




LYMINGTON TOWN CENTRE

Seeking Consensus on Suggestions to Upgrade the Town Centre, Enhance the Economy, and Improve the Environment.

24th April 2024

The following pages reproduce in full all the messages received by email in response to the leaflet that was delivered by the Royal Mail during December to 9,032 residential and business addresses in the borough.



LYMINGTON TOWN CENTRE

SEEKING CONSENSUS
on
Suggestions to Upgrade the Town Centre,
Enhance the Economy, and Improve the
Environment.

You are invited to read /download an illustrated pamphlet at www.lymington-town.org This contains suggestions for improving the High Street, the Town Quay, and the carparks. The principal aims are to bolster the retail sector and to beautify the town for the benefit of all residents. The website includes a simple multiple-choice survey to anonymously record your views about the pamphlet, should you wish to do so.

The pamphlet is the result of work by a small group of Lymington residents who have professional experience in the fields of town planning, civil engineering, and urban regeneration.

All the responses received a reply from the Editor, and in some cases explanatory remarks were added in **red** text. For reasons of privacy, the names and email addresses of the respondents are not shown below (in a few places we have also removed identifying words and replaced them with XXXX). Line numbering has been added for ease of referencing.

I believe the following points should be taken into consideration.

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re: Suggestion 3.

The High Street is NOT closed to traffic on Saturdays. Many cars still use it as a "rat run" at up to 30 mph, to avoid using Avenue Road. Many cars also ignore the "No entry" signs after about 4 p.m. **Yes, it's very annoying and good of you to point it out.**

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Using Grove Road as an alternative to the High Street is asinine. This road is permanently partially blocked by parked cars, on the south side until after West Hayes, and on the north side the remainder. This is a major hazard for vehicles turning right (west) out of West Hayes, because there are parked vehicles opposite the intersection with Grove Road, so that a clear view of the road to the west is not possible. **Please bear in mind that the suggestions are in outline only and detailed layout and traffic checks would have to be carried out, and we can indeed imagine that the parking spaces on Grove Road may need adjustment. Fortunately, parking layouts are always easier to arrange for one-way traffic than they are for two-way traffic, and turning onto a one-way road will always be safer for you than turning into a two-way road. Generally speaking, the aforesaid parked cars would have much less of an impact on one-way traffic flow. Grove Road be made one-way (east to west) would force vehicles accessing West Hayes to use Captains Row, which they currently do not need to. This effectively increases the traffic along Captains Row, which is contrary to what is intended. If coming from the north then yes, but the amount of additional traffic you describe may be very small indeed.**

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The main traffic volume along Captains Row is at the beginning and end of each work day, so counting vehicles only between 0900 and 1500 is simply stupid. **Good point. Such survey times can simply be extended.**

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Residents of South Hayes, West Hayes and other offshoots of Grove Road will be severely inconvenienced by making Grove Road one-way, forcing them to use round-about routes via residential streets. **Admittedly your traffic going east towards Beaulieu, or towards Ampress Park, would have to exit via Church Lane or Belmore Lane, and Southampton Road, rather than Captains Row.**

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re: Suggestion 4.

I have never seen any occasion when all available car parks are full. The main drawback is the poor access and signposting to the Barfields / Town Hall car parks. Direct access from Avenue Road would help significantly, as would the provision of "live" sign-posting.

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In the "light" of the recent Luton Airport fire, I would hope that any "double-decking" of car parks should incorporate adequate automatically-actuated fire extinguishing provisions. **Good point. Although a significant additional cost.**

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I am responding to your pamphlet regarding the suggested improvements to the town centre, preferring to do so by mail rather than via your survey since that vehicle (by the very nature of such 'multiple choice' surveys) might make it too easy to misconstrue my feedback!

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In broad brush that feedback is that your ideas are constructive, are well thought out, and would benefit the town immeasurably. I fully support your vision! However, my support for the pamphlet as it stands is – for the moment – only in principle, since there are three main conditions to it.

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Firstly (and most importantly to me) I would need to see agreement to implement ALL your ideas in a single committed phase. Cherry picking the easy / least expensive parts (e.g. signage, e.g. one way traffic flow) for immediate consideration and leaving the harder/more expensive bits (e.g. the landscaping, e.g. the additional upper deck parking) to a later date and separate phase / separate funding would dilute the overall vision and would not receive my support.

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Secondly (and most obviously) I would like to see the potential options – particularly as regards as regards the traffic flows and parking - firmed up by the studies of the traffic engineers and the necessary consultation. There are lots of things we could do – but what are we actually proposing to do?

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Finally, I would like to see more details regarding realistic funding options. I acknowledge that firm plans cannot be set since costs (and therefore the funding path) will depend on the final improvements; but the apparent fallback position of a blanket increase in the Council Tax (which historically already outstrips inflation) does NOT get my support. Even indicative increases across the different bands would help inform public support of that approach; asking me to approve a blank cheque is unrealistic.

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So my bottom line is that I really appreciate the work that you and the team have put into this, and fully support your vision. To me, the landscaping of the high street and the quay is the core of that vision, the other elements (traffic flow, parking, wayfinding) are merely ancillary enablers. So just implementing those enablers is missing the point. I would love to see the next stage of the study completed so that we can firm up on the details and therefore the costs and funding.

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I live at the end of xxxxxxxxxx (So just on the edge of town) . My family arrived in 1967 so not newcomers , or long time residents . ! I think your work and ideas are EXCELLENT . The one LINK that might get many folks on board might be a Proper well managed Banking Hub (But it may already be in the Pipeline , and the existing Post Office may not be suitable .) please accept heartfelt congrats for efforts so far .

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I have read your plans for the improvements to Lymington centre with interest and agree with many of your proposals. I would like to offer a suggestion: a few years ago I was in Bridport in Dorset where a good many of the shops are small independent businesses. In lots of the windows of these shops were colourful signs on A4 sheets of paper which encouraged people

to 'shop local ' by saying that if every adult in Bridport spent £5 per week in a local, independent business rather than a multinational chain, it would keep the town centre thriving, keep people in jobs and keep a couple of million pounds a year in the local community rather than sending that money out to big companies, (I can't remember exactly the wording or the amount, but that was the gist of it). I'm sure with some research an amount could be estimated for Lymington. I feel that many people would be inspired to support an initiative like this if they were made aware of how a small change in their shopping habits could impact the community in a substantial and positive way.

Also, a town with a lot of small, independent and interesting shops is a place that people will go out of their way to visit; in most towns and cities there are the same chains and multinationals and you could be anywhere .

110 I have just this morning received your Lymington Town Centre leaflet and have read the suggestions which had to be in by 31st October 2023.

115 It all sounds extremely sensible to me, specially making Captain's Row and the High Street one-way and providing herringbone parking slots. As for adding another layer on the car park by Cannon Street, it would make a lot of sense, extra layer parking spaces are a regular feature in many towns on the continent. As you quite rightly state, car parking is essential to encouraging people to visit and it would also be good to be able to use the parking clocks/blue badges on the High Street.

120 Soft landscaping and trees always make for a very attractive environment in which people enjoy being. How essential a cycle track is with traffic just going in one direction is debatable. I am very pro cycle tracks but there are not many everywhere else.

125 Good luck with getting funding, hope at least some of the suggestions will happen.

Thank you for making available such a well constructed and thought out document. It sets out the issues clearly and very well.

130 There is much here to consider and no doubt at the end of the day, finance will be the main driving force.

I particularly warm to closing the High Street to non essential traffic. I don't know why this isn't tried out on a Saturday now. Buses and taxis can still have access, and traffic can use Southampton Road. It would make the market much more pleasurable and encourage expansion. An improvement in public transport may go some way to reducing the need for cars.

135 I think the addition of lightweight upper deck parking is very sensible. It adds several extra spaces and is relatively easy to install.

Overall, some excellent ideas. I think the essential message is, 'be bold!'

140 With thanks

145 I found the report very interesting and agree with most suggestions. However there is an immediate need for some of the shop landlords to repair and decorate the shop exteriors. On a different point, the railway gates continue to cause havoc. The piece of track to the I.o.w. Ferry terminal is hardly used, often travelling empty. If the trains were terminated at Brockenhurst or Ampress (using buses for the final stretch) then the gates would not be
150 needed thus affording free traffic flow and thereby encouraging more visitors to Lymington.

I have read through your 32 page proposal, and would make two suggestions.
155 1. Do not put charging points for electric cars in the high street parking areas.
2. Make all parking areas available to drivers with parking clocks, in addition to any other means you decide to use to collect payment for parking.
Not everyone has a multitude of apps on their mobile phones, and some use them exactly as the name implies. If you want the more elderly to use the town centre and its facilities more,
160 make sure they can park easily and within a short walking distance. For some, M&S to town quay and back is too far.
Have you considered making selected car parks free? The obvious would be the town hall at weekends.

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Thank you for posting me a copy of the pamphlet with the proposed ideas for town improvement. I feel the town needs to implement the one way system with a herringbone spaces. I think the extra parking level and cannon street is brilliant.

170 Also can I make a suggestion towards the town quay. When putting plans forward for pop-up catering can we also consider a allocated area for the local fisherman to have a area to sell their fish direct to customers. I feel by creating a fish market will help bring people into the town, both local and surrounding areas.

175 Please can you keep me updated with developments and please let me know if I can help in anyway.

180 We recently came across the proposed improvements for Lymington town centre. We live and work in the town. We have completed the survey, but I would like to add;

185 1. Well done for initiating this, there are some great suggestions.
2. If anything be bolder and more ambitious. Whatever is proposed will probably become compromised and watered down.

3. What has been achieved in Romsey is a great example of what can be done. They completely remodelled the road layout, with more pavements, space for tables etc. pic below.

190 4. Church Lane is very dangerous and should also be 1 way with wider pavement.

5. Ideally even more of the car park on Town Quay should be removed and replaced with landscaping, tables for restaurants and cafes, picnic spaces and space for music etc.

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Firstly I must congratulate 'the team' who have been working on this document, it is fantastic. I have completed and submitted the online survey but just wanted to send a few words of support.

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I really like the content and by and large agree with the suggestions. I have long felt that the high street should be one way, diagonal parking, more space for pedestrians and soft landscaping. Nigel Dunnett is doing some amazing greening of inner cities. **Do you have his contact details?**

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One thing I didn't comment on in the survey was that there should be cheaper parking clocks for locals, those who provide year round custom for the local retailers. Since the introduction of parking meters in the high street and the ever increasing cost of parking clocks, there is a very noticeable difference in the town. I'm sure the retailers must be noticing. **Two out of three independent retailers we spoke with have told us that the recent parking measures in the High Street have significantly and negatively impacted their business.**

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Keep up the good work and let's hope that we see some momentum and positive change. There has been too many negative things happening in recent years.

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I have just heard of your suggestion to make Grove Road and Captain's Row one way. Have you considered the narrow restrictions on Grove Road with parking already allowed on that road? **We have not gone into detail at this stage; this is a 'high level' document to initiate discussions and get residents and the local authorities thinking. Grove Road has parking alternating on both sides of the road (see attached photos) and the remaining road width is almost too narrow to permit two-way traffic. Having one-way traffic, therefore, would result in traffic flow being less obstructed, and with less stopping and starting.**

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We have been informed in the past from the council that this parking helps restrict traffic speed. **Mmmmh. Allowing parking as a means to slow the traffic seems odd. Is your intention to remove this parking which is used by many workers in Lymington? There is no suggestion in the pamphlet that parking spaces would be removed.**

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In my opinion the parking meters in the High Street would appear to have reduced footfall in the shops. I always shop locally and would be very sad to see any more retail closures. **We agree. Two out of three independent retailers we spoke with have told us that the recent parking measures in the High Street have significantly and negatively impacted their business.**

235 Also, your plans for street furniture may look lovely but who is going to maintain these? I live near XXXXXXX and I am constantly picking up litter. Hard landscaping does not generate litter, but a lack of bins increases littering.

240 Lymington High Street is a typical wide Georgian street and I cannot see why you would want to alter the character of the town. The degree of landscaping, and balance between hard and soft landscaping, is something that would have to be discussed. Most people we have spoken with are pro a degree of landscaping; they feel it is the concentration of vehicles that detracts from the character of the town.

245 I agree the area by the old town Quay could be improved. The parking at the council offices should be increased for the public.

250 Most people would regard the state of the roads, repairing potholes (properly,) Potholes are a national issue and not something for this pamphlet. Are you aware of the Hampshire County Council website where you can report potholes?

<https://www.hants.gov.uk/transport/roadmaintenance/roadproblems/potholes>

255 and the removal of litter from the High Street as immediate priorities .

I am not convinced by the idea of change without thinking of the enormous consequences. As mentioned above, this is a 'high level' document to initiate discussions and get residents and the local authorities thinking.

260 In Brockenhurst the cycle racks installed, together with planters have now been removed within a very short period of time. Thank you: it would be interesting to look into this story. But urban planters are often badly designed and/or of insufficient size to make meaningful visual impact. If at ground level they trap litter and encourage dog fouling. Another reason for running a serious design competition set against a proper brief.

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Having read the suggestions for updating Lymington I feel that various ideas, whilst very attractive ,miss the point.

270 Lymington needs more footfall in order to maintain a thriving business community. Parking is crucial because we are a lazy nation, people want to be to drive to the shops and park nearby.

The Jewsons sight on Gosport Street should be purchased by the N.F.D.C. In order to extend the long stay car parking facility.

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Having reviewed your paper on a future Lymington (where I have lived for 25 years) there is one area I feel not covered which in my view needs to be addressed: Charity shops.

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For our town to become a better 'go to' destination it needs to have not only an attractive shopping area in a physical sense but also better shops overall - preferably not all chain outlets.

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I do not believe that 16 or thereabouts charity shops (and ever increasing) is healthy for the town though I do not object in principle to any of them. If this number does not decrease and be replaced with shops offering a better shopping experience then I fail to see how the town can be the destination for tourism and a place to be proud of for locals that it deserves to be. This in turn would increase revenue for the town and paid employment for its residents.

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First of all thank you for your considered proposals and your hard work in getting this far.

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I share the concerns expressed by the team that a market town needs vibrant shops, cafes and restaurants. This is harder to achieve with the proliferation of vehicles and the online retail environment.

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I am therefore generally supportive of any plan to increase the utility, safety and attractiveness of the High St and like the idea of a one way system, together with herringbone parking. I support the construction of a lightweight parking building and the remodelling of the quay, which I believe has the prospects of making Lymington a much prettier town than it currently is.

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I wish you every success and look forward to hearing of your further deliberations.

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We have read the recent 32-page document and thoroughly support the recommendations!

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Thank you for producing the thought-provoking pamphlet, looking at options to enhance Lymington town centre's built environment.

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The aims of the suggestions produced by your group - to improve the amenity, environment, utility, accessibility and appearance of the town centre, cannot be argued or faulted. Moreover, failing to tackle growing issues of traffic and pollution will inevitably impact the very qualities of the town centre which make Lymington unique and a destination for locals and visitors alike.

I applaud all of the ideas proposed, both in broad concept and detail.

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I am certain that any physical improvement, such as prioritising pedestrians and hard landscaping the high street, can be done in such a way that is sensitive to the predominantly Georgian and Victorian architecture of the town. This would mean incorporating and

reflecting the look and feel of Lymington, rather than trying to compete by introducing a deliberately contemporary 'form over function'. The history books are littered with well-intended architectural experiments whose novelty fades with fashion.

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I look forward to hearing how the pamphlet is more widely received and hope very much that the majority of ideas are welcomed, embraced and implemented.

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Thank you for the opportunity to comment on the pamphlet about renewing Lymington Town Centre and my congratulations to those who produced it and invited comment.

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My comment is that there is confusion between making the Town a nice place to wander - the pictures included suggests this is the priority need - and car parking.

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The recent changes to High Street Parking charges are extremely off-putting. One can no longer pull in for a short time and shop locally to the extent that I no longer do this. Two out of three independent retailers we spoke with have told us that the recent parking measures in the High Street have significantly and negatively impacted their business. It is too far to walk from a distant car park for a quick shop or appointment. Partially agree with you, but to be fair the distance from the Cannon Street carpark to the High Street is very modest compared to what one sees in many towns.

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I agree the need to add space to existing parks with lightweight second storey parking. I do not agree with limiting High Street parking. The pamphlet does not suggest limiting the number of spaces, but rather converting them to herringbone and reducing the few spaces available at the Town Quay as this only benefits the young and active with time to wander. The Town Quay is a more complex issue and it seems that any meaningful landscaping will necessitate some reduction in spaces.

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The proposal benefits the young and fit; they do not properly take into account the older person who needs a car to visit Lymington and spend money regularly in the High Street but no longer can spend time walking around.

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Short term parking (up to 1 hour) on the High Street should be free; charges elsewhere should be consistent throughout Lymington.

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If the priority remains on trees and benches over cars on the High Street consideration should be given to frequent park and ride to get from Car Parks. As mentioned above, the pamphlet does not suggest limiting the *number* of spaces, but rather converting them to herringbone. This will free up space for some trees and some break-out areas.

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Thank you for the 'flyer' regarding Lymington Town Centre. As new residents in Lymington (although not new to the area) we found the online pamphlet helpful and interesting. After

an initial reading we believe there should be a broad consensus on the proposals although some attention will need to be paid to the detail.

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Whilst welcoming in principle the proposal for soft landscaping and additional trees we have one caveat: these areas MUST be maintained properly and arrangements made for autumnal leaf collection and clear-ups. Absolutely. Mind you, the trees are likely to be relatively small so leaf drop will also be smallish. It is more usually flowerbeds that let schemes down due to a lack of maintenance and the trapping of litter (dropped and windblown).

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Some years ago Taunton pedestrianised and soft landscaped part of its town centre. Today this is a neglected and scruffy part of the town. Some trees are dead; the planting has been reduced in some places to a scrubby wasteland and litter is prolific. None of our team know Taunton. Is the scruffy part scruffy because of a lack of convenient off-street parking perhaps?

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After further reading we may have some additional comments

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Congratulations on an excellent document. As a town centre resident I wholeheartedly support your efforts. As a resident requiring vehicle access I can live with one way operation. The one way operation of Grove Road and Captains Row would work well. As an XXXXXX with a son qualified in XXXXXX please seek my help in your future proposals.

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I have read and considered the pamphlet which has been recently published and would like share the following views:

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a) As a lifelong resident of Lymington for over 60 years, I am very proud of the heritage of the town and its Georgian roots however the majority of this has long been eroded and town planning over several years has greatly reduced its attraction. My view is that modernisation of the town centre is long overdue and the considerations put forward in the pamphlet seem to be well considered by people who obviously have the required knowledge and expertise. Parking and traffic flow have long been contentious issues and any improvements to make it a more welcoming space would get my approval.

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b) Something which hasn't been considered in the pamphlet but which has a significant impact and is an issue which has caused me considerable anger is the provision of toilet facilities, in particular the toilet block in New Street which is closest to the High St. Although toilets are provided they are, in my opinion, an absolute disgrace to the town. The building itself looks more like a badly maintained industrial building and the facilities and environment inside are appalling. Over the years I have visited many towns throughout the UK and in most cases the toilets have been designed to at least fit into the environment, but not in Lymington. The decline of the public toilet is a nationwide problem; only the Victorians seemed to take a pride in this provision. As you have noted, this is not a subject we included in the pamphlet because we aimed to keep it as a 'high-level' review of the key issues. Nevertheless, we do agree with your sentiments. Much the same can be said about

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420 the ones at the rear of M&S Food. The problem, I believe, is that (i) public toilets are
expensive to build and (ii) unless of the 'automatic' type, are very expensive to
clean/maintain. The answer to point (ii) might be to consider what used to be (and maybe
still is in places) the Continental arrangement whereby a cleaner (usually a lady) takes on the
job in return for tips. But whether anyone will tip adequately these days is open to question!

425 c) Parking provision for larger vehicles, i.e. motorhomes/campervans. As the owner of a
motorhome I am constantly frustrated by the lack of dedicated parking provision in many
towns and Lymington is no exception. As far as I'm aware there is no dedicated parking spaces
in any of the car parks in the town for these larger vehicles, of which there is an increasing
430 number. I appreciate that the provision needs to be proportionate, however half a dozen
dedicated spaces could be found (suitable access would also need to be considered). **Good
point. We see no reason why this could not be arranged at the Barfields / Town Hall carpark.**

435 I thank you for your efforts in trying to improve the beautiful town which we call home and
would welcome anything which encourages others to appreciate it as well.

My priority would be to look at the non-existent support and opportunities for small
businesses start up in the town of which there are none but plenty of long term empty shops.
440 Speaking from experience of having tried to get a Pop Up in the town on numerous occasions
the mantra of the estate agents - always the same response- 'Do not do Pop Ups 'why not' (be
innovative think out of the box) - Because the majority of the shop premises in The High
Street are owned by faceless none local people and big businesses and that is how it is and
has been. The only pop up I have known since moving here 3 years ago was - last year - The
445 Christmas Shop at the top of the High Street and when I queried this was told it was let to
someone who had previously had a business in or around Lymington!!! I moved here from
an area that was so supportive, open minded , not stuck in a rut or intimidated by property
developers, forward thinking and encouraging to small business start ups and pop ups in
empty shops and to Lymington where it is all 'closed shop' or not what you know but who you
450 know. There are all the empty shop units down by the New Development of apartments on
the quay and premises that have been empty on the High Street since I have been visiting and
living here. I did not notice anything in your ideas about looking into this situation and I feel
it should be priority and a good opportunity to bring both young and older artisans etc
together (as so many debates about either the young or the old in this town). I do Lymington
455 Market on a Saturday so have experience and chat to a whole lot of people about this subject.
It is great but when the weather is bad cannot do it and look wistfully at all the empty shops
and missed opportunities for supporting and providing support and encouragement for small
start up businesses. Come on Lymington 'Think out if your cosy box and be innovative- Pop
up opportunities for small businesses.

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465 We have today downloaded your Pamphlet. As local business operators, we have to say we were initially interested that someone was looking at the bigger picture for our town. However, on reading through your proposals, we are extremely disappointed them

Firstly, how long have you been residents of our town? What a shame you are not prepared to identify yourselves.

470 You invite us to download a 32 page proposal with illustrations and images which are nothing to do with Lymington and expect us to take your proposal seriously, Why could you not use some genuine photos of the town in the backgrounds of your proposals? Figs. 3 to 7, and 9 to 11 are of Lymington. The other images are clearly used for explanatory purposes in support of the text.

475 As residents of Lymington for the past 42years, we are horrified that you consider from the images presented that you obviously think we should become the Milton Keynes of the New Forest. We assume that you are referring to Figs. 2 but we say on page 6 that these are "mood images". But if we have misunderstood your point then please do clarify.

480 Great that you are thinking about this and spent some time and effort developing proposals. It is important that Lymington retains a good proportion of individual businesses, not chain stores, and works more to preserve the character of the central areas.

485 A central part of your proposals is a one way high st. What examples have you of this working well for businesses and the population, and how the issues it raises were solved ?

490 My personal experience living in Alton before and after the High St was made one way, was the one way system decimated footfall and was bad for the high st businesses, basically the high st became charity and betting shops. People just drove direct to the big supermarket car parks, part of our car centric society.

495 Secondly, making the Alton high st road system one way forced the traffic planners to make several other roads one way, (in effect figures of 8) to allow the alton traffic to go around the High st area in both directions and that aspect of traffic planning will be very important as Lymington already had a variety of traffic bottlenecks and high volumes.

If the high st is downhill only, where will the traffic that would have gone uphill be rerouted - south of high st north of high st, to Marinas, A337 west and A337 North ? The pamphlet proposes uphill traffic, with Captains Row also being made one-way.

500 Making the High Street one-way is probably the most difficult issue to agree upon (and going for full pedestrianisation is highly unlikely to be deemed appropriate). Yet our team feels that one-way is the only solution that will permit the most space-efficient implementation of herringbone parking and hard and/or soft landscaping. Some retailers have expressed concern that even one-way will impact their business but we very much doubt this as long as the car-parking issues are also dealt with. In fact by far the main concern of retailers is the

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recent introduction of parking meters, and a number of them have stated that this has had a very significant negative impact on their business. We agree with you that it would be very useful to research examples elsewhere in the country .

510 Tourists will be less concerned about driving a longer distance around town for the short time of their visit, but locals will be less compliant.

515 Image 2g looks good. Pedestrianising most of the high st would be bold but very attractive, and may require no less planning than a one way concept. Like Ringwood. As mentioned above, going for full pedestrianisation is unlikely to be agreed; we think most parties will consider this a bridge too far.

520 The Christchurch plan is methodical and is taking a long time, but shows the kind of barriers and bureaucracy that needs to be dealt with. The feedback on this pamphlet has been almost entirely very positive and so it is becoming a sort of blueprint for some of the issues that need to be written into the council's neighbourhood plan. That Plan will take about one year to be approved

525 I don't support trying to adopt a one way system, but do support investing in the High st and other local attractions, and better traffic calming/management.

530 Personally I don't see an issue with concept of introducing a modest local tourist tax (lymington/New Forest) as other destinations have done to fund infrastructure, improvements, and services.

535 Thank you for your pamphlet with suggested improvements to the town.
May I suggest, regards the new paid parking on Lymington High Street that it is abolished. Locals simply want to go about their daily business. Over-zealous parking enforcement undermines our town centre and costs the council more in the long term. At least locals should be entitled to free parking and all- locals and visitors alike- should be entitled to 20 mins. free parking without the need to find a meter and display any sort of ticket.
With thanks for your consideration.

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545 I live in XXXXXXXX Road Lymington and have read the pamphlet putting forward suggestions to improve the town centre and town generally. I fully support those suggestions and agree they would enhance the town and be a welcome strategy for the future of Lymington.

550 I have read the above pamphlet and wish to make the following comments.

I support the proposals, in so much that it includes proposals which would lead to the lessening of vehicle movements within the town centre and increase the safety of pedestrians, cyclists, the disabled, etc, and increase the safety passage of these vulnerable road users when crossing High Street and St Thomas's Street. The town centre is now dominated by motor traffic with its attendant noise and air pollution and one finds it difficult to cross the road at times. Fortunately, the traffic is not travelling very quickly but it is difficult to cross around the Rohan shop (as an example) due to the traffic parked on both sides of the road, the road narrowing and traffic trying to travel both up and down the hill. **Totally agree.**

The footways are much too narrow for the easy movement of pedestrians, especially the disabled using disabled scooters and the like. My XXXXXXXX now suffers from Alzheimer's and lives in Lymington. When XXXXXXXX and I take him through Lymington on daily walks, we always avoid the High Street, either to the south or the north. If we were to walk to the Quay or Grove Park (he lives in the vicinity of XXXXXXXX) we always return via New Street (after walking along Ashley Lane) or through the car parks along Cannon Street and then behind the church as he freezes when approached by anyone. He cannot be the only sufferer of this disease in Lymington. As we walk away from the High Street we are not visiting any shops and I also doubt that I am the only able bodied person avoiding the High Street due to the pedestrian congestion caused by the narrowness of the footways, especially between New Street and the Quay. Many times, especially on a Saturday, I have walked along High Street on the outside of parked vehicles as it has been impossible to use the footway. **We too!**

I cycle extensively and, although I can no longer cycle up High Street from Gosport Street (due to medical reasons) , I would welcome the safety being given to cyclists by the proposals. I could easily cycle through the town centre away from the steepness of the hill and would enjoy doing so. Secure cycle parking (in prominent places to discourage cycle theft and under cover) is very necessary to improve cycling **A few well designed cycle racks/stands placed at intervals along the High Street would be a huge improvement; but not sure about being undercover. See page 6.** and the provision of more seating (under cover and in the shade now that the summer temperatures are rising) will be of great benefit to, what is now, an aging population within the town. **Yes indeed; this too is something we have referred to on page 6.** It must be noted that many newly constructed flats and those under construction, or waiting for planning approval, have been designated for residents of 55 or older. The average age of the town population must be increasing and the amount of public seating now in the town centre is lamentable. Not everyone wants to retire to a coffee shop to obtain a seat on which to rest for 5 minutes, or so. **Agreed; it's a bit like having to go into a pub or store to use their WC because there are no public toilets nearby.**

With respect to the proposals concerning the car parks at the Quay, I have some reservations regarding Plan A. The removal of the car park outside the Ship Inn could greatly inconvenience the parking of vehicles used by the fishermen using that part of the harbour. If you have considered this and have found it not to be the case, I will remove my reservation. **You are correct that this may be contentious, and Plan A may have to be tweaked or even discarded. The multiple interests in that location mean that considerable public consultation and thinking will have to be done. The aim of the pamphlet is to get people thinking and begin that process.** The other proposals are good as they due reduce the areas of the car parks (which now dominate the Quay) and will also reduce the number of vehicle movements which now occur on narrow roads.

600 Grove Road is very narrow and making it one way will reduce traffic driving towards the Quay
from Church Lane but at the Captains Row end that removal of one lane of traffic will make
no difference. Only one vehicle at time can travel through the narrowest section at Grove
House. Parking will have to be removed to allow a wider footway to be installed. One must
605 cross over the carriageway at this point to access the footway at the base of Grove Park, or
Grove Park itself. Correct, and we see no reason not to continue to use the footpath along
the base of Grove Park. If money is to be spent on footpaths then we think it should be to
create a path around bend, as described on page 15. The belief that the traffic flow in Grove
Road will be "modest" is debatable, unless all traffic from the marinas is directed towards
Broad Lane and Belmore Lane. The proposal is good but the capacity of other roads and
610 junctions to cope with the extra traffic needs to be investigated and resolved. The reduction
in car parking on the Quay should help reduce traffic movements along Grove Road but
further investigations (as mentioned) need to occur to consider unexpected consequences
which result as alterations to the present road systems occur. Agreed. All of these traffic
issues will have to be studied / modelled by highway engineers. Perhaps they will say that the
615 suggestions in the pamphlet would better be in the reverse!

Two problems need to be resolved regarding the proposal to make the High Street one way
up the hill. I presume that the section of St Thomas' Street and the High Street between
Queen Street and the Church will also be one way in the direction of Pennington, otherwise
620 New Street will become untenable with regard to traffic, both cars and delivery vehicles, etc.
This is a very good point. At the moment we have not considered anything west of the Church
but we admit in the footer on page 6 that this needs to be looked into. But for time being we
have assumed that the section between the Church and Queen Street / Priestlands Place will
continue to be two-way as now. But fresh signposting to the "High Street" will be needed in
625 order to try and avoid cars driving from Queen Street towards the Church and then finding
they cannot continue along the High Street. If the carparks are better organised and better
sign-posted (see Fig.8) then this should, partially at least, reduce the number of cars driving
along this street in the hope of finding a convenient kerbside space.

630 One problem is the line of parked cars along Southampton Road between, essentially
Waitrose and the junction with Avenue Road. At present, a very long line of vehicles can be
seen waiting to travel north even though the lights are showing green for this traffic
movement. The cause of this wait is the number of vehicles wishing to turn right into Avenue
Road but held at the lights until the green filter allows them to turn. Southampton Road is
635 essentially one lane until it can break into two lanes due to the park vehicles. The "straight
on lane" does not come into effect until the last parked vehicle is passed. This situation must
be investigated. Totally agree, although this area was outside the scope of the pamphlet. The
problem, we suppose, is that those parking spaces are for the benefit of the adjacent
houses. So the councils would be honour-bound to find those residents alternative off-road
640 spaces nearby.

The second problem is the roundabout at the base of East Hill at its junction with Marsh
Road. The visibility from the Give Way line is non-existent and a driver wishing to enter the
roundabout from East Hill is very likely to be hit by a vehicle wishing to drive along March
645 Road from the direction of Gosport Street. Many of these latter vehicles are moving at speed
and it is very disconcerting when inching out beyond the Give Way line and hoping a "straight-
on" vehicle does not appear at speed. I was nearly hit the other day by a HGV which I did not

see until I was on the roundabout. I had to accelerate quickly, because if I had stopped I would have been hit. I am now leaving Lymington after visiting XXXXXXXXX, who lives near Waitrose, either by driving along the High Street or along Southampton Road and then turning right onto Boldre Lane to avoid this roundabout. If the proposals shown regarding the High Street are to come into fruition without the physical alterations which I suggest occurring, I would think Boldre Lane would become very busy with traffic wishing to travel towards Beaulieu and the Waterside as that traffic will also wish to avoid the roundabout which I mentioned. Again, this was outside the area scoped by the pamphlet.

The proposal of creating a second level to the Cannon Street car sounds acceptable as you wish to use the lie of the land to your advantage. You will need to hide this addition by planting trees, etc, and the costs of this proposal will be prohibitive as you will need to build retaining walls all around the lowered car park, as well as constructing the new second parking level. The retaining walls are shown schematically in red on Figs. 7a & b. They might be concrete or gabion walls. Expensive, of course, and a cost-benefit exercise should be carried out (e.g., a revetment would be cheaper but would occupy more space).

If the use of the car could be reduced by increased public transport which is cheap, covers all available routes into Lymington from the surrounding towns and villages and the Waterside (there is no useful public bus service from the Waterside to Lymington across the New Forest) and is on a regular basis (which includes a regular nightly service) the car parking and movement problem would go away. Some hope.

I trust that you will find the above comments to be useful.

Firstly has any consideration been given to residents on the High Street - I live behind the High Street and access is frequently restricted - it wasn't when I moved here. It is vital that I can access my parking/ home obviously. The suggestions in the pamphlet would not affect your access, unless you consider a one-way street as limiting access!

I feel the parking should be removed from the quay to allow cafes/ pop up premises to flourish. I think Plan C on page 24 will result in a huge improvement. Good. Plan A may, however, prove more difficult to effect due to the needs of the fishermen and The Ship Inn; this all needs to be investigated and discussed. But remember that neither of these Plans affect the 24 spaces at the south end, beyond the toilet block.

Perhaps parking could be provided at Ampress and a shuttle bus provided to the town. Our understanding is that Ampress is mainly privately owned. One could erect a parking deck (see Annex B) over the main carpark (which is reserved for the NHS) but then, as you say, a shuttle bus would be needed. A frequent bus service is very expensive to run, and probably not realistic for this capacity of carpark and this sector distance. People will always prefer to park as close as possible to the High Street so it makes little sense to build a deck at Ampress; you may as well build it at Cannon Street, as we have suggested (page 20).

695

I am largely in favour of all that has been suggested, in particular the reduction of traffic in the High Street. One way traffic is an excellent idea to this end.

700

It would also be worth considering a completely traffic free/pedestrianised High Street We have touched on this on page 15, but on balance we think this is a 'bridge too far' and, based on the discussions we have had, will almost certainly be opposed by the retailers. with out-of-town parking, serviced by park and ride in peak season. This was considered back in c.2009 (there is nothing new in the world!) but we think that this is not the right solution for reasons that include:

705

- The time/distance to such out of town sites, even if they can be made available;
- The expense of running a bus service of acceptable frequency;
- The number of cars/passengers that would use the service;
- The inherent dislike that people have of using park-and-ride (they prefer to park at the destination); and
- The seasonality to which you refer.

710

It therefore seems that the relatively minor improvements to the existing car parks that we have suggested will be a far more effective solution.

715

First class -congratulations on all your dedicated ,thorough and thoughtful and highly competent skilful hard work. Whilst this must have taken a huge amount of hard work and thought -implementing it is going to be even tougher.

720

A very few initial thoughts .I have already spoken to a few people about your Suggestions and there was an enthusiastic response.

725

Your first three Suggestions are hopefully pretty uncontroversial .To make the High Street one way or even perhaps pedestrian and widen the Pavements for improved use would be highly desirable and useful .It is badly needed. We have touched on pedestrianisation on page 15, but on balance we think that this is a 'bridge too far' and, based on the discussions we have had, will almost certainly be opposed by the retailers. Achieving one-way would bring about a huge improvement.

730

To make Captains Row a one way street would be excellent-also reducing traffic in Gosport street but I suspect those living around Grove Road might not be so enthusiastic but there are few houses actually directly abutting Grove Road. Much of Grove Road is narrow with the parked cars preventing unobstructed two-way traffic. Therefore, changing the road to one-way would result in smooth traffic flow and remove the noise and pollution that results from stopping-starting vehicles.

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740

Yes more car parking is desirable and essential but I personally have not studied your proposals with enough care to comment in detail at this stage except to know that this will be a challenging area. However parking is already under severe pressure in a number of places ,including some times beside the RLYM YC ,swimming pool, harbour master moorings and

LTSC. We did not include this area and, frankly, it is difficult to know what could be done to increase capacity there.

745 The Town Key -as you so correctly say is largely a car park-which is nonsensical. It is a wonderful area which could/should be used as a wonderful attractive and unusual maritime location with a long historical tradition for people to visit and enjoy. Perhaps some spaces for very local residents (some of whom last year got additional private parking where the rowing boats were based) but none or hardly any for visitors would be idea.

755 I support your Plan A-but this is likely to be opposed by the Ship Inn (although it would make the Quay and pub more pleasant to visit) but question whether your Plan C is sufficiently bold. You are correct that Plan A may be contentious and may have to be tweaked or even discarded. The multiple interests in the Town Quay area mean that considerable public consultation and thinking will have to be done. As regards Plan C, we would prefer (like you) to see all parking removed from this part of the Quay. There are still some 24 long-term parking spaces at the south end of the Quay and one option might be to licence these for the exclusive use of the adjacent residences. The aim of the pamphlet is to get people thinking and begin that process.

765 One thought in funding is the possibility of seeking a few affluent locals or companies to put up funds for one or part of the projects. Look how much was contributed to the Museum although the Community Centre has failed to raise additional funds. Except for the two additional halls some years ago.

Very well done .Your Suggestions are very professional and I trust will generate great support ,enthusiasm and help build momentum.

770 _____ -

Apologies if this email and response is a little late but it is only recently that I received a note through my door regarding the consultation.

775 By way of background, I am XXXXX, very active, a trustee of XXXXXX, a sailor, a chartered accountant and have lived in Lymington for some 6 years.

780 I think the Pamphlet is an excellent piece of work. I am in favor of all the key aspects, being the one way traffic system, herring bone parking, High Street paving and planting, your proposed amendments to The Quay (so much better than the other recent proposals which were ghastly), and the alterations to the car parking areas.

The proposals seem pragmatic, simple yet effective, not too costly to implement and can be achieved within a reasonable timeframe.

785 I support you and your team's endeavors.

790

May I congratulate the group of people who put this pamphlet together. Unlike so many petitions being brought forward, this one really shows some serious thinking behind it and consideration for all affected by the proposals. I agree that one of the first steps forward has to be one-way traffic in the High Street and revamping the Quay, which could be done with relatively low financial outlay. And I suspect that the expected positive results of that will encourage everyone to fine-tune and materialise the further proposals.

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800

I sincerely hope that these proposals will find many willing ears.

805

I fully support all the recommendations of this study and would contribute to any canvassing necessary with local governments.

810

I am a resident owner of Captains Row and consider the junction with Gosport Road a considerable hazard to pedestrians crossing and the narrowness of Captain's Row in the area of this junction far too restricted for two way traffic. I am surprised no one has been injured or even killed in this area. I would add my opinion that the connection of the High Street to Quay Hill is an absolute essential pedestrian benefit, especially for visitors, and would be better serviced during the daytime by preventing vehicular crossing during the hours say 10am to 5pm. Most traffic involving large vehicles seems to be workers accessing the Marinas. I am a retired XXXXXXX and would be prepared to assist in any action from this study should you deem any support necessary.

815

Well done on all your efforts in this respect.

820

I have read the Lymington town pamphlet and completed the survey. I just wanted to say thank you for trying to improve Lymington and to wish you luck with the project.

825

I have just been shown your proposal for changes to Lymington High Street and the associated traffic system proposals.

830

I am not in favour of such changes. Grove road, and consequently Church Lane, Daniells Walk, Belmore Lane, Rookes Lane and Ridgeway Lane would all see an increased traffic flow. **We would not fight over this point, although we think the increases would be quite modest in terms of impact. Some people we have spoken with have said "no pain, no gain", although this is perhaps not an entirely appropriate use of that phrase. In the context of visitors' vehicles, if we can improve the car parking and its signage (as described in the pamphlet) we**

835 anticipate that fewer cars will cruise the High Street looking for a space to park, and hence fewer would end up using Grove Road etc..

840 Also, anyone living south of the high street would have to drive along Southampton road, Avenue Road, East Hill and Gosport Street in order to access the High Street. True, but at the moment they would use that route in reverse when driving along the High Street from west to east so surely the overall change would be negligible?

845 I have lived in Lymington all of my life, and whilst I fully understand that traffic levels have increased over the years, the current system still functions. Further, any changes will always have unforeseen consequences and inconveniences.

850 Generally I support the proposals.....We are lucky in that the high street is nicely wide. Re One way direction traffic.....I appreciate your comments, however one counter argument to the direction chosen would be that uphill flow produces more pollution, whereas downhill just involves braking.

855 Re high street parking, certainly the proposal to offer Car Parking Pass Holders free parking (within prescribed time limits - say an hour) would be excellent. Since the recent changes I have not parked in the High Street once. It has put me off.

860 Re the nice looking paving that will be laid. Can we please have a guarantee that if there is a necessity to dig the surface up that the contractors replace the paving exactly as it was. More often than not the workmen slap down some concrete or tarmac and bodge the final finish which spoils the appearance completely. That must stop.

865 Re the Town Quay..... I just wish the toilets didn't have centre stage. They are smack bang in the middle of our lovely town's river frontage. Surely they could be moved to the far end and not be such an eyesore?? It's such a shame.

Otherwise I fully applaud the proposals.

870 was so pleased to receive your flyer and read the online pamphlet. I have been coming to Lymington for over 40 years, previously had a boat here and have recently become a full time resident of the High Street. I have completed the survey but would like to add a few observations concerning the town.

875 Lymington, described by estate agents as a 'beautiful Georgian town', really could be so, I am sure residents are enthusiastic about improving the area, and such enthusiasm should be harnessed.

880 The suggested one-way system and herringbone parking would have the effect of slowing the traffic down, particularly in the narrow stretch between Church Lane and Marks and

Spencer (this would mean extending your remit to include St Thomas Street). This has to be a good thing.

885 The Saturday Market you say is popular, it certainly attracts some visitors, but most of the merchandise on sale is rubbish — cheap food, filling station flowers and tat. Perhaps a good farmers' market could be encouraged.

890 Parking in Lymington is a real problem that certainly needs addressing . I live on the High Street there is no allocated residents parking for us anywhere. We have to drive some distance to compete for spaces in unregulated roads in competition with workers, who do not wish to pay charges, or visitors — perhaps my own — who cannot stay in any car park for longer than 22 hours.

895 The dreadful mess always around the recycling centre behind Marks and Spencer. The council is very keen on prosecuting Eco Crimes, but not to clear up. If it is a mess it is because it needs emptying more often.

900 Weeds and rubbish. This is a matter of civic pride. Even owners of very expensive and well maintained homes allow these to grow uncontrollably. I have never seen a road sweeper. Weeds grow everywhere even outside shops belonging to profitable High Street chains.

905 Imaginative planting of hanging baskets and flower beds is spoiled if the nearby areas are neglected: the display near Stanwell Hotel is lovely, but the steep bank to the road below has uncontrolled weeds. Lovely shrubbery at Waitrose, again the bank on Stanford Road — run wild.

910 On this point many of the shop facades are a disgrace and badly maintained, with rotten, unpainted windows and crumbling masonry. Even the banks do not keep the street areas within their curtilage clean and tidy. Windows are dirty and many shops are dull and badly lit; the windows of the unoccupied upper floors stare out blankly. Of course I know that high streets generally are under threat, but there are examples, such as Willow, of how a shop offering good quality in a bright and inviting way can still thrive.

915 I really could go on, but I'm sure you'd rather I didn't. For now, I would just like to reiterate my support for your excellent proposals and ask that you keep me, and other supporters of change, informed.

920 I have just read the consultation document regarding the the Lymington Town plan and I wish to make a few comments.

925 I feel that this whole exercise is a total waste of money. Who is paying for all this - we the taxpayers - and it will not be acceptable to increase our Council Tax to pay for it. **The "exercise" to date (i.e., the preparation and printing of the pamphlet) was paid for privately by the residents who prepared it. The idea of a special levy on the Council Tax (page 26, to**

be overseen by independent bodies) is just but one idea. In fact there are various Government sources of finance for town centre schemes but there is absolutely no chance of tapping them unless and until there is a broad consensus on what we want done, and any approach will have to be supported by a high quality application.

WHY is all this necessary? Lymington is a charming town and does NOT need to be pedestrianised, and certainly not to make roads one way. In fact we have *not* come down in favour of pedestrianisation, but merely mentioned it on page 15 as an *option*. On page 6 we have mentioned the 'kerb-less' design because this is a valid consideration in this day and age. Admittedly, some of the images that follow do show a pedestrianised street but these are merely 'mood' images and, like everything in this pamphlet, the idea is to encourage debate and reach some form of consensus without which either nothing will be done, or the local authorities might do something which is unpopular (like they did with the parking charges!).

To pedestrianise the town will only encourage anti-social behaviour at night A good point which has also been made by others. and there will doubtless not be the funding in the long term to maintain the area or look after the planting which will therefore fall into disrepair. We suppose that lack of maintenance funding is a possibility, but if this assumption is applied to anything and everything, then it means that nothing can ever be done. Flowerbeds need maintenance; trees need very little. We can see this by the neglect we already suffer as a result of no funding for street cleaning - the leaf/street sweeper has disappeared from the roads, and leaves just block drains and cause flooding and debris. Also the appalling state of the roads with potholes which are never filled or repaired to a satisfactory standard. To be fair, potholes are a national problem; Hampshire County Council have a website where you may report them:

<https://www.hants.gov.uk/transport/roadmaintenance/roadproblems/potholes>

The beautiful Georgian town is in a state of neglect with all the empty shops and poor state of repair of many of the shops and buildings on the High Street. No amount of pedestrianising or one-way traffic (which would lead to all sorts of traffic issues in the small lanes around the town, never mind the delivery vehicles which would just clog up the streets), is going to improve this. As with everything in this pamphlet, one-way traffic is merely put forward as a *suggestion*. It is, however, admitted that traffic flow is a relatively complex issue as an improvement in one place may lead to problems elsewhere. Proper modelling would need to be done by the council's highway engineers. It is quite possible that such modelling would show that instead of the East to West flow mentioned, in fact West to East would be better. But the main discussion point is the degree to which a one-way flow (in whichever direction) would reduce traffic flow and improve the High Street environment.

Better to spend money on encouraging small independent traders to occupy the empty premises and to enforce the landlords to maintain their properties. We have touched on improvements to 'corporate' shop fronts on page 26. However, the pamphlet was written to address the *physical* issues in the town centre, not business rates and the like.

Parking in town has become worse since parking charges were introduced, and the sheer pleasure of popping up to town to park outside a shop to pop in and do some shopping has

gone. It is SO aggravating to pay 0.20p on Ringo to park for 20 minutes for free! In fact almost every retailer we have spoken with has mentioned this point and how it has impacted their business. We think that restricting High Street parking to those with a Blue Badge or NFDC Parking Clock (see page 6) would be an excellent solution for the vast majority of local shoppers.

980

The town car parks are adequate and surely there is no need to continue to carve up areas to make more. It will not encourage shoppers to the area if they have to park away from the centre. We think you have missed the point. The addition of a lightweight deck over the Cannon Street East carpark would increase capacity in this important central area of town.

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I believe this is a thoroughly bad idea and should not be entertained. Lymington is a beautiful Georgian town with wide streets and it does not need to change. Wide streets agreed. But wide streets that are overwhelmed by cars.

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I have taken the time to read the proposals and am very encouraged. There are many good ideas and the High street is in great need of improvement. Having returned from a period of 14 years overseas I have been saddened by the look of the town. One of our team is like you recently returned. It could be so much more and be a credit to us all. We do need to encourage visitors to the town. My experience with a husband in a wheelchair was difficult, even hazardous. We ended up falling in the middle of the road one time. The pavements are too narrow and uneven.

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the ideas on parking and landscaping are positive and imaginative and the suggestion of a ring fenced fund through the Council Tax seems a reasonable suggestion, meaning those who can afford the most, and the second home owners, would be paying more than those on low incomes. Lymington is not full of wealthy people, many workers and families are struggling.

1005

The biggest downside to our town is the over development of retirement housing. It has put too much pressure on services and taken valuable land that could have been used to house our youngsters, keeping the town alive. This needs to be addressed through planning obviously but they keep agreeing to more!. Why? We would all agree on this, yet we deliberately kept clear of property development issues in the pamphlet. We focused instead on the town centre and what we consider to be infrastructure issues.

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This is the first time I have ever written to anyone on this subject and thank you for providing an opportunity. I only hope someone is listening! Please check the website to see the responses and the survey results so far.

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I have read your suggestions to upgrade the "town centre" and ask why you have elected to ignore completely St Thomas Street - which forms part of Lymington town centre's business economy. It is not so much that we have ignored St Thomas Street, but rather that for this particular pamphlet we had to draw the line somewhere, and this is encapsulated in the first paragraph of page 6. For this same general reason we did not cover Priestlands Place, New Street, or Gosport Street. But whatever happens in the High Street is going to have a knock-on effect on St Thomas Street, especially when it comes to modelling traffic flows. Having said you will note that the footnote on page 6 says: "The section from the church up to and around the Priestlands Place one-way triangle should be considered at a later date".

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1030 You do not cater for it within your way-finding suggestions at all - are you saying that St Thomas Street businesses are not worthy of visiting, that they do not contribute and form part of Lymington town's economy? (i) Ditto the above. (ii) On page 13 we say, "In designing the signage, we should not overlook that fact that there are many retailers located in the upper part of the town centre, between the church and Waitrose."

1035 As part of this business community for the last 4 years, my previous shop was in XXXXXXXX-part of your way-finding plans - and I have been contributing to the local economy and can see no consultation was carried out on what business actually feel will be necessary to attract footfall. Like everything in this pamphlet, the idea is to encourage debate and reach some form of consensus without which either nothing will be done, or the local authorities might do something which is unpopular (like they did with the parking meters!).

1040 Without such consultation your plans look like they are just the work of "interested residents". That is an uncharitable remark. The small private team who put all this together (and paid for it) have no axes to grind and their aim was and remains to promote dialogue and 'get things moving'. Please see the first three paragraphs on page 5.

1045 I would respectfully request that if you are serious at improving the town centre you engage in real consultations with all business owners that contribute to the town's economy. A special "Town Team" group is currently being established to take this forward, and it includes many from the local Chamber, from LymSoc, and the Bottom of Town group.

1050 Influencing the upcoming Neighbourhood Plan is a key aim. Invitations to public meetings are soon to follow and I/we trust you will join in.

1055 I would also respectfully suggest you look at initiatives that the Business Improvement District (BID) can offer, along with other funding sources such as the Solent Local Enterprise Partnership, the Totally Locally scheme would also support the town's economy. One of our team has been CEO of a major urban regeneration in the South of England and had good connections, but any contribution you can make will be most welcome. Funding will certainly be a challenge and we touched upon this on pages 25 & 26.

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Thank you for allowing public access to this proposed "improvement" for Lymington. I do not know who made all these "recommendations", but many of them are easily encompassed by the word 'abhorrent'. Who are these people? Do they have no respect for the older buildings, the history of the area, and the people who like it the way it is? There is no suggestion anywhere in the pamphlet about doing anything bad (which is presumably what you are implying) to the appearance of "older buildings". In fact rather the contrary, since on page 26 you will see mention of restoring shop fronts and facades. And there is nothing in the pamphlet about any form of property development or re-development.

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Many people visit Lymington. This is unarguable. I think they come because it is an old town, with lots of charm and an Olde Worlde look about it, and then...there is the Market, which has roots which go back many centuries. We totally agree. And if the High Street and the Town Quay can be improved - and this largely depends on the traffic and parking situation - then one would expect an increase in visitors/footfall and this will benefit the town's businesses. But mass parking and heavy traffic flow along the High Street massively detract from the "charm and an Olde Worlde look" that you refer to. There is absolutely no suggestion of doing anything to the detriment of the Saturday market; in fact the market is referred to on page 13.

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Many, many towns have had the treatment which your consultants have recommended, but I suspect, like Woking, which was heavily bombed during WW2. Lymington managed to avoid pretty much all of that. Go and look at Woking, and see how ghastly it is...in fact, almost any of the so-called NEW TOWNS around London. They are cold, bland places, and that is exactly what your supporters seem to want. The team heartily disagree with you! It is not what we want. Although the possibility of a traffic-free High Street has been mentioned on page 15 (because if it was not mentioned then for sure someone would mention it), the first paragraph on page 14 states that our team currently feels that a one-way solution would be the best compromise. We are not familiar with Woking (although we have just looked at a few images online). Certainly, there are numerous town centres around the country that can be criticised as being cold, impersonal, prone to vandalism etc. etc. and if anything that illustrates the difficulty of dealing with all the competing needs and interests. But as with the ghastly architecture of the 60s and 70s, so with urban regeneration and landscaping: things have moved on.

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No, definitely not. This plan is mis-guided. Start again, with half a thought for the residents; remove the ugliness which is High Street meters, remove the over-use of signage, improve car parking capacity - yes, I like the deck for parking at the rear of Jewsons - improve other car parks which are out of sight. People AND MONEY will pour in and things will get a lot better. We are pleased you approve of the parking suggestions. FYI, two of our three retailers we spoke with complained about the parking meters and said that it had affected their business (in fact no one has yet had a good word to say about the meters!). As regards over-signage, this is something that urban landscape architects deal with as a matter of course these days.

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1105 I have casually asked some friends about your scheme. One person out of a dozen or so liked it. Please ask the dozen friends to complete the survey and to email their comments. Think about it. More publicity will probably prove my point. More publicity is coming.

1110 I have already sent in the survey regarding plans to change Lymington High Street. I do appreciate that we are affected by Lymington Town Council and NFDC so the buck can be passed from one to the other, but this is so important so should be dealt with between the two.

1115 ONE WAY SYSTEM & PARKING: I think that the one-way system is probably a good idea, particularly for the residents of Captains Row and for freight drivers trying to drive there. However I would be very against herring bone parking. This causes so much disruption as cars have to reverse out into the road and consequently hold up the traffic. From a technical perspective you are incorrect. One does not exit a parallel parking space or a herringbone space in the face of passing traffic, so in this respect there is no significant difference between the two designs. The important advantages of herringbone are (i) less length of High Street required for the same number of spaces; (ii) much simpler to park in the space (this needs none of the 'backwards and forwards' manoeuvring that is required when parking in conventional parallel spaces); (iii) much simpler to exit, with less head-twisting and a good view of the oncoming traffic coming from one direction only; (iv) reportedly fewer accidents/damages between vehicles. Definitely a bad idea and since parking meters were introduced very few people are parking in the High Street. There is always plenty of space now. The pamphlet has not suggested more spaces in the High Street, and in fact herringbone will occupy less linear space. There are also plenty of car parks in convenient places. Everyone to whom I have spoken says they have never had a problem finding a parking space anywhere in the town, so absolutely no need to change parking arrangements. You may well be right, but the apparent lack of data is referred to in the second paragraph on page 17, with a survey of the Town Hall / Barfields carpark suggested in the footnote on the same page.

1140 CHANGES TO THE HIGH STREET: I am staggered that this is even being considered when there is so much attention needed in the town - potholes are not being fixed, awful drainage problems since the heavy rain, and that is quite frightening for the future, so should be top priority, To be fair, potholes are a national problem; Hampshire County Council have a website where you may report them: <https://www.hants.gov.uk/transport/roadmaintenance/roadproblems/potholes> instead of completely unnecessary plans to change what is a beautiful High Street that is a great tourist attraction as it is – it does not need to change. To what "unnecessary" change(s) do you refer? Please clarify so that we can take this opinion properly into account. The suggestions, such as there are, are made with the aim of making the High Street even more attractive to tourists.

1150 I have spoken to many people about this and words that have been said range from preposterous, outrageous, ghastly, etc to unnecessary and a gross waste of money. Please ask them to send us their comments. There will be awful disruption to local shops Please

1155 clarify your point., the Saturday market, and residents who, like me, pop up to the High Street regularly and are already very angry about the parking meters which are destroying the businesses of many independent retailers. In fact almost every retailer we have spoken with has mentioned how the parking meters have impacted their business. We think that restricting High Street parking to those with a Blue Badge or NFDC Parking Clock (see page 6) would be an excellent solution for the vast majority of local shoppers. are already not going to the High Street as it is easier to go to out of town shopping centres – that is so sad and destroying the friendly town that we all love.

1160 I have not met anyone who is in favour of this which proves the point that surveys cannot be trusted as the graphs show, as they certainly do not reflect the feelings of local people. Why do you say that a survey cannot be trusted? We would say that the survey results are a very valid - perhaps the most valid - means of assessing public opinion. You will note that all six suggestions have received a very positive vote. Those who considered the suggestions

1165 "Extremely desirable", "Very desirable", or "Somewhat desirable" totalled:

	For suggestion 1	86%
	For suggestion 2	85%
	For suggestion 3	82%
	For suggestion 4	84%
1170	For suggestion 5	83%
	For suggestion 6	80%

This compares with 51.9% of votes that were cast in favour of Brexit!!

1175 If there is any possibility of these plans being considered As clearly explained therein, the pamphlet was written to set out in illustrated plain English a number of suggestions for the Town Centre and to encourage discussion. As clearly stated, the pamphlet was privately produced and has no statutory authority.There must be :

1180 i) A public meeting in a place large enough to accommodate all who want to attend – the Masonic Hall, maybe? A multi-interest group called the "Town Team" is in the process of formation and will soon be arranging public meetings.

1185 ii) There must also be a large supplement describing every detail to be delivered to EVERY house before any decision is made "Decisions" are the prerogative of the councils and so it is important that people make their opinions known, and doing this through the new Town Team group will be one way to do this.

1190 iii) or to be put inside the Lymington Times which must be free of charge that week and advertised and discussed on both South Today and Meridian News.***The distribution of the leaflet was random – I received 2 and many people did not receive it at all*** The distribution was not random. The Royal Mail distributed the leaflet to 9,032 business and residential addresses in SO41 3/5/8 & 9. The Lymington Times published an article online, but has not published in hard copy yet. Please see this link: <https://www.advertiserandtimes.co.uk/news/web-survey-seeks-consensus-on-town-s-future-9346193/>

1195

1200 We must have the names of this select group who have come up with these suggestions and why they have made these proposals. The aims and authorship of the pamphlet are explained on page 3.

1205 I hope that this project for the High Street will be abandoned without having any more money spent on it. The not insignificant expense of producing the pamphlet (hard copies of which have been supplied to most businesses and to all the town councillors), and of printing and distributing the leaflet, have been paid for privately by residents who are trying to make a difference.

1210 Installing a one-way system would be quick and simple, We are pleased you agree but destroying the High Street would be heartbreaking and unnecessary. Please clarify what you mean; which elements of the suggestions do you feel to be destructive?

1215 Having just filled in the survey I would add a few comments on the whole document.

1220 I am concerned that the consultation thus far on the Neighbourhood Plan may have been too limited. We concur. I attended the recent Town Hall meeting, instigated by Jacqui England (and full thanks to her for that) but it was poorly attended and there needs to be better communication to the public and organisations. The LPTC have been unable to let me know who was consulted nor have they a draft document ready for anyone to see. This may be available in about 6 weeks. Our team is attempting to obtain a WORD copy of the draft so that we can more easily suggest edits.

1225 Before any decisions can be made I hope that all interested parties can have a say. I would urge this to be organisations and interest groups rather than a plethora of individuals. Totally agree. See comment in above email body text.

1230 Sadly, I expect the majority of responses to be negative, at least in part. Resistance to change seems to be in our genes here in the UK! However, over 80% of the replies to the survey are positive, and this is a pleasant surprise. I am well aware that this is the natural response to proposed change. Yet Lymington has changed hugely over my lifetime, having lived in the town for nearly 50 years, and locally for nearly 70. Overall, changes have been for the best and the town is far wealthier than it was in the 60s, albeit to the detriment of many.

1235 Specifically, we need to preserve and enhance, where possible, our heritage. Car parking needs to be improved. I support a decked arrangement in Cannon St but would want enhanced landscaping. Yes, and this was referred to on page 31. I support the High St parking being covered by the existing short-term parking clocks and the removal of the metres, Thanks.

1240 I am unsure about encouraging a continental style High St. It might go against the Georgian/Victorian feel. We think the kerb-less / continental idea is probably a bridge too far, but it has to be mentioned because it is bound to come up once architects/engineers

1245 are engaged. We also anticipate that full pedestrianisation may be resisted and that one-way is the likely compromise. But a suggestion post-publication (and quite an interesting one) is to have full pedestrianisation except for blue-badges and buses, from, say, 0900-1800 and then all vehicles to be allowed outside those hours. This should deal with the security concerns which may arise at night from a fully pedestrianised street.

1250 Definitely encourage shop frontages to be improved (sadly the 60s and 70s were not kind decades in this respect) But the High St needs to evolve. Yes, to allowing short term "pop-up" shops to allow entrepreneurs to test the waters, but not just in the pre-christmas period. We concur.

1255 I am unsure/not keen on trees in the High St (unless you can persuade me that this would be Georgian?) Some research into this is ongoing. A tongue in cheek rejoinder to expressions of uncertainty about trees is that we already have them by the old Post Office (albeit they are much larger than landscape designers would propose now), and that today's vehicular traffic is hardly a Georgian feature!

1260 The market is essential. Should it only be on Saturdays? Many towns have markets on two days a week. I'm sure that the Saturday market brings in a lot of trade and tourism. Interesting idea.

1265 We should have a planning policy that prevents further retirement developments unless it can be shown that there is a current shortfall. I suspect that we may end up with this type of development continuing and with older blocks becoming more social housing. Yes, social housing is much needed. But developers will not enter into this field as there is little money to be made. Councils were traditionally the providers but financial constraints make this unlikely in the foreseeable future. Tougher planning policies are therefore needed to restrict the tendency to build large detached homes when what is needed is higher density developments and more low-cost/social housing. More flats perhaps?? I think almost everyone would agree with you. There was a lot of objection to the plans for the old Police Station site but it still passed through. Although property development was outside the scope of the pamphlet, if we can get a strong enough group together then this will certainly be a subject to work on, with and through the councils. If you know any property experts who can assist then please let us know.

1275 I think that has exhausted my thoughts, at least for the moment. But looking forward to a further meeting, better attended.

1285 I write as a geriatric car driver and frequent town cyclist, my wife a bus and town car user. You mention the laudable aim of improving safety and less noise and pollution. You have chosen a lousy bit of Geography to try and improve. You are so right 😞 A traffic free street would be about as safe and as quiet and unpolluted as you could possibly get. Why do you suggest something less?

1295 Although the possibility of a traffic-free High Street has been mentioned on page 15
(because if it was not mentioned then for sure someone would mention it), the first
paragraph on page 14 states that our team currently feels that a one-way solution would be
the best compromise. There are numerous town centres around the country that have
1300 been criticised as being cold, impersonal, prone to vandalism and unsafe at night etc. etc.
and so one needs to bear this in mind. And some of the retailers we have spoken with are
very anti pedestrianisation so one-way seems likely to prove a more acceptable
solution. Like everything in this pamphlet, the idea is to encourage debate and reach some
1305 form of consensus without which either nothing will be done, or the local authorities might
do something which is unpopular (like they did with the parking meters!). Traffic flow is a
relatively complex issue as an improvement in one place may lead to problems elsewhere.
Proper modelling would need to be done by the council's highway engineers. It is quite
possible that such modelling would show that instead of the East to West flow mentioned,
in fact West to East would be better. But the main discussion point is the degree to which a
one-way flow (in whichever direction) would reduce traffic flow and improve the High Street
environment.

1310 It appears space will be needed for the roadway to allow traffic to drive up the street,
provide parking for the Blue Badge and Time Clock card holders, spaces for delivery vehicles
and the token cycle paths intimated in Fig 2d and needed the get government funding.
None of this would be needed if the street was traffic free. True, but as mentioned above
we currently anticipate that full pedestrianisation will not win the needed support. But let's
see!!

1315 Both Poole High Street and Southampton's Above Bar Street are traffic free and provide an
extensive uncluttered safe and easy areas to walk in, even when glued to a mobile
phone. True, but would you feel safe walking there at night?! Would your suggestion leave
a comparable area?

1320 I wonder what guide dogs for the blind need to detect a kerb-less road. A good point and we
should consult with the RNIB. Kerb-less is quite popular on the Continent so we should look
into how it works there.

1325 A mention was made of buses, a problem to consider. Presumably, all incoming buses will
follow the route to the station taken on Saturday days. If so, passengers are left with a 500m
walk to get to the middle of the High Street from either from Priestlands Place or from
opposite the Town Hall. This will include those with walking problems who have no car and
so cannot benefit from Blue Badge parking provisions. One wonders if there could be a
1330 suitable central location for a bus stop such as the wide pavement outside the Community
centre in New Street. This would need some extremely clever person could work out how
to make the required bus detour from Avenue Road workable. Agreed, this routing is a
concern. The bus drivers would merit a bonus.

1335 Sadly, I am not convinced that pursuing a non traffic free change to the High Street would be
of any great benefit. Simply closing the street as is of vehicles would make it easier to
appreciate the buildings, apart from the bland Poundlands of this world. Your "Poundlands"
point is well taken; we have touched on improvements to 'corporate' shop fronts on page
26.

1340

Hi, I am a local resident and Live in Pennington. Just wanted to say i really enjoyed looking at the proposals being considered and up for debate in relation to Lymington Town.

1345

It does feel that better traffic control could be implemented within the town through any of the means suggested. Particular bottle necks being at the bottom of the hill, where even though traffic can no longer turn right into Captains Row, this area is frequently congested with pedestrians and vehicles competing. If Captains Row was made one way this would surely improve this issue.

1350

I also think a lot of traffic comes down from St Thomas's Church end of the the High Street just to turn at New Street to access the Tesco Car park, the Community Centre and Library and wonder if there is any scope to redirect this too. **Traffic studies are quite complex since a beneficial change in one place may cause unforeseen problems elsewhere, so this will require modelling. But we have to start somewhere!**

1355

I have no idea if it would even be possible but if access to all the car parks, with some exceptions for Disabled parking, could be redirected to the outskirts of the High Street- using The Avenue and Grove Road a little more? **Good idea.**

1360

It would be lovely if the High Street could be pedestrianised in my opinion. This would make the whole local shopping and visiting experience improved. **We anticipate that full pedestrianisation may be 'a bridge too far' in the eyes of some retailers and others, but let's see how the discussions go.**

1365

Just off the main shopping area, there are lots of little interesting side streets and access and signage to these could also be improved to make them more visible. **Agreed**

1370

If car park signage was improved, so that visitors could easily see where the spaces are, i feel this would reduce the need for cars to wander about just looking for somewhere to park. **Absolutely**

1375

In reality, most of the car parking is only just behind the High street and as evidenced in the pamphlet, there does seem to be scope for improvement in terms of increasing spaces and easier access and signage to avoid unnecessary traffic through the smaller roads.

1380

If double storey parking were to be made available in some places, i feel it would be vital to ensure the visual impact of this was disguised by landscaping to preserve the quaint charm of Lymington Town. **Yes.**

1380

On the whole, i thought the Pamphlet very interesting to view and something to aspire to. Of course the issue of funding this project is likely to be an issue but it would be nice to see it come to fruition at some point.
