

Appendix 1: Chepstow High Street Survey 2022 Findings.

1. Introduction

1.1 In February 2022, Monmouthshire County Council launched a public consultation to gather views on how people visiting Chepstow currently use and would like to use Chepstow High Street and the surrounding shopping area.

1.2 The results of this survey will be one piece of evidence that will inform the decision on the future of traffic in the High Street. Evidence is also being gathered through the Chepstow Transport Study Active Travel Study, Chepstow Placemaking Plan as well as through incidental feed back from residents contacting MCC through the Contact Centre, through their local Councillors or directly to MCC officers.

1.3 Respondents were informed that:

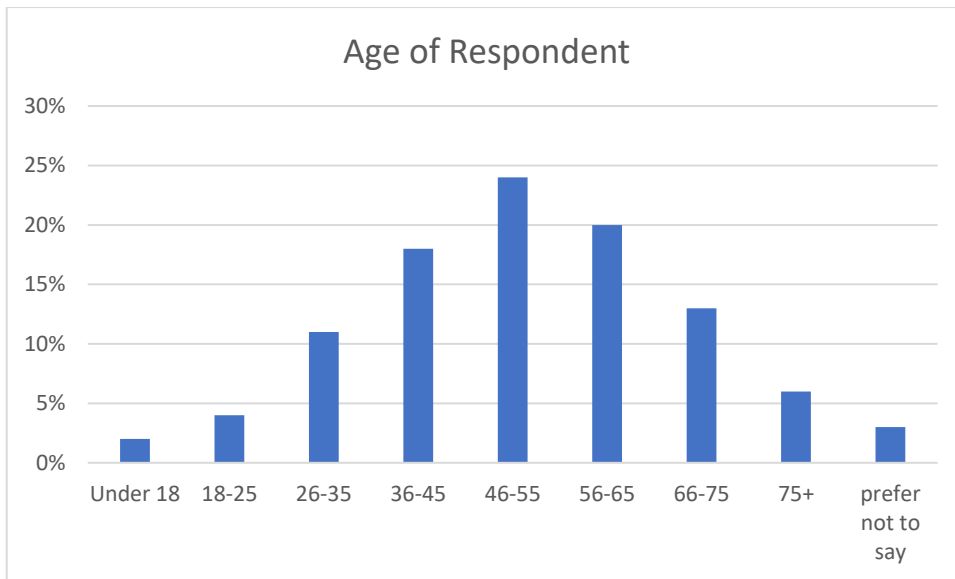
“High Street in Chepstow has been closed to vehicles since March 2020 other than for access to the disabled parking bays on Bank Street and for deliveries between 4pm and 10am. This change was made to enable shoppers to socially distance, to support outdoor trading and to support walking and cycling. We have received both positive and negative feedback on the closure and are now considering longer term options as part of the Chepstow Placemaking Plan and Active Travel proposals. No decision has been taken on the future of High Street. There are potentially many options including fully opening up High Street to 2-way traffic 24/7, 2-way traffic at restricted times, one-way traffic, restricted access or full pedestrianisation. Each option will have advantages and disadvantages which need to be fully considered. Options will require traffic modelling to assess the impact of any changes on the wider road network and this will be undertaken by traffic consultants Arup as part of their study focusing on Active Travel across Chepstow. Monmouthshire County Council and Chepstow Town Council have commissioned the preparation of a plan to look at regeneration improvements across the town not just the town centre. The results of this survey will form part of the options appraisal and design development for the High Street”

1.4 The survey was available online and publicised widely using social media and through the local press. Details of the survey were sent to the Head of Humanities at the High School following a survey undertaken by Year 11 Geography students to capture views of shoppers on the closure of the High Street. Copies of the questionnaire were also available from the Chepstow Hub, Tourist Information Centre and Town Council offices. Copies were also available during Chris Jones Consultant community engagement day on 12 March 2022.

1.5 Members of the Chepstow Placemaking Plan Steering Group (comprising Town and County Councillors) had an opportunity to comment on the questions prior to the survey going live. The survey was live from 16th February until 15th March 2022.

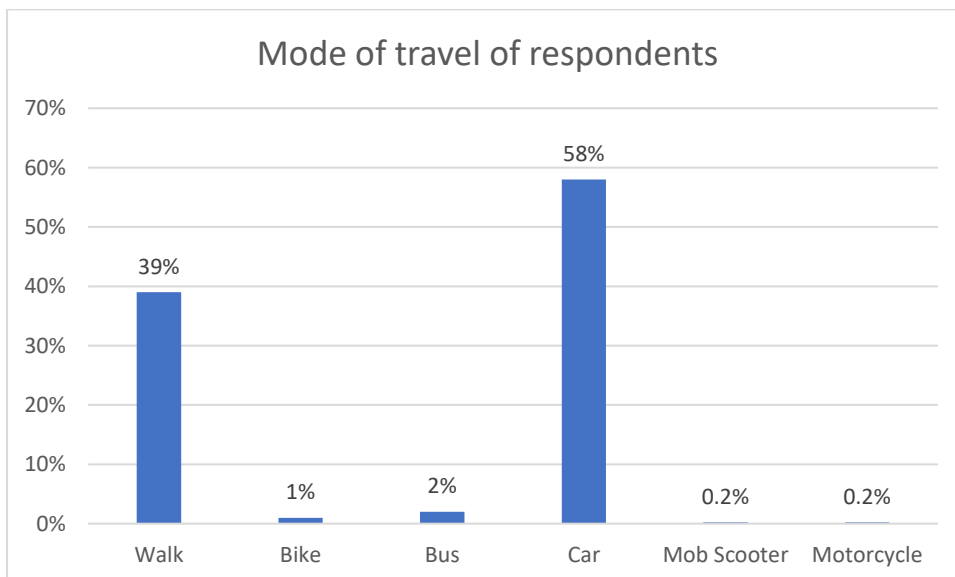
2. Profile of respondents

2.1 People aged between 36 and 65 made up 61% of respondents. Thirty-seven respondents were aged under 18.

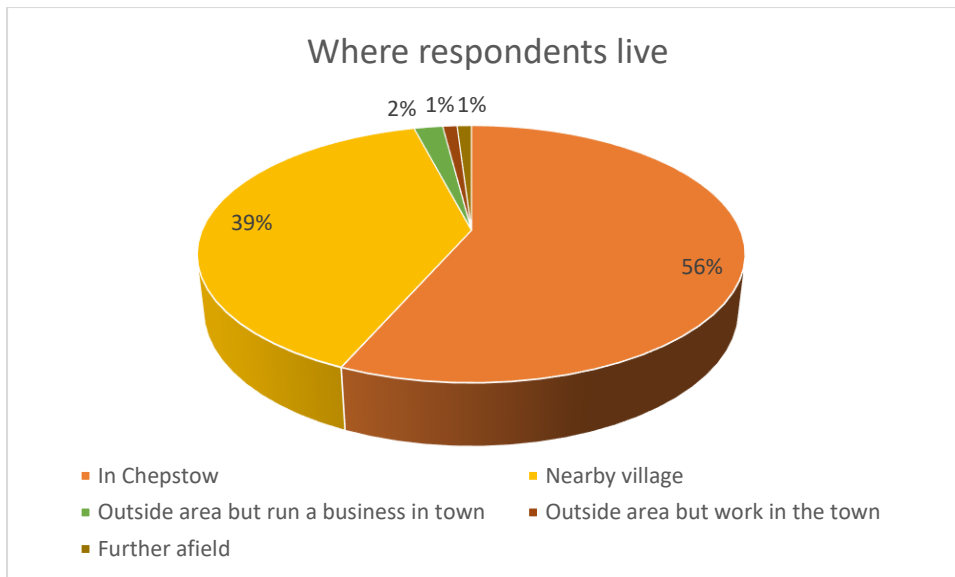


2.2 The gender split of respondents was 63% female, 33% male, 1% non-binary and 3% preferred not to say. A number of respondents chose not to answer this question or provided unhelpful responses so for analysis purposes the total number of respondents to this question was 1925.

2.3 When asked how you NORMALLY travel to the town, the majority – 58% - travelled to the town by car. The next largest group were people who walked at 39% of respondents. Several respondents ticked multiple answers when asked to specify their NORMAL mode of transport; these answers have not been included in the analysis of this question. Therefore, for analysis purposes the total number of respondents to this question was 1865.

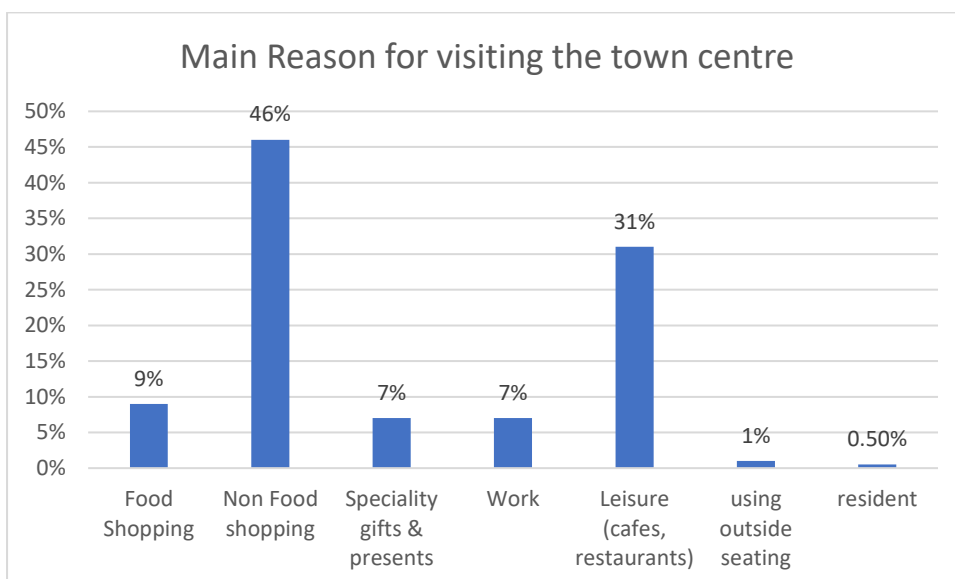


2.4 In terms of where respondents live, the majority at 56% live in Chepstow with nearly 40% living in surrounding villages. The survey did not ask for respondents' postcodes nor whether respondents lived in Wales or England.



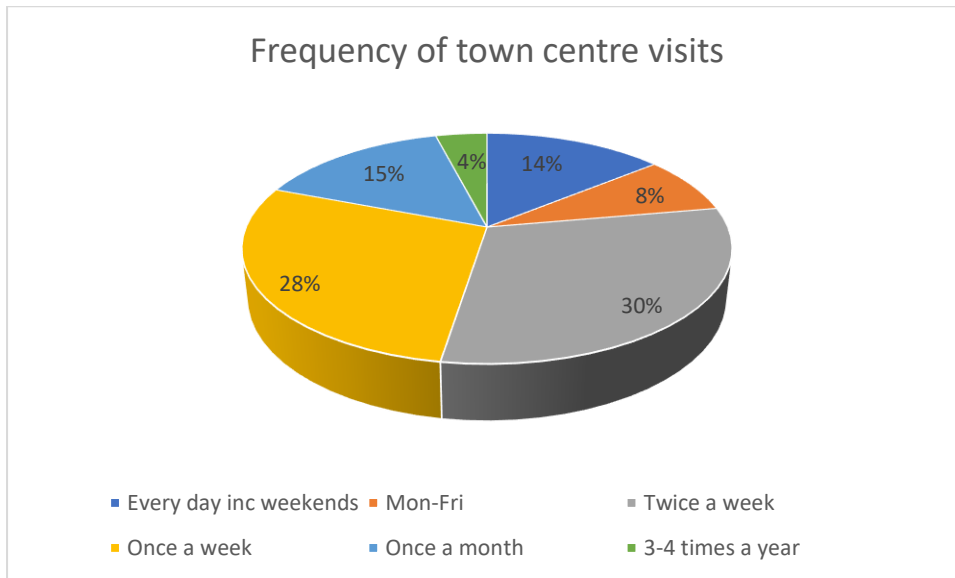
3. Shopping Patterns

- 3.1 A number of questions sought to gather information on current shopping habits, why people visit Chepstow, how often and if not where do they shop.
- 3.2 Respondents were asked for their MAIN reason for High Street and surrounding streets. A number of respondents ticked multiple boxes rather than indicating their main reason so these multiple answers have not been included in the analysis of this question. For analysis purposes the total number of respondents for this question is 1822.
- 3.3 The main reason for visiting the town centre is non food shopping. This includes visits to the bank, building society, chemist, hairdresser, nail bar, solicitors and Sunday market.

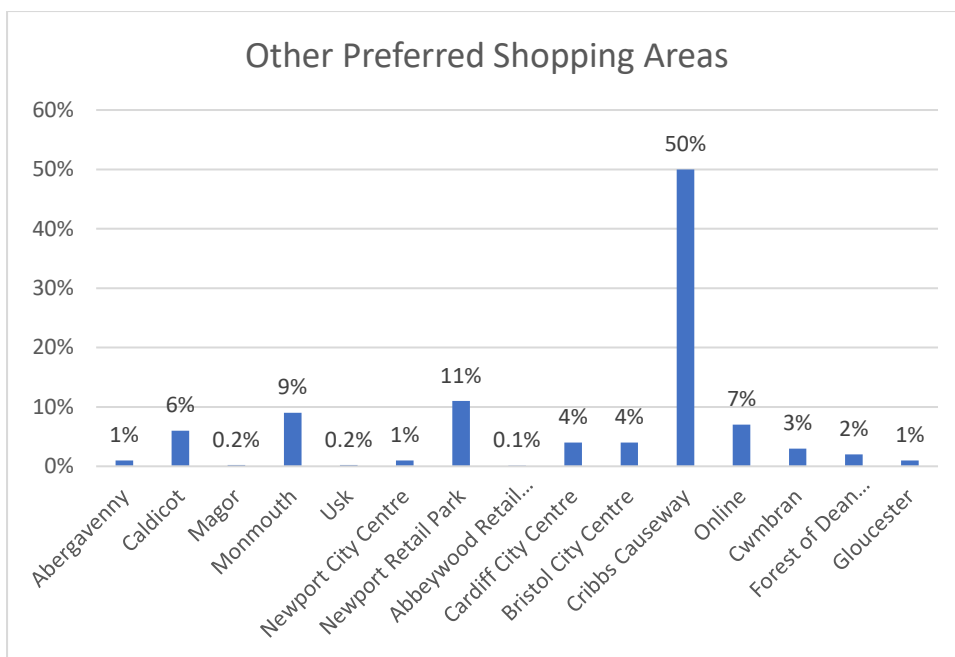


- 3.4 Twice a week and once a week are the most frequent intervals for visiting the town accounting for nearly two-thirds. A significant minority visit every day, 263 (14%)

respondents. Working in the town (128 respondents) does not account for all of these daily visitors.



3.5 Respondents were asked to indicate where they shop if they prefer to shop elsewhere. A list of nearby shopping areas was offered and the most popular by a significant margin was Bristol Cribbs Causeway due to retail choice, free parking, no bridge tolls, availability of other leisure activities eg cinema, restaurants in the nearby area.



3.6 The reasons why people shopped elsewhere fall into three main categories – inability to purchase the goods in Chepstow (eg clothes, electrical items, shoes, menswear), traffic issues/congestion and resulting increased time to get into and around Chepstow and offer of free parking at many of the alternative shopping areas.

3.7 A selection of the reasons give to why the respondents prefer to shop elsewhere are listed below:

- *There are no large stores in Chepstow, selling the type of products I prefer to physically see before I buy. I know I could buy things on line, but like to see them.*
- *Chepstow High Street is dying by degrees. This started a while back. The electrical shop closed, then the Herbert Lewis department store and now it's a shadow of its former self. No amount of pedestrianisation is going to change this. And the steep street is certainly not friendly to older or disabled shoppers.*
- *Very limited choice in Chepstow. If it was more like Monmouth I'd shop in Chepstow*
- *In Monmouth there are a wider selection of shops and less empty shops.*
- *Fat Face and Molton Brown in Mall. (cribbs Causeway)*
- *Free parking (Newport retail park)*
- *Lack of shops in Chepstow and poor opening hours at the weekend.*
- *Free car parking and range of shops plus cinema and restaurants (Cribbs Causeway)*
- *No reasonably priced adult or children's clothing shops in Chepstow apart from Peacocks which doesn't have much range.*
- *I usually shop online, or where there's free parking like at Cribbs Causeway. I go to Chepstow for the hairdresser and for Boots and Superdrug. Also for Zumba in the Palmer Centre. I would use Chepstow more if the parking was cheaper and more convenient.*
- *There is nowhere in Chepstow now to buy shoes, clothes or any household or electrical goods anymore*
- *Car parking charges are too high, no variety of shops and don't like the general feel of Chepstow high street now*
- *Range of shops available is limited compared to spytty or cribbs. If I want more unique items then I'll shop in Chepstow. There are no childrens clothes shops or a shoe shop for school shoes. Chepstow is great for food and drink though.*
- *There's very little in Chepstow High Street to attract you in plus car park charges mean I always stay for Max 30 minutes during the day when I do visit*
- *Chepstow is usually full of traffic so sometimes it's quicker for me to go to Cribbs than travel to town. There isn't a wide enough selection of shops, pretty poor choice.*

We don't need this many hairdressers/barbers/estate agents. Chepstow town is boring and lacks anything that would attract people

- *Difficulty accessing the high Street, limited parking, no parent and child parking, the cost to park.*
- *There isn't much option for children, men and foot wear so have to shop elsewhere*
- *Lack of choice in Chepstow, also since closure of the road I have been abused nearly everytime I drive up to access the disabled bays even with my badge on show.*
- *Chepstow you have to pay to park. On a hill, one way system or pedestrianisation. Not very friendly at all. Street not very appealing. Hate the barricades at the arch, makes the rest of the shops look out of business. Lots of empty shops too. Too many charity shops and coffed shops sadly.*
- *I really cant be bothered with chepstow any more! Worked in town for 20 years. It's not at all attractive any more. Traffic, high street is rubbish, no atmosphere. Take a look at monmouth! I travel 10 miles more for the pleasure.*
- *Chepstow is good now that it is pedestrian friendly without the traffic.*
- *Chepstow is mainly coffee shops, hair salons, charity shops and estate agents. There is very little choice for a well rounded shopping day. Prices are often higher than city counterparts or online shopping. Public transport is sporadic and inefficient at peak times. When new shops have opened they appear to not last long due to rent rates being very high. Banks have closed it makes more sense to visit an area that can accommodate all aspects from finance to leisure*
- *Chepstow is great for gift buying and luxury items (independent stores and market), also a great array of salons, cafes, pubs and restaurants. There is not enough choice for clothes or food stores.*
- *Chepstow is fantastic for independent shops but if I need clothing and baby then I need to shop at spytty as it has the variety of shops Chepstow doesn't have.*
- *Usually do food shopping at Aldi in Caldicot due to preferring Aldi over Lidl and Tesco. If I'm looking for only the essential groceries I Usually visit the Spar in Sedbury as its quicker for me to drive to from the Brunel Quarter development than the one in Chepstow and easy to park.*
- *For clothes shopping I'll always use Cribbs Causeway due to choice. Chepstow town centre & surroundings are great for the butchers, card factory, restaurants, bakery and barbers. It has everything you'd hope for from a Town Centre.*
- *Because there's shops worth going to for my age range (25) no one my age wants to visit 5 charity shops. If there were more exciting brands on the high street in Chepstow I would 100% visit more often. Chepstow high street currently is a waste of time*
- *The high street is dead, footfall is minimal and no businesses will open new stores as things stand, the traffic situation in and around Chepstow worsens by the day, it is*

ridiculous building more houses when the roads cannot cope, the high street being closed has added to the traffic and makes it unsafe to be near chepstow There are too many people buying who work in Bristol and have no intention to shop locally, it is so sad to see the demise of Chepstow, lived and worked in town for many, many years, it was a hub, now a ghost town.

- *Current street layout makes using the main car park awkward, especially the half hour free carpark. And there isn't anywhere else in Chepstow.*
- *Most decent shops have closed parking is expensive for quick shop .you shutting the high street has made it impossible to do anything in town quickly,you que to get to car parks queue to get out again sit in traffic all the time .*
- *Because Chepstow is a nightmare to navigate now it's traffic free and I certainly don't feel safe walking up and down the supposedly traffic free street. I find it very unnerving as you have to watch out for the odd van or car that still seem able to travel up and down. I appreciate it's open for disabled motorists but that doesn't stop pedestrians having to keep a look out for them, and that's without having to dodge the 'white van man'*
- *Monmouth is easy, you get free parking, is accessible via on street parking, thriving on the high st, everything Chepstow now isn't. I believe the road closure has and continues to damage Chepstow very badly. MCC have not, and are not, listening to the residents of Chepstow. The closure is awful and has made traffic congestion worse than ever. The road closure has had the exact opposite effect to cutting pollution and improving quality of life. And now you are prolonging it even further with a new order. Very poor outcome for Chepstow.*
- *The only shopping I would do in Chepstow is food occasionally at M&S, bits from wilko, maybe something from boots. We've used the o2 shop but that's it. There isn't anything else. For clothes/home wares shopping we'd go to cribbs because of the variety available - Chepstow is never really going to be able to compare with that?*
- *Because since the High Street has been closed to vehicles it can take ages to turn into town and back out after shopping- there are often long queues to get off or onto the main road because this traffic has nowhere else it can go. When the High St was open you could use that as an alternative. I'm surprised there haven't been more accidents as people pull out in desperation after long waits. It's also causing a lot of pollution with people sitting with engines running. We nip down to Marks and Spencer at quiet times and sometimes go as far as Wilkinsons. As we no longer drive up or down the High Street we don't notice if there are any new shops opening, or general activity. Last time we walked down it all looked dead as the proverbial dodo. As we are getting on a bit we don't much enjoy strolling up and down to no purpose. Very depressing, but not surprising as the Council appear to think that the perfect antidote to 2 years of covid restrictions is to ensure that access to High Street shops is made as difficult as possible.*
- *Cardiff St David's and Bristol Cribbs Causeway have far superior shopping choices. I like Chepstow Town centre for simple, quick shopping and for some of the local, independent shops. I also like that the town centre road has been mostly pedestrianised, but the public transport links really need to be improved to help*

people who cannot walk to town (better cycle infrastructure - like secure locking places - would be welcomed too).

- *Due to very high parking tariffs especially if you only want to get something quick. Free 1/2 hour spaces never available as no way near enough. High st being closed is a real set back as don't want to use M&S any more as sometimes stuck in long queue to get back onto A48 as cant go down through the town back home to Tutshill.*
- *I travel by bus (to Cribbs Causeway), and all shops are available with a variety of prices not just posh over priced shops, Chepstow is untidy, and not very inviting to be honest, streets are full of rubbish, dog mess, spit and weeds*
- *I used to come into Town from Thornwell every day. Car park charges have increased to such an extent coupled with the choice of shops having reduced that it is a depressing experience, and the town is far from a vibrant place to visit. Whoever passed the plan to restrict the traffic in the main street cannot really be from this planet. The idea that pedestrians can use the road especially during the Pandemic is STUPID as traffic still has access and speeds up the hill coupled with cyclists racing down the street with no consideration at all for anyone.*
- *Better quality restaurants and settings. More variety of shops. We also visit lydney more frequently as parks, flower displays and childrens play areas are better maintained. Chepstow could do with investing more in its own parks and streets.*
- *Due to high street shut. Lack of shops. Paying for parking when other Mon. towns free. Q1 should be what changes would make you shop in Chepstow more....*
- *I prefer to drive further if I can park for free. I hate paying for parking & would only do it for a premium shopping day (ie Cabots Circus full day).*
- *I used to come into Chepstow often to go to Natwest. Now the bank has gone, there is no need for me to go in, so I might as well go somewhere where there are more shops. It takes 20 mins to get to Thornbury for example, and it's free to park.*
- *Free parking in Caldicot and other towns. Shops more appealing in other towns. Traffic is horrendous in Chepstow and MCC seem intent on running Chepstow into the ground with little regard for its residents. Expensive tree pots and badly designed restructuring is killing Chepstow, its just a commuter route now.*
- *I've lived in Chepstow for my life. The town has generally and over a period of time gone downhill. I don't fancy buying secondhand items, I own a house so don't need to visit the estate agents and I don't fancy sitting outside at an angle on pointless benches. I think that you could have made the road a one way system up to the arch, turn right and then pop back out onto the road by Costa. You could then have extended the pavement size on both sides of the road. Chepstow is a failure against the other market towns within the county. It's a affluent area with poor looking and un-inviting shops. You also have to ask yourself who would be brave enough to open a shop in Chepstow, from what I understand from a couple of shop owners, high rates are charged and for what? I love the town but it needs a complete shake up. Planners, councillors, decision makers need to get with the program.*

- *Parking is easy (in Cribbs Causeway) plus the town doesn't have what is needed. It's a pleasure to walk through the mall where there is a flow of people shopping. Chepstow you've managed to shut off apart from the market Sunday. I've seen the town when it was thriving, you could buy everything needed. I was raised in Bank St in 1947. The council took good parking to put a statue fisherman in place; why? No longer can people park closer to the high street. You've turned our town in to a tourist town. It's not suitable for residents anymore. I worked in the high street for several years and the street was always very busy. Now Barclays is closed... how much more is going? Plus you've closed our archway which is as solid as a rock since 1067 ish yet you say it's crumbling which isn't true and you say it to get your way and to close it. That is nonsense you need to open it. You're playing around with our town and not doing what's best for the people of Chepstow! No wonder shops are closing, it's dead. Get that Archway open please and quit shutting things down. Allow traffic to travel through again, it's part of the main attraction. This may be a tourist town now but before it was taken over by people who came to Chepstow, not people of the town originally, we had a lovely thriving town. We won't have that again if you keep the arch shut. You are isolating the high street.*
- *I'm no longer as young as I used to be!! I use the 65 bus service from Devauden to Chepstow & I don't mind the walk down the High Street where I can make purchases from the shops in the High Street & then go onto Tesco's - but the walk back up to the Bus station is a killer if I've done my weekly shop - I have to do it in stages! So it would be nice if more buses went to Tesco's & to the bus station. That is one of the reasons I shop more in Monmouth - the accessibility is much easier. And it would be nice if there was a Sunday bus service as I would love to visit Chepstow Market.*
- *Free parking, less traffic. Would love to use Chepstow more but parking fees and the traffic to get in make it unappealing which is a shame as there are some lovely shops and cafes I would like to be able to support more. Whilst you are looking at sustainable travel -how do we get heavy shopping back home?*
- *There's nothing in Chepstow worth parking and paying for. The ridiculous closure of the high street has caused mayhem for surrounding roads. I am in Chepstow most days for the school run but choose not to do any form of shopping there. Its costs to park and for what?... One clothes store, 10 million charity shops and a bank that's barely open. Like most, I now choose to do my shopping online or visit large retail parks. Chepstow needs something to encourage people back, what that is I don't know but its certainly not the place I remember growing up. The high street closure was the last straw for many.*
- *Chepstow high street is predominantly made up of low end chains and independent stores. It is a wonderful place to walk around and browse, and is becoming a nice place to stop and eat now it has been pedestrianised. I go to Bristol, or shop online when I know what I need and don't want to walk around searching for it.*
- *Access is now a REAL pain in teh bum so often just carry on to Bristol or Cardiff*
- *Chepstow is now lacking in a department store which was very useful. I go to Cribbs for items I would have purchased from Herbert Lewis.*

- *I live in Cardiff, run a company in Chepstow but when lease ends (June) I am moving out as frankly staff hate traffic issues since high street has closed, so that 5 people who will not be spending in town due to terrible management of traffic*
- *Limited choice, limited parking. I dislike visiting now the High Street is closed, as I don't like turning from Hardwicke Hill into Chepstow at the top, as the road is always congested around the bus station, and exiting back out is hazardous. Before, I would always drive down to the traffic lights to rejoin the A48. The poor state of the playground is also off putting, as I have a young child. It's just become much more of a hassle to visit now. I know it's a small thing, but the bridal shop moving from High Street has also reduced the appeal of visiting-their window was always a joy, and I always made a point of walking past it.*
- *Better shops where I live (Monmouth) and access in Chepstow is a nightmare now arch has closed, moving office to Monmouth when lease runs out in September partly due to the traffic problem in town*
- *I tend to shop online for most things. I love the market because there's lots of small business and I like supporting small businesses.*
- *The road situation is ridiculous. When there's an accident or traffic on the A48, there is no way to get from the bottom of town by Tesco up to the other side of Chepstow without going an hour out of your way. This means that all of the roads get blocked up and no traffic can move at all. What happens if there's a fire and the fire engines can't get to the emergency because of the blockages? A simple solution is to reopen the high street arch for traffic, it takes pressure off the A48 meaning less time idling and less emissions (compared to steadily moving traffic), and it gives you an option when the A48 is out of use (as it's the only option currently and accidents are happening all too frequently). I also think that driving through town might encourage more people to park up and visit, they'll spot a shop they want to go to, out of sight out of mind otherwise. As it is, the traffic puts people off coming into town (unless they are able bodied and can walk in, not an option for many of the residents of Chepstow) as they don't want to risk being stuck in traffic for hours and hours. Traffic situation is out of hand and it seems to be that some people think the emissions from the A48 don't reach the high street, which is absolutely ridiculous. It makes more difference having massive queues of cars for long periods of time compared to having cars moving steadily. I'm a young person (24 years old) and I feel very passionately about this issue, I feel that Chepstow is really suffering. Towns like Monmouth and Abergavenny that do not have major traffic flow problems are thriving and I wish Chepstow was able to do the same.*

4. Future of High Street

- 4.1 Respondents were asked for their views on how they use and would like to use the High Street area by rating eleven statements. The results are shown in the table below.
- 4.2 There are several challenges posed by these results. Respondents would like an improved town centre offering an improved shopping experience, more events and generally being more shopper focused but are not willing to put up with congestion and delays on A48 to achieve a more pleasant shopping environment (59%). The

closure of High Street has not increased walking and cycling by those taking part in the survey.

- 4.3 Nearly half of respondents (47%) do not share the view that the planters and parklets improve the appearance of the town centre compared to 37% who agreed or strongly agreed. There were no strong views on the level of cycle parking or outside seating.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I want a High Street that is convenient to drop into for shopping and other activities (usually for less than 1 hour)	48%	32%	13%	6%	1%
I want a High Street where I can spend a few hours in the shops and places to eat	44%	36%	14%	5%	1%
I want a High Street that is people focused rather than car focused	29%	14%	24%	18%	15%
Restricting traffic in High Street has an unacceptable impact on congestion on the A48	55%	12%	11%	10%	12%
I want a High Street that can be flexible and be used to accommodate events, markets and festivals	39%	36%	16%	6%	3%
I walk and cycle more in the town centre now that traffic is restricted	16%	10%	16%	22%	35%
I am willing to put up with some delay when using the A48 as it creates a more pleasant town centre	17%	13%	11%	20%	39%

High Street is more shopper friendly now it has less vehicular traffic	20%	15%	11%	24%	30%
There is plenty of public seating	10%	37%	35%	14%	4%
The planters and parklets improve the appearance of the High Street	13%	24%	17%	21%	26%
I would like more cycle parking	5%	14%	50%	16%	15%
I would like more outdoor places to sit for food and drink	13%	25%	32%	19%	9%

5. High Street Traffic Options

5.1 Section 3 asked respondents to order different options for traffic in High Street with the one they agree with most at the top, and the statement they most strongly disagree with at the bottom. These options are listed below by their level of support.

High Street should return to pre Covid arrangements with two way traffic 24/7 (49% consider this their top priority).

High Street should be reopened to two-way traffic but with time restrictions e.g. before 10am and after 4pm. (39% 2nd priority)

High Street should be one way downhill which would allow improvements to the physical environment yet still allow some traffic through. (44% 3rd priority)

High Street should be one way uphill which would allow improvements to the physical environment yet still allow some traffic through. (46% 4th priority)

High Street should remain as it is, with no access except to the disabled parking bays or for deliveries between 4pm and 10am. (52% 5th priority)

High Street should be pedestrianised only allowing pedestrians and cyclists access, with disabled parking relocated (57% priority)

	Strongly Agree					Strongly Disagree
Return to pre covid arrangements	947	168	91	87	94	552
As it currently is	245	293	90	119	1003	189
Time restricted traffic	284	763	331	279	255	27
Pedestrianised, disabled spaces relocated	268	217	70	61	218	1105
Up Hill traffic	99	208	498	887	202	45
Downhill traffic	96	290	859	506	167	21

6. What needs to change?

- 6.1 When asked what would encourage you to you to do more of your shopping/visits in the town centre, the overwhelming response was a better range of shops split 95% wanting a better range of general shops, 5% more speciality shops.
- 6.2 3% wanted improved pedestrian access, 4% more events, 1% late night shopping, 3% felt that nothing would make them visit more often as their shopping habits have changed where 2% specifically stated in the other box that free parking (1 hour or 2 hour) would encourage them back into the town centre.

7 Other comments

- 7.1 Respondents had the opportunity for additional comments in each of the sections of the questionnaire. 12% offered comments relating to the introduction of free parking, 1% commented on the planters, 12% offered examples of congestion on A48 and 3% raised the need for a bypass.

Selection of comments relating to free parking

- *Free parking on weekends*
- *To encourage small individual shops and restaurants into town. Have free parking for up to two hours and reduce other parking, as Abergavenny, Usk and other local towns.*
- *Free car parking always encourages people to come into a town, look how busier it is those few Saturdays before Christmas when there is free parking.*
- *Also look how busy Cwmbran always seems in comparison as they have free car parks.*
- *There is no need for high street to be closed to traffic now restrictions have been lifted. Driving to work and back is awful, always congested around Moor Street and onto the A48. I'm sure even one way traffic through the high street would ease this a bit. Free parking , at least for 2 hours would make it more likely for people to shop in town. Small businesses/retail in town won't be able to carry on at this rate. I live in*

- Chepstow and the high street is deserted unless it's a Sunday market day and there's free car spaces. It used to be a vibrant busy town and it's so sad to see now.*
- *Free parking for 2 hours. Move the disabled parking to areas off the High Street but still within easy distance. Stop traffic completely between 10 - 4.*
 - *Easy, free parking. Pedestrian crossing mid town e.g. near boots. Better signage to shops and arcade at bottom of town. Often missed by visitors.*
 - *Free parking for a number of days per week - like in Abergavenny*
 - *Increase free parking spaces with a time limit of 1 to 2 hrs free or make the first 1-2 hours cheaper*
 - *No traffic between 10am and 3pm then allow 2 way traffic outside these times. Close High St to traffic for markets and events*
 - *Free parking for at least 2 hours, far lower business rates to encourage more shops to open. I can drive to Caldicot and Thornbury and park for free*
 - *I run a food business in Chepstow town centre and the footfall we see on a daily basis is pitiful. The only customers who use my shop for lunch are people who also work in town. We get no trades people popping in and nobody doing office lunch runs. There is nowhere for these people to park for free and it's not convenient for them to spend money in Chepstow. There needs to be 30 minutes - 1 hour free parking in all car parks before a fee is charged or better yet make it completely free. I don't see how my and many other businesses will survive the year if something isn't done to bring people into the town.*

Selection of comments relating to planting

- *Have plenty of flowers in the planters, seating outside especially during Spring /Summer, it makes the town more appealing. About 4 years ago, the High Street was cleaned of rubbish EVERY day, why not now???*
- *Work being carried out in the town needs to be completed, Chepstow looks like an advert for a Scaffolding company, Peacocks need to be told that the signage on the front is unacceptable, the weed boxes (planters) require filling with flowers and not dull herbs with no colour, shop owners or occupiers should be made to be responsible for the look of the frontage of their property's, poor paintwork ect should not be acceptable*
- *I think the herb planters are a wonderful idea, I've used them frequently and feel they are a wonderful bonus to our insect and wildlife populations. Well done. I think having the markets weekly also encourages visitors, so keep this up. Finally just need the Herbert Lewis building filled to encourage more people to the area.*
- *Chepstow looks drab and uninviting to locals and tourists very expensive planter boxes full of weeds not flowers and parklets which are totally out of place in the high street. No one walks on road only pavements total waste of time and money. and the alterations down at Superdrug is there a crossing place or not there?*
- *Planters are full of weeds not flowers plantlets look more like bus shelters no one uses them a very expensive eyesore. people can't be dropped off by car anymore to do a quick shop or drop stuff off to the charity shops we have to find a parking spot and drag black bags to latter.*
- *I preferred the look of the old planters in the high street and the town as it was a more coherent and vibrant look and suited the town better. I appreciate the planting in the new containers/seating area was designed to be more pollinator friendly and/or of practical use with herbs etc but the flowering period on a lot of them was short,*

resulting in a fairly drab display. I also think that aesthetically the containers and seating areas looked cheap and out of keeping with the rest of the high street.

Selection of comments relating to A48

- *Traffic lights on A48 junction near M&S.*
- *Local people are fed up with queuing traffic on the A48 & congestion in Chepstow this discourages people from stopping in the high street!!!*
- *Traffic congestion is worst during rush hour, when very few shops are open. It is great having the high street pedestrianised during shopping hours (e.g. 10 am - 4 pm), but it would be really beneficial if traffic can use it outside those hours. This would help significantly with traffic build up that often occurs trying to get onto the A48 from the top of the high street. Traffic can be so bad it backs up along Welsh street and up to the leisure centre. Opening the high street at peak times would help alleviate that. If there is an accident in Chepstow nowadays, everything backs up very badly, as there is nowhere else for traffic to go. Opening the high street would also help in those situations.*
- *I walk in from Sedbury, the A48 is an awful road to walk along and the steps down to the bridge are impossible for people with disabilities. I would much prefer to walk to town than drive but the fumes on A48 are very bad, really bad for school children. A pedestrian bridge from Mabey would be amazing.*
- *There are consequences from closing the high street to vehicles. Traffic coming down Welsh Street now has to access the A48 via Moor street. Is the disabled parking in Moor Street really necessary? Cars parked there effectively turn the street into a single lane preventing two-way traffic flow. Also turning right from Moor street onto the A48 is nearly impossible when the A48 is busy, resulting in traffic tailing back down and blocking Moor street. I was also under the impression that cycles (being vehicles) were banned from cycling down the high street - cyclists appear to completely ignore this.*
- *allow traffic at peak times/on race days because town becomes gridlocked-getting onto the a48 at the top of town is a nightmare-having acces to the traffic lights by st marys church allows for more controlled access to the a48*
- *The air quality is poor not heeled by sitting traffic on the A48 / Welsh Street/Moor Street caused by not allowing the traffic to pass through t town and bottle necking because of the restrictions*
- *When there is a crash on bulwark corner on A48 there is no way through the high street to allow local traffic to continue moving.*
- *Regarding questions 8 and 11, I don't accept that congestion on the A48 has got worse because of the closure of the High St. Congestion on the A48 has always been bad, and new housing developments in Tutshill and beyond have more of an impact on the level of traffic heading through Chepstow. The High St is not really an alternative to the A48 as a thoroughfare.*
- *There should be an option to open the high street to traffic in the event of an accident causing severe delays on the A48*
- *It needs to have flexibility so when the A48 is gridlocked or struggling the high st can be opened like a flood gate, or a one way system set up to help the traffic problem, the traffic needs addressing and MCC need to take responsibility as they are allowing so many new builds but ignoring the traffic nightmare!*
- *I haven't lived here very long and have only previously been to Chepstow once before when the high st was open. I think there is lots of opportunity to make it a*

really lovely area - demolish the Barclays building and put a bandstand in to open the space up.

- You do need to work with Gloucestershire council to improve the A48, the bottlenecks through Chepstow will only get worse and every time there is an accident or breakdown it's chaos. I only drive through when I'm going out of the area so improving cycling, buses etc wouldn't really work for me on most occasions. With the requirements for more housing the traffic will only get worse and needs significant investment and I can't see opening the high st would make any significant change
- A semi pedestrianised high street, with proper well thought out planting and seating, would be such a great asset to the Town. Chepstow is a tourist town, it attracts people from all over the country. How nice if they, as well as the locals could enjoy quality time in a traffic free clean air zone. People who want the high street reopened just want to use it mainly as a rat run, when the A48 is congested, all that will do is move the problem to the high street and all surrounding routes. People seem to have short memories. When the high street was open to traffic, if there were problems on the A48, within 20 minutes the whole of Chepstow would be gridlocked. High street, the old bridge, the one way system round the lower town, Welsh street, and Moor street. Vehicles bumper to bumper, hardly moving, spewing out toxic fumes. Do we really want to go back to that situation. Lets move forward, and take Chepstow into the twenty first century, and not back to the past.
- It's clear Chepstow has huge traffic problems. A bypass is the only real answer, especially with all the new housing going up everywhere. As that is some way off, I think the suggestion of a motorway exit/entrance between Caldicot and Rogiet would help Chepstow greatly. All traffic from that area would use that to access the motorway and therefore keep them from the Larkfield roundabout. It would also, I'm sure, encourage people from the Chepstow area to use public transport, and travel more by train.
- A second exit/entrance point for Bulwark, possibly at the Mathern road Flyover onto the link road. You could then stop the right turns into and out of the Bulwark corner/A48, freeing up Hardwick hill.
- For Chepstow residents the more important thing is how we can move around in Chepstow, it is not just about encouraging visitors etc., The A48 can be a nightmare and by forcing extra traffic coming down Welsh Street to turn up the B4293 to join the A48 to go towards Lydney serious congestion results, which also hinders the bus station traffic. If you want to go to lower Chepstow (i.e Castle Car Park area) you have to go out onto the A48 and then turn back into the town to access Middle and Bridge Streets - this means a lot of the time we just don't go.
- Why close the ONLY alternate to the A48 and make ALL traffic go up Hardwicke Hill just so the people can sit about drinking coffee pretending the High Street is a throbbing cultural hub when in reality it's been turned into a wasteland. A few tubs and chairs don't make a river.
- Closing the high street to traffic is complete nonsense. When there is an accident on Hardwick Hill the backlog towards Tutshill and Lydney is dreadful. On a day to day basis we need access to the high Street for vehicles for those of us living over the old Wye bridge as it's a ridiculous detour going on the A48. The pavements in the high street are already very wide and provide ample space for social distancing, something which is becoming part of our past now anyway. Move forward Chepstow with the times. Only Marmalade House bothered with outdoor seating, there is no need to stop traffic in the high street. The planters look like the current solution looks a bit half-arsed and it could be made to look better when a permanent solution is implemented.

- *If the pedestrianisation option is to stay then the A48 junction needs a redesign to allow right turning traffic to join the A48 more easily and/or allow left turning traffic to flow more freely while others are waiting to turn right. The option to open up the high street to traffic needs to be retained and utilised when there is an accident or roadworks on the A48 to ease the congestion during these exceptional times.*
- *A pedestrianised high street would be lovely if we lived in the Mediterranean and the A48 wasn't the most congested A road on South Wales .. just open it!*
- *The traffic on the A48 and the journey time to travel from say Welsh street to the tutshill direction is appalling. Travelling through the arch via the high street is incredibly efficient and conducive to a more optimal traffic management system.*
- *Restricted access is understandable and obviously ultimately desirable but we need it to be available for relief when traffic flow is at its busiest or when accidents and blockages occur on the A48. Having stationary traffic sitting for miles through Chepstow further polluting the area completely defeats common sense for me. However I totally emphasis with your predicament . Good luck*
- *Hardwick Terrace (B4293) should be widened slightly to allow two lanes at the point just before it meets the A48 to improve traffic flow. Vehicles turning left onto the A48 get stuck behind vehicles turning right.*
- *Making parking within Chepstow free would encourage more people to frequent the High Street. The closure to the High Street has no correlation to congestion on the A48. The several thousand houses in Gloucestershire and the congestion caused by traffic waiting to turn right into Greggs and Subway 50M from the St Lawrence roundabout are far more to blame.*

Selection of general comments

- *Strengthen links between Chepstows strongest asset...The castle...by providing tuk tuk vehicle as a shuttle between castle and town.(tuk tuks are used on a campsite in Kilgetty, Pembs). Can also get electric...or some horse and carriage to bring day trippers to the town, or take them to the castle from the town, after eating and shopping.*
- *The traffic that comes from the a48 round the corner past Henry's bar comes round too fast and is dangerous, could a speed camera be put up please?*
- *There is a lack of quality retailers and hospitality venues in Chepstow Hight street to warrant closing the high street. The negative impact on the traffic during peak hours and emergencies when the a48 outweighs any positive impact that closing the High street has. Given Chepstow's unique hilly nature it is unrealistic to think that cycling or walking routes offer a realistic alternative to 90% of the population of the ageing town*
- *The variety and quality of shops are really poor. The high street looks scruffy with the planters, they don't actually enhance the high street it makes it look odd. I agree high street should be closed for weekly markets. I only use chepstow for the corner shop to return Hermes parcels, post office, which I use the 30min parking bays. Quayside salon by the river which they have free parking. When I need to go into town I dread the traffic and driving around for spaces is stressful. It's so off putting*
- *Weekly Sunday market is fantastic for town. More events to bring people in. Shutting the high street to traffic has caused traffic chaos at commute times. This is putting people off driving to visit Chepstow they can travel to caldicot easier, there is free parking and more choice of shops now that Aldi, Asda are drawing more customers.*

The Dell play park is not fit for purpose, if there were upgrades made more families would visit bringing more footfall into the high street

- *The present situation with the closure of the High St makes it less of a pleasure than pre-covid, it is a ghost town with only the handful of coffee shops benefitting from it.*
- *Delivery vehicles are still using the High St, the access for disabled vehicles is problematic and confusing as it is not truly pedestrianised which makes it dangerous with the planters and seating causing obstructions.*
- *The town is dying in front of our eyes, reverse this nonsensical situation and allow the traffic back through the town bringing the passing trade with it and avoiding the almost daily traffic chaos.*
- *Heaven forbid there is an accident where emergency vehicles cannot get through the jams, this happened years ago when a one way system was introduced. Consider the adverse publicity when a delay will contribute to serious injury, or worse, due to the emergency services get caught in the Council made traffic jams!*
- *I used to shop in Chepstow centre every couple of days, now I do so perhaps once a month.*
- *I find it much harder to shop in town now the High St is closed, mainly because it's much harder to drive to & from the car parks. Firstly the traffic is worse so it's harder to get there in the first place, and if you can't find a space in one, you can't just drive straight to the other one, you've got to go fight your way through the traffic all the way round the A48 and down to Welsh St, or vice versa, sometimes round the bottom of town too, and it's just not worth the hassle.*
- *It used to be you could come down the A48, easy turn left, check the car park by the church and if there's nothing there, just swing up the High St and into the Welsh St car park. A minute's easy drive and no bad junctions. Now you have to queue through the junctions at Tesco, try to get across that awful (often scary) junction by the party shop and fight your way down past the inevitable parked cars making it a single track road down the hill by the bus station.*
- *Even once you find a space, you get charged over the odds to park or wait ages and fight the obnoxious queue jumpers for one of the free 30min spaces.*
- *All this means it's no longer feasible to go into town for a short time, such as over a lunch break, due to the hassle in getting parked, and it's not worth going in for a longer period because of the parking costs.*
- *It's sadly just not worth nipping into Chepstow to pick up a fresh lunch, a magazine, a coffee, a greetings card or similar with the access arrangements as they are.*
- *If there was free parking for stays up to 90 or 120mins and a better car access experience (such as we had when High St was open), I would go into town to get a coffee and browse the shops like I used to. But I'm not prepared to suffer the ridiculous driving arrangements and parking fees just for a walk around town to pick up one or two items with things as they are now.*
- *Free parking for 1st hour will encourage visitors, current parking charges are off-putting. Currently the town centre is very difficult to navigate e.g. drive from Welsh Street to Bridge Street as A48 traffic is awful. I don't even know if I can cycle through town - it's confusing. The pedestrianised High Street is pleasant and an enjoyable place to visit (if you can get there) but it has added to severe traffic problems on A48. Perhaps if a bypass goes ahead (clearly needed), then with less traffic on the A48 a pedestrianised High Street will be a great thing. Particularly if combined with revised parking charges which encourage visitors.*
- *Get rid of the Barclays Bank building it is out of place and would open up the high street. Use incentive to attract a better range of shops to chepstow high street. Have a range of shops . Artisan grocer butcher baker deli. Do not allow M&S cafe to*

encourage use of local cafes. More space for local cafes to have outside seating at front. More free parking for locals, free busses on Saturdays for locals (to encourage usage rather than cars) you could do this once a month or more-for all (not just oaps) the cost is prohibitive for family's living in surrounding villages and town. More footpaths into town.

- At present the high street is neither fish nor foul. Pedestrianisation is a joke when on every visit I see cars parked and or moving about. Those cars are no doubt there because their passengers cannot access the town on foot. As a result of the bleak outlook the High Street is generally not a pleasant place to visit and businesses are not getting the custom they need. I was initially in favour of pedestrianisation but have sadly changed my mind. My initial high minded view that people should walk not drive have been overturned. Let the cars back in, provide access to all, including the disabled and the lazy, so the High Street has a chance to be revitalised NOW not in months and months time. However the high street must be able to be closed for special events including the Sunday Market. Parking and business support are important factors which need to be taken on board.
- If the Barclays building remains unoccupied (judging by HLewis it may) then knock it down and pave the area and encourage outdoor eating areas and bars (seating outside where Barclays was). The building is an concrete eyesore and occupies a central location.
- If I had a magic wand I would probably relocate the Barclays Bank building and turn the area into a parking and plaza area with seating. I would allow cars access through the high street, with access to short stay FREE parking. I would invest in parks as everyone in Chepstow gets in their cars to travel to parks in Bristol, Lydney, anywhere else. A good play park with a coffee shop or even an ice cream stand would increase visitors to the town and locals to meet up. Local businesses can't stay in business if rents are too high. Money was wasted on the zebra crossing debacle - this money needs to be directed towards modernisation of our town to make it a place that play want to visit or want to stay,

Selection of comment in support of pedestrianisation

- We are a family with two young children. We don't want to encourage driving but to have an hour's free parking in one of the car park once or twice a week would be good. The car parks are great, no distance from the High Street and easy to walk from. They also encourage people to visit shops other than those on the High Street. We like the fact that there is no pollution or congestion on the High Street - it is a safer and more relaxing space which we now visit more. Perhaps a permanent covered area would be good for people to rest or sit or for live music or a pop-up store? Perhaps a small outside museum or some kind of monthly art installation? The main problem for the High Street is national government in terms of business rates, the way in which internet companies are taxed and the expansion of out of town shopping. How about putting a gym in a High Street store? Or some other kind of shared leisure space? Certainly don't open it up again. The only legitimate argument I have heard along those lines is perhaps having it open at certain times to traffic but in my six years of using it most days, the only people who drove up and stopped were the elderly and men in white vans going to Greggs. So long as there is adequate disabled parking then I don't see what the issue is with it being how it is right now. The four of us prefer it now.

- *The Chepstow high street cannot compete for the type of shops that are in the Bristol Cribbs shopping centre. The Chepstow high street would be better trying to appeal to shoppers for leisure activities and therefore try to attract more small independent shops, regular markets and coffee bars etc. If the high street was opened up for traffic again, that would completely destroy the attraction of Chepstow for leisure shopping. Free parking would encourage more people to come to Chepstow.*
- *The closure of the High Street to traffic makes a much more appealing environment to visit. Whilst any impact on congestion to surrounding roads is unfortunate, Abergavenny shows just what can be achieved when bold decisions are made to make high streets people-focused.*
- *The high street looks deserted since cars have gone. Limited closing (11-3) would be acceptable but during peak traffic times the impact on the A48 is unacceptable.*
- *Please keep the high street pedestrian only. Creates a huge benefit to the town and a much more pleasant environment. Great to have one place without cars!*
- *People who think that opening a one way medieval gateway will alleviate the traffic on A48 are deluded. We need a proper solution to Chepstow's traffic issue. Also those who rant about not being able to park outside the shops to "pop in" are so frustrating too.*
- *Closing to vehicles really has made the high street a much more pleasant and healthier place to be. There is plenty of parking nearby anyway, and it is nice to be part of a town that is putting healthy living, pedestrians and cycling first.*
- *Don't reopen to cars as it will just become a ratrun for those who have no intention of using its facilities, despite what they protest. Sheer volume of individual cars trying to get to Bristol etc. is the reason for A48 congestion. Not because the high st is closed. Reopening would make little difference & turn it into a car park belching fumes waiting for the traffic lights, further ruining the town. High streets all over the UK are suffering in the same way with high rents & reduced footfall, even Oxford St in London. Chepstow must think progressively and include Bulwark etc into how the 'town' works - cheap, regular buses etc*