

M27 Southampton Junctions improvement scheme

Report on Public Consultation

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Executive Summary

From 19 September 2017 to 31 October 2017, Highways England (HE), Southampton City Council (SCC) and Hampshire County Council (HCC) undertook a non-statutory consultation on the proposals for the M27 Southampton Junctions Improvement Scheme, a proposal to improve the route into Southampton City Centre via the M27 junction 8 and A3024 corridor, planned to start construction in spring 2020. The scheme stretches from the Six Dials Junction, located near the city centre to the M27 junction 8 roundabout to the east of Southampton.

CH2M was appointed to carry out an independent analysis of the most feasible options to improve the route and to report on the responses to the consultation. The purpose of this report is to collate and analyse the responses made to the consultation.

The consultation presented information on the proposed scheme such as the location of proposed works, environmental impacts, economic assessments and next steps of the project.

Information about the proposals was made available online on Highways England's website, along with a consultation questionnaire which included closed and open questions (i.e. free text responses) to encourage both quantitative and qualitative feedback.

People were invited to give their views by filling in the questionnaire online or via post.

The questionnaire and consultation brochure were available at multiple deposit points and were available on request in alternative formats such as large print or languages other than English.

Letters were distributed to over 20,000 properties in the proposed scheme area and promoted through newspaper adverts, letters/emails to ward members and letters to the owners/occupiers of potentially affected properties in the proposed scheme area.

A total of 8 public exhibition events were held in the proposed scheme area. The public were encouraged to attend to view the scheme proposals, collect brochures and talk to members of the project team about the current proposals and answer any questions they had.

Consultation Comments

During the consultation period, 528 members of the public and stakeholders attended the public exhibition events.

A total of 382 responses to the consultation was received. It is important to note that for the paper copy questionnaires, those with letters attached or diagrams or articles as attachments are included in the paper questionnaire count, whereas letters sent in on their own are included in a separate count, however the analysis for any form of attachments has been done separately to those responses to the questionnaire. A breakdown of the number of responses received is shown below in Table 1:

Respondent	Channel	Number
Members of the public, (total 346)	Online questionnaire	186
	Paper questionnaire including diagrams/article attachments	96
	Emails	53
	Letters	3
	Phone calls	8
Organisations, councillors, groups, (total 36)	Online questionnaire	13
	Paper questionnaire	4
	Emails	18
	Letters	0
	Phone calls	1
Total counts (382)	All Online Questionnaires	199
	All Paper Questionnaires	100
	All Emails	71
	All Letters	3
	All Calls	9
	TOTAL	382

Table 1. M27 Southampton Junctions scheme – Consultation response breakdown

The consultation questionnaire consisted of 14 questions about the proposals. Code frames were developed to categorise these responses and codes were grouped into themes. The code frames enabled the number of comments regarding particular issues to be quantified.

This process was developed from experience on other major infrastructure projects such as the Lower Thames Crossing and comprised reviews of stakeholder material and categorisation of the comments and issues using similar criteria to the code frame. The process undertaken to identify the consultation themes is described in Appendix H.

The top three most popular questions answered by the respondents are summarised below:

The most popular question answered from the questions with counts was the question “Do you currently use any sections of the M27 Southampton Junctions scheme (M27 junction 8/Windhover Roundabout/A3024 corridor (Bursledon Road-Bitterne Road West-Northam Road), Bitterne Rail Bridge, or Northam Road Rail Bridge)?” This was answered by all 302 respondents to the questionnaire, both online and on the paper copies.

The second most popular question was “Have you found this brochure and the material helpful in answering your questions?”, with 296 out of the 302 respondents answering the question.

The third most popular question was “Have you found our public exhibitions helpful in answering your questions?” with 294 out of the 302 respondents answering the question.

From the open-ended questions, the most answered question was “Do you have any additional comments about the proposed scheme that you would like us to consider?”, with 204 respondents commenting on the proposed scheme, one stating “no” and the remaining not respondents answering the question.

The least answered question among respondents to the questionnaire was “How did you find out about the M27 Southampton Junctions scheme? (Tick all that apply) - Hampshire County Council website”, with only 3 respondents answering that they found out about the scheme via this method.

From the open-ended questions, the least answered question among respondents was “Do you have any comments on the closure of the existing footbridge at Northam Road Rail Bridge?”, with 92 respondents choosing to provide a comment, 19 answering “no” and 191 not answering the question.

1. Introduction

The M27 Southampton Junctions consultation was delivered jointly in the Autumn of 2017 by Highways England (HE), Southampton City Council (SCC) and Hampshire County Council (HCC). The scheme was a proposal to improve the route into Southampton via the M27 junction 8 and A3024 corridor, planned to start construction in spring 2020. The proposal stretches from the Six Dials Junction, located near the city centre to the M27 junction 8 roundabout to the east of Southampton.

CH2M was appointed to carry out an independent analysis of the most feasible options to improve the route and to report on the responses to the consultation.

1.1 Background

The M27 Southampton Junctions scheme has been brought together in response to the 2014 Department for Transport Road Investment Strategy. This set out our objectives and budget for the period 2015 – 2020 and specifically outlined the task of delivering improvements at M27 junction 8, Windhover Roundabout and the local network.

As a result, we have identified the need to improve the route into Southampton via the M27 junction 8, Windhover Roundabout and the A3024 corridor.

Assessment of the scheme is being undertaken in accordance with Highways England's Project Control Framework (PCF). This document has been produced as a key product at PCF Stage 2 (Option Selection) of the M27 Southampton Junctions Improvement Scheme.

1.2 Scheme Objectives

The primary high level scheme objectives of the scheme are in alignment with the Highways England Delivery Plan 2015-2020 and are to:

- **Support economic growth** – improve connectivity and reduce journey times along the M27 and A3024
- **Provide a safe and serviceable network** – improve the “whole life” safety record at M27 Jct 8 and along the M27 between J8 and J5 and on A3024 corridor.
- **Provide a more free-flowing and reliable network** – reduce congestion along the M27 and A3024, and improve journey time reliability and connectivity between east and west of the M27 via M27 J8.

The **secondary** scheme objectives are to:

- Provide improvements that will retain local traffic within the local road network, maximise opportunities for local journeys to use sustainable modes, and support Southampton City Council in moving forward with a wider transport strategy to improve access to and connectivity for all modes with the city centre and along the A3024 corridor.
- Support local strategic aims (as set out in the South Hampshire Joint Strategy and Southampton City Council LTP3), including:
 - Developing transport improvements that support sustainable economic growth,

- To promote active travel and develop supporting infrastructure and delivery of the Southampton Cycle Network
- Working with Highways England to ensure reliable access to and from South Hampshire’s international gateways for people and freight,
- Optimising the capacity of the highway network and improving journey time reliability for all modes,
- Delivering air quality improvements and
- Improving road safety.

1.3 The Proposed Scheme

The proposed scheme is a series of interventions and improvements along the route, focused on five key areas. Together the individual elements of the proposal aim to achieve an overall improvement in the performance of the network from M27 Junction 8 though to Southampton City Centre. Table 2 below outlines the proposals in each of the key areas identified.

Area	Proposed scheme
Northam Road Rail Bridge	<ul style="list-style-type: none"> • New widened bridge providing two lanes of traffic in each direction • Improved pedestrian and cycle facilities
Bitterne Rail Bridge	<ul style="list-style-type: none"> • New separate adjacent pedestrian and cycle bridge with wider footpaths leading up to the bridge
A3024 corridor (Bursledon Road-Bitterne Road West-Northam Road)	<ul style="list-style-type: none"> • Traffic signal control improvements at all junctions along the A3024 corridor • Removal of bus lanes between Windhover Roundabout and Six Dials Junction • Improved pedestrian and cycle facilities and crossing points along the route • Junction widening at key locations
Windhover Roundabout	<ul style="list-style-type: none"> • Widening of junction entry lanes • Traffic signal improvements • Improved pedestrian and cycle paths and crossings
M27 junction 8	<ul style="list-style-type: none"> • Widening of westbound entry lane • Introduction of traffic signals • Improved pedestrian and cycle paths

Table 2. M27 Southampton Junctions scheme – Autumn 2017 proposal

The full list of interventions is mapped in Appendix A.

1.4 Why is Consultation needed?

This consultation sought to:

- Identify and contact a wide range of stakeholders and general public including those under protected characteristics groups;
- Inform stakeholders and affected parties of the proposals for the M27 Southampton Junctions Improvement scheme;
- Record and respond to respondent's comments about the scheme and its development, early design proposals and suggested implementation;
- Identify respondents' concerns about the potential impacts and effects of the scheme and where possible, identify ways to address those concerns and mitigate the potential impacts and effects;
- Identify respondents' ideas and suggestions on how the scheme can be improved and record new information that may help develop the proposals in the next stage of design;
- Assure decision makers including the local authorities that the views of affected parties have been adequately considered and taken into account during the project development; and
- Reduce the number of issues arising

1.5 Scope of the Consultation

The consultation had a particular focus on gathering views on the following aspects of the scheme:

- Experience and satisfaction levels of using the M27 junction 8/Windhover Roundabout/A3024 corridor
- Frequency of usage of the M27 junction 8/Windhover Roundabout/A3024 corridor
- Usage of modes of transport
- Non-Motorised User (NMU) provisions (current and proposed)
- Proposals of works at each of the five key locations of the scheme area
- Support for the proposed scheme

Outside the scope of this consultation

Views on the following considerations were outside the scope of this consultation however will be addressed at a later stage of design:

- Detailed design of the scheme
- Materials to be used on the scheme
- Construction details and road closures
- Compulsory purchase and compensation
- Mitigation plans

1.6 Document Purpose

The purpose of this document is to:

- Describe the non-statutory public consultation undertaken by Highways England to support the development of the M27 Southampton Junctions Improvement Scheme;
- Provide and review the public's questionnaire responses and other feedback, highlighting their key concerns; and
- Review any suggestions made by consultees and take into account specific issues/considerations raised during the consultation.

The issues raised at this consultation and the public's preferences will equip Highways England with a better understanding of the potential effect that the improvement scheme will have on local residents and the surrounding roads. Other factors will also be considered when refining the proposal such as value for money and the environmental impacts of each option. This information will be detailed within the PCF Stage 2 Scheme Assessment Report and further assessments will be required in PCF Stages 3 onwards to determine the final proposals.

1.7 Document Structure

The document structure is as follows:

- Chapter 1: Introduction
- Chapter 2: Consultation Arrangements
- Chapter 3: Effectiveness of Consultation
- Chapter 4: Reporting Methodology
- Chapter 5: Response Analysis- Main Factors
- Chapter 6: Response Analysis - All questions, emails, letters and calls
- Chapter 7: Non-local Views
- Chapter 8: Other Information
- Chapter 9: Other Suggested Improvements
- Chapter 10: Summary of Results
- Chapter 11: Conclusions and Recommendations

2. Consultation Arrangements

2.1 General

A comprehensive consultation and engagement plan was established to deliver the 2017 consultation. A wide range of communication channels were used to raise awareness of the consultation and inform the public of the latest proposals. These included:

Consultation materials

The main consultation brochure was used to inform the public of the scheme. This included a paper copy questionnaire at the back in a tear-off section, and a freepost address for return. The brochure was available at multiple deposit points in Southampton and Hampshire throughout the consultation period as well as at the public exhibition events.

A Frequently Asked Questions (FAQs) document was available at the consultation events. A full list of consultation materials is provided in Appendix D.

Face-to-face meetings and events

- Pre-consultation events with local authority elected members, councillors and constituency MPs were held prior to the launch of consultation, to inform of the proposals, public consultation and the associated planned engagement activities. These were led by SCC and HCC respectively;
- Engagement meetings with key stakeholders affected by the proposals, such as the bus operators, Hampshire Constabulary and Southampton Football Club St Mary's Stadium prior to the launch of consultation to provide information and gather early intelligence that may require design alterations

Highways England telephone, email support, Freepost and website

- A freepost address (Freepost M27-A3024 SCHEME) was set up for consultation responses and general correspondence;
- A Highways England email account (M27SouthamptonJunctions@highwaysengland.co.uk) was used to individually respond to questions from the public and for people to provide comments in relation to the consultation;
- A Highways England telephone helpline (0300 123 5000) was available for members of the public and other interested parties. During the consultation, the helpline operated from 9.00 am – 5.00 pm, Monday to Friday.
- The M27 Southampton Junctions website (<http://roads.highways.gov.uk/projects/m27-southampton-junctions/>) was the central source of information about the proposed scheme and consultation, and was regularly updated.
- The consultation questionnaire was hosted on a Citizen Space website (<https://highwaysengland.citizenspace.com/he/m27-southampton-junctions/>) where the public could respond directly online.

2.2 Publicity

Letter drop

- Letters were distributed to 21,183 properties near the proposed scheme. SCC and HCC identified the most suitable boundary for letter distribution based on their knowledge of the area. This had a 1km radius of the corridor to try and capture the views of people who used the corridor as well as those directly impacted and includes 1529 businesses within the boundary area. The letter to residents is in Appendix F and the letter drop boundary map is in Figure 6 and Appendix G below.
- 188 letters were sent to properties that were potentially affected by the proposals. These were sent via recorded/signed for delivery.

Digital

- Email notification to: 53 ward members (SCC and HCC), 174 businesses and various other local authority stakeholders such as schools and charities nearby the scheme.

Media attention

- Advertising in the Hampshire Independent which can be found in Appendix E.
- Highways England organised a press release on the launch of the consultation and another reminder a week before the consultation was due to close.
- The Daily Echo was invited to attend the first consultation event and the journalist spent time talking to staff and members of the public about the proposals. The resulting article and other subsequent articles in the Daily Echo was mentioned by some respondents to the consultation.

Social Media

- Highways England did not publicise the consultation on any of their social media channels.
- Southampton CC promoted the consultation via its Facebook and Twitter pages on 19/09/17, 28/09/17, 09/10/17, 19/10/17 and 30/10/17 with link to the Highways England consultation pages.

Public Information Events

The public were invited to attend any of the 8 public information events (PIE) at 4 separate locations in the proposed scheme area.

At the exhibitions, attendees were able to view maps, roll-ups, posters, visual graphics and information specific to the area. They were also able to speak to members of the project team about the proposals.

Consultation brochures were available at the events and could be taken away by the attendees, as well as a box for any completed paper questionnaires to be handed in.

A live simulation of traffic movements was available on a screen at the events so that attendants could visualise the proposals and see simulated flows of traffic e.g. at peak hours.

Material accessibility

- Consultation brochures and FAQs were made available at various public venues close to the proposed scheme for people to view and take away.
- The brochure and all material available at the PIEs was also available to view and download from the M27 Southampton Junctions project website, except for the 6m long / 3m wide scroll drawings. From this page viewers were also directed to the consultation webpage hosted by Citizen Space. This gave the opportunity to answer the consultation questionnaire directly online and also view all the materials on display at the exhibition events. The Stage 1 Technical Appraisal and the Environmental Study reports were also available on the consultation web page for background information.
- The consultation brochure was also available to be translated into other languages and braille, as well as recreated into large print, on request via the Call Centre or Highways England email address.

The full location details of the PIEs and venues for collection consultation material can be found in Appendix B and the list of all consultation materials can be found in Appendix D.

Location of consultation responses

The responses to consultation were sent to and processed by CH2M. Online questionnaire responses were captured on the Citizen Space platform and downloaded as an Excel data file.

The physical hard copies were numbered and scanned into a SharePoint site for easy access across the project teams. The hard copies will be handed over to the next project team for record and analysis.

3. Effectiveness of Consultation

3.1 Attendance at Exhibitions

Over 500 people attended the public information events across the various locations as shown in Table 3 below.

Event	Date	Attendance	Total
Pilands Wood	22-Sep-17	73	153
	23-Sep-17	80	
HighPoint Centre	25-Sep-17	83	180
	26-Sep-17	97	
Bitterne Manor School	29-Sep-17	56	169
	30-Sep-17	113	
Northam Community Link	02-Oct-17	13	26
	03-Oct-17	13	
Total attendees			528

Table 3. Public exhibition attendance

An attendance record was maintained separately at each PIE event with the attendees asked to provide their name, post code and email address on entering the event. This was undertaken to establish the area from which members of the public were attending the exhibition and to allow further contact to be made on future updates to the scheme.

Figure 1 below is a map displaying the postcodes from which members of the public attended the exhibitions.

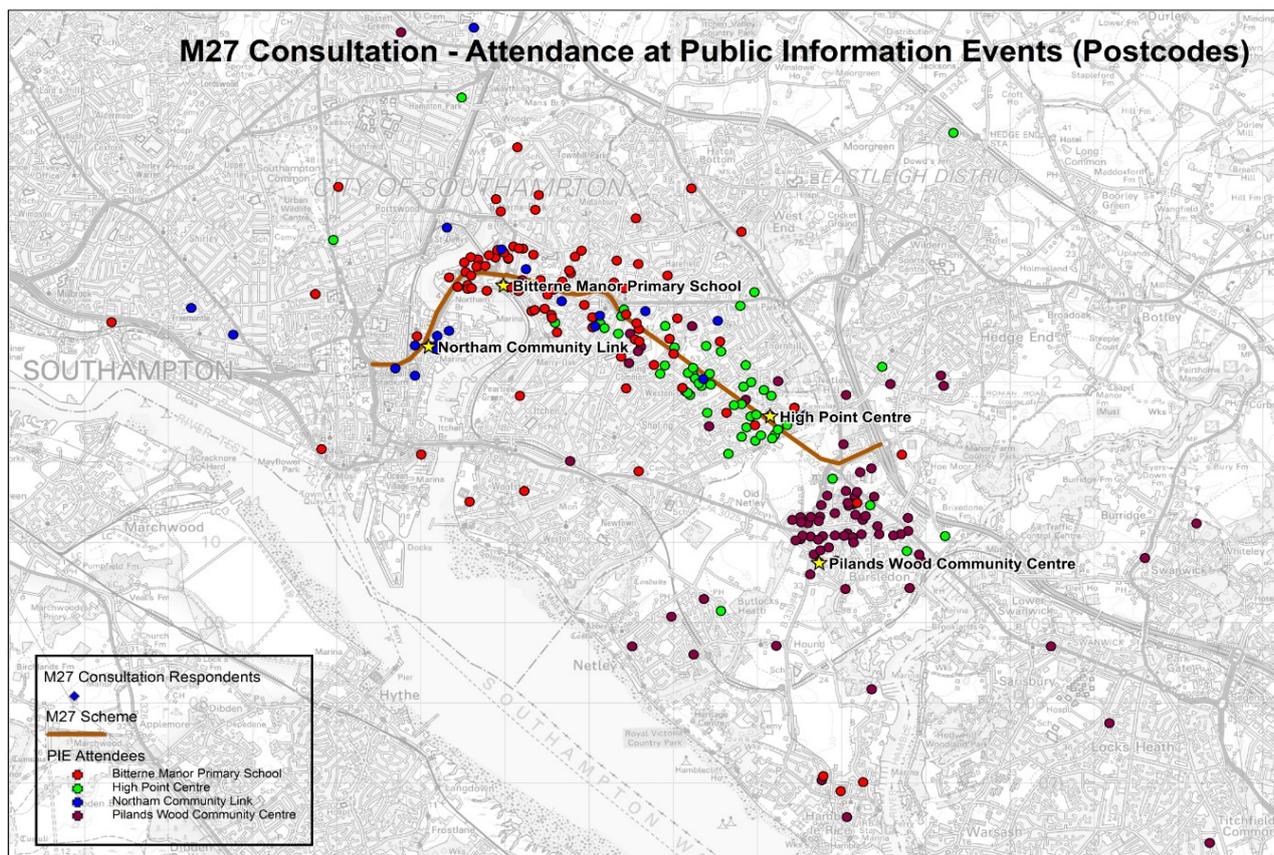


Figure 1. Attendance at PIEs by postcode

The figure shows the distribution of attendees at the PIEs who chose to provide their postcode. Attendees at Bitterne Manor Primary School were clustered particularly around the venue but also came from as far south as Hamble le Rice, as far west as Millbrook Road West and as far east as M27 junction 8. Attendees of the PIE event at the High Point Centre were also particularly clustered near the venue and around the A3024 but came from as far north as Hampton Park and near Hedge End Station and as far south as Butlocks Heath.

Those who attended Pilands Wood Community Centre were also mainly local to the area but again extended as far east as Swanwick, Locks Heath and Titchfield Common, as far north as Basset Green and as far south as Netley and Hamble le Rice.

Lastly, attendees of the Northam Community Link PIE event were distributed across the A3024 and as far west as Freemantle and as far north as Swaythling.

The first event at Pilands Wood Community Centre was well attended on both days. Most people attended from the surrounding neighbourhood and by far the most talked about issue was the traffic congestion at Hamble Lane.

The High Point Centre event was also well attended with a steady stream of attendees passing through the doors on both days. There was a lot of interest in the large scroll drawing of the scheme with particular attention paid to the impact on residential communities nearby the A3024 corridor.

The event at Bitterne Manor Primary School was the most popular event and at times it was not possible to capture every attendee that walked through the door due to the sheer volume of people. This is reflected in the fact that lower numbers than were actually present were recorded across the two days. Staff at the Bitterne events reported that they spoke to the most people at this event compared to others.

In contrast, the events at Northam Community Link attracted the fewest number of attendees. This is partly a consequence of the venue location being tucked away within an estate as staff reported that some members of the public had said they did not know where the venue was while at previous events. This is also an area of higher than average deprivation and concentrations of people from ethnic background where information may not have been provided or made available by other means/languages. Also, being the last set of events, they took place two weeks after residents were first sent a letter and it is therefore possible some people may have forgotten to attend. Lastly it is noted that the venue was located in a crime hotspot area and there was a particularly serious incident that occurred nearby a few days before the events took place and so a general concern for safety may have been a factor in the low attendance at this event. Capturing responses or comments from the Golden Grove estate was difficult or non-existent with only response provided from that area. It was key to get views on the future of the Stadium Footbridge and the link to this estate which has not been fully captured.

Members of various disciplines across the project team attended public exhibitions in order to answer a wide range of anticipated questions. The following members of the project team attended the exhibitions:

- Joseph Clark, Adriana Chirovici, Greg Stone, Thomas Briggs, Cristina Bucur, Bridget Clements, Phillip Garrard, Georgina Sturt, Steve Hoesli, Alexandros Mitsos and Neil Andrews (Highways England)
- Iain Steane, Peter Boustred and Wade Holmes (Southampton City Council)
- Heather Walmsley, Jason Tipler (Hampshire County Council)
- Wilson Massie, Grace Small and Kelly Smith (Balfour Beatty Living Places)
- Siobhan Adeleke, Paul McKay, Dimitrios Papamichalis, Philippe Nirmalendran, Hannah Love, Carolyn Francis, Anthony Cabria, Charlotte Handy, Andrew Holt, Phillip Shoobridge and Julia Rodgers (CH2M)
- Theo Genis and Simon Brownlie (WSP)

Representatives attended the public information events on different days, depending on the availability of the project team. However, there was always an attendance of at least 10 representatives from across the project team at each event to answer any of the attendants' questions. A first aid responder was also present at each public information exhibition, in the event of any medical incident taking place.

An exhibition briefing pack was also prepared in advance, which included details of the venue, travel information by different modes, nearby hospitals and GP practices in the event of a serious emergency, safety arrangements and a list of potential questions and answers. This was circulated to staff who would be attending the exhibition.

The local press was also invited to the first exhibition for a brief and the public information events were advertised in the Hampshire Independent. An example of the newspaper adverts and subsequent articles can be found in Appendix E.

Results from exit polls at events

Attendees at the exhibitions were asked to rate how well the exhibition answered their questions on a scale of 1-10. Figure 2 displays the results from each event.

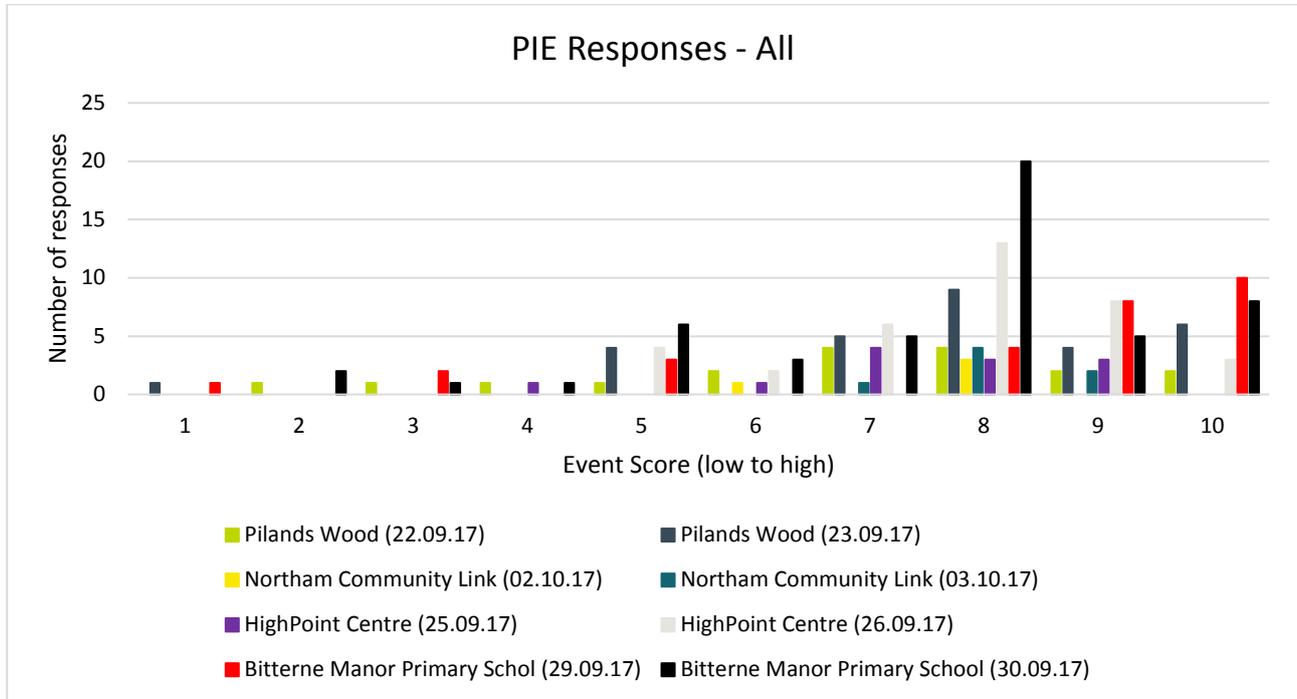


Figure 2. PIE satisfaction survey

The level of satisfaction was generally high, with the highest number of attendees giving a 10/10 at the Bitterne Manor Primary School event. There were only nine poor ratings (from 1-3/10), with three recorded at the Pilands Wood event, and six recorded at Bitterne Primary School.

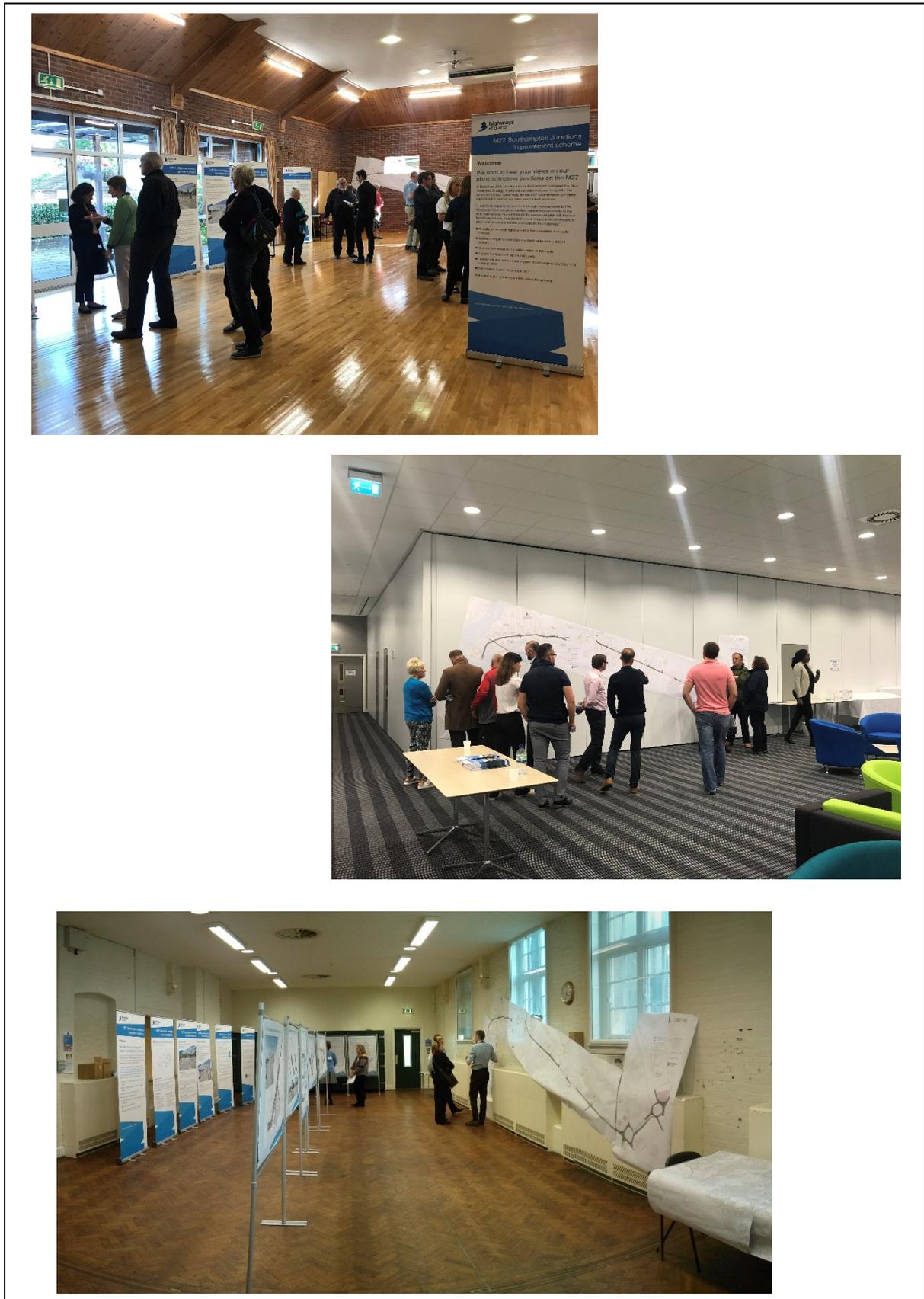


Figure 3. PIE venues (From the top: Pilands Wood Community Centre, High Point Centre, Northam Community Link)

The venues for the public exhibitions were selected as they provided a range of locations that were close to those who may be directly affected by the scheme, with 3 venues on the eastern side of the river and one on the city side of the river, in proximity to Northam Road Rail Bridge. Aim was to get a good spread across the length of the corridor. SCC were concerned about an 'empty' spot around Bitterne Village but this was due to lack of venue availability for the dates and times required, Residents who wished to attend had a reasonable opportunity to do so, as the exhibitions took place on both weekends and weekday afternoons and evenings, providing sufficient time outside of normal working hours. A map of the venues and post code heat map of those that attended the public exhibitions is shown below in Figure 4.

Postcodes with the highest counts of between 6-8 respondents per postcode were distributed mainly across the extent of the A3024, with one in the west near Freemantle and one further south in Itchen. There was a total of 28 postcodes with between 6-8 respondents. Those with 5-6 respondents per postcode came to 50 postcodes and these were again clustered along the A3024 and further east in Bursledon and as far as Sarisbury. Other locations with 5-6 respondents included Netley and Bitterne.

Postcodes with 4-5 respondents were clustered primarily around the A3024 and Bursledon and went as far as Shirley. Those postcodes with a low proportion of respondents per postcode e.g. 1-2, 2-3, 3-4 were distributed across the scheme extent, as far as Hedge End Station, Hound, Hampton Park and Ocean Village.

The heatmap reveals that generally, more respondents from the same postcode responded along the A3024 whereas postcodes with fewer counts were spread further across the wider area, into the city of Southampton and Eastleigh district, with the exclusion of a handful of counts further south and west such as those located in Woolston, the city centre and Shirley.

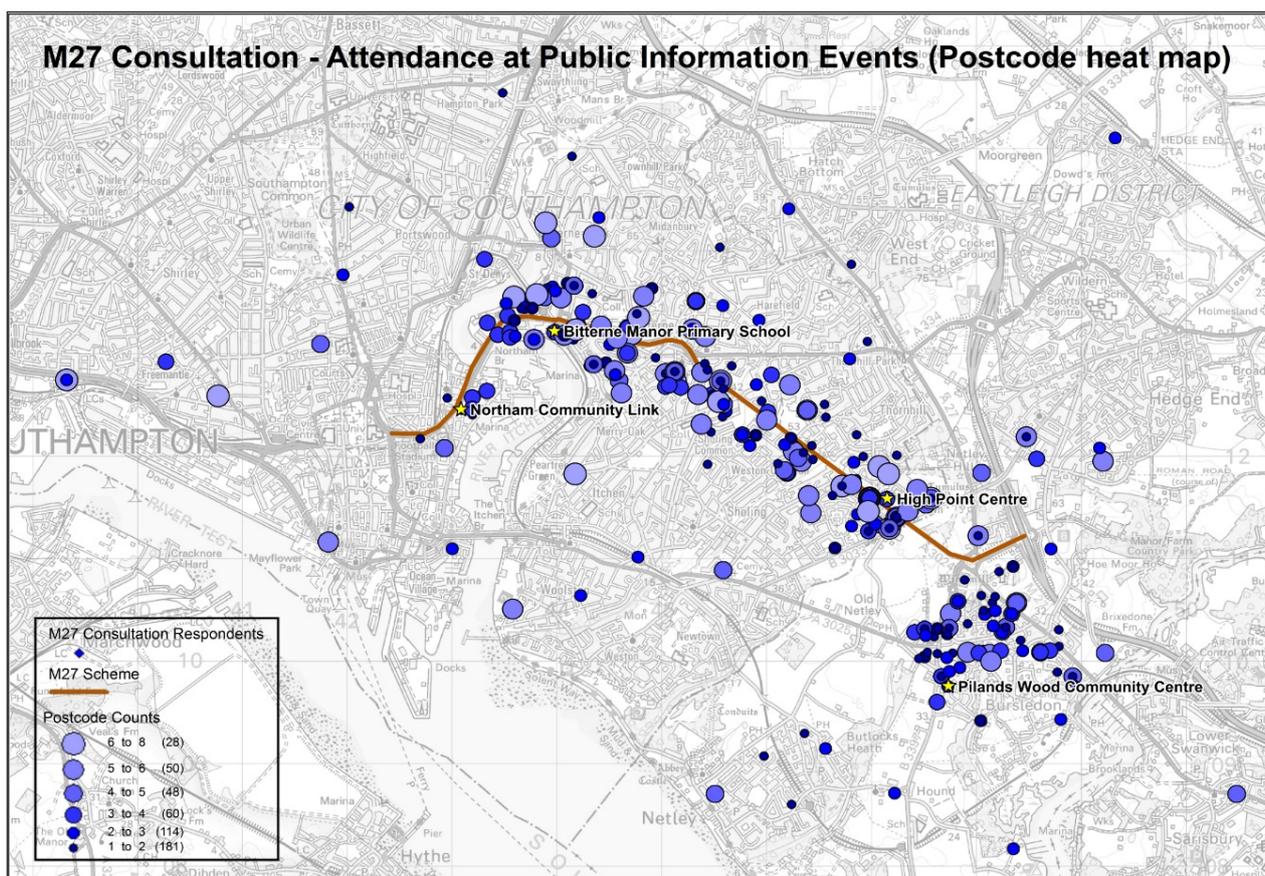


Figure 4. PIE venues and attendee postcode heat map

A full analysis of the postcodes represented in the consultation responses and at the PIE events is available in Appendix G.

The majority of the PIEs were fairly well attended except for the Northam Community Link events as described above.

The weather over the days of the PIEs was fair for the time of year. There were no recorded incidences of severe or disruptive weather during the events.

3.2 Consultation Responses

The findings of the consultation overall demonstrated that the most effective method of response was online via the Citizen Space questionnaire (199 responses) followed by paper copy responses (100 responses).

A number of people also submitted responses in different ways e.g. by submitting an email as well as a questionnaire, replying with more than one email, emails and calls, questionnaires with letters and diagrams and emails, calls and questionnaires. In total, there were 72 counts of contacts who responded to the consultation via more than one method. However, 2 of these counts were late respondents to the consultation and therefore one of the methods was not accepted e.g. one respondent replied via the online questionnaire (accepted) but e-mailed late (unaccepted) and another made a call (accepted) but submitted a letter late (unaccepted).

From those who attended the public exhibitions, 62 people went on to reply to the consultation.

The majority of individuals who responded were from the local areas of Southampton and Hampshire. A few responses were submitted from a wider area with the furthest response coming from Fareham. Figure 5 shows the distribution of all respondents to the consultation. It shows a good distribution of both local residents and residents from further afield. In particular, there is a good distribution of residents across the extent of the A3024 Corridor and a cluster of those located near Bitterne Rail Bridge. There are fewer respondents who live in proximity to Northam Road Rail Bridge, while at Windhover and M27 junction 8 there is a cluster of respondents to the south of both of these locations due to their more rural location with no immediate neighbours.

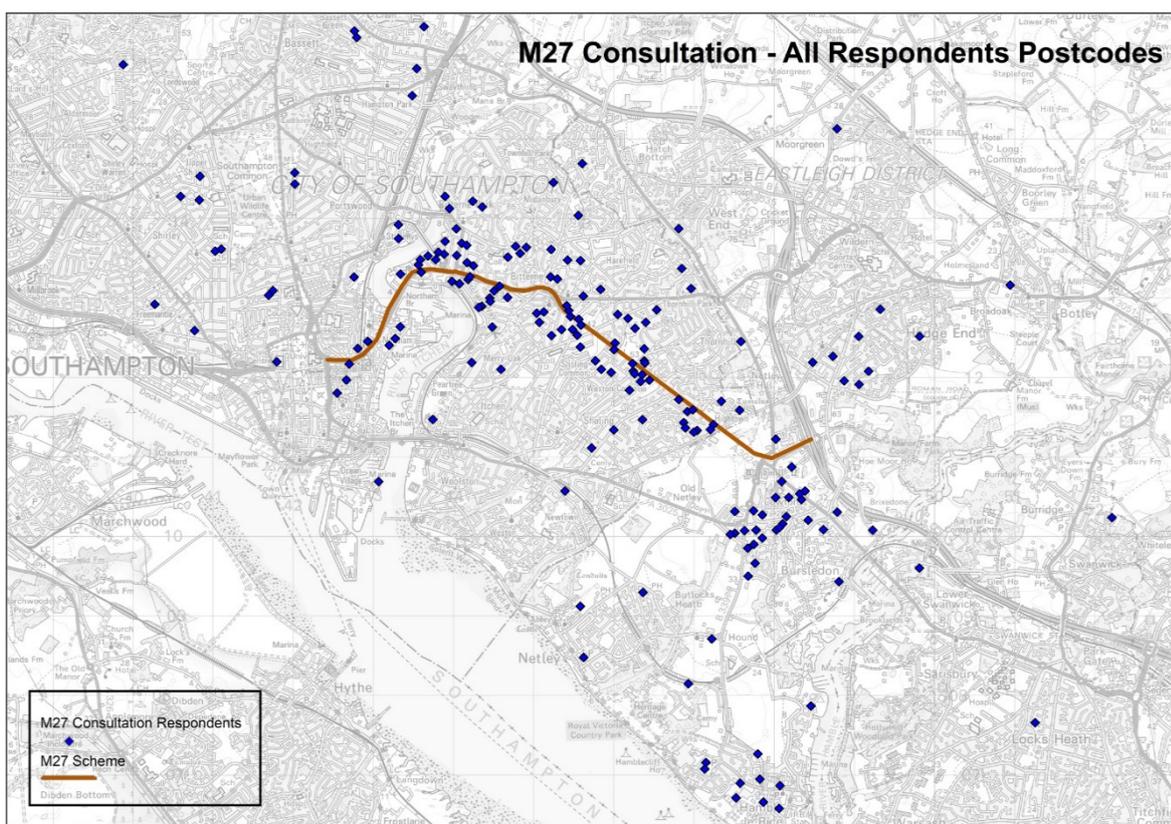


Figure 5. Consultation responder postcode map

Respondent Information

The first lot of questions asked users about their general information such as name, email address, organisation and address. It is important to note that online, these questions were numbered and came first whereas on the paper copies, these questions were not numbered.

In total, there were 382 consultation responses to the M27 Southampton Consultation. There were 199 online responses from Highways England Citizen Space, with 7 respondents choosing to stay anonymous. Paper copies received (including letters), totalled 103 responses, with 8 respondents also choosing to stay anonymous. Of the 103 paper copies, 8 of these came with letters, articles or diagrams attached and 3 separate letters were received.

In total, 71 email responses were received. A further 9 calls were received by Highways England's (HE) Call Centre with no respondents choosing to stay anonymous.

Email addresses

Of the 382 respondents, a total of 305 provided an email address contact. The breakdown of these by response type is as follows:

- Online - Citizen Space: 164 email addresses provided
- Paper copy responses: 63 email addresses provided
- Emails: 71 email addresses provided
- Calls: 6 email addresses provided
- Letters: 1 email address provided

It is important to note that a number of duplications in email addresses were received e.g. the same email address provided for different respondents from the same family and people responding multiple times to the consultation.

From the emails received, one respondent emailed 3 times, with a further four respondents emailing twice each.

Postcodes

124 respondents provided their postcode online via Citizen Space and 100 respondents provided their postcode on the paper copy responses. On the letters, 2 respondents provided their postcode, from the calls, 3 respondents provided their postcode and from the emails, 20 postcodes were provided.

Organisations

The total number of those who provided an organisation name was 32. This number is different to the total value outlined in the beginning of this report due to the removal of any duplications of organisations:

123 domestic appliances

2 respondents from Itchen College (with one choosing to give personal comments)

Jewson Builders Merchant

Sound Cycling (Tuition for all Ages)

Southampton Commons & Parks Protection Society (SCAPPS)

Bursledon Parish Council

Botley Parish Council

Motorcycle Action Group (MAG)

Clean Air Southampton

Hound Parish Council

Represents retired/Scouts/Countryside Access /forum

The Stables Workshop

Borough Councillor for Netley Abbey, Eastleigh B.C.

City of Southampton Society

Go South Coast (trading as BlueStar & Unilink within Southampton on Local Registered Bus Services)

Southampton Cycling Campaign

Hamble Parish Council

Eversholt Rail

Abnormal Loads Hampshire Constabulary

Premier Energy

BP Oil UK Limited

Southampton FC

MotoComp Limited

Southampton Climate Conversations

2 respondents from Old Mutual Wealth

Councillor for Sholing Ward

Southampton City Council

Councillor for Peartree Ward

Southampton City Council

Member for Freemantle Ward

Cabinet Member for Health & Sustainable Living and Chair, Southampton Health & Wellbeing Board

Southampton City Council

Hampshire Highways

ITV

University of Southampton

Cranbury Estates Ltd

A further 6 respondents classified themselves as residents, with one from Sholing, one from Barry Road and one residing in the city centre and Bitterne Park for over 30 years. A further 1 respondent stated they were a road user and a further 1 stated they were representing themselves.

Telephone numbers

63 respondents provided their telephone number online via Citizen Space and 44 respondents provided their telephone number on the paper copy responses, with a further one stating “ex-directory”. From the letters, 1 respondent provided their telephone number, from the calls, 9 respondents provided their telephone number and from the emails, 21 telephone numbers were provided.

4. Reporting Methodology

4.1 Data Receipt and Digitisation of all Submissions

Each consultation response was allocated a unique reference number according to the format in which their response was received. All responses were recorded together in a single database.

Responses via the website

Responses were downloaded periodically from the Citizen Space website and added to the database. These were allocated an 'O' reference number.

Paper response forms and letters sent to the freepost address

Letters and some paper questionnaires were sent in via the freepost address. These were directed to the CH2M office for analysis. Some paper questionnaires were also filled in at the public information events and posted in a box on the day. These were also brought back to the CH2M office. Finally, some responders submitted diagrams or newspaper articles along with their response. All hard copy responses were scanned and logged in a unique filing system. Each response was also logged onto the database verbatim in order to fully represent the response accurately. A link to the digital copy of each paper response was signposted on the database for reference. All paper responses were allocated a 'P.C.' reference number.

Email responses

Highways England managed the email inbox and responded to any email that was sent during the consultation. All emails were uploaded to SharePoint where they were then logged in the consultation database by CH2M staff. Emails were assigned an 'E' reference number.

Calls to Highways England Customer Care Centre

Only a few calls were made to the call centre commenting on the M27 consultation. These calls were logged by the call handler and then passed onto the project team who uploaded the response to SharePoint as with the emails. These were then logged onto the database and assigned a 'C' reference number.

4.2 Analysis Process

For the closed questions, responses were counted and presented in charts and graphs to vividly highlight the views expressed.

A coding framework was created in order to analyse the variety of views expressed in the open-ended questions. This approach allows the analyst to capture key themes while also preserving specific detail within a response that can be addressed later. As responses were coming in the project team took cues from the emerging themes to develop a framework. Each response was tabulated and then grouped where they were similar.

The final set of codes were formulated around the questions asked as follows:

Non-Motorised User Provision – These codes reflect the themes that were raised in direct response to Questions 6-8 on existing and proposed NMU provision across the scheme.

Scheme Design – These codes reflect the issues raised in direct response to Questions 9-10 on the proposals.

Consultation Process – This set of codes relate to the ideas raised in response to Question 14 on the consultation process.

Actions – These codes reflect the specific detail raised in each response. There are more entries here as it was common for one response to raise multiple issues. Codes were generated to recommend the most appropriate action to each issue raised. These will be included in the handover package to the next PCF Stage delivery partner.

Emails and calls and letters, an article and diagram were coded separately due to being unprompted or more detailed responses to the consultation, as opposed to answers to the questionnaire. However, the same emerging themes were used in conjunction with the questionnaire, and where there was a new theme not already developed, extra codes were assigned.

The full coding framework is available in Appendix H.

Repeat entries were consolidated where comments were the same, with the exception of one case where a user responded firstly as a resident and then from the perspective of a business.

4.3 Reporting

The following report on the consultation responses includes both a qualitative and quantitative summary analysis of all responses received.

The question numbers discussed below refer to the questions as they are laid out in the hard copy questionnaire. Section 8 in this report explains how we have resolved the issue of inconsistent question numbering across the online and hard copy versions in our analysis.

Each number indicated corresponds to the number of times the issue was raised; the exception being with the recommended actions where multiple codes have been assigned to one response depending on the detail submitted (and therefore the number is higher than the total of responses received).

It is worth considering that while the responses received during the consultation has revealed some quality feedback and suggestions for the scheme; the overall response rate was low (382 responses out of 21,183 letters = 1.8%) and therefore does not reflect the balance of opinion from the wider population in the area. This is demonstrated in Figure 6 which outlines the geographical spread of responses in relation to the letter drop boundaries. It is generally common for those with the strongest views to respond to consultations while those who are less concerned, apathetic or even generally supportive tend to either not respond or give less detailed answers.

Figure 6 shows a good distribution of residents who responded from both within the Southampton City Council (SCC) letter boundary and Hampshire County Council's (HCC) letter boundary. The majority of respondents within the letter drop area were close to the corridor and as the distance increased the response rate decreased.

In HCC's boundary, less people responded on the eastern side of the M27 and more responded from the residential area of Bursledon, with a few from Hedge End to the north-east also responding.

In SCC's boundary, the distribution fell mostly on the eastern side of the River Itchen, along the extent of the A3024 corridor, with a few respondents located on the city centre side of the river.

The questionnaire also did not ask for any demographic information and so there is no way to indicate the equalities breakdown of responders.

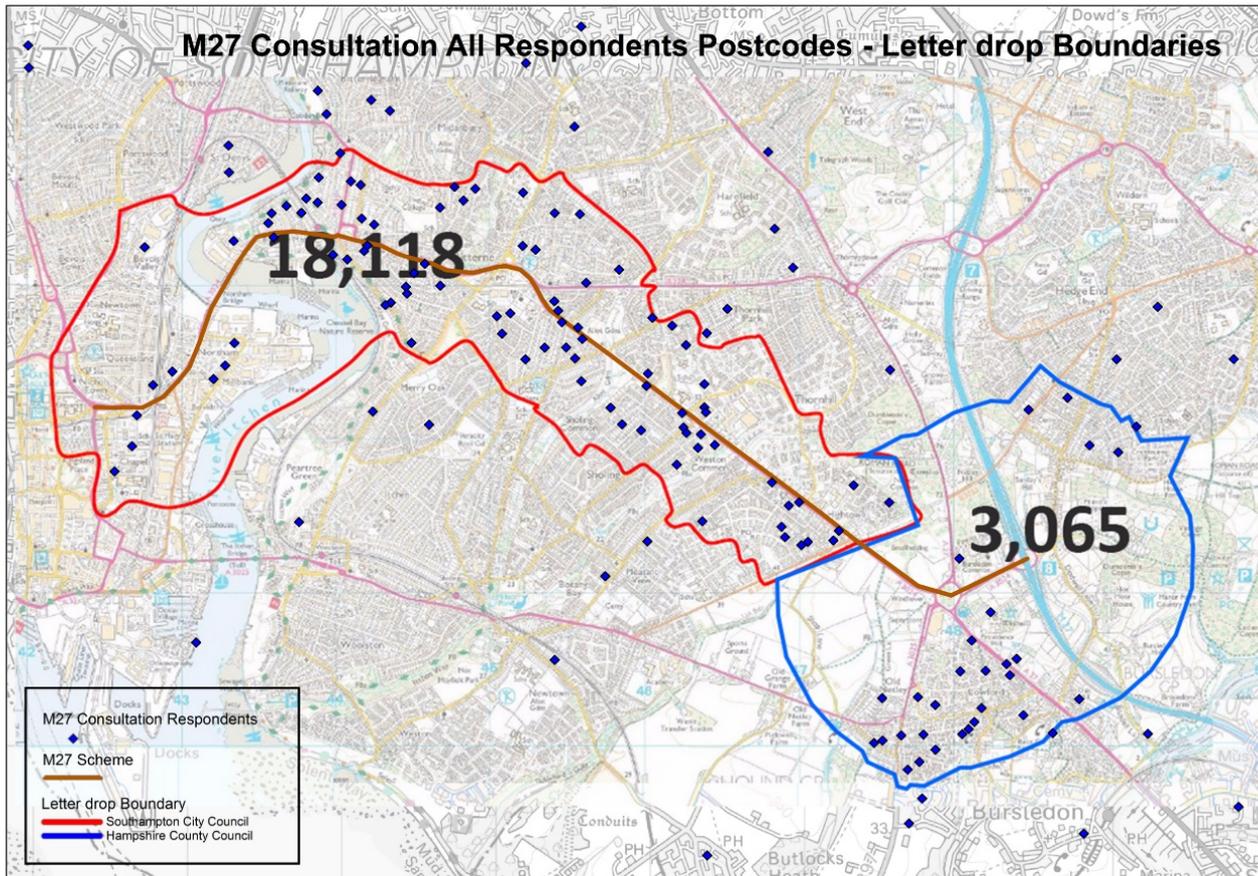


Figure 6. All respondents' postcodes in relation to the letter drop boundaries

5. Response Analysis – All Questions, Emails, Letters and Calls

Detailed analysis has been undertaken for all of the questions asked in the online and paper copy questionnaires. The summary of results is detailed below.

Count Summary Questions 1- 5

Question 1: Do you currently use any sections of the M27 Southampton Junctions scheme (M27 junction 8/Windhover Roundabout/A3024 corridor (Bursledon Road-Bitterne Road West-Northam Road), Bitterne Rail Bridge, or Northam Road Rail Bridge)?

The observations from the analysis of Figure 7 below are that the majority (59%) of responders use the M27 Southampton Junctions scheme (M27 junction 8/Windhover Roundabout/A3024 corridor (Bursledon Road-Bitterne Road West-Northam Road), Bitterne Rail Bridge, or Northam Road Rail Bridge) as a resident.

This is followed by 15% who didn't provide an answer, 12% who use it as a commuter and 10% who use it as a resident and commuter. 2% use it as a business and the remaining 2% use it as a resident, business and commuter, as a resident and business and as a family resident.

It is important to note that in the online questionnaire, there was only the option to answer "as a business", "as a resident", "as a commuter" or not to answer the question and hence the additional categories has resulted from those written responses from the paper copy questionnaires that have combined some of the categories.

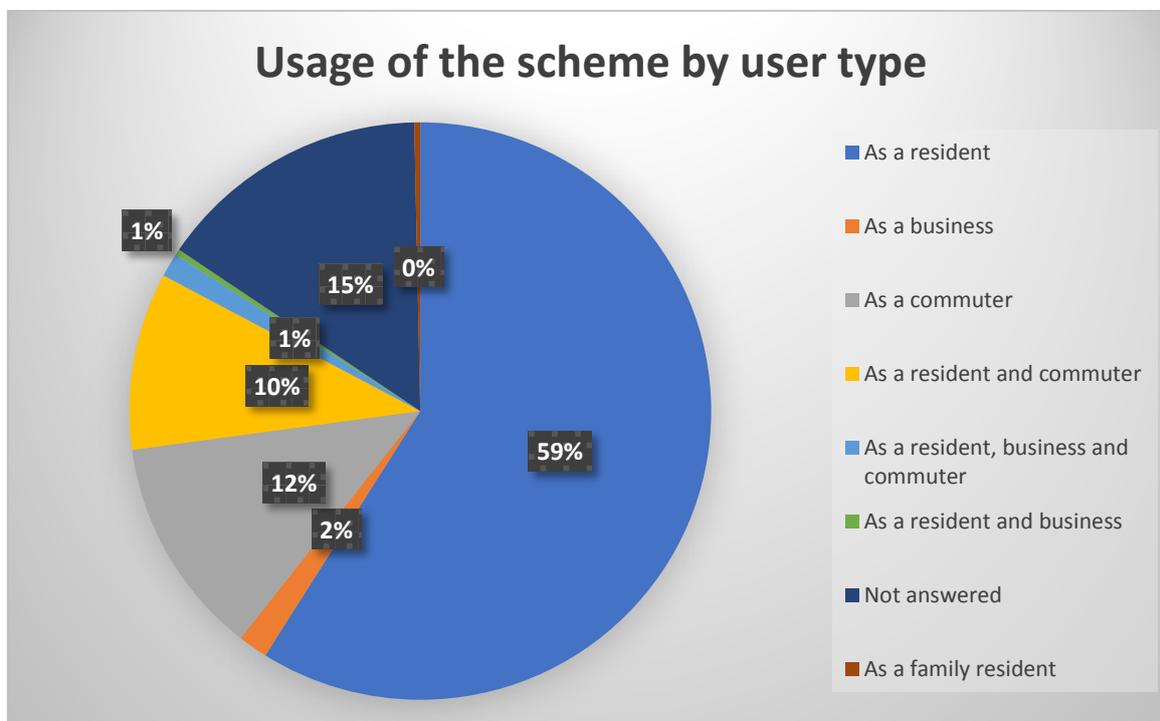


Figure 7. Usage of the scheme by user type

Question 2: In an average week how often do you use M27 Southampton Junction M27 junction 8/Windhover Roundabout/ A3024 corridor (all of part) by the following types of transport? (Please tick one box in each row applicable)

Observations from Figure 8 are that many respondents have indicated that they never use bicycles, motorcycles, public transport, walking or HGVs and vans on the route or haven't answered the question, apart from car users where the majority use it 5 days or more (119 respondents). 53 respondents also stated they used the route by car 3-4 days a week, followed by 54 respondents who use it by car 1-2 days a week.

The highest number of respondents who say they never use the route are motorcyclists (149 respondents), followed by HGVs or Vans (139 respondents).

The highest proportion of respondents who stated they use it less than once a week are cars (48 respondents), followed by cyclists (43 respondents) and by public transport (42 respondents).

These results demonstrate that cars are the preferred mode of transport and motorcycles are the least preferred mode of transport for using the scheme.

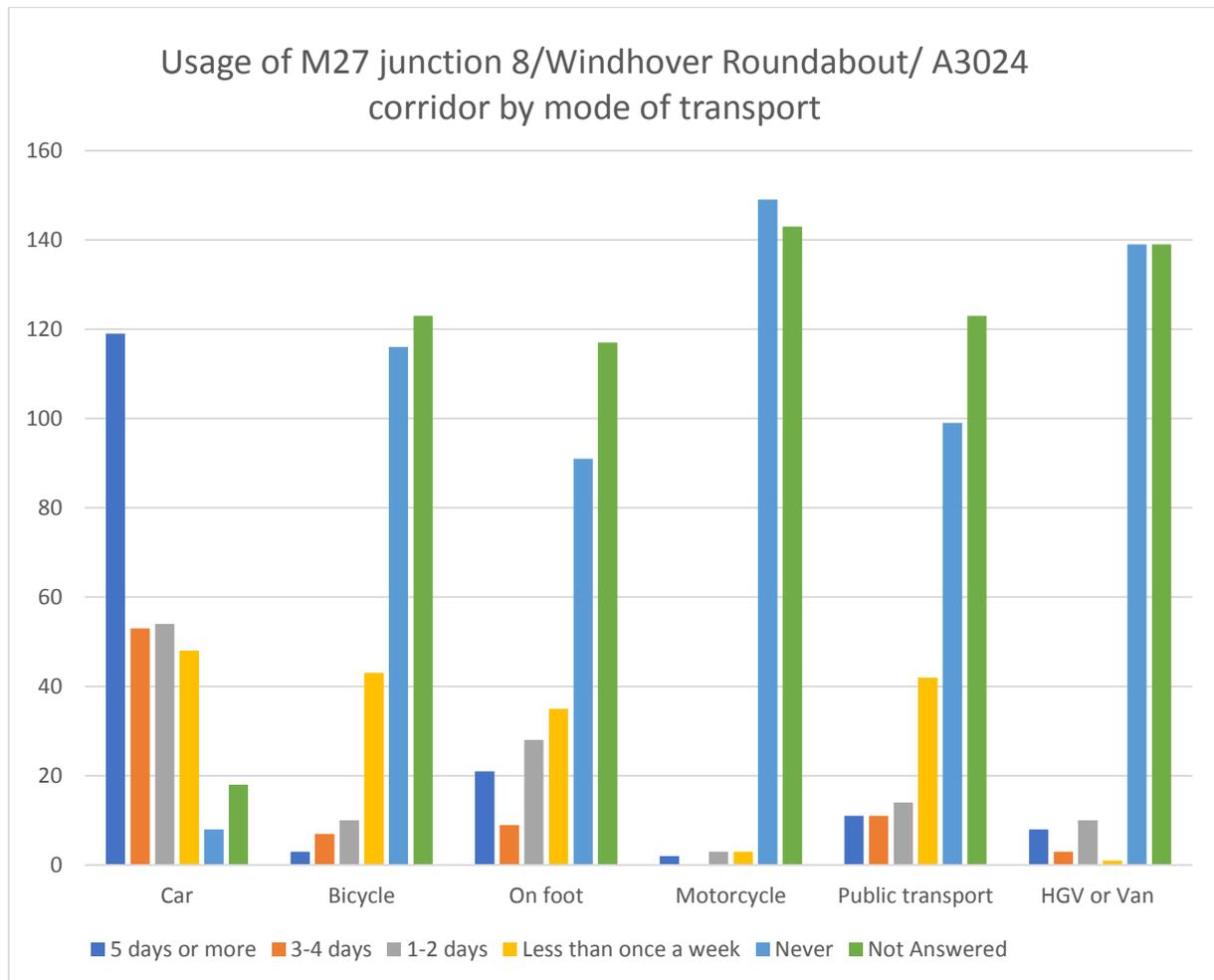


Figure 8. Usage of M27 junction 8/Windhover Roundabout/ A3024 corridor by mode of transport

Question 3: How would you describe your experience using the M27 junction 8/ Windhover Roundabout/ A3024 corridor (all or part) by the following types of transport? (please tick one answer in each row if applicable)

Overall, this question had a low response rate as indicated below in Figure 9, with the majority of motorcycle, on foot users, public transport users and HGVs or Vans and bicycle users leaving the field blank. Those that left the field blank totalled 25 counts for cars, 189 for bicycles, 174 for on foot, 236 for motorcycles, 199 for public transport and 227 for HGVs or Vans respectively.

Observations from the analysis are that a low number of users are very satisfied with using the route (33 respondents) and the majority of car users are fairly dissatisfied (96 respondents) and very dissatisfied (65 respondents).

Of those that were very dissatisfied, car users (65 respondents) and bicycle users (38 respondents) have the highest levels of dissatisfaction.

Of those that were neutral, motorcycles had the highest number of respondents (59 respondents), followed by HGVs or Vans (52 respondents).

These responses indicate that those using the M27 junction 8/ Windhover Roundabout/ A3024 corridor by car have the worst experience of the route.

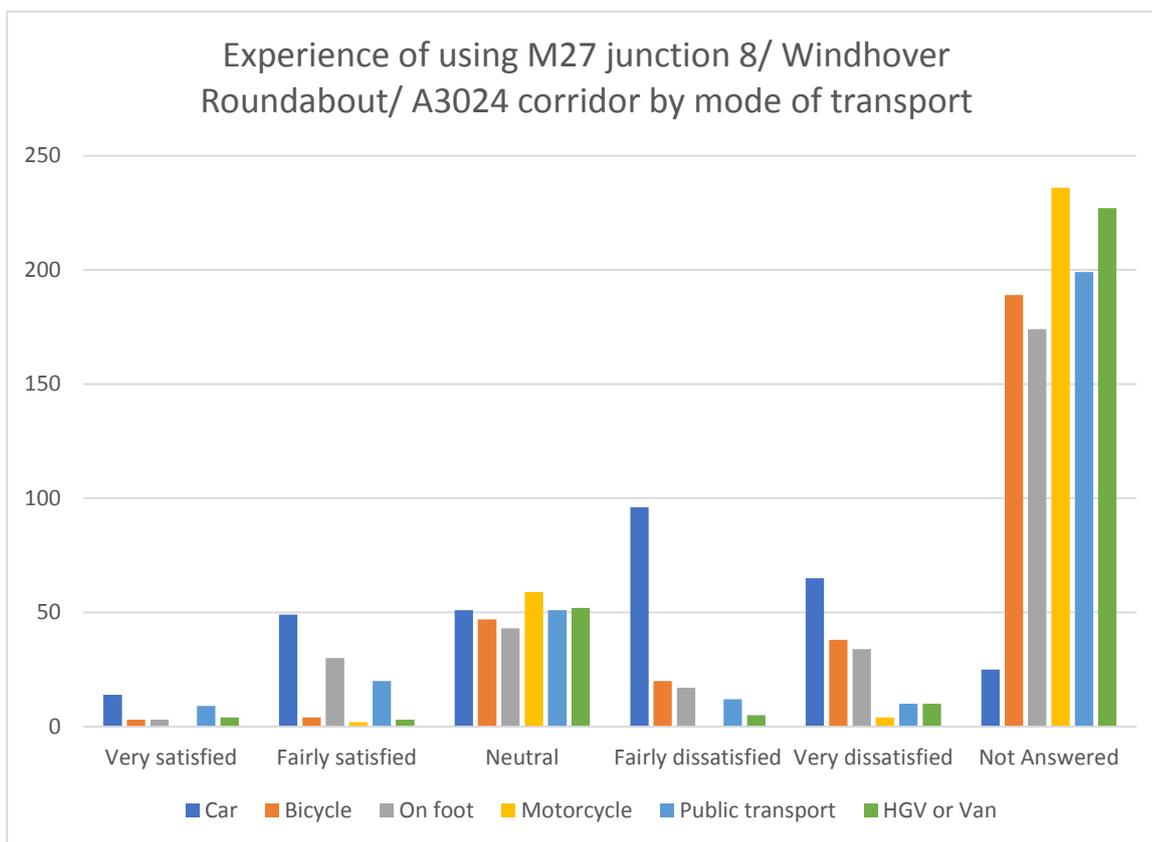


Figure 9. Experience of using M27 junction 8/ Windhover Roundabout/ A3024 corridor by mode of transport

Question 4: How likely are you to use the M27 junction 8/ Windhover Roundabout/ A3024 corridor as your main route into Southampton following the proposed upgrades? (tick one)

Figure 10 shows that 41% of respondents said they are very likely to use the route following the proposed upgrades, followed by 19% who said they are neutral. A further 16% of respondents said they were fairly likely to use it and 10% said they were unlikely, followed by 8% who said they were fairly unlikely to and 4% who didn't answer the question.

A further 2% gave other responses which included stating they were very likely to use the route because of little choice or because of necessity, very likely to use the A3024 but unlikely to use Windhover Roundabout and two respondents stating the question was not applicable, with one being due to living on the "Southampton side" of the route.

Overall this demonstrates that the majority of responders are not put off from potentially using the route following the proposed upgrades.

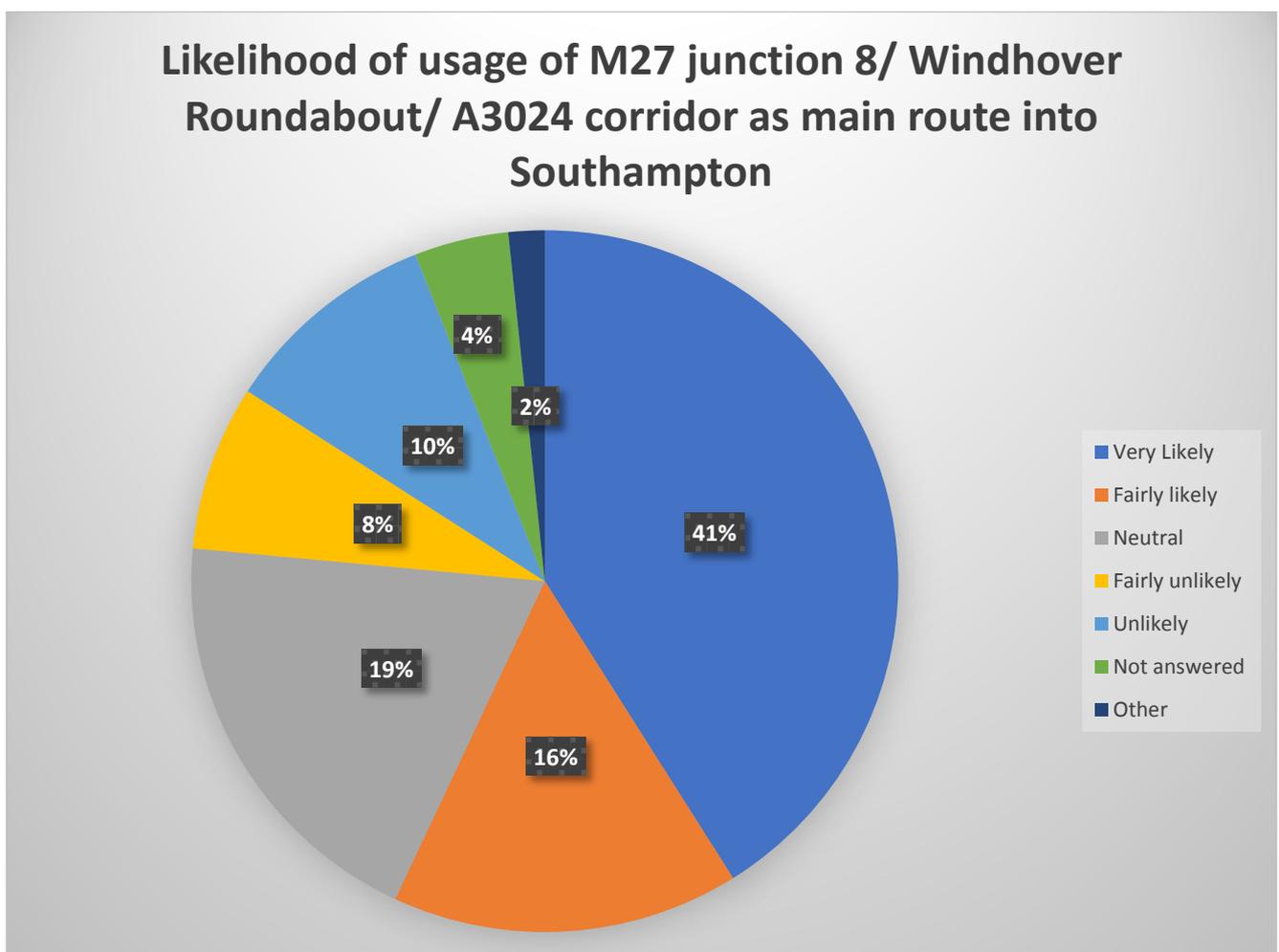


Figure 10. Likelihood of the usage of M27 junction 8/ Windhover Roundabout/ A3024 corridor as the main route into Southampton

Question 5: How likely are you to use any of the following modes of transport on the M27 junction 8/ Windhover Roundabout/ A3024 corridor should the proposed scheme be implemented (tick all that apply)

Figure 11 shows that there was a low response rate to the question from every mode of transport apart from cars, with the majority of bicycle, on foot, motorcycle, public transport and HGV or Van users not answering the question.

Observations from those that did answer the question are that the mode of transport most likely to use the route should the scheme be implemented are cars. 200 respondents said they were very likely to use cars, followed by 44 car users who said they were fairly likely. The second highest mode of those who responded “very likely” were those on foot (57 respondents). This is a positive indication to the scheme and demonstrates that cars will be attracted to use the route and potentially more pedestrians are likely to use the upgraded facilities.

The mode with the highest number of respondents who said they are unlikely to use the route are motorcyclists (97 respondents), followed by HGVs or vans (93 respondents).

The mode with the highest number of respondents who were neutral was public transport (35 respondents).

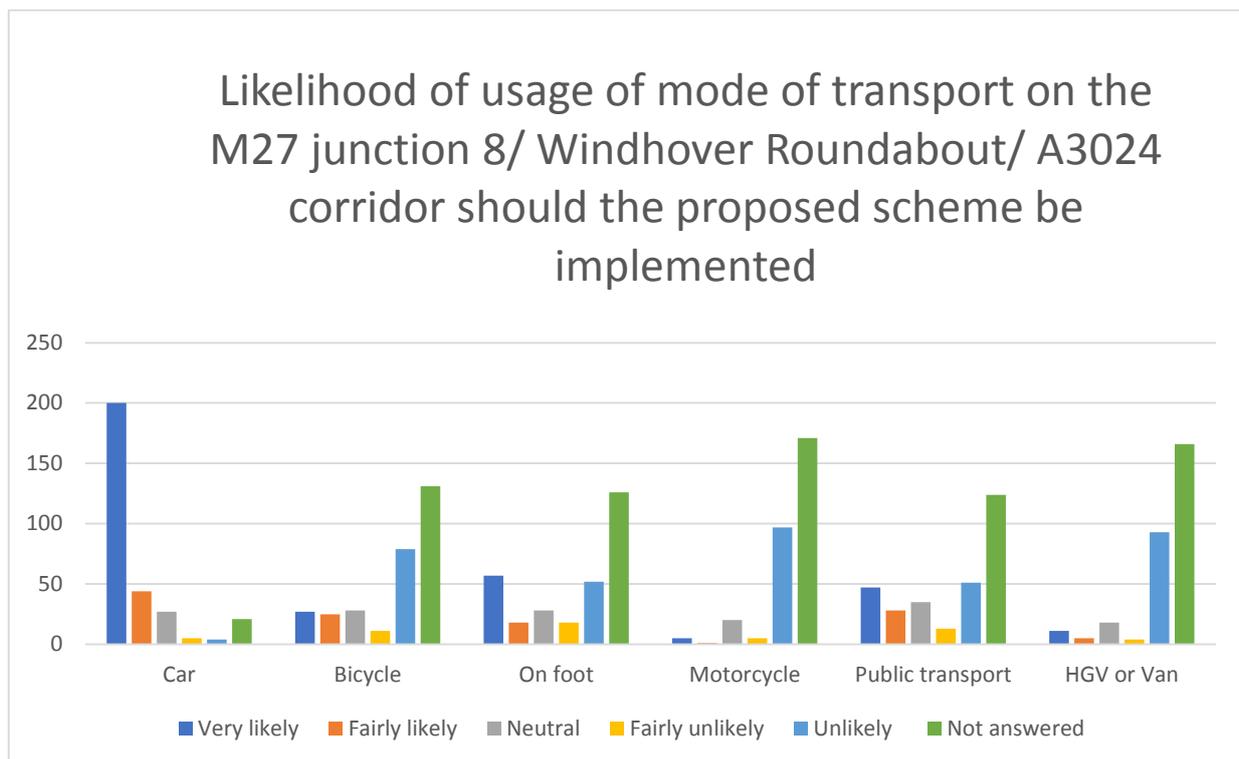


Figure 11. Likelihood of usage of mode of transport on the M27 junction 8/ Windhover Roundabout/ A3024 corridor should the proposed scheme be implemented

Open-ended Questions Summary: NMU Provision

Q6: Do you have any comments on the closure of the existing footbridge at Northam Road Rail Bridge?

Q7: Do you have any comments on the alternative pedestrian and cycle route between Windhover Roundabout and Hedge End?

Q8: Do you have any additional comments about the current and proposed pedestrian and cycle facilities for this scheme and how they can be improved?

For the open-ended questions, common codes were developed to categorise each response. For NMU provision, 8 final codes were developed in response to Questions 6-8. Please refer to the coding framework, located in Appendix H.

Figure 12 demonstrates that the highest category (28%) of responses were related to comments on facilities, usage and footfall, followed by 27% of comments relating to the proposals, works or network, local impact and alternatives. A further 19% of respondents raised comments on safety and user behaviour and a further 13% supported the proposals for NMU provision or there was no impact on them.

An equal split was found between comments relating to the visual, environmental, health and wellbeing code (4%) and traffic (4%). A further 3% of comments related to access and the remaining 2% to cost.

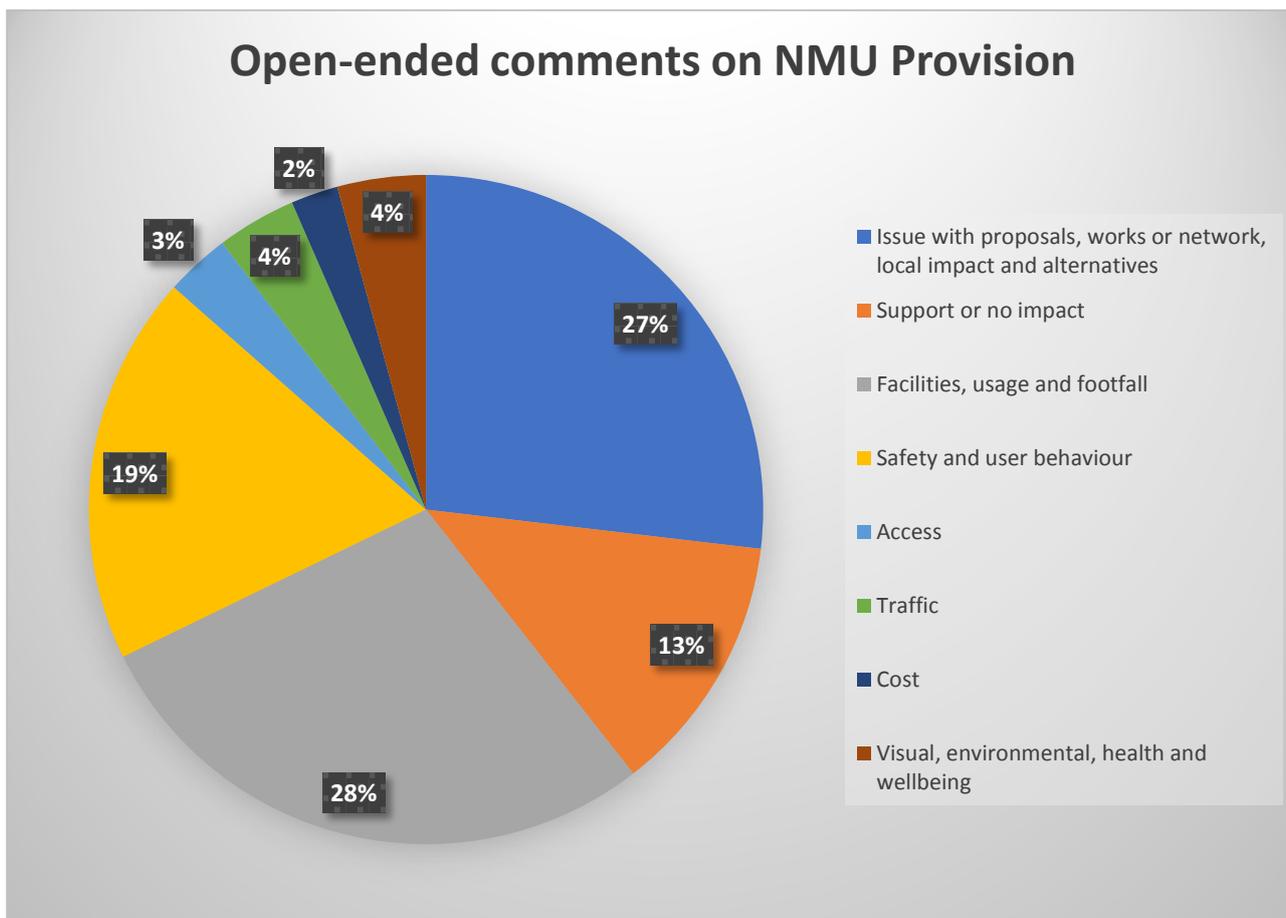


Figure 12. Open-ended comments on NMU Provision

This is showing that respondents are most concerned with the provision of facilities for NMU users and the usage of them and this is closely tied to issues with the proposals, local impact and alternative suggestions. Respondents feel that there is a need for adequate provision of facilities such as road markings, segregated cycle lanes and good pedestrian routes and that these need to be safe for users across the extent of the scheme so that NMU users make use of the facilities.

Q9: On a scale of 1-5 with 1 being the lowest and 5 being the highest, how satisfied are you with the design of the proposed scheme in the five main sections identified?

The observations of the data shown in Figure 13 reveal that the level of highest satisfaction with the design of the proposed works is the proposal for Northam Road Rail Bridge, with 80 respondents rating it a 5 out of 5. The location with the lowest level of satisfaction is the A3024 Corridor, with 65 respondents rating it a 1 out of 5. The location with the highest number of respondents rating the location with a neutral level of satisfaction (3 out of 5) is tied equally between Bitterne Rail Bridge and the A3024 Corridor with 71 respondents each respectively.

The data indicates that respondents are most content with design of the proposed scheme at Northam Road Rail Bridge but the proposals for the A3024 corridor are causing the most amount of dissatisfaction with the scheme. This may relate to the number of comments on traffic and accessibility, for example, in relation to the ban of turns from many of the side roads on the A3024 Corridor. The scale of issues on this large stretch of road and given its proximity to residential areas and the concern regarding local impact could mean that the responders are not confident that a feasible solution can be found.

The below graph shows the number of people that have stated their satisfaction for the proposals for each of the sub-schemes (1 being the lowest and 5 being the highest).



Figure 13. Level of satisfaction with the design of the proposed scheme by location of works

Open-ended Questions Summary: Scheme Design

Q9: On a scale of 1-5 with 1 being the lowest and 5 being the highest, how satisfied are you with the design of the proposed scheme in the five main sections identified? - Northam Road Rail Bridge, Bitterne Rail Bridge, A3024 Corridor, Windhover Roundabout and M27 junction 8

Q10: Do you have any additional comments about the proposed scheme that you would like us to consider?

For the open-ended questions, common codes were developed relating to scheme design for each of the five locations under Question 9 and also including Question 10 relating to any additional comments. For Scheme Design, 10 final codes were developed were developed in response to Question 9-10. Please refer to Appendix H for the coding framework. From Figure 14 below, it is clear to see that a wide range of comments have been raised. The most popular comments relate to design, local impact and alternatives (24%), followed by traffic and traffic lights (22%).

14% of respondents raised comments regarding facilities, 10% showed support, indifference or no impact to the proposals and 8% raising issues related to a lack of confidence in the proposals or more detail needed. A further 7% commented on safety and user behaviour, 5% on widening, 5% on visual, environmental, health and wellbeing, 3% on access and the remaining 2% on cost.

This data demonstrates that respondents to the consultation are primarily concerned with the design proposals and the local impact it may have and have suggested many alternatives to be considered for the scheme. Traffic and traffic lights is also a major issue and this relates to comments on congestion and issues with extra traffic and the knock-on effect such as queuing, traffic flows, volume and problems of rat-running to name but a few.

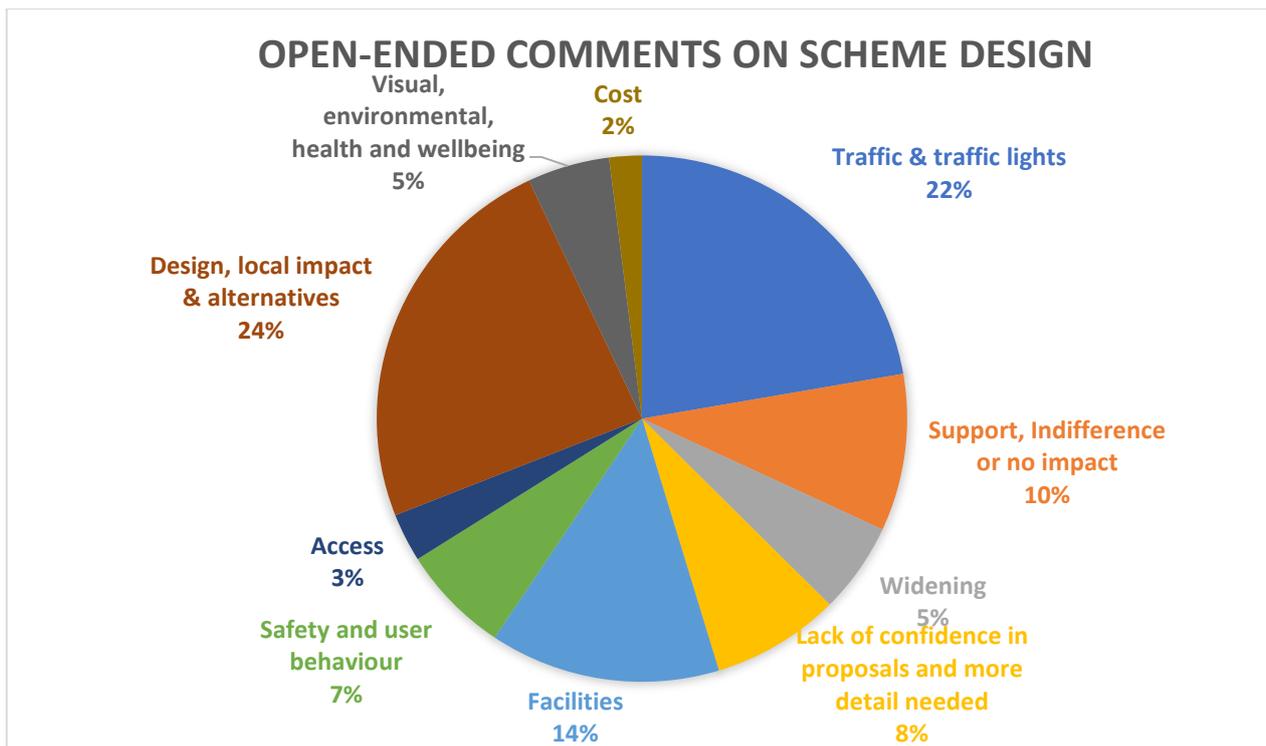


Figure 14. Open-ended comments on scheme design

Some examples of answers from respondents taken from both the paper copy responses and from the online questionnaire from the questions above are as follows:

Northam Road Rail Bridge

“The bridge is not the problem and you are wasting time, effort and money on this unless you tackle the issue of traffic lights across the centre of Southampton.”

“It is currently a pinch point and anything that will remove that is a good thing.”

“Needs to be designed for cyclists especially as City Cycle Strategy says it should be.”

Bitterne Rail Bridge

“A new bridge for non-motorised users on the north side of the bridge and reallocation of existing road space on the bridge for vehicles is welcome, as the existing bridge is a safety hazard. However, the width of the bridge would still be restricted and substandard. Ideally new pedestrian bridges are required on both sides of the existing bridge, because it is not safely possible to squeeze four traffic lanes across the existing structure without diverting both footways.”

“Need two tracks at peak times - alter AM/PM.”

“The design does nothing to improve traffic flow or safety for motorised users. The existing WS2 layout is substandard and hazardous, as it encourages vehicles to go four-abrest even though it is not safe to do so. Outbound is more commonly used as two lanes squeezed into one than inbound.

The layout before the bridge inbound is dangerous as the nearside swerves in sharply without warning at the bridge. It would have been fine in the 1930s, but it is not fit for the modern day. If building a new footbridge to take non-motorised users, the existing footway provisions should be utilised to widen the carriageway. I would even say it is preferable to redesignate road space to provide an S2+1 layout with two lanes outbound and one lane inbound to address safety concerns.

The bridge needs widening to form two designated lanes each way. Four informal lanes spread over two designated lanes is unsafe.”

A3024 Corridor

“We oppose strongly more traffic into A3024.”

“No right turn into Ruby Road - bad idea/ problem for residents.”

“More greenery and street furniture, better road signage and markings.”

“Overall good plans however perhaps more dual carriageway installed where there is room, for example Windhover Roundabout to Botley Road junction.

It is important that the traffic lights are phased correctly to ensure through running and not stop-start traffic.”

Windhover Roundabout

“Unless traffic is stopped from blocking Providence Hill entry the massive queues up Providence Hill to roundabout will continue.”

“Approve of full signalisation and the additional lanes this is much needed. There is a need to ensure the signalisation allows flow once cars are on the roundabout. Particularly going between Hamble Lane and the A27 Eastbound to reduce the number of drivers 'rat running' through Lowford. The improved pedestrian crossings will make walking a viable option (at the moment it is very dangerous to cross). The unaddressed issues with volume of traffic going down Hamble Lane will still result in traffic backing up onto the roundabout.”

“Improve traffic light system!”

M27 Junction 8

“Dedicated lanes for entry and exit.”

“Anything to get this moving. Hours of my life are wasted in sitting in traffic here too and from work!”

“The only problem I ever have with here is when I am returning home from the Portsmouth direction and I am using the Junction 8 roundabout to head towards the Hamble/Sholing area. Every night without fail I am in the correct lane (left hand side) in order to turn left, yet there is always a car in the right hand lane also turning left. In accordance with the Highway Code a left lane is for traffic going left and straight on, therefore every night there is a risk of collision by people cutting up those in the left lane who are in the correct stance. I believe a simple set of arrows on the road pointing left/straight on the left side and straight on/right on the right hand side would clear up the confusion for drivers who clearly don't know how to drive at a roundabout. This is an accident waiting to happen.”

Additional comments about the proposed design

“The section of the A3024 between Windhover Roundabout and Orpen Road needs to be widened so that it is all dual carriageway. There's is room for the existing road to be widened and this would alleviate most of the current congestion problems along this section of the A3024.”

“Cyclists age 11+ need to be able to get to school/college safely. Most don't cycle as it is considered unsafe to. Needs cycling to safe separate routes”

“Pedestrian crossings are needed at the Bitterne Road East/ Bursledon Road/ Maybray King Road junctions. The subways there are inconvenient and dangerous - cyclists use them inconsiderately.”

The traffic difficulties around Windhover roundabout and M27 junction are busy all the time every day and this causes congestion every day fir several miles, the length of Hamble lane, and congestion on A27 and motorway with all the new building something more substantial needs to be taken into consideration.”

Summary of questions relating to the Consultation Process

Q11: How did you find out about the M27 Southampton Junctions scheme? (Tick all boxes that apply)

The majority of respondents found out about the scheme through receiving a letter (43%), followed by 17% through other methods as shown further below in Figure 15. Other methods specifically mentioned by respondents included the following and came to a total of 65 respondents.

Other methods of finding out about the scheme	Number of responses
Through a friend	4
Through co-worker/colleague	3
Via parish council	3
Local parish councillors with Highways England and HCC reps	1
Southampton CC offices	1
Hedge End Town Council	1
Information in local library	6
By letter	1
Verbally/Word of mouth	7
Parent	2

Leaflet	2
Highways England Website	2
Southampton CC email	4
Hampshire CC email	1
Attended exhibition	2
Picked up the brochure from the Civic centre	1
Via staff web at work	1
Eastleigh council email	2
Through Hamble Parish Council	5
Email alert/notification	2
Southampton news	1
Booklet in office	1
Eastleigh newsletter	1
Postcard	1
Southampton Cycling Campaign	1
Something posted through the door	1
Advised of website	1
Daily Echo	2
Online- different sites	1
Gov.uk	1
Flyer with local magazine	1
Did not receive letter even though living on Athelstan Road	1
Through local resident	1
Total	65

Table 4. Methods of finding out about the M27 Southampton Junctions scheme

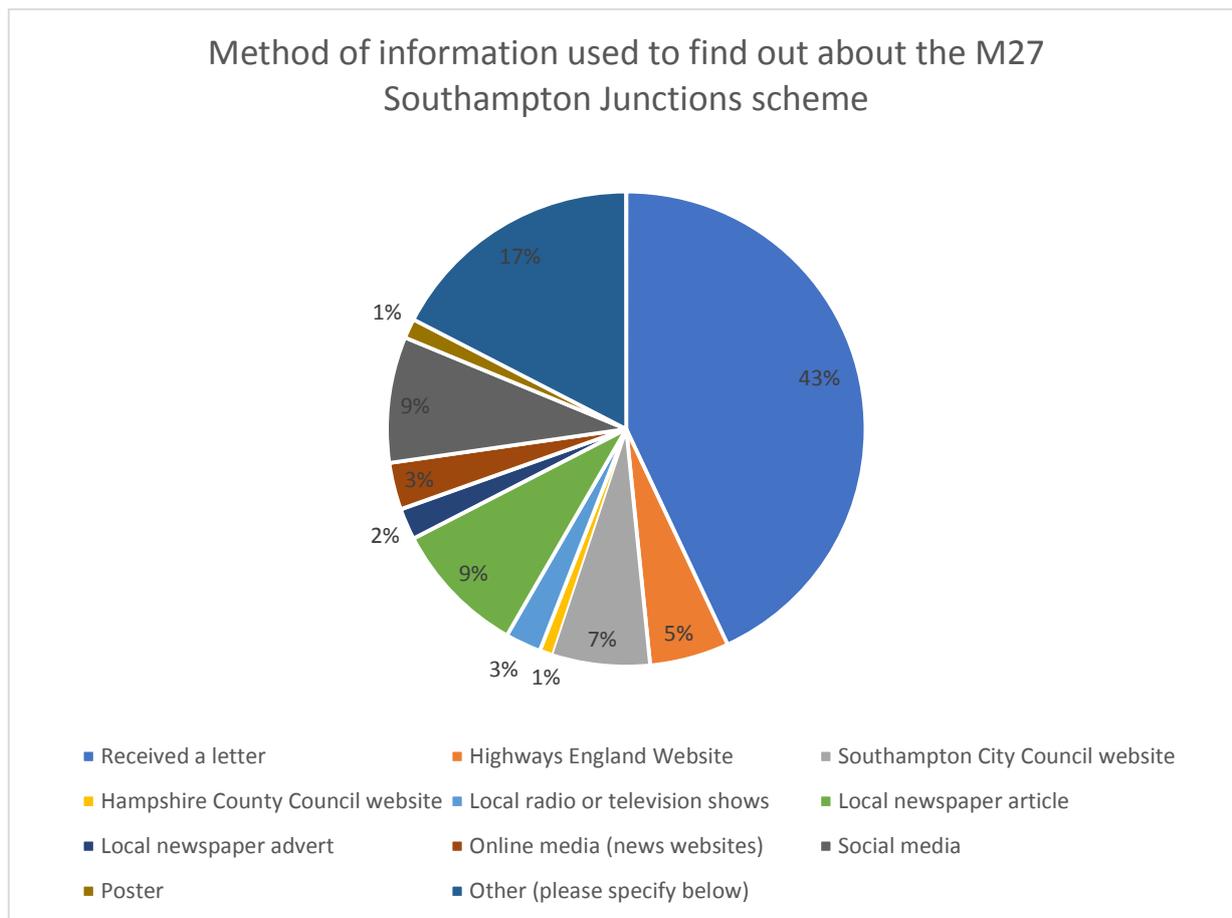


Figure 15. Method of information used to find out about the scheme

These results demonstrate that a wide variety of methods of information were used to find out about the scheme, with word of mouth being one of the most popular methods.

5.1 Quality of the Consultation

At the end of the questionnaire, respondents were invited to respond as to whether they found the consultation brochure and material helpful in answering their questions and if they found the public exhibitions helpful in answering their questions.

The total number of respondents who answered the first question was 296 and the number of respondents who answered the latter was 294.

The pie charts below detail the split between those who found the brochure and material helpful or not and the split between those who found the public exhibitions useful or not.

The first question was ***“Q12: Have you found this brochure and the material helpful in answering your questions?”***.

Figure 16 shows that 58% of respondents found the brochure and material helpful in answering questions to some extent, followed by 27% who fully agreed the brochure and material were helpful.

11% of respondents did not find the brochure and material helpful and for the remaining 4%, the question was not answered, not applicable and one respondent answered, “did not read” and a further answered “yes with to some extent”. It is important to note that the online questionnaire only allowed users to answer from “yes”, “to some extent”, “no”, “did not read” or not to answer the question and so where there are other categories, this is due to comments from the paper questionnaires.

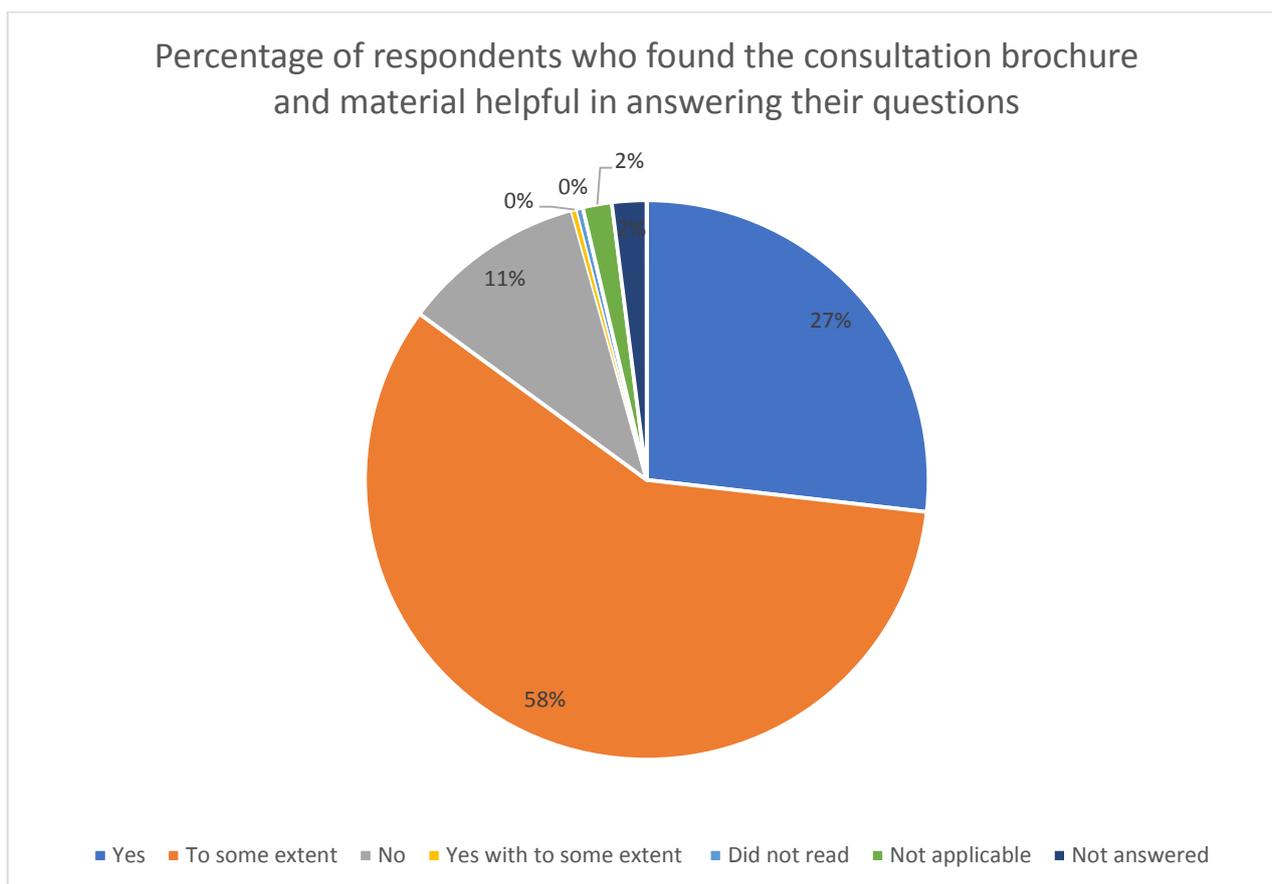


Figure 16. Split of respondents who found the consultation brochure and material helpful or not

The second question was **“Q13: Have you found our public exhibitions helpful in answering your questions?”**.

Figure 17 shows that the majority of respondents did not attend the public exhibitions (46%) and of those that did, 24% found them helpful to some extent and 20% found them helpful. 5% stated the public exhibitions were not helpful and the remaining 5% either tried attending, answered “not applicable” or did not answer the question. It is important to note that the online questionnaire only allowed users to answer from “yes”, “to some extent”, “no”, “did not attend” or not to answer the question and so where there are other categories i.e. “tried attending”, this is due to written comments from the paper questionnaires.

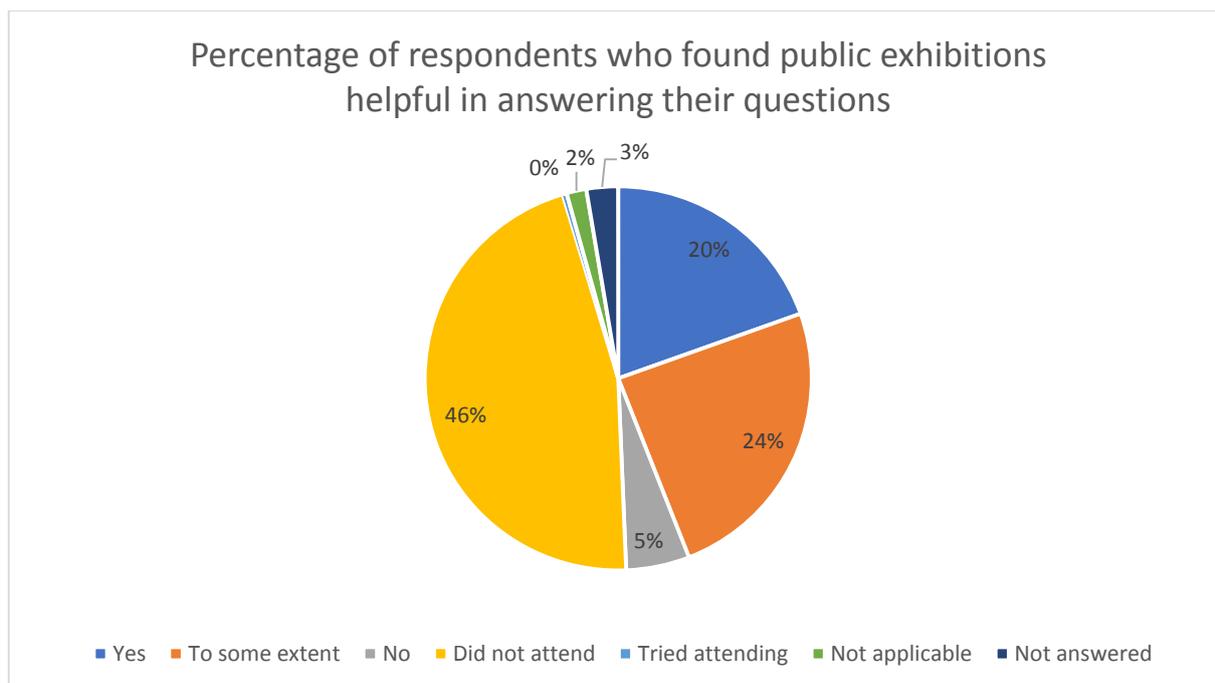


Figure 17. Split of respondents who found the public exhibitions helpful or not

The third question relating to the consultation process enabled respondents to provide open-ended comments. This question was **“Q14: Do you have any comments on the consultation process? If so, please provide details below.”**

For the open-ended questions, common codes were developed relating to the consultation process for Question 14 and 9 final codes were developed. Please refer to Appendix H for the coding framework.

Figure 18 shows that the majority of respondents’ comments related to the consultation process, publicising, access and information (46%), followed by 16% who raised issues to do with works, local impact of the scheme and alternative suggestions.

A further 12% of comments related to support for the consultation process and an equal split between those with a lack of confidence in the consultation process (8%) and comments on the public exhibitions and access to them (8%). A further 3% raised comments on traffic conditions, 3% raised comments on cost and 3% on environment and safety issues. The remaining 1% raised comments on pedestrian and cycle facilities.

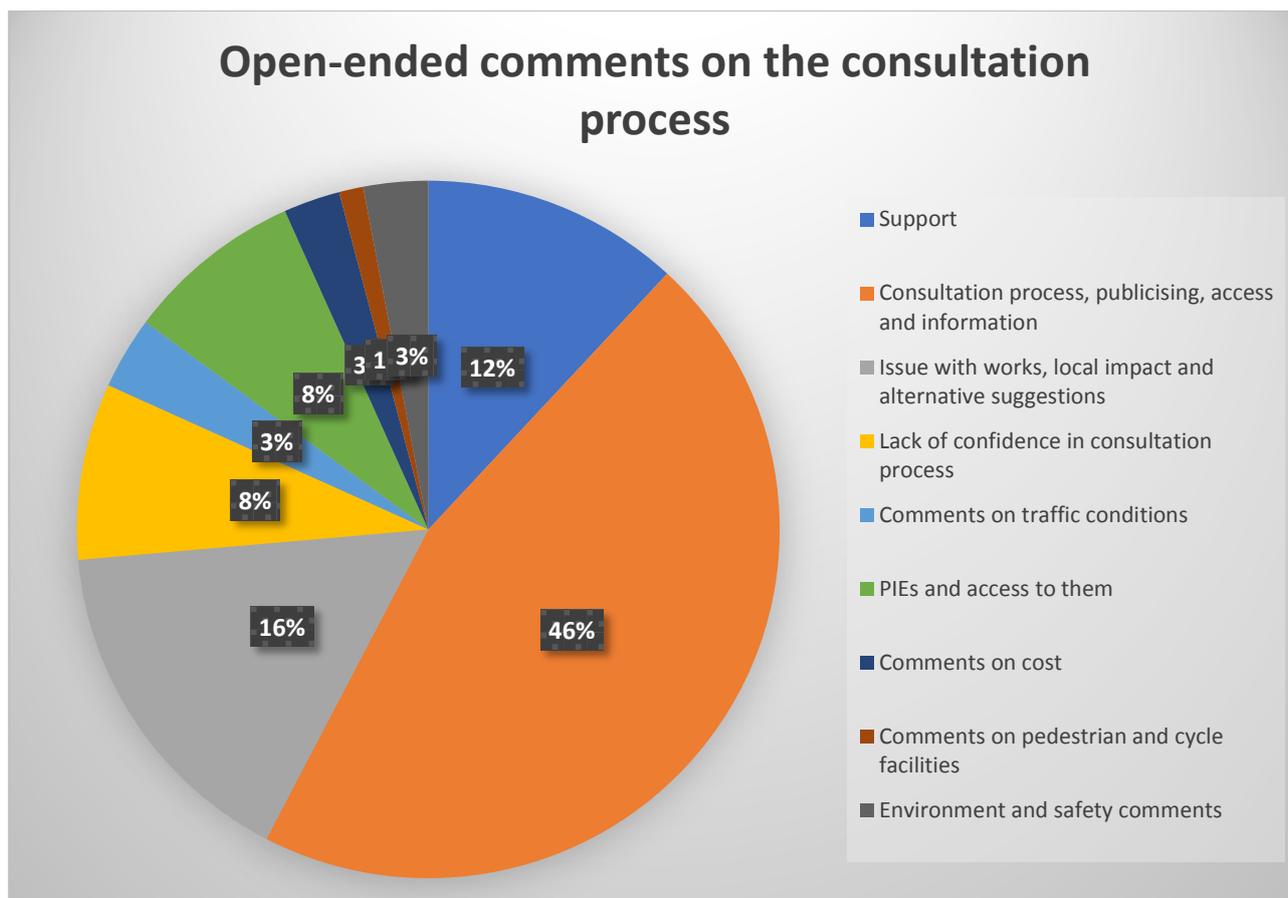


Figure 18. Open-ended comments on the consultation process

5.2 Response Analysis- Emails and Calls

Highways England managed the email inbox and responded to any emails that was sent during the consultation as well as managing and responding to all calls received. However, all responses were logged and coded on the consultation database in order for fair reporting to be conducted. The coding framework used to analyse emails, calls, letters, articles and diagrams is outlined in Appendix H.

From the coding, the most common response made in the emails and calls were comments relating to the consultation process, publicising, access and information (20%), followed by 14% who raised comments on issues with the design proposals, works or network, planning, local impact and alternatives. The third top category was traffic and traffic lights (12%).

Some examples of comments relating to the consultation process, publicising access and information were:

- Whether there will be further consultation events
- Requests for more information/to arrange a meeting to discuss the scheme
- Requests for consultation material, access and/or issues with it
- Dates of the consultation and exhibitions

- Queries on figures of consultation

Furthermore, some examples of comments raised on issues with the design proposals, works or network, planning, local impact and alternatives included:

- Comments on the design of Windhover Roundabout
- Impact on the A3024 and nearby roads e.g. Carey Road, Hinkler Road, Ruby Road, Cobbett Road, Botley Road, Thornhill Park Road
- Impact on Bitterne
- Hamble Lane
- Bert Bett's Way
- Access to Swanwick Lane
- Portsmouth Road junction
- Bullar Road/Athelstan Road junction
- Aims of the scheme
- A27
- Impact on residents e.g. in Hamble, Sholing, local to scheme area etc.

Examples of comments from the third top category relating to traffic and traffic lights included:

- Traffic on Bursledon Road
- Traffic light phasing and delays
- Traffic congestion, queuing, tailbacks and rat-running
- Traffic problem at Hamble Lane
- Traffic and traffic lights at Windhover Roundabout and approaching roads
- Traffic flow on the A3024
- Traffic at Providence Hill /Bridge Road
- Traffic lights at Upper Deacon Road

The least common responses were offer of design services (1% of respondents) and legal matters and queries (2%).

From Figure 19 below, it is clear that a whole range of unprompted issues resulted from the emails and calls and in the next stage it is important for all concerns to be duly noted. Despite the low percentage of people who raised legal matters and queries, these are of equal importance and examples of such issues raised included:

- How residents can call for a public enquiry
- Legal challenges and bringing the matter to the local MP
- Freedom of Information request

E-mail and Calls received: Categories of responses

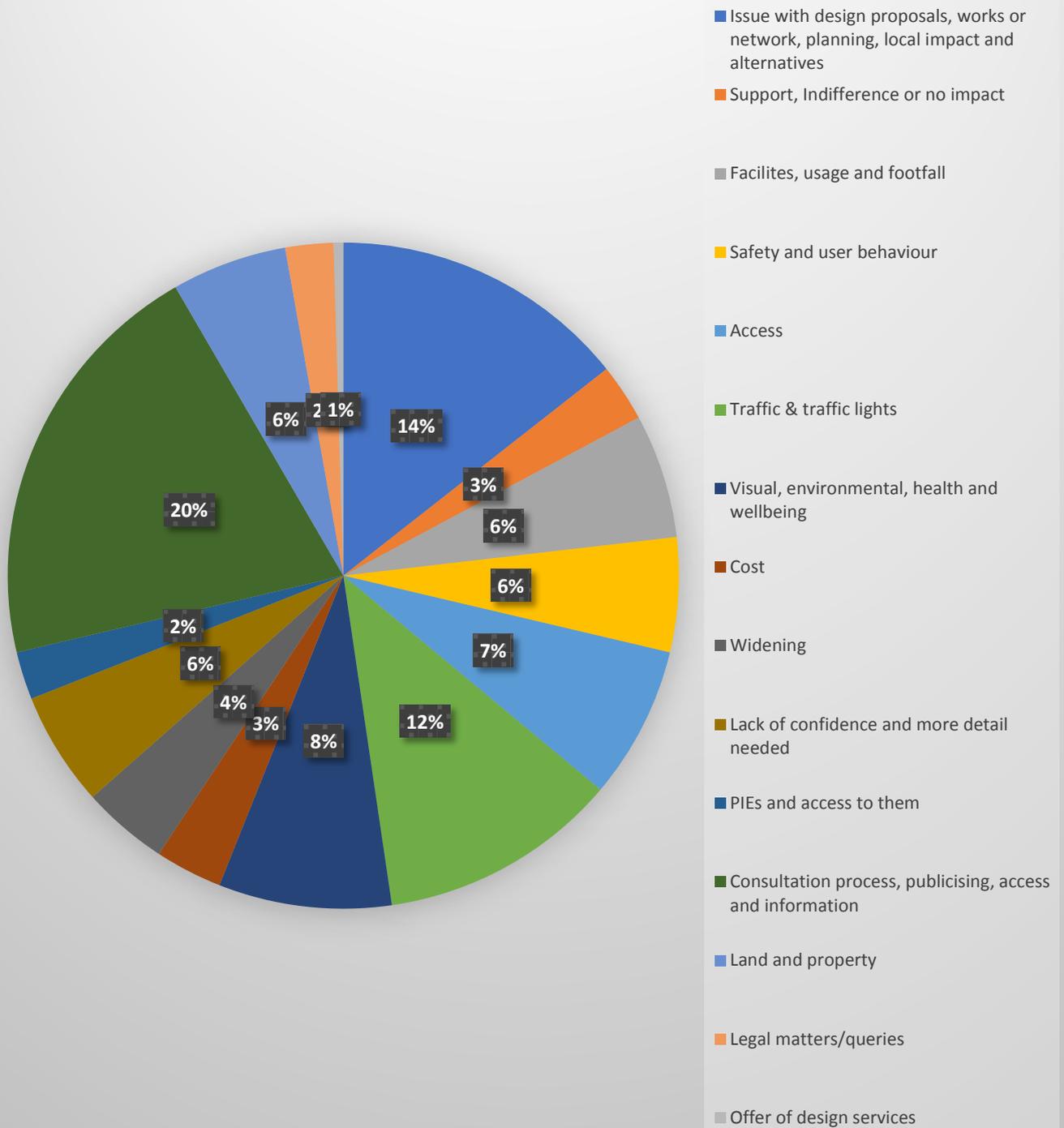


Figure 19. Categories of responses from emails and calls received

5.3 Response Analysis- Letters, Articles and Diagrams

The same coding framework for the emails and calls was applied to any letters, articles and diagrams received, both as standalone letters or as attachments to paper copy responses. All but three of the letters received were submitted with a questionnaire.

Figure 20 shows that the most common theme were issues with the design proposals, works or network, planning, local impact and alternatives (18%), followed by an equal split between traffic and traffic lights (16%) and facilities, usage and footfall (16%).

The least common responses were equally spread over legal matters and queries (2%), land and property (2%), consultation process, publicising, access and information (2%), PIEs and access to them (2%) and widening (2%).

Some examples of comments relating to the top category included:

- Impact of residential development e.g. Eastleigh, Hamble Lane
- Alternative suggestions e.g. at Windhover Roundabout and on the A3024 Corridor
- Design of Bitterne Rail Bridge and alternative suggestions for facilities at this location
- Issue with Bitterne Road West
- New Northam Road Rail Bridge needed
- Queries relating to wider network e.g. why is M27 junction 7 not being considered
- Issue with Itchen Bridge
- Issue with Orpen Road
- Alternative suggestions for facilities e.g. park and ride, water buses
- Issue with Botley Road
- Issue with Providence Hill

In relation to the second top category, examples of comments relating to traffic and traffic lights included:

- Traffic lights on A3024 Corridor
- Extra traffic from housing development
- Traffic lights on A27 Providence Hill-Swanwick
- Traffic lights on Hamble Lane
- Traffic congestion, speed, volume, rat-running and flow
- Impact of traffic on residential areas

Lastly, examples of comments from the third top category, facilities, usage and footfall, were:

- Bus stops, bus lanes and bus priority
- Speed cameras
- Road markings
- Overhead gantries e.g. at Bitterne Rail Bridge

- Pedestrian and cycle facilities e.g. at Bitterne Rail Bridge and Northam Road Rail Bridge
- Access

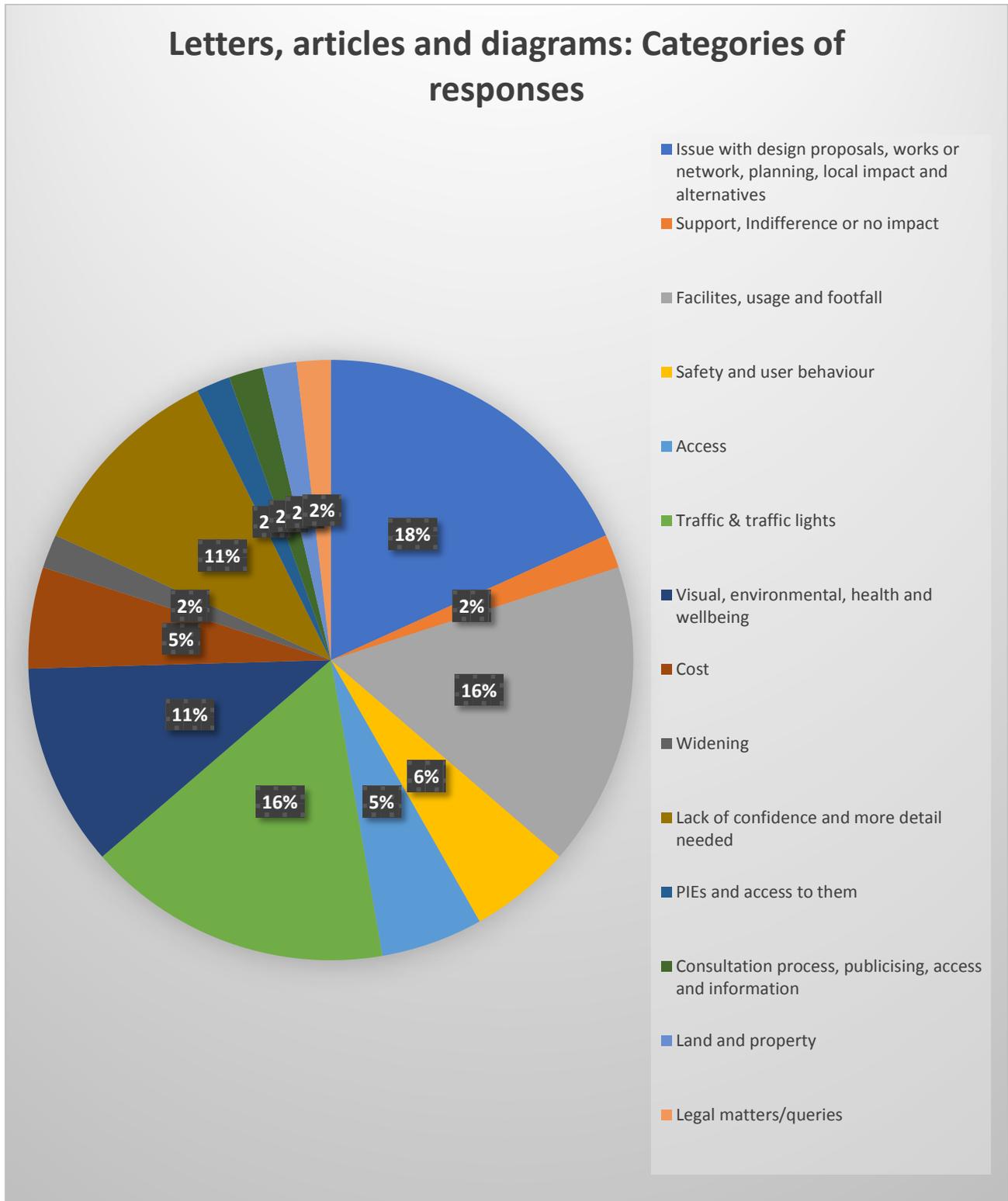


Figure 20. Categories of responses from letters, diagrams and articles received

5.4 Response Analysis - Stakeholders

Hamble Parish Council, Bursledon Parish Council, Hound Parish Council and Botley Parish Council all responded to the consultation.

Hamble Parish Council generally welcomes the consultation on junction 8 of the M27 and the wider road network and is keen to see improvement, however measures should be considered in relation to public transport provision such as a park and ride and consideration needs to be given to traffic measures in Hamble village. The impact of housing development is another issue raised by the council as well as traffic delays on the local road network and usage of the Itchen Road Bridge. For example, they stated that:

“Funding from Highways England and the two Highways Authorities should come together to provide a framework for looking at an area wide transport model based on the Smarter Choices type approach that brings together developers contributions, CIL and central government funding. Progress could also be made in Hamble with the creation of a village wide travel plan bringing the business community together with a package of measures. Providing funding for the work and to support the measures in a travel plan would be a more cost-effective approach than hard engineering. Hamble Parish Council would welcome a coordinated consideration of this by the highway and planning authorities.”

Bursledon Parish Council also welcomes the consultation but states that the proposals need to be integrated with the improvements to the linked local highway network under Hampshire County Council, most importantly the A27 and Hamble Lane. Bursledon Parish Council have raised concerns relating to traffic control and traffic surveys and the impact on local residents, traffic from schools as well as accessibility such as the re-opening of Botley Road and safety, among other concerns. They would also like to see pedestrian/cycle routes designed to provide clear segregation between pedestrians and cyclists.

A member of Hound Parish Council stated that cyclists should be encouraged to use cycle lanes where provided and raised comments that Windhover roundabout will still be over capacity even with the improvements. Furthermore, comments were made regarding lane confusion and the need for clear markings at the A27 providence Hill junction to the Windhover roundabout.

Members of Botley Parish Council feel that the improvements to junction 8 of the M27 are welcomed but that not enough is being done to improve traffic flow at the Windhover roundabout which is notoriously difficult at peak times.

6. Response Analysis - Main Factors

Key themes from the consultation can be found from an analysis of the open-ended questions.

6.1 NMU Provision

The first open-ended comment question found in the questionnaire was “Do you have any comments on the closure of the existing footbridge at Northam Road Rail Bridge?” In response to this question, the top three comments were support for the closure (21 counts), safety (17 counts) and comments regarding issues on match days at St Mary’s Stadium (13 counts).

The second open-ended comment question was “Do you have any comments on the alternative pedestrian and cycle route between Windhover Roundabout and Hedge End?”. Top emerging themes in response to this question were safety (25 counts), support for the alternative pedestrian and cycle route (22 counts) and comments regarding usage (15 counts).

The third open-ended comment question was “Do you have any additional comments about the current and proposed pedestrian and cycle facilities for this scheme and how they can be improved?”. Key themes emerging in response to this question were safety (41 counts), cyclist facilities (33 counts) and pedestrian facilities (25 counts).

From the top 3 responses to each of the questions above, it is clear that safety is a top recurring theme. For further detail on the three questions above, the questions were grouped and analysed regarding NMU Provision and this is detailed further below in the response analysis to all questions in section 6.5.

6.2 Scheme Design

The fourth open-ended comment question was “On a scale of 1-5 with 1 being the lowest and 5 being the highest, how satisfied are you with the design of the proposed scheme in the five main sections identified?”. For Northam Road Rail Bridge, top emerging themes in response to this question were those in favour saying that the improvement is needed (38 counts), followed by comments that it is long overdue (12 counts) and comments related to traffic flow (10 counts).

For Bitterne Road Rail Bridge, top comments were also those in favour saying that the improvement is needed (23 counts) followed by comments that widening is needed (19 counts) and comments on safety (17 counts).

On the A3024 corridor, top comments were those relating to traffic lights that need addressing (25 counts), traffic flow (22 counts) and safety (14 counts).

At Windhover Roundabout, the top three comments were firstly those in support for the design of the proposed scheme (18 counts), followed by comments on the impact from housing development (17 counts) and comments that traffic lights need addressing (14 counts).

At M27 junction 8, the top comment was also support for the design of the proposed scheme (16 counts) followed by comments on the viability of traffic lights (14 counts) and then safety (10 counts).

By looking at the top comments from each of the five locations, it is clear that the most popular theme is support for the design of the proposed scheme or that the improvement is needed, in all locations apart from the A3024 corridor. The second most popular comments are safety and traffic lights respectively.

The fifth open-ended comment question was “Do you have any additional comments about the proposed scheme that you would like us to consider?”. The top three comments are comments on noise and air pollution (29 counts), followed by comments on issues with traffic lights (28 counts) and comments on the impact from housing development (26 counts). This links to concerns raised in response to Question 10 and again highlights concerns over traffic lights and housing development but raises a key emerging theme of environmental concerns regarding air and noise pollution.

6.3 Consultation Process

The final open-ended comment question related to the consultation process and it was “Do you have any additional comments on the consultation process? If so, please provide details below.” This will be discussed further below regarding the quality of the consultation, however top three comments in response to this question were that the consultation needed to be better publicised (23 counts), support for the consultation process (18 counts) and that more notice and time for the public information events should have been given (17 counts).

6.4 Traffic and Wider Network Issues

In total, in response to Question 9-10, a total of 280 counts were related to traffic, with common themes including:

- Congestion e.g. causes of congestion, ways to ease congestion, congestion will remain etc.
- Pinch points
- Traffic - flow, lanes, control, speed, volume and increases
- Queueing
- Capacity
- Rat-running

Whilst this scheme is focused on improvements at M27 junction 8, Windhover Roundabout and the A3024 corridor and the flow of traffic, all comments relating to wider network issues have been noted and will be considered appropriately. Where suitable, these will be used to help inform the decision-making process on the wider strategic and local road networks.

Specific to the wider network problems, recurring concern amongst respondents is those raising concerns over problems or the need to address Hamble Lane. This was a common theme and a total of 48 counts were specific to Hamble Lane from the coding of Question 10 - Question 11 related to the design of the proposed scheme at each of the five locations and additional comments. Some of the most popular comments regarding Hamble Lane are the need to address congestion at Hamble Lane. Respondents commented for example, on the traffic backing up on the lanes near the Windhover Roundabout access to

Tesco, usage of the wrong lanes by car users, issue with it being a single lane, problems with rat-running and traffic volume flow at this location and the knock-on impact of nearby housing development at Hamble Lane. Other specific locations mentioned by respondents outside of the scheme area include but are not limited to:

- Dodwell Lane/ Blundell Lane
- A27 Providence Hill
- Portsmouth Road
- Botley Road North
- Hinkler Road
- Junction 7 and Charles Watts Way
- Hedge End
- Swanwick Lane

6.5 Pedestrian and Cyclist Access Issues

Provision and connectivity for pedestrians and cyclists will be considered throughout the design process. Pedestrian and cyclist access issues were raised in response to all the open-ended questions and below is a summary of some of the key issues raised.

Regarding the closure of the existing footbridge at Northam Road Rail Bridge, as mentioned above, respondents are particularly concerned with safety (17 counts) and concerns with issues on match days at St Mary's Stadium (13 counts). More specifically, 11 counts were also recorded commenting specifically on pedestrian access due to the closure of the existing footbridge at Northam Road Rail Bridge and 9 specifically object to the closure. This highlights the importance of taking into consideration connectivity for pedestrians throughout the design process. For cyclists, popular comments included those on cycle facilities at this location and comments on the segregation of cyclists and pedestrian from one another and motorised traffic. While these comments are welcome, the majority of respondents did not answer this question (191 not answered and 19 no comments) and it may be necessary to provide more detail in this area to gather qualitative feedback on the proposals here with further consultation required on the footbridge leading to the stadium.

Comments on the alternative pedestrian and cycle route between Windhover Roundabout and Hedge End regarding issues resulted in 25 counts from respondents commenting on safety, followed by 15 comments on usage. Other popular comments related to the provision of pedestrian and cycle facilities and user behaviour. For example, one recurring comment was to not mix pedestrians and cyclists.

Additional comments raised in response to Question 8 were again heavily centred around safety (41 counts), cyclist facilities (33 counts) and pedestrian facilities (25 counts). Another popular comment was the need for segregated cycle and pedestrian routes (14 routes).

Comments on the design of the proposed scheme at each of the five locations also raised a number of pedestrian and cyclist issues. For example, a total of 125 counts specific to NMU facilities were made across Question 10 and 11. Examples of common themes include:

- Segregating the cycling and pedestrian facilities and bus lanes
- Public transport provision
- Cycle facilities e.g. routes and lanes
- Pedestrian facilities e.g. routes, footways and access
- Other Equestrian or Mobility Users

Furthermore, from the emails and calls received, there were 15 counts related to access, 13 counts related to facilities, usage and footfall and 11 counts related to safety and user behaviour. From the letters that came alone and those attached to questionnaires as well as diagrams and article received, there were 9 counts related to facilities, usage and footfall, 3 related to access and 3 related to safety and user behaviour.

6.6 Traffic Lights

It is clear from the responses to the questionnaire that problems with traffic lights was a big issue for many of the respondents.

From Question 6-8, some of the comments relating to traffic lights included:

- Traffic lights at Botley Road Junction
- Traffic light phasing on Bursledon Road/Bitterne Road East
- Traffic lights for pedestrian crossings
- Installation of new traffic lights at Botley Road/St John's Road

In relation to comments on the design of the proposed scheme at each of the five locations from Question 10-11, in total there were 5 counts of comments about traffic lights at Northam Road Rail Bridge, 5 counts at Bitterne Rail Bridge, 33 counts on the A3024 Corridor, 22 counts at Windhover Roundabout and 20 counts at M27 junction 8 for Question 10. For Question 11 there were 38 counts about traffic lights in the additional comments on the proposed scheme. A sample of the comments relating to traffic lights included:

- The need for traffic lights to be addressed
- Alternatives needed to traffic lights
- More traffic lights a problem
- Traffic lights as a cause for congestion
- Traffic lights as a benefit and needed
- Operation, technology, phasing and timing of traffic lights
- Traffic lights at multiple junctions along the A3024 e.g. Botley Road Junction, Orpen Road Junction, Hinkler Road, Upper Deacon Road, Bullar Road
- Traffic lights on the A27 Kanes Hill /St John's Road
- Traffic lights for pedestrian crossings

From the question “Do you have any comments on the consultation process? If so, please provide details below.” (Question 14), there were also four comments received specific to traffic lights and from the emails and calls received, there were 24 counts of comments relating to traffic and traffic lights and from the letters, diagrams and article received, there were 9 counts related to traffic and traffic lights.

From the above, it is clear that many respondents are concerned about the efficiency and operation of the traffic lights across the scheme, particularly across the extent of the A3024 Corridor. Many argue that they cause congestion and hold up traffic, causing queuing, tailbacks and delays to their journeys. They feel that due attention needs to be given to traffic lights in response to the scheme. Furthermore, there may be difficulties for vehicle users leaving and entering the roundabout at Windhover and the phasing of the traffic lights needs to be addressed at this location. Likewise, at the M27 junction 8, respondents mentioned that traffic lights may help the flow of traffic from the motorway with some specifying this is need at peak times.

6.7 Safety Concerns

As demonstrated further above, safety is a common issue raised in multiple answers to the questionnaire.

In total, the breakdown of comments on safety for each open-ended question was 17 counts for Question 6, 25 counts for Question 7, 41 counts for Question 8, 9 counts for Question 10 at Northam Road Rail Bridge, 17 counts at Bitterne Rail Bridge, 14 counts on the A3024 Corridor, 11 counts at Windhover Roundabout and 10 counts at M27 junction 8. In response to Question 11, there were 24 comments relating to safety.

This demonstrates that safety is of big concern in relation to pedestrian and cycle facilities where respondents were asked to provide comments on the current and proposed cycle facilities in Question 8. Generally, across all open-ended comment questions, respondents are concerned with improving safety and their own personal wellbeing when using locations across the scheme, be it as a car user or an NMU user. Some of the popular comments related to safety across the questions included:

- Safe access to different locations e.g. St Mary’s Stadium on match days, schools such as Beechwood and Glenfield School
- Pedestrian safety e.g. on shared user paths
- Cyclist safety e.g. on-road, mixing with pedestrians
- Safety on routes/lanes e.g. uneven, unsafe surfaces, too narrow
- Safety for the vulnerable e.g. women, children, elderly, disabled
- Safety for crossings
- Safety in relation to speed and volume of traffic
- Danger faced by users
- Road safety e.g. merging lanes

A further 3 counts related to safety resulted from Question 14 of the questionnaire and from the emails and calls received, there were 11 counts relating to safety and user behaviour and 3 counts from letters, article and diagrams received.

6.8 Visual, Environmental, Health and Wellbeing Concerns

In response to the open-ended comments from the questionnaire, Question 6-8 received 30 comments relating to visual, environmental, health and wellbeing concerns such as air quality, pollution and concerns about environmental provisions.

Question 10-11 received 91 comments relating to visual, environmental, health and wellbeing, with 9 being specific to health, 77 counts on the environment and 5 on the visual aspect. Question 14 received a further 5 counts on the environment.

From the emails and calls, there were 18 counts for visual, environmental, health and wellbeing and from the letters, article and diagrams received there were 6 counts.

Examples of key issues raised include:

- Air quality and its impact
- Air pollution e.g. resulting from more traffic and congestion, issues with emissions
- Noise and vibration pollution
- Aesthetic appearance e.g. more greenery
- Damage to health e.g. on those living near the scheme
- Consideration for green space

Air quality was a major concern for respondents and some feel that the problem is being ignored and more consideration needs to be given to address it as Southampton has one of the worst air quality areas in the country. Some respondents feel that the scheme itself is flawed due to promoting more cars which will cause a negative impact regarding emissions and air quality.

For example, a respondent from Clean Air Southampton stated the following:

“There should be detailed consideration given to the relationship between this scheme and the impending Clean Air Zone. It is possible that the whole of the A3024 could be declared an Air Quality Management Area, as could all the main approach roads to the City Centre (...) Detailed air quality monitoring should be undertaken of the whole of the A3024, with particular regard to the hundreds of homes located close to the road.”

Another respondent from Climate Conversations fundamentally objects to the scheme and stated that there is no indication as to how the project could achieve impacts which are beneficial to air quality.

Furthermore, in relation to green space, Southampton Commons and Parks Protection Society (SCAPPS) stated the following:

“There is little or no consideration of impact on public open space/green spaces. Not all are even shown green on the plans (Northam Summers Street is not shown). So far as SCAPPS can tell from the consultation material other green spaces alongside the A3024 are unaffected. There is green space alongside Northam Road on the north side of the river bridge; is it affected? Other parks alongside the A3024 are Bitterne Manor, Hum Hole, Donkey Common (Sholing) & north-west end of the Shoreburs Greenway. The allotments (Bitterne & Muddy Bottom) at Deacon Road are a significant landscape feature.”

6.9 Impact of Housing Development

Some respondents have raised issues with the level of uncertainty surrounding many of the proposed housing developments in the area and the impact this will have in bringing additional traffic to the area. With higher traffic volume, many feel this will exacerbate the problem of congestion. In response to Question 8, 2 respondents highlighted that NMU facilities need to link up to new housing development in the Hedge End, Bursledon and Hamble Lane areas.

More specific comments on housing development emerged from the open-ended questions on scheme design, with a total of 48 counts from Question 9 – 10. This was raised particularly in the additional comments about the proposed scheme and some examples of responses from both paper copy responses and online questionnaires are detailed below:

“Given the new houses in Hedge End Bursledon and Hamble, I do not believe the traffic chaos at Junction 8 and Windhover will be solved.”

“This proposal appears to be acceptable. I have a word of warning. The development of peripheral estates like the one of the A27 towards Hamble, to the west, is threatening to dramatically increase the flow of traffic in and out of the commercial centres such as Southampton. The lack of local community infrastructure at Hamble west and similar places (Hedge End, West End) will inevitably result in more moving about, greater demand on already stressed routes and a dislocated population. In other words, for every gain which is made from an expansion scheme, there will be a hidden and burgeoning cost from the demand generated from the expanded routes. Result: no overall gain at a very high cost.”

“Part of the problem is the congestion on Hamble lane which will be exacerbated by future residential development. I am not sure this is being addressed.”

8 emails referred to the impact of housing development with answers referring to:

- The knock-on effect of Eastleigh Councils planning applications being granted e.g. around Hamble Lane
- Housing development near Windhover Roundabout
- Scale of development at Providence Hill and the need for Planning Authorities and Highways bodies to work together in a coordinated way to manage new development
- One respondent is aware of 5 new housing estates being built within a 2-mile circumference of respondent’s house
- Housing development exacerbating the traffic congestion problem
- Expansion of housing units in the Horton Heath/Fair Oak/Botley areas

From the attachments submitted with the paper copy questionnaires, housing development was mentioned by 2 respondents, with one raising concerns over the residential developments that Eastleigh Borough Council are permitting with the cumulative effect on traffic and another specifically mentioned the 180+ houses being built on the land adjacent to the Tesco Superstore.

6.10 Access and the Ban of Right and Left Turns

The issue of accessibility among respondents is another prominent issue, with many questioning the layout and design of the proposed scheme, specifically regarding the ban of right and left turns at different locations across the scheme extent. Some respondents expressed concerns over the impact that the ban of turns will have for local residents living in proximity to the A3024 and accessibility to and from housing as well as access for emergency vehicles and HGVs.

From the online and paper copy questionnaire, 20 counts relating to access for Question 6- 8 were noted and 55 counts for Question 9-10. Some examples of responses included but are not limited to:

- Access to Bursledon Road
- Access to Deacon Road
- Access to Tesco at Windhover Roundabout
- Issues with proposal to ban right turns from A3024 Eastbound into Ruby Road
- Issues with ban of right turns from A3024 Westbound into Bullar Road
- Access from A3024 into Quayside Road
- Access to Carey Road
- Access for emergency services and lorries
- Access to Hedge End/M27/A27 to Woolston, Sholing and Itchen Bridge
- Access from Chessel Crescent
- Side roads need opening up on A3024
- Access for the disadvantaged e.g. disabled
- Access on Bitterne Road West
- Access to Southampton Docks

From the emails and calls received, there were 15 counts related to access and some examples of issues raised include:

- Access to housing and parking
- Access routes into eastern Southampton e.g. Hamble Lane
- Access to and from Windhover Roundabout
- Suggestion of cutting off access to Swanwick Lane from Botley Road end
- Turns in and out of Deacon Road/Upper Deacon Road
- Suggestion of re-opening of roads e.g. road that used to be completely accessible from Bursledon Road (at the corner where Hamble Motors is) right up to West End Road, Botley Road North
- Suggestion to block right hand access into Portsmouth road
- Closure of entrance to Carey Road
- Ban of turns at Ruby Road

- Access for pedestrians and disabled e.g. to Bitterne Station

From the letters, article and diagram, comments on access were mentioned by 3 respondents, with specific issues of concern including:

- Right turn prohibition from Prince's Street and opening of Summers Street and impact of this e.g. queues, noise and vibration impact, obstruction, pollution etc.
- Right turn prohibition into Ruby and Bath Roads e.g. casualties, pollution, lengthy alternative route etc.
- Unpopularity of stop of right turn at Prince's Street e.g. with residents and commercial vehicles coming out of the Millbank area, issue with lorry traffic having to use narrow side roads etc.
- Suggestion for Prince's Street to be closed to northwards traffic and Britannia Road made the only route from the football stadium and aggregate area to the A3024.

All of these comments demonstrate that accessibility is of concern across the scheme extent and beyond including both to the east such as Hedge End, and to the south and west such as Woolston, Sholing and the Southampton Docks. However, it is clear that of key concern is the access to and from the A3024 and adjacent roads and the impact this will have on residents.

6.11 Widening

Lastly, one common factor was the comments made by respondents in regards to widening and/or the need for more lanes at different sections across the scheme extent. For example, in response to Question 6-8, some of the suggestions included:

- Query if we are going to widen the road from Botley Road to Orpen Road
- Widening of pavements e.g. at Northam Road Rail Bridge
- Widening of M27 exit slip roads
- Widening at Botley Road/Bursledon Road junction
- Effect of widening on Bursledon Road

In response to Question 9-10 which were more specific to the design of the proposed scheme, a total of 101 counts were recorded mentioning either widening or more lanes. Whilst the majority of users were in favour of widening, some respondents also felt that widening was not needed at certain locations. The location which received the highest amount of comments on widening was Bitterne Rail Bridge, with 37 counts.

Bitterne Rail Bridge

Some examples of responses specific to Bitterne Rail Bridge included:

"The footpaths are very narrow on the existing bridge, and I have often observed significant inconvenience to users of wheelchairs, pushchairs, etc. Removing this traffic to its own bridge should both prove a safety benefit and allow some valuable widening of the carriageway. I suspect it will still be rather a road traffic bottleneck, even so."

"Has long need widening and improvement."

“Very disappointed that the opportunity is not being taken to widen the bridge to 2 lanes each way (or 2 + 1 tidal flow). Not widening this bridge at the same time as the Northam rail bridge would appear to negate much of the advantage as there will still be a single lane pinch point between Bitterne (A3024/A334 split) and Six dials.”

Other comments related to widening from the other four locations include some of the following responses:

Northam Road Rail Bridge

“Widening of road is a good idea to eliminate bottle neck caused by narrowing of road which makes driving difficult when alongside a HGV or bus, keeps traffic flowing.”

“Not necessary. Needs repair/ replacement but not widening.”

A3024 Corridor

“Sections from Bitterne bypass out to Windhover roundabout should be fully dual carriageway, widening queue areas at junctions won't work as traffic does not flow away from junctions efficiently. Junctions at Hinkler road and Deacon Road/Upper Deacon Road especially need dedicated slip lanes.”

“Make it wider.”

Windhover Roundabout

“Extra lanes on road from junction 8 to Windhover roundabout.”

“Increased signalisation will place pressures on the roundabout that do not exist at present. Whilst the scheme design does feature some carriageway widening on both the roundabout and approaches, I do not feel that it goes far enough in creating much needed stacking space. I feel that a fourth lane should be provided between the Hamble Lane entry and the Bursledon Road entry on the roundabout, in addition to a fourth lane on the Hamble Lane approach. Hamble Lane and Bursledon Road are so close together on the roundabout that as much stacking space needs to be provided as possible, as the layout combined with the signal operation on this corner cannot cope, and there is not actually any widening proposed on this quadrant.”

M27 Junction 8

“Extra lanes all over the junction and roundabout.”

“An extra lane, with clear signage showing which lane should be used. Left lane = left only, Middle lane = Left and straight-on and Right lane = right only. Current big issue is every evening rush-hour motorists using the right-hand lane to turn left toward Windhover is completely blocking the ability to turn right toward Hedge End. The tail back onto the motorway is extremely dangerous as motorists end up using the hard shoulder to get off the main carriageway and this allows a further queue to build up in the left-hand lane of the main carriageway. I've sat in this queue every evening and the amount of close calls I've seen is extremely scary.”

From the emails and calls, a total of 9 comments related to widening were made, with examples including the following:

- All single parts of the A3024 needs to be two lanes wide
- Widening to release pressure on traffic flows in and out of Hamble Lane
- Widen or upgrade the B3033 Botley Road from the junction with the A3024 to take the Woolston traffic which can join the A3025
- Issue that 'dual carriageway' has not been mentioned once in any of the information provided - merely 'widening critical junctions'
- Negative impact of widening on A3024 e.g. for local residents, business, parking, environment and health
- Widening at Ruby Road Junction
- Kerb widths

From the letters, article and diagram received, a total of 1 respondent mentioned widening, with the response stating the following:

"Bitterne Rail Bridge, at Bullar Road- This would become the only non-dual stretch on the entire system. Widening the footway but not the carriageway is no solution. At present drivers operate in an informal contraflow system, morning and evenings, although often contemporaneously both ways, forming four lanes, all very dangerous. A carefully planned contraflow system with overhead gantries and road markings could work. The plan proposes just nothing, leaving an unsafe situation to deteriorate. Is this the best Highways England can propose?"

The responses above indicate that widening and lanes are a concern across all sections of the scheme extent, with many respondents offering alternative suggestions for the creation of extra lanes at different locations. At Bitterne Rail Bridge, many respondents believe that widening the bridge is needed to improve the traffic flow and safety.

8. Other Information

8.1 Late Responses

The consultation officially closed at 5pm on Tuesday 31 October 2017. CH2M and Highways England agreed to internally allow until the end of the week for the final responses to come in. To qualify as 'late' it had to be clear that the response was dated after the consultation closing date. All responses that were received up to 5pm on Friday 3 November were counted as late but still included in the final response analysis.

Any responses received after November 3 were classed as unaccepted and not included in the final analysis. In total only four responses were submitted after 3 November and were not included in the analysis.

CH2M received a total of 18 late responses. The summary of late responses is shown in Table 5 below.

Format	Late Returns	Comments
Postal copy response (one of which was a letter)	8 late responses	2 responses were dated 01st November 2017, 1 response was dated 03rd November 2017, 2 responses were dated 04th November 2017, 1 response was dated 06th November 2017, 1 was dated 08th November 2017 and the remaining one came in on the 16 th November 2017.
Email	1 late response	Email submitted was dated 04th November 2017.
Online-Citizen Space	9 late responses	All 9 responses were submitted on the 31st October 2017 but after 5pm.

Table 5. Summary of late responses

8.2 Campaigns and Petitions

The consultation received no campaigns or petitions.

8.3 Issues Arising

Issue on PIE attendance numbers:

It was noted that at the final two public exhibitions held on the 02nd October 2017 and 03rd October 2017 respectively, there were low numbers of attendants, with 13 people attending on both days, giving a total of 26 attendees at Northam Community Link. As per the information mentioned further above in this report, this was partly a consequence of the venue location being tucked away within an estate, being the last set of events and due to the venue being located in a crime hotspot area. This combination of concerns over safety and being the last two events are likely the reasons for low attendance at these two events.

Numbering of consultation questions online and on paper questionnaires:

Another issue was the numbering of the consultation questions online on Highway's England Citizen Space in contrast to the paper questionnaires.

One respondent who responded online recognised the problem and stated ““The online questionnaire does not mirror the hard copy version. Will you be able to reliably report on the findings from the two versions? There are fourteen questions in the hard copy version and nineteen in the online version.” The five extra questions pointed to above in relation to the online questionnaire are:

Question 1- “What is your name?”

Question 2- “What is your email address (optional)?”

Question 3- “What is your postcode”?

Question 4- “What is your organisation (if applicable)?”

Question 5- “What is your telephone number (optional)?”

Within the paper copy, boxes were provided at the beginning of the fourteen questions, where users could provide their name, address, postcode, email address, organisation and telephone number, however these were not given a question number, whereas online on Highways England Citizen Space they were.

For the purposes of reporting, the project team ensured that all corresponding questions were coded in conjunction with one another, whether they were numbered differently or not. Where respondents raised additional written comments in the paper copy questionnaires, these have all been taken account in the analysis and reported on so as to raise issues and concerns to take into account for the scheme. All postcodes have been mapped and counts of all organisations, email addresses, names and telephone numbers have been given. This has ensured reliable reporting.

Staff survey

Staff that attended the public information events were asked to fill out a form detailing the reoccurring comments and issues they had encountered while speaking to the public. This presented a way to capture issues that may need to be carried forward to the next stage of development.

A copy of the staff survey and analysis is in Appendix J.

Special consideration

Pedestrian and community severance in particular were concerns raised in the EqIA assessment for this scheme and was a consideration when designing the questionnaire. Question 6-8 focused on asking the public about NMU provision and the open-ended questions allowed respondents to make any additional comments.

We took steps to ensure all identified stakeholders had reasonable access and opportunity to participate in the consultation such as including all local organisations associated with the protected equality groups identified in the EqIA received notification of the consultation. During engagement, those with hidden disabilities e.g. colour blind, dyslexia etc were given due consideration and materials were available in different languages, braille and larger print upon request.

Additional groups identified through the consultation but not considered from the initial equality impact assessment included but are not limited to the following:

- Southampton Cycling Campaign
- Mobile Scooter Users with one user stating, *“Good proposal. Take into account mobile scooters”*.
- Horse rider Users

Responses relating to horse rider facilities are concentrated particularly around Dodwell Lane and Windmill Lane and included the following:

“I think an opportunity has been missed for a pedestrian link between the proposed crossings on Junction 8 and the bottom (northernmost) end of Windmill Lane in Bursledon. Windmill Lane once linked to Dodwell Lane and it was the construction of the M27 that severed the link in the 1970s. Whilst a safe pedestrian path alongside the Bert Betts Way would be beneficial (particularly for those heading to and from Hamble Lane, the Tesco store etc.), an additional quieter pedestrian route, less exposed to traffic fumes, could be offered by a short path going alongside the "J8 M27 Northbound off-slip" to form a non-vehicular link to the dead-end in Windmill Lane. This would be popular for walkers and cyclists to link the extensive new housing developments east of the Windmill, with the country park and Hedge End, on the other side of the M27. It would also reduce potential hazards and exhaust exposure for kids' prams, dog walkers, horse riders, tourists etc trying to get to the Upper Hamble Country Park from Bursledon.”

“I cycle along Dodwell Lane every day on my commute, which is not for the faint hearted and as someone that cycles 80+ miles a week I consider very dangerous. It was very short sighted all those years ago not to keep Windmill Lane and Peewit Lane open to horses, cycles and pedestrians, I personally will not cycle between Windhover Roundabout and Junction 8 unless there was a barrier between me and the traffic.”

“Improvements with a doubt, but do not go far enough, what happened to Bridleways/horse-drawn carriageways”

“Scheme stops at Dodwell Lane, no pedestrian walkway - Dodwell Lane used as return to access M27 J8 (to avoid Windhover) No facilities for horse riding”

9. Other Suggested Improvements

9.1 Park and Ride

The suggestion for a park and ride facility or queries as to why this isn't being considered was a common theme, mentioned at public information events and in response to the questionnaires, both online and through paper copies, as well as in letters and in emails received by Highways England. Some respondents gave the general suggestion for the park and ride to serve Southampton, with other respondents stating it is needed at specific locations such as near M27, near Windhover and near Botley Road.

In total from the responses to the questionnaire, the results from both online comments and paper copy comments in response to Question 6- 8, 3 respondents mentioned the need for a park and ride and in response to Question 9-10, 43 respondents mentioned the need for a park and ride. Furthermore, in response to Question 14, 3 respondents also suggested the need for a park and ride.

From the emails and calls, comments on a park and ride was mentioned in 4 emails with users mentioning the following:

- Options for a Park and Ride scheme should be considered as a priority and explored with Eastleigh Borough Council as part of its emerging Local Plan
- Query as to why the proposal for one or more park and ride scheme to alleviate the problems has not been included in the consultation
- Suggestion that a park and ride system would help to reduce the amount of traffic coming into and out of the city, improve the environment for local residents and improve journey times for all with somewhere along the M27 route that could be used
- Response by user that a comment in the Technical Appraisal Report (TAR) on Page 40 shows land in the angle between Hamble Lane and Bursledon Road as a "Potential Park and Ride site", whereas Page 101 shows proposed housing developments at this location.

From the letters, article and diagram, the suggestion of a park and ride was mentioned by 3 respondents, with one user querying how the system would operate if a park and ride were installed at or near Windhover, one suggesting the park and ride should be introduced near Botley Road Junction and the third stating that the last currently being built on at Windhover would have been an excellent spot for a park and ride.

10. Summary of Results

A total of 302 questionnaires (online and paper copies) were received during the six-week consultation period. The questionnaire asked a total of 14 questions, with questions 1 to 14 considered key and questions on respondent information such as email address and telephone number considered optional. A copy of the consultation questionnaire can be found in Appendix C.

The electronic questionnaires were collected using Citizen Space, an online consultation platform. All responses have been analysed and grouped into themes, with the following key points noted:

General concerns from the public included the local impact the scheme will have and concerns were raised over the impact to surrounding roads and areas in close proximity to the scheme.

Key concerns of respondents are:

- Issue with the design, works, network, local impact and alternative suggestions
- Safety
- Traffic lights
- Impact from housing development
- Widening
- Traffic flow
- Facilities e.g. pedestrian and cyclist
- Usage
- Consultation process, publicising, access and information

The returned questionnaires show that for Question 6-8, issues with the proposals, works or network, local impact and alternatives stood at 27%, whilst support stood at 13%. This suggests that due consideration to NMU Provision is vital to the scheme.

For Question 9-10, support outweighed those with a lack of confidence in the proposals, with 10% falling in the support, indifference or no impact category and 8% in the lack of confidence and more detail needed category. However, 24% of comments related to design, local impact and alternatives and so it is clear among respondents that in relation to the scheme design, not all are happy with the design of the proposed scheme as it is and are worried about the local impact it may have with many alternative suggestions being made.

For Question 14, the support from the public for the M27 Southampton Junctions Improvement scheme outweighed those with a lack of confidence, with support being 12% of comments made and a lack of confidence in the consultation process at 8%. However, almost half of all respondents to this question (46%) raised issues with the consultation process, publicising, access and information.

From the emails and calls made, only 3% of respondents fell into the category of support, indifference or no impact, whereas 6% fell into the category of lack of confidence and more detail needed. A further 20% raised issues relating to the consultation process, publicising, access and information and 14% had issues with the design proposals, work or network, planning, local impact and alternatives. From the letters, article and diagrams received, 2% of respondents fell into the support, indifference or no impact category whereas 11% fell into the lack of confidence and more detail needed category, with a further 18% raising issues with the design proposals, works or network, planning, local impact and alternatives. This highlights that further consultation may be needed and all email respondents and callers should be kept informed.

Figure 22 sets out the method in which each of the 382 respondents submitted their consultation response. Online responses were the most popular form of responding to the consultation, with over half of all respondents (53%) choosing this method. The least popular form of responding was via calls to the HE Call Centre (2%) of all respondents.

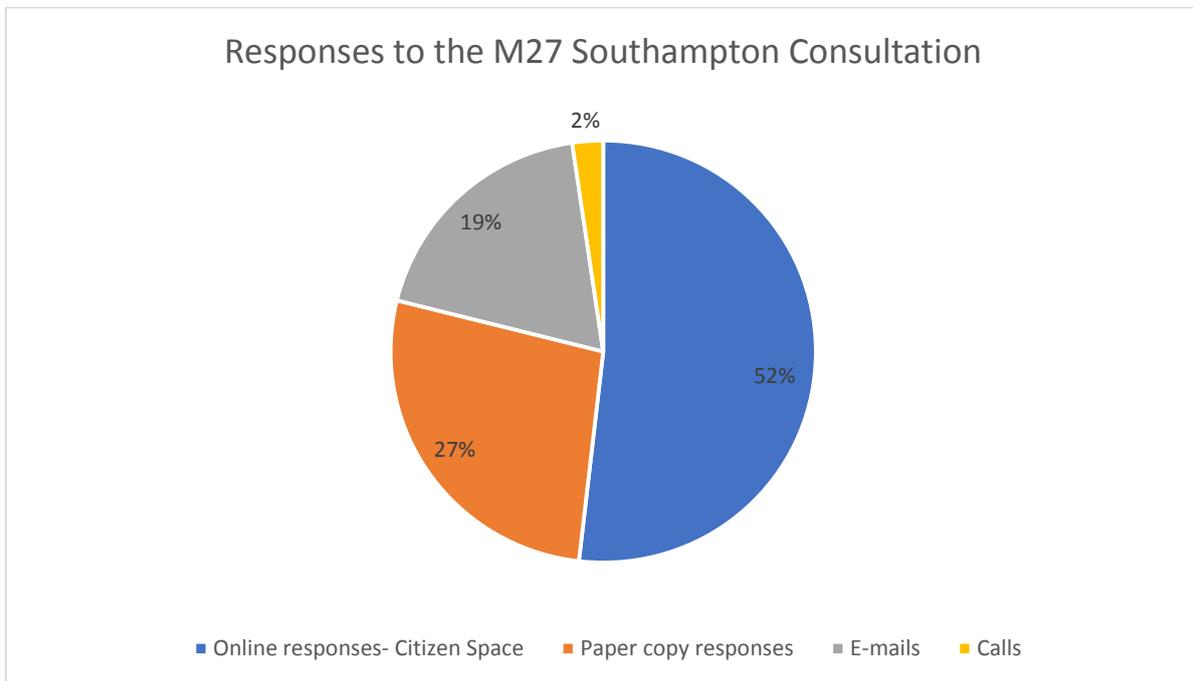


Figure 22. Consultation Response Method

Overall, analysis of the consultation reveals that those that have responded to the consultation are located across the scheme extent, with many comments and issues raised in each of the five key sections. Many alternative suggestions have been made and it is important for all comments made to be taken into consideration during the detailed design stage. In particular, ensuring that local residents are not negatively impacted is of concern.

11. Conclusion and Recommendations

In conclusion, CH2M have considered all of the consultation responses made through all channels to identify the consultation themes. The responses to the consultation feed into the appraisal process and so are an important component in making the recommendation to the Department for Transport.

Overall the response to the proposals have been largely positive. However, the volume of respondents that raised comments on specific existing issues or the proposals in general must be taken into account when refining the design in the next stage of development. After analysing the responses, we can make the following recommendations:

- 1. Re-assess the provisions for NMU and public transport across the scheme.** Many respondents are interested in the provision for non-motorised users and they request that pedestrian and cycle facilities are made safer and that segregated cycle and pedestrian routes should be considered at the design stage. Public transport provision is also a concern of respondents with comments made on the long waiting times and the lack of public transport options and the need to prioritise it.
- 2. Re-consult on detail around closure of Northam footbridge.** Due to Question 6 on the closure of the footbridge at Northam Road Rail Bridge receiving the least amount of answers from all the open-ended comment questions, we recommend that further consultation on the detail of this is needed in regards to NMU provision. In particular focus efforts on engaging the local community and the football stadium who will undoubtedly be directly affected.
- 3. Windhover NMU.** Due to the impending housing development occurring near Windhover Roundabout, additional traffic will impact upon car users and NMU users alike. We recommend this is taken into account in the next stage of the scheme
- 4. Traffic lights.** Many respondents are concerned with traffic lights, particularly the number of traffic lights on the A3024 corridor, across the scheme extent and it is clear it is impacting upon user's journeys. Therefore, we recommend this is taken into account in the next stage of the scheme.
- 5. Safety must be a priority for the scheme.** In particular NMU safety and car driver safety as these were common concerns raised by respondents.
- 6. Detailed air quality modelling must be undertaken.** A full assessment of the likely air quality implications with detail on ways the scheme design can help mitigate the cumulative effects of vehicle emissions.
- 7. Refined scheme design and targeted engagement.** The number of issues raised in relation to this question demonstrates the level of local frustration with daily conditions across the proposed area. It is perhaps worthwhile spending some time detailing the elements of the proposals that seek to address the issues raised in turn. In order to develop confidence in the proposals, local people need to be able to understand how their concerns raised will be met by the scheme.

-
- 8. Improvements to the consultation process.** It is recommended that further consultation may be needed on the detail of the proposals in order to give those with an interest in the scheme and local residents, an equal opportunity to have their say and be consulted on. This is perhaps best done in targeted community engagement sessions to capture responses to the detail. Materials need to be made more accessible and local residents need to feel they have adequate time and information to respond to proposals. This includes delaying the public information events until the middle of the consultation process and providing all the consultation and exhibition material online from day one. Also, earlier engagement with elected members and local representatives.
 - 9. Assess unprompted issues raised.** Alternative suggestions such as park and ride, segregated NMU facilities, wider lanes etc need to be considered seriously on the basis that they were raised multiple times across the responses. Where any suggestions are not feasible this must be demonstrated with clear reasons for rejection.

Appendix A – M27 Southampton Junctions Improvement Scheme. Autumn 2017 Consultation Proposal

Appendix B - Full List of Public Information Events (PIEs) and Brochure pick up points

Full list of PIE venues

- 22 September 2017 (Friday between 4pm and 7pm) and 23 September 2017 (Saturday between 10am and 4pm) at Pilands Wood Community Centre, Chamberlayne Rd, Bursledon, Southampton SO31 8DT, UK
- 25 September 2017 (Monday between 4pm and 8pm) and 26 September 2017 (Tuesday between 4pm and 8pm) at the Highpoint Centre, Bursledon Rd, Thornhill, Southampton SO19 8BR, UK
- 29 September 2017 (Friday between 4pm and 9pm) and 30 September 2017 (Saturday between 10am and 4pm) at Bitterne Manor Primary School, Quayside Rd, Southampton SO18 1DP, UK
- 02 October 2017 (Monday between 4pm and 9pm) and 03 October 2017 (Tuesday between 4pm and 9pm) at Northam Community Link, Kent St, Southampton SO14 5SP, UK

Full list of venues to pick up consultation material

Southampton Civic Centre Reception, Southampton SO14 7LY, UK

Gateway, One Guildhall Square, Southampton SO14 7LY, UK

Northam Community Link Ltd, Kent St, Southampton SO14 5SP

Cobbett Hub and Library, Cobbett Road, Bitterne Park, Southampton SO18 1HL, UK

Bitterne Library, Bitterne Road East, Bitterne, Southampton SO18 5EG, UK

HighPoint Centre, Bursledon Rd, Thornhill, Southampton SO19 8BR, UK

Pilands Wood Community Association, Chamberlayne Rd, Bursledon, Southampton O31 8DT, UK

Hedge End 2000 Centre, 2000 St John's Rd, Hedge End, Southampton SO30 4AF, UK

Appendix C - Consultation Questionnaire

Appendix D - Full List of Consultation Materials

- Consultation brochure - As shown in Appendix C
- FAQs

Full list of exhibition material

- Scheme wide scroll drawing
- Display posters
 - Environmental assessment
 - M27 Junction 8
 - Windhover Roundabout
 - Junction improvements with visualisations
 - Northam Road Rail Bridge
 - Discarded options
- Roll ups
 - M27 Introduction
 - Windhover and M27 Junction 8 Problem Summary
 - A3024 Corridor Summary
 - Northam Bridge Summary
 - Economic Assessment
 - Environmental Assessment
 - M27 Collaborative Working
 - M27 Next Steps
- Route flythrough video

Appendix E – Press Advert

The image displays a collage of various press advertisements and notices. A prominent feature is a large section titled "Public & Legal Notices" with the sub-heading "Why you should read them:". Below this, there are several columns of text, likely containing legal notices or public information. Other visible elements include the "Highways England" logo, a "M27 Southampton Junctions Scheme" advertisement, and various smaller notices and advertisements from different organizations. The layout is dense and typical of a newspaper's public notices or legal section.

Appendix F –Highways England Letter to Residents and Businesses

Appendix G – Postcode Analysis

From Figure 23 below, a map of the postcodes of those who responded to the M27 Consultation shows a good distribution of both local residents and residents from further afield, both to the east, south, west and north of the scheme. In particular, there is a good distribution of residents across the extent of the A3024 Corridor and a cluster of those located near Bitterne Rail Bridge. There are fewer respondents who live in proximity to Northam Road Rail Bridge and at Windhover and M27 junction 8, there is a cluster of respondents to the south of both of these locations.

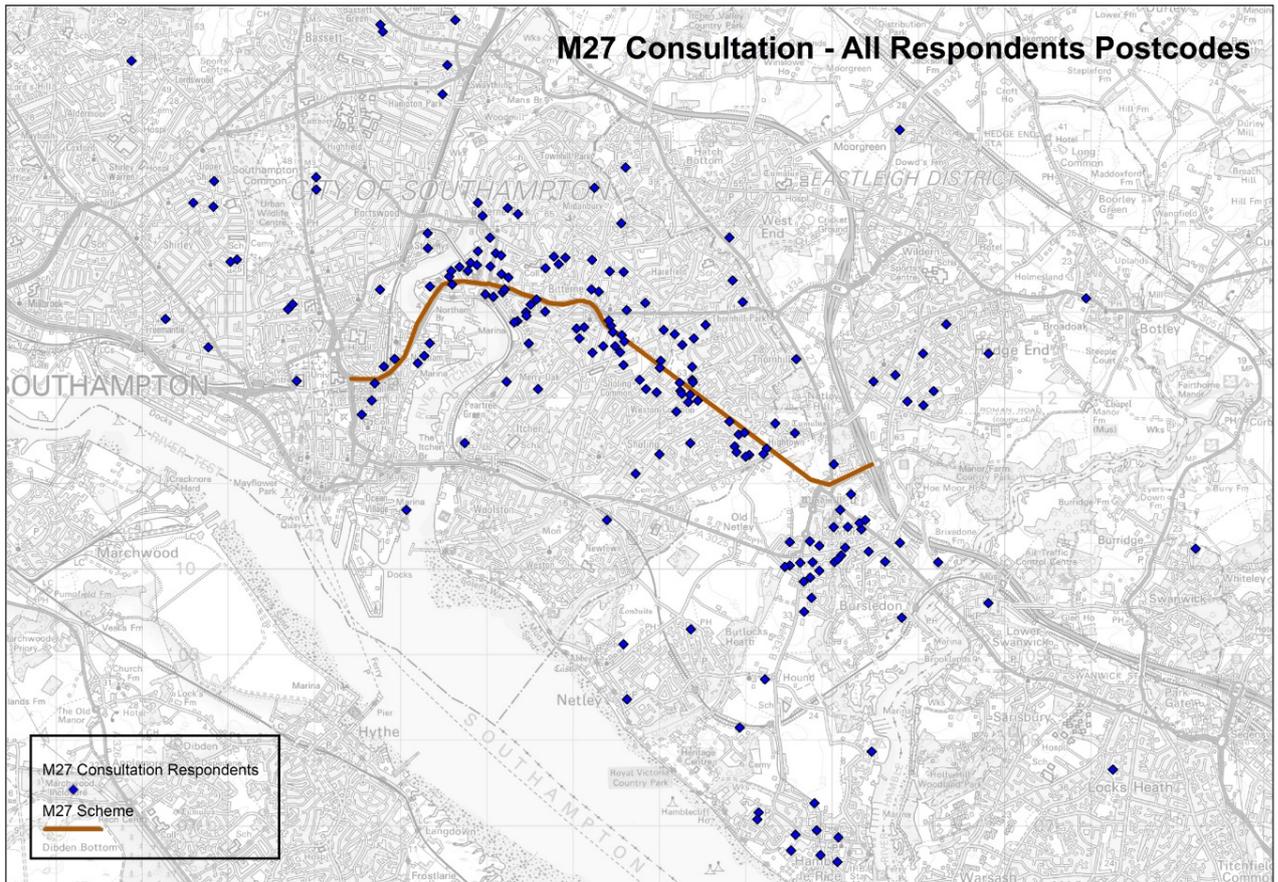


Figure 23. All respondents' postcodes

In relation to the letter drop boundary, Figure 24 shows a good distribution of residents responded from both the Southampton City Council (SCC) boundary and Hampshire County Council's (HCC) boundary. In HCC's boundary, less people responded on the eastern side of the M27 and more responded from the residential area of Bursledon, with a few from Hedge End to the north-east also responding.

In SCC's boundary, the distribution fell mostly on the eastern side of the River Itchen, along the extent of the A3024 corridor, with a few respondents located on the city centre side of the river.

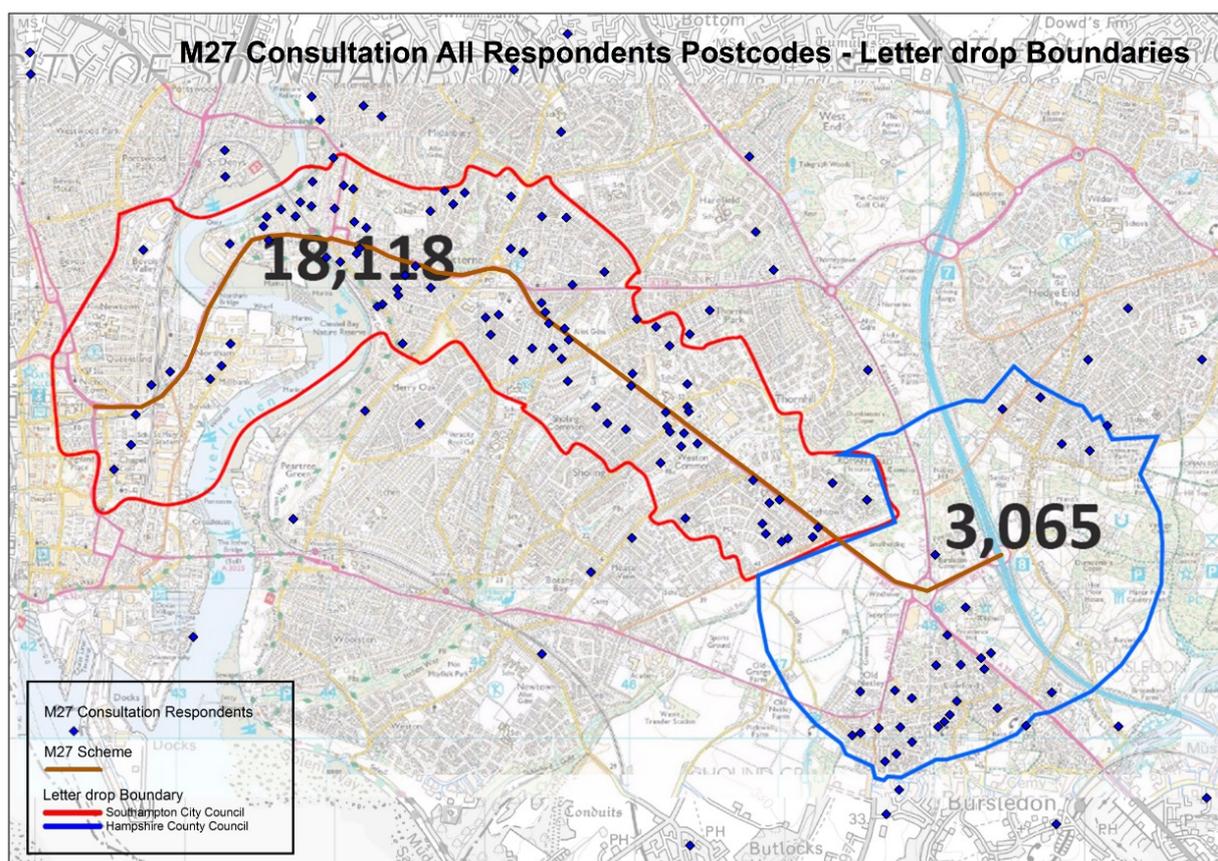


Figure 24. All respondents' postcodes in relation to the letter drop boundaries

Figure 25 below shows the distribution of attendees at the public information events (PIEs) who chose to provide their postcode. Attendees at Bitterne Manor Primary School were clustered particularly around the venue but also came from as far south as Hamble le Rice, as far west as Millbrook Road West and as far east as M27 junction 8. Attendees of the PIE event at the High Point Centre were also particularly clustered near the venue and around the A3024 but came from as far north as Hampton Park and near Hedge End Station and as far south as Butlocks Heath.

Those who attended Pilands Wood Community Centre were also mainly local to the area but again extended as far east as Swanwick, Locks Heath and Titchfield Common, as far north as Basset Green and as far south as Netley and Hamble le Rice.

Lastly, attendees of the Northam Community Link PIE event were distributed across the A3024 and as far west as Freemantle and as far north as Swaythling.

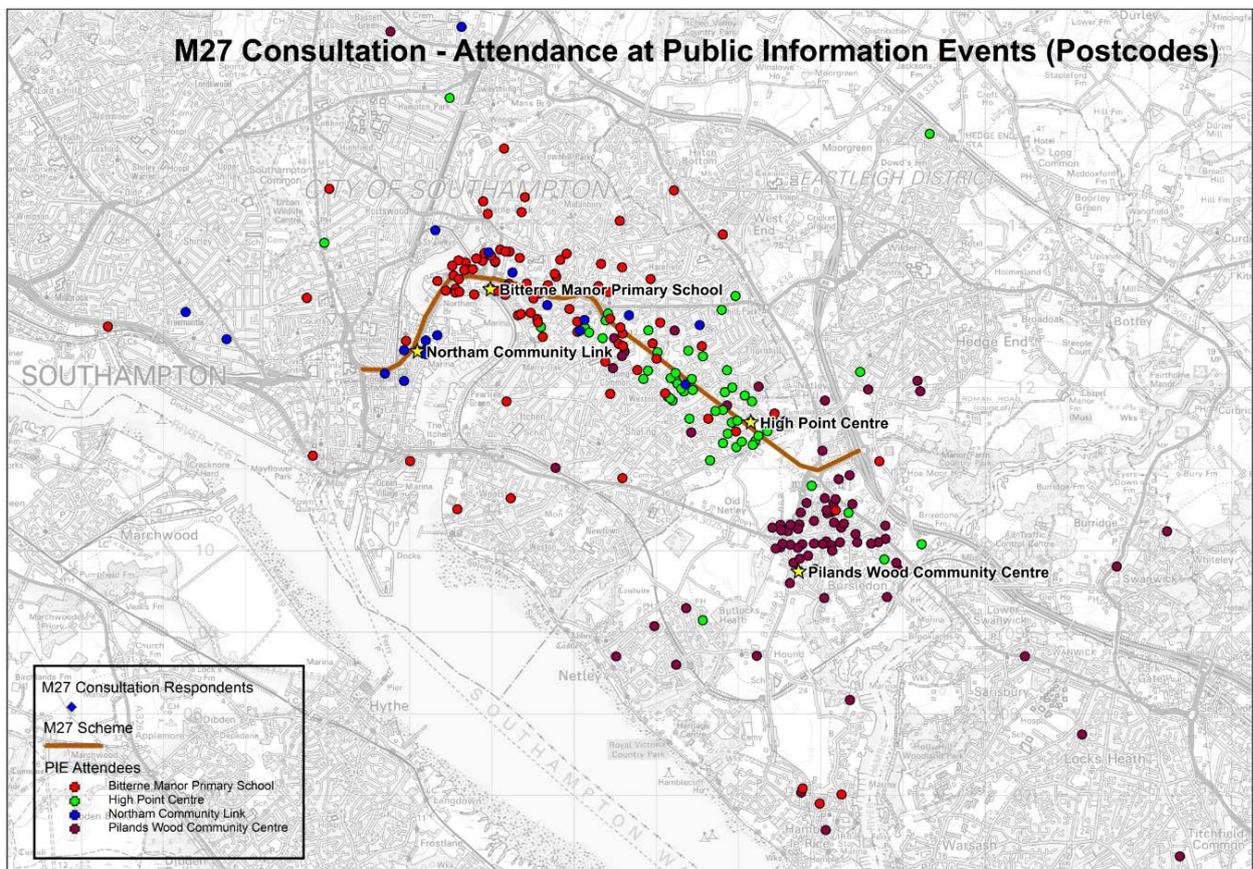


Figure 25. Postcodes of attendees at the PIE events

In Figure 26 below, postcodes with the highest counts of between 6-8 respondents per postcode were distributed mainly across the extent of the A3024, with one in the west near Freemantle and one further south in Itchen. There was a total of 28 postcodes with between 6-8 respondents. Those with 5-6 respondents per postcode came to 50 postcodes and these were again clustered along the A3024 and further east in Bursledon and as far as Sarisbury. Other locations with 5-6 respondents included Netley and Bitterne.

Postcodes with 4-5 respondents were clustered primarily around the A3024 and Bursledon and went as far as Shirley. Those postcodes with a low proportion of respondents per postcode e.g. 1-2, 2-3, 3-4 were distributed across the scheme extent, as far as Hedge End Station, Hound, Hampton Park and Ocean Village.

The heatmap reveals that generally, more respondents from the same postcode responded along the A3024 whereas postcodes with fewer counts were spread further across the wider area, into the city of Southampton and Eastleigh district, with the exclusion of a handful of counts further south and west such as those located in Woolston, the city centre and Shirley.

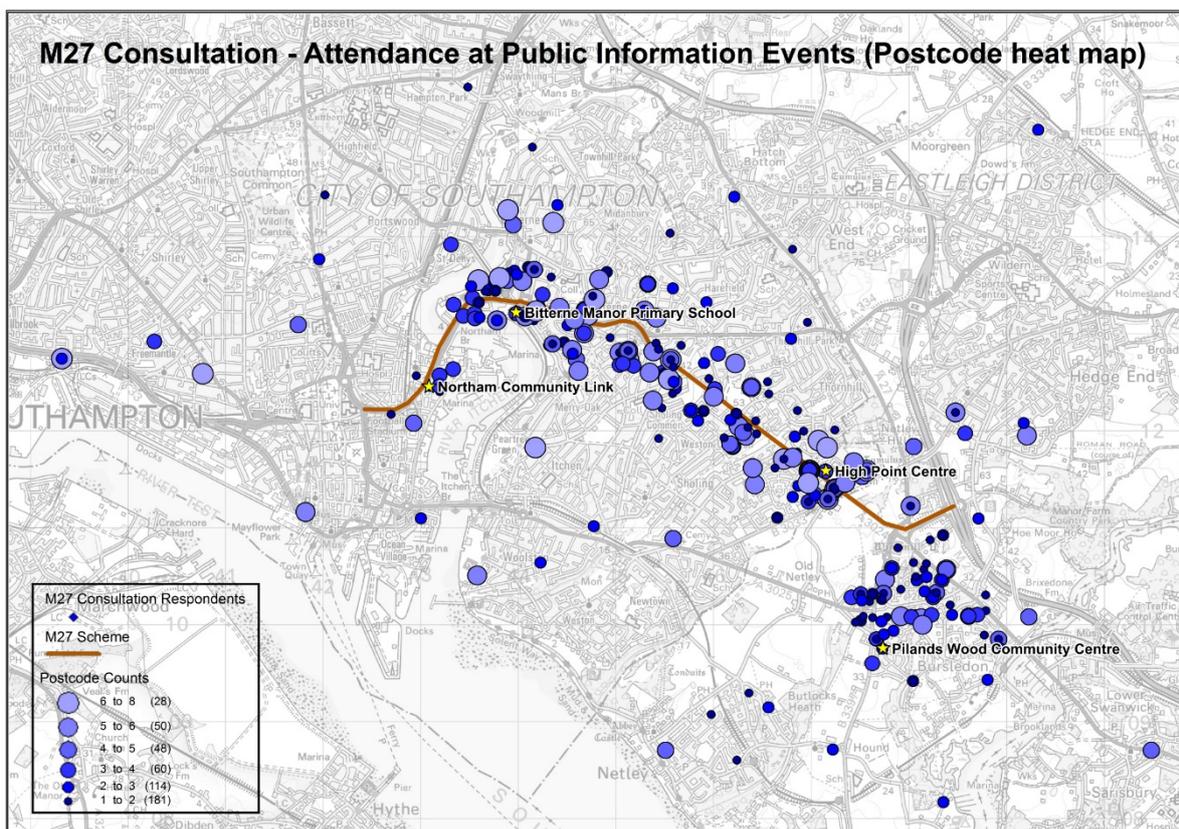


Figure 26. Number of attendees at PIEs by postcode heat distribution

The remaining maps show the distribution of postcodes of respondents across the scheme extent by the reference number allocated to them which indicates the type of response they made. For examples, those with an 'O' responded via the online questionnaire, those with a 'P.C.' were paper copy (or hard copy) responses and those with a 'C' were calls and 'E' were emails.

Near M27 junction 8 and Windhover Roundabout, there was a mixture of responses, located primarily in Bursledon. At one postcode near Windhover Roundabout shown towards the top of the map, one postcode is shown as having submitted 2 paper copy responses as well as an e-mail and likewise further south in proximity to the A27, O163 and O164 were also from the same postcode. The high proportion of respondents who provided postcodes from Bursledon correlates to the consultation responses, with the A27 and other approach roads to Windhover Roundabout such as Hamble Lane gaining a lot of comments from the feedback from the consultation.

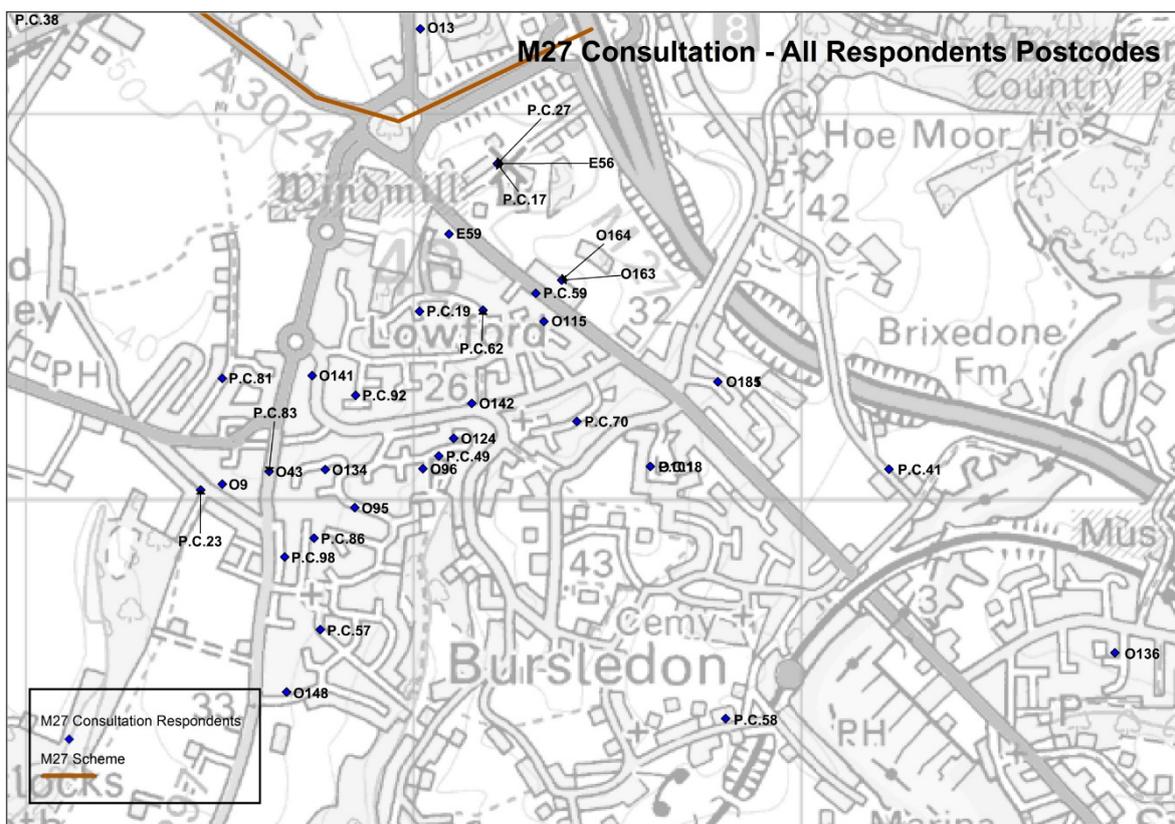


Figure 27. Map of response type at M27 junction 8 and Windhover Roundabout

On the eastern side of the A3024 Corridor near Hightown, there is also a mixture of responses, with P.C.65, P.C.7 and O189 all from the same postcode. From the map below, there is a greater number of those who replied by paper copy, meaning that many of the respondents either picked up a questionnaire from one of the deposit points or obtained them from one of the public information events. Where there is a gap along the A3024 Corridor and Windhover Roundabout, this is due to the land being open space as opposed to being used for residential use. Some of the postcodes on the map shows that residents from Butts Road and Orpen Road responded to the consultation, as well as residents from Kathleen Road further to the west. This is positive as it indicates that a balance of opinion across much of the A3024 Corridor has been made.

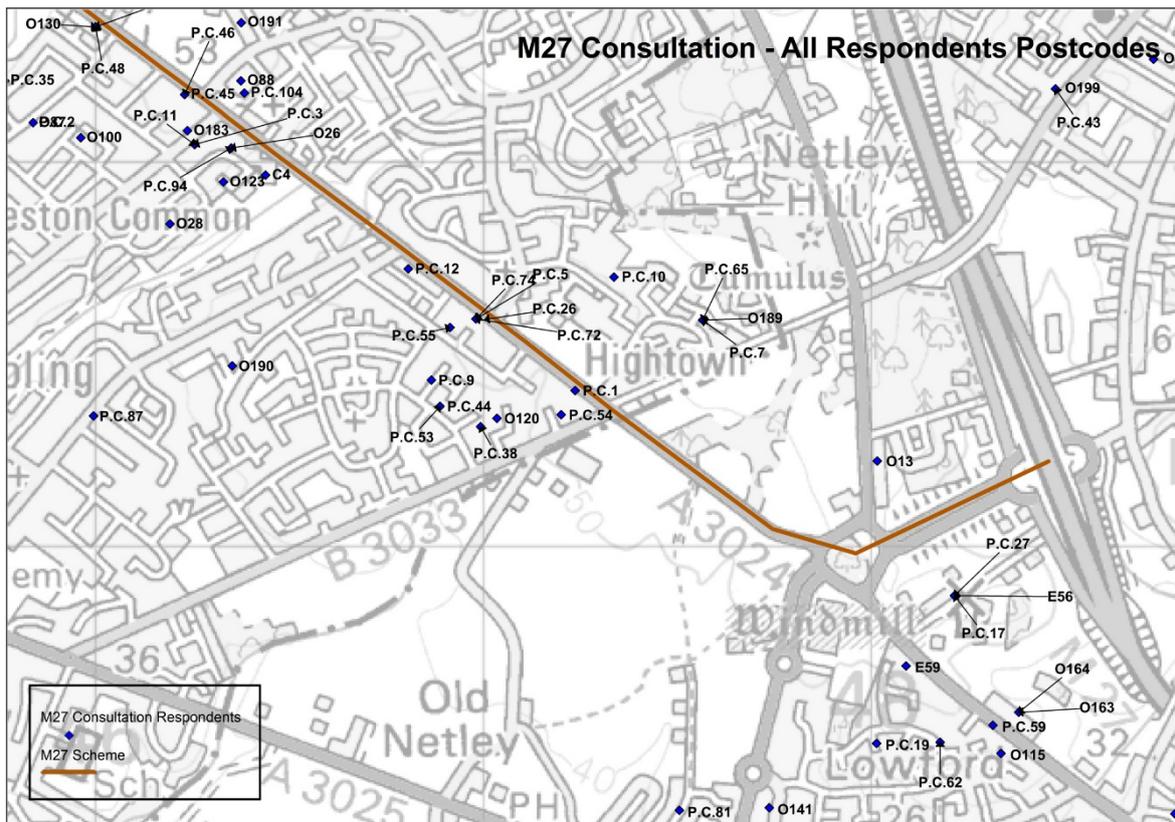


Figure 28. Map of response type on the eastern side of the A3024 Corridor and Windhover Roundabout

The final two figures below show the distribution of responses at Bitterne Rail Bridge and the western part of the A3024 Corridor, including Northam Road Rail Bridge as far as the Six Dials Junction. At Bitterne Rail Bridge, there is a good distribution on either side of the bridge. There are a number of responses from the same postcode such as P.C.89, P.C.52 and O11. However, further west near Northam Road Rail Bridge, the amount of postcodes from the Northam area is minimal, with only P.C.71, P.C.100, P.C.51, O153, O156, O112 and E24 in proximity to the bridge. There are only a handful of online responses located in Southampton city centre such as O173, O197, O109 and E47.

Overall, a low proportion of respondents were located in the area near the Northam Road Rail Bridge as opposed to the number of those who responded who were located near Bitterne Rail Bridge and along the A3024. Whilst the balance of opinion across the A3024 Corridor was generally distributed well across the corridor itself and nearby or approaching roads, the quality of the responses isn't equally distributed across the scheme as a whole and those residing near Northam Road Rail Bridge may not be aware of the impact of the proposals. Therefore, further consultation may be needed so as to obtain a more equally balanced overview of the scheme.

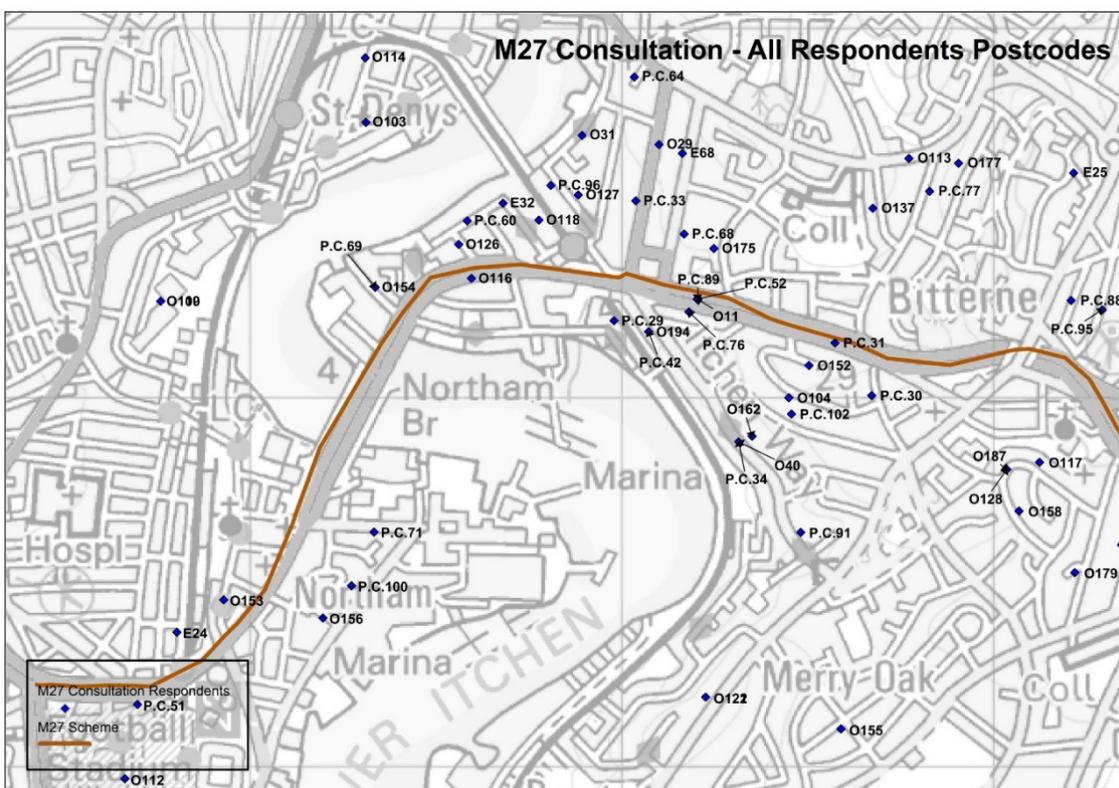


Figure 30. Map of response type at Bitterne Rail Bridge and Northam Road Rail Bridge

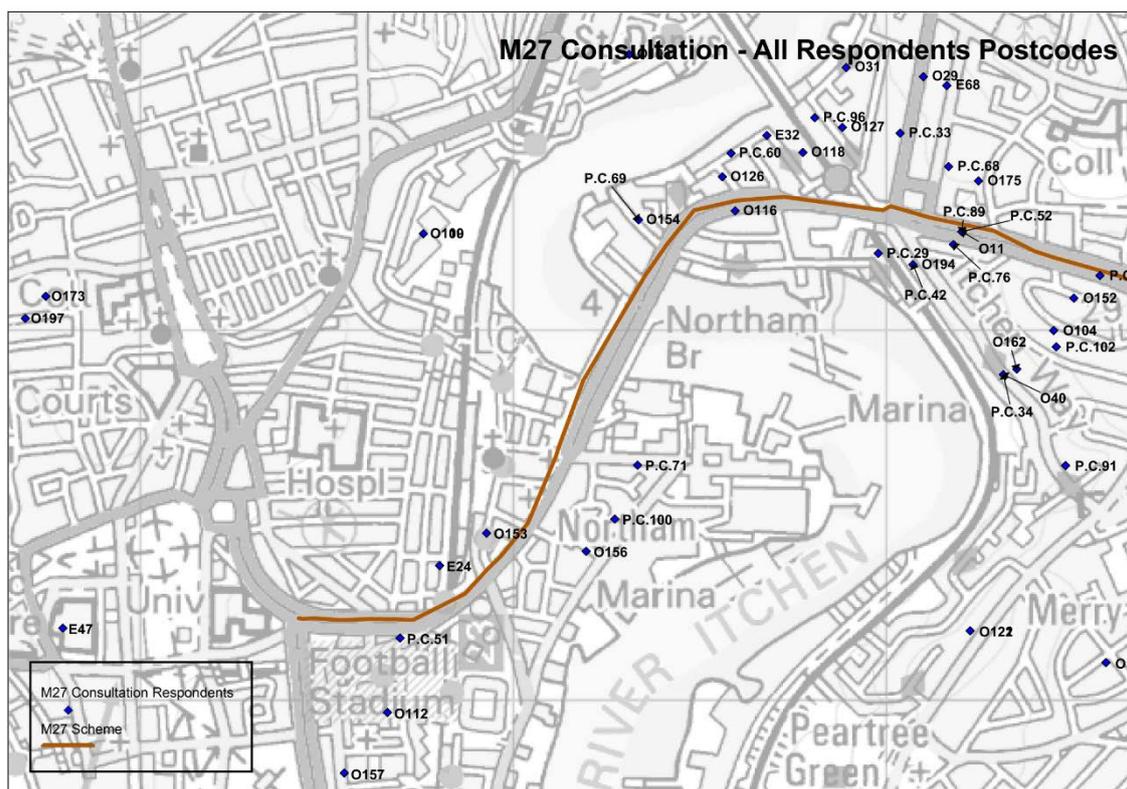


Figure 31. Map of response type at the western extent of the scheme

Appendix H – Coding Framework

Final codes: NMU Provision	Description
Issue with proposals, works or network, local impact and alternatives	This code includes any responses which raised issues related to the consultation, the proposals, works or network and the local impact and any alternative suggestions for NMU provision, including public transport and specific alternatives at numerous locations.
Support or no impact	This code was for all responses who supported the NMU proposals or there would be no impact to the user.
Facilities, usage and footfall	This grouping relates to any response which mentioned NMU facilities, routes and usage by NMU users and footfall at the locations.
Safety and user behaviour	This coding relates to any issues raised regarding safety, danger and incidents and user behaviour from pedestrians, cyclists, vehicles or others.
Access	This code relates to the provision of accessibility to different locations used and accessibility for different groups of users, including the disadvantaged.
Traffic	This code relates to any mention of traffic on the roads, including buses and HGVs. It includes issues raised such as speed of traffic, congestion and volume.
Visual, environmental, health and wellbeing	This coding group relates to issues to do with environmental concerns such as air quality and noise pollution, health concerns and the aesthetic appearance such as more greenery.
Cost	This code relates to any mention of the monetary value.

Final codes: Scheme Design	Description

Traffic & traffic lights	This coding group relates to any issues raised with traffic such as traffic flow, volume, speed congestion, bottlenecks and rat-running and issues with traffic lights including issues at specific locations.
Support, Indifference or no impact	These codes are for any support or indifference to the scheme and for those who believe improvements are needed as well as those who support it provided some conditions are met. It also includes those who have stated there will be no impact.
Widening	This code relates to any responses raising issues regarding widening, dualling and the need for more or extra lanes at numerous locations across the scheme extent.
Lack of confidence in proposals and more detail needed	Where respondents have stated there is no other option, are unsure or need more information and issues relating to the re-think of the scheme and that it will make no change, they have been grouped under this code.
Facilities	This code relates to any responses regarding the provision of facilities within the scheme design such as NMU facilities, road facilities, buses and bus lanes and crossings.
Safety and user behaviour	This coding relates to any issues raised regarding safety, danger and incidents and user behaviour from pedestrians, cyclists, vehicles or others such as conflict.
Access	This code relates to the provision of accessibility to different locations used and accessibility for different groups of users, including the disadvantaged. Specifically related to the scheme design, issues of access raised include closures and the stop of turns.
Design, local impact & alternatives	This grouping relates to any issues raised with the scheme design, issues with proposals or works or network and any alternative suggestions at numerous locations.
Visual, environmental, health and wellbeing	This coding group relates to issues to do with the aesthetic appearance of the design proposals and environmental concerns such as noise and air pollution, health concerns and environmental

	provisions and preservation.
Cost	This code relates to any mention of the monetary value.

Final codes: Consultation Process	Description
Support	This code relates to any mention of support for the consultation process and understanding of the constraints, support for staff at the public exhibitions and support for the consultation material.
Consultation process, publicising, access and information	This grouping relates to any issues raised with the consultation process and timing, issues with the consultation not being well publicised, provision of information and access to material.
Issue with works, local impact and alternative suggestions	This grouping relates to any issues raised about the impact of the scheme, works at numerous locations and alternative suggestions.
Lack of confidence in consultation process	This code relates to issues raised stating that there will be little difference or issues with the management of the scheme.
Comments on traffic conditions	This code relates to any mention of traffic and traffic lights, flow, restrictions and other traffic conditions.
PIEs and access to them	This code relates to any issues raised regarding the public exhibitions and access to them.
Comments on cost	This code relates to any mention of the monetary value.
Comments on pedestrian and cycle facilities	This code relates to any comments relating to NMU considerations such as cyclists and cycle lanes and other pedestrian and cycle facilities.
Environment and safety comments	This final grouping is concerned with respondents raising issues relating to pollution e.g. noise/air/vibration and comments related to safety concerns.

Final codes: Emails, letters, calls, articles and diagrams	Description
Issue with design proposals, works or network, planning, local impact and alternatives	This code grouping is for any responses which raised issues related to the consultation, the design proposals, works or network and the local impact and any alternative suggestions and mentions of planning applications.
Support, Indifference or no impact	These codes are for any support, indifference or no impact to those emailing and calling regarding the scheme and includes comments that it is long overdue.
Facilities, usage and footfall	This grouping relates to any response which mentioned facilities, including NMU facilities and specifics such as signage and street lighting.
Safety and user behaviour	This coding relates to any issues raised regarding safety, danger such as accidents and user behaviour.
Access	This code relates to any mention of accessibility at or to specific locations or for specific groups such as emergency vehicles, lorries and residents.
Traffic & traffic lights	This code grouping is for any responses raising comments on traffic conditions or related to traffic lights
Visual, environmental, health and wellbeing	This coding group relates to issues to do with environmental concerns such as air quality and noise pollution, health concerns and the impact on greenery such as trees.
Cost	This code relates to any mention of the monetary value.
Widening	This code relates to any responses raising issues regarding widening, dualling and the need for more or extra lanes at numerous locations across the scheme extent.
Lack of confidence and more detail needed	Where respondents have raised issues with the consultation process, do not support or see little benefit and may require more information, they have been grouped under this code.

PIEs and access to them	This coding group is for any comments raised about the public exhibition events and access to them.
Consultation process, publicising, access and information	This grouping relates to any issues raised with the consultation process and timing, issues with the consultation not being well publicised, provision of information and access to material.
Land and property	This code relates to any query or comment made regarding the impact on a respondent's land or property.
Legal matters/queries	This code grouping is for any legal matters or queries raised.
Offer of design services	This code is for any mention of the offer of the provision of design services for the scheme.

Appendix I – Public Exhibition Poster

Appendix J- Staff Survey

M27 Southampton Junctions consultation events
Staff feedback form

Event location	
Date	

Name	
Organisation	

What comments have you heard most frequently today

What are your main observations

In your opinion, how could the event be improved

Any other comments

Staff survey analysis

The form was also a way to identify lessons learnt from a stakeholder perspective.

Four key questions were asked in order to clarify and specify the responses from attending staff. These were:

- What comments from the public have you heard most frequently today?
- What are your main observations?
- In your opinion, how could the event be improved?
- Other comments

At the Pilands Wood public information events, comments about the consultation materials were noted the most often – five times. Generally, these were in respect of improvements needed, either with the detail of the materials provided (e.g. needing to be clearer), or the range of materials available at the events (e.g. would like to see more information). Issues with Ruby Road were also mentioned often, in particular with respondents objecting to the proposed right-turn ban into Ruby Road. The third most common discussed topic was the potential to re-open Botley Road to help ease local traffic.

The two events held at the High Point Centre can be summarised with similar remarks. The subject most often mentioned to staff were driver behaviour with Botley Road and the consultation material. Although it was the wider demographic, and positive feedback from attendees that was most noted.

The consultation events at Bitterne Manor Primary School were the most well attended with 169 logged arrivals over the two days. At these events, the most popular comment was again about the consultation materials, and the ways in which images, maps, text and technology could be distributed around an event space and documentation for ease of consumption. Many of the residents also suggested the scheme should include a Park and Ride facility on the outskirts of the city, and within this scheme's boundaries. They believed that this would be an alternative to reduce congestion and move vehicles off the roads.

The third most popular comment was linked to Bullar Road. The events' attendees suggested that buses do not use Bullar Road and therefore the proposal to keep/modify the bus stops on Bullar Road is not relevant. Most almost thought that introducing a right-turn ban into Bullar Road at peak times would only increase congestion and create rat-runs of other local streets.

The attendance at both events at Northam Community Link was extremely low. This is reflected in the staff responses, with many questioning the choice of location. As with the other locations, the consultation materials were mentioned the most – at this venue it was the lack of use of the IT resources by the public that was reflected upon. The facilities currently proposed as part of the scheme were viewed as inadequate by many at these two consultation meetings. Alternative suggestions ranged from widening roads for segregated NMUs to safe road crossings. Many reported that the public felt cyclists should be a higher priority for Highways England.

Other common themes across all eight of the events vary from the need for more pedestrian facilities to issues with the plans for specific roads, including Hamble Lane, Princes Street and Bursledon Road. Many members of the public were concerned that the scheme had not taken into account new housing developments, that are either being built, developed or planned for the local area.

If you need help accessing this or any other Highways England information, please call **0300 123 5000** and we will help you.

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