down A40 is a good idea as a realistic town bypass.
- Can we paint shop fronts as they are shabby.
- It was mentioned by someone else that many shops die when extended works are carried out. This is a real issue and need considering. All the crossing points are going to play havoc with traffic flows.



## Questions and Answers

**Question: Why is there a focus on a single town centre project like Monnow Street, when we haven't got a town wide place making plan.**

Answer: Ideally, we'd complete the place making plan first. But because the Monnow Street project is part of the County Council's Levelling Up Fund bid to UK Government, we need to be "shovel ready" if we are successful. The Monnow Street project is also considering linkages and immediate sites in its design development process

**Question: Why is Monnow Street a Priority Against Other Levelling Up Fund Projects?**

Answer: The two building focussed projects at the Market Hall (formerly Nelson Museum) and at the Shire Hall are dependent on a heritage lottery fund application process which is at the pre-development stage. The movement of the Nelson artefacts into the Shire Hall does mean that the Market Hall will not become vacant for a couple of years.

Whilst the Gateway to Monmouth project on Blestium Street is well advanced in terms of design it would need to obtain permissions from Natural Resources Wales (flood risk and proximity to water course) and also from Cadw in terms of setting of medieval Monnow Bridge. The site could also be suitable as a site compound for the contractor, in the event that the Monnow Street project was approved and proceeded to construction. Compared to the Gateway Monmouth project,

Monnow Street would not require any statutory consents for the works which would be within the highway and would be classified as permitted development by the local planning authority.

Finally, there is a need to address the Covid-19 adaptation works to the highway which all parties agree have served their purpose.

**Question: How Will You Measure Success on this Public Realm Investment?**

Answer: The Council's Levelling Up Fund application presents an approach to measuring the benefits and impacts of improving public realm in Monnow Street. These can be viewed at:

<https://www.monmouthshire.gov.uk/levelling-up-fund/>

The County Council also undertakes annual retail surveys which collect town centre data and analysis to understand the performance of the town centre against agreed indicators e.g., pedestrian footfall, planning use classes. In addition, the Council has invested in Meraki pedestrian footfall measuring systems that collect intelligent data on pedestrian movement, dwell and how people use town centres such as Monmouth.

**Question: Do You Have Any Case Studies on Comparator Places?**

Answer: As stated every town centre is unique, so it is hard to specifically focus on a town centre that has the same characteristics. Monnow Street performs both a “dwell and destination” function and a “link” onto Agincourt Square which needs to be acknowledged.

Some of the following web-links provides some case studies, research and background reading:

<https://www.livingstreets.org.uk/media/3890/pedestrian-pound-2018.pdf>

<https://sites.google.com/view/place-value-wiki/economy/c4-streets-public-realm-and-economic-value?pli=1>

**Question: How Will the Proposal be Funded?**

Answer: In August this year, the County Council submitted a Levelling Up Fund (LUF) application to UK Government. If successful, the Monnow Street project will be funded through this programme with the Council contributing some capital match funding.

If the LUF application is not successful, the Council will consider other options, including the Welsh Government’s Transforming Towns programme. This application would be dependent on the preparation of a Place Making Plan for the town. Dependent on how the scheme accommodates active travel needs, there could be support from the Welsh Government’s Active Travel fund.

**Question: Shouldn’t the Local Community Provide Feedback on Options and Not Be Given a Single Preferred Option?**

Answer: This project is a continuation of the County Council’s transport options assessment which commenced in 2020. Options were assessed by Capita during early 2022, with 4 options based on a two-way street, having been through a long list of options during the first stage.

The options appraisal involved a stakeholder engagement workshop on 15th February 2022 via Microsoft Teams to discuss the problems, interdependencies and scheme objectives as part of the Stage 2 WeITAG process. Views were also sought on the shortlisted options and how they could be refined. Public Consultation centred on a six period in January 2022. A questionnaire was made available on MCC’s website and was promoted via the Local Authority’s social media channels. Business Consultation involved a separate business consultation questionnaire which was made available online. To notify local businesses about the consultation, a Capita representative visited Monnow Street in late January to hand out / do letterbox drops of the notification letters.

Capita’s Strategic Case assessment of options did recommend that Option 3C (retain only loading and disabled parking). However, the County Council considered the recommendation and its starting point for this design process has been focussed on:

- Ways to improve the environmental quality for people walking and accessing Monnow Street
- Ways to accommodate cycling through the Street
- Maintaining a two-way street for vehicles
- Accommodating loading/unloading
- Provision for disabled parking
- Consideration of on-street short stay parking

Image 9 - Reporting Back



Source: Roberts Limbrick

## **Business Engagement Wave 2**

Since stakeholder workshop 2 has been undertaken, members of the Roberts Limbrick consultancy team have gone back out to town centre businesses to share with them the emerging proposal and gain feedback.

This has taken place from the 5<sup>th</sup> of December with the engagement running upto the 22<sup>nd</sup> of December. Dependent on the availability of the business owner or manager, a team member shared with them an A2 size plan of the proposal, talked them through and sought feedback using the themes that were used at the 29<sup>th</sup> of November stakeholder workshop.

At the time of writing this document, the team has engaged with approximately 55 businesses in Monnow Street with the intent to also share the emerging design with businesses in Church Street, White Swan Court and Agincourt Square and other neighbouring streets. Due to the Christmas holiday period, the County Council will continue to talk to businesses into early January to ensure everyone has the opportunity to comment.

Overleaf are the listed comments from businesses that we have received so far.

Figure 8 indicates the ratings against each of the five design principle themes. This will be updated once outstanding business interviews have been completed.



<b>Place for People</b>		
<b><i>Positives</i></b>	<b><i>Areas for Improvement</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ Like two-way traffic and more space for people</li> <li>▪ Looks nice</li> <li>▪ Looks better than now</li> <li>▪ Good to see</li> <li>▪ Looks good</li> <li>▪ Looks great</li> <li>▪ Like the wider footpaths</li> <li>▪ Looks nice and pretty</li> <li>▪ Nice to sit out in good weather</li> <li>▪ Shop in abergavenny as it's been pedestrianised – it works well for people</li> <li>▪ Its going the right way</li> <li>▪ Abergavenny is a good example</li> <li>▪ Good quality pedestrian space, levels and character</li> <li>▪ Looks good and going right direction</li> <li>▪ Nice to see a space for tables, places to sit and meet especially during the summer</li> <li>▪ Nice to have outside space – seating area good especially in summer and tourists</li> <li>▪ Overall feels good – like it</li> <li>▪ Like seating area with some well used in current scheme</li> <li>▪ Like proposals</li> <li>▪ Looks great – nice and cosmopolitan</li> <li>▪ On the right lines</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visually impaired need to be considered in decision</li> <li>▪ Street and flow of vehicles needs to work technically – no stacking</li> <li>▪ Needs cyclist infrastructure</li> <li>▪ Future licensing consideration</li> <li>▪ Remove some of the current planters as they are obstacles</li> <li>▪ Consider lighting in next stage</li> <li>▪ Need to deal with rainwater run-off in design</li> </ul>	<ul style="list-style-type: none"> <li>▪ A wider road to ease traffic would be good</li> <li>▪ Lots of venues have seating already</li> <li>▪ Don't like seating on Robin Hood corner due to perceived anti-social behaviour in pub</li> <li>▪ Outdoor seating by Robin Hood – do we need it?</li> <li>▪ Don't like Robin Hood corner barrier</li> </ul>

<ul style="list-style-type: none"> <li>▪ Awesome – nice experience – looks more homemade</li> <li>▪ Appealing</li> <li>▪ Nice space</li> <li>▪ Interested in licensing for activity</li> <li>▪ Looks good – nice wide pavements</li> <li>▪ Definite yes</li> <li>▪ Yes, amazing, looks lovely</li> <li>▪ Great – looks like Abergavenny – good examples</li> <li>▪ Outdoor street culture good but make sure enough space to get past</li> <li>▪ Tables and activity good and drives business – need to become a vital and touristy town in one to tackle empty shops</li> <li>▪ Yes – like it</li> <li>▪ Feels cosmopolitan</li> <li>▪ Nice – place to sit out and lead to browsing</li> <li>▪ People, place and experience – like it</li> <li>▪ This will reduce through traffic – good</li> <li>▪ Pedestrian space and opportunities for tables and sitting out</li> <li>▪ Character is good</li> <li>▪ Good – adapts to tables and chairs</li> <li>▪ Place for people</li> <li>▪ Looks great</li> <li>▪ Pathways are bigger – allows for all users – buggies, pushchairs,</li> </ul>		
--	--	--

<p>wheelchairs, larger groups – more passing space</p> <ul style="list-style-type: none"> <li>▪ Good balance – people and business</li> <li>▪ Like Robin Hood space outside – we need to embrace tourism offer and experience – the Wye Valley</li> <li>▪ Nice feel to the design - mooch around – nice town to look and explore – would lead to repeat trips</li> <li>▪ Love the concept</li> <li>▪ Like it but we need shops</li> </ul>		
---	--	--

<b>Place for Safe Crossing Opportunities</b>		
<b><i>Positives</i></b>	<b><i>Improvements</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ Definitely needed</li> <li>▪ More needed than at present</li> <li>▪ More needed</li> <li>▪ A pedestrian crossing at Robin Hood PH is needed</li> <li>▪ Good to see them</li> <li>▪ Much safer</li> <li>▪ Great idea – much needed</li> <li>▪ More needed than now</li> <li>▪ Suggesting of just 2 crossings – 9 is too much</li> <li>▪ Suggest 3 crossings – than the 9</li> <li>▪ The one at the top end is good</li> <li>▪ Crossings are good</li> <li>▪ Maybe 3 – top, middle and bottom</li> </ul>	<ul style="list-style-type: none"> <li>▪ To many of them – would be grid lock</li> <li>▪ Too many crossings – they need to be more balanced</li> <li>▪ Too many of them – 2 to 3 maximum</li> <li>▪ Too many of them</li> <li>▪ 10 too much – place them at key generators</li> <li>▪ Too many – like the one outside their business</li> <li>▪ To many crossings – reduce</li> <li>▪ Few too many</li> <li>▪ Looks a lot – might impact traffic flow</li> <li>▪ Will they block views?</li> </ul>	

<ul style="list-style-type: none"> <li>▪ More crossings are good – maybe too many?</li> <li>▪ Safety for pedestrians is paramount</li> <li>▪ Needs to be safer and will also slow traffic down which is good</li> <li>▪ Delivery bays are very important – if not delivery outside than likely to close as need to walk to pick up and people don't drop off</li> <li>▪ Looks fine</li> <li>▪ 4 to 5 crossings</li> <li>▪ Like them – crossing by Waitrose is good</li> <li>▪ Like them</li> <li>▪ Looks good</li> <li>▪ Much better – freedom of pedestrians</li> <li>▪ Like how it breaks up the space</li> <li>▪ Its better – it slows down traffic</li> <li>▪ Its great – it slows down traffic and will remove obstructions</li> <li>▪ Like them</li> <li>▪ Like them...</li> <li>▪ Would love one opposite their café</li> <li>▪ Likes the crossings</li> <li>▪ They are good visual disruptors – creates more permeability</li> <li>▪ Easier to connect across the street</li> <li>▪ Like them as they slow down traffic</li> <li>▪ Like them</li> <li>▪ Like it</li> </ul>	<ul style="list-style-type: none"> <li>▪ Perhaps too many?</li> <li>▪ Not so many</li> <li>▪ Speed bumps would be good</li> <li>▪ Just have 2?</li> <li>▪ Consider Robin Hood PH corner and crossing</li> <li>▪ Not so many</li> <li>▪ Too many?</li> <li>▪ Consider Robin Hood corner and crossing – the corner treatment and how it relates to Handyman house – needs wider design consideration of flow, no entry and that the parking is customer parking and not for long stay abuse</li> <li>▪</li> </ul>	
--	---	--

<ul style="list-style-type: none"> <li>▪ More crossings and more choice (always waiting for the lights)</li> <li>▪ Suggest 5 crossings not 9</li> <li>▪ Right amount of crossings – do we need visual cue to drivers</li> <li>▪ Happy with more pedestrian crossings</li> <li>▪ Like but reduce the number</li> </ul>		
---	--	--

<b>Place for Loading and Deliveries</b>		
<b><i>Positives</i></b>	<b><i>Improvements</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ Good to see more for being proposed</li> <li>▪ Boots the Chemist need one nearby</li> <li>▪ Meat delivered from a local farm so needs to be clearer</li> <li>▪ More of them as shown – need to see them down the whole street</li> <li>▪ Much needed</li> <li>▪ We have ours at the rear, but the proposal would help resolve the chaos</li> <li>▪ Yes good – more needed</li> <li>▪ Yes – but only at ground level</li> <li>▪ Doesn't affect us – so no comment</li> <li>▪ Deliveries cause a lot of problems – more bays are good</li> <li>▪ Delivery bays are a good idea</li> <li>▪ Loadings bays look ok – definitely need one by Boots due to lots of deliveries</li> </ul>	<ul style="list-style-type: none"> <li>▪ They need enforcement</li> <li>▪ Loading bays need to be defined and managed</li> <li>▪ Need to balance with short stay parking</li> <li>▪ You need to consider right turn out of Monnow Keep and also parking of pharmacy vans</li> <li>▪ It's about policing bays more than numbers – place restrictions on their use</li> <li>▪ Pinch point is hard for Securicor, but we are used to it</li> <li>▪ Had to revert to night drops due to daytime problems</li> <li>▪ Just don't block their side access</li> <li>▪ Needs enforcement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not too sure</li> </ul>

<ul style="list-style-type: none"> <li>▪ Agree – need more as its chaotic at the moment</li> <li>▪ Extra bays good and much needed – spread and nos looks ok</li> <li>▪ Like the loading</li> <li>▪ Loading bays very important – currently deliveries are very difficult and have to park in the road</li> <li>▪ Delivery bays are critical to success of scheme especially for people to drop off charity items</li> <li>▪ Looks good – would help with their big deliveries</li> <li>▪ Businesses doesn't have large deliveries so not an issue</li> <li>▪ Looks good – not a problem – we have small vans</li> <li>▪ Balance between loading and parking</li> <li>▪ Some loading bays good but can they be managed</li> <li>▪ A balance needed - could manage better of use restricted times</li> <li>▪ Very important – holds up a lot of the traffic – 6 no seems ok</li> <li>▪ Ok – works for us</li> <li>▪ Not so important – car and van borne</li> <li>▪ Like the two bays close by to us</li> <li>▪ This will help with our front loading (infrequent)</li> <li>▪ Ok – works for them</li> </ul>		
---	--	--

<ul style="list-style-type: none"> <li>▪ There is a good spread</li> <li>▪ Loading looks ok</li> <li>▪ Works for us – 7.5 tonne close by</li> <li>▪ They are in a decent location</li> <li>▪ Watch the rear servicing and distribution along the front</li> <li>▪ Can you consider moving loading bay further up the street?</li> <li>▪ Six is ok</li> </ul>		
--	--	--

<b>Place for Landscape and Greening</b>		
<b><i>Positives</i></b>	<b><i>Improvements</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ Looks good</li> <li>▪ Really nice</li> <li>▪ Love to see more</li> <li>▪ Like it</li> <li>▪ Very nice principle – adds to character</li> <li>▪ Very good</li> <li>▪ Nice – something to lift the town</li> <li>▪ Definitely a good idea</li> <li>▪ Very good</li> <li>▪ Greening looks good</li> <li>▪ Nice areas like outside salt and pepper</li> <li>▪ Monmouth is a nice town, but improvements are welcome</li> <li>▪ More landscape and character will help and promote the town</li> <li>▪ Good to have greenery – trees are great</li> </ul>	<ul style="list-style-type: none"> <li>▪ We need a maintenance plan</li> <li>▪ Like greenery but don't take up too much space</li> <li>▪ Needs to be balanced with practicalities of businesses</li> <li>▪ Right plants next to crossing in terms of safety</li> <li>▪ Leaves – are they a maintenance issue</li> <li>▪ Low planting and views need to be maintained</li> <li>▪ Maintenance – self watering systems?</li> <li>▪ Please use boxless trees – root based</li> <li>▪ Needs maintenance</li> <li>▪ Turn planters into seats</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not bothered would rather see a parking space than a tree</li> <li>▪ Concerns over rainwater gardens being unkempt</li> <li>▪ Need a balance between greenery and parking</li> <li>▪ Do we need rainwater gardens – obstacles and maintenance</li> <li>▪ Trees – will they thrive in the street?</li> </ul>

<ul style="list-style-type: none"> <li>▪ Trees look great</li> <li>▪ Looks lovely</li> <li>▪ Like trees and character</li> <li>▪ All for green spaces and making it look nice</li> <li>▪ Landscape good – get trees in the street</li> <li>▪ Perfect – summer shade – nice</li> <li>▪ Visual, relax, tackles climate change, creates the right mood – feels like a garden</li> <li>▪ Trees look good – nice</li> <li>▪ Summer trees – shade and shelter and water absorption</li> <li>▪ Nice</li> <li>▪ Trees would be great</li> <li>▪ Greenery excellent</li> <li>▪ Needs proper permanent planting</li> <li>▪ Greenery space very important – not slabs of hard landscape – break up and soften – excellent to have trees</li> <li>▪ Love to see greenery and trees</li> <li>▪ We also like baskets on lampposts</li> <li>▪ Like it nicer</li> <li>▪ Like a lot</li> <li>▪ No problem – like it – stop and sit</li> <li>▪ Trees and environment are essential</li> <li>▪ Keep it green – deals with CO2</li> <li>▪ Like green</li> <li>▪ Like trees</li> <li>▪ Trees are good</li> <li>▪ Likes trees and greenery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Consider maintenance and management</li> <li>▪ Keep it minimalistic - watch maintenance and management</li> <li>▪ Can trees be coniferous? All year colour</li> <li>▪ Leaves – shedding – hazard – nice in summer but not in winter</li> <li>▪ Can we have more green boxes and hanging baskets</li> </ul>	
---	---	--



<ul style="list-style-type: none"> <li>▪ Feels good, lots of serotonin and well-being</li> <li>▪ Like greenery</li> <li>▪ Like root-based trees not planters</li> <li>▪ Create a street-based experience</li> <li>▪ All for it – more the merrier</li> <li>▪ Need to get balance of trees against space</li> <li>▪ Green and nice – feels like a rural market town</li> <li>▪ Like trees – not as many though – 4 to 5</li> </ul>		
---	--	--

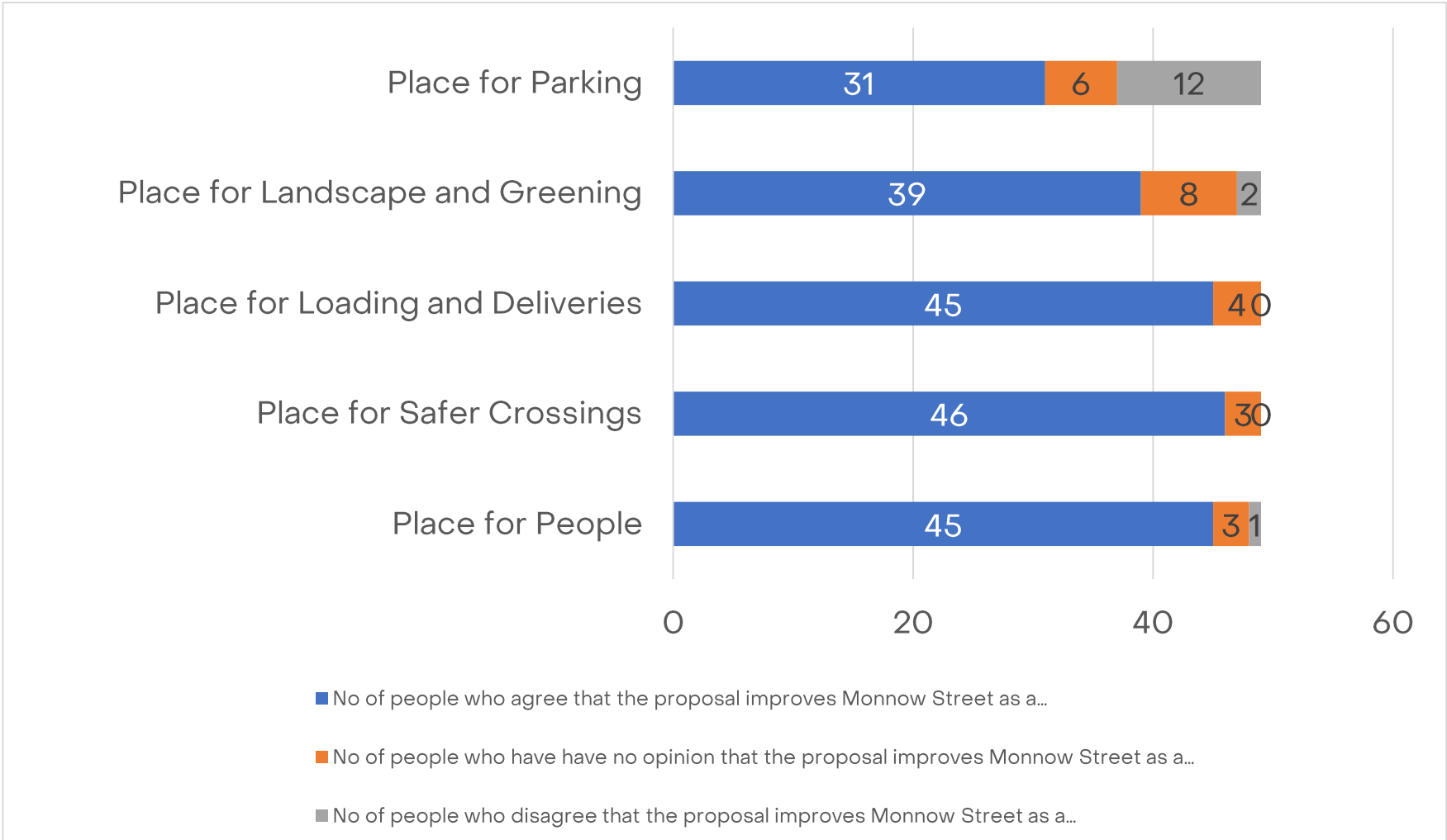
<b>Place for Parking</b>		
<b><i>Positives</i></b>	<b><i>Improvements</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ Loading is needed over parking – people will find somewhere else to park</li> <li>▪ Agree</li> <li>▪ Street parking is immaterial as long as it doesn't use main car parks – need more in town and cheaper</li> <li>▪ All parking should be for disabled users</li> <li>▪ Parking is ok – there are large car parks so never a problem</li> <li>▪ We don't need more disabled bays – current number is ok</li> <li>▪ Customers do like easy parking on street but as important to get street looking good</li> </ul>	<ul style="list-style-type: none"> <li>▪ Should be metered</li> <li>▪ Parking for workers needs to be considered</li> <li>▪ Maybe a decked car park somewhere</li> <li>▪ Not enough E charge points in car parks</li> <li>▪ Please look at charging strategy – 2 hours free</li> <li>▪ Is should be only for disabled parking</li> <li>▪ More parking elsewhere in town and pedestrianise Monnow Street</li> <li>▪ All parking bays on street should be disabled</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not bothered would rather see a parking space than a tree</li> <li>▪ More parking outside shop</li> <li>▪ We still need pop in parking. Need an approach to other parking</li> <li>▪ Not enough short stay?</li> <li>▪ Get more parking back in – puts elderly people off and disabled get more designated spaces – with a better spread</li> <li>▪ Will parking by Pizza Express cause stacking and problems?</li> <li>▪ Concerns over wider parking supply and how it is managed</li> </ul>

<ul style="list-style-type: none"> <li>▪ Ok – parking is much better now there’s some checking and enforcement</li> <li>▪ The balance is fair; businesses and their needs to load is a key priority</li> <li>▪ Loss of short stay ok – disabled badge holders important</li> <li>▪ What is the return on business from short stay parking? Does it work for us?</li> <li>▪ Feels balanced</li> <li>▪ Good – parking is nearby to drop off clothes to shop</li> <li>▪ Pop in 30 min ok</li> <li>▪ Maintain disabled spaces and overall parking supply</li> <li>▪ Look fine on balance – needs traffic warden management</li> <li>▪ Looks good</li> <li>▪ Its fair – we need to change habits of over-convenience</li> <li>▪ Bit of both – deliveries and parking – need confidence to find a space to unload</li> <li>▪ Able bodied people can walk from other car parks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Need more car parks in town and cheaper</li> <li>▪ More disabled parking and mother and child</li> <li>▪ Disabled parking needs to be spread along street – maybe – top, middle and bottom</li> <li>▪ Needs to be consistently controlled and policed</li> <li>▪ More spread and disabled parking on street</li> <li>▪ Increase short stay to 1 hour from 30 minutes – consider long stay needs</li> <li>▪ Loss of disabled parking near to business needs to be considered – elderly customers – proper bays or drop off provision</li> <li>▪ Parking for shop workers and staff – how and where we manage this?</li> <li>▪ Car parks ok around the town but more free parking or reduced charges</li> <li>▪ We need elderly/disabled parking towards Handyman House end for various needs – hearing, TKW and more</li> </ul>	
--	---	--

	<ul style="list-style-type: none"> <li>▪ Car park prices are too much</li> <li>▪ Need to consider parking manoeuvres with low sun at end of the street</li> <li>▪ More disabled bays and better distribution for the elderly</li> <li>▪ Disabled spaces are in the wrong place – too far away – some to the rear in Cornwall House and Monnow Street but not accessible</li> <li>▪ Need for parking – 1<sup>st</sup> hour free – cattle market toilet block car park</li> <li>▪ Need for on street parent and child parking?</li> <li>▪ Disabled spaces on the edge of the street?</li> <li>▪ More parking over trees – need convenience pop in</li> <li>▪ Consider elderly and disabled needs</li> <li>▪ Traffic warden needs to enforce double yellows by Handyman House</li> <li>▪ Can we have 1 day a week – free parking?</li> <li>▪ Put a footbridge into skate park car park</li> </ul>	
--	--	--

<b>Other Comments</b>	
<b><i>Positives</i></b>	<b><i>Negatives</i></b>
<ul style="list-style-type: none"> <li>▪ More positive that it is now</li> <li>▪ More thought has gone into this layout – like it</li> <li>▪ Coffee shops brings people in</li> <li>▪ Looks really good – when can you start</li> <li>▪ All looks very nice</li> <li>▪ Ideally should be pedestrianised</li> </ul>	<ul style="list-style-type: none"> <li>▪ We need more shops – rates are the issue</li> <li>▪ Make pinch point more way or courtesy arrangement</li> <li>▪ Levels and drainage need to be sorted</li> <li>▪ Current scheme does not work – parklets – people leave litter – needs to be associated with the nearby shop</li> <li>▪ Need more shops and support</li> <li>▪ Need to drive more footfall</li> <li>▪ Benches and seating have worked really well especially in the summer</li> <li>▪ Current arrangement is difficult in getting donations to shops and volume has decreased</li> <li>▪ The pinch point narrowing is too long – needs to be reviewed or a priority system</li> <li>▪ Pinch point – cars are mounting kerb</li> <li>▪ We need a better market – more artisan – look at Ross and Worcester for their Christmas markets –</li> <li>▪ Corduroy paving can be slippery in cold day</li> <li>▪ Deal with boy racers on street – need to slow down and discourage them</li> <li>▪ Pinch point at top causing problems</li> <li>▪ We have a water downpipes issue with water ponding – this needs to be looked at in design</li> <li>▪ Business has risk of flooding and drainage issues that need to be resolved</li> <li>▪ Maintenance regime cost</li> <li>▪ Town needs business support</li> <li>▪ Town centre management needed</li> <li>▪ Be very careful with implementation</li> </ul>

Figure 8 - Ratings of the Five Design Principle Themes



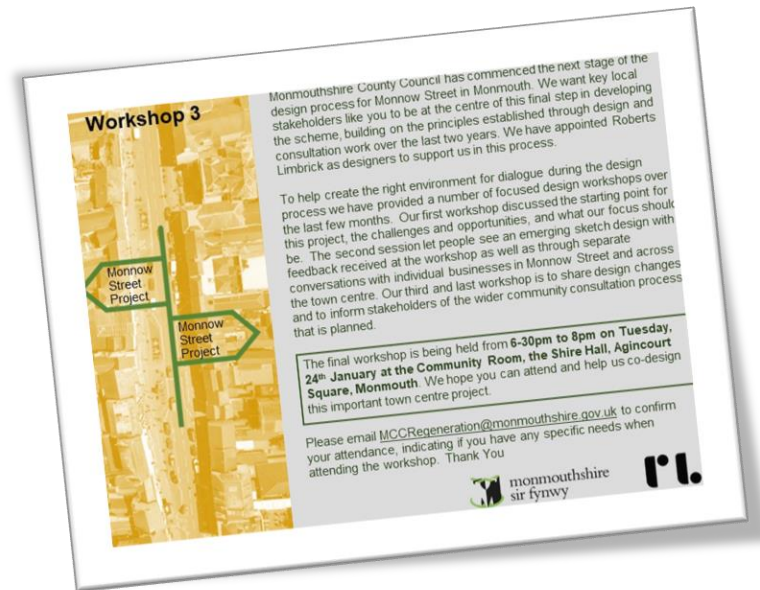
Source: Roberts Limbrick Business Engagement Discussions

## Purpose

This note has been prepared from the third series of workshops. For this stage of the design process, Monmouth Chamber requested that the County Council co-host an additional workshop for their members, as well as a wider stakeholder session.

The Design Project is building on previous work undertaken between 2020 and 2022 through Active Travel funding that has looked at options on how to improve Monnow Street so that it performs better as a place within the town centre.

Roberts Limbrick Architects and Urban Designers are supporting Monmouthshire County Council with the next stage of design development between October 2022 and March 2023.



**Workshop 3**


Monmouthshire County Council has commenced the next stage of the design process for Monnow Street in Monmouth. We want key local stakeholders like you to be at the centre of this final step in developing the scheme, building on the principles established through design and consultation work over the last two years. We have appointed Roberts Limbrick as designers to support us in this process.

To help create the right environment for dialogue during the design process we have provided a number of focused design workshops over the last few months. Our first workshop discussed the starting point for this project, the challenges and opportunities, and what our focus should be. The second session let people see an emerging sketch design with feedback received at the workshop as well as through separate conversations with individual businesses in Monnow Street and across the town centre. Our third and last workshop is to share design changes and to inform stakeholders of the wider community consultation process that is planned.

The final workshop is being held from **6-30pm to 8pm on Tuesday, 24<sup>th</sup> January at the Community Room, the Shire Hall, Agincourt Square, Monmouth**. We hope you can attend and help us co-design this important town centre project.

Please email [MCCRegeneration@monmouthshire.gov.uk](mailto:MCCRegeneration@monmouthshire.gov.uk) to confirm your attendance, indicating if you have any specific needs when attending the workshop. Thank You

monmouthshire sir fynwy



**Monnow Street Business Workshop**

Over the last few months Monmouthshire County Council has been developing the next stage of the design process for Monnow Street in Monmouth.

Businesses that are located in Monnow Street and across the wider town centre have been central to the conversation. Opportunities have been provided through stakeholder workshops held back in November and December, and through individual one to one discussions with businesses on their practical requirements and understanding how the street needs to respond to current day needs.

These conversations are shaping a preferred design which will be shared with local stakeholders before we proceed to wider public consultation in mid February. A joint meeting hosted by the Chamber of Commerce in Monmouthshire has been organised for **6pm – 7:30pm on Wednesday 25<sup>th</sup> January** at the Community Room, the Shire Hall, Agincourt Square Monmouth. If you cannot attend this meeting, a wider stakeholder workshop session has been organised for the evening before, **6-30pm to 8pm on Tuesday, 24<sup>th</sup> January** at the same venue, the Community Room in the Shire Hall.

Please email [MCCRegeneration@monmouthshire.gov.uk](mailto:MCCRegeneration@monmouthshire.gov.uk) to confirm your attendance, indicating if you have any specific needs when attending the workshop. Thank You

monmouthshire sir fynwy

MONMOUTH CHAMBER



### Stakeholder Workshop 3

The third workshop was held in the Town Council Chamber Room at the Shire Hall, Agincourt Square on Tuesday, 26<sup>th</sup> January between the hours of 6pm and 8pm.

The County Council invited those stakeholders that attended the second workshop, which included any businesses that couldn't attend the Chamber of Commerce workshop on the evening of the 27<sup>th</sup> of January.

- County and Town Councillors
- Chamber of Commerce
- Local Businesses
- Interest groups

#### Format

This third and final workshop in the design process did not involve any breakout sessions with the main purpose to share the proposed design that would go forward to wider community consultation.

The Cabinet Member for a Sustainable Economy welcomed people to the workshop and thanked people for attending the last workshop and re-enforced the spirit and values of being involved in the co-production design process. He also raised the disappointing news that the County Council had been unsuccessful with its Levelling Up Fund bid to UK Government. He stated that the Council was reviewing whether it would apply through round three of the Fund, but projects like Monnow Street still require development and need to be designed, costed and ready for implementation.

The meeting structure was as follows:

1. Introduction
2. Purpose
3. LUF Bid Results
4. Direct Business Consultations
5. (Round 2)
6. Other Activities
7. Design Evolution
8. Next Steps

The County Council's Regeneration Manager reminded people of the Monnow Street Design Project Aim, which is

*To reach consensus on a place-based design that is focussed on a two-way street environment that is vibrant, welcoming to all modes of travel and ensures exploration and activity across the whole town.*

The responsible officer continued, with an update as what activities had been undertaken since the first workshop, with supplementary information related to the UK Government's decision that the County Council had been unsuccessful with its Levelling Up Fund application. Other key points made included:

These included:

- A further wave of consultation had been held with Monnow Street businesses during December with their comments fed into the design process; other town centre businesses in the top end of the town were also engaged with;
- The County Council and Town Council are making progress on the Place Making Plan and hope to start this process over the coming months;
- Handling direct email correspondence on the project and the process;
- A second County Council officers' workshop is to be held to receive technical feedback on the proposed design.

### **The Physical Scope**

For those that did not attend workshop 2, the physical extent of the project is from the junction of Monnow Street with Blestium Street at the southwestern edge through the “pinch point” with St John’s Street to the northeast. Whilst this is the physical design area, the County Council recognises the need to understand how Monnow Street relates to Agincourt Square, Priory Street, White Swan Court and Church Street so that a cohesive experience is achieved.



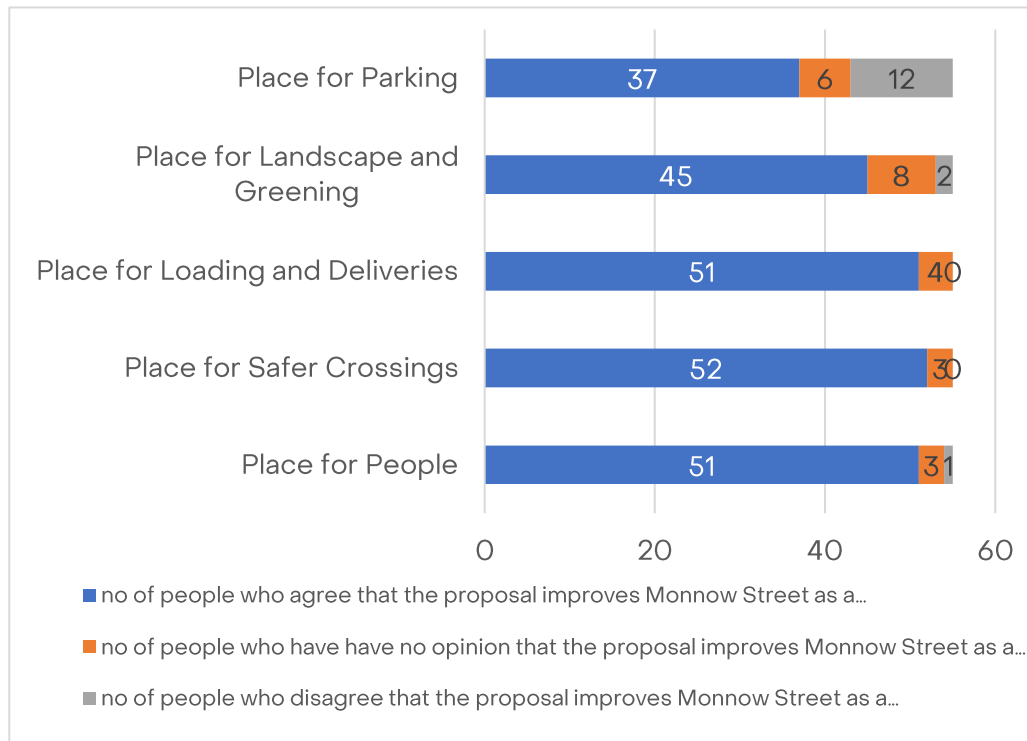




## Design Update

The County Council’s Regeneration Manager handed over to the lead designer at Roberts Limbrick who led the remainder of the workshop.

This initially talked to the conclusion of the business interviews held in the street held during early to mid-December 2022. The chart below was presented which showed the ratings of the proposed design against the various design principles.



Using percentages:

- 93% of businesses agree with people based benefits
- 95% of businesses agree with the improved crossings
- 93% of businesses agree with improved loading provision
- 82% of businesses agree with the landscaping and greening
- 67% of businesses agree with the parking proposals

### Specific Observations

As discussed, overall very supportive.

Landscape maintenance: needs to have a robust maintenance strategy in place.

Crossing Points: really positive response and like the fact that these have been included. Are, however, there too many?

Southern loading bay: can this be moved slightly?

Parking: is there potential to include some to the southern end of the street?

Parking: How many disabled bays will there be?

Buses: footway run over when entering Monnow Street from the bus station?

### **Other Activities**

Design input from blind / visually impaired:

Site visit and walk over with Terry Christopher (registered blind) following comments and concerns he raised at the last workshop.

Feedback: Terry was very pleased with the proposals and has said that his needs have been well considered within the design proposals

### **The Current Design Proposal**

The Lead Designer shared the current design proposal and indicated where design changes had been made.

He took questions and points of clarification at both of the workshops which are provided within this note.

Image 10 - Emerging Design Proposal



Source: Roberts Limbrick

## Feedback and Queries

- Q. **Disabled parking** – can we have details on locations and whether some should be near the surgery and outside the EE shop, and they must have dropped kerbs?
- A. Disabled parking has 6 no spaces and can be accommodated at the edges and in the middle of the street. They would need to be differentiated to short stay spaces with signage, material and markings. A disabled space will be 6.6metres in length. The detail will need to follow on kerbs, but they would be accessible for disabled users.
- Q. **Bus station entrance** – what are the pavement levels across this junction?
- A. They will meet the carriageway with a courtesy crossing provided. Tactile paving will indicate the crossing with existing issues on levels and drainage to be addressed in the construction design.
- Q. **Drainage channels** – will this be improved for wheelchair users?
- A. The street currently has dish shaped drainage channels that direct the water run-off from building mounted rainwater goods. In the detailed design process, these channels would be designed out with an alternative that is to be flush, which could be a slotted drainage channel. This would improve the level of comfort for wheelchair users travelling through the space.
- Q. **Wheelchair users** – could the County Council arrange a site visit with a wheelchair user to understand their current experiences and future needs?
- A. Yes. This can be organised at a time convenient to all (action point).
- Q. **Lighting** – any detail on lighting?
- A. This will be developed through detailed design to ensure the scheme is properly lit to the required standards. This will include the lighting of footways and public spaces as well as the proposed courtesy crossings so that pedestrians are seen by car drivers. Detail to follow if the scheme was approved.
- Q. **Planters** – are these low level?
- A. Yes. They would be constructed to a full kerb height and would be low, not like the current planters in the street. They would have slots in them for any excess water to flow into the carriageway drainage system.

Q. Why are there 2 no. **crossings** at Estero Lounge area?

A. The one crossing adopts the pedestrian desire line from the southeastern side of the street at the bottom end of town with the bus station. The other crossing brings directly onto the island area that is Estero Lounge to ensure accessibility.

Q. Is the scheme about creating a café culture and more **food and drink opportunities**?

A. The main objective is about creating a people friendly experience and a destination that appeals to local people and visitors. Extended pavements and public space can provide opportunities for existing food and drink businesses to either retain their licenses and activity and where new food and drink outlets open up, they can apply to extend activity into their immediate frontage. The design is about providing improved and functional space that any business can benefit from whether this be tables and chairs, an outdoor display, etc.

Q. The line of the **pedestrian crossing at the Robin Hood corner** doesn't work. It should pick up the current desire line onto the toilet block island.

A. Our design scheme boundary was to the end of Monnow Street, but we could extend the scheme area into Blestium Street to accommodate the suggestion. By doing this we could look at having a courtesy crossing from the corner of the Robin Hood Public House to the public toilet block. We would also suggest that we formalise the dropped kerb crossing close to the cattle market car park and create a raised area between this crossing and the toilet block. The design will be changed to reflect this suggestion.

Q. **Monnow Street/St John's Street junction** – can you re-enforce narrowing here and explore a courtesy arrangement?

A. It's not in our scope but the suggestion can be made to the County Council. You would need to manage the junction with Agincourt Street so cars do not block those vehicles wishing to turn right into this street from Monnow Street.

Q. Is there a need for a **courtesy crossing**, just down from Salt and Pepper?

A. This can be removed as the crossing by the One Stop/Post Office serves a number of purposes. The design will be changed to reflect this suggestion.

Q. There is a need to **declutter the street** with old posts and furniture.

- A. The scheme will address the removal and rationalisation of signage and posts. There will be a co-ordinated approach to seating, litter bins, street cabinets and other furniture, exploring ways to integrate into structures such as planting areas and walling.
- Q. Can you make provision for **cycle trailers** in the scheme?
- A. Yes. Alongside standard cycle stands we will look at how we position them to accommodate cycle trailers to ensure they have the right space and means of securing.
- Q. We need to consider how the **neighbouring car parks** can have **better links** with Monnow Street. They feel divorced and now well signed or pedestrian friendly.
- A. Whilst not within the Monnow Street design area, the consultancy team and the County Council are aware of the need to communicate to town centre users the series of car parks accessed off Blestium Street, specifically Chippenham Car Park, Cornwall House and Monnow Street car parks. This could range from advanced and directional signage, pedestrian wayfinding and improved pedestrian links. This could be explored further within the Placemaking Plan process.
- Q. Is the **bus station** in the right location?
- A. There are no plans to change the location of the existing bus station. Wider access, movement and transportation challenges and opportunities would be addressed through the Placemaking Plan process.
- Q. How would you ensure **vehicles travel** through the street at the **legal speed limit** (proposed 20 mph)? Do we need additional control and management, outside of physical design features.
- B. The proposed design has the objective of slowing down vehicles through a reduced carriageway, use of courtesy crossings, planting and trees and other features. Changes in driver behaviour does take time, as other users adjust their use of the street. Some temporary Speed Indicator Signs (SIDs) could be introduced in the street that displays the exact speed of oncoming vehicles, along with a 'SLOW DOWN' message when they are travelling over the set speed limit. This will prompt drivers to correct and lower their speed.
- Q. What are we doing about the **vacant shops** in the town centre?



- A. The County Council is to be undertaking a vacant shop strategy over the coming months that will look to audit premises, engage with landlords/owners, encourage lettings and promote opportunities. A further update will follow on this piece of work.
- Q. We need to sort out the **bus stop in Agincourt Square**, specifically to make it accessible.
- A. This is not within the scope of the Monnow Street design project but will be raised with the County Council's public transport and highways teams.
- Q. Do we need to consider the extent of **visitor coach parking** along Blestium Street?
- A. There is existing provision for drop off and pick up on Blestium Street, with the Gateway to Monmouth suggesting some enhanced provision within the street. This would be addressed through this project and discussed as part of the town's Placemaking Plan.
- Q. Not within public ownership, but are there opportunities to improve how **Waitrose customers access onto Blestium Street**?
- A. This is an internal site matter for Waitrose, but the Council would be happy to facilitate a discussion.
- Q. How is the Council going to **future proof** the scheme in terms of impact and sustainability?
- A. Use baseline data that would be collected, benchmarking of outputs and outcomes would be undertaken which would look at indicators such as footfall, average dwell times, any modal shift patterns, air pollution measurements and other forms of monitoring.

## Main Design Action Points

1. To organise a meeting with a local wheelchair user to understand current experiences within Monnow Street and consider how the proposed street design can respond in relation to pavement material, drainage channels, dropped kerbs and other design features.
2. To review proposed courtesy crossings in terms of frequency, specifically near to Salt and Pepper and Estero Lounge.
3. To consider provision for cycle trailers within cycle stand provision.
4. To extend design area to include a section of Blestium Street, in order to better announce Monnow Street to vehicles and provide enhanced crossings prior to the Robin Hood public house corner and to create a courtesy crossing to the toilet block island.
5. A number of items that are not within the physical design scope will be picked up through the County Council's Placemaking Plan process.

## Chamber of Commerce Workshop

This workshop was held from 6pm to 8pm on Wednesday, 27<sup>th</sup> January in the Town Council Chamber Room at the Shire Hall, Agincourt Square.

It was co-hosted by Monmouthshire County Council and the Chamber of Commerce.

The meeting followed the same format as the previous evening's stakeholder workshop, with an open questions and answers session on the proposed design.

### Feedback and Queries

Q. What is the height of the **planters**?

A. They will be low, constructed through the use of kerbs and low walling, with soil and associated planting contained within. The type of planting would be selected through detailed design.

Q. As **buses** exit Monnow Keep will they **overrun** the proposed **planting** on the corner?

A. The design has been checked, specifically the turning movement of a bus existing from this junction and they would not overrun this area. There would be a standard kerb height here to protect this corner.

Q. There is a need to maintain the **parking outside Car Care** at 91 Monnow Street as they assist customers with replacing windscreen wipers and providing additional car keys. Will these spaces be kept?

A. Yes. 2 no. spaces will be provided outside these businesses and for other immediate shops and services.

Q. The proposed **courtesy crossing** for pedestrians is in the wrong place at the **Robin Hood corner**. It needs to change so that it directly crosses to the toilet block. And why is the pavement so wide on this corner?

A. Our design scheme boundary was to the end of Monnow Street, but we could extend the scheme area into Blestium Street to accommodate the suggestion. By doing this we could look at having a courtesy crossing from the corner of the Robin Hood Public House to the public toilet block. We would also suggest that we formalise the dropped kerb crossing close to the cattle market car park and create a raised area between this crossing and the toilet block. The width of the pavement is to assist with creating the pedestrian crossing and to reduce vehicle speeds whilst approaching and manoeuvring around this corner. The design will be changed to reflect this suggestion.

Q. Is the **planting appropriate** for the street in terms of size, height, type of canopy and will it impede on visibility for pedestrians?

A. The type of planting would be appropriate to the street and would meet standards in terms of proximity to the carriageway (vehicle clearance), road safety standards (height of vegetation) and also resilience in terms of plant growth. A management and maintenance plan would be developed and adopted.

Q. Can the design existing **sewerage capacity** for businesses and uses within the street.

A. The detailed design process would involve co-ordination and notification of planned works with Dwr Cymru/Welsh Water. This advance notice would allow DC/WW to review the condition of existing private connections from businesses and whether these need to be upgraded or not during any wider construction works. The County Council is responsible for highway drains and gulleys.

Q. What is the order and **logic of the Gateway to Monmouth scheme** alongside the Cattle Market car park?

A. The scheme was designed in 2014/15 and if funding was available would be ready to proceed to detailed design, in addition to securing consents from Cadw, Natural Resources Wales and the local planning authority. Monnow Street has no approved design, which is why this design process has been undertaken. Elected members will consider prioritisation for implementation and securing funding as part of this design process.

Q. Why do we need **rainwater gardens**? What are their benefits and impacts?

A. Apart of amenity and visual benefits the use of rainwater garden as Sustainable Urban Drainage (SUDs) meets The Well-being of Future Generations (Wales) Act 2015. SUDs provide a solution with low environmental impact to drain away surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses. You will be aware that water does pond in the street and within pavements during heavy rainstorms, with rainwater gardens providing part of the solution to slow down water run off into nearby drainage systems. Case studies can be found here: <https://www.sudswales.com/region/south-east-wales/>

Q. What is the rationale for the **spill out space**?

A. The extended space is to firstly provide extended space for all users, whatever their needs. In places we been able to widen the pavements from the minimum standard to 2 metres and in some of the central areas up to 5 metres wide. Businesses that a have a trading license can also occupy some of this space to display goods, use of A boards and place tables and

chairs. New seating would allow people to sit within the space and enjoy the street atmosphere. Buskers and other street activity can also take place to add to the experience.

Q. How will the **loading bays be enforced**?

A. The design of the loading bays would be subject to detailed design, but the need to differentiate them compared to short stay spaces with different material, lining and kerb height needs to be considered. Clear signage would indicate the status of the loading bay, the time of operation and other conditions. The County Council's civil enforcement officers would police and enforce these when monitoring this street.

Q. Can the **loading bays become parking spaces after a certain time of the day**?

A. Yes, this could be considered when considering the traffic regulation order for the street, which could define the hours for loading/unloading, and outside of these hours for short stay parking.

Q. Is the **scheme adaptable**?

A. Whilst physical improvements will be made, the public realm elements can adapt to need whether this be for buskers, small events, outdoor use for businesses, etc. Where needed external power units can be provided to support public outdoor events.

Q. Why are there **two crossings in the middle** by the existing light-controlled crossing?

A. This is a key pedestrian nodal point within the street. As well as immediate connections across the street, it also has links to the wider area: e.g. Olway arcade to the west and rear car parks to the east through Howells Place. One of the crossings will be a lighted pedestrian crossing, the other a courtesy crossing.

Q. Can we provide short stay **parking by the One Stop/Post Office**?

A. The main constraint here has been the need to protect the visibility for vehicles exiting Nailor's Lane as well as the narrow pavement width. This has meant that parking cannot be provided on the Post Office side of the street. We can however remove the pocket of proposed landscaping on the opposite side which could provide 1 no. space for short stay or disabled users. The design will be changed to reflect this suggestion.

Q. Doesn't **Boots the Chemist** need a **loading bay** directly outside?

A. In consultation with the Manager at Boots, they are satisfied with the proposed loading provision which is either outside Superdrug or Coffi Lab.

Q. What is the **width of the proposed carriageway**?

A. It is 6.3 metres wide which will accommodate two large vehicles passing side by side.

Q. Could the **existing pavement be repaired or renewed**?

A. This design proposal intends to renew all of the existing paving with a new material as well as widening it throughout the street. If the proposed design was not approved, the County Council would need to take a separate decision on renewing the existing pavement.

Q. Can we look at a **seasonal approach** where some of the eating out areas become **short stay parking** during autumn and winter months?

A. Yes, this type of flexi-parking approach could be explored where the parking bay is designed to take tables and chairs, say from March/April to October, and during the interim months reverts to parking. Bollards could help manage this arrangement. This could provide an additional 4 no. spaces during these times. The design will be changed to reflect this suggestion.

Q. Can we get a sense of the **time taken to implement such a scheme**, and if it is significant, can the temporary measures be removed?

A. Subject to a decision taken on the proposed scheme, the County Council would need to estimate the time taken for detailed design development, procurement of the works and their implementation and come back to the town stakeholder groups. In terms of removing the temporary issues, it would need to understand the location of future on-street parking provision and remove these temporary in-fill areas that coincide, so that it avoids any abortive costs.

Q. What is the **timeline for these works** if approved?

A. This would need a more detailed assessment but for this scale of work, there would be a need for site surveys to understand ground conditions as well as the specific location of utilities, amongst other items. This information would assist the detailed design development that would create contract documents for procuring the civil engineering contractor. Working alongside this design development process, the Council would need to bring together the business case and funding applications for

the capital costs of the works. This package of work would take 12 to 18 months. An estimate on the implementation period would be approximately 12 months. Overall, the development and delivery on this type of street improvement works would take about 2 to 3 years.

- Q. Will cars be able to **park longitudinally when there is a cycle stand** outside WH Smiths? Will this impede the parking manoeuvre?
- A. The proposed on-street parking spaces will be designed so that they are 2m metres wide and 6 metres long (Traffic Signs Regulations and General Directions (TSRGD) 2002) which will allow for the driver to adequately park their vehicle, with the condition that neighbouring cars are parked correctly within their bay. All bays within the proposed scheme will be clearly marked out on the ground to improve efficiency. Disabled spaces will be larger. In response to the suggestion of removing the cycle stand near to WH Smiths, this can be removed and an additional on-street car parking space provided. The design will be changed to reflect this suggestion.
- Q. Is there a **risk of cyclists dismount** when bike is parked in the stand?
- A. Most cyclists tend to dismount and walk their bike into the cycle stand.

### Main Design Action Points

1. To extend design area to include a section of Blestium Street, in order to better announce Monnow Street to vehicles and provide enhanced crossings prior to the Robin Hood public house corner and to create a courtesy crossing to the toilet block island.
2. To consider the traffic regulation orders for the loading bays to transfer to short stay parking outside specific hours.
3. To provide an additional disabled or short stay parking space opposite the One Stop/Post Office.
4. To develop the flexi-parking approach outside Pizza Express and Salt and Pepper that would provide approximately 4no. spaces.
5. To remove the proposed cycle stand outside WH Smiths and replace with a short stay parking space.



## B. Consultation and Next Steps

At both meetings, attendees were informed of the consultation process and opportunities to comments as follows:

### The Process and Opportunities



## Next Steps

Once the consultation has been completed the following steps in the process will take place:

1. Prepare a report of consultation on all opportunities that have been provided for local residents, businesses and local organisations to participate in;
2. For the design team to respond to any suggested revisions to the proposed design;
3. Officers to prepare a report to the County Council's Cabinet on the design proposal and the outcome of the consultation.

## Thanks

Finally, thank you for your participation and contribution to the process. If you need to find out more about the Monnow Street Design Project, please get in touch with us at [MCCRegeneration@monmouthshire.gov.uk](mailto:MCCRegeneration@monmouthshire.gov.uk)